

Bill Payment

If you would like to set up automatic payments, please call **1-844-867-1156**, or go to **www.trilliumadvantage.com** and follow the steps below.

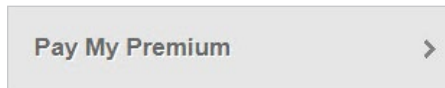
Step 1

Log in with your existing account, or create a new account if you are a new user at **www.trilliumadvantage.com**.



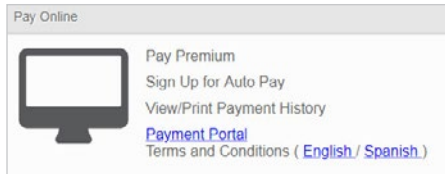
Step 2

Click on *Pay My Premium*.



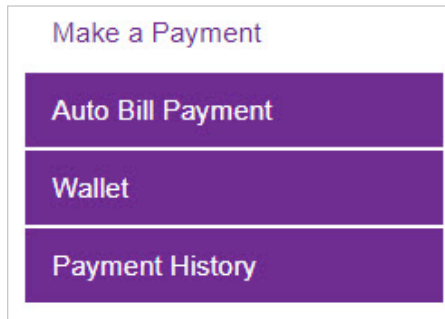
Step 3

Choose *Payment Portal*.



Step 4

Choose *Make a Payment* to make a one-time payment, or choose the *Auto Bill Payment* tab to set up automatic bill pay. Please note that your online payments will appear on your statement as **Allwell**.



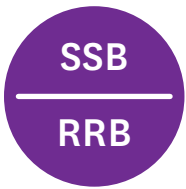
Please note, payments are due on the first of each month. Depending on your outstanding balance, you may be drafted more than one month of premiums.

(continued)



Good news!
You can now pay your premium online.

Other ways to pay



SOCIAL SECURITY WITHHOLD/RAILROAD RETIREMENT BOARD

You can call Customer Service and request to have your monthly premiums deducted from your monthly Social Security check or Railroad Retirement Board check.



MAIL

You can send in your check, money order or cashier's check to the address on your statement.

If you have automatic bill pay set up with your bank, where the bank mails a check to Allwell for your monthly premium, please update your remittance address to match your statement.



Tip!

In order to ensure your account is current, please allow for standard mailing times.

We're grateful to have you as our member and will continue to improve our systems to ensure you have the best experience possible.

If you have any questions or need assistance with setting up your online account, please contact Member Services at the phone number listed on your billing statement. From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

Thank you,

Membership Accounting and Eligibility Department



Section 1557 Non-Discrimination Language
Notice of Non-Discrimination

Trillium Medicare Advantage complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Trillium Medicare Advantage does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Trillium Medicare Advantage:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact Trillium Medicare Advantage's Member Services at: 1-844-867-1156 (HMO SNP) (TTY: 711). From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

If you believe that Trillium Medicare Advantage has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by calling the number above and telling them you need help filing a grievance; Trillium Medicare Advantage's Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019 (TDD: 1-800-537-7697).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Trillium Medicare Advantage is a Coordinated Care plan (HMO SNP) with a Medicare contract and a contract with the Oregon Medicaid program. Enrollment in Trillium Medicare Advantage depends on contract renewal.

Section 1557 Non-Discrimination Language
Multi-Language Interpreter Services

SPANISH	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-867-1156 (HMO SNP) (TTY: 711).
VIETNAMESE	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-867-1156 (HMO SNP) (TTY: 711).
CHINESE	注意：如果您說中文，您可以免費獲得語言援助服務。請致電 1-844-867-1156 (HMO SNP) (TTY: 711)。
RUSSIAN	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-867-1156 (HMO SNP) (TTY: 711).
KOREAN	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-867-1156 (HMO SNP) (TTY: 711) 번으로 전화해 주십시오.
UKRAINIAN	УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-844-867-1156 (HMO SNP) (TTY: 711).
JAPANESE	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-844-867-1156 (HMO SNP) (TTY: 711) まで、お電話にてご連絡ください。
ARABIC	تنبيه: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. يُرجى الاتصال بالرقم. 1-844-867-1156 (HMO SNP) (مكبلاو مصلا فتاه مقر: 711).
ROMANIAN	ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-844-867-1156 (HMO SNP) (TTY: 711).
MON-KHMER CAMBODIAN	ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយភាសាដោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទទៅលេខ 1-844-867-1156 (HMO SNP) (TTY: 711)។
CUSHITE	XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-844-867-1156 (HMO SNP) (TTY: 711)..
GERMAN	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-867-1156 (HMO SNP) (TTY: 711).
PERSIAN	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-844-867-1156 (HMO SNP) (TTY: 711) تماس بگیرید.
FRENCH	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-867-1156 (HMO SNP) (TTY: 711).
THAI	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี: 1-844-867-1156 (HMO SNP) (TTY: 711).

