



Paying Your Premiums Online





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Paying Your Premiums Online

This guide shows Small Business owners how to pay health insurance premiums online through secure electronic check payment in the DC Health Link account. It covers:

- Making your first payment (binder payment)
- Setting up or deleting recurring payments (autopay)
- Making a one-time payment

Making Your First Payment (Binder)

Your first payment is called your binder payment. You must follow these steps to make your first payment. If you would like to set up autopay, you can do so after making your binder payment.

Step 1. Login to your Employer account on dchealthlink.com.

Step 2. Select 'Billing' from the left menu.

My DC Health Link

- Employees
- Benefits
- Brokers
- Documents
- Billing**
- Messages 9

My Health Benefits Program

EMPLOYEE ENROLLMENTS AND WAIVERS ?

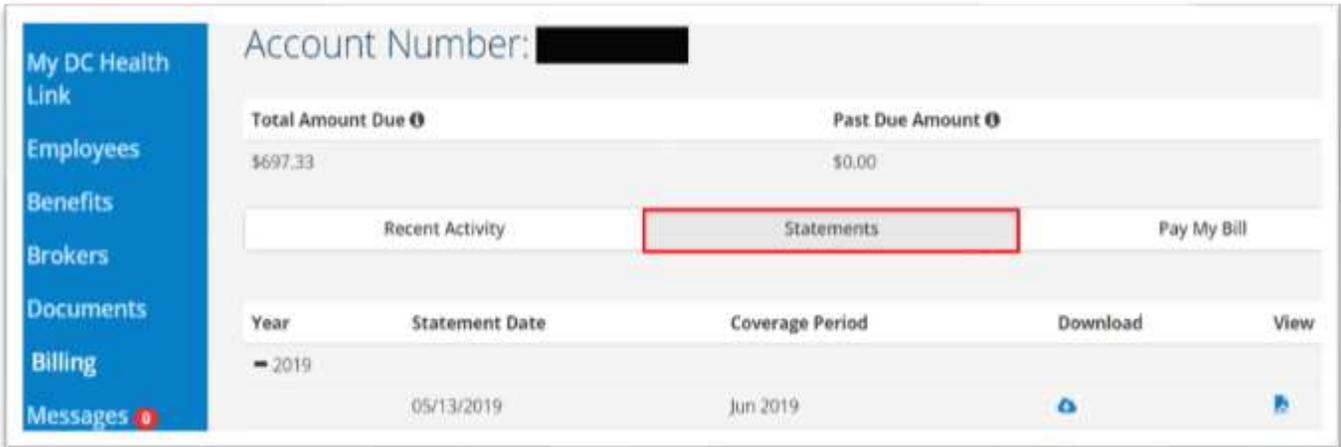
Minimum Requirement

4 out of 4 have enrolled or waived coverage

PLAN YEAR

ENROLLMENT PERIOD	October 29th, 2018 - November 13th, 2018	Status
COVERAGE YEAR	December 1st, 2018 - November 30th, 2019	Active

Step 3. Select the 'Statements' tab to view the invoice for your first month of coverage. Record the total amount due – you will need it when you set up your payment.



My DC Health Link
Employees
Benefits
Brokers
Documents
Billing
Messages 0

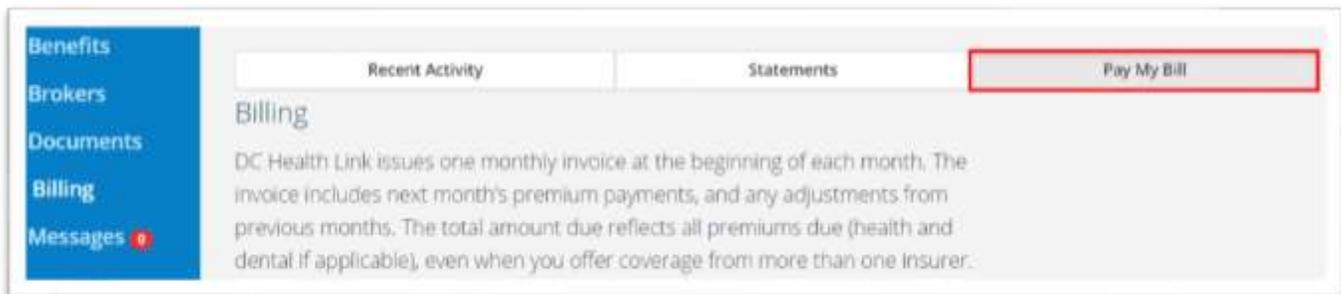
Account Number: [REDACTED]

Total Amount Due ⓘ	Past Due Amount ⓘ
\$697.33	\$0.00

Recent Activity **Statements** Pay My Bill

Year	Statement Date	Coverage Period	Download	View
2019	05/13/2019	Jun 2019		

Step 4. Select the 'Pay My Bill' tab.



Benefits
Brokers
Documents
Billing
Messages 0

Recent Activity Statements **Pay My Bill**

Billing

DC Health Link issues one monthly invoice at the beginning of each month. The invoice includes next month's premium payments, and any adjustments from previous months. The total amount due reflects all premiums due (health and dental if applicable), even when you offer coverage from more than one insurer.

Step 5. Select 'Pay Online'.

The screenshot shows the DC Health Link account interface. On the left is a blue navigation menu with options: My DC Health Link, Employees, Benefits, Brokers, Documents, Billing, and Messages (with a notification icon). The main content area displays the account number (redacted), total amount due (\$697.33), and past due amount (\$0.00). Below this is a 'Billing' section with a 'Pay My Bill' button. A list of payment options is shown, with '1. Pay Online' highlighted by a red box. Below the list is a link for 'How to Pay Online - Instructions'. A sidebar on the left contains links for 'Update Business Info', 'View Enrollment Reports', and 'MY EMPLOYEES: 3'.

