

## It's Easy to Set Up Autopay

Make sure you never miss a Personal Wellness and Responsibility (POWER) Account payment! Set up autopay on My CareSource<sup>®</sup>. Follow the steps below to set autopay up for your account today.

New AutoPay Enrollment? – Go to Step 1

Cancelling AutoPay Enrollment? - Go to Step 9

Add or Remove a Payment Method from the member's Wallet? - Go to Step 17

1) Choose the Account tab and click on Pay Now to access payment functions.

ay Bill 🛛	ert 2 to 5 buringer days		
alances may not renect payments made in the la	as 5 to 5 business days.		
	Amount Due by Date Shown \$0.00	04/26/2024	
	Pav	Now	

2) Click on Manage Automatic Payments.

2010	Choose a payment method.				
	<b>1</b>	5	$\mathbf{x}$		
	Credit or Debit	Phone	Mail		
3 of 3	Pay your bill through Fiserv,	our secure payment	processing provider.		
	Make a Payment	Manage Aut	omatic Payments		

3) You will see a pop-up message to show you are leaving CareSource's site. You will be sent to Fiserv, our payment vendor. Click Continue.



4) On the next screen, click on AutoPay on the left side of the screen.



5) On the next screen, click on Add New AutoPay in the top right corner of the screen.



6) The next screen will show today's date. This is the date you are joining AutoPay. This is NOT the date when your AutoPay payments will be with withdrawn from your chosen payment method.

All auto pay transactions happen on the 25<sup>th</sup> of each month for all members who are enrolled in AutoPay.

If you have an existing payment method listed in the Wallet on the portal, this information is what will show in the Payment Method field. If you need to add a new payment method, click on the small arrow as shown below.



- 7) If you choose the small arrow to add a payment method you will see Add New Card or Add New Bank Account on the right side of the screen. Enter your payment method information. Then, follow the prompts to save your new information.
- 8) Choose the payment method you want to use for AutoPay. It could be a new payment method or one that is already in your Wallet. Click Save to finish enrolling in AutoPay.

## How to Cancel AutoPay Enrollment

9) Go to Account and click on Pay Now to get to payment functions.

ay Bill @	5 business days.		
	Amount Due by Date Shown		
	\$0.00	04/26/2024	
	Pay	Now	

10) Click on Manage Automatic Payments.

	-		2			
	Credit or Debit	Phone	Mail			
of 3	Pay your bill through Fisery	, our secure payment	processing provider.			
	Make a Payment	Manage Aut	omatic Payments			
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11) You will see a pop- up message that tells you you're leaving CareSource's site. You will be routed to Fiserv, our payment vendor. Click Continue.



12) On the next screen, click on AutoPay from the choices on the left side of the screen.



13) On the next screen, choose AutoPay from the left side of the screen. Your AutoPay information will then show. You will be able to see if you are enrolled in AutoPay or not. If you want to cancel the AutoPay, click Cancel as shown below.



14) A new pop-up will appear. Click Yes to remove yourself from AutoPay.

Cancel Autopay Enrollment?	
Are you sure you want to cancel this AutoP	ay enroliment?
	NO YES

15) Another pop-up will then appear. This pop-up will confirm that you have canceled AutoPay.



- 16) Your information will then show the date your AutoPay enrollment was canceled.
- 17) This is an example of an account that is not enrolled in AutoPay.

CareS	ource	1
Make Payment	AutoPay Member ID / RD Number Add New AutoPay	
Scheduled Payments	This account is not enrolled in AutoPay. Enroll in AutoPay to automatically pay your bill on the due date.	]
⊖ AutoPay		

## How to Add or Remove a Payment Method from Your Wallet

- <u>\*Note:</u> If you are already enrolled in AutoPay, you will have to add a new payment method before you can remove your existing payment method.
  - 18) Click the three dots in the upper right hand corner of the payment page. Click on Wallet.

Cares	OUFCE Plan : Marketplace			1 Profile Wallet
Scheduled Payments	Make Payment		Member ID / RID Number Tot	al Anount Dae a Date: 05/25/2022
© Payment History	Payment 2 Review 3 Confirmation A There are one or more errors in the information you provided. See	detailed messages below.		
AutoPay	Enter Payment Information Pay (5) 0.00 The payment amount is less than the BDD relations payment amount allowed.	On 05/13/2022	C	> O Zip Code O

19) On the next screen, you can choose to Add Payment Method or remove an existing Payment Method. To ADD a new Payment Method, click Add Payment Method. Then follow the steps to add a New Bank Account or Add New Card. Click Save to add the new Payment Method to the Wallet.



20) To remove a payment method, go to your Wallet. Choose which payment method you want to remove from the Wallet. Click on Delete for the payment method you want to remove.

Make Payment	Wallet			Member ID / BID Number Add Payment Method
Scheduled Payments	My Payment Methods Payment Method	Nickname	Status	Actions
() Payment History			Active Active	Update   Delete Update   Delete

21) A pop-up will show to ask you to confirm if you want to delete the payment method you chose. Choose Yes. Payment Method is now deleted from your Wallet.

Delete Wallet Account	×.
Are you sure you want to delete this account from your	wallet?
[	NO YES

\*\*\*Remember\*\*\* You cannot delete a payment method if it is the default Payment Method listed for the AutoPay enrollment. A new Payment Method must be listed for AutoPay before the old Payment Method can be deleted.

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