

Q: If a member passes to the next age band during their current policy year, do they continue paying the price for the initial age band for the rest of the policy year?

A: "Members sign up for annual plans with Remote Health. This guarantees that your premium and benefits stay the same for 1 full policy year. If you have a birthday during the policy year and pass into the next age band, this will only be reflected at renewal at the end of the policy year.»

Q: Since my wife is the only woman in the family, can the rest of us be on the Premium Plan while she is on the Premium Plus Maternity plan?

A: "Because all members of one policy need to be on the same plan, if you wish to include Maternity coverage, every family member would be on the Premium Plus Maternity plan.

Note: Our families understand this in all cases with the exception of the plan with the maternity benefit, which is an expensive benefit to offer for a small price increase. But doing it this way ensures fairness and security for all our customers. Including the entire family helps balance the risk for the insurance company, making premiums more affordable for everyone and allowing us to offer such a benefit. This approach promotes fairness by spreading the financial burden across a broader pool of members.»

Q: How does payment for Remote Health work?

A: "When you submit your group policy application, you can choose between a credit card payment or a bank transfer. Paying with a credit card allows you to sign up for auto charges as well, so you don't have to worry about a lapse in coverage due to non-payment. If you have a U.S.-based bank account, you can also sign up for an auto-draft.

Please note that when you select bank transfer, you must submit a wire confirmation after each payment is made to ensure your payment is received.

The first payment will be made once the application has been approved. You can choose your preferred billing cycle (quarterly, semi-annually, or annually).

If applicable, you would invoice your members internally. You will get an invoice each month with your members' names and their individual costs.»