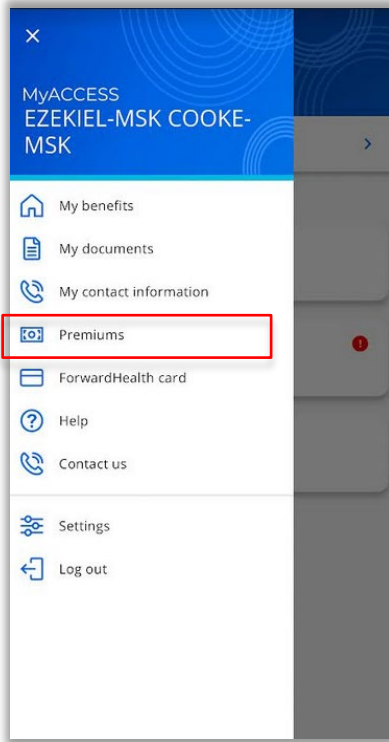


Pay Your MAPP Premium Online with the MyACCESS Mobile App

Important: The MyACCESS mobile app requires an Android phone using at least version 10 or an iPhone using at least iOS 13.

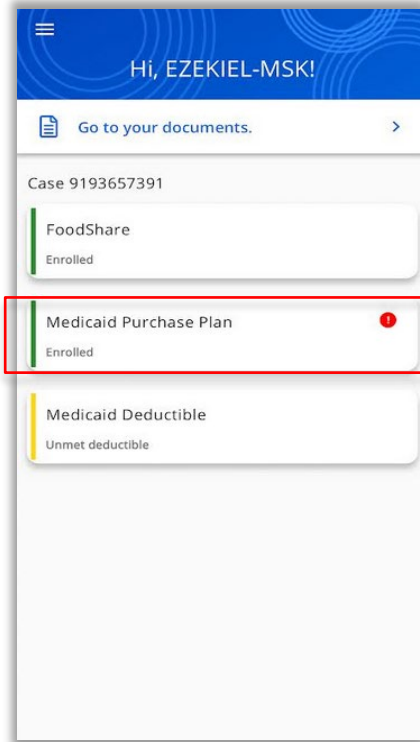
If you owe a monthly premium for your health care coverage through the Medicaid Purchase Plan (MAPP), follow the steps below to pay your premium using the MyACCESS mobile app. You **cannot** use ACCESS or MyACCESS to pay your initial premium. You must make your initial payment at your agency.



STEP 1

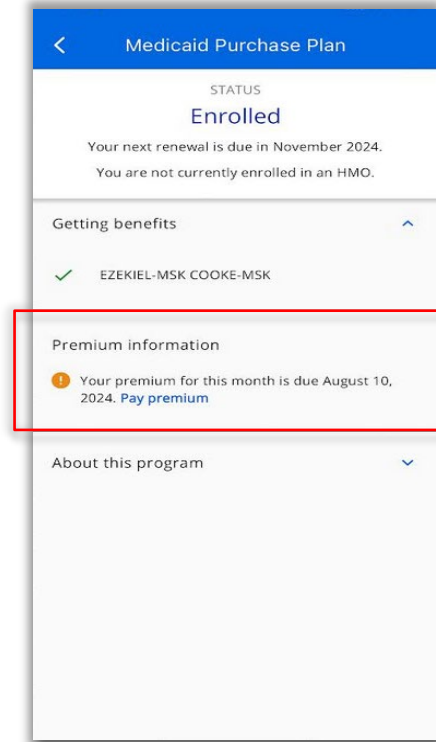
Open the MyACCESS mobile app. Enter your user ID and password and tap **Log in**.

Select the three lines at the top left to open the navigation menu. Tap **Premiums** from the menu.



STEP 2

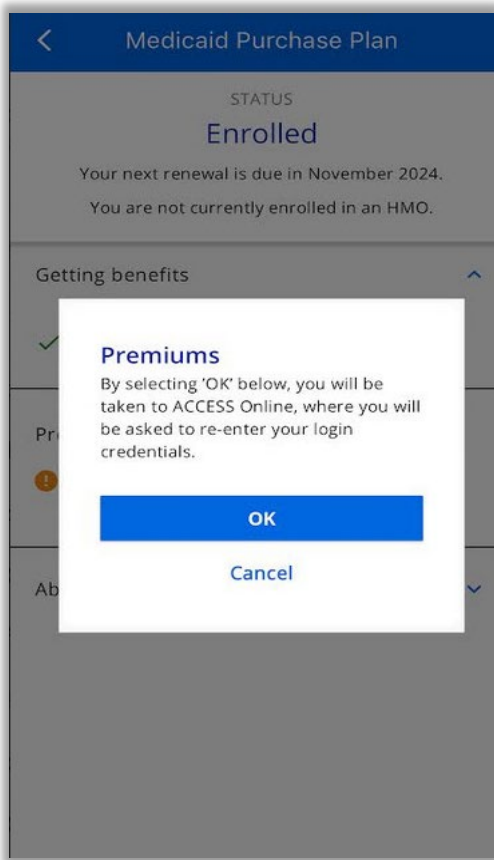
Tap **Medicaid Purchase Plan**.



