

Frequently Asked Questions

- 1) Is an email address required for electronic payments?
-Yes
- 2) What are the options for payment electronically?
-We accept debit/credit cards and ACH payments
- 3) Will there be an additional fee for paying electronically?
-Yes. Transaction fees will be incurred depending on the type of payment.
- 4) Will these fees be applied to my current debt?
-No. MDHS will not receive these fees. Transaction fees will go directly to the payment processor.
- 5) What if the payment is declined or the ACH is returned?
-For non-sufficient funds, a second attempt can be made. However, if the second attempt at payment fails, you MUST contact the Benefit Recovery Unit to discuss other payment options.
- 6) Will I receive an invoice and receipt?
-Yes. An invoice will be sent at least 2 weeks before payment is due. A receipt will automatically be sent to the email address we have on file.
- 7) Will I be able to submit payments electronically if I am delinquent?
-Delinquent or past due clients must make 12 on time payments via check or money order, according to their repayment agreement, before allowed to transition to making payments electronically.
- 8) Who do I contact if I have additional questions?
-The Benefit Recovery Unit at 1-800-948-4050