



Making a Payment

If you come to the walk-in center to make a payment, you will have to pay your premium in a different way after the center closes.

Pay Online

The quickest and easiest way to make a payment to the Health Connector is through your online account. You can sign in at MAhealthconnector.org and click the “Make Payment” button on your account dashboard.

You can set up automatic payments online. With AutoPay, your payments are automatically taken care of each month, so you don't have to worry about missing a payment or last-minute hassles. It's a simple, secure, and reliable way to manage your health insurance payments.

Don't have access to your account? No problem. You can make a guest payment to pay without signing into your account. Use the QR code to learn more about making a guest payment or setting up automatic payments online.

Pay by Phone

You can call the Health Connector's customer service self-service line to pay your bill. Dial 1-877-623-6765, or TTY: 711 for people who are deaf, hard of hearing, or speech disabled. Follow the system prompts and press or say “3” if you have existing health or dental coverage with the Massachusetts Health Connector, and the phone system will guide you.

What you will need:

- Your **12-digit Member ID number** (found on any bill or notice from the Health Connector) or the phone number associated with your account.
- Your **checking or savings account routing and account number**. The Health Connector does not accept credit or debit cards, or online electronic payment methods such as PayPal.



SCAN FOR
PAYMENT
INFO

What to expect paying by phone

When you pay your premium by phone, you can expect a safe and secure process, including receiving a confirmation number once the payment is submitted. You can also check the status of your payment in your online account to get updates. Typically, it takes about two business days for a payment by phone to be processed.

Pay by Mail

You can log in to view your paperless bills after you choose your plan if you wish to print your payment coupon. If you are not signed up for paperless bills, your invoice will be mailed, and you can expect to receive it within 3–5 business days. You can mail a check or money order for the full amount of your premium payment to the Health Connector.

Mail a check or money order made payable to “Health Connector” along with the payment slip from your bill to:

Health Connector
P.O. BOX 412612
Boston, MA 02241-2612

Don't have a payment slip from your bill?

If you need to mail a payment and do not have your bill payment slip, please make sure to include the following information with your payment. This information can be found on the top part of your Health Connector bill. You can also download a copy of your bill by logging into your online account.

You must write this information clearly on your check or money order:

- Primary Subscriber Member ID
- Primary Subscriber's first and last name
- Primary Subscriber mailing address, if it's different from the address on the check
- Health insurance company name for the plan you are paying for.
- If you are also making a payment for dental insurance, please include a separate check for your dental premium and include all of the above information with the dental insurance company's name

Find out more about how to make a payment
at MAhealthconnector.org/how-to-pay

