



**ATRIO**<sup>TM</sup>  
HEALTH PLANS

# PREMIUM PAY PORTAL

User Guide

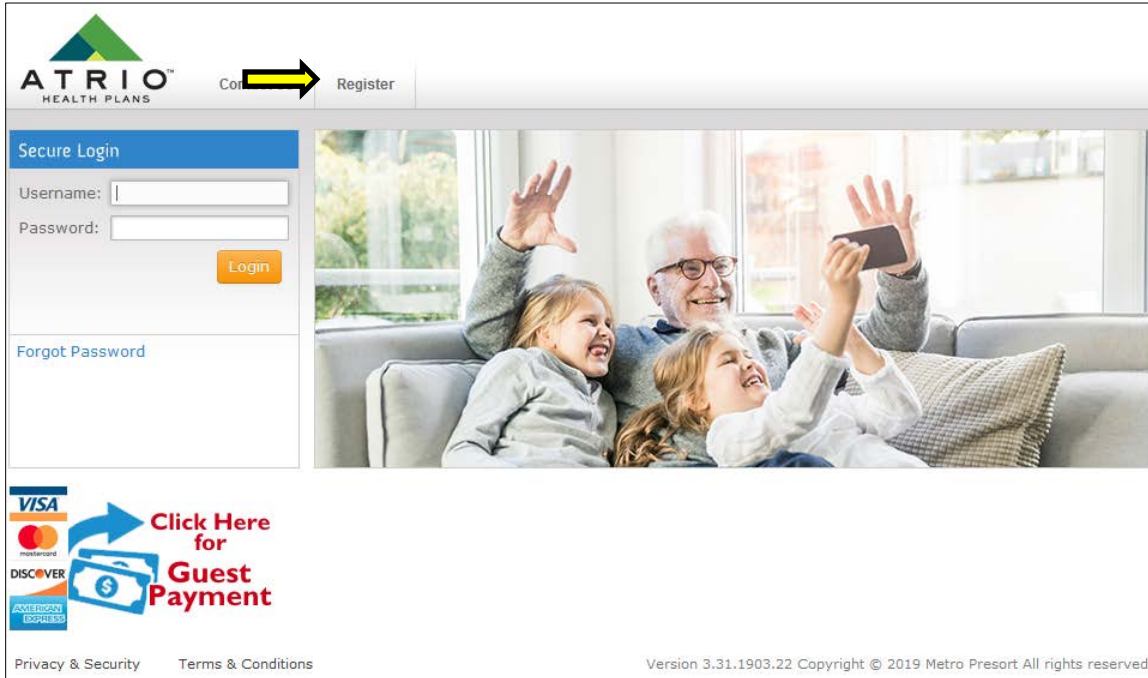
December 2019



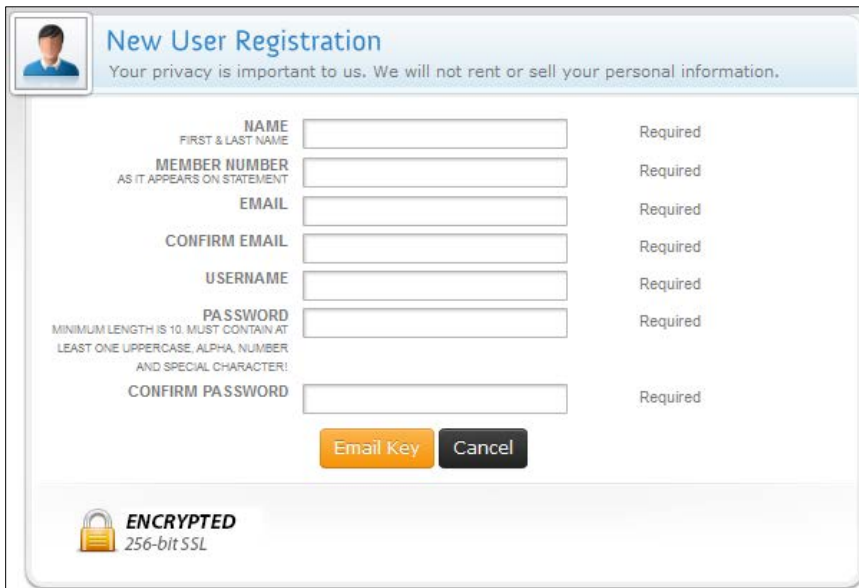
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## Registration




Registration is located at the URL <https://atriohp.msspmt.com/Register.aspx> . This can be navigated to by visiting <https://atriohp.msspmt.com> and clicking the Register link. The registration form itself requires several pieces of information:



**New User Registration**  
Your privacy is important to us. We will not rent or sell your personal information.

NAME FIRST & LAST NAME	<input type="text"/>	Required
MEMBER NUMBER AS IT APPEARS ON STATEMENT	<input type="text"/>	Required
EMAIL	<input type="text"/>	Required
CONFIRM EMAIL	<input type="text"/>	Required
USERNAME	<input type="text"/>	Required
PASSWORD MINIMUM LENGTH IS 10. MUST CONTAIN AT LEAST ONE UPPERCASE, ALPHA, NUMBER AND SPECIAL CHARACTER!	<input type="text"/>	Required
CONFIRM PASSWORD	<input type="text"/>	Required

 **ENCRYPTED**  
256-bit SSL



- NAME
  - This is the member's first and last name. This is case-sensitive and must match a premium statement or ID Card. On their statement this would be their name as it is listed in the mailing address.
- MEMBER NUMBER
  - This is the member number and is also case-sensitive and must match a premium statement or ID Card.
- EMAIL
  - This is the member's email which they would like to use for their account to receive email notifications.
- USERNAME
  - This is the name which the member will use to login to the web portal. It is case-sensitive.
- PASSWORD
  - This is the password that the member will use to login to the web portal. It is case-sensitive and must adhere to the listed compliance requirements: Minimum length is 10. Must contain at least one uppercase letter (A-Z), one lowercase letter (a-z), one number (0-9) and one special character (!@#%\$^&\*-=+)

Once the registration form has been successfully filled in, the "Email Key" button can be pressed. This will email a registration key to confirm their ownership of the email address provided.


## Registration PIN

You're nearly there! Please enter the pin number below to complete your registration.

54798

- Atrio Health Plan Staff

This key can then be entered into the next stage of the registration process:




### New User Registration

Your privacy is important to us. We will not rent or sell your personal information.

KEY  Required

Please check your email for the key, it should be sent to you shortly.

[Save](#) [Cancel](#)

 **ENCRYPTED**  
256-bit SSL

Providing the correct key here will complete the registration process. If they closed the window early or never received the email then they will need to re-start the registration process.



