

Overview

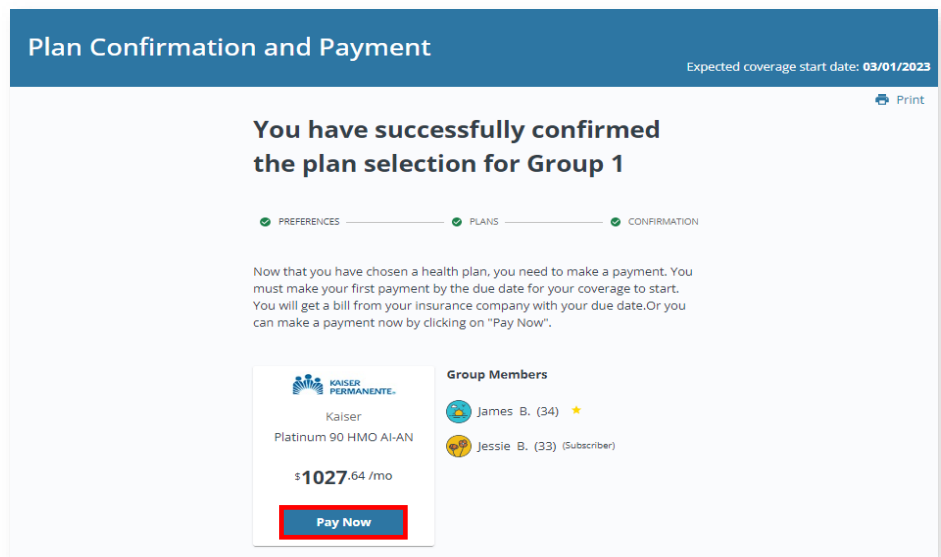
Most health insurance plan providers offer Consumers the option to make premium payments online via Covered California. This Job Aid illustrates how to make a premium payment for a pending plan (Health or Dental) from the Consumer's perspective. It is intended for County Eligibility Workers (CEWs), Certified Enrollment Counselors (CECs), Service Center Representatives (SCRs) and Certified Insurance Agents (Agents) who are assisting the Consumer to independently make a payment.

Payments are made through the **Pay Now** button on the *Plan Confirmation and Payment* page. Alternatively, the *Enrollment Dashboard* and the *Enrollment History* page also display the **Pay Now** button and have similar steps to completing the premium payment below.

Plan Confirmation and Payment Page

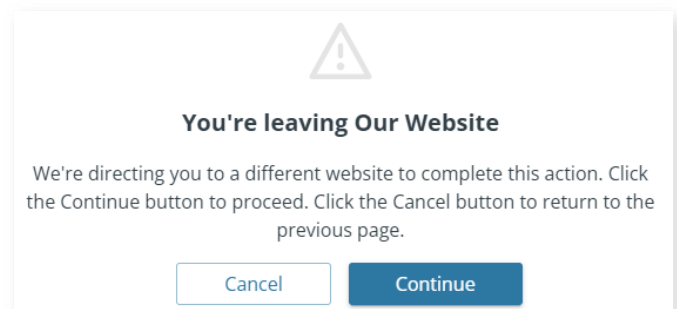
Consumers navigate to the *Plan Confirmation and Payment* page when selecting and confirming the plan from the *Confirm Your Plan* page.

1. To make a premium payment at the time of plan selection click the **Pay Now** button. The *You're leaving Our Website* popup displays alerting the user of a redirect to a different website to complete the action.



The screenshot shows the 'Plan Confirmation and Payment' page. At the top right, it says 'Expected coverage start date: 03/01/2023' and has a 'Print' icon. The main heading is 'You have successfully confirmed the plan selection for Group 1'. Below this are three progress indicators: 'PREFERENCES', 'PLANS', and 'CONFIRMATION', with 'CONFIRMATION' being the active step. A message states: 'Now that you have chosen a health plan, you need to make a payment. You must make your first payment by the due date for your coverage to start. You will get a bill from your insurance company with your due date. Or you can make a payment now by clicking on "Pay Now".' On the left, the plan details are: Kaiser Permanente, Kaiser Platinum 90 HMO AI-AN, with a premium of \$1027.64 /mo and a 'Pay Now' button. On the right, under 'Group Members', there are two members: James B. (34) and Jessie B. (33) (Subscriber).

