

Hally Account – MyChart Premium Pay FAQ

What is changing?

- Our Hally[®] member portal and MyChart app are changing their payment vendor.
- You will now be able to pay directly in your member account using the MyChart mobile app.
- Depending on how you pay your premium, you may be asked to reenter your payment information.
- If you're already signed up for auto pay, no further action is needed. Your automatic payments will continue. However, since you set up your auto pay with our old vendor, you'll need to log in to our (old) Hally legacy portal at <https://login.hally.com/Account/Login?referral=mychart> if you ever want to view your auto pay setup details. If you'd like to move your current auto payment into our new system – so that the details are all there in our new portal rather than the old one – first cancel your current auto payment setup in the (old) Hally legacy portal; and then reset it in our (new) Hally MyChart app following the instructions below. Call us if you have any questions.
- To pay online now, you can go to pay my premium and make a onetime payment or recurring payments with a credit or debit card.
- If you want to pay by electronic check, call (866) 247-3296 or access your legacy Hally account [here](#).

Why is it changing?

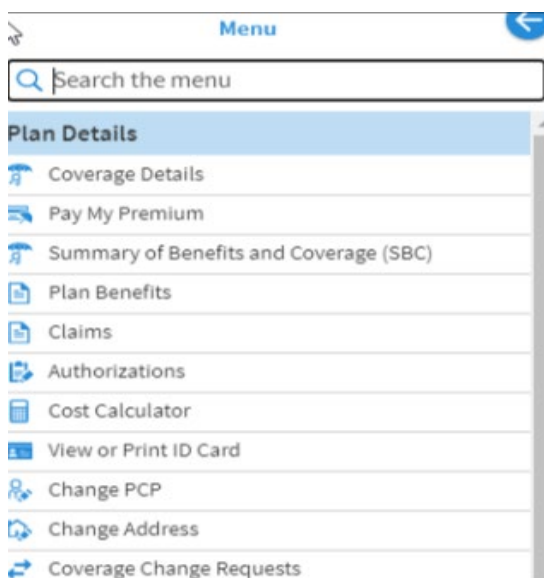
- This is an easier-to-use, streamlined system that will be fully integrated within our trusted MyChart mobile app.
- You will now have the capability to enroll in auto payments, manual monthly payments and initial payment (only if necessary).

When is it changing?

- Starting April 1, 2023, you will be able to pay your premium directly through the MyChart mobile app.

One-Time Premium Payment Instructions

- Step 1: Go to Menu. Click Pay My Premium.



- Step 2: Click Pay now.

hally®

Menu Messages Coverage Details Claims Authorizations

Pay My Premium

Save time while you save paper! Sign up for paperless invoices.

Health Alliance Medical Plans Fully Insured / IL-a 2023 You owe **\$991.38**
POS 1000 Elite Gold Due 2/1/2023

Previous balance:	\$418.51
New charges:	\$572.87
You've paid:	\$0.00

Past payments Set up auto pay **Pay now**

Back to the home page

- Step 3: Select Amount due. Click Next.
- Or, if you would like to pay from a bank account call the number on your screen or click [HERE](#).

Premium Billing Payment

To pay by Credit/Debit card, please continue below.

To pay from a bank account, call (866) 247-3296 or access your Legacy account [HERE](#)

How much would you like to pay today?

Amount due \$49.20

Other amount

Next Cancel

- Step 4: Enter your payment information. Select the checkbox to save your payment information for future use. Click pay \$_____.

Premium Billing Payment

How do you want to pay?

Enter payment information

Add New Payment Method

CREDIT/DEBIT CHECKING

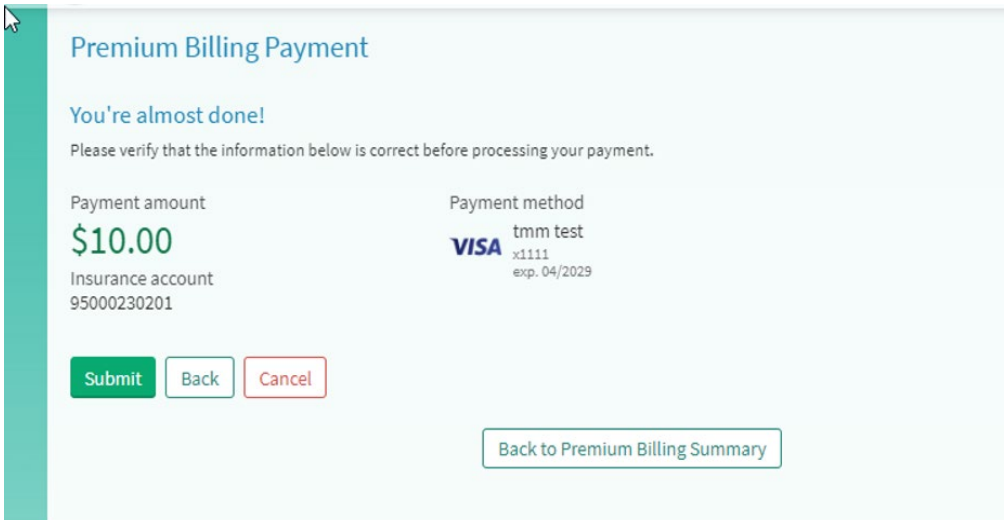
Name On Card Exp Date (MM/YY)

Card Number CVC

STORE FOR LATER USE

PAY \$991.38

- Step 5: Verify information is correct and click Submit.
Your payment is now complete.



