



## How to pay your Health Connector premium online

Paying for your Massachusetts Health Connector Health or Dental plan is easy to do online.

The first thing you'll need to do is choose if you're making a Health or Dental plan payment. If you're enrolled in both a health and a dental plan, you'll need to make a separate payment for each. Choose either Health or Dental from the drop-down list. Then choose a type of ID number to provide.

You may choose one of three options:

- You can choose to fill in your "Enrollment ID," which is found on the "Enrollments" screen. Please note that the number in your "Reference ID" field will be the same as your "Enrollment ID" number.
- The second option is to enter your Social Security number. You will need to type this in twice.
- Or, you can choose your "Billing Account Number." You'll find your Billing Account Number on the insurance bill that you get from the Health Connector. This number will always begin with the number seven.

If you're enrolling and paying your premium for the first time, you'll need to be sure to pay by the 23<sup>rd</sup> of the month to complete your enrollment. If you're making your first payment close to this deadline, you may need to pay before you get your bill in the mail. If this applies to you, you should probably choose to fill in your Enrollment ID or Social Security Number to identify your account.

Under "Step 2," type in your name and birthday *exactly* as it appears on your health or dental insurance application. Do not use an initial or other abbreviation in place of your first or last name, if that is not how it appears on the application.

Click the "Continue" button. The system will search for your information. If you see an error message, check the information you entered – your ID must be correct and name and date of birth must match exactly what you entered on the application. Or, if you completed your plan shopping less than 4 hours ago, please wait at least 4 hours before you try to make a payment.



If you still need help, call the Health Connector at 1-877-623-6765.

After you've waited enough time in between shopping and setting up a payment and all of your information is correct, you will be able to move on to the next step.

Next in "Step 3," enter your contact information so that we can get in touch with you as soon as possible if we have any trouble with processing your payment. Once your payment goes through, we'll use the email information you give us to send you a confirmation of that payment.

Under "Contact Information," please enter your email address. You will need to enter this twice, and the *best* phone number to reach you, preferably a cell phone number if you have one.

Step 4, "Billing Information," shows the total balance you owe and your current month's premium amount.

During Open Enrollment, which starts November 1, if you are enrolled in a plan in 2015 and are renewing coverage for 2016, you will see both of your plans listed. If you have a balance on both your accounts, please pay both balances so that your enrollment is not interrupted.

You can choose to pay the total you owe or you can type in the amount you'd like to pay. Choose "One Time Payment" to make a payment right away.

Or choose "Recurring Payments" and type in the amount you want to pay. This amount will be withdrawn from your bank account within two to three business days. For all upcoming payments, your payment will be withdrawn on the 22<sup>nd</sup> day of every month. The amount withdrawn will be the total you owe for your insurance each month.

You can create a new monthly recurring payment or cancel your recurring payment at any time. Just return to this page at [payment.MAhealthconnector.org](http://payment.MAhealthconnector.org)

Once you have entered the amount you want to pay and whether you are making a one-time or recurring payment, then you will need to choose whether you are paying with a checking or savings account.



Next, enter the full name of the person on the account.

Enter the bank account number very carefully. You will need to enter this twice.

Then, enter the Bank routing number, you will need to enter this twice as well.

Make sure to scroll up the page and review all of your information and correct anything that may be wrong.

Finally, to keep your information secure, enter the letters and numbers below as you see them. This prevents harmful programs from accessing this site. If the numbers in the picture are hard to see, you can get a new picture by clicking the blue “Refresh” button to the right of the picture. There is an option to hear the number for you to enter.

Once you’ve double-checked that everything is accurate, it’s time to click “Submit Payment”.

You’ve just submitted your payment information through the Massachusetts Health Connector Portal. You will get a confirmation email shortly, letting you know that we’ve received your payment information. If there are any problems with your payment, we will contact you and let you know.