



**ePayments/Premiums**

IMAC Presentation

June 2022

## ePayments/Premiums – New ACCESS Premiums Module

On June 25, 2022, the Wisconsin Department of Health Services will implement new functionality in ACCESS to allow members to make premium payments online for the following:

- Children in the household required to pay premiums for BadgerCare Plus
- Persons enrolled in Medicaid Purchase Plan (MAPP)

This will give these members a new way to track the premiums owed and provide the convenience of paying online (especially when payments are due immediately).

And introducing the module will reduce resources required for fiscal agent operations.

# Navigating to the ACCESS Premiums Module

From the Check My Benefits section in ACCESS, members who must pay premiums for BadgerCare Plus on behalf of children in their household and/or for MAPP, there are links from the Benefits Details tab, and the Dashboard.

And there are alerts to direct the members to the page.

**BadgerCare Plus**

  
JIMMY

You are getting BadgerCare Plus in June 2022. BadgerCare Plus is full-benefit health care. It will help you pay for most medical bills. To learn more about what the BadgerCare Plus covers, [click here](#).

**We have found that:**

- JIMMY is covered under BadgerCare Plus. JIMMY's health care coverage started on Tuesday February 1, 2022. The next renewal must be completed in January 2023.
- You need to pay a monthly premium.
- Click [Manage My HMO](#) to view and/or make changes to your HMO enrollment.
- As of June 2022, your premium has changed from \$0.00 to \$10.00.

ACCESS

Account Home

Account Home

**My Letters**

- [View My Letters](#)
- [Manage My Email](#)

**My Health Care**

- [Manage My HMO](#)
- [Premium Information](#)
- [Request Explanation of Medical Benefits \(EOMB\)](#)

**Get a New Card**

- [ForwardHealth Card](#)

**My Account**

- [Manage My Account](#)

**My Benefits**

This information is current as of Wednesday May 25, 2022.

Benefits	Status	Details
FoodShare	JOHN, MARY and JIMMY are not getting FoodShare benefits in June 2022.	
BadgerCare Plus	In June 2022, JIMMY is getting BadgerCare Plus benefits.	
Medicaid Purchase Plan	In June 2022, MARY is getting Medicaid Purchase Plan benefits.	

# Premiums Homepage

In the Premiums module, members can do the following:

- Review what premiums are owed
- Note upcoming premium payments
- Check any payments being processed
- Look up premium payment history
- Make a premium payment
- Read the FAQs or ask for help
- Take a survey about their experience

The screenshot shows the 'ACCESS' Premiums homepage. At the top, there is a navigation bar with 'ACCESS' and several menu items. Below the navigation, the main heading is 'Premiums homepage'. A prominent message states 'You have premiums due' with a green 'Make a payment' button. The page is divided into several sections: 1. 'You can choose which premiums to pay right now.' 2. 'BudgetCare Plus Children' table with columns for 'Benefits for', 'Pay by', and 'Current balance'. 3. 'Medical Purchase Plan' table with similar columns. 4. 'Your last payment' section with a green status indicator and a 'View all premium history' button. 5. 'Premium details' sections for both plans, providing specific information like 'BudgetCare Plus Children' and 'Medical Purchase Plan'. 6. 'Need help?' section with links for 'View the change or payment method?', 'View the sign-up for the Medical Purchase Plan?', and 'What if I can't pay my premium?'. 7. A 'Share your feedback on pricing and/or user interface' section at the bottom right.

Benefits for	Pay by	Current balance
BudgetCare Plus Children	September 10, 2021	\$45.00
Medical Purchase Plan	September 10, 2021	\$70.00

# Premiums Homepage

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## Premium details

### **Medicaid Purchase Plan**

The amount of your monthly premium may change if your benefits start again.

Your last monthly premium was  
**\$70.00 / month**

If you can't pay your MAPP premium right now because of a difficult situation, you can ask to stop paying it for a short time. [Read about your options](#) and how to show proof of a difficult situation.

