



May 2020

## Market Edge

News for All Segments

### COVID-19 Deferred Premium Program dunning and termination process

As previously announced, AmeriHealth New Jersey has offered group customers with fewer than 500 enrolled employees the option to defer their April or May premium payment. While the goal of this program was to assist customers in navigating the economic challenges these past few months, some may be unable to make subsequent payments.

The information below explains how AmeriHealth New Jersey has modified the dunning and termination timeline for customers in this program.

#### Customers that deferred April premium payments

If a customer paid their May premium, they will not receive a dunning letter.

If they did not pay their May premium:

- The customer was sent a 15-day dunning letter on May 15

- If their May premium is not paid and posted within our systems by May 29, the customer will be terminated effective June 1

Please note that the reinstatement window closes on July 31.

No terminations will be made in May for any approved April Deferred Premium Program account.

## Customers that deferred May premium payments

Premiums are due on the first day of the month. If the June premium is paid prior to June 15, customers will not receive a dunning letter.

If payment is not received for the June premium:

- Delinquent customers will be sent a 15-day dunning letter on June 15
- If a customer's June premium is not paid and posted within our systems by June 30, the customer will be terminated effective July 1

The reinstatement window closes August 30.

No terminations will be made in June for any approved May Deferred Premium Program account.

Please note: The July 1 dunning event will mirror the June 1 dunning event.

The high volume of inquiries we have received regarding our dunning and termination process speaks to the difficulties our mutual customers continue to face. We appreciate your continued commitment to communicating the necessary information to affected organizations moving forward.

If you have questions about our dunning process, please contact Accounts Receivable through ServiceNOW.

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