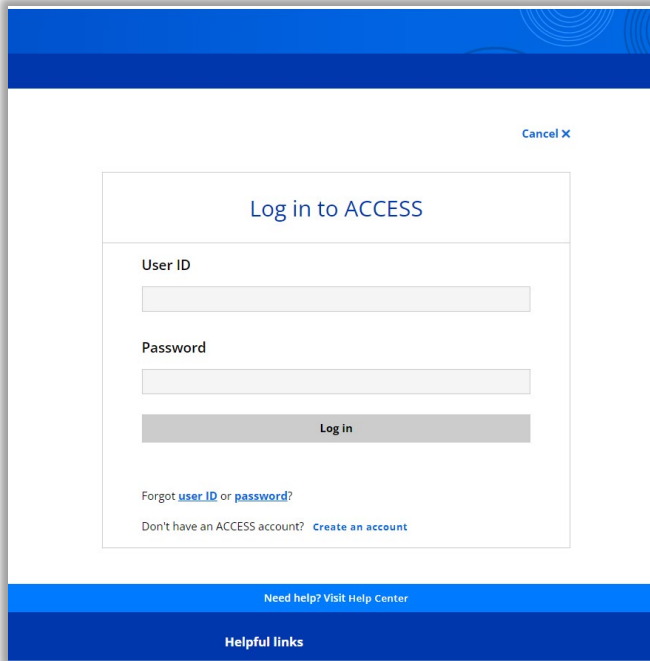# Paying Your MAPP Premium in ACCESS

If you owe a monthly premium for your health care coverage through the Medicaid Purchase Plan (MAPP) follow the steps below to pay your premium using the ACCESS website. You **cannot** use ACCESS or MyACCESS to pay your **initial** premium. You must make your initial payment at your agency.

STEP 1

Open one of these internet browsers: Google Chrome, Microsoft Edge, Apple Safari, or Mozilla Firefox.

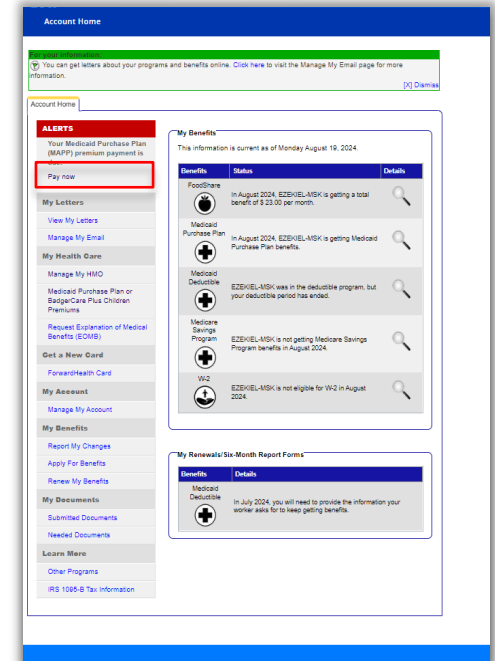Go to access.wi.gov and log in to your ACCESS account.

