ClickPay User Guide

For Iowa Medicaid Contributions and Hawki Premium Payments

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Introduction (All Users)

ClickPay is an Iowa Department of Human Services (DHS) web application that verifies online transactions for Iowa Medicaid (Iowa Health and Wellness Plan and/or Dental Wellness Plan) and Hawki accounts. Just click below to begin.

https://secureapp.dhs.state.ia.us/clickpay/

To make it easier for future transactions you can save the Web address above to your bookmarks or favorites.

The DHS ClickPay application does not require you to create an account. Once you enter the required information you will be transferred to a secure bank site: U.S. Bank, to complete your transaction. U.S. Bank processes the contributions for DHS. Iowa Medicaid payers do not need to have a U.S. Bank account to pay their contribution online; Hawki payers will need to register for an account on the U.S. Bank site to make an online payment.

The DHS ClickPay application works on both a computer and a smartphone or tablet that is connected to the Internet.
DHS ClickPay Web Application Overview (All Users)

First you’ll see a page with the IA Health Link and Hawki program logos.
- Click on the “IA Health Link” logo (or text) if you’re making a contribution to your Iowa Health and Wellness and/or Dental Wellness plan.
- Click on the “Hawki” logo (or text) if you’re making a monthly premium payment to a child’s account.

After choosing either program logo, the next page you’ll see will have three sections:
- “Useful Links” (on the left)
- “Make Payment” (in the middle)
- “Sample Statement” (on the right)
  - **Iowa Medicaid Statement** (A on page 4): Click on this to see where the statement number and member ID are located on your statement. **Both of these numbers are required to make a payment online.** (To close the sample statement, click on the red “X” in the upper right-hand corner.)
  - **Hawki Statement** (B on page 4): Click on this to see where the statement number and case number are located on the statement. (To close the sample statement, click on the red “X” in the upper right-hand corner.) Hawki payers also will see a “Sample Hawki MCO ID” card on the right below the sample statement. This shows where the child’s member ID number is located, which is needed for the third field. **The statement number, case number and ID number of a child are all required to make a payment online.**
Make a Payment (All Users)

Iowa Medicaid Payers (all fields are required)

1. Enter your statement number.
2. Enter your member ID.
3. Enter the last four digits of your social security number.
4. Click in the box to the left of, “I’m not a robot”.

![Image of DHS Services Portal]

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**Hawki Payers (all fields are required)**

1. Enter the statement number. (Does not have to be a current statement.)
2. Enter the case number.
3. Enter a member ID of a child.
4. Click in the box to the left of, “I’m not a robot”.

**reCAPTCHA (All users)**

Next, follow the directions given by “reCAPTCHA” until there are none left.
Once the “reCAPTCHA” has been completed successfully you will see a check mark. Now you can click on Continue.

**NOTE:** If you click on “Continue” without completing reCAPTCHA you will be directed back to complete reCAPTCHA.

**Enter Amount to Pay (All Users)**

**Iowa Medicaid Payers:**
- **Member ID** – This is your Iowa Medicaid ID number. (This number can be found on your Iowa Medicaid or Managed Care Organization (MCO) ID card. It also can be found on your monthly statement.)
- **Amount Due** – This is the most current amount you owe. If you have an older statement that you are using - the amount due may not match
- **Date Due** – This is the most current date due. If you are using an older statement the due dates may not match.
- **Amount to Pay** – This is the amount that you decide to pay toward your amount due. You can:
Pay less than the amount due, but greater than zero.
Pay the exact amount due; or
Pay more than the amount due in case you like to pay in advance.

Once you have entered the amount to pay then click on “Continue”. You will now be transferred to a U.S. Bank webpage to complete your transaction.

Hawki Payers:

- Case Number – This is the child’s case number. The case number is the child’s household or family number assigned by DHS. The case number can be found on the billing statement.
- Current Amount Due – This is the most current amount owed on the account. This amount may include a past due balance.
- Date Due – This is the most current date due. If you are using an older statement then the due dates may not match.

Once you have entered the amount to pay then click on “Continue to U.S. Bank Login Page”. You will now be transferred to a U.S. Bank website to complete your transaction.

NOTE: This is the same U.S. Bank website (E-Pay) existing online payers have used to pay monthly premiums. Existing users will keep the same U.S. Bank user name and password. New online customers can register for an account at any time.
Make a Payment from Your Checking or Savings Account (Iowa Medicaid Payers)

To make a payment, enter the required information on this page:

- First Name
- Last Name
- Address 1
- City/Town
- State/Province/Region
- Zip/Postal Code
- Country
- Phone Number
- Email Address – this is the email address where you will receive a confirmation of the transaction from U.S. Bank.
- Bank Routing Number (use guide pictured on webpage for help in locating this)
- Bank Account Number (use guide pictured on webpage for help in locating this)
- Bank Account Type (are you using a checking or savings account?)

Next, click on “Continue” to review your payment or if you don’t want to complete this transaction, click on “Cancel”. If you click on “Continue” then you will be directed to the Review Payment page.
NOTE: U.S. Bank processes your contribution on behalf of DHS. You do not need a U.S. Bank account to make your contribution online.

Review Payment (Iowa Medicaid Payers)

This page allows you to review your payment one more time before submitting the transaction for processing.

- If you choose not complete the transaction then click on “Exit” in the upper right hand corner.
- If you find that something is incorrect then click on “Back”.
- If everything is correct and you want to complete the transaction then click on “I accept the Terms and Conditions” and then click on “Confirm”.

![Review Payment Screen](image-url)
Confirmation (Iowa Medicaid Payers)

Once you click on “Confirm” you will receive a confirmation page. You can print this confirmation for your records, or if you entered your email address you will also receive a confirmation in your inbox. When you are finished you will then be redirected to the ClickPay main page.

NOTE: The “Payment Date” is the next business day. Payments will not be made on the weekend or on bank holidays.
Here is a sample of the email you will receive from U.S. Bank confirming your payment. (This is a sample. The highlighted fields are an example. Your information will show here once you complete a payment.)

*** PLEASE DO NOT RESPOND TO THIS EMAIL ***

Thank you for your payment.

This email is to confirm your payment submitted on Aug-21-2018 for DHS Premium Payments.

Confirmation Number: IOWDH2006103675  
Payment Amount: $X.00  
Scheduled Payment Date: Aug-22-2018

Routing Transit Number: 073000545  
Account Number: *9999  
Account Type: Savings

If you have questions about this payment or need assistance, please call Member Services at 1-800-338-8366.

The above payment was processed with authorization to make a single entry ACH debit of the above listed account. If you did not authorize this payment please contact Member Services at 1-800-338-8366.

Thank you for using the State of Iowa DHS Premium Payment electronic payment system.

U.S. BANCORP made the following annotations

Electronic Privacy Notice. This e-mail, and any attachments, contains information that is, or may be, covered by electronic communications privacy laws, and is also confidential and proprietary in nature. If you are not the intended recipient, please be advised that you are legally prohibited from retaining, using, copying, distributing, or otherwise disclosing this information in any manner. Instead, please reply to the sender that you have received this communication in error, and then immediately delete it. Thank you in advance for your cooperation.