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.
Using the Payment Center

The main Payment Center page lists the plan in which you’ve enrolled.

To continue to the payment section, select Make a Payment.
Please allow 24–48 hours for payments to be posted to the Total Due amount listed.

If you have enrolled in a new MVP health plan and received an MVP Binder Invoice, select Make a Binder Payment to pay the Binder Invoice. All future invoices can be paid within the Payment Center.

To see invoices from the past 18 months, select View Billing History.

To view and download a printable copy of your current invoice (you must have Adobe Reader installed on your computer), select the Invoice Number.
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.

Your current billing preference is indicated on the main Payment Center page.

To change your billing preference, select Update Paperless Preferences. You will then be taken to the Communications Preferences page (see below).

If you choose to receive a printed premium bill in the mail and need to change your address, select Update Address.

To update your Communication Preferences and go paperless:

• For the Premium Invoices option, select Email.
• Select the checkbox, giving your consent to receive electronic communications.
• Select Update.

You can change your paperless billing preferences at any time.
Make a Payment

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

- To continue to the payment section, select *Make a Payment* on the **Payment Center** page.
- 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.

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 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 your 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 Payment Center page to continue to the payment section (as shown on page 2).

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

Enter your **Payment Amount** and **Payment Date**. If you choose, you can schedule a payment up to 30 days in advance.

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.

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.
Update Your Payment Information

Recurring Payment Account Changes continued.
You will continue to the Stop Recurring Payment Verification page.

Select Confirm to cancel your recurring payment.

Step 2: Delete Your Existing Payment Information
Select Manage Accounts from the links on the left-hand side of the page.

Select the radio button next to the account used for the previous recurring payments.

Select Delete Account.
Update Your Payment Information

Recurring Payment Account Changes continued.

Step 3: Set-Up a New Recurring Payment

Select Recurring Payments to set-up a new recurring payment.

Select Create a Payment and follow the steps on page 5 to set-up a new recurring payment and add a new payment method.

If you are using a mobile device:

The Recurring Payments and Manage Account links are at the bottom of the page.
Update Your Payment Information

One-Time Payment Account Changes

In Payment Center, select Make a Payment, then Cancel to get to the Main Menu, then select Manage Accounts. Or, select Manage Accounts from the links on the left-hand side of the page.

All of the bank accounts, debit cards, and credit cards you have saved are listed.

Select Add eCheck Account to add a new bank account to use for future payments.

Select Add Credit/Debit Card to add a new credit or debit card to use for future payments.

⚠️ If you receive a new credit or debit card that replaces a card saved in your account list, you must select the radio button next to the old card, select Delete Account, then Add Credit/Debit Card to save the updated card information for future payments. The Edit Account feature will not let you update the security code information for an existing saved card, and your payment will not process.
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