STEP 2
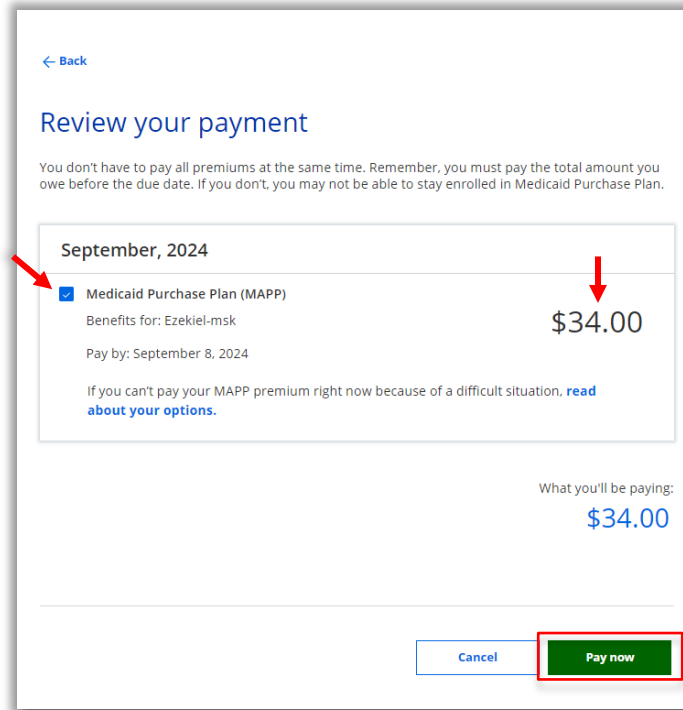
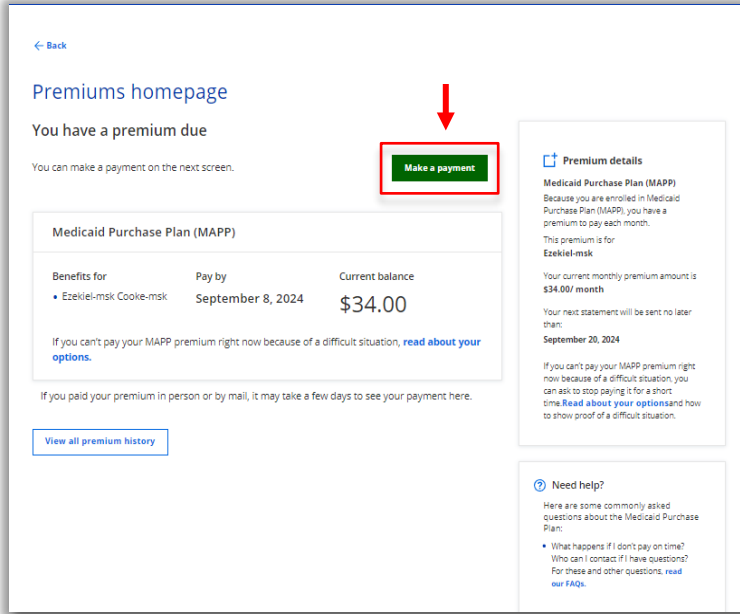The "Account Home" page will be displayed.

An alert is shown on this page when a payment is due, past due, or has failed.

Alerts appear starting on the 5th of each month.

STEP 3

Click **Pay now** under the ALERTS heading in the menu on the left of the "Account Home" page.

STEP 4

On the "Premiums homepage," click the **Make a payment** button.

The button will only be enabled when there is a payment due.

STEP 5

The "Review your payment" page will display.

Confirm the premium you want to pay is checked. If you owe more than one premium, you must check the premiums that you would like to pay.

Click **Pay now**.

IMPORTANT

- If the **Pay now** button is grayed out, contact your agency to make sure you are enrolled in MAPP. If you are newly enrolled or re-enrolled in MAPP, you may need to pay this premium by check or money order at the local agency that helps you with your benefits.

- You are not able to pay less than the premium amount displayed. If you think the amount shown is incorrect, contact your agency.

STEP 6

You are taken to the "Submit your payment" page.

Important: If this page does not load (screen is all white), you may need to disable a pop-up blocker. See the instructions for how to disable a pop-up blocker on the last page.

Enter a valid email address in Personal Details.

STEP 7

Select your payment method. Click on the black arrow at the end of the line showing New Bank Account to change your selection to New Card Account.

Fill in the required information.

From a bank account

1. Select **New Bank Account**.

2. Select the Account Type (check or savings) and Account Holder Type (personal or business)

3. Enter:

   • Routing Number

   • Account Number (enter it again in Confirm Account Number)

   • Name of Account Holder.

