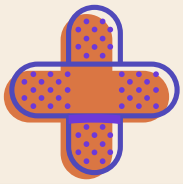
Angle

Angle Health Invoicing FAQ



When will I get my invoice?

- Invoices for your group's monthly charges will be delivered before the 1st of the month unless there are extenuating circumstances that prevent the creation of that month's invoice.
- New groups may receive their first invoice up to **30 days** from their effective date depending on the completion of onboarding.
- PLEASE NOTE: Some email filters may filter your monthly invoice to your companies spam catcher or spam folder. Please be sure to whitelist billing@anglehealth.com and add to your contacts.

How and when do I pay?

We have **2 options** to pay your monthly invoice:

- **Autopay**: we will initiate an ACH pull from your account on the 1st of each month (or on the following Monday if the 1st is a weekend). The email where the monthly invoice is delivered will let you know the anticipated pull date.
  PLEASE NOTE: Any bank changes must be made before the **23th of the month** in order to be processed prior to the autopay payment
- **ACH payment**: you may initiate an ACH payment that is due to us on the 1st of each month (or on the following Monday if the 1st is a weekend). Please let us know if you need our banking details.

Why does my bank show that I'm paying Adrem Administrators?

- Adrem Administrators is an entity of Angle Health. You may see the entity you are paying as Adrem Administrators depending on the insurance you have.

Why does my recent membership change not show on the invoice?

- Any changes that are submitted or processed after the **20th of the month** will not be reflected on the invoice. If the number of enrollees changes after the 20th of the month, we'll show the changes as a retroactive adjustment on the following month's statement.

How do I update my bank account?

- You can go to https://employer.anglehealth.com/settings/billing to update your bank info
  PLEASE NOTE: Any change made after the **23rd of the month** will not affect the invoice that is pulled on the 1st. The change will take effect for the following invoice. If you have an immediate need, you may reach out to our team to see if we can expedite the change.
  EXAMPLE: If you update your bank info on May 25th, the June invoice will still pull from the old bank account on June 1. The new bank account will be charged on July 1.

Who do I reach out to if I have additional questions or questions specific to my group?

- You may reach out to us at billing@anglehealth.com