[Contact Us](#) [Register](#)

### Thanks for Registering!

You may log in using the username you provided on the registration form.

[Home](#)

[Privacy & Security](#) [Terms & Conditions](#) Version 3.31.1903.22 Copyright © 2019 Metro Presort All rights reserved.



## Online Payments

Once a member has registered and signed in they have the capability to make payments. When first signed in, they will see their document dashboard. This gives them the ability to view a web preview of their premium statement by drilling down using the document icon in the leftmost column.

**ATRIO**  
HEALTH PLANS

Metro Test User  
My Profile | Sign Out

User Main [View Payment History](#)

Look For:  Which:

And (Optional):  Which:

Show Zero Balance

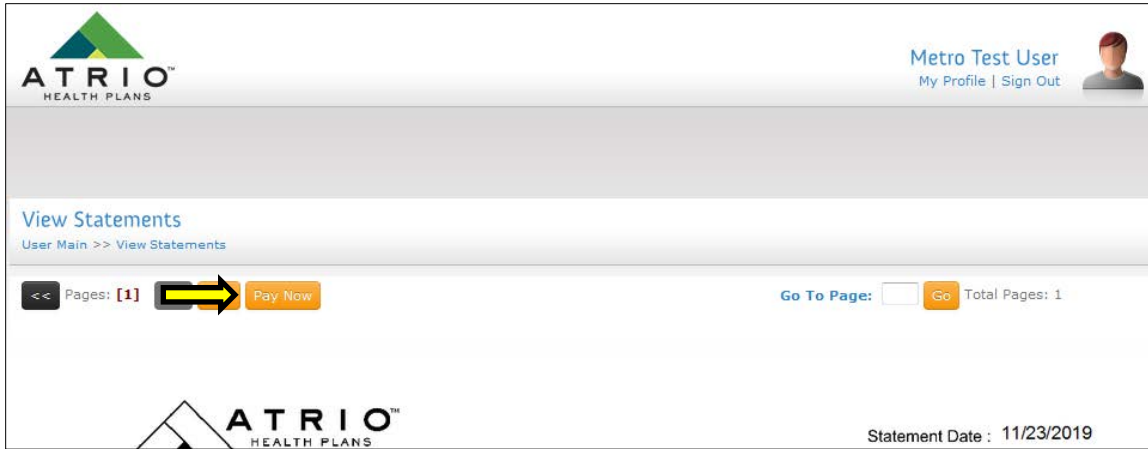
Filter Results:

Account #	Name	Date	Balance	Balance Due	Pay
MAA12345678	Merv Medicare	11/20/2019	15.00	15.00	<input type="checkbox"/>

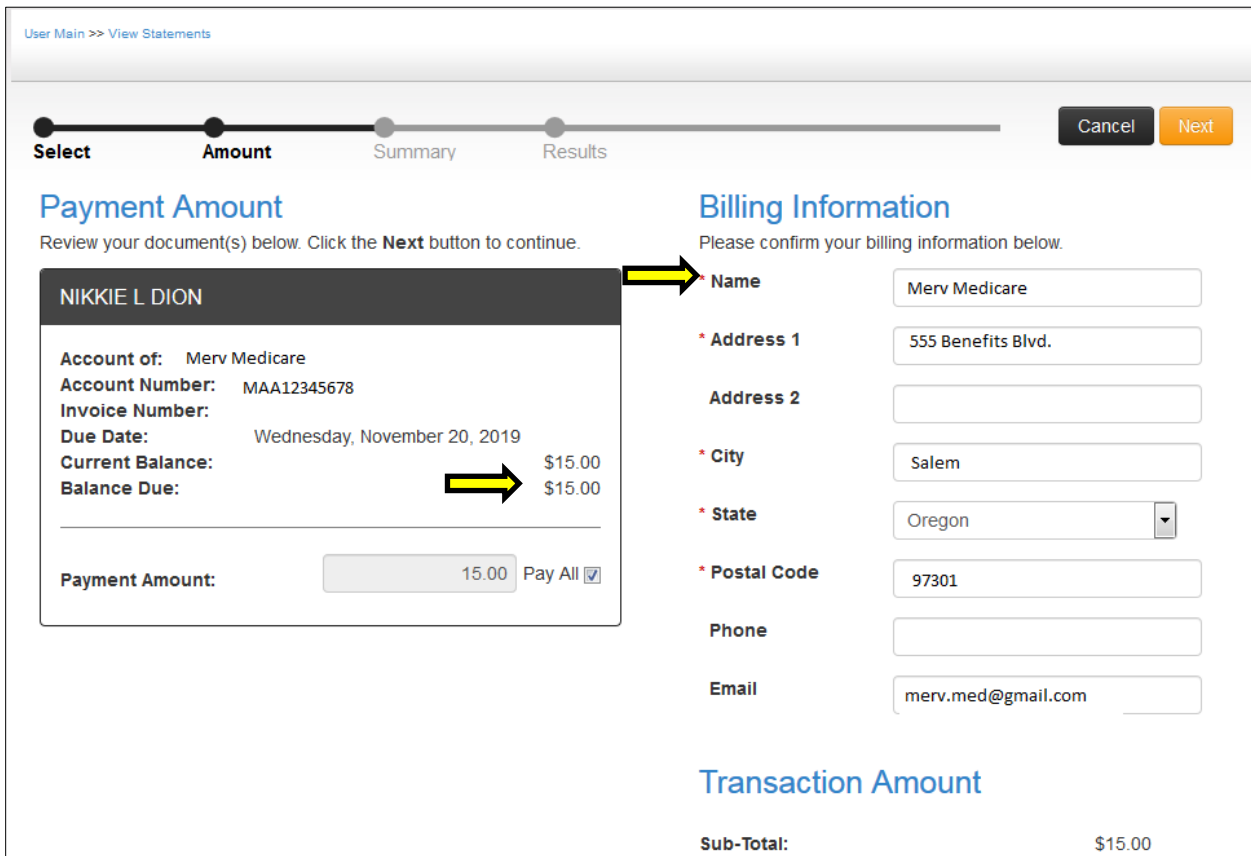
<< < 1 of 1 > >>

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They can also select 1 or more premium statements to pay at a time using the check boxes and “Pay Now” button on the left. If they choose to drill down into the document preview then they can pay that specific premium statement by clicking the “Pay Now” button at the top.



Regardless of the method used the next screen will be for the input of their up-to-date billing information. Here the member can keep the default of paying all of their balance or part of it using the option on the left. They also must fill in their billing information, which must match the information on file for the payment method they plan to use.





The next screen allows for the input of the payment method to be used in conjunction with this billing information. The left is a summary of previously entered information, and the right allows to pay now or to schedule a payment for a future date. You can also select your method of payment. Saved payment methods will be listed here as well. Selecting "Credit Card" will open a popup which allows for the input of their card information. Selecting "Checking" will expand the menu to allow the input of their bank information.