From a credit or debit card

1. Select **New Card Account**.

2. Enter:

   • Card number (credit or debit)

   • CVV

   • Exp. Date

   • Name on Card

   • Billing address (street, city, state, zip)
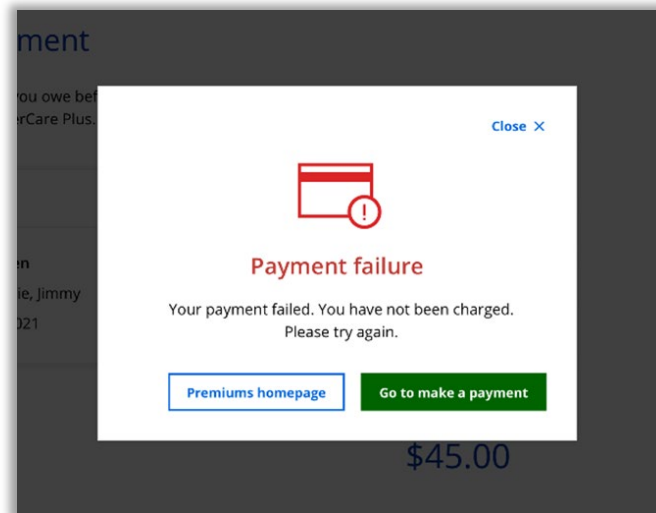
STEP 8

After you enter your payment information, agree to the Terms and Conditions by checking the box.

Click the **Pay** button.
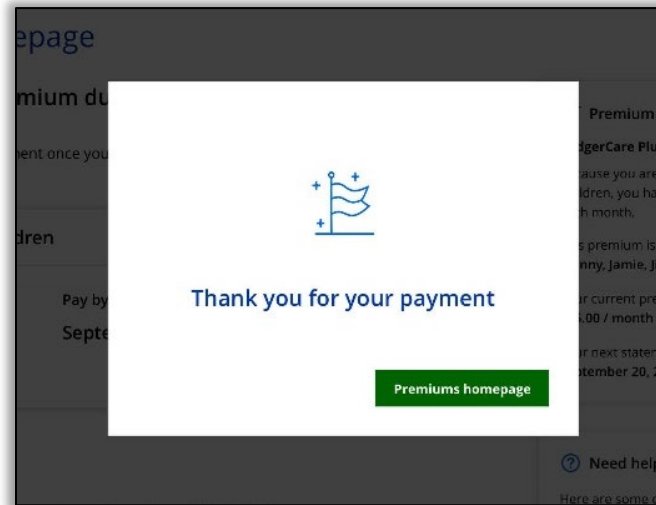
If the payment is successful

After submitting a payment, you will get a thank you message.

If the payment fails

You will get a Payment failure message. You can click **Premiums homepage** to return to the beginning or click **Go to make a payment** to try again.

If the payment fails because you don't have enough money in your account, that information will be in this message. You can try again with a different payment method.

Note: Payments received before 8 p.m. CST will be applied to your account the same day. Payments received after 8 p.m. CST will be applied the following day. Payments made on the last day of the month after 8 p.m. CST will be applied to your account on the first day of the next month.

Questions: Call ForwardHealth Member Services at 800-362-3002.

How to disable a pop-up blocker

If you see a white page when trying to pay your premium, you may need to disable a pop-up. The steps are a little different depending on your browser and the type of device you are using. Here are the steps for the two most popular browsers.

In Google Chrome

1. Click on the three dots in the top right side of the page.
2. Click on **Settings**.
3. Click on **Privacy and security** on the left-hand side navigation then click on **Site Settings**.
4. Scroll down and click **Pop-ups and redirects** under "Content."
5. Click the button next to **Sites can send pop-ups and use redirects**.
6. Refresh the browser by clicking the circle arrow in bar at the top of the page

In Microsoft Edge

1. Click on the three dots in the top right side of the page.
2. Click on **Settings**.
3. Click on **Cookies and site permissions i**n the left-hand menu and scroll down under Site permissions and click on **Pop-ups and redirects**.
4. Slide the toggle button to the left to turn off **Block (recommended)**
5. Refresh the browser by clicking the **circle arrow** in bar at the top of the page

Technical assistance
For technical assistance with the ACCESS website, call ForwardHealth Member Services at 800-362-3002, Monday through Friday 8 a.m.–6 p.m.