Online invoice replaces paper version for Oxford clients using scheduled direct debit

We are working continually to create an ecosystem of digital services and solutions to better serve our clients and their employees. This means creating tools—from market-leading health and wellness apps to secure websites for health and financial transactions—with the goal of simplifying and personalizing the health care experience.

One of our latest evolutions in this area is the move away from mailing clients a paper invoice for their monthly premium. **Oxford clients who currently pay their invoice using scheduled direct debit/ACH will no longer receive paper invoices starting in March for April 2023 invoicing.** Instead, these clients will receive an **email** from us when their monthly invoice is available on **uhceservices.com**. Clients who wish to have a paper copy of their invoice may download it from the website.

We have divided the impacted client list into four groups to stagger the notification process throughout February and March. We are mailing a letter on February 3 and, again, on February 16 to the first two groups of clients, informing them that beginning with their April 2023 invoice they will receive their monthly premium invoices online only. The last two waves of mailings will be on March 3 and March 17, informing these clients that beginning with their May 2023 invoice they will receive their monthly premium invoices online only.*

View the letter we are sending to impacted clients.

**USPS mail dates are approximate.*

Action required

Please be familiar with the client letter, as well as the self-service billing features of **uhceservices.com**, should clients have questions.

What this means to clients

Less paper, less clutter, and faster delivery when clients get communications electronically. Following are several advantages to accessing the self-service billing features of **uhceservices.com**:

- **Privacy**
  - Online eligibility and billing management means information is secure, reducing the risk of it being shared with unauthorized individuals, leading to a HIPAA violation
- **Self-service capabilities**
  - View, download, and print invoices (current and up to 24 months prior)
  - View balances and payments (current and up to 12 months prior)
  - Request Billed vs. Paid report
  - Access Billing Statements (i.e., pre-termination notices)
  - View adjustments resulting from eligibility changes
- **Pay premiums online**
  - Faster than check payments
  - Saves administration time
  - Sign up for scheduled direct debit
  - Set up recurring payments
  - Make a one-time payment

Questions?
Please contact your Dedicated Client Services Manager (DCSM) if you have one, call our Client Services team during normal business hours at **1-888-201-4216** or email Client Services at **oxfordgroupservices@uhc.com**. If a client has not yet registered on **uhceservices.com** and needs help creating an account or signing-in, they should call us at **1-866-908-5940**.

Thank you.

Not for consumer use.

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