

**MTF October 2020 Meeting
Health Connector Call Q&A
October 20 & 28, 2020**

Q1. At the beginning of the pay-by phone for Health Connector members, they had to speak to a representative in order to be transferred to the automated choices, has that been fixed now?

A1. Yes, that has been corrected.

In order to make a payment by phone, members must **select 3 and then 1** to go through the self-service feature. They need their **member ID or the phone number** to start the process. Then they will be asked for their last **4 of SSN** and then their **DOB**. This means that a member needs to have an SSN in order to be able to authenticate via the phone system.

In order to be able to make a payment the member's plan needs to be in one of the following statuses in our systems:

- Awaiting payment (binder payment for enrollment)
- Active
- Suspended (they are delinquent but are not yet terminated)

Once a member is terminated/inactive they are no longer able to make payments via the phone system.

Please note, if a member has just plan selected either online or over the phone, it is recommended to wait at least 3 hours before submitting payment.

You can help a member by providing them with the information they need (listed above) to make a payment over the phone, later from home.