

## Transcript of Video: How to Access Online Payment & Coverage Tools

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 how you can easily view your 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](http://kp.org)

For premium billing information, click on Billing. In the premium billing section, click on View and Pay. Here you will see your current billing and payment information, including your billing unit IDs, 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, register for a bill pay account to save your payment details for future transactions, or pay as a guest. Enter the payment details for each individual transaction. To register, click on Pay or go to [kp.org/payonline](http://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 allow you to see all of your premium payments made in 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 My Documents page which displays all of your bills and membership related letters for the past 24 months.

You can sign up for paperless premium billing as well as choose to receive email or text notifications related to your premium payments. From the homepage select My Account and then Profile & Preferences. To sign up for paperless billing, click on the Paperless option. Click the Premium Bill option to switch to paperless billing. Scroll down to the bottom of the page and place a checkmark in the box next to I agree. Remember to click on the I agree button.

To manage your premium notification preferences, click on Notifications. Premium Payment notifications are automatically selected to keep you informed of any payment activity. You have the option to update these preferences.

From the Billing and Claims page, click View 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.