



WESTERN MICHIGAN UNIVERSITY

RETIREE HEALTH INSURANCE BILLING

Q: How do I set up automatic payments to pay my retiree health insurance premiums each month?

A: Log into your goWMU account, then select "Payment and Account Information". You will need to have a saved payment method set up first.

If you have not set up a payment method, on the right-hand side of the screen, select "Payment Profile". To set up a new Payment Method follow the prompts listed on the screen.

Click the My Profile menu at the top of the screen and select "Auto Bill Pay". Select the "Setup Automatic Bill Payment" button to set up your automatic payments.

When setting up your automatic bill payment, be mindful of the maximum amount you select. If the bill amount is more than the maximum amount you select, no automatic payment will be made for that bill.

You will also be asked to select a date to stop making this automatic payment or to specify the number of months to allow this automatic payment.

Q: When will I be billed for my retiree health insurance?

A: Charges are added to your account each quarter around the 26th of the month and statements are sent out around the 1st of the month following.

Q: I would like to mail in my payment each month, what address should I send the payment to?

A: Check payments can be mailed to:

Western Michigan University
Cashiering Office
1903 W Michigan Ave
Kalamazoo MI 49008-5282

To ensure the efficient processing of your payment, please include your Western Identification Number on your check.

Q: How do I make changes to my coverage?

A: Please contact the HR Service Center at (269) 387-3620 or by email at hr-hris@wmich.edu for assistance.

Q: Why didn't my automatic payment process?

A: Please be mindful of the maximum payment amount and expiration date that you have selected. If your insurance premium has increased beyond the maximum amount established, your automatic payment will not process. Additionally, if your automatic payment authorization has expired, you will need to bring your account balance current and then complete the automatic payment setup again.

Q: I have a question about the amount that I am being billed each quarter. Who do I contact?

A: Please reach out to the HR Service Center. They can be reached by phone at (269) 387-3620 or by email at hr-hris@wmich.edu.

Q: I have forgotten my Bronco NetID to log in to my goWMU account. Who do I contact for assistance?

A: If you have forgotten your Bronco NetID, please call the Office of Information Technology Help Desk at (269) 387-4357.

Q: I have forgotten my password to log in to my goWMU account. How do I reset my password?

A: If you have forgotten your goWMU password, click on the "Forgot/change password" link on the login screen.

Enter your Bronco NetID and select the option best suited to assist with adjusting your password.

BE SURE TO CHECK YOUR AUTOMATIC MAXIMUM PAYMENT AMOUNT AND EXPIRATION DATE IN DECEMBER OF EACH YEAR

Q: How can I view my account activity?

A: Log into your goWMU account, then select "Payment and Account Information". Click the "My Account" menu at the top of the screen and select "Account Activity".

If you print or download this information, at the top of the screen are options to print, download as an Excel file, or download as a PDF file.



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Accounts Receivable