

Q: When is my premium payment due?

A: Your premium is due on the first day of the month in which you are covered. For example, the premium for March 2020 is due on March 1, 2020.

Q: What options do I have to pay my premium?

A: We offer three options for payments:

1. Mail a check or money order to the address on the voucher that comes with your invoice (please include the voucher or write the subscriber ID number on your check or money order).
2. Pay online using your Visa, MasterCard, Discover, checking account, or savings account.
3. Pay by phone using our automated phone line, 1-877-631-0320. The same payment methods are available.

Q: What are my options for recurring (automatic monthly) payments?

A: There are two ways to set up recurring payments.

1. To set up recurring payments, visit truehealthnewmexico.com/pay-my-bill. Select the green “Pay Your Individual Premium Online” button. You will be directed to E-Bill Express. Follow the instructions to enroll in e-pay. Once you are enrolled, select “Recurring Payments.” You will have the option to create a new recurring payment.
2. Download, complete, and submit the Automated Clearing House (ACH) authorization form found on truehealthnewmexico.com/for-members/forms-and-other-resources-for-members. Be sure to select the ACH form for **individual/family plans**. At the bottom of the form are instructions for sending the completed form to us.

Q: How can I change my recurring payment once it is in place?

A: You have two options for this, depending on how you set up your recurring payment.

1. If you created your recurring payment in E-Bill Express, you will need to log in to your E-Bill Express account, delete your current recurring payment, and create a new one with your new payment information.
2. Please send us a new ACH form (see the Q&A directly above) and mark the box near the top of the form that says, “Update Payment Information.”

Q: What if I accidentally make two payments online?

A: True Health New Mexico is not able to reverse, cancel, or refund payments made in E-Bill Express. You can contact your bank or credit card company to stop the payment, or we can issue a refund check. Refund checks are not processed until 14 days after the payment is made. Once we process them in our Albuquerque office, they go to our corporate office in Virginia, where the check is then issued and mailed. *Note: This process takes 20 to 30 days.* If you do nothing, a credit will be applied to your next invoice.