User Main >> View Statements

Progress: Select — Amount — Summary — Results

Cancel Previous

### Summary Review

Below is a summary of the payment you are about to make.

**Payment Amount**  
**\$15.00**

Documents			
Account	Invoice	Description	Amount
MAA12345678	Merv Medicare	Fees / Discounts	\$15.00
		Payment Amount	\$0.00
		Credit Amount Applied	(\$15.00)
		Balance Remaining	\$0.00

**Payment Date**

Pay Now  
 Future Payment

**Payment Method**

Checking (Ending with xx3456)  
 Credit Card  
 Checking

Billing Information	
<b>Name:</b>	Merv Medicare
<b>Address:</b>	555 Benefits BLVD. Salem, OR 97301
<b>Phone:</b>	
<b>Email:</b>	merv.med@gmail.com

Regardless of the payment method the member will be given the option to save their payment information for later use as well as required to accept terms & conditions and confirm their payment to process.

### Payment Confirmation

Save Payment Information

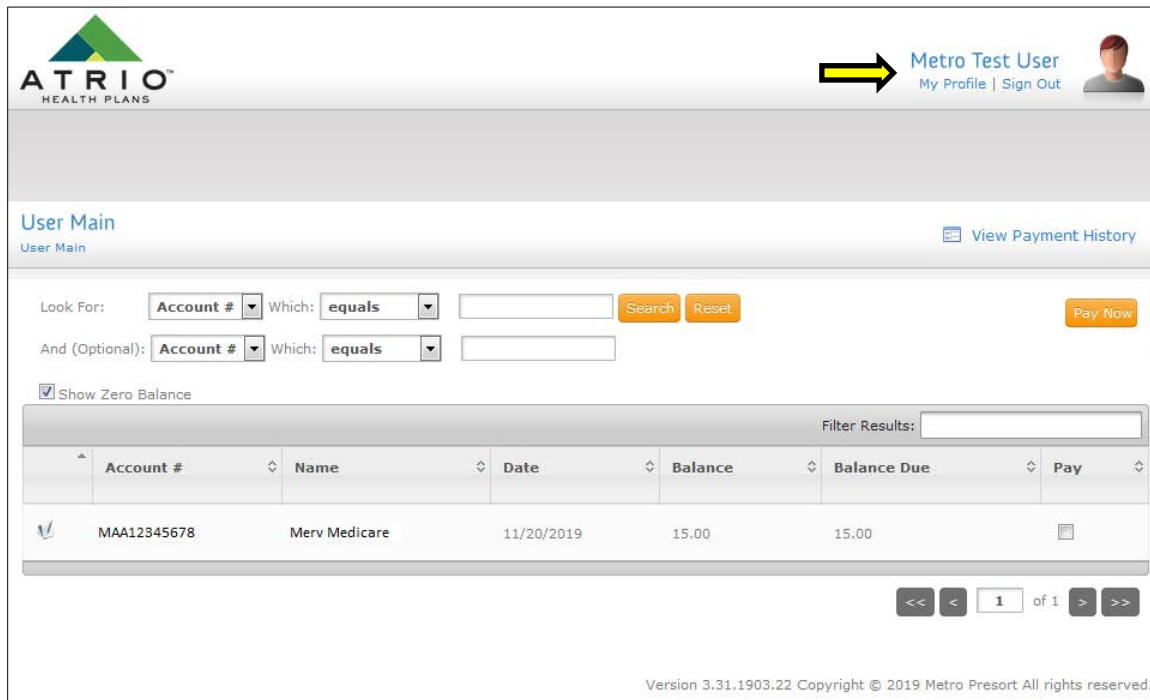
Accept Terms and Conditions

**Confirm Payment Information**



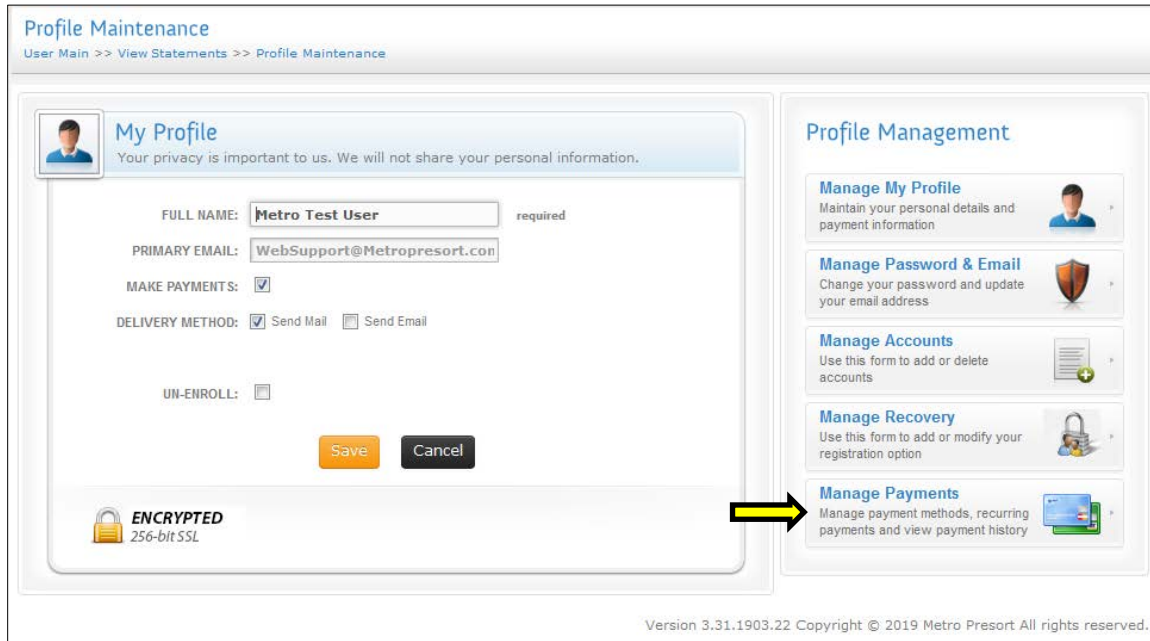
## Recurring Payments

Once a member has registered and signed in they have the capability to schedule recurring payments. When first signed in they will see their document dashboard. From here they must select “My Profile” in the top-right. This will bring them to their Profile Management.



