# Aetna MED D - SilverScript - Premium Billing Online Payment Portal

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**Description:** Assists a **SilverScript Individual** (Non-EGWP) member with navigating the SilverScript InstaMed Member Portal, viewing and making an **online** Credit/Debit Card/ E-Check payment, adding/updating automatic EFT/RCD payments online, or used by MED D Care CCRs during **Medicare D Inquiry** tab **Downtime** to make a **Guest** payment on the member’s behalf.

 The **Aetna Med D** **SilverScript Member Portal** will **not** contain payment history from any other payment methods, such as check/money order, bank billpay (set up through their banks), or SSA/RRB withholding. Do **not** refer members to create a login for the Member Portal if they pay by anything **other than** credit/debit card/RCD or E-checks/EFT.

 The **Aetna Med D** **SilverScript Member Portal**, powered by InstaMed, and **AetnaMedicare.com** website **cannot** process **EGWP** (SSI or Aetna SSI) beneficiary payments or plan requests. EGWP beneficiaries must either mail a check/money order to the address on their invoice, set up ACH/billpay through their bank/EFT form, or be assisted by Customer Care using the SSO for Premium Payments; refer EGWP beneficiaries to the information provided by their plan.

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| Accessing InstaMed Member Portal |

For members to access the Instamed Member Portal to make their own online premium payments, MED D CCRs should direct the member to perform the following steps:

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| **Step** | **Action** | |
| **1** | Verify whether the member will be navigating to AetnaMedicare.com or is logged into Caremark.com. | |
| **If...** | **Then...** |
| Logged into Caremark.com | 1. Advise the member to:    * Access **My Dashboard**    * Click **Pay Your Premium** 2. Proceed to **Step 3** (**Note:** This path will not provide the same exiting to InstaMed screen with Pay Now button.) |
| Navigating to SilverScript.com | Advise the member to navigate to [aetnamedicare.com/payyourpremium](http://aetnamedicare.com/payyourpremium) from an internet browser window. |
| **2** | Advise the member to click the button labeled **Pay PDP premium** in the **Prescription Drug Plan (PDP)** box.  Important IconNotify the member that **InstaMed**, a JP Morgan Chase company, processes Medicare Part D premium payments **on behalf of SilverScript.**    **Result:** A pop-up window will display a disclaimer with a **Pay now** button. | |
| **3** | Advise the member to click **Pay now**.   * Verify themember has successfully navigated to the SilverScript InstaMed Member Portal.   + **If the member was taken to:**     - **A blank white page**, their web browser may not be supported. Advise the member to use a different browser; **Chrome** is recommended for member access to **InstaMed**.     - **Any OTHER page than the SilverScript InstaMed Member Portal** (https://pay.instamed.com/Form/PaymentPortal/Default?id=SILVERSCRIPT)**,** for technical questions advise the member to contact InstaMed Customer Service via telephone at 1-866-467-8263 or email at [support@instamed.com](mailto:support@instamed.com).     **Tip:** Members who speak Spanish or French may change the website language to enhance their ability to understand the contents. To change the site’s language, direct member to the bottom margin of the screen and click on the default “English”:    **Result:** This provides a drop-down of language options to select, and the screen will update after their selection. | |
| **4** | Determine whether the member wants to make a premium payment as a Guest, or to Sign Up/Log In to the Member Portal.   * **If Payment as a** **Guest**, proceed to **Step 5**. * **If SIGN UP/LOG IN to the Member Portal**, proceed to [Member Portal Account](#_Member_Portal_Account) section of this document. | |
| **5** | Advise the member to enter their email address, Payment ID\* (9-digit Subscriber ID), Birth Date, and Zip Code (from mailing address) then click **Pay Now** for One-Time payments.    **Note:** Members who do **not** have an **email** address will **not** be able to process Guest payment **or** create a **Login** for the Member Portal. Do NOT advise the beneficiary to enter an invalid email address to bypass the email address requirement. Offer self-service Premium Payment IVR as an option.  **Result:** The **Account Summary** screen will display, and the user can click **Pay Now** after confirming their record is in this screen.    **Note:**   * The **9-digit Member ID** is the member’s Payment ID located on their invoice **payment coupon**, in the box labeled **PAYMENT ID.** * CCRs can refer to the member’s invoices in **ONEclick** or provide the **Subscriber ID** from **PeopleSafe** to the member **for Payment ID**.     **Invoice Example:**    **Result:** Once the member is authenticated, if they have an existing portal login, the below screen will show, asking for log in to continue. The user will click **CONTINUE AS GUEST** if not wishing to log in (if they log in, you must refer to the [Member Portal Account](#_Member_Portal_Account) section of this document to continue guidance).    **Result:** The **Payment Information** screen will display.    Important IconMembers **must** **NOT** **edit** pre-populated IDs or name etc. while using the Member Portal.  **Note:**   * The error message below may display if there has not been enough time for newly enrolled member information to be submitted to the payment acceptance system. It may take up to a week after enrollment to the plan before the member can make payment via the InstaMed Member Portal. * If the Member ID (9-digit Payment ID), Birth Date or Zip Code is not entered correctly, the screen below will display:     **Note:** The above error will also occur if an EGWP member attempts to use this system. The **Aetna Med D** **SilverScript Member Portal**, powered by InstaMed, and **AetnaMedicare.com** website **cannot** process **EGWP** (SSI or Aetna SSI) beneficiary payments or plan requests. EGWP beneficiaries must either mail a check/money order to the address on their invoice, set up ACH/billpay through their bank/EFT form, or be assisted by Customer Care using the SSO for Premium Payments; refer EGWP beneficiaries to the information provided by their plan. | |
| **6** | Users who enter an email address that is not currently signed up for portal log in, will be taken to the **Sign Up for an Account Today** screen after clicking **Pay Now** on **the Account Summary** screen. To continue with a one-time Guest Payment, advise the member to click on **Continue as Guest**.    **Result:** The **Payment Information** screen displays. | |
| **7** | Advise the member to select the appropriate **CREDIT/DEBIT CARD** or **BANK ACCOUNT** radio button to open the appropriate fields for payment details.  **Note:** The Payment Amount will default to showing current balance due, with button labeled as **Premium**. Clicking the button or on the Payment Amount line will change the button label to **Custom** and the member will be able to enter whatever amount they desire to pay.    Proceed to the applicable section:   * [Guest One Time Credit/Debit Card Online Payment](#_One-Time_Credit/Debit_Card) * [Guest One-Time E-Check Online Payment](#_One-Time_E-Check_Online) | |

