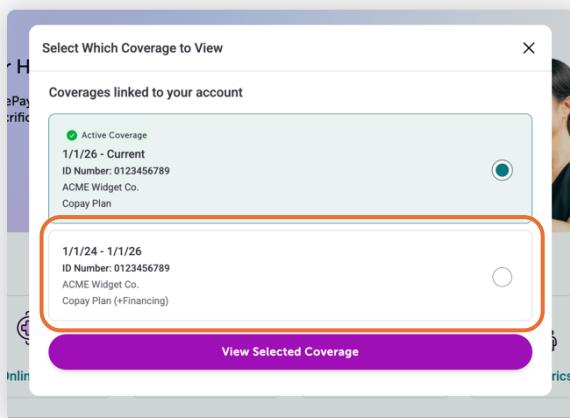
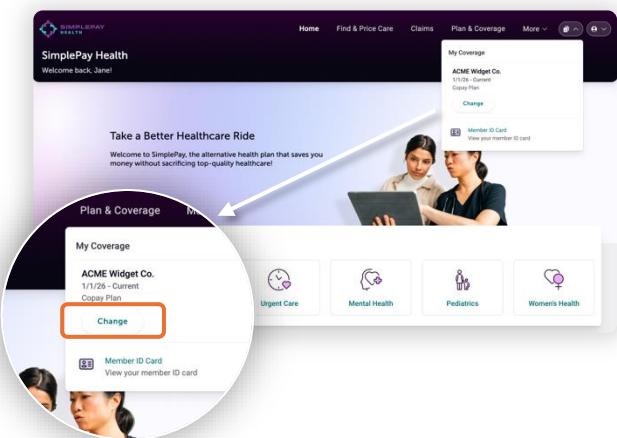


## How to access your past financing plan information

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.

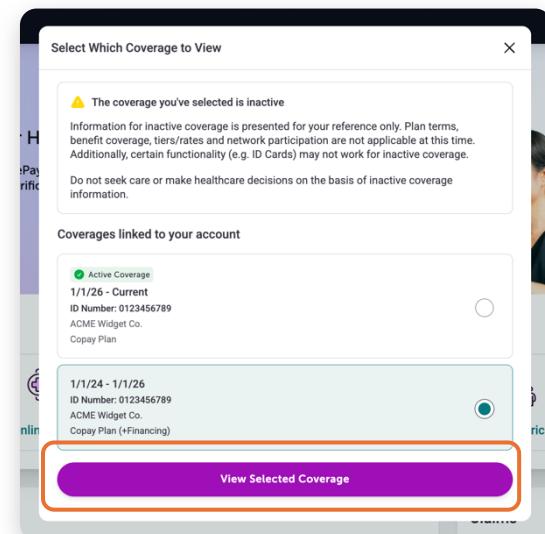
### 1 Login and open the My Coverage menu

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.



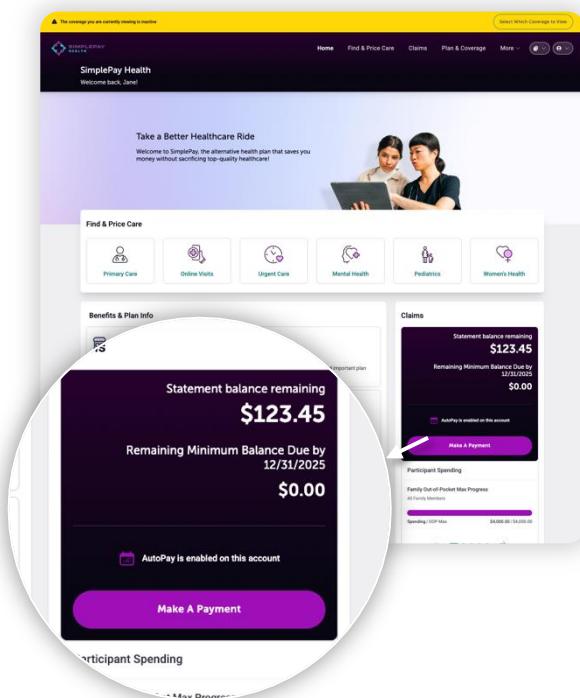
### 2 View the full list of coverages

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.



The coverage you are currently viewing is inactive.

SimplePay Health  
Welcome back, Jane!

Take a Better Healthcare Ride  
Welcome to SimplePay, the alternative health plan that saves you money without sacrificing top-quality healthcare!

Find & Price Care

Primary Care Online Visits Urgent Care Mental Health Pediatrics Women's Health

Benefits & Plan Info

Statement balance remaining  
**\$123.45**  
Remaining Minimum Balance Due by  
12/31/2025  
**\$0.00**

AutoPay is enabled on this account

Make A Payment

Claims

Statement balance remaining  
**\$123.45**  
Remaining Minimum Balance Due by  
12/31/2025  
**\$0.00**

AutoPay is enabled on this account

Make A Payment

Participant Spending

Family Out-of-Pocket Max Progress  
All Family Members

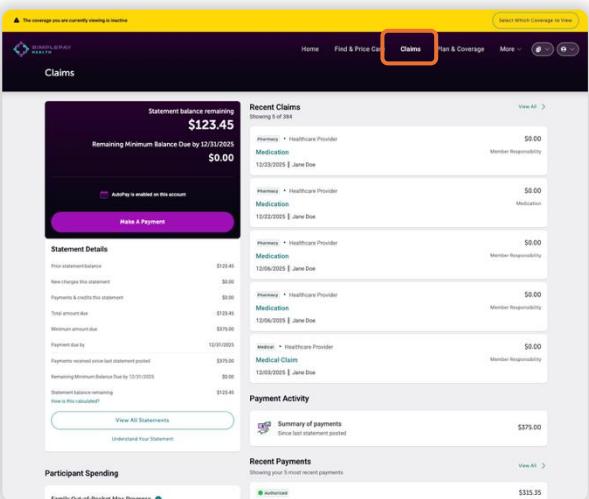
Spending: 0.0% 24,000.00 / 14,000.00

**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.



The coverage you are currently viewing is inactive.

Home Find & Price Care **Claims** Plan & Coverage More

Recent Claims  
Showing 5 of 384

Home	Healthcare Provider	Medication	Member Responsibility
12/23/2025	Jane Doe		

Statement Details

Item	Description	Amount
New statement balance		\$123.45
New charges this statement		\$0.00
Payments & credits this statement		\$0.00
Total amount due		\$123.45
Minimum amount due		\$375.00
Payment due by		12/31/2025
Payments received since last statement posted		\$375.00
Remaining Minimum Balance Due by 12/31/2025		\$0.00
Statement balance remaining AutoPay is disabled		\$123.45

View All Statements  
Understand Your Statement

Participant Spending

Family Out-of-Pocket Max Progress

Recent Payments  
Showing 5 of most recent payments

Home	Medical Claim	Member Responsibility
12/23/2025	Jane Doe	\$375.00

Summary of payments  
Since last statement posted

View All  
\$375.00

Recent Payments  
Showing 5 of most recent payments

Home	Medical Claim	Member Responsibility
12/23/2025	Jane Doe	\$375.00

View All  
\$375.00

**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.