BEST Life™

BEST Life and Health Insurance Company

FAQ

When enrollment closes only individuals who have a qualifying life even may enroll. These include:

- Major life changes like getting married, having a baby, adopting a child or placing a child for adoption or foster care, moving or gaining citizenship.
- Other major events would include losing other health coverage because you've lost your job, gotten a divorce or aging off a parent's plan. You can also qualify if your COBRA has expired.
- Important: Voluntarily ending coverage doesn't qualify you for a special enrollment period. Neither does losing coverage that was not ACA-certified.

How do I find a provider?

Finding a provider is easy. Click here for your home state. You'll find your available network(s) and a link to the Provider Lookup Tool. Or if you already know your network(s), you can access the Provider Lookup Tool directly from the home page at www.bestlife.com.

When will I receive my ID card and plan information?

Normally these materials are sent out to you within 7-10 days of receipt of your first premium payment. If you haven't received your materials after 10 days of enrollment, feel free to contact us and we can let you know current status.

When is my payment due?

Your dental premium payment is due on the last day of the month prior to coverage. So for dental coverage that begins February 1st, premium payment must be received by January 31st.

How do I pay my premium?

You can make a one-time or recurring payment through the Pay Premium button at the top of this screen with your credit or debit card. Enter your Customer ID Number found on your invoice. (This number starts with a 102.. or 103...) If you do not know your Customer ID Number, please enter your first and last name. Then enter in the amount of your premium and your payment information.

Or if you prefer, you can also send us a check for the amount of your premium and mail it to us at: BEST Life Premium Payments, PO Box 3023 Meridian, ID 83680.

Why isn't my payment reflected on my invoice?

Payments made on or after the due date are not reflected on the current invoice but will show on your next month's invoice. Payments made before the due date should be reflected.

For all other questions?

Contact us. We're always here for you.

800.433.0088

cs@bestlife.com

www.bestlife.com