Premium Billing Payment

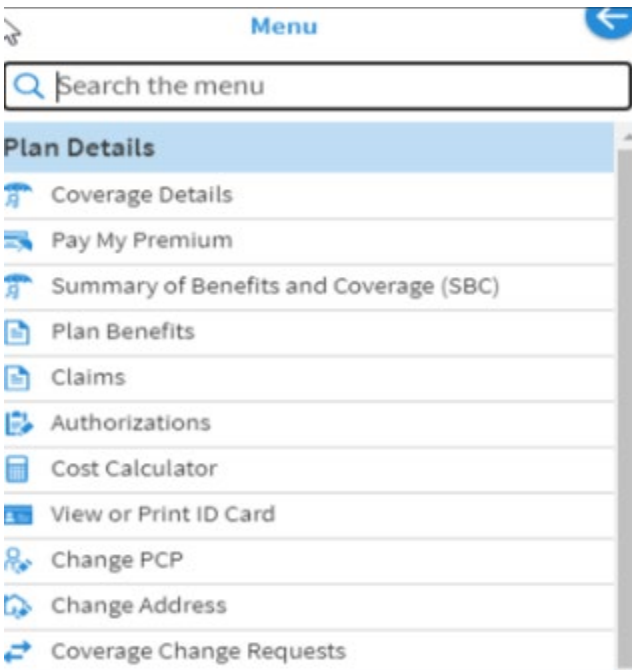
You're almost done!

Please verify that the information below is correct before processing your payment.

Payment amount	Payment method
\$10.00	VISA tmm test
Insurance account	x1111
95000230201	exp. 04/2029

Auto Pay Premium Payment Instructions

- Step 1: Go to Menu. Click Pay My Premium.



Menu

Search the menu

Plan Details

- Coverage Details
- Pay My Premium
- Summary of Benefits and Coverage (SBC)
- Plan Benefits
- Claims
- Authorizations
- Cost Calculator
- View or Print ID Card
- Change PCP
- Change Address
- Coverage Change Requests

- Step 2: Click Set up auto pay.

The screenshot shows the 'Pay My Premium' page on the Hally portal. At the top, there is a navigation bar with 'Menu', 'Messages', 'Coverage Details', 'Claims', and 'Authorizations'. Below the navigation bar, the page title is 'Pay My Premium'. A green leaf icon is followed by the text 'Save time while you save paper! Sign up for paperless invoices.' The main content area displays 'Health Alliance Medical Plans Fully Insured / IL-a 2023' and 'POS 1000 Elite Gold'. It states 'You owe \$991.38 Due 2/1/2023'. To the right, a table shows: 'Previous balance: \$418.51', 'New charges: \$572.87', and 'You've paid: \$0.00'. Below this information are three buttons: 'Past payments', 'Set up auto pay', and 'Pay now'. At the bottom center, there is a button labeled 'Back to the home page'.

- 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.

The screenshot shows the 'Sign Up for Auto Pay' page on the Hally portal. The navigation bar is the same as in the previous screenshot. The page title is 'Sign Up for Auto Pay'. Below the title, it says 'Choose a day of the month' and 'On which day of the month would you like to make your payments? Please choose a day between the 1st and 12th.' There is a text input field containing the number '1'. Below the input field are two buttons: 'Next' (green) and 'Cancel' (red). At the bottom center, there is a button labeled 'Back to Premium Billing Summary'.

- Step 4: Select Amount due. Click Next.
- Or, if you would like to pay from a bank account call the number on your screen or click [HERE](#).

Premium Billing Payment

To pay by Credit/Debit card, please continue below.

To pay from a bank account, call (866) 247-3296 or access your Legacy account [HERE](#)

How much would you like to pay today?

- Amount due \$49.20
- Other amount

Next Cancel



- Step 5: Enter your payment information. Click SAVE.
Your auto pay setup is now complete.

The screenshot shows the hally® website interface. At the top, there is a blue header with the hally® logo. Below the header is a navigation bar with icons and labels for Menu, Messages, Coverage Details, Claims, and Authorizations. The main content area is titled "Sign Up for Auto Pay" and contains the following elements:

- A heading "How do you want to pay?"
- A sub-heading "Enter payment information"
- A form titled "Add New Payment Method" with a dropdown menu.
- Two radio buttons: "CREDIT/DEBIT" (selected) and "CHECKING".
- Two input fields: "Name On Card" and "Exp Date (MM/YY)".
- One input field: "Card Number".
- A green "SAVE" button.