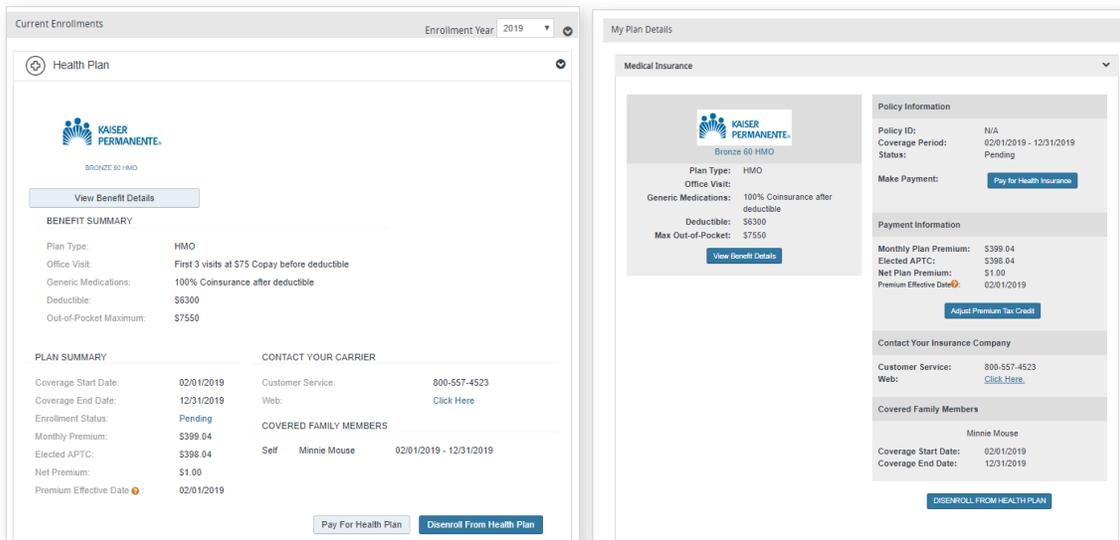**Consumer Premium Payment**

Most health insurance plan providers offer consumers the option to make premium payments online via Covered California. This Job Aid illustrates how Certified Enrollers may assist consumers in making a premium payment for a pending Plan (Health or Dental) from the consumer's perspective.
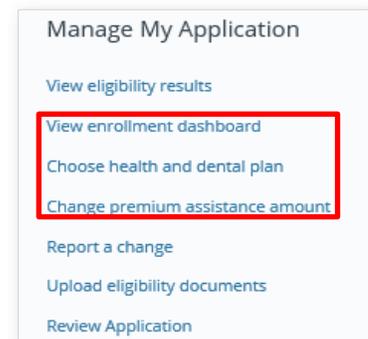
After completing plan selection, the *Current Enrollments* page on the *Enrollment Dashboard* automatically displays, where the consumer is given the option to pay for Health and Dental plans. However, the option to pay for plans is only available for plans with providers that support online payment of the premium.

- Payments are paid for each plan separately
- If online payment of the premium is not available, the Certified Enroller or consumer may go directly to the plan provider's website; select the link under the *Contact Your Insurance Company* to navigate to the website
- If the consumer prefers to mail their first payment, payment can be deferred until the health insurance plan provider sends the bill for their first payment in the mail
- If the consumer chooses not to enroll at this time, they can return to make their premium payment later via the *Consumer Home* page

A Certified Enroller or consumer can navigate to the **Pay for Health Plan** button from the *Consumer Home* page three different ways:

1. Select the **View Enrollment dashboard** link under the *Manage My Application* section

   Note: The More Employer Information is Required page displays when required employment information is needed

2. Select the **Choose health and dental plan** link under the *Manage My Application* section

3. Select the **Change premium assistance amount** link under the *Manage My Application* section
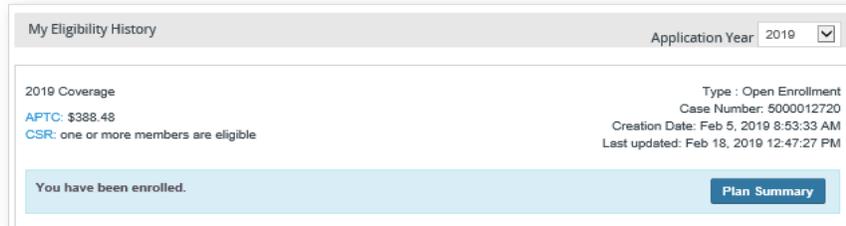

