



## QUICK SETUP GUIDE: NEW 2020 Secure Premium Pay Portal

Effective with premium payments due 1/1/20, ATRIO is moving to a new secure online Premium Pay Portal that is compliant with the PCI-DSS, **Payment Card Industry Data Security Standards**.

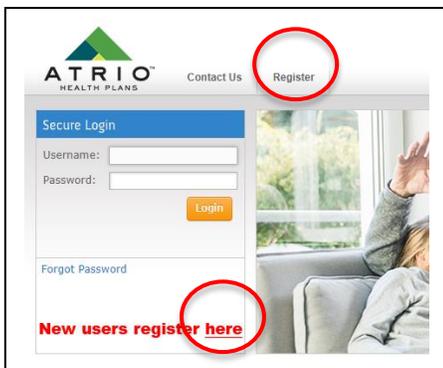
The new secure portal is **password protected**, which requires the member/cardholder have a valid email address in order to establish and maintain a secure password. (NOTE: If spouses share an email address, they just have to be careful not to confuse which confirmation PIN belongs to who.)

If an ATRIO member does not intend to use email, then the options for premium payment for January 1, 2020 and thereafter include the following:

- A. Receive a paper bill and **pay by mail** (ATRIO Health Plans, PO Box 5037, Portland, OR 97208) **or in office** via check or money order; or, **pay by phone** each month by calling ATRIO at 1-877-672-8620.
- B. **Contact their bank** and set up recurring payment through their bank's bill-pay process. The premium pay to address is: ATRIO Health Plans, PO Box 5037, Portland, OR 97208.
- C. Elect to have their premium **automatically withheld from their Social Security** (SSA) or Railroad Retirement Board (RRB) benefit check. (Call ATRIO Customer Service to process at 1-877-672-8620).

### USING THE SECURE PAYMENT PORTAL

**REGISTER** at: <https://atriohp.msspmt.com/Register.aspx>



1. **REGISTER** for the Online Premium Payment Portal. To register You **MUST** have a valid email address for the confirmation process.
  - Enter your First and Last Name from your ID card:
    - Use ALL CAPS and no middle initial.
  - You determine your **Username (not case sensitive)** and **Password (case sensitive, length is at least 10 digits and include one upper and lowercase letters, one number and one special character (!@#%&\*-=+)**. (See our comprehensive online User Guide at: <https://www.atriohp.com/documents/Premium-Pay-Portal-User-Guide.pdf> )

2. You will receive an email with a PIN number. Enter the PIN as the last step of the registration process.
3. Once Registered, you can access the portal through the Secure Login page using the Username and Password you created during the Registration process. ( <https://atriohp.msspmt.com> )
4. You can now set up Recurring Payments by selecting **"My Profile"** at the top right corner, then:
  - At the lower right corner of the screen select **"Manage Payments,"** then
  - Set up your **Payment Method** (debit or credit card, or checking account) and save, then
  - Click on your Payment Method and set it as the **Default** payment method, then
  - Click on the **Scheduled Payments** tab near the top. Scroll down to Recurring Payments and click on the **Pencil (edit) icon** at the right of the "Statements," then
    - select your Payment Method, then
    - enter your monthly Premium amount, then
    - select one of the following as your Payment Term:
      - **"Upon Receipt"** (when we generate the invoice, on or about the 5<sup>th</sup> of the month)
      - **"On Due Date"** (the last day of the month)
      - **"\_\_ Days before Due Date"** (allows you to select up to 15 days prior)
    - Select, "I approve this automatic payment and associated fees" and then select "Update."

**Congratulations!**