



A New Payment Portal for Retiree and COBRA Billing

HealthTrust Retirees and COBRA Enrollees can use our online Payment Portal to pay their HealthTrust invoices by credit card or direct payment out of a bank account (ACH).

But first, **you will need to set up a Secure Enrollee Portal (SEP) account before you can access the Payment Portal.**

These frequently asked questions (and answers) provide information to help you get started.

What is a SEP account?

SEP is a secure, online account where Retirees and COBRA Enrollees can:

- Access all benefit information
- View invoices
- Make payments in the Payment Portal

How do I create a SEP account?

On our home page, www.healthtrustnh.org, scroll to the bottom of the page and click on Payment Options. You will find a link to create an SEP account, a flyer with instructions, and a video tutorial. You can also call HealthTrust Enrollee Services, Monday through Friday, 8:30 a.m. to 4:30 p.m., at **800.527.5001** with questions.

How do I pay my invoices through the Payment Portal with my SEP account?

Once you have created a SEP account, you can make one-time or recurring payments by credit card or bank account in the Payment Portal.

What if I choose not to use the portal?

There are three options for HealthTrust Retirees and COBRA Enrollees.

ONE: Monthly autopayment. Print, fill out, and mail in the applicable authorization form to authorize HealthTrust to make monthly automatic withdrawals from your bank account. (You can find the forms online with the flyer and tutorial.)

TWO: One-time email link for credit card payment. Call HealthTrust Enrollee Services at **800.527.5001** for a one-time email link.

THREE: Mail a check with payment stub to HealthTrust, PO Box 617, Concord, NH 03302-0617



HealthTrust's Payment Portal offers:

- 24/7 access
- Security
- Easy navigation
- Availability through your SEP account (with the rest of your benefits!)

Note: Please disregard any Payment Portal messaging if your payments are made through NHRs.