healthEZ

EZpay

A better way to pay your medical bills

Learn how to use EZpay:

Visiting the doctor

When you go to the doctor's office, **do NOT pay your copay or coinsurance upfront.** Give them your HealthEZ insurance card so they can follow the provider payment instructions.

Receiving a medical bill through EZpay

When a medical bill is processed, you will receive an email and or an in-app push notification from HealthEZ with the amount you are responsible for after your insurance has been applied to your claim (this could include your copay, coinsurance and deductible amount).

Payment approval or denial process

1. You will be asked to approve payment from your linked credit, debit, HSA or FSA card. Once you receive this request, you will have two to five business days to respond (depending on your claim amount).

   Your response options are:

   - *Yes - Please pay on my behalf*
   - *No - I would like to wait for my provider to bill me directly*

   Note: If you do not respond, HealthEZ will default to automatically pay the bill using saved card(s) in the priority order that you have provided. It is important to respond to your EZpay notifications in a timely fashion.

2. Next, HealthEZ will process your card payment and combine it with your insurance plan payments, so your provider is **paid in full**.

Note:

- *If you <u>decline</u> to pay through EZpay, then your provider will bill you directly.*
- *If you <u>did</u> pay at your doctor's office at the time of your appointment, then respond to the EZpay notification with no/decline to pay.*
- *If you have <u>multiple cards saved</u>, then the system will try the cards based on the priority order you set. It will not split a payment between cards, so the full amount of your bill will need to be available on your card balance, if not, then the system will try the next priority card.*
- *If you <u>miss the notification</u> window and an EZpay payment is automatically applied on the wrong form of payment, then you will need to work with your provider to get a refund and pay the bill another way.*

Still don't have EZpay?
Here are two ways to sign up
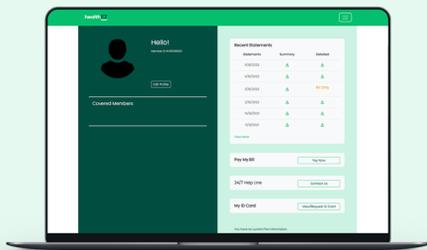
Myhealthez.com

1. Login
2. In the top right menu, select EZPay Accounts
3. Enter card information and click submit

Myhealthez app

1. Login
2. Select account in the bottom right menu
3. Select Manage EZpay Account
4. Click Add a Card
5. Enter Card Information
6. Click Save Card