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| Guest One-Time Credit/Debit Card Online Payment |

For members to complete their own **One-Time Credit/Debit Card** premium payments online, MED D Care CCRs should direct the member to perform the following steps:

 Members **must NOT** **edit** pre-populated IDs or name etc. while using the Member Portal.

 The **Aetna Med D** **SilverScript Member Portal**, powered by InstaMed, and **AetnaMedicare.com** website **cannot** process **EGWP** (SSI or Aetna SSI) beneficiary payments or plan requests. EGWP beneficiaries must either mail a check/money order to the address on their invoice, set up ACH/billpay through their bank/EFT form, or be assisted by Customer Care using the SSO for Premium Payments; refer EGWP beneficiaries to the information provided by their plan.

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| **Step** | **Action** |
| **1** | The member must first access the SilverScript InstaMed Member Portal; refer to [Accessing InstaMed Member Portal](#_Member_Payment)section. |
| **2** | To complete a One-Time **CREDIT/DEBIT CARD** Payment, advise the member to enter all required fields, then click **NEXT:**   * Amount of payment – Default is **Premium** balanceif there is a balance due, but member may click the Payment Amount line or the button and select **Custom** and enter any value greater than $0. * Name on Card * Card Number * Expiration Date * CVV * Zip Code of the mailing address     **Result:** The **Review and Confirm** screen displays. |
| **3** | Notify the member that **InstaMed**, a JP Morgan Chase company, processes Medicare Part D premium payments **on behalf of SilverScript.**  Advise the member to review payment details.   * **If correct,** advise the member to click **CONFIRM**. * **If incorrect**, advise the member to click **BACK** and make any changes.     **Result:** A Payment Summary screen will display **Declined** or **Approved**. Receipt is automatically emailed to the address entered at the beginning on the Make a Payment landing page.    **Note:**   * If the Payment Summary screen shows **Declined**, the CCR should advise the member that they can choose to attempt another payment using an alternative payment method. * The **Authorization Code** is generated by the Credit/Debit card issuer. This code may be the same for similar transactions between members with the same card issuer. * The **Payment Summary** screen will show general payment information.   + **If SHARE RECEIPT is selected**, the member can forward the receipt to an Email Address of their choosing.   + **If VIEW RECEIPT is selected**, the member may obtain a copy of the receipt by selecting either:     - **SHARE RECEIPT** (If an Email Address was entered within the [Accessing InstaMed Member Portal](#_Member_Payment) section, the receipt is automatically sent once Confirm is clicked)     - **PRINT** (button located at the bottom of the receipt)   **View Receipt Example**    **Note:** If the member would like to make another one-time Guest payment for themselves or a spouse/partner, clicking the **Aetna** **logo** in the upper left banner will return them to the original landing page to Make a Payment (see step 3 in **Accessing InstaMed Member Portal** section).  **Header Logo Example** |

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| Guest One-Time E-Check Online Payment |

For members to complete their own **One-Time E-Check** premium payments online, MED D Care CCRs should direct the member to perform the following steps:

 Members **must NOT** **edit** pre-populated IDs or name etc. while using the Member Portal.