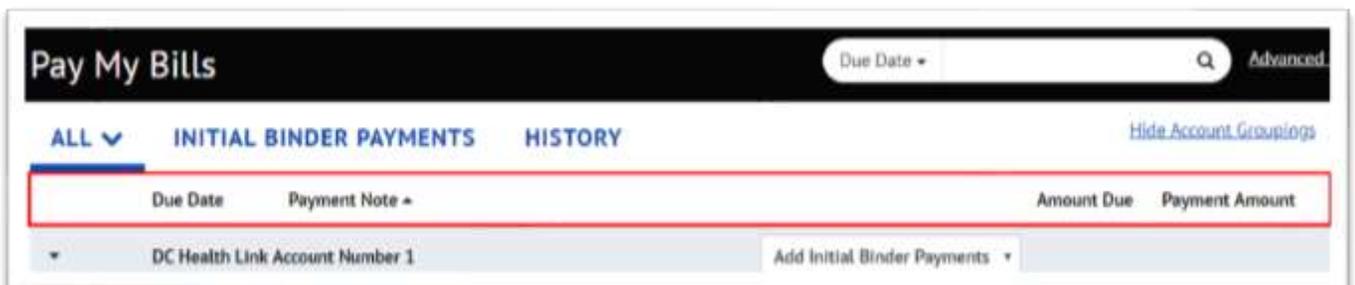
Step 6. Select 'Pay Online'.

This screenshot shows a close-up of the payment options menu. The 'Pay Online' option is highlighted with a red box. Below it are 'Pay by Phone' and 'Pay by Mail'. A disclaimer pop-up is overlaid on the screen, stating: 'DC Health Link's on-line payment is powered by Wells Fargo E-Bill Express. By clicking this link, you will be subject to the terms of use found on that website.' At the bottom right of the pop-up, there are 'Cancel' and 'Pay Online' buttons, with the 'Pay Online' button highlighted by a red box. The background shows the 'MY EMPLOYEES: 35' sidebar and the 'How to Pay Online - Instructions' link.

Step 7. Select 'Pay My Bills'.



Step 8. Select the row that says 'Due Date' and 'Payment Note'. You'll see a row with 'DC Health Link Account Number 1' expand below.



Step 9. Select 'Initial Binder Payment' from the dropdown menu.



Step 10. Enter the total amount due from your invoice.



Step 11. Select 'Add A Payment Method'.

Home

DC Health Link Account Number

Payment Note

Due Date 5/31/2019

Amount Due \$0.00

Payment Amount \$ 0.00

Payment Method **Add A Payment Method**

Pay Date 5/29/2019

Step 12. Enter bank account information. Select 'Continue'.

Account Type

Personal Business

Banking Type

Checking Account Savings Account

Give This Account a Nickname

Account

Name on the Account

Name on Theaccount

Routing Number

091000022

Account #

000123456

Re-enter Account #

000123456

Pay to the Order of

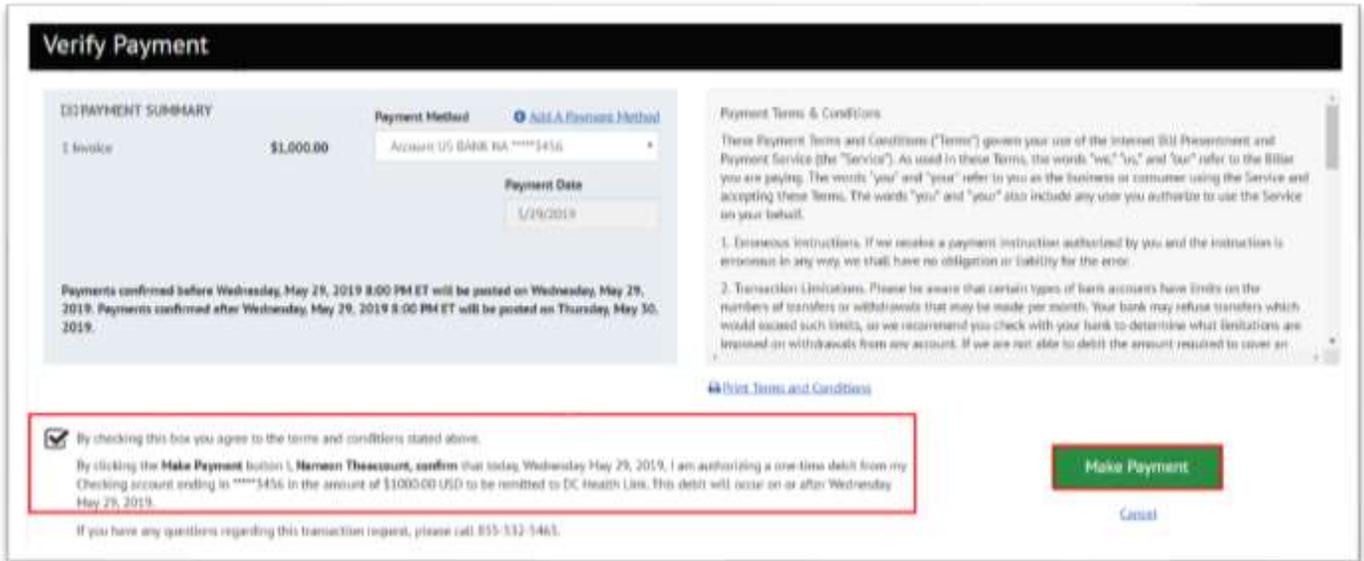
123456789 000123456 1111

Routing Number Account Number

Make sure to use your bank account number, not your ATM or Debit card number.

Ⓟ Important: Double check your routing and account numbers to make sure we process your payment accurately.

Step 13. Check your payment information and review the Payment Terms & Conditions. Select 'Make Payment'.



