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FirstCare extends deadline for Marketplace payments to Jan. 10

AUSTIN, Texas (Dec. 23, 2013) – [FirstCare Health Plans](#) is voluntarily extending the payment deadline for its [Marketplace plans](#) until Jan. 10 to allow customers more time to pay their first month's premium. The original deadline was December 31. This extension aligns FirstCare with the recent decision and announcement from America's Health Insurance Plans (AHIP), an industry trade group who encouraged its members to provide an extension to January 10, as well.

"Many consumers have not paid their premiums yet because of the holidays and the ongoing technical difficulties at HealthCare.gov," said FirstCare President and CEO Darnell Dent. "We don't want anyone to have a lapse in coverage, so we're giving applicants 10 additional days to make their payment."

Consumers will have to have completed their enrollment by midnight on Dec. 24, and will have to pay their first premium by Jan. 10, before coverage takes effect. Upon meeting both of these qualifications, FirstCare will make the coverage retroactive to January 1. Members who receive pharmacy or medical bills between Jan. 1 – 10 can submit them for reimbursement.

FirstCare is notifying individual and family health plan members this week about the payment extension. FirstCare members will have the option to pay by phone, mail, or online using a personal check or major credit card. If they need assistance, they should contact FirstCare at 1-855-572-7238, Monday through Friday, 7:30 a.m. to 6 p.m. or talk to their local health insurance broker.

"We know that this has been a difficult time for consumers and we're committed to doing everything we can to help them secure quality health insurance," said Dent. "We're thankful to have another opportunity to step up on their behalf."

About FirstCare Health Plans

At FirstCare Health Plans, we believe that Texans and our communities should be healthy. As a result, we find ourselves working with premier doctors and hospitals to provide Texans access to affordable, high-quality care.

Since 1985, we've been serving the health care needs of members across North, West, and Central Texas. FirstCare offers a wide range of HMO, PPO, HSA and ASO products through a variety of programs, including: small and large employer plans; state, federal and teacher plans; government programs; and the Health Insurance Marketplace.

With the support of our owners—Covenant Health in Lubbock and Hendrick Health System in Abilene—we now serve approximately 165,000 members. Our corporate headquarters are located in Austin, Texas. We also have offices in Abilene, Amarillo, Lubbock and Waco.

For more information, please visit www.firstcare.com.