Transcript a video: How to Pay Your Premium Bill Online

Kaiser Permanente offers a free and easy way to pay your premium bill online, including flexible payment methods and an easy autopay option. Your premium is the amount you pay each month for your health care plan. We encourage you to make your payments before the due date. Payments may take 2 – 5 business days to be fully processed; payments made on or after the due date may not show on your next statement. You can still call in to pay your bill, or even mail us a check, but if you'd like the convenience of paying your bill online or auto pay, this video will help.

Register for an Account

Let's get started. First, make sure you have your monthly premium bill and method of payment ready. On your phone or home computer, Visit kp.org/payonline. If you're viewing your bill electronically, you can also click the payment link on your bill. You can make a one-time payment without registering by choosing the "Continue as a guest' option.

You'll need your billing unit ID number, ZIP code – use the zip code on the premium statement mailed to you, and your email address. Your Billing Unit ID is located in the upper right-hand corner of your premium bill. When you sign up for a Premium Bill Pay account, you'll take full advantage of our online features, like autopay and manage your account settings.
(On screen display shows: secure and reliable, autopay, avoid late payments, mobile, time savings, courtesy notifications, convenience, reduce environment impact)

First, you'll create a username and password. USER NAME: must be a minimum of eight characters and case sensitive. Your password will need to be a minimum of 12 characters long and include uppercase letters, lowercase letters, numbers, and special characters. Enter your name and email address so that you can receive account updates. Create security answers in case you forget your password.

This is your home page for online Premium Bill Pay. When you log in next time with your username and password, this is where you'll start.

Set Up Recurring Payments

The menu on the right upper corner contains a few housekeeping items, including Personal Information, Security, and Payment Methods. Let's start with Recurring Payment. Later, we'll show you how to make a one-time payment if you prefer to pay your monthly premium manually. With Recurring Payment, you'll rest easy knowing your healthcare premiums are paid automatically each month. The recurring payment setup can be found on the Homepage and the Detail page by selecting the Setup button.

There are three steps to set up a recurring payment. Select 'edit' to update or change each section. First, select the amount. The Recurring Payment Amount will always auto default to 'full amount due'. Next, tell us the type of payment method you would like to use. You can use a method already stored or add a new payment method. You can store up to 5 payment methods in your account.

Next, tell us your recurring payment preferences. The choices you make will tell us how often, when, and how long you'd like us to manage payments for you. All set! You have the option of receiving courtesy notifications based on your notification preferences in your kp.org account. By clicking "Pay" you agree to the terms and conditions. If you want to change your Recurring Payment settings, you can do so any time by clicking the Recurring Payment Edit icon on the right.

Make a One-Time Payment

To pay your bill manually, select the correct billing account and click "Pay" from the homepage.

You'll probably just see one, but you may pay multiple accounts. You can add additional billing accounts by clicking "Add Billing Unit" in the top right. Select and enter your payment method. You can choose to enter a Bank Account or a Credit Card.

You can store up to 5 payment methods in your account. You'll also have the option to modify the payment amount and date. You'll automatically see the current premium amount and today's date. Select "yes, securely store this payment method" to set your payment method as the default. By clicking "Pay" you agree to the terms and conditions.

Congratulations! Your payment was a success.

You can print a receipt, pay another premium bill, or set up recurring payment.

Account Settings

Click Profile & Settings to make changes to your online Premium Bill Pay account. Common tasks you can take care of here include: Updating your personal information, Changing your security settings, And updating or adding payment methods. Reminder, you can only have 1 payment method default set at one time. Click the Payments icon to view and print up to 13 months of your payment history.

And that concludes our tour.

We hope you enjoy the convenience of online Premium Bill Pay, and thank you for being a valued member at Kaiser Permanente.