



**NOW AVAILABLE!**

# More Convenient Ways to Pay Your Monthly Premiums

Paying your monthly health insurance premiums is now easier thanks to the launch of HMAA's new bill pay system with Paymentus, an intuitive self-service portal with expanded options including:

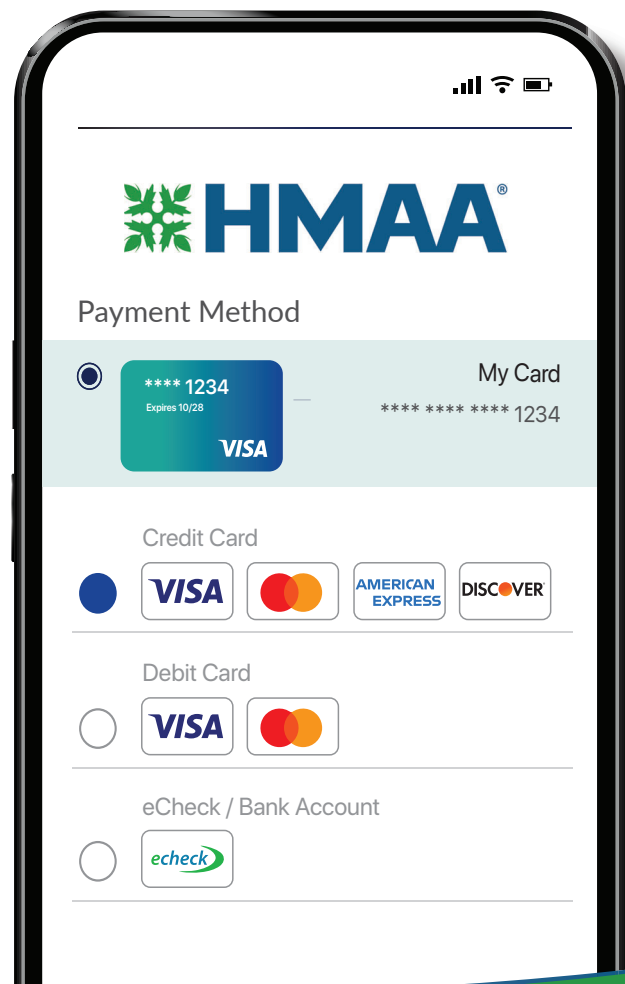
- Pay by text, phone or online 24/7
- Visa, Mastercard, American Express, and Discover credit and debit cards\*
- Traditional checking and savings account
- Set-it-and-forget-it Autopay
- Unlimited secondary users

Our old bill pay system is no longer available. As part of this migration, customers **must create a new bill pay account** to view bills online, store your payment method, or enroll in Autopay. You will need:

- Your policy and division number(s).
- Each division must be set up separately.
- The division PIN from your most current (lastest) bill. Each division has a separate PIN, which will change on each bill.

For further information, see the next page or visit [hmaa.com/employers/online-services](http://hmaa.com/employers/online-services).

\* Credit card payments are subject to a 3% surcharge.  
Terms and conditions apply.





# Set Up a New Bill Pay Account and Make a Payment

## Bill Pay Account Setup

- Visit HMAA's new bill pay system with Paymentus at [hmaa.com/billpay](https://hmaa.com/billpay).
- Select **Register Now**.
- Fill in the required account information and select **Enroll**.
- Input **Policy Number** and **Division Number** separated by a hyphen (ex: 12345-1), and the division **PIN** from your **current HMAA bill**.
  - Each division must be added to your bill pay account separately.
  - The PIN is required for initial setup and remains valid until the next billing cycle, around the 12<sup>th</sup> of the month, then changes to a new PIN.
- Enter an **Account Alias** of up to 50 characters such as the Policy/Division Name to help you identify it (optional).
- Select your desired preferences for **E-Bill** and **Bill Summary Notifications**.
- Select **Add Account**. Once created, you can edit your preferences at any time or add another policy/division to your bill pay account.

## Make a Payment

- **AUTOPAY (Recurring Payment)**
  - Login to your bill pay account.
  - Select **AutoPay** and **Add Schedule**.
  - Select an **Account** or **Add New**, input your desired payment method\*, then **Continue**.
  - Select **Frequency** (e.g., bill amount on a specified day of the month, then **Create AutoPay**.
  - Once created, your Autopay Schedule will appear in your account.
- **ONE-TIME PAYMENT ONLINE**
  - Visit [hmaa.com/billpay](https://hmaa.com/billpay).
  - Select **Pay Now** or **Login** to your bill pay account.
  - Input the required account and payment information.\*
- **ONE-TIME PAYMENT BY PHONE**
  - Call **866-793-0242**.
  - To make selections, use your keypad or voice.\*

\* HMAA accepts ACH, e-check, and debit card payments with no fees, or you can pay by credit card with a 3% surcharge to Paymentus that is applied toward your HMAA premium. HMAA does not accept credit card payments from Connecticut, Maine, or Massachusetts.



Scan this QR code for HMAA's Bill Pay User Guide.

To access our new bill pay system, please visit [hmaa.com/billpay](https://hmaa.com/billpay) or scan this QR code.

For more information or assistance, contact HMAA Account Management at (808) 791-7654 or [AccountManager@hmaa.com](mailto:AccountManager@hmaa.com).

