



## It's Easy to Set Up Autopay

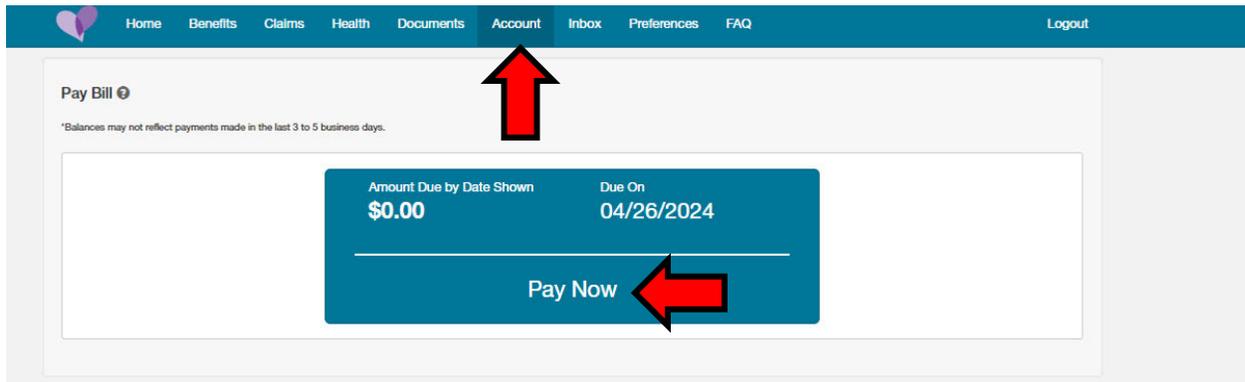
**Make sure you never miss a Personal Wellness and Responsibility (POWER) Account payment! Set up autopay on My CareSource®. Follow the steps below to set autopay up for your account today.**

**New AutoPay Enrollment? – Go to Step 1**

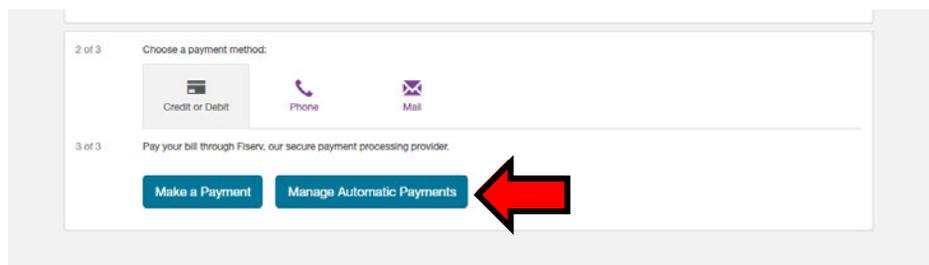
**Cancelling AutoPay Enrollment? – Go to Step 9**

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

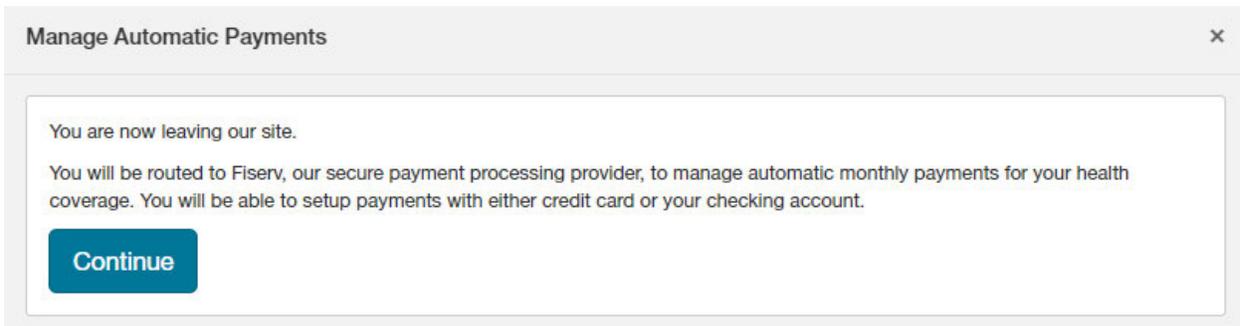
**1) Choose the Account tab and click on Pay Now to access payment functions.**



