



Payment Center Help Guide

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Access to the **Payment Center** requires Internet Explorer, version 11 or above, or the most current version of Chrome, Firefox, or Safari web browsers. Some **Payment Center** services are made possible through third party websites based upon agreements with MVP Health Care®.

Getting Started with the Payment Center

Visit mvphealthcare.com/pay and *Sign In/Register* to your MVP online account to access the **Payment Center**. In the **Payment Center**, you can:

- View your invoices.
- Sign up to go paperless and receive an email notification when your monthly premium invoice is ready to view.
- Make a one-time payment for your monthly premium.
- Set up recurring payments for your monthly premium to be paid automatically by a bank account, debit card, or credit card.

Using the **Payment Center**, you will receive an email from MVP when:

- A new monthly premium invoice is ready to view (if you choose to go paperless).
- You make a payment.
- You set up a recurring payment.
- Your debit or credit card information is about to expire.

Please do not reply to any email notification you receive as the mailbox is not monitored. If you have any questions, call the MVP Customer Care Center at the phone number on the back of your MVP Member ID card.

Manage Your Paperless Billing Preferences

You can choose to go paperless and receive an email notification each month when your invoice is ready to view, or you can continue getting a monthly paper invoice in the mail.

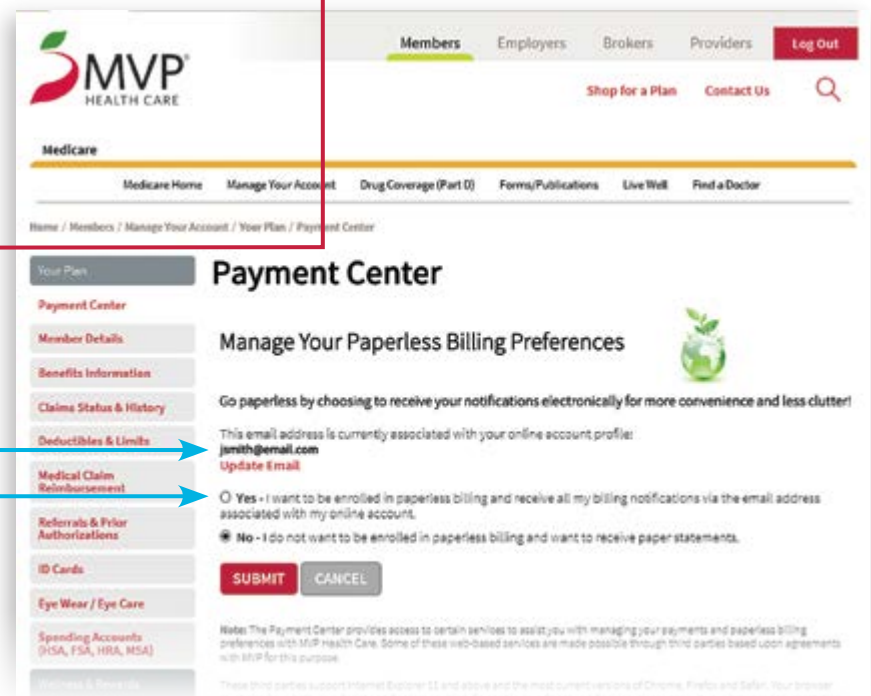
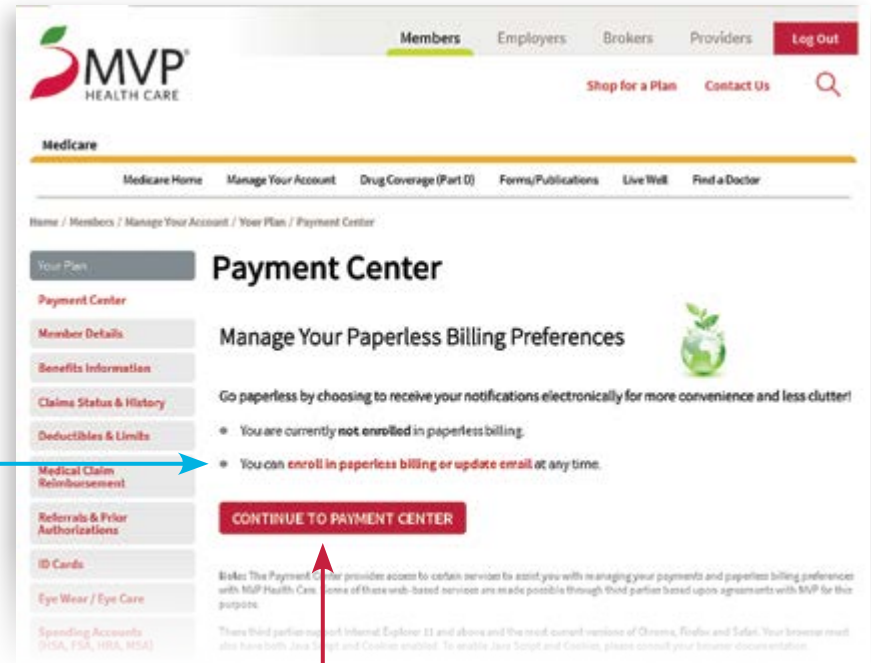
To go paperless:

