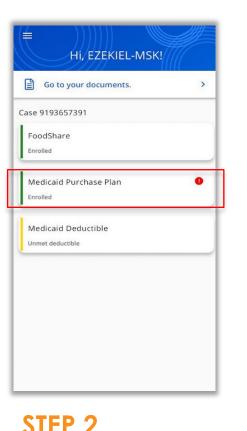
# Pay Your MAPP Premium Online with theMyACCESS Mobile AppImportant: The MyACCESS mobile app requires an<br/>Android phone using at least version 10 or an<br/>iPhone using at least iOS 13.

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.

My, EZ	access EKIEL-MSK COOKE- SK	>
ጨ	My benefits	
	My documents	
Q	My contact information	
[0]	Premiums	0
	ForwardHealth card	
?	Help	
Q	Contact us	
400 100	Settings	
£	Log out	

# **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.



Tap Medicaid Purchase Plan.

# STATUS Enrolled Four next renewal is due in November 2024. You are not currently enrolled in an HMO. Getting benefits EZEKIEL-MSK COOKE-MSK Premium information Your premium for this month is due August 10, 2024. Pay premium About this program

Medicaid Purchase Plan

### **STEP 3**

If you owe a premium, it will show when it is due. Tap **Pay Premium**.

MyACCESS Mobile App Instructions: How to Pay MAPP Premiums



Enrolled

Your next renewal is due in November 2024. You are not currently enrolled in an HMO.

Gettir	ng benefits	1
~  Pri	Premiums By selecting 'OK' below, you will be taken to ACCESS Online, where you will be asked to re-enter your login credentials.	
	ок	
Ab	Cancel	1
		ľ

#### **STEP 4**

Tap **OK** to continue.

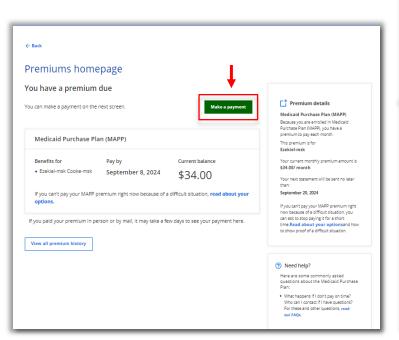
You will be sent to ACCESS Online to make your payment.

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

# IMPORTANT

ACCESS only works with these internet browsers:

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



# **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**

← Back

Review your payment

Medicaid Purchase Plan (MAPP)

Benefits for: Ezekiel-msk

about your options.

Pay by: September 8, 2024

September, 2024

The "Review your payment" page will display.

You don't have to pay all premiums at the same time. Remember, you must pay the total amount you owe before the due date. If you don't, you may not be able to stay enrolled in Medicaid Purchase Plan.

If you can't pay your MAPP premium right now because of a difficult situation, read

\$34.00

What you'll be paying:

Pay now

Cancel

\$34.00

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.

# 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.

mit	your payment
	Your payment information
Pleas	e enter your email address. We'll send payment information to this email address.
	Personal Details
	Email
	Please enter Email
	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 \$34.00
	Cancel
	Questions? Get help here. ⑦

#### 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.

New Bank Account		
Account Type	•	Account Holder Type
Routing Number	0	
Account Number	0	Confirm Account Number

New Card Account					
Card Number	XXX	CVV	Exp. Date		
Name on Card					
Billing Address					
Address Line 1					
City	State	$\sim$	Zip Code		

# **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 bank account

- 1. Select New Bank Account.
- 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.

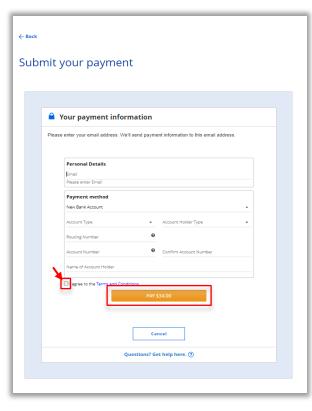
#### From a credit or debit card

1. Select New Card Account.

2. Enter:

- · Card number (credit or debit)
- · CVV
- Exp. Date
- Name on Card
- Billing address (street, city, state,

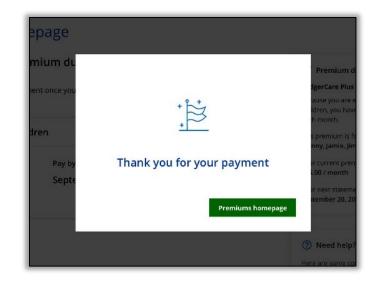
zip)

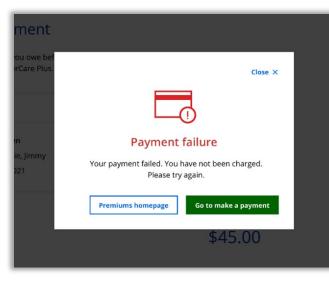


### **STEP 9**

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 i**n 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.