

Online Payment Coverage

Did you know Kaiser Permanente offers easy to use online tools to manage your premium bills and view your coverage at any time?

In this video, we'll show you how you can easily view membership documents and premium bills online, make premium payments and access near real time premium billing account status, view premium payment history, sign up for paperless billing, receive email or text premium payment notifications, and view current and past coverage information.

Let's get started.

To take advantage of these Online Payment and Coverage Tools, first log in to kp.org. For premium billing, click on "Coverage & Costs". Then "Health Plan Information & Documents". Click on "Premium Billing Summary".

Here you will see your current billing and payment information, including your billing unit ID(s), current amount due, payment due date, and autopay scheduled date, if applicable. This is where you will have the ability to easily pay your bills or set up automatic recurring payments online.

In order to pay bills online, you can either pay as a guest (enter payment details for each individual transaction) or register for a Bill-Pay account to save your payment details for future transactions.

To register, click on "Pay" or go to kp.org/payonline. With recurring payments, you'll rest easy knowing your health care premiums are paid automatically each month.

The premium billing summary page has a link that will expand to show your recent billing activity, including premium payments, rejected payments, refunds and other adjustments. You can also click the "monthly premium details" link to view more premium information for each of your plans.

At the bottom of the Premium Billing Summary page, you will see a link to "View your premium payment history". This will take you to all of your premium payments for the past 24 months. If you would like to see past bills, click either the "View Your Bills and Other Documents" link at the top of the page or the "View past bills" menu option on the left.

This will bring you to the Individual and Family Documents page, which displays all of your bills and membership related letters for the past 24 months.

You can choose to receive email or text notifications and reminders by signing up for paperless billing.

From the home page, click on "Account" on the top right-hand side of your screen.

Select "Preferences" from the dropdown menu.

Click "Delivery Preferences" from the menu on the left and then select "Payment Notifications".

Click the link to sign up for paperless billing.

After reading the Digital Document Delivery Agreement, click the checkbox and agree to terms and conditions.

The screen will update to show that you are now signed up.

You will also see that premium payment related notifications are automatically selected to keep you informed of activity. You have the option to return to paper billing at any time.

If you decide not to opt into paperless billing, you can still choose to receive an email when your paper bill is mailed.

In addition to these new online tools, you can now access your coverage information at any time.

Start at the home page and click on the "Coverage & Costs" tab in the menu bar at the top in the dropdown menu, click on "Health Plan Information & Documents".

Click on coverage summary.

This page gives you access to your current and past coverage information. You can view your member information, including your contact details and medical record number.

Under current coverage, you will see the details of your current plan, including plan status, start date, and exchange ID, if applicable. Additionally, you will see information for any other family members.

At the bottom of the page, there will be a link to your coverage history, which is also accessible via the menu to the left. This information includes previous plans from the past 24 months that are no longer active.

That concludes our tour of the online payment and coverage tools. We hope you will take advantage of these user-friendly features.

To learn more about registering and paying your premium payments online, please view our "How to Pay Your Premium Online" video using the QR code on your screen.

Thank you for being a valued member of Kaiser Permanente.