

# HOW TO PAY A PREMIUM BILL IN YOUR GHCMYCHART<sup>SM</sup>

1. Sign in to your GHCMYChart<sup>SM</sup> account. Click the **Your Menu** button on the top left hand part of the screen. Under the **Insurance** section, choose **Insurance Premium Billing**.
2. Click **Pay Now**.
3. Enter the amount you wish to pay, then click **Next**.
4. You can choose to pay your monthly premium bills with a credit/debit card or from your checking/savings account.
5. Fill in the required information.
6. Click **Next**.
7. The **Payment Processed** screen will appear once your payment has been submitted.

## HOW TO SET UP AUTOMATIC PREMIUM PAYMENTS IN YOUR GHCMYCHART<sup>SM</sup>

1. Click the **Your Menu** button on the top left hand part of the screen. Under the **Insurance** section, choose **Insurance Premium Billing**. Then click **Set Up Auto Pay**.
2. Choose a date between the 11<sup>th</sup> and 29<sup>th</sup> of the month to make the payment. Click **Next**.
3. You can choose to pay your monthly premium bills with a credit/debit card or from your checking/savings account.
4. If **Credit/Debit Card** is selected, fill in your card information.
5. If **Bank Account** is selected, fill in your bank information, but note that **Driver's Lic** and **Phone #** are not required fields.
6. The **Save Payment Method to My Wallet** will fill in automatically, but you can change it by clicking on it. Just be sure not to use any characters or symbols, such as an apostrophe. For example, if Bruce is using his wife Mary's credit card, he should name it **Marys** Credit Card rather than **Mary's** Credit Card.
7. Then click **Next**.
8. Once the **Confirm** button is clicked, your automatic monthly payment of premium bill is set up!
9. If you encounter an error where your online payment cannot be processed, please try deleting your saved payment information, then re-enter it again following these steps:
  - a. Begin by clicking the **Edit Auto Pay** button.
  - b. Click **Turn Off Auto Pay**.
  - c. Click **Turn Off Auto Pay** once more. Your automatic payments are now canceled. However, your payment information is still saved.
  - d. To get to your saved payment information, click **Set Up Auto Pay**.
  - e. Hover your mouse over the saved payment information and the **Delete** button will appear. Click **Delete** to remove all your saved payment information.
  - f. You can now re-enter your payment information.

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# USE "GUEST PAY" IF YOU DON'T HAVE A GHCMYCHART<sup>SM</sup> ACCOUNT

This is useful for one-time payments for your own premium bill or if you need to pay a premium payment for a family member who does not have a GHCMYChart<sup>SM</sup> account.

1. Go to **ghcscw.com**.
2. Click **\$ Pay Bill** located at the top of the Home page.
3. Click on the right-hand side "**\$ Pay as a Guest**" button under the "**Pay Your Premium Bill?**" column.
4. Enter the **Subscriber ID** or **Insurance Account Number** of the individual for whom you want to pay the premium.
5. Enter the **Last Name** of the individual for whom you want to pay the premium.
6. Click the **Look Up** button.
  - a. If the above entries do not work, you will be given the choice to enter either the **DOB** or **SS#** of the individual.
7. Click **Next**.
8. Choose the amount you want to pay. You can pay the full amount due or a lesser amount. However, you cannot pay more than the amount due.
9. Click **Next**.
10. You can choose to pay your monthly premium bills with a credit/debit card or from your checking/savings account.
11. Click **Submit**.
12. The **Payment Processed** screen will appear once your payment has been submitted.
13. If you would like a receipt, enter either your **cell number** or **email address** and click **Send Receipt**.

**If you have any questions regarding payment of your premiums via GHCMYChart<sup>SM</sup> or Guest Pay, please contact Member Services at (608) 828-4853 or (800) 605-4327.**

## **If paying by check**

Please make check payable to: GHC-SCW

Mail to: Group Health Cooperative of South Central Wisconsin (GHC-SCW)

Box 88619

Milwaukee, WI 53288-0619

*Please include your payment stub.*

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