

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



**IMPORTANT MESSAGE  
REGARDING ONLINE INSURANCE  
STATEMENTS/PAYMENTS  
THROUGH  
EXPRESS.OPENBILL.COM**

NAME  
ADR1  
ADR2  
CITY, STATE ZIP

May 28, 2015

Account: ACCOUNT NO.

Dear Member:

You are receiving this letter because you currently receive premium statements for your KanCare Children's Health Insurance coverage through the online website, Express.Openbill.com.

Effective June 26, 2015, the State of Kansas will no longer offer online statements or payments through the Express.Openbill.com website.

- The last monthly online statement available will be for June 2015 premiums.
  - o Please note that you will begin receiving paper statements effective with your July, 2015 premiums.
- You will be able to pay your June premiums through the Express.Openbill.com website through June 25, 2015. Any scheduled payments after June 25, 2015 will need to be paid through one of our other available payment options listed on the back of this letter.

Effective July 1, 2015, credit cards will no longer be accepted, however debit cards will still continue to be an accepted form of payment. For your convenience, we have included a list of payment options on the back of this letter and have enclosed an automatic draft (ACH) enrollment form. Please note, if you choose to make your payments via ACH, you will not receive paper statements.

For questions regarding the changes, 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. Persons with a hearing impairment may call Kansas Relay at 1-800-766-3777.

If you have questions or concerns regarding your KanCare Children's Health Insurance coverage, please call the KanCare Clearinghouse at 1-800-792-4884.

Best regards,  
HP Member Services

## **KanCare Premium Billing – *Payment Options***

### **ACH**

You may enroll in automatic draft by returning the enclosed ACH Enrollment form, along with a voided check. 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 a weekend or holiday, the draft will occur the first weekday following the 5<sup>th</sup>.

### **By Mail**

Mail the check or money order with your payment coupon to:

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

### **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**

- To make a free payment using our automated service call 1-866-923-2724
- To make a free payment by speaking with a Member Services Representative, please call 1-866-688-5009