

**PREMIUM BILLING FREQUENTLY ASKED QUESTIONS:**

**When will I get my premium bill each month?**

You will receive your premium bill shortly after the 1st or 15th days of the month.

**When is my premium payment due?**

Premium payments are due to KanCare Premium Billing by the last business day of the month.

**Where do I mail premium payments?**

Make check or money order payable to **KanCare Premium Billing** and mail it to payment address:

**Mail to Payment Address**

KanCare Premium Billing

P.O. Box 842195

Dallas, TX 75284-2195

**Correspondence ONLY Address (do NOT mail premiums here)**

KanCare Premium Billing

P.O. Box 1778

Topeka, KS 66601-1778

**Can I have my premiums drafted automatically?**

Yes. You can have your payments automatically deducted each month by creating an online account. With this option you will be able to choose the date and payment method you want used for your monthly payments.

To start an online account, go to: <https://53.billerdirectexpress.com/ebpp/GWKansas> and click the ENROLL button to begin the steps needed to complete your enrollment. If you have questions or need help with the enrollment process, please call KanCare Premium Billing Member Services at 1-866-688-5009.

**Who do I contact for questions about my premium bill?**

For questions about your bill, please call KanCare Premium Billing Member Services toll-free at 1-866-688-5009 Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time. If you have a hearing impairment, please use the Kansas Relay Service at 1-800-766-3777.

**What if my premium bill is wrong?**

Call KanCare Premium Billing Member Services at 1-866-688-5009 to discuss your bill. If you believe your monthly premium amount is wrong, you will need to call the KanCare Clearinghouse to have it changed. The number for the Clearinghouse is 1-800-792-4884.

**Who do I call to find out about my eligibility for Working Healthy?**

If you have questions about your current coverage or need to request coverage changes, you must contact the KanCare Clearinghouse at 1-800-792-4884.

**How do I pay my premium?** You have several choices:

**Online Payment**

Go to<https://53.billerdirectexpress.com/ebpp/GWKansas> to make a single payment without creating an online account -**or**- enroll to create an online account to be used ongoing for making single or repeat payments.

* You will need your 12-digit Premium Billing account number -**and**- the last 4 digits of your Case Number to start your payment.
* Payments can be made using a debit card, credit card, or draft from a checking or savings account.

**Payment by Phone**

* Call 1-866-923-2724 to make a self-service payment by using your phone.
* If you prefer to make your payment by speaking with Member Services staff, call 1-866-688-5009.

**Mail a Check or Money Order**

Make check or money order payable to **KanCare Premium Billing** and mail it

to payment address:

KanCare Premium Billing

P.O. Box 842195

Dallas, TX 75284-2195

1. Write your 12-digit Premium Billing Account Number on the front of the check or money order and write the amount you are paying on the payment slip at the bottom of your billing statement.
2. Detach the payment slip and send it with your payment in the return envelope. Please do not fold the payment slip or your payment. Be sure the “KanCare Premium Billing” address can be seen in the window section of the return envelope.

**Cash Payment:**

Call KanCare Premium Billing Member Services at 1-866-688-5009 for information

regarding cash payments.