



Questions About Your Account?

Call HP Member Services

1-866-688-5009

Welcome to *KanCare* Premium Billing

HP Enterprise Services (HP) manages premium billing for the *KanCare Children's Health Insurance Program (CHIP)*. Below you will find some important information about premium billing.

Important facts:

- ***KanCare Clearinghouse:*** If your premium amount is wrong, your employment changes, or your income changes, you are responsible to contact the *KanCare Clearinghouse*. **It is your responsibility to talk to the *KanCare Clearinghouse*. HP cannot do this for you.** The phone number for the *KanCare Clearinghouse* is 1-800-792-4884.
- ***Premium Schedule:*** Your *KanCare* premium will be billed on the 1st or 15th 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 check or money order payable to **HP Kansas Premiums**. The mailing address for *KanCare* payments is:

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

Automatic Draft Payments: 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 first weekday following the 5th. 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.

Telephone Number: 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. We look forward to helping you manage your *KanCare* premium account.

Your HP Kansas Premiums Team

KanCare Premium Billing – Answers to Important 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 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.

Can I have my premiums drafted automatically?

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.

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 the KanCare Clearinghouse to have it changed. HP will make the change once the KanCare Clearinghouse 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 5th of every month. If the 5th 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 eligibility for KanCare?

If you have questions about your current coverage or need to request coverage changes, please contact the KanCare 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 66601-1778