 The **Aetna Med D** **SilverScript Member Portal**, powered by InstaMed, and **AetnaMedicare.com** website **cannot** process **EGWP** (SSI or Aetna SSI) beneficiary payments or plan requests. EGWP beneficiaries must either mail a check/money order to the address on their invoice, set up ACH/billpay through their bank/EFT form, or be assisted by Customer Care using the SSO for Premium Payments; refer EGWP beneficiaries to the information provided by their plan.

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| **Step** | **Action** |
| **1** | The member must access the SilverScript InstaMed Member Portal; refer to [Accessing InstaMed Member Portal](#_Member_Payment)section. |
| **2** | To complete a One-Time **E-Check Online** Payment, advise the member to enter all required fields, then click **Next:**   * Amount of payment - Default is **Premium** balanceif there is a balance due, but member may click the **Payment** Amount line or the button and select **Custom** and enter any value greater than $0. * Name on Account (as it appears on bank statement) * Account Type - Drop-down menu - Can accept Checking or Savings**\***   **\*(Note:** Some Savings accounts do not support or allow online payments. If the member is unsure if they can process payments online, they would need to follow up with their financial institution to confirm.)   * Routing Number - “?” link provides a pop-up aid to assist with locating the information on a check:      * Account Number * Confirm Account Number * State - Drop-down menu.     **Result:** The **Review and Confirm Payment** screen displays.  **Note:** If the member enters different numbers in the Account Number and Confirm Account Number fields the below error will appear. This is the member’s opportunity to review the information entered and correct whichever field is incorrect. |
| **3** | Notify the member that **InstaMed**, a JP Morgan Chase company, processes Medicare Part D premium payments **on behalf of SilverScript.**  Advise the member to review payment details.   * **If correct,** advise the member to click **CONFIRM**. * **If incorrect**, advise the member to click **BACK** and make any changes.     **Result:** A Payment Summary screen will display **Declined** or **Approved**.    **Note:**   * If the Payment Summary screen shows **Declined**, the CCR should advise the member that they can choose to attempt another payment using an alternative payment method. * The **Authorization Code** for **E-Check payments** on the Member Portal is provided by InstaMed.   + Approved receipt status is confirmation of payment submission.   + Acceptance or Rejection will occur once the payment is submitted to the financial institution. * The **Payment Summary** screen will show general payment information. * **If SHARE RECEIPT is selected**, the member can forward the receipt to an Email Address of their choosing. * **If VIEW RECEIPT is selected**, the member may obtain a copy of the receipt by selecting either: * **SHARE RECEIPT** (If an Email Address was entered within the [Accessing InstaMed Member Portal](#_Member_Payment) section, the receipt is automatically sent once Confirm is clicked) * **PRINT** (button located at the bottom of the receipt)   **View Receipt Example**    **Note:** If the member would like to make another one-time Guest payment for themselves or a spouse/partner, clicking the **Aetna** **logo** in the upper left banner will return them to the original landing page to Make a Payment (see step 3 in **Accessing InstaMed Member Portal** section).  **Header Logo Example** |

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| Member Portal Account |

Members may prefer to **Sign Up** for the **Member Portal**.

* The Member Portal contains a dashboard allowing access to add members, add, or change payment methods, enroll in automatic payments and view **InstaMed** payment history.
*  The **Aetna Med D** **SilverScript Member Portal** will **not** contain payment history from any other payment methods, such as check/money order, bank billpay (set up through their banks), or SSA/RRB withholding. Do **not** refer members to create a login for the Member Portal if they pay by anything **other than** credit/debit card/RCD or E-checks/EFT.
*  The **Aetna Med D** **SilverScript Member Portal**, powered by InstaMed, and **AetnaMedicare.com** website **cannot** process **EGWP** (SSI or Aetna SSI) beneficiary payments or plan requests. EGWP beneficiaries must either mail a check/money order to the address on their invoice, set up ACH/billpay through their bank/EFT form, or be assisted by Customer Care using the SSO for Premium Payments; refer EGWP beneficiaries to the information provided by their plan.

