

Check Your Individual & Family Health Plan Premium Payment Status

A recent error may impact your premium payment if you are a Sentara Individual & Family Health Plans member who has set up recurring payments through our member portal. Sentara Health Plans Finance/Account Services apologizes for the inconvenience this has caused. **Please note that without an invoice, the premium for the month affected will not be withdrawn.**

1. Who is impacted?

Sentara Individual & Family Health Plans members with recurring payments scheduled through our member portal.

2. What is the error?

Recent invoices were not uploaded to our member portal for some Individual & Family Health Plans members, including April 2024 invoices generated on March 11, 2024, and May invoices generated on April 8, 2024 and April 9, 2024. We are collaborating with our vendor to resolve the issue.

3. What should impacted members do?

We encourage all Individual & Family Health Plans members to monitor their accounts and contact us if your recurring payment does not pull as scheduled. You may contact the Sentara Health Plans finance department directly at **757-687-6434** to make your payment with a representative.

Learn about other payment options.

4. What if payment was missed due to this error?

If you miss your payment due to this error, you will be extended a grace period. Your recurring payments will still be scheduled for future months.