Verify Payment

DEBITMENT SUMMARY

1 Invoice	\$1,000.00
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Payment Method: [Add A Payment Method](#)
Account US BANK NA ****1456

Payment Date: 1/19/2019

Payments confirmed before Wednesday, May 29, 2019 8:00 PM ET will be posted on Wednesday, May 29, 2019. Payments confirmed after Wednesday, May 29, 2019 8:00 PM ET will be posted on Thursday, May 30, 2019.

Payment Terms & Conditions

These Payment Terms and Conditions ("Terms") govern your use of the Internet Bill Payment and Payment Service (the "Service"). As used in these Terms, the words "we," "us," and "our" refer to the Biller you are paying. The words "you" and "your" refer to you as the business or consumer using the Service and accepting these Terms. The words "you" and "your" also include any user you authorize to use the Service on your behalf.

1. Discretionary Instructions. If we make a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.
2. Transaction Limitations. Please be aware that certain types of bank accounts have limits on the number of transfers or withdrawals that may be made per month. Your bank may refuse transfers which would exceed such limits, or we recommend you check with your bank to determine what limitations are imposed on withdrawals from any account. If we are not able to debit the amount required to cover an

[View Terms and Conditions](#)

By checking this box you agree to the terms and conditions stated above.

By clicking the **Make Payment** button I, **Harmon Theaccount**, confirm that today Wednesday May 29, 2019, I am authorizing a one-time debit from my Checking account ending in ****1456 in the amount of \$1000.00 USD to be remitted to DC Health Link. This debit will occur on or after Wednesday May 29, 2019.

If you have any questions regarding this transaction request, please call 855-332-1463.

Make Payment

Cancel

Step 14. You can print a copy of your payment confirmation for your records. Wells Fargo will also email you a payment confirmation.

Setting Up Autopay (Recurring Payments)

Step 1. Login to your employer account on dchealthlink.com.

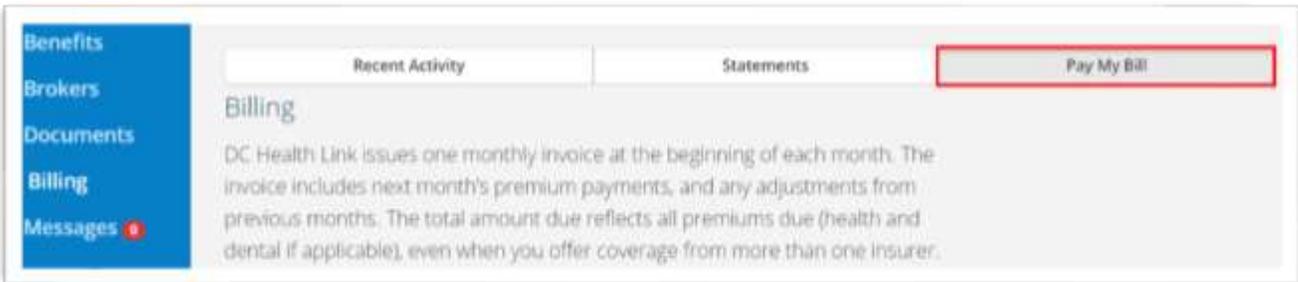
Step 2. Select 'Billing' from the left menu.



The screenshot shows the 'My Health Benefits Program' interface. On the left is a blue navigation menu with options: My DC Health Link, Employees, Benefits, Brokers, Documents, Billing (highlighted with a red box), and Messages (9). The main content area has a title 'My Health Benefits Program' and a section 'EMPLOYEE ENROLLMENTS AND WAIVERS' with a help icon. Below this is a green progress bar with a blue dot and a callout box labeled 'Minimum Requirement'. Text below the bar says '4 out of 4 have enrolled or waived coverage'. A 'PLAN YEAR' section contains a table:

ENROLLMENT PERIOD	October 29th, 2018 - November 13th, 2018	Status
COVERAGE YEAR	December 1st, 2018 - November 30th, 2019	Active

Step 3. Select the 'Pay My Bill' tab.



The screenshot shows the 'Billing' page. The left navigation menu includes: Benefits, Brokers, Documents, Billing (highlighted with a red box), and Messages (8). At the top of the main content area are three tabs: 'Recent Activity', 'Statements', and 'Pay My Bill' (highlighted with a red box). Below the tabs, the heading 'Billing' is followed by a paragraph: 'DC Health Link issues one monthly invoice at the beginning of each month. The invoice includes next month's premium payments, and any adjustments from previous months. The total amount due reflects all premiums due (health and dental if applicable), even when you offer coverage from more than one insurer.'

Step 4. Select 'Pay Online'.



My DC Health Link

Account Number: [REDACTED]

Total Amount Due ⓘ	Past Due Amount ⓘ
\$697.33	\$0.00

Recent Activity | Statements | **Pay My Bill**

Billing

DC Health Link issues one monthly invoice at the beginning of each month. The invoice includes next month's premium payments, and any adjustments from previous months. The total amount due reflects all premiums due (health and dental if applicable), even when you offer coverage from more than one insurer.

