



April 14, 2020

Payment Flexibility

Dear Member:

We're happy you chose insurance coverage from AmeriHealth New Jersey and want to make sure you have it when you need it. AmeriHealth New Jersey has been closely monitoring the situation with COVID-19 (Coronavirus) and we understand the financial impact our members may be experiencing.

In response to the COVID-19 pandemic, we are offering payment flexibility to members who may need it. You may defer payment of your April or May invoice (one month's premium) with no interest and no penalty. The deferred premium must be paid by December 1, 2020. You can make incremental payments each month through December 1 or can satisfy the deferred premium any month prior to December. You must be up to date on payments in order to be eligible for payment deferral.

You may be eligible for financial assistance

If your taxable income is expected to go down in 2020, you may be eligible for increased tax credits (subsidy). Remember, your tax credits are based on your **expected household income for the 2020 health plan year, not your 2019 income**. If your taxable income is expected to go down in 2020, contact us at 1-888-879-5331 (TTY: 711) and we can help report an income change.

Additional payment options

To provide more flexibility, AmeriHealth New Jersey is accepting premium payments made with credit cards until July 31, 2020. Credit cards may be used to satisfy past due premiums as well as current amounts that are due. You may use an Amex, Discover, MasterCard, or Visa credit card. To pay with a credit card, you can:

- Pay by phone using our automated system: Call 1-800-313-9168 (TTY: 711)
- Use eBill: Log in at [amerihealthexpress.com](https://www.amerihealthexpress.com) and click *Manage Account*

We're here to help

If you are concerned about your ability to make a payment due to the COVID-19 pandemic, call us at 1-888-879-5331 (TTY: 711) for help evaluating your health plan options. If you purchased your plan through an independent broker, you can contact your broker for assistance or call us if you prefer.

Sincerely,

Customer Service