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How to Pay Your Premium Bill Online

CELL #	AUDIO
1.1	Kaiser Permanente offers a no-cost, simple way to pay your premium bill online, including flexible payment methods and an easy auto pay option.
1.2	Your premium is the amount you pay each month for your health care coverage. Premiums are in addition to any cost share, which is the amount you pay for covered services. Your premium is sometimes referred to as your "rate."
1.3	You can still call in to pay your premium bill, or even mail us a check, but if you'd like the convenience of paying your premium bill online or auto pay, this video will help.
2.1	Let's get started. First, make sure you have your monthly premium bill and method of payment ready.
2.2	On your phone or home computer, visit kp.org/payonline. If you're viewing your premium bill electronically, you can also click the payment link on your premium bill.
2.3	When you register for a Premium Bill Pay account, you'll take full advantage of our online features. You can make a one-time payment without registering if you prefer, but we'll go ahead and create an account now by clicking 'Register now.'
2.4	First, we'll need your Billing Unit ID and zip code.
2.5	Your Billing Unit ID is located in the upper right-hand corner of your premium bill.
2.6	Enter your email address.
2.7	Next, you'll create a user ID and password for your account. Your password will need to be 8 to 24 characters long and include at least one number, 1 lowercase letter, and 1 uppercase letter.
2.8	Create a simple nickname for this account and security answers in case you forget your password.

2.9	All done! You're now registered for online Premium Bill Pay. Click "Make a Payment," to continue.
2.10	This is your home page for online Premium Bill Pay. When you log in next time with your user ID and password, this is where you'll start.
2.11	The menu on the left contains a few housekeeping items, including Pay Bill, Recurring Payments, Settings, and Payment History.
3.1	With Recurring Payments, you'll rest easy knowing your healthcare premiums are paid automatically each month.
3.2	From the main menu on the left, select Recurring Payments. Later, we'll show you how to make a one-time payment if you prefer to pay your monthly premium manually.
3.3	Click the Setup Recurring button next to your account. Choose 'Add New Card' and enter your debit or credit card information, or select 'Add New Bank Account' to use your bank account and routing number instead.
3.4	Check "Save to My e-Wallet" to save your billing information so you don't have to type it in again. You can change or update your "e-wallet" at any time.
3.5	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.
3.6	Lastly, confirm all the details you've entered are correct, accept terms and conditions, and hit "Begin recurring payments."
3.7	All set! You have the option of receiving courtesy notifications and paperless billing based on your preferences in your kp.org account.
3.8	If you want to change your Recurring Payment settings, you can do so any time by clicking the Recurring Payments icon on the left.
4.1	If you're already signed in to your Premium Bill Pay account, select "Pay Bill" from the menu to make a one-time payment.
4.2	If you don't have an account, you can select "Pay without registering" from the Premium Bill Pay Login page.

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4.3	From there, enter your Billing Unit ID and zip code.
4.4	Your Billing Unit ID is located in the upper right-hand corner of your premium bill.
4.5	Enter your email address.
4.6	Now you're ready to make a one-time payment.
4.7	Select the billing account. You'll probably just see one, but if you pay multiple premiums, we'll show you where to add those accounts later.
4.8	Select a new payment method and enter your billing information, or choose "Pay by eWallet" to use information stored earlier in your "e-wallet."
4.9	Next, you'll have the option to modify the payment amount and date. You'll automatically see the current premium amount and today's date.
4.10	Confirm, accept terms and conditions, and select 'Submit payment.'
4.11	Congratulations! Your payment was a success. You can print a receipt, pay another premium bill, or edit your account settings.
5.1	Click Settings to make changes to your online Premium Bill Pay account. Common tasks you can take care of here include: adding billing accounts if you pay multiple premium bills, updating your contact information, and updating billing information that's stored in your "e-Wallet."
5.2	Click the History icon to view and print up to 13 months of your payment history.
5.3	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.