# Premiums Homepage

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- Make a premium payment
- Read the FAQs or ask for help
- Take a survey about their experience

BadgerCare Plus Children		
Benefits for	Pay by	Current balance
<ul style="list-style-type: none"><li>• Jamie Doe</li><li>• Johnny Doe</li><li>• Jimmy Doe</li></ul>	September 10, 2022	<b>\$45.00</b>

Medicaid Purchase Plan		
Benefits for	Pay by	Current balance
<ul style="list-style-type: none"><li>• John Doe</li></ul>	September 10, 2022	<b>\$70.00</b>

If you can't pay your Medicaid Purchase Plan (MAPP) premium right now because of a difficult situation, [read about your options.](#)

# Premiums Homepage

In the Premiums module, members can do the following:

- Review what premiums are owed
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- **Check any payments being processed**
- Look up premium payment history
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- Take a survey about their experience

## Your payment is being processed

August 28, 2022

 Payment processing

BadgerCare Plus Children

Benefits for: Johnny, Jamie, Jimmy

September 2022 premium

**\$45.00**

Bank account

# Premiums Homepage

In the Premiums module, members can do the following:

- Review what premiums are owed
- Note upcoming premium payments
- Check any payments being processed
- **Look up premium payment history**
- Make a premium payment
- Read the FAQs or ask for help
- Take a survey about their experience

## Your last payment



You paid your premium for your August benefits on **July 28, 2022.**

If you paid your premium in person or by mail, it may take a few days to see your payment here.

[View all premium history](#)

# Premiums Homepage

In the Premiums module, members can do the following:

- Review what premiums are owed
- Note upcoming premium payments
- Check any payments being processed
- Look up premium payment history
- **Make a premium payment**
- Read the FAQs or ask for help
- Take a survey about their experience

## Premiums homepage

You have premiums due

You can choose which premiums to pay on the next screen.

Make a payment

## Premiums homepage

You don't have a premium due right now

You can make a payment after your next statement is sent.

Make a payment

# Premiums Homepage

In the Premiums module, members can do the following:

- Review what premiums are owed
- Note upcoming premium payments
- Check any payments being processed
- Look up premium payment history
- Make a premium payment
- **Read the FAQs or ask for help**
- **Take a survey about their experience**

## Need help?

Here are some commonly asked questions

- [Who can I contact if I have questions?](#)
- [What happens if I don't pay on time?](#)
- [Read our MAPP FAQs.](#)

Don't see your question?

[Questions about BadgerCare Plus.](#)



Share your feedback  
on paying premiums  
online.

# Premium History

After clicking Payment History, the member can see up to three of the most recent months of premium history (the household must have paid at least one premium).

The screenshot displays the 'Premium history' page. At the top left, there is a 'Back' link. The title 'Premium history' is followed by a note: 'If you paid in person or by mail, it may take a few days to see your payment here.' Below this is a 'Filter' section with dropdown menus for Program, Month, Payment status, Payment method, and Name. A green 'Apply filter(s)' button is located below the filters. The main content area is organized by month, with 'August' selected and expanded. Under August, there is one payment entry for August 28, 2022, for 'BadgerCare Plus Children' with a \$45.00 payment owed. Below August, 'July' is also expanded, showing two entries: one for July 28, 2022, for 'BadgerCare Plus Children' with a \$45.00 payment processed via credit card, and another for July 20, 2022, for 'BadgerCare Plus Children' with a \$45.00 payment owed. 'June' is partially visible at the bottom. A 'View all' button is located at the bottom right of the page.

← Back

## Premium history

If you paid in person or by mail, it may take a few days to see your payment here.

**Filter**

- Program
- Month
- Payment status
- Payment method
- Name

Apply filter(s)

### August

August 28, 2022 Statement sent

**BadgerCare Plus Children**  
Benefits for: Johnny, Jamie, Jimmy  
September 2022 premium **\$45.00**  
Payment owed

### July

July 28, 2022 Payment processed

**BadgerCare Plus Children**  
Benefits for: Johnny, Jamie, Jimmy  
August 2022 premium **\$45.00**  
Credit card

July 20, 2022 Statement sent

**BadgerCare Plus Children**  
Benefits for: Johnny, Jamie, Jimmy  
August 2022 premium **\$45.00**  
Payment owed

### June

View all

# Premium History

There is a Filter with different settings to allow the member to narrow the scope of the entries displayed based on what the member is interested in reviewing.

### Filter

Program ▼

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Month ▼

---

Payment status ▼

---

Payment method ▼

---

Name ▼

---

**Apply filter(s)**

### Name ▲

John Doe

Jane Doe

Johnny Doe

Jamie Doe

Jimmy Doe

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**Apply filter(s)**

# Review your Payment

After clicking **Pay Now** on the Premiums Homepage, the member goes to the Review your payment page.

