ONLINE PAYMENT SYSTEM (eBILLING) HELP GUIDE

A CONVENIENT WAY TO PAY YOUR MONTHLY PREMIUM

Note: Access to the Payment Center requires Internet Explorer version 9 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.

MVP®
HEALTH CARE

GET STARTED WITH eBILLING

Log In or *Register* for an MVP online account at **www.mvphealthcare.com** and select *Payment Center* to:

» View your invoices online.

» 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.

SET YOUR eBILLING 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.

Log in to the *Payment Center* to set your eBilling preferences:

» **To go paperless,** confirm or update the email address associated with your online account. The choice to receive all billing notifications by email is already selected—just choose *Submit My Preferences for eBilling.*

» **To continue getting paper invoices in the mail,** select *Continue to Payment Center* to view your bills, make a payment, or manage your payment method.

You can change your paperless preferences at any time.

» To keep your current preference, select *Continue to Payment Center.*

» If you enrolled in paperless billing but would like to get paper invoices in the mail again, select *You can update or disenroll in paperless billing at any time,* choose *No—I do not want to be enrolled in eBilling and want to receive paper statement,* then *Submit My Preferences for eBilling.*

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 respond to these messages as the email address is not monitored. If you have any questions, call the MVP Medicare Customer Care Center at the phone number on page 6.

USING THE PAYMENT CENTER

The Payment Center opens on the *Billing Summary* page which shows your most current invoice.

View past invoices

Billing Summary **Billing History**

SAMPLE, JOHN Q

123 FOURTH STREET
TOWN, ST 12304

Balance Due: $82.50
Due Date: 05/01/2015

MAKE A PAYMENT →

Please note: If you have made a payment in the past 24-48 hours, the **Balance Due** may not reflect your most recent payment.

For assistance, call the MVP Customer Care Center at the phone number on the back of your Member ID card or go to Contact Us.

Select to continue to the payment section

Choose a date from the drop-down list to view past invoices.

For: 04/11/2015 ▼ PDF Version

Monthly Statement

Open the invoice as a PDF (*you must have Adobe Reader installed on your computer to view PDF files*). You can save the PDF invoice to your computer or print a copy for your records.

Account Summary:	Statement # : 123456789000
Outstanding Balance	$0.00
Premium for Coverage 05/01 - 05/31	$82.50
Prior Billing Period Adjustments	$0.00
Total Due	$82.50

The current amount due. (Payments made in the last 24-48 hours may not be reflected.)

Current Subscriber Details:

Subscriber ID	Plan	Net Premium
123456789 00	PLAN 123	$82.50

MAKE A PAYMENT

Choose how you would like to pay your monthly premium:

» Set up **recurring payments**—on the **first of each month** your current balance will be automatically deducted from a bank account or charged to a debit card (with the Visa or MasterCard logo) or credit card. With recurring payments, you do not need to log into your online account or mail a check each month to make a payment!

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

To set up recurring payments:

» Select *Make a Payment* on the *Billing Summary* page.

» Under *Payment Type Selection,* select *Your Insurance Premium (recurring).*

» Choose your *Payment Method.*

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

- To enter a new account, select *eCheck* (to pay by bank account) or *Credit/Debit Card* under *New Account.* You can give this account a nickname and save it for future payments.

Note: 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 understood this warning* to continue setting up your recurring payment.

» Select *Continue.*

» Review your payment information on the *Recurring Payment Verification—Your Insurance Premium (recurring)* page. For your security, you will also be asked to enter your billing zip code.

- If you are paying by bank account, accept the *Terms and Conditions*.

- If you are paying by debit card or credit card, enter the 3-digit code on the signature strip of your card.

» Select *Confirm* to submit your payment information.

» The *Payment Confirmation* page shows the details of your recurring payment, including a reference number. You will also receive an email with this information.

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

» You will receive emails from MVP each month with your scheduled payment date and the amount due and also when your payment is made.

Note:

The payment amount and due date may not show when you first set up your recurring payment. You will receive an email from MVP when this information is available.

To make a one–time payment:

» Select *Make a Payment* on the *Billing Summary* page.

» Under *Payment Type Selection,* select *Your Insurance Premium (one-time).*

» Under *Payment Details,* enter your Payment Amount.

» Choose your *Payment Method.*

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

- To enter a new account, select *eCheck* (to pay by bank account) or *Credit/Debit Card* under *New Account.* You can give this account a nickname and save it for future payments.

- *Note:* Credit card payments are processed immediately. Payments made using a bank account will be posted the next business day.

» Review your payment information on the *Verify Payment—Your Insurance Premium (one-time)* page. For your security, you will also be asked to enter your billing zip code.

- If you are paying by bank account, accept the *Terms and Conditions.*
- If you are paying by debit card or credit card, enter the 3-digit code on the signature strip of your card.

» Select *Confirm* to make your payment.

» The *Payment Confirmation* page shows the details of your payment, including a confirmation number. You will also receive an email with this information.

» To view past payments, select *Payment History* in the Main Menu. Payments made using a bank account will show in *Pending Payments* until the next business day.

MANAGING YOUR PAYMENTS

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

Select *Manage Accounts* to add, edit or delete any accounts you have entered to make a payment.

» Under the *Payment Account List,* all of the bank accounts, debit cards and credit cards you have saved are shown.

» **To add a new account,** select *Add eCheck Account* for a bank account or *Add Credit/Debit Card.*

» **To delete an account,** choose the account name from the list and select *Delete Account.*

» **To update an account,** choose the account name from the list and select *Edit Account.*

- Edit the account information as needed in the appropriate fields (update an expiration date, billing address, etc.) and select *Submit* to save the changes.

Select *Recurring Payments* to create, edit, view or stop your recurring payments.

» **To set up a new recurring payment,** select *Create Payment* and follow the steps on page 3.

» **To review your current recurring payment details,** select *View Payment.*

» **To cancel your recurring payment,** select *Stop Payment.*

» **To change the account used to make your recurring payment,** select *Edit Payment.*

- Under *Payment Method,* choose a saved account from the list. Or enter a new bank account *(eCheck)* or *Credit/Debit Card* under *New Account.* Select *Continue.*
- Review your payment information on the *Recurring Payment Verification—Your Insurance Premium (recurring)* page. Select *Confirm* to submit your new payment information.

Any changes to your recurring payment must be made by the last business day of the month to pay the current balance due.

Note: You cannot delete a bank account, debit card or credit card that is tied to a recurring payment until you follow the steps above first to change the payment method for your recurring payment. Then delete the old account information under *Manage Accounts.*

Your MVP online account offers MORE than a way to pay your monthly bill!
Log in anytime to manage all of your important health plan information:

- View your **Benefits Information.**
- Check your **Claims Status & History.**
- Order replacement **ID Cards** or print a temporary copy.
- Access your **Pharmacy** benefit to manage all your prescription needs.

QUESTIONS?

Website Technical Support
1-888-656-5695
Monday–Friday, 8:30 am–5:00 pm Eastern Time

MVP's Medicare Customer Care Center
1-800-665-7924
Monday–Friday, 8 am–8 pm Eastern Time
From October 1–February 14, call seven days a week,
8 am–8 pm
TTY: 1-800-662-1220