The screenshot shows the ATRIO Health Plans user interface. At the top left is the ATRIO logo. At the top right, a yellow arrow points to the user profile 'Metro Test User' with links for 'My Profile' and 'Sign Out'. Below the header is the 'User Main' section with a 'View Payment History' link. The main content area contains search filters for 'Look For' and 'And (Optional)', both set to 'Account #' with a 'Which:' dropdown set to 'equals'. There are 'Search', 'Reset', and 'Pay Now' buttons. A 'Show Zero Balance' checkbox is checked. Below the filters is a table with columns: Account #, Name, Date, Balance, Balance Due, and Pay. The table contains one entry for account MAA12345678, Merv Medicare, dated 11/20/2019, with a balance of 15.00 and a balance due of 15.00. At the bottom right of the table area are navigation buttons: '<<', '<', '1', 'of 1', '>', '>>'. At the very bottom of the page is the text: 'Version 3.31.1903.22 Copyright © 2019 Metro Presort All rights reserved.'

From this screen they must select the “Manage Payments” option on the right.



This will bring them to the Manage Payment Information screen. The Payment Information page consists of three tabs and establishing a recurring payment will utilize the first two:



## Payment Methods

This screen allows the member to save new payment methods or edit existing payment methods. The dropdown allows the member to select an existing method or a payment type for the new method. From there billing information is entered into the fields on the right. Any payment information entered in this way is stored in an encrypted database for use in future payments, or automatic payments.

### Manage Payment Information

User Main >> Profile Maintenance >> Manage Payment Information

Payment Methods | Scheduled Payments | Payment Reports

## Payment Methods

You can use this form to save payment methods you want to use in the future. This will prevent you from having to re-enter information again when making a payment. Saved payment methods are also used when making automatic payments.

Payment accounts can only be added or deleted. Changes in information on the accounts such as date or CCV codes result in getting a new account on the database. If the expiration date needs to be changed, please delete the account and then add it back with the new date.

### Set Up Your Payment Methods

**Payment Method**

Please Select...

### Billing Information

**Name on Account**

Enter Name on Account

**Address 1**

Enter Address Line 1

**Address 2**

Enter Address Line 2 (Optional)

**City**

Enter City

**State / Province**

**Postal Code**

Enter Postal Code

**Phone**


Enter Phone Number (Optional)

**Email Address**

Enter Email Address (Optional)

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## Scheduled Payments

This screen will allow the member to schedule payments automatically. In order for this to work the member will need to have a payment method saved first. After that they can select any of the rows in Recurring Payments by clicking the edit  icon in the far left column. There will be one row for each account number attached to the user's account. If they would like to automatically pay multiple accounts they will need to set it up for each one individually. In almost all cases there will only be a single row here.

**Manage Payment Information**  
User Main >> Profile Maintenance >> Manage Payment Information

Payment Methods | **Scheduled Payments** | Payment Reports

### Scheduled Payments







**Future Payments (0)**

Future payments are scheduled for payment at a later date. Use the payment form to select a date to pay a document in the future.

There are no future payments pending.

**Recurring Payments (0)**

Recurring payments can be scheduled here to be paid automatically using parameters such as payment method, payment date and maximum amount to pay.

	Account Type	Account No.	Pay Method	Term	Max Amount	
	Statements	MAA12345678				
	Statements	MAA12345678				
	Statements	MAA12345678				

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Once a row is selected the member must configure the options:

- Payment Method
  - This can be any pre-existing payment method that has already been setup.
- Maximum Amount
  - This is the maximum amount that can be made as an automatic payment. If the amount due on the statement exceeds this maximum amount, the automatic payment will not occur and the member will be notified.
- Payment Term
  - This can either be:
    - Upon Receipt
      - This will make the automatic payment as soon as the document becomes available online. This will typically be the same day the file was uploaded or approved.



- \_\_\_ Days Before Due Date
    - This will make the automatic payment a number of days before the Due Date on the document defined by the next option
  - On Due Date
    - This will make the automatic payment on the Due Date on the document
- Days Before Due Date
  - This is the number of days before the Due Date to make an automatic payment used by the previous option. There is a maximum of 15 days prior.
- Notify Before Charge
  - This will send a simple notification email shortly before the recurring payment is made.
- Automatically Apply Credit
  - This option will apply any existing credits that are available if credits are enabled for the payment system. ATRIO already applies any credits towards premium statements.
- I approve this automatic payment and associated fees
  - This option indicates that the user approves of the automated payment being defined and understands any associated fees.

You are scheduling a recurring payment. This will result in an automatic payment transaction occurring each month. You will not be notified prior to the transaction but will receive a receipt afterwards. To acknowledge that you understand and agree to this recurring payment, please check the checkbox below.

**Payment Method:**

**Fee:** \$0.00

**Maximum Amount:**

**Payment Term:**

**Days Before Due Date:**

**Notify Before Charge**

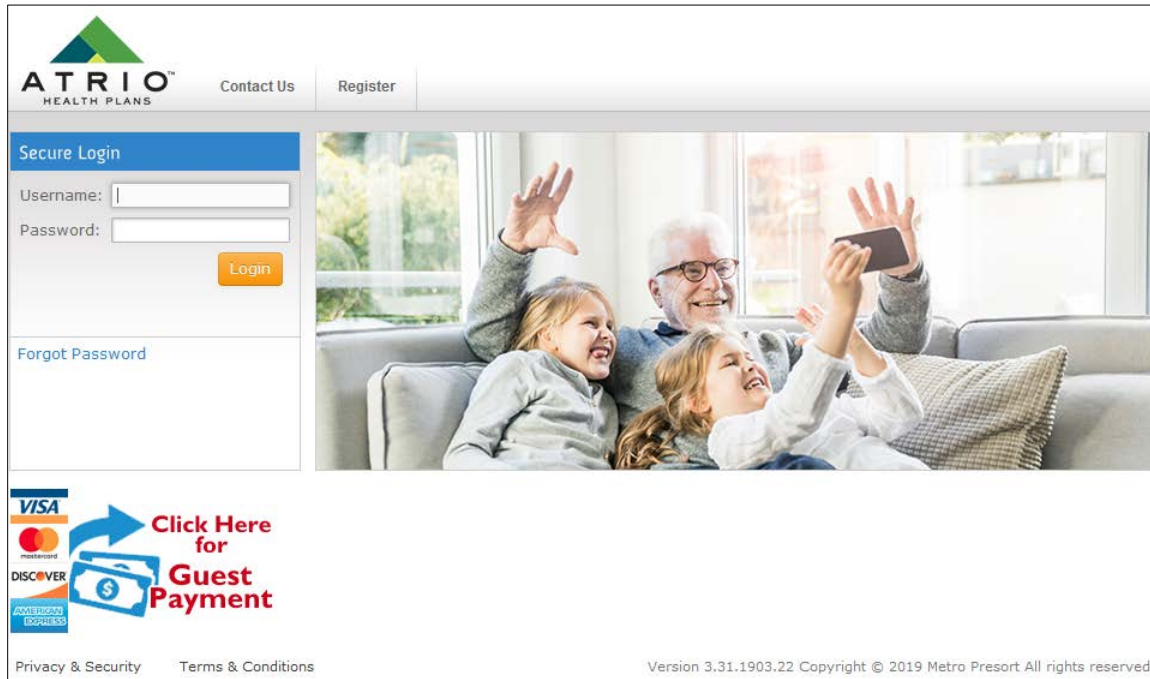
**Automatically Apply Credits**

**I approve this automatic payment and associated fees**

Please note that Recurring Payments **do not take effect** until the next file uploaded **after** the recurring payment is established. If the member has a current document requiring payment this will not apply to said document. Only to future documents.

