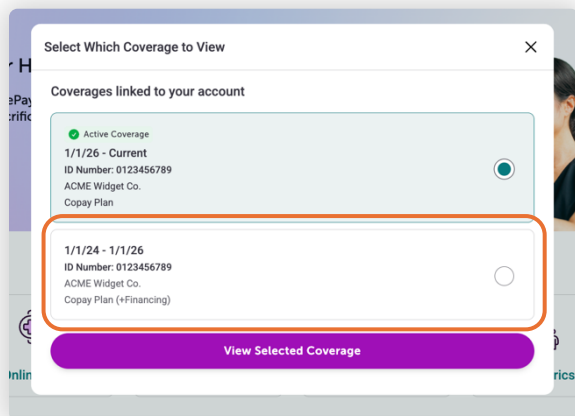
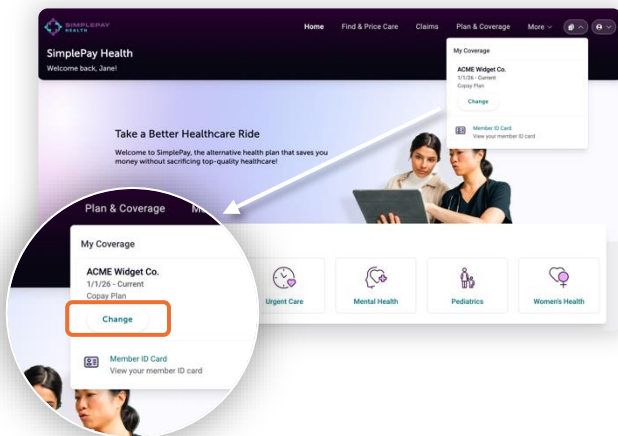


How to access your past financing plan information

If you are a renewing member currently on a plan that does not include the financing option but were on a plan that included the financing option in a prior year, you can still access your past financing plan information through the member portal.

1 Login and open the My Coverage menu

You can find the My Coverage menu at the top of the screen. You'll see your current plan coverage information listed. Below this, you will see a button that says 'Change'. Click this button to see the full list of plan coverages linked to your account.

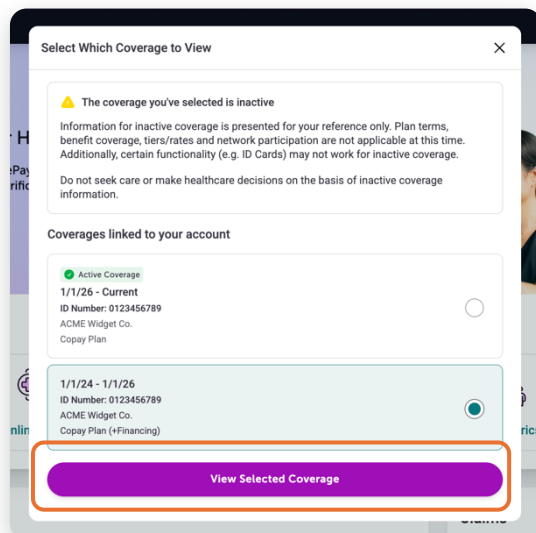


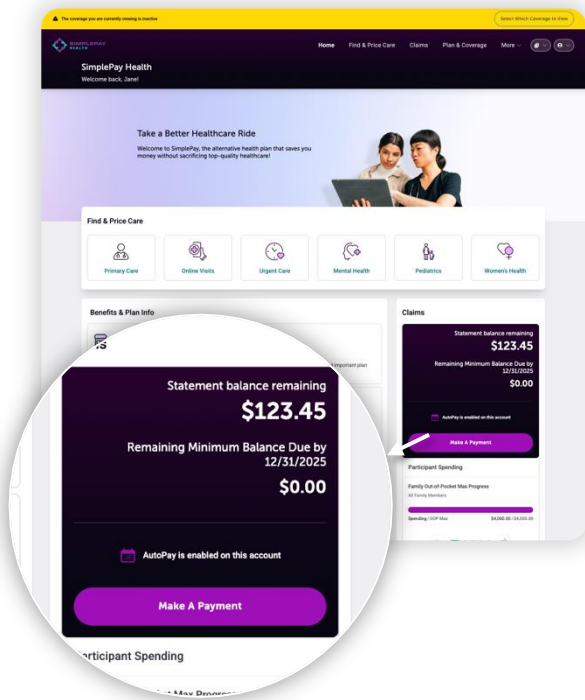
2 View the full list of coverages

A popup will open that includes the full list of plan coverages linked to your account. If you had a past coverage which included the financing option, you will see that coverage in the list.

3 Select the past coverage with financing

Click on the past plan coverage which included the financing option. (You will see a warning that the coverage is inactive. This indicates the benefits are inactive, but you will still be able to access the financing functionality.) Click the 'View Selected Coverage' button.





4 View the past coverage with financing

The portal will switch from displaying current coverage information to displaying your past coverage information—including the financing functionality. (You will see a warning at the top of the screen that the coverage is inactive. This indicates the benefits are inactive, but you will still be able to use the financing functionality.)

You will now see financing information such as your statement balance on the homepage.

5 Go to the Claims page

Click on 'Claims' in the main navigation menu. This will show you your claims activity, balance information and payment information as you saw it when the plan coverage with financing was active.

You can view balance information, access statements, and make payments even after the coverage is no longer active.

- If your account has a balance, you will continue to receive a monthly statement until the balance is paid in full.
- Please note that if your account has a balance, you must still make payments (either via autopay or using one-time payments) until the balance is paid in full.

