I. MAKE AN ON-LINE PAYMENT

STEP #1:
Once you are on the Direct Biller website, you will be able to log in with the information provided to you on your Essence Invoice.

If you are making an on-line payment for the first time

OR

only wanting to make a one-time payment,

Enter your Member ID, your Birth Date (MMDDYYYY), and select Sign In.

Essence Healthcare is an HMO plan with a Medicare contract. Enrollment in Essence Healthcare depends on contract renewal. You must continue to pay your Medicare Part B premium.

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MAKE AN ON-LINE PAYMENT (continued)

STEP #2:

Your billing information will auto-populate. Please provide the following information:

(Note: If you have access to email and would like a receipt emailed to you, please provide your email address)

A. Type your Email Address (optional)
B. Type the Payment Amount (decimal point required)
C. Enter your ACH, debit card, or credit card information
D. Select Confirm

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Example Amount—Please look at your monthly invoice for your payment amount.
MAKE AN ON-LINE PAYMENT (continued)

STEP #3:
You will then be directed to a page where you can review your payment information.

A. If this is a one-time payment and you choose not to set up a Profile at this time, select Pay Bill to submit the payment. A confirmation message will appear. You may wish to print a copy for your records and then end your session by selecting the Logout tab.

B. You have the option of setting up a Profile so your payment information will be saved for future use or to set up a recurring payment. If you prefer this option, select Yes, save my payment info.

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II. SET UP A PROFILE

When you choose to set up a Profile, the payment page will extend allowing you to do so. You will be asked to create the following items:

A. Create/Type Login ID
B. Create/Type Password and then Confirm Password
C. Create Two Challenge Questions/Type Answers
D. Select Pay Bill

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III. SCHEDULE FUTURE PAYMENTS

Once you have completed setting up your Profile, you will log back in with your Login ID and Password in order to make future payments. Follow the steps below to make payments using your Profile:

A. Select the Bills tab
B. Pick a Payment Date
C. Select Make Payment

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SCHEDULE FUTURE PAYMENTS (continued)

D. Type the Payment Amount
E. Choose your payment option under Select Method
F. Select Confirm

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SCHEDULE FUTURE PAYMENTS (continued)

Please review your payment information for accuracy and

G. Select Make Payment

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H. You may wish to print a copy for your records by selecting the Print icon
I. End your session by selecting the Logout tab

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IV. CANCEL SCHEDULED PAYMENTS

You have the option to cancel any future payments that you previously scheduled.

A. Select the Bills tab
B. Select Cancel

C. Verify that you are sure you want to cancel this transaction by selecting OK

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SET UP RECURRING PAYMENTS
You have the option to set up recurring payments once you have established a Profile.

A. Select the Payees tab
B. Select Edit Automatic Payments and Alerts

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SET UP RECURRING PAYMENTS (continued)

C. Select the 2nd check-box to enable recurring payments
D. Choose a Payment Method from the drop-down box
E. Type the Payment Amount
F. Choose a Payment Frequency from the drop-down box
G. Pick your First Payment Date
H. Select Submit

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V. UPDATE PAYMENT INFORMATION

Once your Profile has been set up you can update or add a checking account, savings account, credit card, or debit card information.

A. Select the My Accounts tab

B. Select either Add New Bank Account; or

C. Add New Credit Card

VI. CHANGE YOUR PASSWORD OR SECURITY QUESTIONS

You can change your password or security questions any time.

A. Select the Profile tab

B. Type your Current Password

C. Type your New Password and then re-type to Confirm

D. Select Update

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CHANGE YOUR PASSWORD OR SECURITY QUESTIONS (continued)

E. Update your Security Questions/Answers

F. Select Update

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G. Type your Login ID, New Password and Answer Questions

H. Select Reset

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VII. RESET YOUR PASSWORD

If you forget your password while trying to log in, select Forgot Your Password? or contact Essence Customer Service.

![Image of login page](image_url)

VIII. RESET YOUR LOGIN ID

If you forget your Login ID, please contact Essence Customer Service at (866) 597-9560 to request a Direct Biller website Login ID reset.

If you have any other questions about this letter or need additional assistance, please contact Essence Customer Service at (314) 209-2700 or toll free (866) 597-9560. TTY users should call the national relay service toll free at 711. Our telephone lines are open 7 days a week from 8:00 a.m. to 8:00 p.m. You may receive a messaging service on weekends from April 1 through September 30 and holidays. Please leave a message and your call will be returned the next business day.

If you need help understanding the information in this letter, please contact Customer Service at the number provided above for free language translator services.

Thank you.

Finance Department
Essence Healthcare (HMO)

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