Your DC Health Link account number: [REDACTED]

DC Health Link offers multiple payment options including:

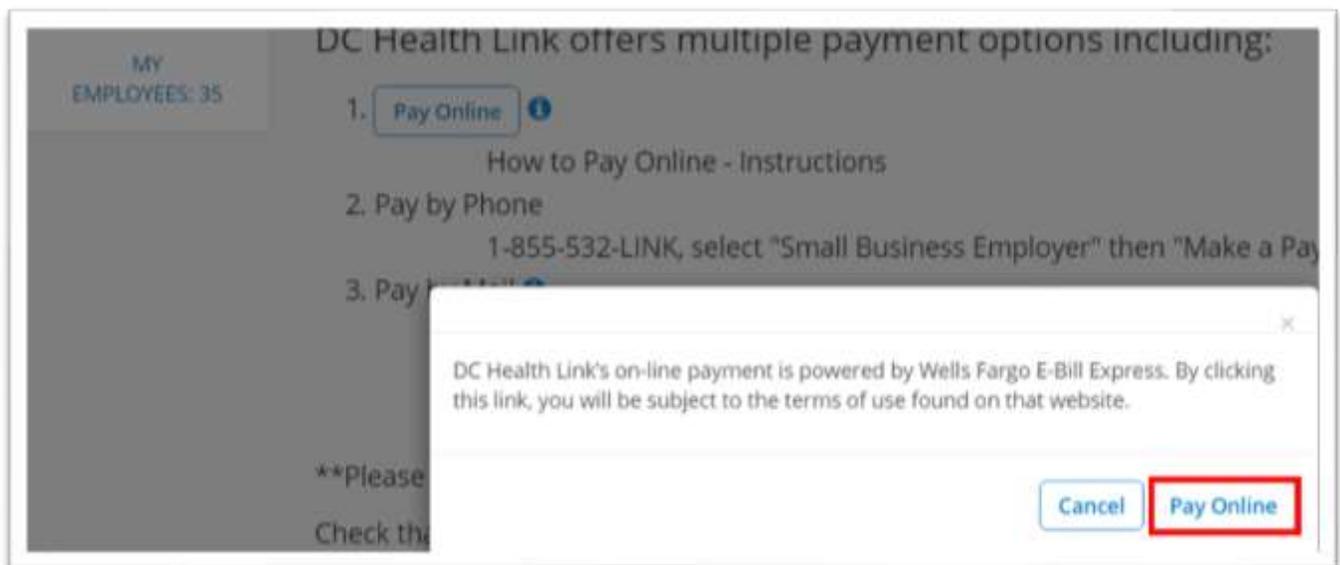
- Pay Online** ⓘ

How to Pay Online - Instructions

Update Business Info
View Enrollment Reports

MY EMPLOYEES: 3

Step 5. Select 'Pay Online'.



MY EMPLOYEES: 35

DC Health Link offers multiple payment options including:

- Pay Online** ⓘ
How to Pay Online - Instructions
- Pay by Phone
1-855-532-LINK, select "Small Business Employer" then "Make a Pay
- Pay [REDACTED]

DC Health Link's on-line payment is powered by Wells Fargo E-Bill Express. By clicking this link, you will be subject to the terms of use found on that website.

**Please
Check th

Cancel **Pay Online**

Step 6. Select 'Add' Auto Pay.

The screenshot shows a payment management interface. On the left, there are fields for 'Payment Note', 'Due Date' (6/30/2019), and 'Amount Due'. In the center, there are fields for 'Payment Amount' (with a '\$' symbol), 'Payment Method' (with a link 'Add A Payment Method'), and 'Pay Date' (6/19/2019). On the right, there is a 'MESSAGES' section with a 'View' button and a text block: 'For DC Health Link Customer Service, please call 855-532-5465 (Monday-Friday 8:00 AM - 5:30 PM.)'. Below the messages is an 'AUTO PAY' section with a red 'Add' button.

Step 7. Select 'Create New Recurring Payment'.

The screenshot shows the 'Recurring Payment' page. At the top, there is a title 'Recurring Payment' and a green button with a plus sign and the text 'Create New Recurring Payment'. Below the title is a sub-header 'Recurring Payment Message' followed by a paragraph of text: 'Please note: This recurring payment will start using the date / time-frame you indicate below, during the first available billing cycle. (This can take up to 30 days, if you are in between billing cycles.) As a reminder, you will receive a bill from DC Health Link by the 10th of each month. To change any information for this recurring payment in the future, you MUST return here, delete this payment, and then add a new recurring payment with the new information. Please remember to pay your bill as usual, until you receive an email from ebills@dcplink.com informing you a new recurring payment is about to start, and a payment is about to be made.'

Step 8. Enter a payment name and select 'Continue'.

The screenshot shows the recurring payment setup page. On the left, there is a 'Payment Name' field (highlighted with a red box) and a 'Select DC Health Link Account Number' dropdown menu. On the right, there is a section titled 'Recurring Payment for DC Health Link Account Number' followed by a paragraph of text: 'Please note: This recurring payment will start using the date / time-frame you indicate below, during the first available billing cycle. (This can take up to 30 days, if you are in between billing cycles.) As a reminder, you will receive a bill from DC Health Link by the 10th of each month. To change any information for this recurring payment in the future, you MUST return here, delete this payment, and then add a new recurring payment with the new information. Please remember to pay your bill as usual, until you receive an email from ebills@dcplink.com informing you a new recurring payment is about to start, and a payment is about to be made.' At the bottom right, there is a green 'Continue' button.

Step 9. Enter your payment information and select 'Continue'.

When would you like to make your payment?

On Due Date Day of the Month

The payment will be processed on the date identified in the bill as the Due Date.

Payment Amount

Amount Due Up to Amount Fixed Amount

Pay up to \$ each time.
Recurring Payment will pay Invoice Amount Due or maximum amount selected, whichever is less.

Keep Making This Payment Until

I Stop The Payment Number of Payments Specific Date

The Recurring Payment will continue until it is cancelled.

Send me a reminder days before payment is to be processed.

Disclaimer: We recommend you record this payment schedule as a reminder in the event the email is overlooked or not delivered to your email address.

[Go Back](#) [Continue](#)

P Important: Be sure to:

- Select a recurring payment date after the 10th of the month. This means you'll have your invoice for each month before your payment is withdrawn.
- If you are concerned about overpayment, select 'Up to Amount' or 'Fixed Amount'.

Step 10. Select 'Add A Payment Method'.