## Guest Payments

Guest Payments allow a payment to be processed without the creation of an account. This is also how Customer Service will make over the phone payments. The Guest Payment form can be accessed from the home page.




Secure Login

Username:

Password:

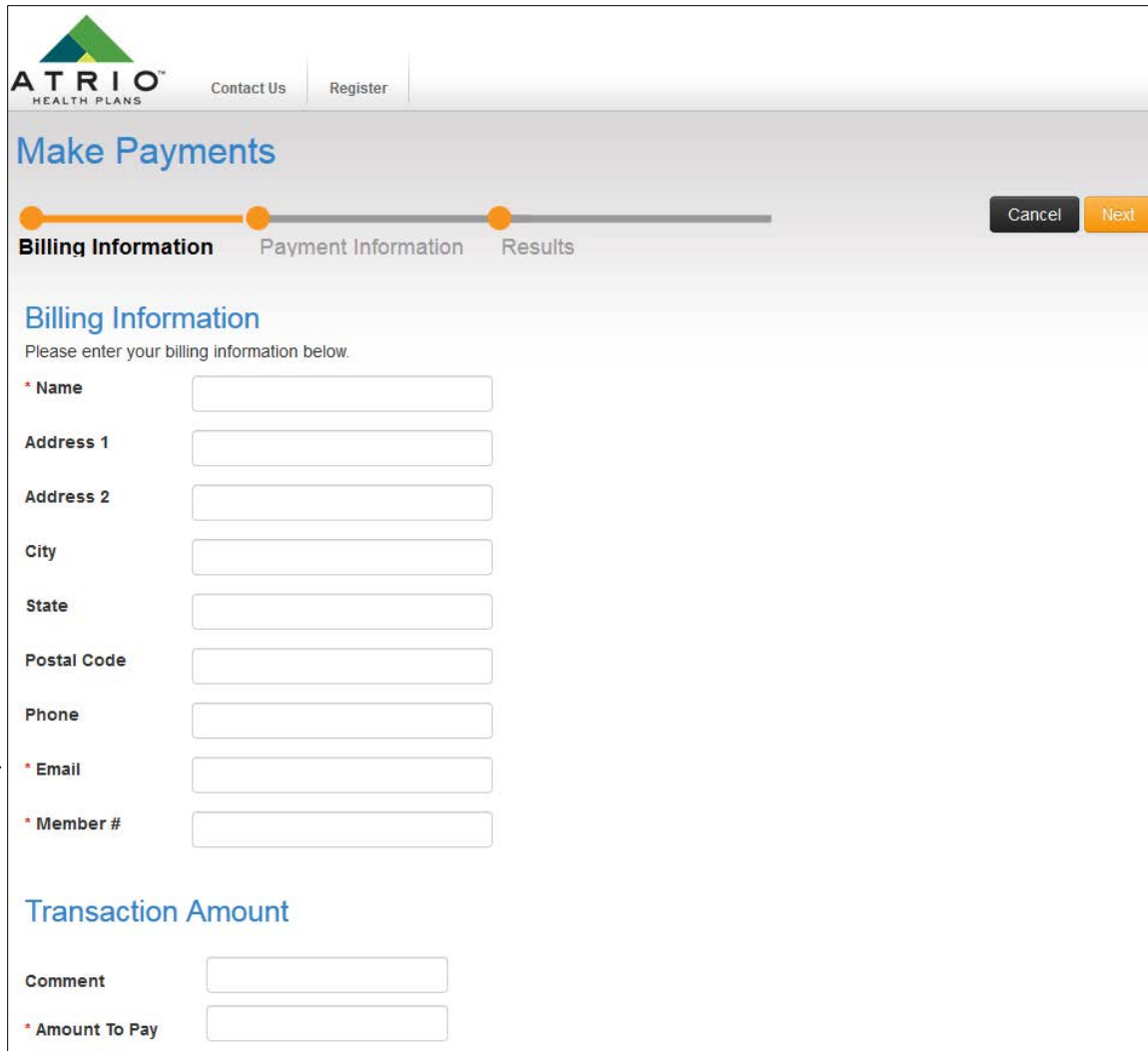
Login

[Forgot Password](#)

 **Click Here for Guest Payment**

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From here the Guest Payments form has a number of required and optional fields:



**Make Payments**

Cancel Next

**Billing Information** Payment Information Results

**Billing Information**

Please enter your billing information below.