Note: Either of the links from the Consumer Home page navigates the user to the My Enrollment Dashboard.
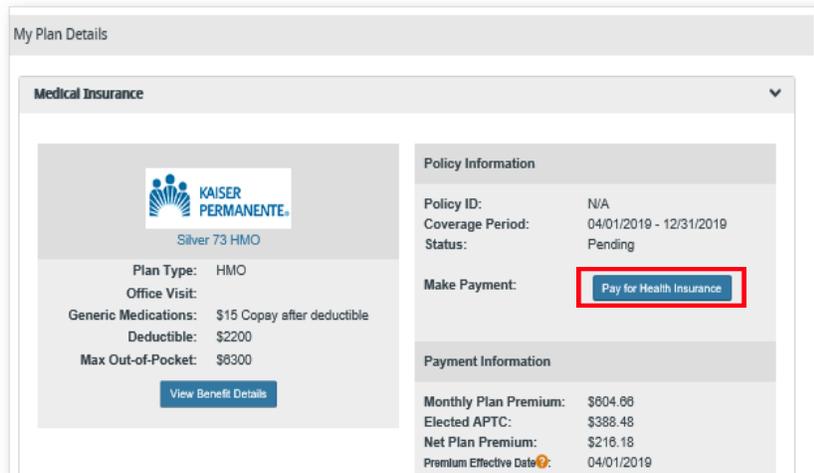
The **Pay for Health Plan** button is available in two places: the plan tile on the *Current Enrollments* page and the *My Plan Details* page in the *My Eligibility History* section:

My Eligibility History page

1. From the *Enrollment Dashboard*, select the **My Eligibility History** link on the left navigation panel. The *My Eligibility History* page displays.
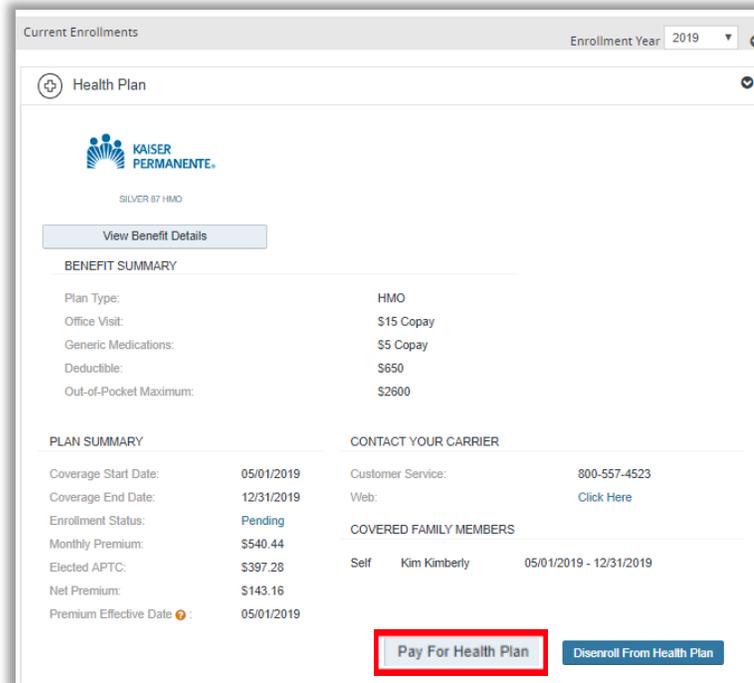

2. On the *My Eligibility History* page, select the **Plan Summary** button. The *My Plan Details* page displays.
3. Select the **Pay for Health Insurance** button on the plan tile. The *Complete your Payment* popup displays.
   - Select the **Cancel** button to cancel the payment.
4. Select the **Proceed To Payment** button to continue with the payment.
   Note: The consumer is redirected to the plan provider's website to complete the payment.

Current Enrollments page

1. Select the **My Enrollments** link on the left navigation panel, the *Current Enrollments* page displays.
2. Select the **Pay for Health Plan** button. The *Complete your Payment* popup displays.
   - Select the **Cancel** button to cancel the payment
3. Select the **Proceed To Payment** button to continue with the payment.
   Note: The Certified Enroller or consumer is redirected to the plan provider's website to complete the payment.

*Note: If there are other plans for the household that support online premium payments, the **Pay for Health Plans or Pay for Dental Plans** button displays for those plans.*