



## Ask Your Customer Experience Team

If you have a plan with a monthly premium, you have several options to pay.

1. From your Social Security or Railroad Retirement Board (RRB) – Automatic deduction is an option from your monthly Social Security or RRB benefit check. **Easy and Convenient!**
2. From your Bank Account – Using the Electronic Funds Transfer (EFT) process, you can choose to have your monthly premium automatically deducted from your checking or savings account by completing the Bank Draft Authorization form. **Set it and Forget it!** Find the EFT form here, [https://www.cnchealthplan.com/wp-content/uploads/PY2023\\_Forms\\_Auto-Bank-Draft\\_v2\\_FF-Final.pdf](https://www.cnchealthplan.com/wp-content/uploads/PY2023_Forms_Auto-Bank-Draft_v2_FF-Final.pdf)
3. Pay Online – Pay your monthly premium online using PayPal located on the members page of the Care N' Care website. <https://www.payerexpress.com/ebp/CNC/>. **It's fast, easy and always on time!**
4. Pay by Mail – Chose to receive a monthly invoice from Care N' Care and send your payment via the US Postal Mail. 1603 Lyndon B. Johnson Freeway, Suite 300, Farmers Branch, TX 75234



If you would like to change how you are currently paying your monthly premium, call your Customer Experience team to walk you through the steps. 1-877-374-7993 (TTY 711) October 1 - March 31, 8 a.m. to 8 p.m., CST, seven days a week or April 1 - September 30, 8 a.m. to 8 p.m., CST, Monday through Friday.