

BROKER NEWS

June 7, 2022

Mark your calendar. We're switching to RevSpring (RS), a new payment processing vendor, on **June 15, 2022.**

Existing individual plan members and employer groups must take action to continue automatic payments! Their current auto pay plan will not transfer to the new system.

- Group Services will provide a list of your affected Individual plan members by June 15th, 2022.
- Individual members and employer groups will not be able to make a payment while we transition to RS the evening of **June 15, 2022.**
- **On or after June 16, 2022, they may sign in to the [online member center](#) or [online employer center](#) to set up auto pay with RS.** They can make a one-time payment or pay their premium automatically each month by credit card, debit card, or from their checking or savings account.
- **If they set up auto pay with RS, their first payment will start on or after July 1, 2022.** We encourage them to set it up as soon as possible to avoid disruption with their payment schedule.
- **Auto pay or post-dated payments already scheduled between June 16 and June 30, 2022, will process with the previous vendor (Speedpay).** To cancel a scheduled payment, they can sign in to the [online member center](#) or [online employer center](#) before June 15, 2022, or call us toll-free at **1-800-274-1573** at least one business day prior to the scheduled payment date.
- **New enhancement!** The new vendor (RS) lets new individual plan members make their initial premium payment and set up auto pay at the time of enrollment.
- Notifications of this change have been sent to individual members and employer groups. A second notice will be sent beginning June 16, 2022.

If you have any questions, please contact your assigned sales representative.



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