- Select *You can enroll in paperless billing or update email at any time.*
- Confirm your email address, or select *Update Email* if you need to make changes.
- Select *Yes-I want to enroll in paperless billing.*
- Select *Submit.*

You can change your paperless billing preferences at any time.

To continue receiving paper invoices in the mail:

- Confirm your billing preference is listed as *You are currently not enrolled in paperless billing.*
- Select *Continue to Payment Center* to make a payment or to view your bills.



Using the Payment Center

The *Payment Center* opens on the **Billing Summary** page, which shows your most current invoice and the current **Balance Due** (payments made in the last 24–48 hours may not be reflected).

The screenshot shows the MVP Health Care Billing Summary page. At the top, there are two tabs: "Billing Summary" and "Billing History". A red arrow points from the "Billing History" tab to the text "Select the Billing History tab to view past invoices." Below the tabs, the account information for "SAMPLE, JOHN Q" is displayed, including the address "123 MAIN STREET TOWN, ST 12304". A prominent box shows the "Balance Due: \$136.50" with a due date of "10/01/2017" and a "MAKE A PAYMENT" button. A blue arrow points from the text "Select Make a Payment to continue to the payment section." to this button. Below the balance due box, there is a "Monthly Statement" section with a date selector set to "08/08/2017" and a "PDF Version" link. A brown arrow points from the text "Select a date from the drop-down list to view past invoices by date." to the date selector. A yellow arrow points from the text "Select PDF Version to download and view a printable version of your invoice..." to the "PDF Version" link. The "Account Summary" table is as follows:

Account Summary:		Statement #: 123456789000
Outstanding Balance		\$0.00
Premium for Coverage 10/01 - 10/31		\$136.50
Prior Billing Period Adjustments		\$0.00
Total Due		\$136.50


The "Current Subscriber Details" table is as follows:

Subscriber ID	Plan	Net Premium
123456789 00	PLAN 123	\$136.50

Using the Payment Center

Choose how you would like to pay your monthly premium:

- **Set up recurring payments**—on the first of each month, your balance due will be automatically deducted from a bank account (eCheck), or charged to a debit card (with the Visa or MasterCard logo) or credit card.

 **With recurring payments, you do not need to sign in to your online account or mail a check each month to make a payment.**

- **Make a one-time payment**—pay the current balance due using your bank account, debit card, or credit card. Payments are due on or before the first of the month.

