

JOB AID: INITIAL CONSUMER PREMIUM PAYMENT – PAY NOW BUTTON

Your destination for affordable, quality health care, including Medi-Cal November 7, 2014

## Initial Consumer Premium Payment – Pay Now Button

Some health insurance plan providers offer Consumers the option to make their first premum payment online from Covered California. If this convenience feature is available, a **Pay Now** button displays on the *Household Enrollment Summary* page. This Job Aid illustrates the **Pay Now** functionality from the Consumer's perspective and is intended for County Eligibility Workers (CEWs), Certified Enrollment Counselors (CECs), Service Center Representatives (CSRs), and Certified Insurance Agents (Agents).

### **Household Enrollment Summary**

The **Pay Now** button displays on the Household Enrollment Summary page for plans in Pending enrollment status that support online payment of the initial premium. To go from the Individual Landing page to the Household Enrollment Summary page after login, click the **Enrollment** checkbox on the Individual Landing page.

The *Household Enrollment Summary* page displays plans by group and by program.

The **Pay Now** button displays in the **Initial Payment** column of the *Household Enrollment* page for each health insurance plan provider that supports online payment of the initial premium. If online payment of the initial premium is not available, a link to the health insurance plan provider's website displays instead.

If the **Pay Now** button is not available, or if the Consumer prefers to mail their first payment, they can wait for the health insurance plan provider to send the bill for their first payment.

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To view details about making payments directly to the plan, click the **How to Pay** link on the *Household Enrollment Summary* page.

	Persons	Program	Dental Plan	Initial Payment
e	Beatrice Hermannson Lisa Hermannson Didier Hermannson	Covered California Plan	Subscriber ID: XXXX Plan: Anthem DPPO Expected Start Date: 01/01/2014 Net Premium: \$XXX per month Initial Payment Due Date: 12/25/2013	Pay Now

#### **Pay Now Button**

To pay the initial premium payment online, click the **Pay Now** button in the **Initial Payment** column to go to the plan website.

Once the **Pay Now** button is clicked,

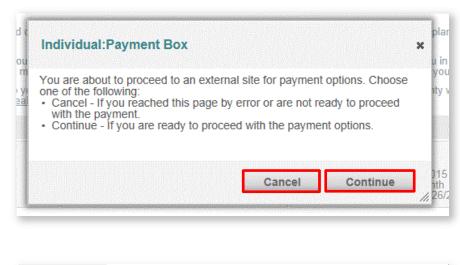
the *Individual:Payment Box* displays to inform the Consumer that if they continue, they will be navigated to an external site in order to process payment.

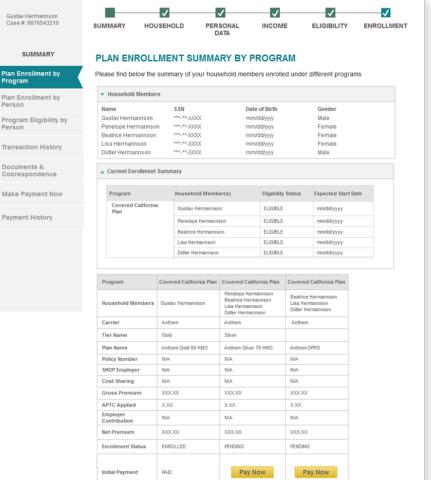
- Click the **Cancel** button to return to the *Household Enrollment Summary* page without taking action.
- Click the Continue button to navigate to the health Insurance plan provider's external website to proceed with the payment process.

**Note:** The Consumer should keep in mind that the **Pay Now** button only supports the first premium payment.

# Updated Enrollment and Payment Status

When Covered California has received confirmation from the health insurance plan provider that the Consumer has paid their initial premium payment, the Consumer's enrollment and initial payment statuses are updated.





## JOB AID: INITIAL CONSUMER PREMIUM PAYMENT - PAY NOW BUTTON

The Consumer can view the updated enrollment and initial payment statuses on the *Plan Enrollment Summary by Program* page.

The **Pay Now** button no longer appears for the plan for which the initial payment has been received. The **Initial Payment** status is updated to 'Paid' and the Enrollment Status is updated to 'Enrolled' for the plan.

**Note:** If there are other plans for the household that support online payment of the initial premium with an unpaid initial premium, the **Pay Now** button will continue to display for those plans.

Program	Covered California Plan	Covered California Plan	Covered California Plan
Household Members	Gustav Hermannson	Penelope Hermannson Beatrice Hermannson Lisa Hermannson Didler Hermannson	Beatrice Hermannson Lisa Hermannson Didler Hermannson
Carrier	Anthem	Anthem	Anthem
Tier Name	Gold	Silver	
Plan Name	Anthem Gold 80 HMO	Anthem Silver 70 HMO	Anthem DPPO
Policy Number	N/A	N/A	N/A
SHOP Employer	N/A	N/A	N/A
Cost Sharing	N/A	N/A	N/A
Gross Premium	X0X.XX	XXXXXXX	XXX.XXX
APTC Applied	XXX	XXX	XXX
Employer Contribution	N/A	N/A	N/A
Net Premium	XXX.XXX	XXX,XXX	XXX.XXX
Enrollment Status	ENROLLED	PENDING	PENDING
Initial Payment	PAID	Pay Now	Pay Now