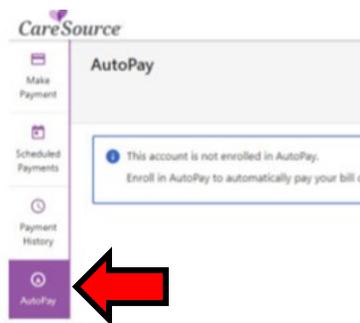
**2) Click on Manage Automatic Payments.**



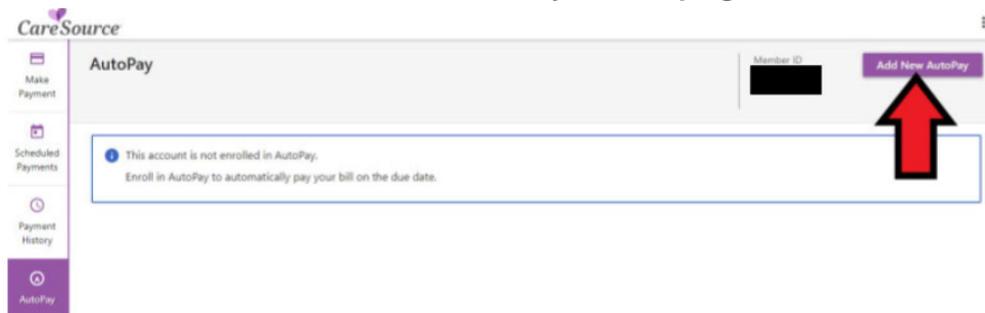
- 3) You will see a pop-up message to show you are leaving CareSource's site. You will be sent to Fiserv, our payment vendor. Click Continue.



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



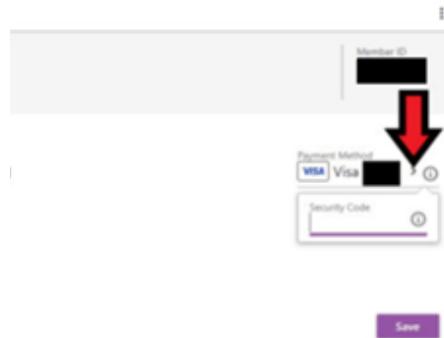
- 5) On the next screen, click on Add New AutoPay in the top right corner of the screen.



- 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 This is NOT the date when your AutoPay payments will be with withdrawn from your chosen payment method.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.**

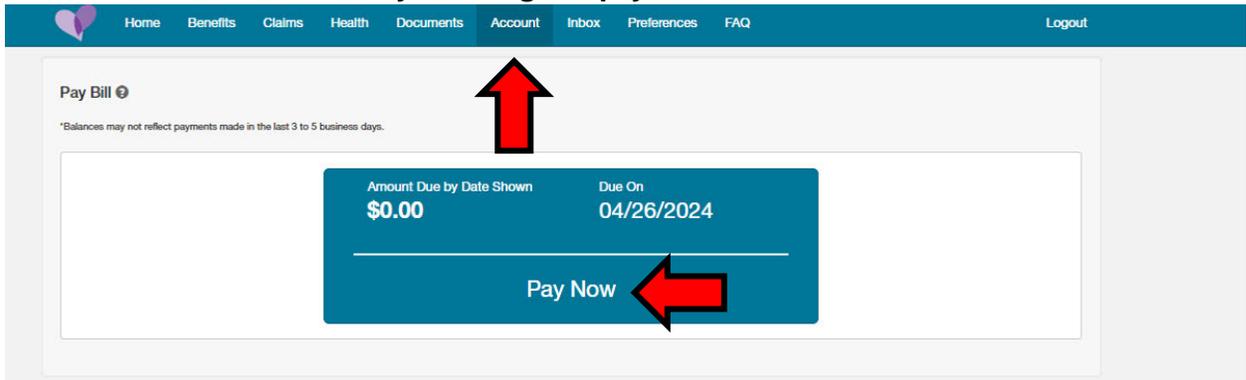
If you have an existing payment method listed in the Wallet on the portal, this information is what will show in the Payment Method field. If you need to add a new payment method, click on the small arrow as shown below.



