



## Good News! Starting in April, You Can Use CareSource MyLife<sup>SM</sup> for Everything About Your Plan – Including Payments.

We heard from members that using two tools to manage their health plan was a hassle. So, starting in April, **CareSource MyLife** will be your one-stop shop for your plan, including payments and AutoPay! It will replace the *Pay My Premium* portal.

### WHAT YOU NEED TO KNOW:



**Payment System Unavailable Starting March 31 at 5 p.m. Central Time (CT).** You won't be able to pay online or by phone for about a week while we switch to our new system.



**Email When New System Is Ready.** If we have your email, we will let you know when the new system is ready for you to use.



**The Pay My Premium Portal Will End.** You will need to use CareSource MyLife for all information and functionality starting in April.

**Reset AutoPay (Recurring Payments).** Keep your monthly payments on time by setting up AutoPay in the new system. It only takes a few minutes and will help you avoid paying late, which can disrupt your coverage. **Important:** Before you can set up AutoPay, you must make a one-time payment.

### Three Easy Ways to Pay:



**1) Via CareSource MyLife:** Visit [MyLife.CareSource.com](https://MyLife.CareSource.com) or download the app from the App Store<sup>®</sup> or Google Play<sup>®</sup>. Make a one-time payment then set up AutoPay. You can use a credit card, debit card, bank transfer, Apple Pay or Google Pay.



**2) By Phone:** Call the Member Services number on your ID card and say you want to "make a payment." You can do this 24/7.



**3) Online at CareSource.com/MPpay.** Enter your member info to make a one-time payment through our secure website.

**Set Up Your CareSource MyLife Account Today!** Why wait when you can start using the tools and resources now? Note: Payment functions will start in April.

## WHAT YOU NEED TO DO IN CARESOURCE MYLIFE:

- **Enter Your Member ID Number And Link Your Plan.** Doing this will personalize your account and show you all of your plan info.
- **Update Your Contact Info.** Make sure your email address and mobile phone number are on file so we can reach you fast when it matters most.
- **Set Up “AutoPay” For Worry-Free Payments.** It’s easy, fast and safe to do. Your payment will be made on the 25th of each month.



## HOW IT WILL MAKE YOUR LIFE EASIER:



**ID Card Access Anytime.** View, share or print your ID card.



**Make Premium Payments, Starting in April.** After you make a one-time payment, you can set up “AutoPay” for on-time payments month after month.



**Find Out About Your Benefits and Coverage.** See benefit alerts, documents and secure messages.



**Find A Doctor:** Search for in-network doctors, clinics, hospitals and pharmacies.



**View Your Out-of-Pocket Totals** (also called accumulators). See the annual deductible and out-of-pocket expenses you or your family have met.



**Get Important Messages Faster.** When you “opt in” for electronic messages, you’ll get vital info about your plan via email or text messages. It can help you avoid missing notices that could affect your coverage. Plus, you’ll get less paper!



**Get Tailored Support.** Find insights based on your needs, so you can make confident choices about your care. Use tools that focus on improving your health and well-being.



**Earn Rewards For Certain Preventive Care Screenings.** Adults age 18 and older may be able to earn rewards that can be redeemed for gift cards at popular businesses. Learn more on our website.



**View Newsletters, Education, Videos and So Much More!**

**CareSource MyLife is here to help you easily manage your health plan. Set up your account today!**

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