STEP 3

If you owe a premium, it will show when it is due.

Tap **Pay Premium**.



IMPORTANT

ACCESS only works with these internet browsers:

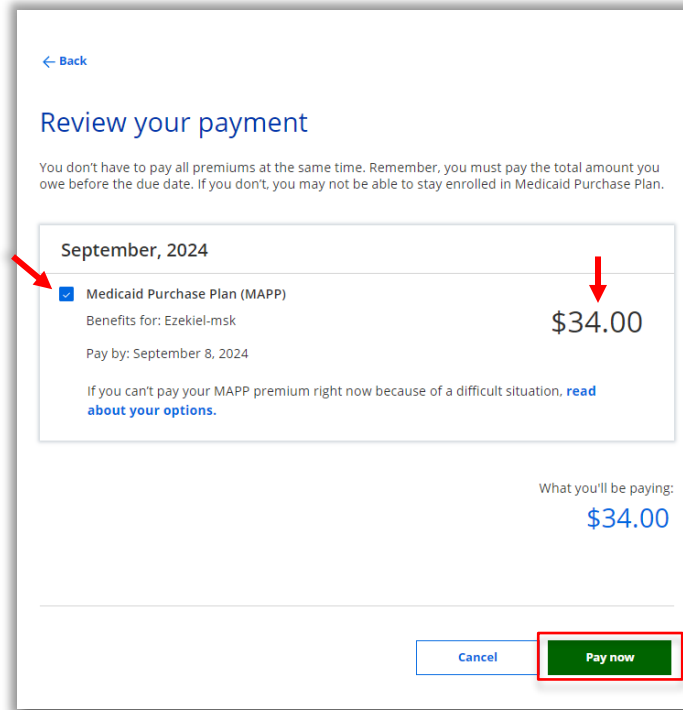
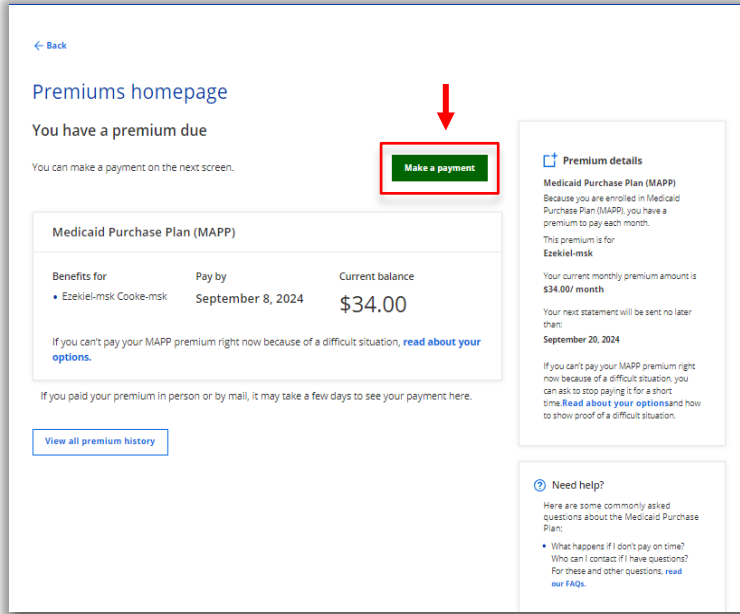
- Google Chrome
- Microsoft Edge
- Apple Safari
- Mozilla Firefox

STEP 4

Tap **OK** to continue.

You will be sent to ACCESS Online to make your payment.

You will need to re-enter your ACCESS user ID and password.



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

STEP 5

Once logged in, the Premiums homepage will display.

On the Premiums homepage, tap the **Make a payment** button.

