



PREMIUM BILLING FREQUENTLY ASKED QUESTIONS:

When will I get my premium bill each month?

You will receive your premium bill shortly after the 1st or the 15th of the month.

When is my premium payment due?

Premium payments are due to Gainwell Technologies by the last business day of the month.

Do I need to send anything with my payment?

Yes - tear off the payment slip at the bottom of your bill and send it with your payment in the return envelope. Please do not fold the payment slip or your payment. Be sure the "Gainwell Technologies" address can be seen in the address window of the return envelope.

What if my premium bill is wrong?

Contact Gainwell Technology Services and discuss your bill. If it is an accounting problem, they will take care of it. If your monthly premium amount is wrong, Gainwell Technologies Services will ask you to contact the KanCare Clearinghouse to have it changed. Gainwell Technologies Services will make the change once the Clearinghouse contacts them.

Who do I call to find out about my eligibility for *Working Healthy*?

If you have questions about your current coverage or need to request coverage changes, you must contact the KanCare Clearing house at 1-800-972-4884.

Who do I contact for questions about my bill or to mail in payments?

For questions related to your bill, please call Gainwell Technologies Services toll-free at 1-866-688-5009, Monday-Friday from 8:00 am to 5:00 pm. Central Time. If you have a hearing impairment, please use the Kansas Relay Service at 1-800-766-3777.

How do I pay my premium?

You have several choices:

- Mail: Send a check or money order to the payment address below.
- ACH - Enroll in automatic draft by calling Gainwell Technologies Services at 1-866-688-5009 and request an ACH draft enrollment form.
- One-time online payment – Make a one-time payment using a debit card or draft a payment from a checking or savings account at:
<https://www.paybill.com/premiumpayment>
- By Phone: You can make a payment using Gainwell Technologies Services' automated service by calling 1-866-923-2724. To speak with a payment agent you can call 1-866-688-5009.

Premium Payment Address:

Gainwell Technologies
P.O. Box 842195
Dallas, TX 75284-2195

Correspondence ONLY Address (Do NOT Mail Premiums Here):

Gainwell Technologies
P.O. Box 1778
Topeka, KS 66601