Home

DC Health Link Account Number

Payment Note

Due Date 5/31/2019

Amount Due \$0.00

Payment Amount

\$ 0.00

Payment Method [Add A Payment Method](#)

Pay Date

5/29/2019

Step 11. Enter bank account information. Select 'Continue'.

Account Type
Personal Business

Banking Type
Checking Account Savings Account

Give This Account a Nickname
Account

Name on the Account
Name on Theaccount

Routing Number
091000022

Account #
000123456

Re-enter Account #
000123456

Pay to the Order of _____

Routing Number 123456789 **Account Number** 000123456 1111

Make sure to use your bank account number, not your ATM or Debit card number.

Ⓟ Important: Double check your routing and account numbers to make sure we process your payment accurately.

Step 12. Review and agree to the Billing Authorization. Select 'Finish'.

Billing Authorization [Print Authorization](#)

I authorize DC Health Link to automatically initiate entries to my financial account listed above in this authorization, for payments to my DC Health Link account [redacted] at the stated times listed above.

I further authorize the Financial Institution to accept these debit entries as valid debit activities under my account. Proof of the payment will appear on my financial account statement as one charge to DC Health Link. My authorization will remain in effect for the length of time stated above or until I cancel it online and give DC Health Link a reasonable opportunity to act.

Your Recurring Payment will be initiated and a payment made either after an invoice is rendered, or on a date selected during setup. In the event that no invoice is rendered or the date you select is prior to the pooling of an invoice (except for specific date for a fixed amount, which doesn't need a new invoice rendered), then the Recurring Payment will not be made. We are not responsible for a Recurring Payment where no invoice is in the system against which a Recurring Payment can be processed.

Please print a copy of this authorization and retain for your records.

By checking this box you agree to the terms and conditions stated above.

[Go Back](#) [Finish](#)

Step 13. You will see an alert at the top of your screen showing that your recurring payment has been set up. Wells Fargo will also email you a confirmation.

Important: If you need to update your recurring payment, follow the steps for Turning Off Autopay (Recurring Payments) and then set up a new autopayment.

Turning Off Autopay (Recurring Payments)

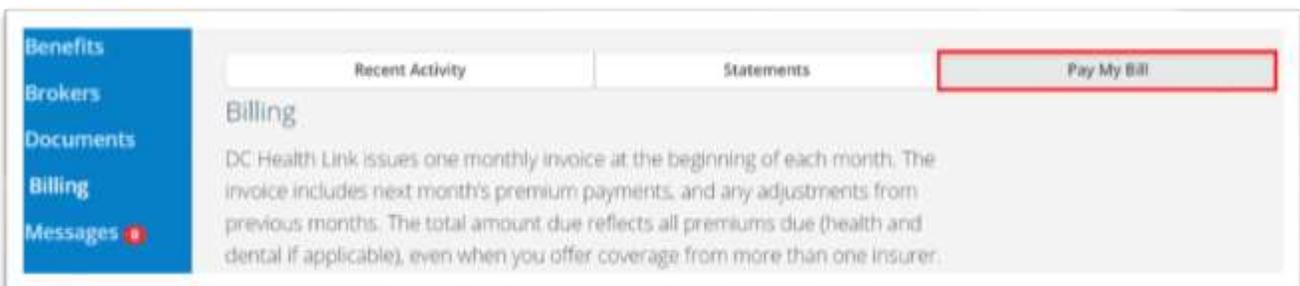
Step 1. Login to your employer account on dchealthlink.com.

Step 2. Select 'Billing' from the left menu.



PLAN YEAR	
ENROLLMENT PERIOD	October 29th, 2018 - November 13th, 2018
COVERAGE YEAR	December 1st, 2018 - November 30th, 2019
Status	Active

Step 3. Select the 'Pay My Bill' tab.



Billing

DC Health Link issues one monthly invoice at the beginning of each month. The invoice includes next month's premium payments, and any adjustments from previous months. The total amount due reflects all premiums due (health and dental if applicable), even when you offer coverage from more than one insurer.

Step 4. Select 'Pay Online'.

The screenshot shows the DC Health Link account interface. On the left is a blue navigation menu with options: My DC Health Link, Employees, Benefits, Brokers, Documents, Billing, and Messages (with a red notification icon). The main content area displays the account number (redacted), total amount due (\$697.33), and past due amount (\$0.00). Below this is a table with columns for 'Recent Activity', 'Statements', and 'Pay My Bill'. The 'Billing' section explains that DC Health Link issues one monthly invoice at the beginning of each month, including next month's premium payments and adjustments. It also states that the total amount due reflects all premiums due (health and dental if applicable), even when coverage is from more than one insurer. The account number is repeated as 'Your DC Health Link account number: [redacted]'. Under the heading 'DC Health Link offers multiple payment options including:', the first option '1. Pay Online' is highlighted with a red box. Below it is a link for 'How to Pay Online - Instructions'.

