



Questions? HP Member Services is here to help you. You will be able to call us at 1-866-688-5009.

New HealthWave Premium Billing

HealthWave premium billing will change from Maximus/the HealthWave Clearinghouse to HP Enterprise Services (HP) January 1st. You will now have more options to pay your monthly premiums. You will be able to:

- Mail a check or money order to a post office box
- Manage HealthWave premium bills on the Internet
- Set-up recurring automatic payment
- Make immediate payments online or over the phone
- Pay using a credit/debit card or drafts from checking/savings accounts

Important facts:

- **First Premium Bill from HP:** You will receive your first premium bill from HP in early January.
- **Premium Schedule:** Your HealthWave premium is added on the first day of the month. Your premium bill will arrive shortly after that. Your premium payment is due by the last day of the month. Your premium payment is late if it does not arrive by the last day of the month.
- **Premium Amounts:** Your premium amount and medical coverage will not change.

HealthWave Clearinghouse: If your premium amount is wrong, your employment changes, or your income changes, you are responsible to contact the HealthWave Clearinghouse. **It is your responsibility to talk to the HealthWave Clearinghouse. HP cannot do this for you.** The phone number for the HealthWave Clearinghouse is 1-800-792-4884.

Automatic Draft Payments: Starting in January, 2010 you can choose to have your premiums drafted directly from a checking or savings account automatically every month. You have to fill out a form to start this. Once you sign up, your premium will be drafted from your bank account on the 5th of every month. If the 5th is on a weekend or holiday, the draft will happen the weekday before. To sign up for this service, you need to call HP at 1-866-688-5009 and request an ACH Enrollment Form. HP will mail you a form that you will need to fill out and return. The date of your first draft will depend on when you return your form. You will receive a confirmation letter letting you know that your form has been processed and your ACH has been set-up. It is important you continue to pay your premiums until you receive your confirmation letter.

Payment Address: Beginning with your January premium bill, the new mailing address for HealthWave payments is:

HP Kansas Premiums
P. O. Box 842195
Dallas, TX 75284-2195

Telephone Number: Beginning January 1st, contact HP Member Services if you have a problem or a question about your premium account. The telephone number is 1-866-688-5009. Someone will be available to speak with you Monday through Friday, 8:00 a.m. to 5:00 p.m.

Some common questions and answers are on the back of this letter to help you understand this change.

HealthWave Premium Billing – Answers to Important Questions

When will I get my premium bill each month?

You will receive your premium bill shortly after the first day of the month.

When will my premium be due?

Your premium payment is due by the last business day of the month.

Where do I send my premium payments?

You should continue paying your *HealthWave* premiums to Maximus/the HealthWave Clearinghouse until 12/23/2009. If you need to pay after 12/23/2009, you need to mail your payment to HP. HP's address is on the bottom of the page. When you receive your premium bill in January, you should send your payment to HP. The HP payment address is at the bottom of this page.

Can I have my premiums drafted automatically if I don't have a computer?

Yes. You can sign up to have premiums automatically drafted from your checking or savings account around the 5th of every month. Call HP and ask that an ACH Enrollment Form be mailed to you.

I paid several months worth of premiums in advance. What do I need to do?

HP will know that you have paid in advance. You do not have to do anything.

Do I need to send anything with my payment?

Yes - tear off the payment slip at the bottom of your bill and send it with your payment in the return envelope. Please do not fold the payment slip or your payment. Be sure the "HP Kansas Premiums" address can be seen in the address window.

What if my premium bill is wrong?

Call HP and discuss your bill. If it is an accounting problem, they will take care of it. If your monthly premium amount is wrong, HP will ask you to contact the HW Clearinghouse to have it changed. HP will make the change once the HW Clearinghouse contacts them.

How do I pay my premium?

You have several choices:

Mail: Send a check or money order to the payment address at the bottom of this letter.

Go Online:

- Enroll in electronic billing to set up automatic payments and see your statements online at <https://express.openbill.com/khpa/enroll.html>.
- HP can take your payment directly from your checking or savings account if you give them your account information.

By Phone:

- IVR – You can make a payment using our automated service by calling 1-866-923-2724
Agent - To make a payment by speaking with an agent, please call 1-866-688-5009.

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

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

Who do I contact for questions about my bill or to mail in payments?

For questions about your bill, please call HP 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 call the Kansas Relay Service at 1-800-766-3777.

Payment Address:

HP Kansas Premiums
P. O. Box 842195
Dallas, TX 75284-2195

Correspondence Address:

HP Kansas Premiums
P.O. Box 1778
Topeka, KS 66601