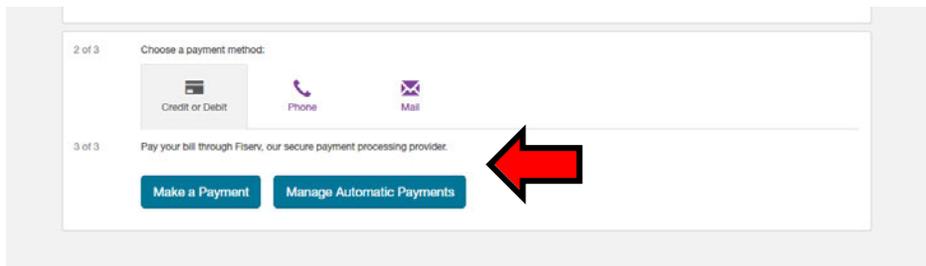
- 7) If you choose the small arrow to add a payment method you will see Add New Card or Add New Bank Account on the right side of the screen. Enter your payment method information. Then, follow the prompts to save your new information.
  
- 8) Choose the payment method you want to use for AutoPay. It 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

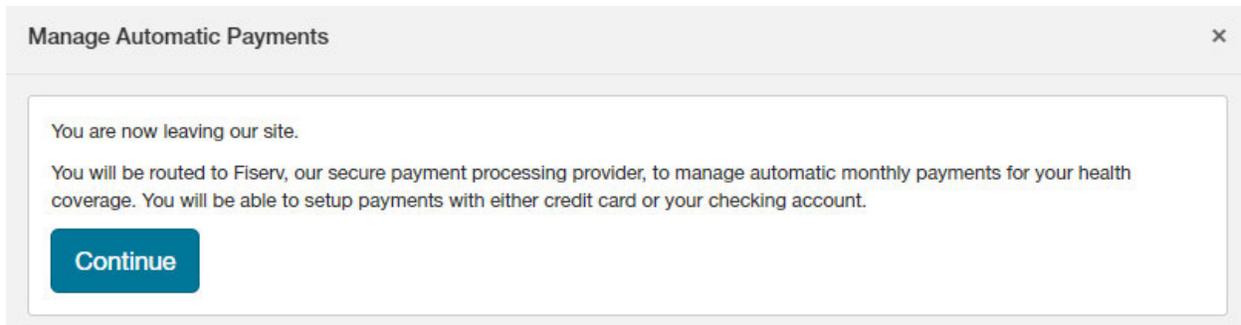
9) Go to Account and click on Pay Now to get to payment functions.



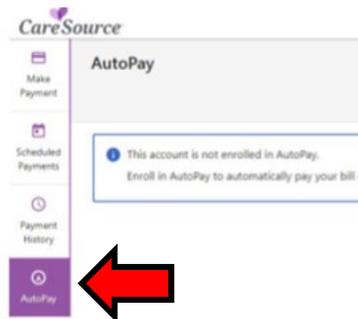
10) Click on Manage Automatic Payments.



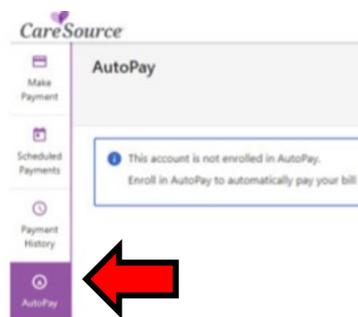
11) You will see a pop-up message that tells you you're leaving CareSource's site. You will be routed to Fiserv, our payment vendor. Click Continue.



