



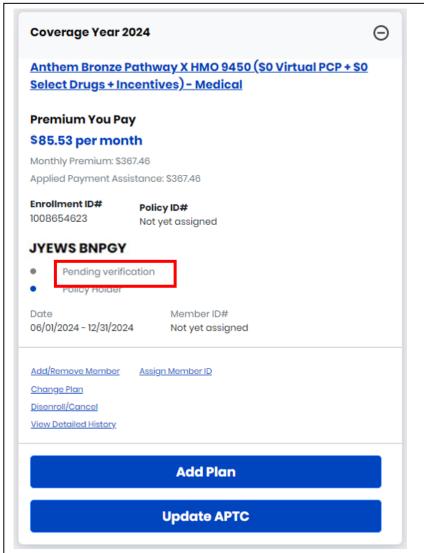




## **PayNow Service**

The PayNow service can be accessed through the Enrollment Manager. kynectors and agents now have access to assist citizens in making their initial payments through PayNow. The PayNow service will automatically redirect users to the Issuer's payment portal for the initial premium payment. Individuals may also pay by calling the issuer four or five days after enrolling or sending a check to the issuer.

1. If enrolling outside of Open Enrollment, some Special Enrollment require verification of the Special Enrollment Reason (i.e. Loss of Coverage, Permanent Move etc.). If this is required the verification documents must be uploaded and reviewed before an initial payment can be made and the plan effectuated. In the Enrollment Manager there will be no **Make Initial Payment** option. The Enrollment status display "Pending verification". This mean specifically that verification for the Special Enrollment Reason is needed:













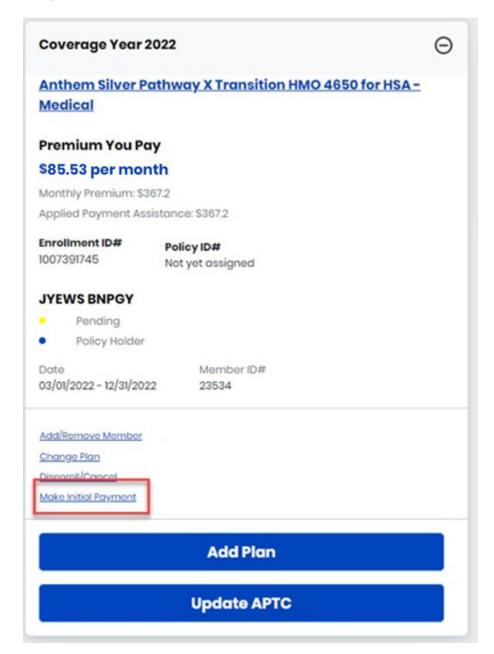






Once the Special Enrollment is verified (if applicable), the payment can be made.

2. From the Enrollment Manager, navigate to the Qualified Health Plans (QHPs) section and click **Make** Initial Payment.













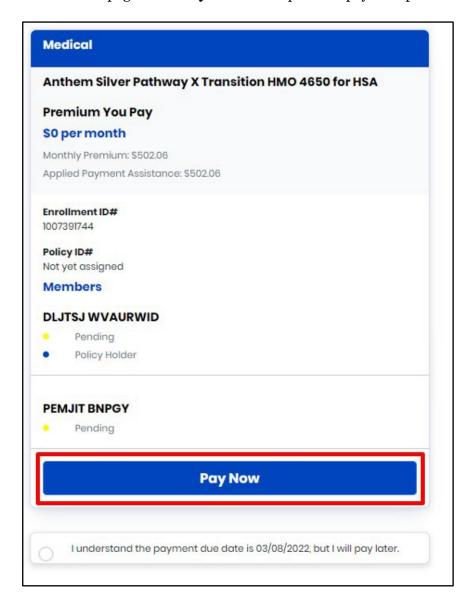








You will be directed to the 'Thank You!' page. Click **PayNow** to complete the payment process.



3. The user will be redirected to the Issuer's payment portal to select a payment method and complete the initial premium payment.

Please Note: Enrollments cannot be effectuated until the initial premium payment is received by the Issuer. For additional information reference the Payments and Due Dates fact sheet.