**Note:** Members who do **not** have an **email** address will **not** be able to process Guest payment **or** create a **Login** for the Member Portal. Do NOT advise the beneficiary to enter an invalid email address to bypass the email address requirement. Offer self-service Premium Payment IVR as an option.

For members to **Sign Up** for the Member Portal, MED D Care CCRs should direct the member to perform the following steps:

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| **Step** | **Action** |
| **1** | Advise first time users to click **Sign Up** from the InstaMed Member Portal landing page (upper right corner)  **Note:** Returning users will click **Log In** (upper right corner) and enter their email address and password.    **Result:** The **Log In or Sign Up** page will display. |
| **2** | Advise the member to enter their login email if they already have a secure login and click **Next** then enter password and **Next** again, or click **Sign Up** in the lower right of the login box and complete the required information below and then click **SIGN UP:**   * First Name * Last Name * Email * Desired Password (Requirements will show when this line is selected, and red x’s will turn to green check marks when met) * Confirm Password (must match above)         **Result:** The **two-step verification** screen displays. |
| **3** | A two-step verification option screen will appear, where members wishing to add their mobile phone number to be alerted for account security when a login or online payment is made can opt in. Members should follow onscreen instructions and enter a security code received on their phone to set this up. This is **optional**, and members may click **SKIP** to bypass setting this up at this time.    **Result:** The **Add a Member** screen displays. |
| **4** | Advise the member that the **Add a Member** screen is for adding the member to manage on their dashboard.  To complete the Add a Member screen, the member will need:   * 9-digit **Payment ID** from the invoice payment coupon * **Birth Date** – MM/DD/YYYY * **Zip** Code– 5 digit mailing address zip code.   **Add a Member Screen Example**    **Result:** After selecting **Save**, the **Member Portal SilverScript Dashboard** will display.    **Note:** Multiple members may be added under the same InstaMed SilverScript Log-in if they are managed under the same email address.  Each InstaMed Log-in Account requires a unique Email Address. Attempting to “Sign Up” with an Email Address that is already in use on a different Member Log-in Account will cause the Sign-Up to fail. |

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| Dashboard Navigation |

[Add a Member](#AddAMember)

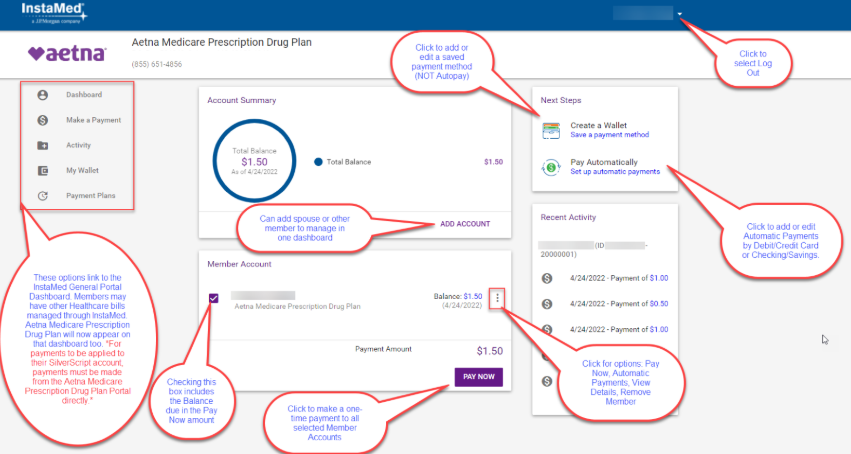
[Payment Methods](#paymentmethods)

[Automatic Payments](#autopayments)

[Premium Payment](#premiumpayment)

Members Logged In on the **Member Portal** will have a dashboard allowing access to Add Members, add or change Payment Methods, enroll in/change Automatic Payments, View Recent Activity for InstaMed payments, and Make a one-time payment.

**High Level Overview of Dashboard**



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| **Dashboard Portal Options** |
| Determine which activity the member is wanting to perform in the SilverScript InstaMed Member Portal:   * [Add a Member](#addmember) – To manage the member’s own and/or other member’s Med D Premium Payments under secure log in. * Save one or more [Payment Methods](#paymentmethods) for quick one-time Premium Payments at any time. * Add, change, or remove [Automatic Payments](#autopayments) to set up EFT or RCD of the monthly Premium. * Make a one-time [Premium Payment](#premiumpayment) for one or more members in the dashboard. |

**Add a Member:**

For members to add member accounts to the Dashboard to manage under one secure log in, MED D Care CCRs should direct the member to perform the following steps:

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| **Step** | **Action** |
| **1** | Advise the member to click **ADD ACCOUNT**.  **Note:** The member can click **ADD ACCOUNT** from the lower right corner of the **Member Account** box **OR** from within the **Account Summary** box after the first member is added.  **Member Account Box Example**    **Account Summary Box Example**    **Result:** The **Add a Member** page displays. |
| **2** | Advise the member to complete the required information below and click **SAVE:**   * 9-digit **Payment ID** from the invoice payment coupon (Subscriber ID in PeopleSafe) * **Birth Date** – MM/DD/YYYY * **Zip** Code– 5-digit mailing address zip code (must match what we have on file on Med D tab)   **Add a Member Page Example**    **Result:** The **Member Portal SilverScript Dashboard** will display.  **Member Portal SilverScript Dashboard Example** |

[Return to Dashboard Portal Options](#RTN_to_DSHBD_PTL_OPT)

**Payment Methods:**

For members to add one or more payment methods in the dashboard to save for quick one-time payments in the portal under secure log in, MED D Care CCRs should direct the member to perform the following steps:

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| **Step** | **Action** |
| **1** | Advise the member to click the “Save a payment method” link under **Create a Wallet** in the **Next Steps** box on the right.    **Result:** The **New Payment Method** page will display.  **Note:** Once a payment method is saved, to edit it or add another, the member will use the My Wallet link in the left panel.  **My Wallet location**    **My Wallet Example** |
| **2** | Advise the member to select the appropriate [CREDIT/DEBIT CARD](#creditdebitcard) or [BANK ACCOUNT](#bankaccount) label, complete the required information listed below, then click **SAVE:**  **CREDIT/DEBIT CARD:**   * Name on Card * Card Number (Visa, Mastercard, Discover or American Express accepted) * Expiration date month and year - MM/YY * Country defaults to United States – can be changed for associated card using dropdown * Zip Code. * Nickname for the Payment Method – To easily identify it from the payment screens.     **BANK ACCOUNT:**   * Name on Account * Account type (drop-down – Checking or Savings Accepted) * Routing Number (use **?** Question Mark icon on the right side for assistance identifying the Routing number vs the Account number) * Account Number * Confirm Account Number * State (drop-down)     **Result:** When the payment method has been saved, the member is taken back to the dashboard.  **Note:** If the member enters different numbers in the Account Number and Confirm Account Number fields, the below error will appear. This is the member’s opportunity to confirm which number is correct and fix the appropriate field to successfully save.    **Note:** After adding a Payment Method, it will be visible on the My Wallet page for editing or removal (as shown in Step 1). |

[Return to Dashboard Portal Options](#RTN_to_DSHBD_PTL_OPT)

**Automatic Payments:**

For members to enroll in Automatic Payments or change/update existing Automatic Payment in the dashboard for their Monthly Med D Premium payments in the portal under secure login, MED D Care CCRs should direct the member to perform the following steps:

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| **Step** | **Action** |
| **1** | Advise the member to click the “Set up automatic payments” link under **Pay Automatically** in the **Next Steps** box on the right.    **Result:** The **Select Healthcare Provider** page displays. |
| **2** | Advise the member to click either of the two (2) Aetna Medicare Prescription Drug Plan lines; these lead to the same screen and are due to original payments configurations separating Portal and Care facilitated processing. There is no longer a separation, so either button will go the same route.    **Result:** The **Automatic Payment** page displays |
| **3** | Advise the member to:   1. Use the drop-down to select the appropriate member.   Members **must** **NOT** **edit** pre-populated IDs or name etc. while using the Member Portal.   1. Select **either:**    1. Saved payment method from the drop down.   **OR**   * 1. The appropriate [CREDIT/DEBIT CARD](#twocc) or [BANK ACCOUNT](#twobank) label & complete the required information listed below.  1. Click **NEXT.**     **CREDIT/DEBIT CARD:**   * Name on Card * Card Number (Visa, Mastercard, Discover or American Express accepted) * Expiration date month and year – MM/YY (CVN field is visible but not required) * Country defaults to United States * Billing/Account Address Zip Code. * Email will autopopulate with the member’s login email address   **BANK ACCOUNT:**   * Name on Account * Account type (drop-down – Checking or Savings Accepted) * Routing Number (use **?** Question Mark icon on the right side for assistance identifying the Routing number vs the Account number) * Account Number * Confirm Account Number * State (drop-down) * Email will autopopulate with the member’s login email address     **Note:** If the member enters different numbers in the Account Number and Confirm Account Number fields the below error will appear. This is the member’s opportunity to confirm which number is correct and fix the appropriate field to successfully save.    **Result:** The **Review & Confirm** page displays.    **View Terms & Enroll** – click blue text for full authorization details and select the check-box |
| **4** | Advise the member to review payment details.   * **If correct,** advise the member to click the **Payment Terms** link at the bottom of the screen to review conditions **before** selecting **CONFIRM**. * **If incorrect**, advise the member to click **BACK** and make any changes.   If the member has active SSA withholding, they must contact the plan to stop that payment method first, or this request will be denied. Premium Billing will deactivate autopay added online for existing SSA/RRB PWO members.  **Note:** The Payment Terms text advising of the Terms and Conditions contains both **SilverScript-specific Terms** and **InstaMed’s Terms** of agreement.  **SilverScript-specific Terms:**    **InstaMed’s Terms** (These terms contain additional details):      **Result:** When the Automatic Payment method has been saved, the member is taken back to the dashboard.  **Note:** After adding Automatic Payment, it will be visible for editing or removal by clicking the “Automatic Payment” link now in their Member Account box on the dashboard.  **Automatic Payment Active Example** |
| **5** | To update or change the payment method enrolled in Automatic Payment, the member can navigate to the Automatic Payment screen using either link identified below:   * From the left sidebar, click **Payment Plans**. * From the Member Accounts section, click the **Automatic Payment** hyperlink.     **Result:** The Payment Plans/Automatic Payments screen will open. |
| **6** | The member can use the **Payment Type** drop-down to select a specific account to update or select **Add New Payment Method**. |
| **7** | The member may select either the **Credit/Debit Card** or the **Bank Account** button and then enter the required information (all fields are required).      **Result:** The Review & Confirm screen will appear. Member should review and confirm if information is accurate, selecting the checkbox for the agreement to terms and the **Confirm** button.   * If correction is needed, member will click Back and update as needed in above fields. |
| **8** | Members can confirm the account active for Automatic Payments any time by clicking the **Automatic Payment** link from the Member Accounts section.    **Result:** The Automatic Payments screen will open and display the updated/added payment information. |

[Return to Dashboard Portal Options](#RTN_to_DSHBD_PTL_OPT)

**Premium Payment:**

For members to make a one-time Premium Payment from the dashboard to one or more members under one secure log in, MED D Care CCRs should direct the member to perform the following steps:

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| **Step** | **Action** |
| **1** | Advise the member to select the checkbox on the Member Account(s) the member wishes to pay, then click the **PAY NOW** button in the lower right.    **Result:** The **Payment Information** page displays. |
| **2** | Advise the member can either select a saved payment method radio button **OR** add a new one (as described in above section for payment method).  Making a one-time payment after enrolling in Automatic Payment may result in an overpayment. EFT and RCD payment scheduling **cannot** be altered or stopped after the 4th without **removing** Automatic Payment enrollment.  **Note:** Amount is required to complete this screen and click **NEXT**.    **Result:** The **Review & Confirm** page displays. |
| **3** | Notify the member that **InstaMed**, a JP Morgan Chase company, processes Medicare Part D premium payments **on behalf of SilverScript.**  Advise the member to review payment details.   * **If correct,** advise the member to click **CONFIRM**. * **If incorrect**, advise the member to click **BACK** and make any changes.     **Result:** A Payment Summary screen will display **Declined** or **Approved**.    **Note:**   * The **Authorization Code** for **E-Check payments** on the Member Portal are generated by InstaMed.   + Approved receipt status is confirmation of payment submission.   + Acceptance or Rejection will occur once the payment is submitted to the financial institution. * The **Payment Summary** screen will show general payment information. * **If SHARE RECEIPT is selected**, the member can forward the receipt to an Email Address of their choosing.   + **If VIEW RECEIPT is selected**, the member may obtain a copy of the receipt by selecting either: * **Email Receipt** **To** (If an Email Address was entered in **Step 5** within the [Accessing InstaMed Member Portal](#_Member_Payment) section, the receipt is automatically sent once Confirm is clicked). * **PRINT** (button located at the bottom of the receipt).   **View Receipt Example**    **Receipt Email Example** |

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| Frequently Asked Questions |

Refer to the below frequently asked questions:

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| **#** | **Question** | **Answer** |
| **1** | **Can I pay my premium online?** | **Icon - Callout** Yes, if you have an email address, you can pay a One-Time payment for your premium balance by using a credit/debit card or checking/savings account when visiting the website at AetnaMedicare.com/payyourpremium, and clicking the “Pay PDP Premium” button in the PDP box, which takes you to our Aetna Med D SilverScript Member Portal, powered by InstaMed. You can pay as a Guest or Sign Up for a free secure log-in account to make and manage your Premium Payments.  Notify the member that **InstaMed**, a JP Morgan Chase company, processes Medicare Part D premium payments **on behalf of SilverScript**.  The **Aetna Med D** **SilverScript Member Portal**, powered by InstaMed, and **AetnaMedicare.com** website **cannot** process **EGWP** (SSI or Aetna SSI) beneficiary payments or plan requests. EGWP beneficiaries must either mail a check/money order to the address on their invoice, set up ACH/billpay through their bank/EFT form, or be assisted by Customer Care using the SSO for Premium Payments; refer EGWP beneficiaries to the information provided by their plan.  The **Aetna Med D** **SilverScript Member Portal** will **not** contain payment history from any other payment methods, such as check/money order, bank billpay (set up through their banks), or SSA/RRB withholding. Do **not** refer members to create a login for the Member Portal if they pay by anything **other than** credit/debit card/RCD or E-checks/EFT.  **Note:** Members who do **not** have an **email** address will **not** be able to process Guest payment **or** create a **Login** for the Member Portal. Do NOT advise the beneficiary to enter an invalid email address to bypass the email address requirement. Offer self-service Premium Payment IVR as an option.  **Overview of Guest Steps:** Access AetnaMedicare.com/payyourpremium> Pay PDP Premium button in the Prescription Drug Plan (PDP) box> Pay Now button (departs to InstaMed)> enter their email address, Payment ID (9-digit Subscriber ID), Birth Date, and Zip Code (from mailing address) then click Pay Now> click Continue as Guest> Select payment type> Enter your information and make a payment with a valid credit/debit card **or** routing and account number.  **CCR Process Note:** Refer to [Accessing InstaMed Member Portal](#_Member_Payment), [Guest One-Time Credit/Debit Card Online Payment](#_One-Time_Credit/Debit_Card), or [Guest One-Time E-Check Online Payment](#_One-Time_E-Check_Online) sections of this document for details and screenshots. |
| **2** | **What type of personal information is the member required to provide to pay premium?** | **Icon - Callout** You must enter the current **9-digit** **Member ID**, **Birth Date,** and the Mailing Address **Zip** Code on file, and then click the **Submit** button.  **CCR Process Note:** The **9-digit Member ID** is the member’s Payment ID located on the member’s invoice payment coupon, in the box labeled **PAYMENT ID**.   * CCRs can refer to the member’s invoices in **ONEclick** or provide the **Subscriber ID** from **PeopleSafe** to the member **for Payment ID**.     **Note:** Members who do **not** have an **email** address will **not** be able to process Guest payment **or** create a **Login** for the Member Portal. Do NOT advise the beneficiary to enter an invalid email address to bypass the email address requirement. Offer self-service Premium Payment IVR as an option. |
| **3** | **How can I confirm if my premium payment online is complete?** | **Icon - Callout** After clicking **Confirm** to complete payment, a receipt is generated and may be accessed from the **Approval** screen by clicking **View Receipt**. After the One-Time payment is successfully submitted, you may print or have the receipt emailed to your email address.  The last three (3) months of payment activity will also be viewable on the bottom of the Dashboard in “Recent Activity”. To view older payments, use the “Activity” link in the left dashboard panel. See the Dashboard Navigation section of this document. |
| **4** | **Is an email required?** | **Icon - Callout** Yes, in order to process a one-time Guest payment or create a secure login, an email address is required. The email on the member profile is not editable by the member or Care.  The member may request to update or remove an Email Address on file. CCR will open an RM Task to request the email address update for Member Portal Payment Receipts, refer to FAQ #10.  **Note:** Removing an email address from a member’s profile or saved payment method will not remove any member portal login created with that email. InstaMed Support may be able to assist members with instruction on correcting any logins created with a bad email address. See FAQ #6.  **CCR Process Note:** After the One-Time payment is successfully submitted, the member can print or email the receipt to an additional email address. |
| **5** | **What types of payment methods are accepted?** | **Icon - Callout** You can pay your premium payment online with a MasterCard, Visa, American Express, and Discover credit/debit card **OR** with a checking or savings account.  Please note the following fields are required:  For **Credit Card/Debit** payments:   * Cardholder Name * Card Number * Expiration Date * Country * Zip Code * Nickname for payment method   For **E-Check/bank account** payments:   * Name on Account * Account Type – Drop-down menu. * Routing Number – “?” link provides an aid in locating the information on a check. * Account Number - Can accept Checking or Savings\*   \*(**Note:** Some Savings accounts do not support or allow online payments. If the member is unsure if they can process payments online, they would need to follow up with their financial institution to confirm.)   * State – Drop-down menu. * Phone # * Driver License * Nickname for payment method |