\* Name

Address 1

Address 2

City

State

Postal Code

Phone

\* Email

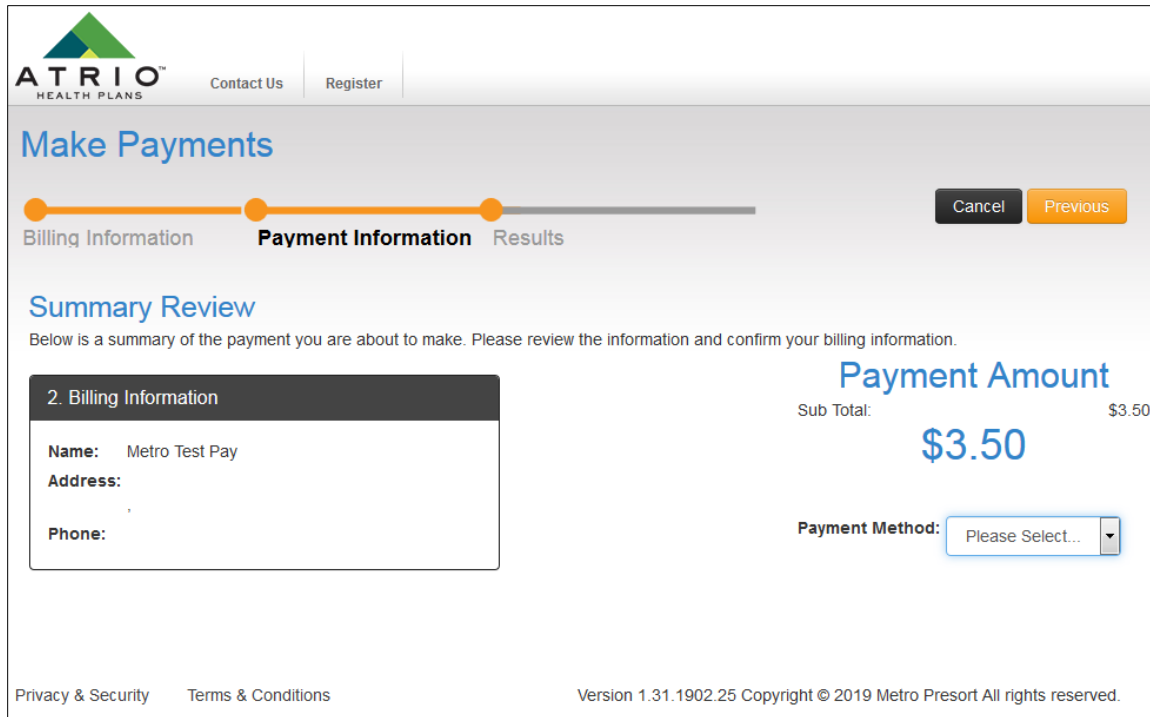
\* Member #

**Transaction Amount**

Comment

\* Amount To Pay

The Name, Email, and Amount fields are required. The Member # field is validated and must contain a valid Member # that exists in data which our billing system has **already** received. While the rest of the fields are not required by our system they still must match the billing information related to the payment option to be selected later.



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## Make Payments

Billing Information    **Payment Information**    Results

**Summary Review**

Below is a summary of the payment you are about to make. Please review the information and confirm your billing information.

<b>2. Billing Information</b>	<b>Payment Amount</b>
<b>Name:</b> Metro Test Pay	Sub Total: \$3.50
<b>Address:</b>	<b>\$3.50</b>
<b>Phone:</b>	<b>Payment Method:</b> Please Select...

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At the next screen the billing method can be selected very similarly to in Online Payments. Selecting “Credit Card” will open a popup which allows for the input of their card information. Selecting “Checking” will expand the menu to allow the input of their bank information. After inputting payment information the Pay Now button completes the payment.



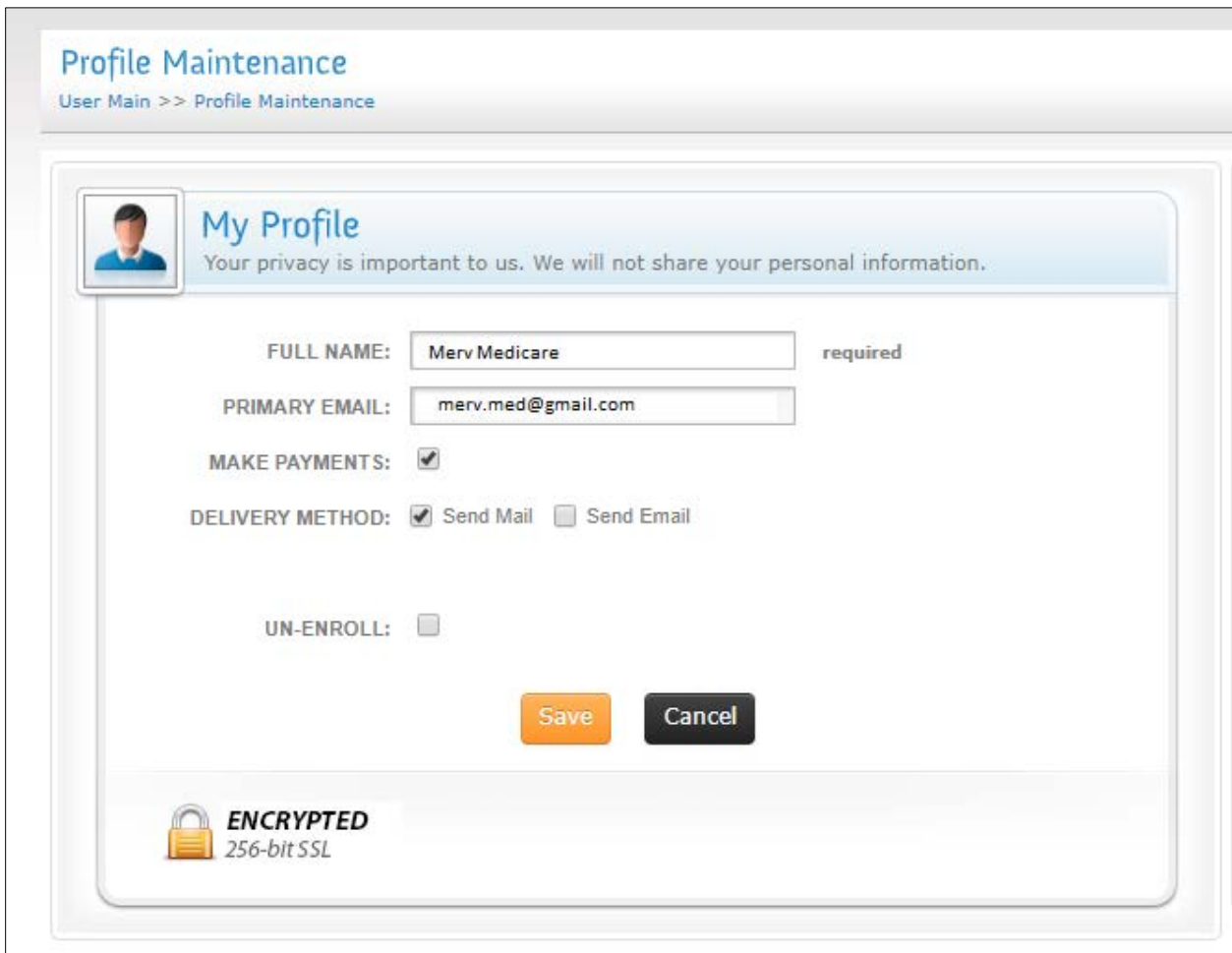
## How To Select Paperless Billing

Once logged in, the member can select My Profile in the top right corner.