The member clicks the checkbox to choose to pay that premium (or they can click Pay all. That will generate the total payment and enable the Pay Now button.

← Back

## Review your payment

**!** You missed your payment. You will lose your benefits if you don't pay by June 30, 2022.

Pay all

### Late payments

This is a late payment and should be paid now.

June, 2022	
<input type="checkbox"/> BadgerCare Plus Children Benefits for: Jimmy Past due June 10, 2022	\$10.00
June, 2022	
<input type="checkbox"/> Medicaid Purchase Plan (MAPP) Benefits for: John Past due June 10, 2022 <small>If you can't pay your MAPP premium right now because of a difficult situation, <a href="#">read about your options.</a></small>	\$126.00
June, 2022	
<input type="checkbox"/> Medicaid Purchase Plan (MAPP) Benefits for: Mary Past due June 10, 2022 <small>If you can't pay your MAPP premium right now because of a difficult situation, <a href="#">read about your options.</a></small>	\$111.00

What you'll be paying: **\$0.00**

By clicking pay now, you'll be taken to a new screen and asked to enter your payment information. You may be asked to sign in again.

← Back

## Review your payment

**!** You missed your payment. You will lose your benefits if you don't pay by June 30, 2022.

Pay all

### Late payments

This is a late payment and should be paid now.

June, 2022	
<input checked="" type="checkbox"/> BadgerCare Plus Children Benefits for: Jimmy Past due June 10, 2022	\$10.00
June, 2022	
<input checked="" type="checkbox"/> Medicaid Purchase Plan (MAPP) Benefits for: John Past due June 10, 2022 <small>If you can't pay your MAPP premium right now because of a difficult situation, <a href="#">read about your options.</a></small>	\$126.00
June, 2022	
<input checked="" type="checkbox"/> Medicaid Purchase Plan (MAPP) Benefits for: Mary Past due June 10, 2022 <small>If you can't pay your MAPP premium right now because of a difficult situation, <a href="#">read about your options.</a></small>	\$111.00

What you'll be paying: **\$247.00**

By clicking pay now, you'll be taken to a new screen and asked to enter your payment information. You may be asked to sign in again.

# ePayments for Premiums

After selecting premiums and clicking Pay now, the member goes to the Submit a payment page.

The member may need to sign in again (this is a different website from ACCESS).

The “Your payment information” form contains fields to record personal details and the payment method.

**Your payment information**

Please enter your email address. We'll send payment information to this email address.

**Personal Details**

Email  
Please provide a valid Email address

**Payment method**

New Bank Account

Account Type Account Holder Type

Routing Number

Account Number Confirm Account Number

Name of Account Holder

I agree to the [Terms and Conditions](#)

**PAY \$247.00**

[Privacy - Terms](#)

**Cancel**

[Questions? Get help here](#)

## ePayments for Premiums

After entering a valid email, the member can select a funding source for the payment. Depending on that selection, fields will be dynamically displayed to collect the right information.

Here, the member selected New Bank Account. They need to choose an account type (checking or savings), and the type of account holder (personal account or business account).

Then they need to enter the routing number, account number, and the name of the account holder.

**Payment method**

New Bank Account ▼

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Account Type ▼ Account Holder Type ▼

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Routing Number ?

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Account Number ? Confirm Account Number

