United Healthcare Group Medicare Advantage | ConocoPhillips

Premium payment process

How premium billing and plan changes work



UnitedHealthcare® bills premiums one month in advance

For example, January's premium is billed between December 4-8

If plan changes are needed, making them before the monthly bill is created can help avoid billing adjustments

If a plan change is made after the monthly bill has already been created, it will not show on that bill. The change will appear on your next billing cycle.

Example: If your plan is changed on December 10, the January bill will still show your previous plan because the bill was already created. Your updated plan will appear on the next bill.

If any billing changes are needed, they will be corrected on a future bill. This may result in either a credit or an additional charge.

If you pay your premium by automatic bank withdrawal (EFT) or credit card, your payment is taken on the 1st of the month it is due. If a plan change is made after your bill is created, the payment will still be based on your previous plan. Any needed adjustments will be made on a future bill.

See back side for additional information

How to pay online

1. Sign into **retiree.uhc.com/conocophillips** or the UnitedHealthcare® app
2. Click **Premium Payments**
3. Click **Make a payment**
4. Choose to pay **Upcoming charges, Pay in full** or **Other amount**
5. Choose to **Pay now** or **Schedule** payment
6. Choose to pay using **EFT-Checking/Savings** or **Credit/Debit Card**
7. Enter your account information
8. Review and click **Submit**

How to pay by phone

Call 1-877-880-1153

For one-time and scheduled payments

1. **Press 1** for one-time and scheduled payments
2. **Press 1** to use a credit or debit card or **press 2** to use a checking or savings account
3. **Press 1** to make a payment today or **press 2** to schedule a future payment

To hear or cancel a scheduled payment, **press 3**

For automatic monthly payments

1. **Press 2** for automatic monthly payment
2. **Press 1** to use a credit or debit card or **press 2** to use a checking or savings account

To hear previous payment or account details, **press 3**

To hear information or payment options for another member ID, **press 5**

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