



Hally Account – MyChart Premium Pay FAQ

What changed?

- Our Hally® member portal and MyChart app have changed their payment vendor.
 - You can now pay directly in your member account using the MyChart mobile app.
- If you're already signed up for auto pay, with our previous vendor (RevoPay), you will need to set up your new account in the Hally member portal by February 28, 2025.
 - You will be asked to reenter your payment information.
- Members who do not set up their account by February 28, 2025, will be moved to monthly invoicing. Your previous account with RevoPay will be terminated.
- To pay online now, you can go to Pay My Premium and make a one-time payment or recurring payments. Call us if you have any questions.

Why is it changing?

- Our previous vendor RevoPay is discontinuing services, so all members will need to set up a new auto pay account in their Hally member portal, if they would like to keep auto pay.

When is it changing?

- Starting March 1, 2025, all accounts with RevoPay will be terminated.
- Take action by February 28, 2025, if you would like to keep your auto pay payments.
 - Any accounts not transferred to the new auto pay system will automatically be moved to monthly invoicing.

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Auto Pay Premium Payment Instructions

Step 1: “Pay My Premium” is accessible from the shortcuts at the top of the Hally homepage.


- You can also locate “Pay My Premium” from the “Plan Details” menu.

The screenshot shows the Hally homepage interface. At the top, a light green banner displays "Welcome, Casey!" with a settings gear icon. Below this is a horizontal row of seven shortcut buttons: "Pay My Premium" (highlighted with a red box), "ID Card (View, Print, Order)", "Coverage Details", "Claims", "Authorizations", and "Communication Preferences". Below the shortcuts is a "Menu" section with a search bar labeled "Search the menu". Under the search bar, a "Plan Details" section is expanded, listing several options: "Coverage Details", "Pay My Premium" (highlighted with a red box), "Plan Benefits", "Annual Notice of Change (ANOC)", "EOBs", "Claims", "Authorizations", "ID Card (View, Print, Order)", "Change PCP", and "Coverage Change Requests".

Step 2: Click “Set up auto pay.”

- Auto pay members are automatically enrolled in paperless invoices.

Insurance Premium Billing

 **Sign up for paperless invoices**
Make managing your premium billing invoices easy and help the environment by receiving your invoices through email and MyChart.

[Sign me up](#)

Your premium billing accounts

Health Alliance Medical Plans Fully Insured / POS HSA 7100 Elite Bronze

Auto pay is off

You owe: **\$589.03**

Due: 11/1/2024

[Set up auto pay](#)

[Pay now](#)

[Invoice history](#)

Step 3: Choose the day of the month you wish your payment to be withdrawn.
Please note that if at any time you owe more than the monthly amount, the amount owed at the time of the auto draw will be charged to your card.

Sign Up for Auto Pay

Choose a day of the month

On which day of the month would you like to make your payments?

Choose a day of the month: 1-12.

Step 4: Choose how you want to set up auto payments.

- You can get started with credit/debit or checking.

Step 5: Enter your payment information. Click “SAVE.”

CREDIT/DEBIT

Sign Up for Auto Pay

How do you want to pay?

Enter payment information

Add New Payment Method

CREDIT/DEBIT CHECKING

Name On Card

Exp Date (MM/YY)

Card Number

CHECKING

Sign Up for Auto Pay

How do you want to pay?

Enter payment information

Add New Payment Method

CREDIT/DEBIT CHECKING

Account Name

Routing Number

Account Number

SAVE

Your auto pay setup is now complete.

Insurance Premium Billing

Your premium billing accounts

Health Alliance Connect Medicare Advantage / Health Alliance Medicare POS Basic Rx (HMO-POS)

Auto pay is on

You owe: **\$53.00**

Due: 11/1/2024

Next payment date: 11/1/2024

You may be eligible to pay automatically with Social Security withholdings. See Social Security withholding details below to learn more.

Pay now

🔍 Invoice history

🔄 Auto pay details

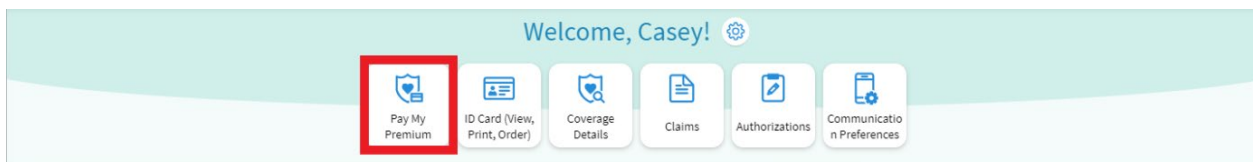
📄 View Social Security withholding details

If you would like to receive paper invoices, you may cancel paperless invoices. If you are currently enrolled in autopay, your invoices will only be available in Hally.

