



## Making Health Connector Payments

In order to complete your enrollment in a Health Connector health plan, your payment must be received by the due date.

The payment due date for all Individual and Family plans is the 23rd of every month before the next coverage effective date, which is the 1st of every month. *Example, December 23rd is the payment due date for coverage effective January 1st.*

Payment Deadline	Coverage Effective Date
December 23, 2014	January 1, 2015
January 23, 2015	February 1, 2015
February 23, 2015	March 1, 2015
March 23, 2015	April 1, 2015
April 23, 2015	May 1, 2015
May 23, 2015	June 1, 2015
June 23, 2015	July 1, 2015

### There are 4 ways to make payments to the Health Connector:

1. Sending a check or money order by mail
2. Send payment from your bank
3. Pay online at [MAhealthconnector.org](http://MAhealthconnector.org)
4. Pay in person at the Customer Service Center (in Boston or Worcester)

### Paying by Mail

1. Fill out your check or money order completely and sign it
2. Make your check or money order payable to: **MA Health Connector**
3. Include the detachable payment coupon with the payment

*If you don't have a coupon, follow these instructions:*

- Clearly write your 9 digit account number beginning with 7 on the memo field. This number can be found in the top left hand corner of your Health Connector insurance bill. Or call Customer Service. Please note: 2014 health plan account numbers begin with 3 or 9, Commonwealth Care account numbers begin with 1 or 2, and **2015 health plan account numbers begin with 7**
- If you don't have your account number, write your **Member ID** in the memo field
- If you don't have either your account number or your Member ID – write your SSN on the payment

*Allow three to five business for your payment to be processed*

**Starting November 15th, mail your check or money order for 2015 coverage to:**

MA Health Connector  
PO Box 970063  
Boston, MA 02297-0063

## More Important Information about Paying by Mail

- If the member's name is not on the check, write the member's name on the check
- If the member's address is not on the check, write the member's current address on the front of the check
- If you are enrolling in both Health and Dental coverage from the Health Connector, send a separate payment for each plan

## Sending Payment through your Bank

You can pay your monthly premium by using your bank's online bill pay. Follow your bank's instructions for setting up the online payment and delivery date. Search for and select **MA Health Connector**. Make sure the address is PO Box 970063 Boston, MA 02297-0063. Include your 9 digit account number beginning with 7.

*Note: When sending payment through your Bank, do not include your Member ID number or SSN.*

## Paying online at MAhealthconnector.org

There are three ways to access the payments page from MAhealthconnector.org; you can:

1. Link to the payments page after you complete the online application and select a health plan
2. From the home page, select the payment tab in the top right corner or "how to pay" link
3. Go directly to the payments page located at <https://payment.mahealthconnector.org/>

You can make two types of online payments at **MAhealthconnector.org**: one-time or recurring payments. A **one-time payment** will be processed on the day after your payment data is received. The first **recurring payment** will be drawn on the day after your payment data is submitted, then payment will be taken out of your account on the 22nd of each month. Health Connector members can go back any time and create a new recurring payment through MAhealthconnector.org, please note it will replace existing recurring payments that were set up before.\*

### To pay online, gather this information

1. Enter the following:

- One or more of the following; your Member ID, Social Security Number and/or Billing account number
- Your name, date of birth and home address. This must be entered exactly the same way as it was entered in the online application
- Phone number and email

2. Enter your online payment details

- Checking or savings account number and routing number
- Select one-time or recurring payment\*\*

3. Review and submit payment information

- You will see an on-screen message that your payment

*\*To cancel a recurring payment, members must call the Health Connector Customer Service Center.*

*\*\* If you select recurring payment, you will need to select the last month that you want the recurring payment to be taken out of your account.*

### Paying in person at the Customer Service Centers

You can pay in person by check or money order in **Boston** or **Worcester**.

*If mailing using a next-day delivery service, payments should be addressed to the Health Connector's Portland Street address below.*

#### Health Connector Customer Service

133 Portland Street, 1st floor  
Boston, MA 02114-1707

146 Main Street Suite 201/202  
Worcester, MA 01608

1-877 MA ENROLL (1-877-623-6765) or  
TTY 1-877-623-7773, call 8 am to 6 pm Mon - Fri  
During Open Enrollment, call 7am to 7 pm  
Mon - Fri and Sat 9 am to 3 pm