

# Igoe's Automated Premium Payment How To Guide

Once you elect COBRA, you are responsible to make timely premium payments. These payments are sent to the Employer Plan Sponsor who then pays their insurance carrier. Payments can be made online via a credit card payment (please be aware that the processing bank will charge a \$20 processing fee which is not retained by either Igoe or the Employer Plan Sponsor) or by setting up an automated ACH payment at no additional cost. The automated ACH payment will use a bank account of your choice to pull funds and meet your COBRA payment obligations on time and accurately. If you prefer not to make an online payment, checks and money orders are still accepted.

## How to Sign Up for Recurring ACH Payments

Login to the COBRA Member Portal at [cobra.goigoe.com](https://cobra.goigoe.com). Once you are in your Member Portal, you will see the option to make a payment. Once this screen pops up, click on the "Recurring Payments" button.

ADMINISTRATIVE SERVICES

Renee ACH - True Up | Last Login: Apr 9, 2019 at 11:37 AM CST | Sign out

PROFILE

PAYMENT INFO

PREFERENCES

COMMUNICATION ACTIVITY

MESSAGES 1

ELECTION

### Welcome Renee ACH - True Up!

Welcome to the Igoe Administrative Services self-service portal. Through this portal, you have access to make payments, set up recurring payments, access your demographic and plan information, view messages, and set up your preferences for payment, billing, and communications. You can also change information, send an inquiry, or request assistance.

Your next payment of \$102.00 is due Mar 01, 2019

MAKE PAYMENT

RECURRING PAYMENTS



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Enter the date you would like your automated payment to be deducted from your account each month in the "Next Payment Due" field and click on the "Next" button.

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**RECURRING PAYMENTS**

1. RECURRING PAYMENTS
2. PAYMENT INFO
3. PAYMENT SCHEDULE
4. PAYMENT SUMMARY

### RECURRING PAYMENTS

Please select a date below that you would like your recurring payments to be scheduled.

Next Payment Date

*\*Based upon banking guidelines, the ACH payment may not post to your account today.*

The first payment will include the following amounts:

Payment Date	Payment Due Date	Amount Due
Apr 17, 2019	Mar 01, 2019	\$102.00
Apr 17, 2019	Apr 01, 2019	\$102.00
Total Payment Amount:		\$204.00

Enter the bank information for the account from which you'd like your COBRA premium deducted. Then click on the "Next" button.

ADMINISTRATIVE SERVICES

Renee ACH - True Up | Last Login: Apr 9, 2019 at 11:38 AM CST | Sign out

**RECURRING PAYMENTS**

1. RECURRING PAYMENTS
2. PAYMENT INFO
3. PAYMENT SCHEDULE
4. PAYMENT SUMMARY

### RECURRING PAYMENT INFORMATION

Enter your checking or savings account information and click "Next".

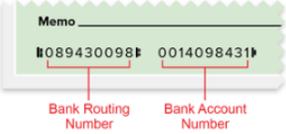
Bank Name   
Required

Account Holder First Name   
Required

Account Holder Last Name   
Required

Routing Number  Account Number   
Required

Account Type   
Required

Check Image 



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Review the payment schedule and click the "Next" button.

RECURRING PAYMENTS >

- ✓ RECURRING PAYMENTS
- ✓ PAYMENT INFO
- 3. PAYMENT SCHEDULE
- 4. PAYMENT SUMMARY

RECURRING PAYMENT SCHEDULE

Your first recurring payment scheduled for April 17, 2019 will be in the amount of \$204.00.

RECURRING PAYMENT SCHEDULE

Payment Date	Payment Due Date	Amount Due
Apr 17, 2019	Mar 01, 2019	\$102.00
Apr 17, 2019	Apr 01, 2019	\$102.00
May 17, 2019	May 01, 2019	\$102.00
Jun 17, 2019	Jun 01, 2019	\$102.00
Jul 17, 2019	Jul 01, 2019	\$102.00
Aug 17, 2019	Aug 01, 2019	\$102.00
Sep 17, 2019	Sep 01, 2019	\$102.00
Oct 17, 2019	Oct 01, 2019	\$102.00
Nov 17, 2019	Nov 01, 2019	\$102.00
Dec 17, 2019	Dec 01, 2019	\$102.00

NEXT CANCEL



Review the Payment Summary, Agree to the “Recurring Payment User Agreement” and click on the “Submit” button.

RECURRING PAYMENTS >

- ✓ RECURRING PAYMENTS
- ✓ PAYMENT INFO
- ✓ PAYMENT SCHEDULE
- 4. PAYMENT SUMMARY

### RECURRING PAYMENT SUMMARY

To finalize the setup of your recurring payments, please review the payment information below and click “SUBMIT”.

#### Method Of Payment

Member Name: Renee ACH - True Up  
Routing Number: XXXXXX358  
Account Number: XXXXXXXX121  
Account Holder Name: Renee ACH  
Account Type: Checking

PLEASE READ THIS AGREEMENT CAREFULLY. IT GOVERNS YOUR ACCESS TO AND USE OF THE COBRApoint website and the services and materials provided on the COBRApoint Website (collectively “COBRAPOINT”).

#### Recurring Payment User Agreement

PRINT

I authorize Igoe Administrative Services (“Company”) to initiate a debit from my checking or savings account for my recurring scheduled payment via ACH. If the required payment changes for any reason, this authorization may be automatically amended to authorize the debit of the amount equal to the new required premium payment plus any additional service fees, if any. However, my account must be fully paid for debits to continue pursuant to this authorization. If changes are made to my plan (including, without limitation, a change in my first day of coverage) or any other event occurs resulting in a reallocation of past payments, Company may suspend recurring ACH. I also understand that automatic debits will automatically cease if my coverage ends, is terminated or my automatic debit rejects for insufficient funds. If ACH payments are suspended or a debit does not occur for any reason, I am

I have read and agree to the terms of service.