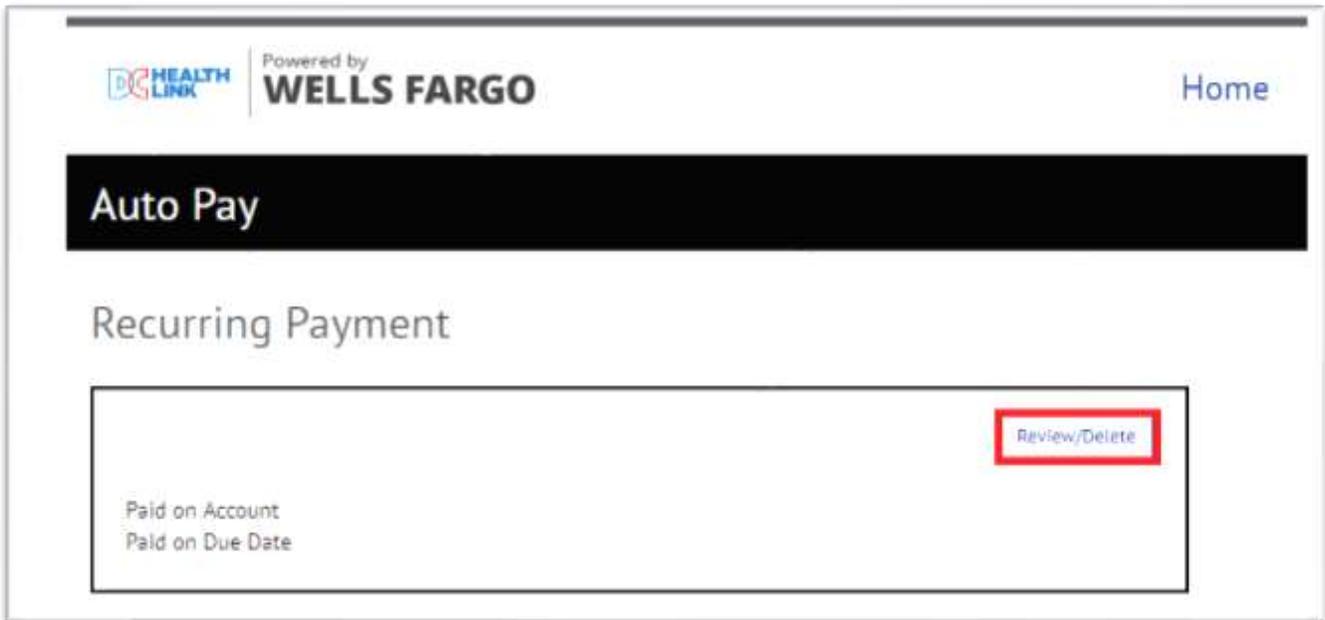
Step 5. Select 'Pay Online'.

This screenshot shows a close-up of the payment options menu. The header reads 'DC Health Link offers multiple payment options including:'. The first option, '1. Pay Online', is highlighted with a red box. Below it is the link 'How to Pay Online - Instructions'. The second option is '2. Pay by Phone' with the number '1-855-532-LINK, select "Small Business Employer" then "Make a Pay...'. The third option is partially visible as '3. Pay...'. A pop-up window is overlaid on the bottom right, containing the text: 'DC Health Link's on-line payment is powered by Wells Fargo E-Bill Express. By clicking this link, you will be subject to the terms of use found on that website.' At the bottom of the pop-up are two buttons: 'Cancel' and 'Pay Online', with the 'Pay Online' button highlighted in red. In the background, a sidebar shows 'MY EMPLOYEES: 35' and a note that says '**Please Check th...'.

Step 6. Select 'Autopay'.



Step 7. Select 'Review/Delete'.



Step 8. Select 'Delete'. This will turn off your autopayment.

Manage Recurring Payment

PAYMENT INFO

Payment Name
Account

Select DC Health Link Account Number
[Redacted]

Please note: This recurring payment will start using the date / time-frame you indicate, during the first available billing cycle. (This can take up to 30 days, if you are in between billing cycles.) As a reminder, you will receive a bill from DC Health Link by the 10th of each month. Select a start date AFTER the 10th of each month to ensure accurate and timely payment. To change any information for this recurring payment in the future, you MUST return here, delete this payment, and then add a new recurring payment with the new information. Please remember to pay your bill as usual, until you receive an email from ebillexpress@wellsfargo.com informing you a new recurring payment is about start, and a payment is about to be made.

Next Payment Amount Amount Due	Next Payment Date On Due Date
Payment Schedule Amount due will be paid when the bill is due.	Pay Until The Recurring Payment will continue until it is cancelled.
Setup Date 6/05/2019	Email Reminder 1 days before payment is to be processed.

▶ PAYMENT METHOD

▶ AUTHORIZATIONS

[Go Back](#) [Delete](#)

Making a One-Time Payment

Use this option to make a one-time payment. Payments submitted before 8pm on bank business days will post the same day.

Step 1. Login to your employer account on dchealthlink.com.

Step 2. Select 'Billing' from the left menu.

PLAN YEAR		Status
ENROLLMENT PERIOD	October 29th, 2018 - November 13th, 2018	
COVERAGE YEAR	December 1st, 2018 - November 30th, 2019	Active

Step 3. Select the 'Pay My Bill' tab.

DC Health Link issues one monthly invoice at the beginning of each month. The invoice includes next month's premium payments, and any adjustments from previous months. The total amount due reflects all premiums due (health and dental if applicable), even when you offer coverage from more than one insurer.

Step 4. Select 'Pay Online'.



My DC Health Link

Account Number: [REDACTED]

Total Amount Due ⓘ	Past Due Amount ⓘ
\$697.33	\$0.00

Recent Activity | Statements | **Pay My Bill**

Billing

DC Health Link issues one monthly invoice at the beginning of each month. The invoice includes next month's premium payments, and any adjustments from previous months. The total amount due reflects all premiums due (health and dental if applicable), even when you offer coverage from more than one insurer.

