

Frequently Asked Questions (FAQs)

Getting started or making updates to your online account:

1. How can I update my address?

Notify Benefit Options at 602.542.5008 or BenefitsIssues@azdoa.gov of any address changes.

2. Is there a way to remove cards or bank accounts from the funding source?

Yes, under the Payments> Manage Funding Sources tab, click on the account number of the card or bank account you wish to delete and click "Delete".

3. How do I setup my account, to begin making electronic payments?

See the Getting Started – Making Electronic Payments document on the Benefit Options website for step by step instructions.

4. How do I update the payment methods that I have available to make payments with?

You can update your payment methods on the Bill Pay website under Payments > Manage Funding Sources. From here you can select the payment method that you need to make updates to. For step by step instructions, see the Getting Started – Making Electronic Payments document.

5. Can I cancel my online account, once I have already created it?

Yes, you can deactivate your account under Payments > Cancel Online Bill Pay. Then confirm this action by clicking on the 'Cancel Enrollment' button. For step by step instructions, see the Getting Started – Making Electronic Payments document on the Benefit Options website.

6. Can I make an electronic payment for my COBRA?

The first payment you make for COBRA must be made by check or money order, but after this you can make your payment electronically.

Payment information, options and fees:

7. Is it possible to split a payment to different funding sources?

Multiple funding sources can be established on your account and used for payments. However, only one funding source can be used per invoice.

8. Is there a cost associated with making a payment electronically?

Yes, there is a three (\$3) convenience fee charged per transaction, for electronic payments by ACH, debit card or credit card. You must confirm that this fee is acceptable, before submitting your payment for processing.

9. What electronic payment types can I use?

You can make your payment through a direct bank transfer (ACH) or through debit or credit card. The debit and credit card types that are accepted are Visa, Master Card or Discover Card.

10. Can I still pay by check or money order?

Yes, you can still send your payment by check or money order to HITF, 100 N. 15th Avenue, Ste. 202 Phoenix, AZ 85007.

11. Can I setup up auto payments from my bank account?

No, not now. Each payment must be requested separately.

12. Can I review a history of the electronic payments I have made?

You can see a history of the electronic payments that you have made on the Bill Pay site, under Payments > View Payment Activity.

13. If an adjustment was made to my account, when will this adjustment be visible on the Bill Pay system?

Adjustments made in our system today will be visible on Bill Pay tomorrow.

14. Will I be able to pre-pay amounts online?

No, you will not be able to pre-pay amounts online. The Bill Pay site will provide a list of open invoices and amounts for your account. You can make payments against any open invoices. However, the system will only allow an exact payment of these amounts and no under or over payments. You can make a pre-payment by check or money order.

15. When will my electronic payment be posted to my account?

It will take up to 3-5 business days to process your transaction.

Payment Refund / Cancellation:

16. How do I request a full or partial refund?

Contact Benefit Options at 602.542.5008 or BenefitsIssues@azdoa.gov of any refund requests. Refunds will be returned to your card or bank account, if made electronically.

17. Can I cancel a payment that I just made?

Payment made by debit or credit card cannot be cancelled and is processed immediately by the credit card companies. If you made a bank transfer (ACH) payment, this payment can be cancelled if cancelled on the same day.

Support:

18. Who should I contact if I have questions about my account?

Contact Benefit Options at 602.542.5008 or BenefitsIssues@azdoa.gov with any questions about your account.