Required

SUBMIT

CANCEL



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Once you have clicked on the “Submit” button, you will see a the below screen view.

 **Renee ACH - True Up** | Last Login: Apr 9, 2019 at 11:38 AM CST | [Sign out](#)

-  PROFILE
-  PAYMENT INFO
  - PAYMENT SCHEDULE
  - PAYMENT SUMMARY
  - RECURRING PAYMENTS**
  - PAYMENT HISTORY
-  PREFERENCES
-  COMMUNICATION ACTIVITY
-  MESSAGES 1
-  ELECTION

## \$ Payment Information

### RECURRING PAYMENTS

**Method Of Payment**

Member Name:	Renee ACH - True Up
Bank Name:	Bofa
Account Holder Name:	Renee ACH
Routing Number:	XXXXXX358
Account Number:	XXXXXXXX121
Account Type:	Checking

Next Payment Date: **April 17, 2019**

### RECURRING PAYMENT SCHEDULE

Payment Date	Payment Due Date	Amount Due
Apr 17, 2019	Mar 01, 2019	\$102.00
Apr 17, 2019	Apr 01, 2019	\$102.00
May 17, 2019	May 01, 2019	\$102.00
Jun 17, 2019	Jun 01, 2019	\$102.00
Jul 17, 2019	Jul 01, 2019	\$102.00
Aug 17, 2019	Aug 01, 2019	\$102.00
Sep 17, 2019	Sep 01, 2019	\$102.00
Oct 17, 2019	Oct 01, 2019	\$102.00
Nov 17, 2019	Nov 01, 2019	\$102.00

Congratulations! You have now elected COBRA and set up your free recurring COBRA payments. As long as your bank account remains adequately funded, your COBRA premium payments will automatically be deducted from your bank account and applied to your COBRA account on the day of the month you selected. The amount deducted will automatically adjust if you make any election changes or your premium amount is adjusted. Recurring payments will stop once you have exhausted your COBRA period of availability, terminated your COBRA account, or if you failed to adequately fund a premium payment by the COBRA regulated due date.



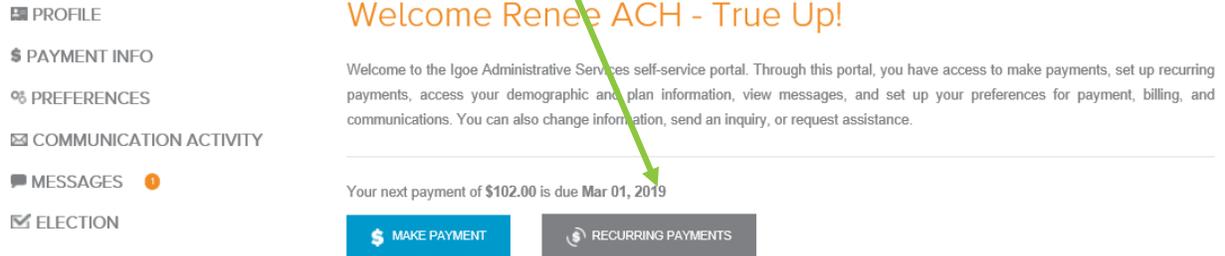
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# How to Edit or Cancel your Recurring ACH Payment Information

If you need to edit or cancel your recurring ACH Payment, log into your COBRA member portal at [cobra.goigoe.com](http://cobra.goigoe.com) and select the “Recurring Payments” Button as shown below



**PROFILE**

**PAYMENT INFO**

**PREFERENCES**

**COMMUNICATION ACTIVITY**

**MESSAGES** 1

**ELECTION**

## Welcome Renee ACH - True Up!

Welcome to the Igoe Administrative Services self-service portal. Through this portal, you have access to make payments, set up recurring payments, access your demographic and plan information, view messages, and set up your preferences for payment, billing, and communications. You can also change information, send an inquiry, or request assistance.

Your next payment of \$102.00 is due Mar 01, 2019

**MAKE PAYMENT** **RECURRING PAYMENTS**

From here, select the “Edit” or “Stop Recurring Payment” button.

### RECURRING PAYMENTS

#### Method Of Payment

Member Name: Renee ACH - True Up  
Bank Name: Bofa  
Account Holder Name: Renee ACH True Up  
Routing Number: XXXXXX358  
Account Number: XXXXXXXXXXXX212  
Account Type: Checking

Next Payment Date: April 17, 2019

### RECURRING PAYMENT SCHEDULE

Payment Date	Payment Due Date	Amount Due
Apr 17, 2019	Mar 01, 2019	\$102.00
Apr 17, 2019	Apr 01, 2019	\$102.00
May 17, 2019	May 01, 2019	\$102.00
Jun 17, 2019	Jun 01, 2019	\$102.00
Jul 17, 2019	Jul 01, 2019	\$102.00
Aug 17, 2019	Aug 01, 2019	\$102.00
Sep 17, 2019	Sep 01, 2019	\$102.00
Oct 17, 2019	Oct 01, 2019	\$102.00
Nov 17, 2019	Nov 01, 2019	\$102.00
Dec 17, 2019	Dec 01, 2019	\$102.00

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**EDIT** **STOP RECURRING PAYMENT**

## Questions?

Contact us at [cobra@goigoe.com](mailto:cobra@goigoe.com) or via phone at 800-633-8818, option 2.



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