One-Time Premium Payment Instructions

Step 1: "Pay My Premium" is accessible from the shortcuts at the top of the Hally homepage.

- You can also locate "Pay My Premium" from the "Plan Details" menu.



Menu

Search the menu


Plan Details

- Coverage Details
- Pay My Premium**
- Plan Benefits
- Annual Notice of Change (ANOC)
- EOBs
- Claims
- Authorizations
- ID Card (View, Print, Order)
- Change PCP
- Coverage Change Requests

Step 2: Click "Pay now."

- If you are not signed up for paperless invoices, you can do so here.

Insurance Premium Billing

 Sign up for paperless invoices
Make managing your premium billing invoices easy and help the environment by receiving your invoices through email and MyChart. [Sign me up](#)

Your premium billing accounts

Health Alliance Medical Plans Fully Insured / POS HSA 7100 Elite Bronze You owe: **\$589.03**
Auto pay is off Due: 11/1/2024
[Set up auto pay](#) [Pay now](#)

[Invoice history](#)

Step 3: Select "Amount due" or "Other amount."

Premium Billing Payment

Balance breakdown

Invoice due 11/01/2024	\$589.03
Total amount due	\$589.03

Amount due \$589.03

Other amount

[Next](#) [Cancel](#)

[Back to Premium Billing Summary](#)



Step 4: Select how you want to pay.

- You can pay by credit/debit or check.

Step 5: Enter your payment information

CREDIT/DEBIT

Premium Billing Payment

How do you want to pay?

exp. 12/2027 **VISA**
Security code ⓘ

New Payment Method

[Manage your saved payment methods](#)

Enter payment information

Add New Payment Method

CREDIT/DEBIT CHECKING

Name On Card Exp Date (MM/YY)

Card Number CVC

STORE FOR LATER USE

PAY \$615.33

CHECKING

Premium Billing Payment

How do you want to pay?

Enter payment information

Add New Payment Method

CREDIT/DEBIT CHECKING

Account Name

Routing Number Account Number

STORE FOR LATER USE

PAY \$556.51

Step 6: Select the checkbox to save your payment information for future use (if desired), and then click the “Pay” button.

Step 7: Verify the information is correct and click “Submit.” Your payment is now complete.

Premium Billing Payment

You're almost done!
Verify that the information below is correct before processing your payment.

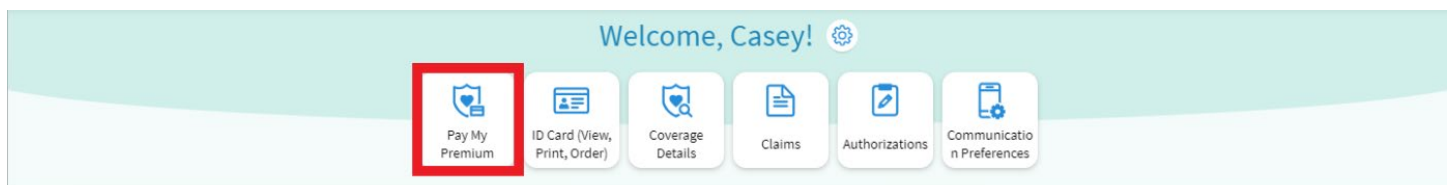
Payment amount	Payment method
\$615.33	VISA
Insurance account	exp. 12/2027

[Submit](#) [Back](#) [Cancel](#)

[Back to Premium Billing Summary](#)

Signing Up for Paperless Invoices – As easy as 1,2,3


Step 1: “Pay My Premium” is accessible from the shortcuts at the top of the Hally homepage.



Step 2: If you are not signed up for paperless invoices, you will see a banner to do so here.

- Click “Sign me up” to sign up for paperless invoices.

Insurance Premium Billing

 **Sign up for paperless invoices**
Make managing your premium billing invoices easy and help the environment by receiving your invoices through email and MyChart. [Sign me up](#)

Your premium billing accounts

Health Alliance Medical Plans Fully Insured / POS HSA 7100 Elite Bronze

Auto pay is off

You owe: **\$589.03**
Due: 11/1/2024

[Set up auto pay](#) [Pay now](#)

[Invoice history](#)

Step 3: Enter your email and check preferences – click “Sign me up.”

Sign up for paperless invoices

Make managing your premium billing invoices easy and help the environment by receiving your invoices through email and MyChart.

Email

Receive email notifications

I understand that I will no longer receive premium billing invoices in the mail.

[Sign me up](#) [No thanks](#)

[Back to premium billing summary](#)