| **6** | **Who do I contact for any technical issues?** | **Icon - Callout** For any **Technical Questions**, contact InstaMed Customer Service via telephone at 1-866-467-8263 or email at [support@instamed.com](mailto:support@instamed.com).  **Reminder:** All **plan related** concerns must be addressed by **Med D Customer Care** representatives. This includes updating the email address for Member Portal payment receipts and deleting an Aetna Med D SilverScript Member Portal login.  **Browser Error Example** |
| **7** | **Can you see the payment I just paid online?** | **CCR Process Note:** Payments should load into PeopleSafe within **three (3)** business days; the payment will appear in the system as **CREDIT CARD PAYMENT** or **one time ACH**.    **Note:** Members who create a **secure log-in** account will be able to see their InstaMed payment activity from their **dashboard** and view past receipts.  The **Aetna Med D** **SilverScript Member Portal** will **not** contain payment history from any other payment methods, such as check/money order, bank billpay (set up through their banks), or SSA/RRB withholding. Do **not** refer members to create a login for the Member Portal if they pay by anything **other than** credit/debit card/RCD or E-checks/EFT.  Open an RM Task for members referencing a payment problem, even if the payment is not yet visible in **PeopleSafe:**  **Task Category:** Billing/Payment  **Task Type:** Premium Billing Inquiry Medicare D  **Queue:** Finance - Scottsdale Premium Billing  **Reason for Dispute:** Credit Card Payment**\***  **Task Notes:** Document the following:   * **CCP003,** Provide details of the beneficiary’s concern(s). * Beneficiary’s contact number.   **\***Reason for Dispute option “Credit Card Payment” is valid to direct both One-Time credit card and E-Check Tasks for proper handling.  Refer to the **Premium Billing Disputes (non-Dunning) section** of the [Aetna MED D – SilverScript - Premium Billing General Information, Processes, and Document Index (026695)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7072bae5-b9f6-4141-991f-9b3d11e7a5bd). |
| **8** | **What number should I call if I have any questions about my online premium payment?** | **Icon - Callout** The direct number for Customer Care regarding online premium payments is 1-855-651-4856. |
| **9** | **Why am I receiving the same Authorization Code each month I make a One-Time Credit/Debit Card payment?** | **Icon - Callout** The **Authorization Code** for Credit/Debit card payments is generated by the card issuer. This code may be the same for similar transactions between members with the same card issuer. |
| **10** | **How can the member update/remove their email address in the Member Portal?** | **CCR Process Note:** Currently, there is no option for the member to update/change an email address online. The member must contact **Med D Customer Service**. The CCR will create an **RM Task** requesting the member’s portal email address be updated:  **Task Category:** Billing/Payment  **Task Type:** Premium Billing Inquiry Medicare D  **Queue:** Finance - Scottsdale Premium Billing  **Reason for Dispute:** Credit Card Payment**\***  **Task Notes:** Document the following:   * **CCP003,** Member has new email address for Member Portal Payment Receipts. New email is: [xyz@abc.com](mailto:xyz@abc.com) * Beneficiary’s contact number.   **\***Reason for Dispute option “Credit Card Payment” is valid to direct both One-Time credit card and E-Check Tasks for proper handling.  **Note:**   * + CCR will use this same Task Type to request a member’s email be **removed** from their Member Portal record.   + Removing or changing an email address on a member’s profile or saved payment method will not remove any member portal login created with that email. InstaMed Support may be able to assist members with instruction on correcting any logins created with a bad email address. See FAQ #6. |
| **11** | **Will I ever be automatically subscribed to services without opting in?** | **Icon - Callout** SilverScript will not solicit services to beneficiaries by automatic enrollment. If a service is available, beneficiaries will always be provided with the details and the option to enroll if they are interested. |
| **12** | **How can a member remove the Aetna Med D** **SilverScript Member Portal login account they created?** | InstaMed Support may be able to assist members with instruction on correcting any logins created with a bad email address. See FAQ #6. For any **Technical Questions**, contact InstaMed Customer Service via telephone at 1-866-467-8263 or email at [support@instamed.com](mailto:support@instamed.com). |
| **13** | **Can a beneficiary use the Member Portal for payments and logins using a fake email address?** | Fake email addresses should never be used in the Member Portal due to receipts and other communications for the beneficiary would possibly be sent to a non-member. This puts the benefciary’s PHI at risk. |

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| Related Documents |

**Parent Document:** [CALL-0048: Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0048)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Aetna MED D – SilverScript - Premium Billing General Information, Processes, & Document Index (026695)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7072bae5-b9f6-4141-991f-9b3d11e7a5bd)

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