



Your Benefits Bill: Frequently Asked Questions

The Benefits Store is committed to supporting you. Count on us to provide the products, expertise and support you need!

How do I receive my bill?

You have the option to receive a paper copy of your bill via mail, or a digital copy via email.

When will I receive my bill?

You will receive your bill on or by the first of the month.

When is my premium due?

Your premium will always be due by the 20th of each month prior to next month's coverage.

When will I see my adjustments or payments?

Any adjustments or payments made before your bill date will be reflected on your next invoice. All adjustments or payments made after your bill date will reflect on the following month's invoice.

(Example: if your bill date is on the 26th of the month, an adjustment/payment made on the 27th would reflect on the following month's invoice.)

How do I submit my payment?

There are multiple options for submitting payments.

Check

Checks must be mailed to:

The Benefits Store

PO Box 743322

Los Angeles, CA 90074-3322

Credit Card – ACH/EFT

- *if using a credit card, there is a 2.5% transaction fee added to each payment made*
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If I'm on autopay, will I still receive a bill?

Yes, even if you are enrolled in automatic payments, an invoice will still be mailed to you.

My coverage was terminated for non-payment, can I get my coverage reinstated?

A reinstatement request requires the account to be paid through the most current billing cycle and is subject to review and approval from the carrier.