



## When will I get my invoice?

Your group's monthly invoice will be sent on the **14th of each month** (or the preceding business day if it falls on a weekend or holiday). Any enrollment adjustments must be communicated by the 12th of that month.

New groups may receive their first invoice up to **30 days** from their effective date depending on the completion of onboarding.

NOTE: Please whitelist [billing@anglehealth.com](mailto:billing@anglehealth.com) and add to your contacts so invoice emails don't go to spam.

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## How and when do I pay?

We have 2 options to pay your monthly invoice:

1. **Autopay:** Premium debits will be initiated on the **21st of each month** (or the preceding business day if it falls on a weekend or holiday).
  - a. PLEASE NOTE: Autopay will only attempt to debit funds on the invoice due date; if the attempt fails for any reason, you will still be responsible for ensuring that payment is made by the due date.
2. **ACH payment:** If you choose not to pay by autopay, you will need to ensure that your payment is sent sufficiently in time to allow for funds to settle **before the 1st of the month**.

### NOTES:

- Premiums NOT received before the 1st of the month will result in pending medical claims and suspension of prescription drug coverage eligibility (members may have to pay out of pocket and submit an expense reimbursement).
  - Any groups with outstanding invoice balances from prior months may experience claim processing delays and temporary suspension of prescription eligibility.
  - For groups that pay by check, checks in transit or lost checks may result in an interruption to claims processing. Autopay is highly recommended in placement of checks.
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## Why does my bank show that I'm paying Adrem Administrators?

Adrem Administrators is an entity of Angle Health. You may see the entity you are paying as Adrem Administrators depending on the insurance you have.

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## Why does my recent membership change not show on the invoice?

Any changes that are submitted or processed on or after the **14th of the month** will not be reflected on the invoice. If the number of enrollees changes after the 14th of the month, we'll show the changes as a retroactive adjustment on the following month's statement.

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## How do I update my bank account?

You can go to [employer.anglehealth.com/settings/billing](https://employer.anglehealth.com/settings/billing) to update your bank info.

NOTE: Any change made after the **18th of the month** will not affect the invoice that is pulled on the 1st. The change will take effect for the following invoice. If you have an immediate need, you may reach out to our team to see if we can expedite the change.

EXAMPLE: If you update your bank info on May 25th, the June invoice will still pull from the old bank account on June 1. The new bank account will be charged on July 1.

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## Who do I reach out to if I have additional questions or questions specific to my group?

You can contact us at [billing@anglehealth.com](mailto:billing@anglehealth.com)