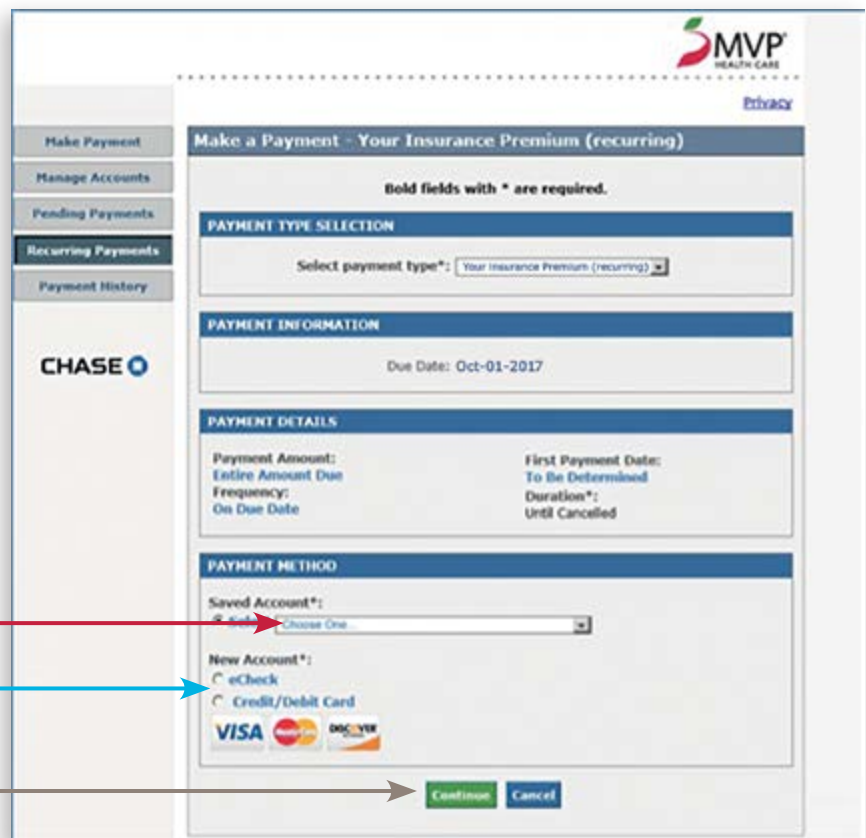
Set Up Recurring Payments

- Select *Make a Payment* on the **Billing Summary** page to continue to the payment section.
- Under *Payment Type Selection*, select *Your Insurance Premium (recurring)*.
- Under *Payment Method*, select your preferred method of payment.


If you have already saved a bank account, debit card, or credit card, it will be listed under the *Saved Account* drop-down.

To enter a new account, select *eCheck* to pay by bank account or *Credit/Debit Card* to enter the required information. Give accounts nicknames to save them for future payments.

Select *Continue* to go to the **Recurring Payment Verification** page.



The screenshot shows the MVP Health Care Payment Center interface. The main heading is "Make a Payment - Your Insurance Premium (recurring)". Below this, there are several sections: "PAYMENT TYPE SELECTION" with a dropdown menu set to "Your Insurance Premium (recurring)"; "PAYMENT INFORMATION" showing a due date of "Oct-01-2017"; "PAYMENT DETAILS" with fields for "Payment Amount: Entire Amount Due", "Frequency: On Due Date", "First Payment Date: To Be Determined", and "Duration*: Until Cancelled"; and "PAYMENT METHOD" with radio buttons for "eCheck" and "Credit/Debit Card". The "Credit/Debit Card" option is selected, and there are logos for VISA, MasterCard, and Discover. A "Saved Account*" dropdown menu is also visible. At the bottom right, there are "Continue" and "Cancel" buttons. A sidebar on the left contains navigation links: "Make Payment", "Manage Accounts", "Pending Payments", "Recurring Payments", and "Payment History".

 A disclaimer may appear if you set up your recurring payment either too close to or past the current billing cycle due date. Your recurring payment will not start until the next billing cycle. Select *I have read and understand this warning* to continue setting up your recurring payment.

Using the Payment Center

Set Up Recurring Payments continued.

For your security, you will be asked to:

- Enter your three digit security code if you are paying by debit or credit card.
- Select/accept the Terms and Conditions if you are paying by bank account.

Select *Confirm* to submit your payment information and continue to the **Payment Confirmation** page.

Your Recurring Payment Detail
Payment Amount: \$167.50
Payment Frequency: On Due Date
First Scheduled Payment Date: To Be Determined
Duration: Continue until cancelled

Your Account Detail
Bank Account Nickname: Hometown Bank
Bank Routing Number: 99999999
Bank Account Number: XXXXXXXXXXXXXXX0000
Bank Account Type: Checking
Bank Account Category: Consumer

E-mail Address *: jsmith@email.com
Language Preference: English
3 digit code on the signature strip of your credit/debit card*:

Terms And Conditions
PLEASE READ AND APPROVE THE FOLLOWING AUTHORIZATION
By clicking "I Accept", I authorize the payee to electronically debit my bank account for the amount(s) and at the frequency and date set forth above.
This authorization is to remain in full force and effect until I notify my bank or notify the payee of its termination by canceling any pending payments and recurring payment instructions within this system at least three banking days before my account is scheduled to be debited.
If a convenience fee is added to the transaction, I understand that the convenience fee displayed will be included in the total payment amount.
In the event that a payment is returned for insufficient funds, I authorize the payee to electronically debit my bank account for the original amount of the transaction, as well as a returned item fee, up to the maximum amount allowed by law.
PLEASE PRINT A COPY OF THIS AUTHORIZATION FOR YOUR RECORDS
I accept the Terms and Conditions*:

Confirm **Cancel**

Using recurring payments, you will receive emails from MVP:

- With details of your recurring payment information.
- Each month with your scheduled payment date and the amount due.
- When your recurring payment is charged to your account.
- If you debit card or credit card information is about to expire.