2. Click the **Continue** button to navigate the user to the plan provider's website to complete the payment.
 - Clicking the **Cancel** button closes the popup

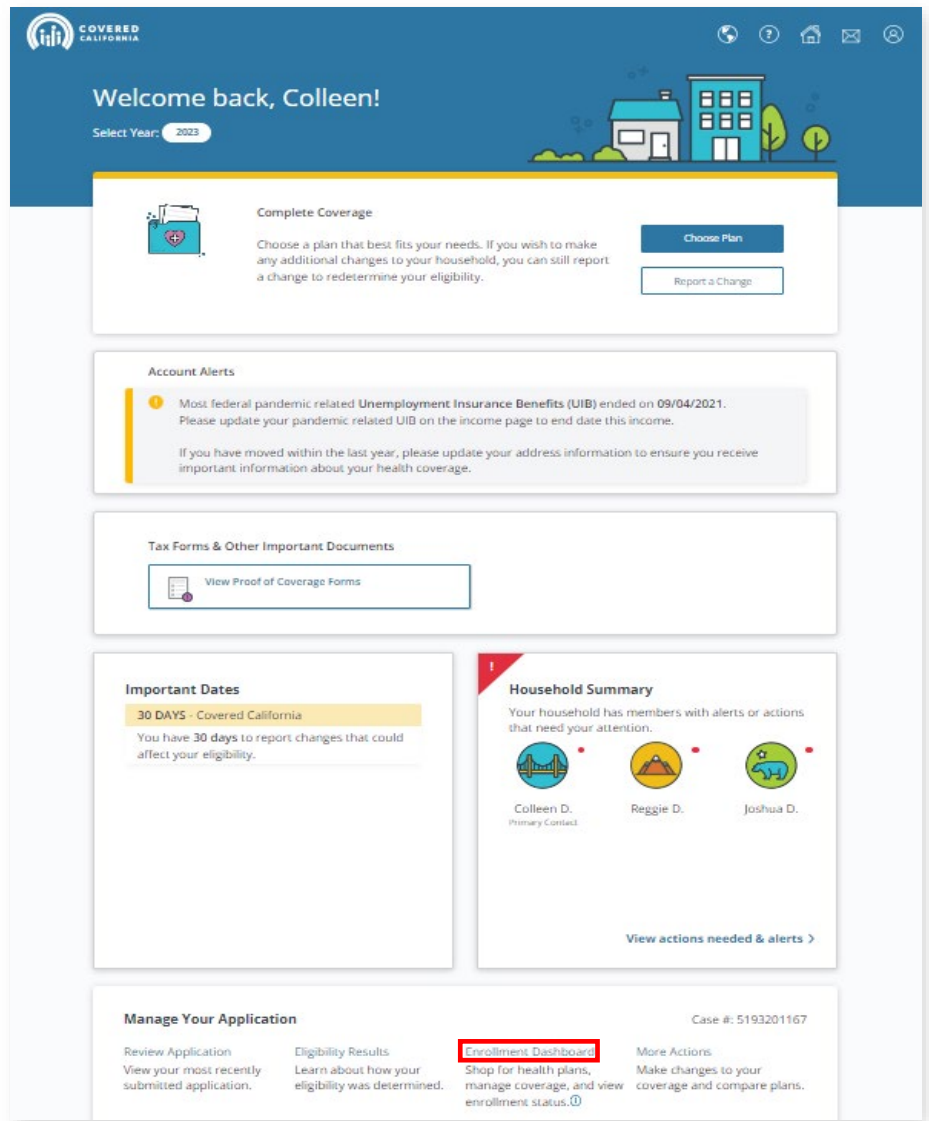


The screenshot shows a 'You're leaving Our Website' popup. It features a warning triangle icon at the top. The text reads: 'We're directing you to a different website to complete this action. Click the Continue button to proceed. Click the Cancel button to return to the previous page.' At the bottom, there are two buttons: 'Cancel' and 'Continue'.

The Enrollment Dashboard

Consumers who did not make their payment during plan selection may submit a payment on the *Enrollment Dashboard*.

Clicking the **Enrollment Dashboard** link in the *Manage Your Application* section of the Consumer Home page navigates the user to the *Enrollment Dashboard* page.



The screenshot shows the 'Enrollment Dashboard' for user Colleen. The dashboard includes the following sections:

- Welcome back, Colleen!** (Select Year: 2023)
- Complete Coverage**: Choose a plan that best fits your needs. If you wish to make any additional changes to your household, you can still report a change to redetermine your eligibility. (Buttons: Choose Plan, Report a Change)
- Account Alerts**: Most federal pandemic related Unemployment Insurance Benefits (UIB) ended on 09/04/2021. Please update your pandemic related UIB on the income page to end date this income. If you have moved within the last year, please update your address information to ensure you receive important information about your health coverage.
- Tax Forms & Other Important Documents**: View Proof of Coverage Forms
- Important Dates**: 30 DAYS - Covered California. You have 30 days to report changes that could affect your eligibility.
- Household Summary**: Your household has members with alerts or actions that need your attention. (Members: Colleen D. - Primary Contact, Reggie D., Joshua D.) (Button: View actions needed & alerts >)
- Manage Your Application** (Case #: 5193201167):
 - Review Application: View your most recently submitted application.
 - Eligibility Results: Learn about how your eligibility was determined.
 - Enrollment Dashboard**: Shop for health plans, manage coverage, and view enrollment status.
 - More Actions: Make changes to your coverage and compare plans.