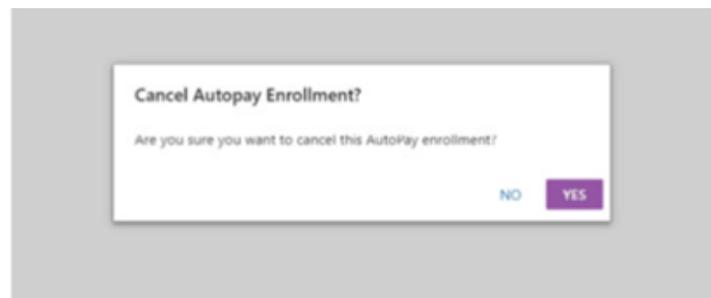
12) On the next screen, click on AutoPay from the choices on the left side of the screen.



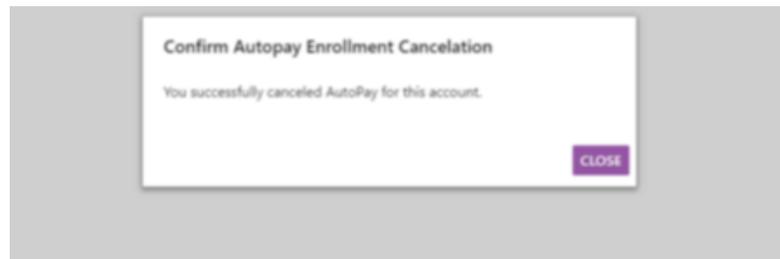
13) On the next screen, choose AutoPay from the left side of the screen. Your AutoPay information will then show. You will be able to see if you are enrolled in AutoPay or not. If you want to cancel the AutoPay, click Cancel as shown below.



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

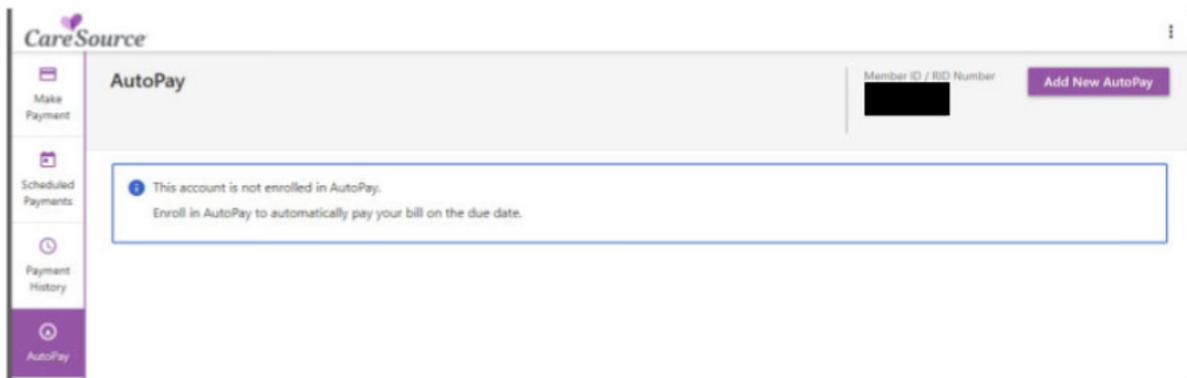


15) Another pop-up will then appear. This pop-up will confirm that you have canceled AutoPay.



16) Your information will then show the date your AutoPay enrollment was canceled.