Your DC Health Link account number: [REDACTED]

DC Health Link offers multiple payment options including:

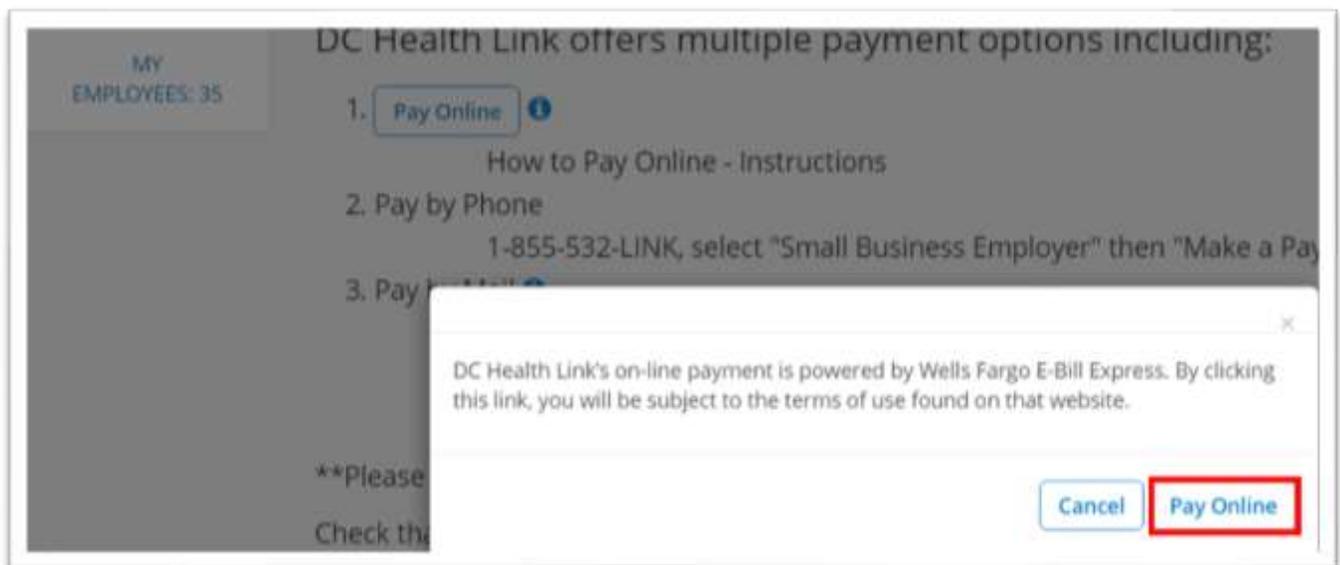
- Pay Online** ⓘ

How to Pay Online - Instructions

Update Business Info
View Enrollment Reports

MY EMPLOYEES: 3

Step 5. Select 'Pay Online'.



MY EMPLOYEES: 35

DC Health Link offers multiple payment options including:

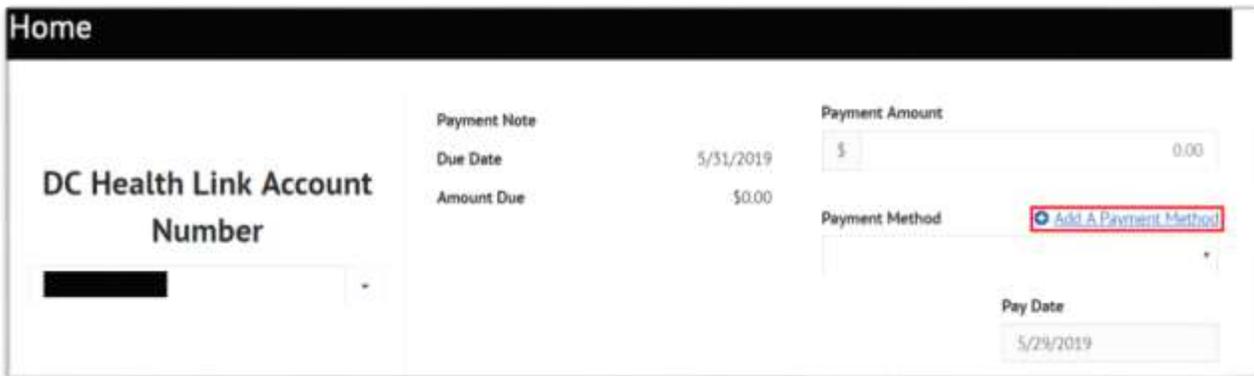
- Pay Online** ⓘ
How to Pay Online - Instructions
- Pay by Phone
1-855-532-LINK, select "Small Business Employer" then "Make a Pay
- Pay [REDACTED]

DC Health Link's on-line payment is powered by Wells Fargo E-Bill Express. By clicking this link, you will be subject to the terms of use found on that website.