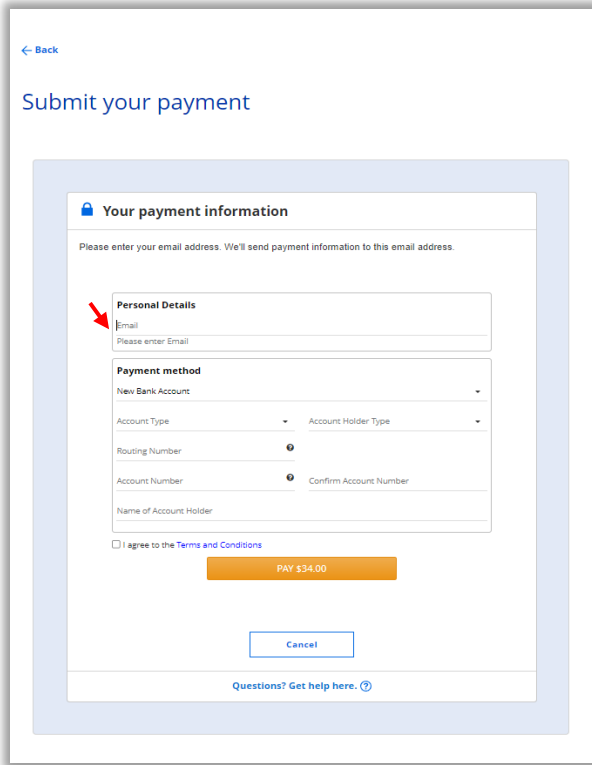
The button will only be enabled when there is a payment due.

STEP 6

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.

Tap **Pay now**.



STEP 7

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.

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.

STEP 8

Select your payment method. Tap 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.

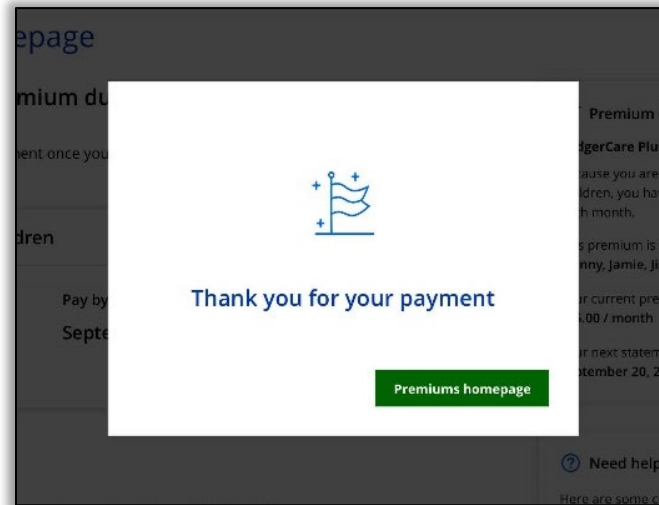
From a credit or debit card

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 9

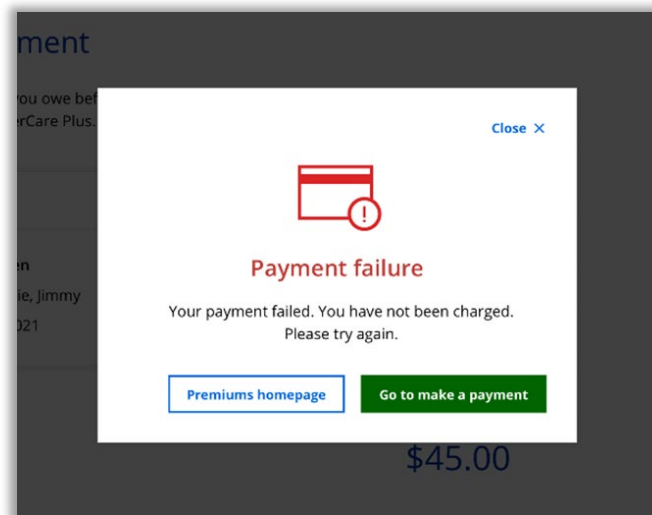
After you enter your payment information, agree to the Terms and Conditions by checking the box.

Tap 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 tap on **Premiums homepage** to return to the beginning or tap **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 steps for the two most popular browsers.

In Google Chrome

1. Tap on the three dots in the top right side of the page.
2. Tap on **Settings**.
3. Tap 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. Tap the button next to **Sites can send pop-ups and use redirects**.
6. Refresh the browser by tapping the circle arrow in bar at the top of the page

In Microsoft Edge

1. Tap on the three dots in the top right side of the page.
2. Tap on **Settings**.
3. Tap on **Cookies and site permissions** in the left-hand menu and scroll down under Site permissions and tap on **Pop-ups and redirects**.
4. Slide the toggle button to the left to turn off **Block (recommended)**
5. Refresh the browser by tapping 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.