



**Questions About Your Account?**

Call HP Member Services

1-866-688-5009

## Welcome to *Working Healthy* Premium Billing

HP Enterprise Services (HP) manages premium billing for *Working Healthy*. Below you will find some important information about premium billing.

### Important facts:

- **Premium Amount:** Your premium amount is based on your income and determined by your local DCF office. If your income changes, you are responsible to contact your local DCF office.
- **Premium Schedule:** Your *Working Healthy* premium will be billed on the 1<sup>st</sup> or 15<sup>th</sup> of the month. 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 Payment Options:**
  - Set-up recurring automatic payments from a checking or savings account
  - Mail a check or money order to the post office box below
  - Make immediate payments online or over the phone using a debit card or checking/savings account

**Payment Address:** Make checks payable to **HP Kansas Premiums**. The mailing address for *Working Healthy* payments is:

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

**Automatic Payments:** You can sign up to have premiums automatically drafted from your checking or savings account around the 5<sup>th</sup> of every month. Call HP at 1-866-688-5009 and ask that an ACH Enrollment Form be mailed to you.

### Problems:

- **HP Member Services:** If you have a problem with your premium account, such as a payment not credited, contact HP Member Services. 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.
- **Kansas DCF Office:** If your premium amount is wrong, your employment changes, or your income changes, contact your local DCF office.

Some common questions and answers are on the back of this letter. We look forward to helping you manage your *Working Healthy* premium account.

Your HP Kansas Premiums Team

## Working Healthy Premium Billing – Answers to Important Questions

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

You will receive your premium bill shortly after the 1<sup>st</sup> or 15<sup>th</sup> days 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 send your payment to HP. The HP payment address is at the bottom of this page.

### 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, HP will take care of it. If your monthly premium amount is wrong, HP will ask you to contact your local DCF office to have it changed. HP will make the change once your local DCF office contacts them.

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

**Mail:** Make check or money order payable to **HP Kansas Premiums** and mail it to the **payment address** at the bottom of this letter.

**Go Online:** Make a free, one-time payment using a debit card or draft a payment from a checking or savings account at <https://www.paybill.com/premiumpayment>.

#### **By Phone:**

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

**Automatic Draft Payments:** You can have your premiums drafted directly from a checking or savings account automatically every month. Once you sign up, your premium will be drafted from your bank account on the 5<sup>th</sup> of every month. If the 5<sup>th</sup> is on a weekend or holiday, the draft will happen the first weekday following the 5th. To sign up for this service, call HP at 1-866-688-5009 and request an ACH Enrollment Form.

### Who do I call to find out about my premium amount or eligibility for *Working Healthy*?

If you have questions about your current coverage or need to request changes, please contact your local DCF office.

### What if I don't know how to contact my local DCF office?

The HP representative will give you a phone number for a regional DCF contact. You can call that number and ask them to help you get in touch with your local DCF office.

### 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 66601-1778