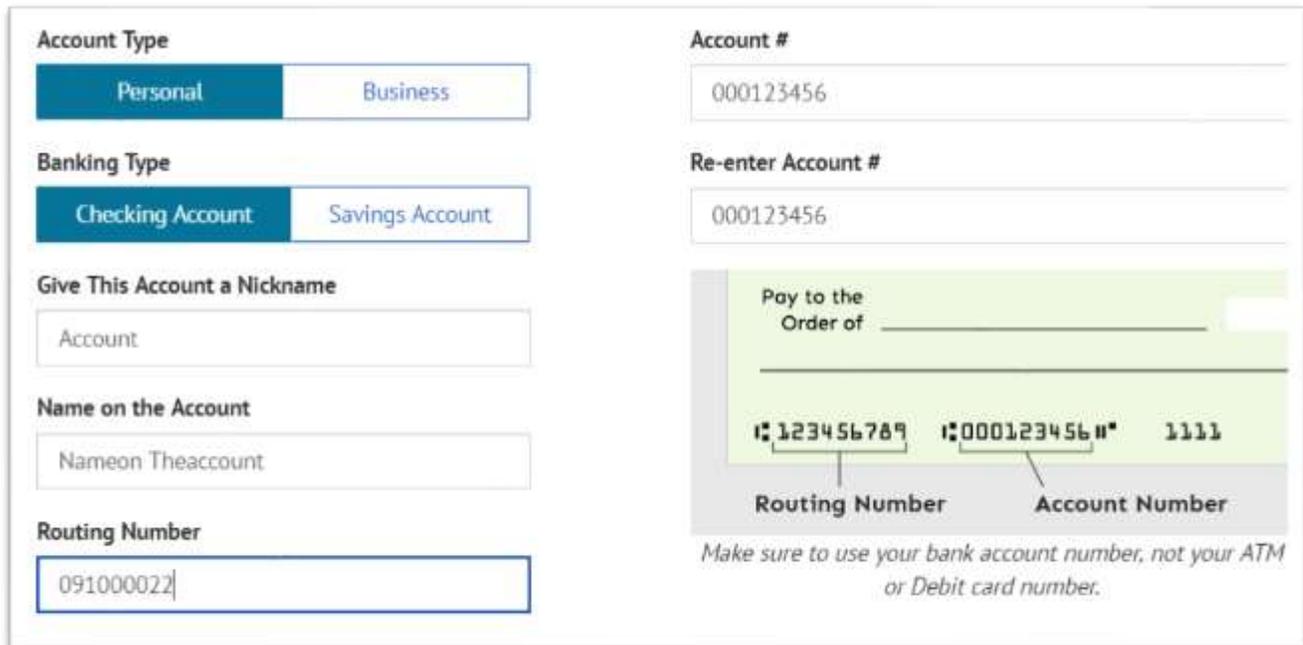
**Please
Check th

Cancel **Pay Online**

Step 6. Select 'Add a Payment Method'.

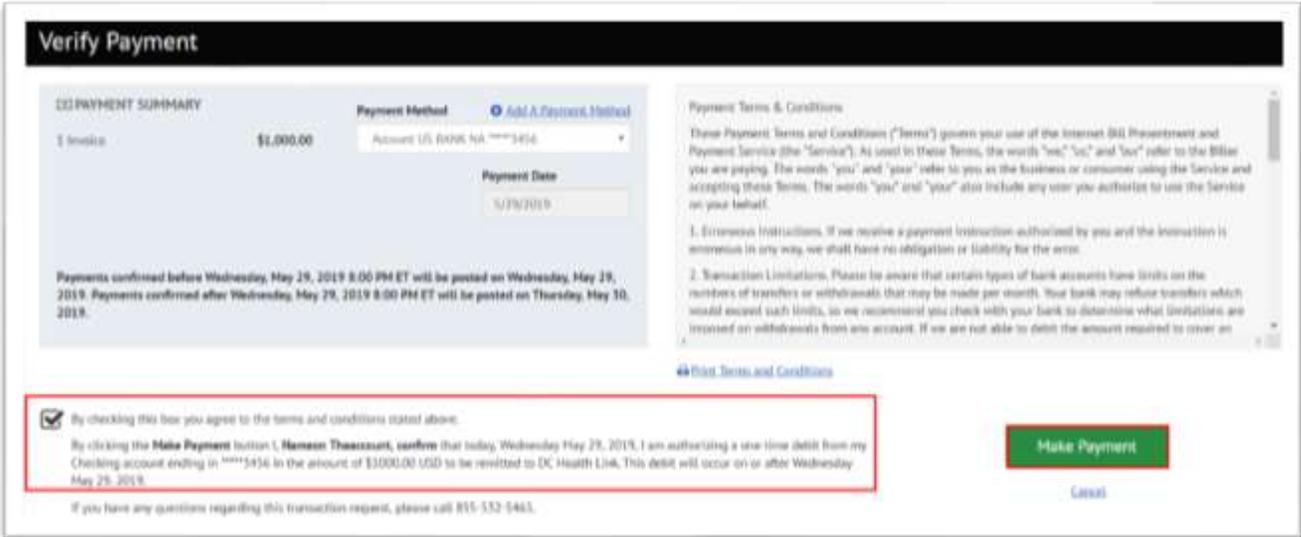


Step 7. Enter bank account information. Select 'Continue'.



 **Important:** Double check your routing and account numbers to make sure we process your payment accurately.

Step 8. Check your payment information and review the Payment Terms & Conditions. Select 'Make Payment'.



Verify Payment

PAYMENT SUMMARY

1 Invoice **\$1,000.00**

Payment Method [Add A Payment Method](#)
Account US BANK NA ****3456

Payment Date
5/29/2019

Payments confirmed before Wednesday, May 29, 2019 8:00 PM ET will be posted on Wednesday, May 29, 2019. Payments confirmed after Wednesday, May 29, 2019 8:00 PM ET will be posted on Thursday, May 30, 2019.

Payment Terms & Conditions

These Payment Terms and Conditions ("Terms") govern your use of the Internet Bill Presentation and Payment Service (the "Service"). As used in these Terms, the words "we," "us," and "our" refer to the Biller you are paying. The words "you" and "your" refer to you as the business or consumer using the Service and accepting these Terms. The words "you" and "your" also include any user you authorize to use the Service on your behalf.

- Erroneous Instructions.** If we receive a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.
- Transaction Limitations.** Please be aware that certain types of bank accounts have limits on the numbers of transfers or withdrawals that may be made per month. Your bank may refuse transfers which would exceed such limits, so we recommend you check with your bank to determine what limitations are imposed on withdrawals from any account. If we are not able to debit the amount required to cover an

[Print Terms and Conditions](#)

By checking this box you agree to the terms and conditions stated above.

By clicking the **Make Payment** button I, **Haroon Thasneem**, confirm that today, Wednesday May 29, 2019, I am authorizing a one-time debit from my Checking account ending in ****3456 in the amount of \$1000.00 USD to be remitted to DC Health Link. This debit will occur on or after Wednesday May 29, 2019.

Make Payment

[Cancel](#)

If you have any questions regarding this transaction request, please call 855-532-5465.

Step 9. You can print a copy of your payment confirmation for your records. Wells Fargo will also email you a payment confirmation.

Contact and Additional Information

Still have questions? Call DC Health Link at (855) 532-5465.

Last Updated: 6/20/2019 4:57:00 PM