Under My Profile, the member can select which statement delivery option they would prefer:

- Send Mail (Paper statement with postage paid envelope)
- Send Email (Paperless statement with email notification)



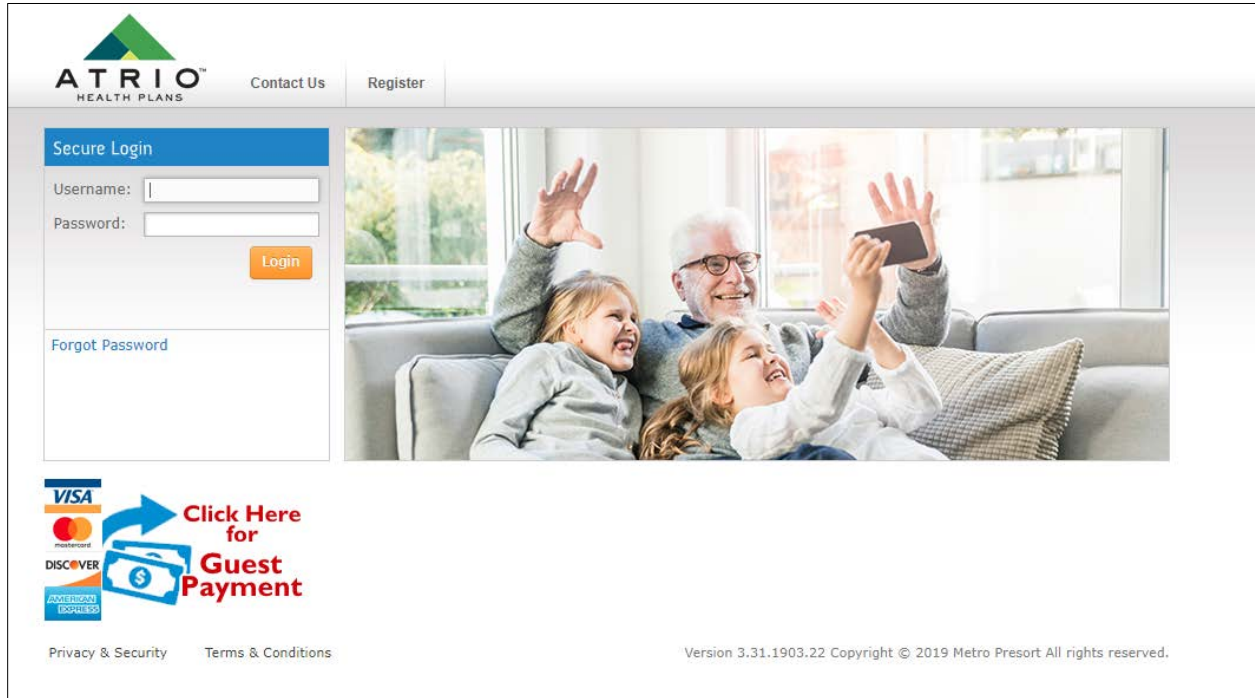
The screenshot displays the "My Profile" maintenance form. At the top, it says "Profile Maintenance" and "User Main >> Profile Maintenance". Below this is a header for "My Profile" with a privacy notice: "Your privacy is important to us. We will not share your personal information." The form contains the following fields and options:

- FULL NAME:** Text input field containing "Merv Medicare" with a "required" label.
- PRIMARY EMAIL:** Text input field containing "merv.med@gmail.com".
- MAKE PAYMENTS:** A checked checkbox.
- DELIVERY METHOD:** Radio buttons for "Send Mail" (checked) and "Send Email" (unchecked).
- UN-ENROLL:** An unchecked checkbox.

At the bottom of the form are "Save" and "Cancel" buttons. A security notice at the bottom left shows a padlock icon and the text "ENCRYPTED 256-bit SSL".

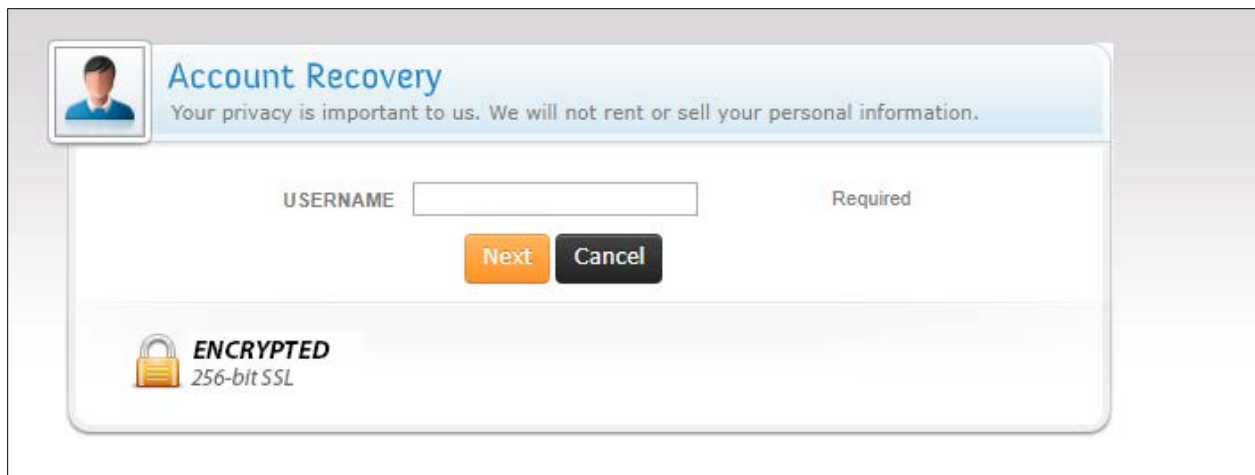
## Forgot Password?

From the main log in page, select Forgot Password.



