



Consumer Monthly Premium Payment Job Aid for Certified Enrollers

Overview

Most health insurance plan providers offer consumers the option to make the first monthly premium payment online via Covered California. This Job Aid illustrates how to make a monthly premium payment for a pending plan (Health or Dental) from the Consumer's perspective.

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 monthly 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.

Plan Confirmation and Payment

Expected coverage start date: 03/01/2023

Print

You have successfully confirmed the plan selection for Group 1

PREFERENCES PLANS CONFIRMATION

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".

Kaiser
Platinum 90 HMO AI-AN
\$1027.64 /mo
Pay Now

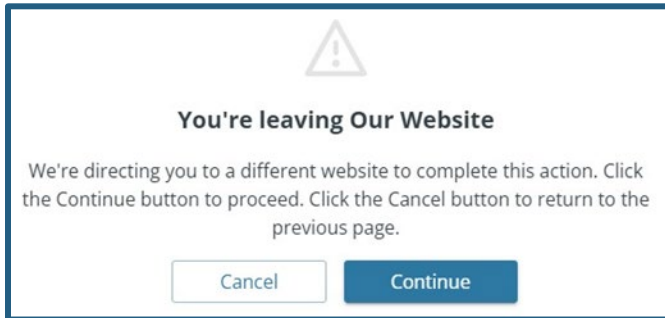
Group Members

- James B. (34)
- Jessie B. (33) (Subscriber)



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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.





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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 a user named Colleen. The dashboard is divided into several sections:

- Welcome back, Colleen!** with a 'Select Year: 2023' dropdown and a house icon.
- Complete Coverage** section with a 'Choose Plan' button and a 'Report a Change' button.
- Account Alerts** section with a yellow bar indicating that '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.' It also mentions updating address information if moved within the last year.
- Tax Forms & Other Important Documents** section with a 'View Proof of Coverage Forms' button.
- Important Dates** section with a yellow bar stating '30 DAYS - Covered California' and 'You have 30 days to report changes that could affect your eligibility.'
- Household Summary** section showing three household members: Colleen D. (Primary Contact), Reggie D., and Joshua D., each with a circular icon and a red alert dot. A link 'View actions needed & alerts >' is at the bottom.
- Manage Your Application** section at the bottom with a case number 'Case #: 5193201167'. It contains four links: 'Review Application', 'Eligibility Results', 'Enrollment Dashboard' (highlighted with a red box), and 'More Actions'.



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Enrollment Dashboard

Select year: 2023

Case Summary

View Submitted App

Eligibility

Enrollment

Enrollment Dashboard

Enrollment History

Update your household information

[Report a Change](#)

Health Plans

Dental Plans

Western Health Advantage

Western Health Bronze 60 HMO

\$110.58 /mo

Pay Now

Change Plan

Plan Details

Website

Expected coverage dates

03/01/2023 - 12/31/2023

Covered household members

Colleen Dam (28 years old) (Subscriber)

Reggie Dam (29 years old)

Joshua Dam (17 years old)

Monthly premium

Premium before savings\$989.68 /mo

Savings- \$879.10 /mo

Advance Premium Tax Credit (APTC)- \$876.10 /mo

CA Premium Subsidy- \$0.00 /mo

CA Premium Credit- \$3.00 /mo

Amount you pay\$110.58 /mo

You're enrolled in a health plan, but you still need to pay your monthly premium.

Group 1

Enrollment Status: Pending

Change APTC

Covered California
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