



<b>Policy Memo</b>	
<b>KDHE-DHCF POLICY NO: 2015-06-02</b>	<b>From: Jeanine Schieferecke, Senior Manager</b>
<b>Date: June 8, 2015</b>	<b>KEESM/KFMAM Reference: KEESM 2664.5 and KFMAM 2440</b>
<b>RE: Premium Billing Services</b>	<b>Program(s): CHIP and Working Healthy Medical Assistance Programs</b>

This memo provides information about changes to premium billing services for the CHIP and Working Healthy programs. These changes are effective July 1, 2015.

**1. ONLINE BILLING**

The option to enroll in online billing that allows consumers to schedule automatic recurring payments and to review their premium statements online is no longer available. The statement for June 2015 will be the last online statement provided to consumers currently enrolled in this option.

Consumers will no longer be able to enroll in online billing effective June 1, 2015, but existing consumers already enrolled in this service will have access to make payments through June 25, 2015

HP will send an informational mailing to all consumers currently enrolled with this online billing service to notify them of the change. Consumers still have the option to enroll in automatic payments through a draft from a checking or savings account. The mailing to these consumers will include an automatic draft enrollment form to encourage them to enroll in this service. This mailing is scheduled to occur on May 29, 2015.

**2. CREDIT CARD PAYMENTS**

Payments via credit card will no longer be accepted. Consumers still have the option to pay via a debit card. Consumers who have used a credit card as a payment method in the last two months will be notified of this change. This mailing is also scheduled to occur on May 29, 2015.

### **3. AUTOMATIC DRAFT DATE**

For individuals who have chosen to have their premium payment automatically drafted from a checking or savings account, the date these payments are drafted is being modified.

Currently, the draft occurs on the 5<sup>th</sup> of each calendar month. When the 5<sup>th</sup> is on a weekend or holiday, the draft will happen on the weekday BEFORE the 5<sup>th</sup>. However, starting with the month of July, when the 5<sup>th</sup> is on a weekend or holiday, the draft will occur on the weekday FOLLOWING the 5<sup>th</sup>.

### **4. PAYMENT OPTIONS**

In summary, these are the payment options that are available to consumers after July 1, 2015. The following are the payment options that are available to consumers:

- Set-up recurring automatic payments from a checking or savings account
- Mail a check or money order
- Make immediate payments online or over the phone using a debit card or checking/savings account

### **5. ATTACHMENTS**

The following documents are being provided for your reference:

#### CHIP Program

- KanCare CHIP Welcome letter (letter sent to new members)
- Back page of CHIP billing statement
- KanCare – OBE/Credit Card Notification letter
- KanCare – Credit Card Notification letter

#### Working Healthy Program

- Working Healthy Welcome letter (letter sent to new members)
- Back page of Working Healthy billing statement
- Working Healthy – OBE/Credit Card Notification letter
- Working Healthy – Credit Card Notification letter

### **6. CONCLUSION**

For questions or concerns related to this document, please contact one of the KDHE Medical Policy Staff listed below.

Allison Miller, Family Medical Program Manager – [amiller@kdheks.gov](mailto:amiller@kdheks.gov)

Tim Schroeder, Elderly and Disabled Program Manager – [tschroeder@kdheks.gov](mailto:tschroeder@kdheks.gov)

Jeanine Schieferecke, Senior Manager – [jschieferecke@kdheks.gov](mailto:jschieferecke@kdheks.gov)