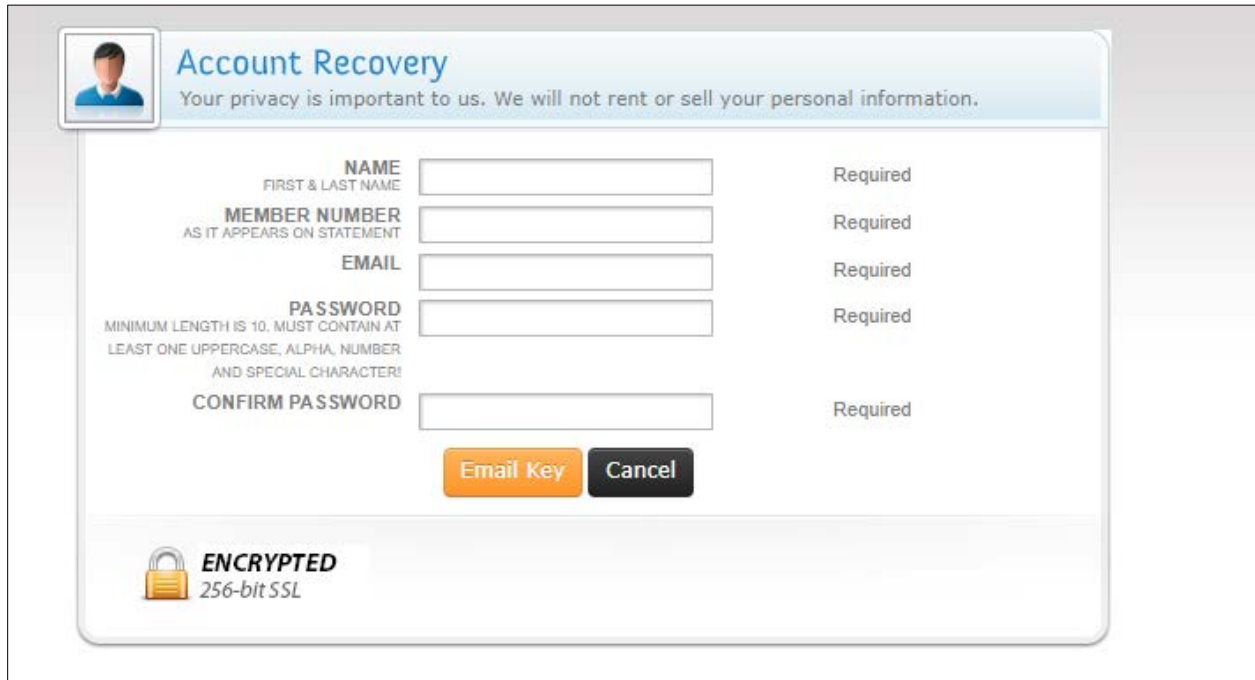
The screenshot shows the ATRIO Health Plans website's login interface. At the top left is the ATRIO logo. To its right are links for "Contact Us" and "Register". Below the logo is a "Secure Login" section with input fields for "Username:" and "Password:", and an orange "Login" button. A link for "Forgot Password" is located below the password field. To the right of the login form is a large photograph of an elderly man and two children sitting on a couch, smiling and waving. Below the login form, there are logos for VISA, Mastercard, DISCOVER, and AMERICAN EXPRESS, with a blue arrow pointing to the text "Click Here for Guest Payment". At the bottom left, there are links for "Privacy & Security" and "Terms & Conditions". At the bottom right, the text reads "Version 3.31.1903.22 Copyright © 2019 Metro Presort All rights reserved."

Enter your username.



The screenshot shows the "Account Recovery" form. At the top left is a small profile picture of a man. To its right, the title "Account Recovery" is displayed in blue, followed by the text "Your privacy is important to us. We will not rent or sell your personal information." Below this is a form with a label "USERNAME" and an input field. To the right of the input field is the text "Required". Below the input field are two buttons: an orange "Next" button and a black "Cancel" button. At the bottom left of the form, there is a padlock icon and the text "ENCRYPTED 256-bit SSL".

Complete new registration:



The screenshot shows a web form titled "Account Recovery" with a privacy notice: "Your privacy is important to us. We will not rent or sell your personal information." The form contains the following fields and requirements:

Field Label	Input Type	Requirement
NAME <small>FIRST &amp; LAST NAME</small>	Text box	Required
MEMBER NUMBER <small>AS IT APPEARS ON STATEMENT</small>	Text box	Required
EMAIL	Text box	Required
PASSWORD <small>MINIMUM LENGTH IS 10, MUST CONTAIN AT LEAST ONE UPPERCASE, ALPHA, NUMBER AND SPECIAL CHARACTER!</small>	Text box	Required
CONFIRM PASSWORD	Text box	Required

At the bottom of the form are two buttons: "Email Key" (orange) and "Cancel" (black). Below the form is a security icon (lock) and the text "ENCRYPTED 256-bit SSL".

- Enter NAME
  - This is the member’s first and last name. This is case-sensitive and must match one of their printed statements. On their statement this would be their name as it is listed in the mailing address.
- MEMBER NUMBER
  - This is their member number and is also case-sensitive and must match one of their printed statements.
- EMAIL
  - This is the member’s email which they would like to use for their account to receive email notifications.
- USERNAME
  - This is the name which the member will use to login to the web portal. It is case-sensitive.
- PASSWORD
  - This is the password that the member will use to login to the web portal. It is case-sensitive and must adhere to the listed compliance requirements: Minimum length is 10. Must contain at least one uppercase letter (A-Z), one lowercase letter (a-z), one number (0-9) and one special character (!@#\$\$%^&\*-=+)

Once the registration form has been successfully filled in the “Email Key” button can be pressed. This will email a registration key to confirm their ownership of the email address provided.

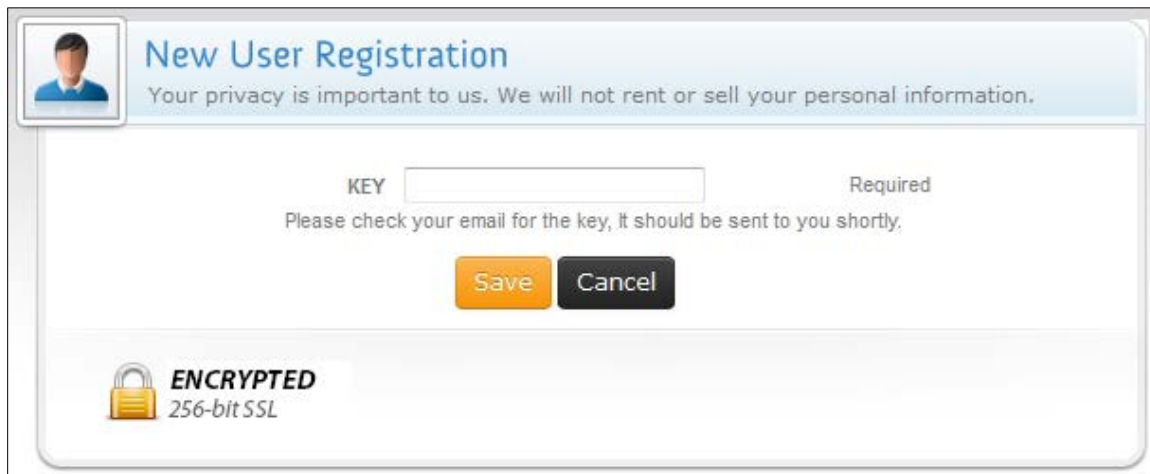
## Registration PIN


You're nearly there! Please enter the pin number below to complete your registration.

54798


- Atrio Health Plan Staff

This key can then be entered into the next stage of the registration process:





 **New User Registration**  
Your privacy is important to us. We will not rent or sell your personal information.

KEY  Required  
Please check your email for the key, it should be sent to you shortly.

 **ENCRYPTED**  
256-bit SSL

Providing the correct key here will complete the registration process. If they closed the window early or never received the email then they will need to re-start the registration process.



 [Contact Us](#) [Register](#)

**Thanks for Registering!**

You may log in using the username you provided on the registration form.

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