


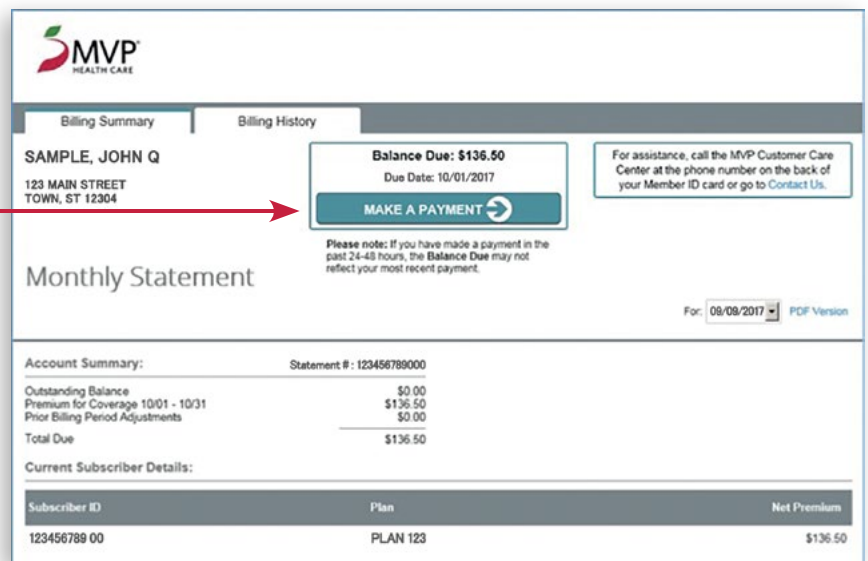
Payment Center Help Guide

Setting Up Recurring Payments

The *Payment Center* opens on the **Billing Summary** page, which shows your most current invoice and the current **Balance Due** (payments made in the last 24–48 hours may not be reflected). On the first of each month, your balance due will be automatically deducted from a bank account (eCheck), or charged to a debit card (with the Visa or MasterCard logo) or credit card.

 With recurring payments, you do not need to sign in to your online account or mail a check each month to make a payment.

Select *Make a Payment* on the **Billing Summary** page to continue to the payment section.



The screenshot shows the MVP Health Care Billing Summary page for a subscriber named JOHN Q. The page includes a 'Balance Due' of \$136.50 with a due date of 10/01/2017. A prominent 'MAKE A PAYMENT' button is visible. Below this, there is a 'Monthly Statement' section with an account summary table and subscriber details.

Account Summary:		Statement # : 123456789000
Outstanding Balance		\$0.00
Premium for Coverage 10/01 - 10/31		\$136.50
Prior Billing Period Adjustments		\$0.00
Total Due		\$136.50

Current Subscriber Details:		
Subscriber ID	Plan	Net Premium
123456789 00	PLAN 123	\$136.50

Set Up Recurring Payments continued.

Under *Payment Type Selection*, select *Your Insurance Premium (recurring)*.

To enter a new account, select *eCheck* to pay by bank account or *Credit/Debit Card* to enter the required information. Give accounts nicknames to save them for future payments.

Select *Continue* to go to the **Recurring Payment Verification** page.

The screenshot shows the Chase website interface for setting up a recurring payment. The page title is "Make a Payment - Your Insurance Premium (recurring)". The left sidebar contains navigation options: "Make Payment", "Manage Accounts", "Pending Payments", "Recurring Payments", and "Payment History". The main content area is divided into several sections:

- PAYMENT TYPE SELECTION:** A dropdown menu labeled "Select payment type*" is set to "Your Insurance Premium (recurring)".
- PAYMENT INFORMATION:** A field for "Due Date" is set to "Oct-01-2017".
- PAYMENT DETAILS:** Fields for "Payment Amount:", "Entire Amount Due", "Frequency:", and "On Due Date" are present. "First Payment Date:" is "To Be Determined" and "Duration*:" is "Until Cancelled".
- PAYMENT METHOD:** A "Saved Account*" dropdown is set to "Select". Below it, "New Account*" options include "eCheck" (selected) and "Credit/Debit Card". Logos for VISA, MasterCard, and DISCOVER are shown.

At the bottom right, there are "Continue" and "Cancel" buttons. A red arrow points from the "Recurring Payments" menu item to the "Select payment type*" dropdown. A yellow arrow points from the "Continue" button to the text box on the left.

⚠ A disclaimer may appear if you set up your recurring payment either too close to or past the current billing cycle due date. Your recurring payment will not start until the next billing cycle. Select *I have read and understand this warning* to continue setting up your recurring payment.

Set Up Recurring Payments continued.

For your security, you will be asked to:

- Enter your three digit security code if you are paying by debit or credit card.
- Select/accept the Terms and Conditions if you are paying by bank account.

Select *Confirm* to submit your payment information and continue to the **Payment Confirmation** page.

Your Recurring Payment Detail
Payment Amount: \$167.50
Payment Frequency: On Due Date
First Scheduled Payment Date: To Be Determined
Duration: Continue until cancelled

Your Account Detail
Bank Account Nickname: Hometown Bank
Bank Routing Number: 999999999
Bank Account Number: XXXXXXXXXXXX0000
Bank Account Type: Checking
Bank Account Category: Consumer

E-mail Address *: jsmith@email.com
Language Preference: English
3 digit code on the signature strip of your credit/debit card*:

Terms And Conditions
PLEASE READ AND APPROVE THE FOLLOWING AUTHORIZATION
By clicking "I Accept", I authorize the payee to electronically debit my bank account for the amount(s) and at the frequency and date set forth above.
This authorization is to remain in full force and effect until I notify my bank or notify the payee of its termination by canceling any pending payments and recurring payment instructions within this system at least three banking days before my account is scheduled to be debited.
If a convenience fee is added to the transaction, I understand that the convenience fee displayed will be included in the total payment amount.
In the event that a payment is returned for insufficient funds, I authorize the payee to electronically debit my bank account for the original amount of the transaction, as well as a returned item fee, up to the maximum amount allowed by law.
PLEASE PRINT A COPY OF THIS AUTHORIZATION FOR YOUR RECORDS
I accept the Terms and Conditions*:

Confirm **Cancel**

Using recurring payments, you will receive emails from MVP:

- With details of your recurring payment information.
- Each month with your scheduled payment date and the amount due.
- When your recurring payment is charged to your account.
- If you debit card or credit card information is about to expire.

To view past payments, select *Payment History* in the **Main Menu**.

Access to the **Payment Center** requires Internet Explorer, version 11 or above, or the most current version of Chrome, Firefox, or Safari web browsers. Some **Payment Center** services are made possible through third party websites based upon agreements with MVP Health Care®.

Questions?

Website Technical Support

1-888-656-5695

Monday–Friday, 8:30 am–5:00 pm Eastern Time

MVP Customer Care Center

Call the phone number on the back of your MVP Member ID card.