To view past payments, select *Payment History* in the **Main Menu**.

Using the Payment Center

Making a One-Time Payment

- First, select *Make a Payment* on the **Billing Summary** page to continue to the payment section (as shown on page 3).

The screenshot shows the 'Make a Payment - Your Insurance Premium (one-time)' form. On the left, a navigation menu includes 'Make Payment', 'Manage Accounts', 'Pending Payments', 'Recurring Payments', and 'Payment History'. The main form area has a header 'Make a Payment - Your Insurance Premium (one-time)' and a note 'Bold fields with * are required.' Below this are three sections: 'PAYMENT TYPE SELECTION' with a dropdown menu set to 'Your Insurance Premium (one-time)'; 'PAYMENT DETAILS' with a 'Payment Amount*' field containing '\$0.00'; and 'PAYMENT METHOD' with a 'Saved Account*' dropdown set to 'Select', and 'New Account*' options for 'eCheck' and 'Credit/Debit Card'. The 'Credit/Debit Card' option shows logos for VISA, MasterCard, and DISCOVER. At the bottom are 'Continue' and 'Cancel' buttons. A footer contains 'Release 14_8384 © 2015 JPMorgan Chase Bank, N.A. [Browser Requirements](#)'.

Under *Payment Type Selection*, select Your Insurance Premium (one-time) from the drop-down list.

Enter your *Payment Amount*.

If you have already saved a bank account, debit card, or credit card, it will be listed under the *Saved Account* drop-down list.

To enter a new account, select *eCheck* to pay by bank account or *Credit/Debit Card* and enter the requested information.

Select *Continue* and move to the **Verify Payment** page.

ⓘ Remember, you can give accounts nicknames and save them for making future payments quicker.

Using the Payment Center

Making a One-Time Payment continued.

For your security, you will be asked to:

- Enter your three digit security code if you are paying by debit or credit card.
- Select/accept the Terms and Conditions if you are paying by bank account.

Select *Confirm* to submit your payment information and continue to the **Payment Confirmation** page. You will also receive an email from MVP with your payment details and a confirmation number.

The screenshot shows the 'Verify Payment - Your Insurance Premium (one-time)' page on the Chase website. On the left is a navigation menu with options: 'Make Payment', 'Manage Accounts', 'Pending Payments', 'Recurring Payments', and 'Payment History'. The 'Make Payment' option is highlighted. The main content area displays the Chase logo and a 'Verify Payment' form. The form includes instructions for individual members and employer groups, a payment detail section showing a payment amount of \$167.50 due on Sep-30-2017, and account details for James Q. Smith with a Visa Debit card. Billing information is provided for 123 Main Street, Town, NY, 12304-0000. An email address of jsmith@email.com is listed. A checkbox for 'Send me an email confirmation' is checked. A red arrow points from the '3 digit code on the signature strip of your credit/debit card*' label to a small input field. A blue arrow points from the 'Confirm' button to the text in the second callout box. At the bottom, there are 'Confirm' and 'Cancel' buttons and a footer with release information.

To view past payments, select *Payment History* in the **Main Menu**.

Credit card payments are processed immediately. Payments made using a bank account will be posted to your account the next business day.

Update Your Payment Information

How you change the payment information used on your account depends on how you pay your monthly premium bill.

Recurring Payment Account Changes

If any of the information changes on the account used to pay your recurring payment, such as the credit card expiration date or security code, you must:

1. Stop the existing scheduled recurring payment.
2. Delete the old bank account, debit card, or credit card information.
3. Set up a new recurring payment and payment method.

Step 1: Stop Your Existing Recurring Payment

In **Payment Center**, select *Make a Payment*, then *Cancel* to get to the Main Menu, then select *Recurring Payments*.

Select the radio button next to the reference number of your current recurring payment. The current recurring payment will list "ACTV" as the status.

Select *Stop Payment* to cancel your recurring payment.

Reference Number	Description	Next Payment Date	Amount	Frequency	Status
<input type="radio"/> MVPHCPL00022181 <small>Reference Number</small>	Your Insurance Premium (recurring)	To Be Determined	Amount Due	On Due Date	ACTV

Questions?

Website Technical Support



1-888-656-5695

Monday–Friday, 8:30 am–5:00 pm Eastern Time

MVP Customer Care Center



Call the phone number on the back of your MVP Member ID card