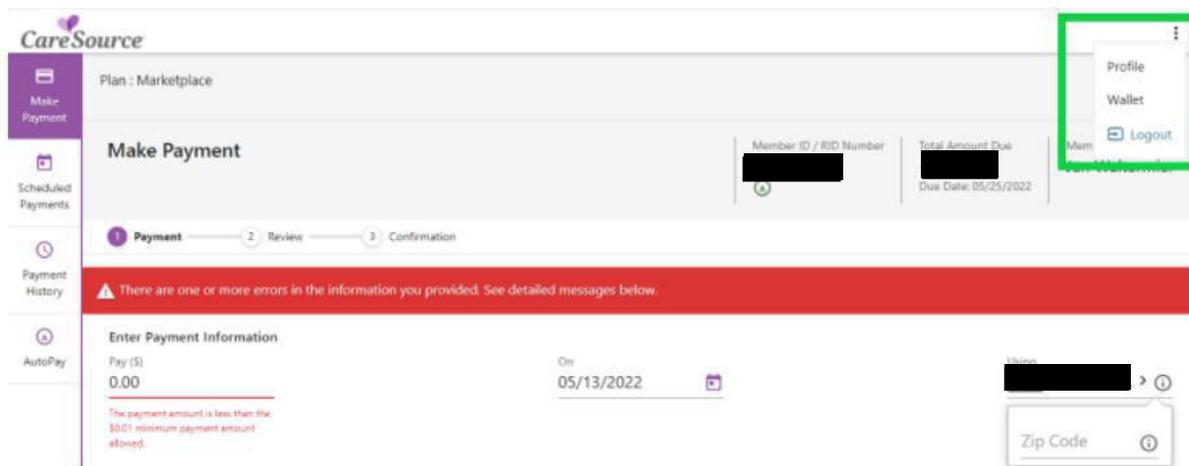
17) This is an example of an account that is not enrolled in AutoPay.



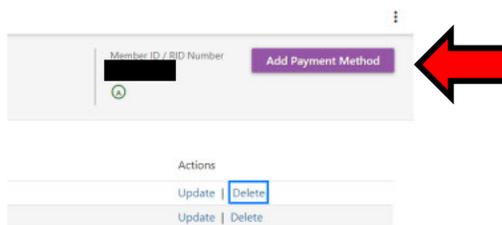
## How to Add or Remove a Payment Method from Your Wallet

**\*Note:** If you are already enrolled in AutoPay, you will have to add a new payment method before you can remove your existing payment method.

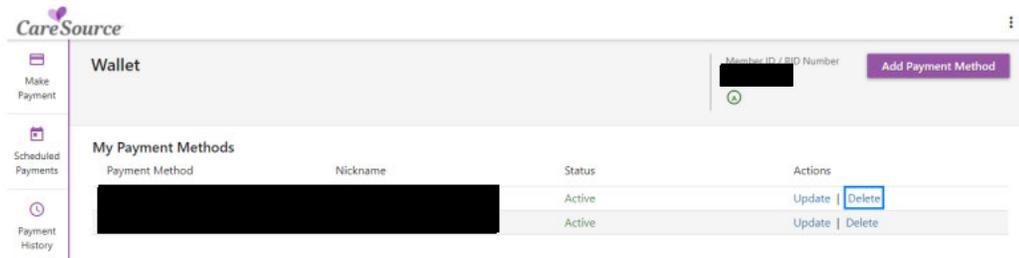
18) Click the three dots in the upper right hand corner of the payment page. Click on Wallet.



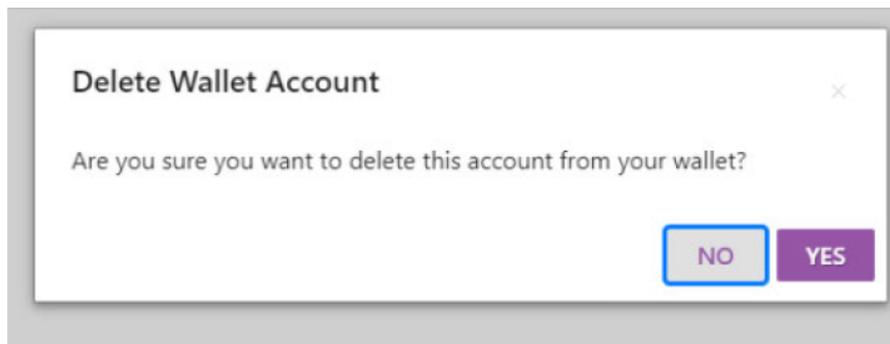
19) On the next screen, you can choose to Add Payment Method or remove an existing Payment Method. To ADD a new Payment Method, click Add Payment Method. Then follow the steps to add a New Bank Account or Add New Card. Click Save to add the new Payment Method to the Wallet.



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.



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.



\*\*\*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.