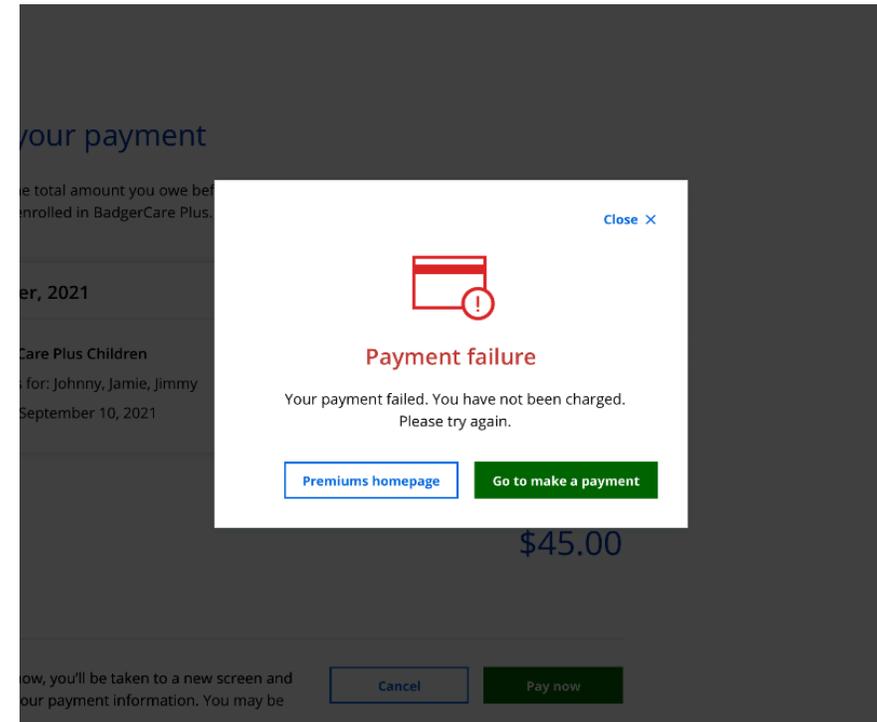
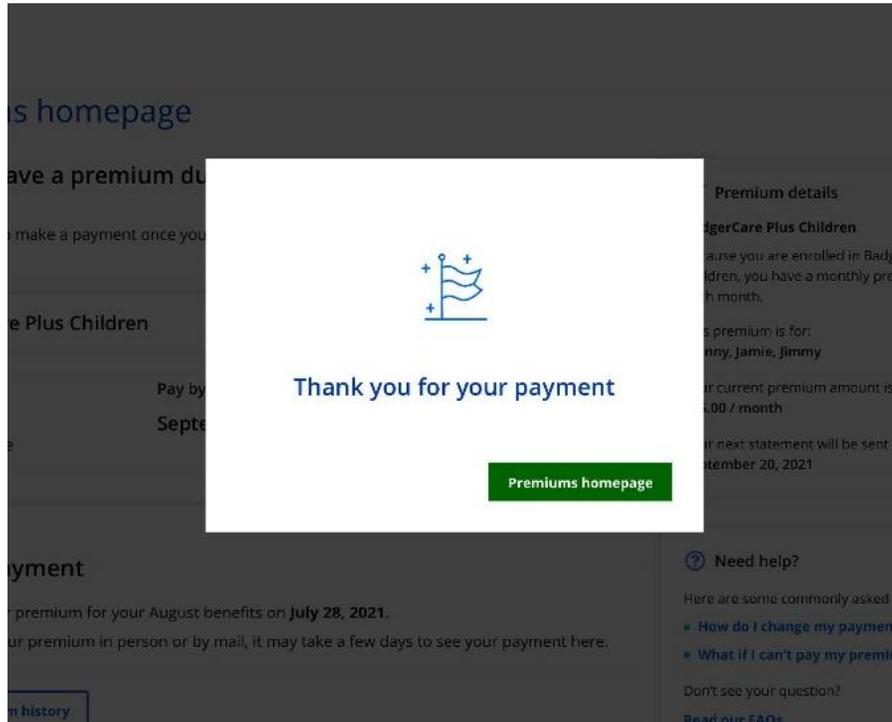
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Name of Account Holder

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# ePayments for Premiums

After submitting a payment, the member will get a message indicating either a payment success or failure.



# MyACCESS – Link to the ACCESS Premiums Module

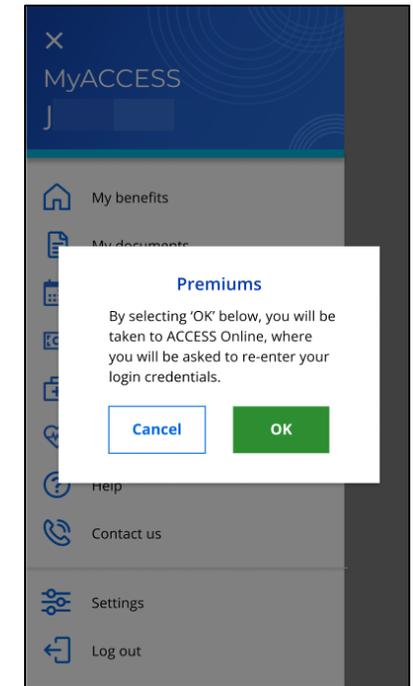
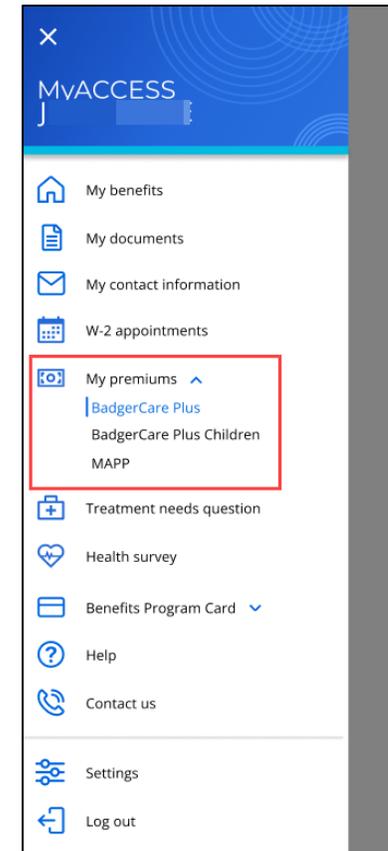
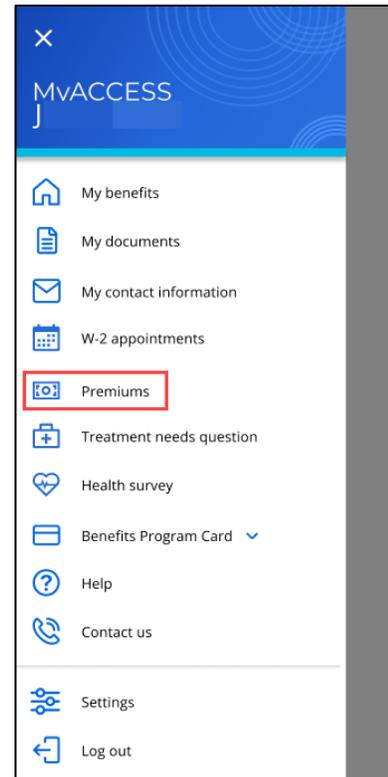
The Premiums module is not in MyACCESS.

However, if the member:

1. Clicks Premiums
2. Clicks the hyperlink to a program.

Then a modal is displayed offering a link to their account in ACCESS.

When the member clicks OK, they must re-enter their login credentials.



# Premiums Alerts and Informational Messages

Alerts and information messages may be displayed depending on the member's circumstances:

- **Missed Payment**
- Failed Payment
- Underpayment
- Restrictive Re-Enrollment Period
- **MAPP Waiver**
- No Longer Eligible for Benefits

### BadgerCare Plus Children

 You missed your payment. Please pay by September 30, 2022 or you will lose your benefits.

Benefits for	Past due	Current balance
<ul style="list-style-type: none"><li>• Jamie Doe</li><li>• Johnny Doe</li><li>• Jimmy Doe</li></ul>	September 10, 2022	\$45.00

### Medicaid Purchase Plan

 You don't owe premiums right now because you have a temporary premium waiver.

Benefits for	Current balance
<ul style="list-style-type: none"><li>• John Doe</li></ul>	\$0.00

If you can't pay your Medicaid Purchase Plan (MAPP) premium right now because of a difficult situation, [read about your options](#).

# ePayments/Premiums – Updates for CWW

In addition to the enhancements to ACCESS to allow premium payments online, there will be changes to the CWW Premium Payment Tracking page. IM workers will see additional details about the premium payments made for BadgerCare Plus on behalf of children and for MAPP: **Method** and **Status**.

**Premium Payment Tracking** Cancel  Reset

**Detail**

Name: **JOHN TRAINING 34M PP** Program Type: **BCP - BadgerCare Plus** Sequence:

Benefit Month	Premium Amount	Paid	Method	Paid Date	Status	Worker Payment Information
07/2022	10.00	No <input type="button" value="v"/>		MM / DD / YYYY <input type="button" value="📅"/>	System	<input type="text"/>
06/2022	10.00	Yes		06/03/2022	System	CHECK #1234
05/2022	10.00	Yes		05/26/2022	MMIS	<input type="text"/>
04/2022	10.00	Yes		03/01/2022	Worker	<input type="text"/>

Program Type: **BCP - BadgerCare Plus** Sequence:  Updated on or before: MM / DD / YYYY

Cancel  Update