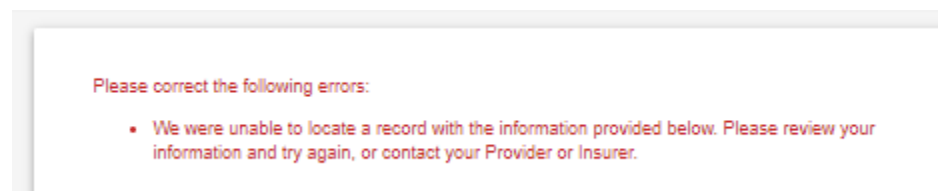


The VHP Landing Page allows the members to seamlessly login to their account sign up/login to an InstaMed account.

The screenshot shows the InstaMed website header with the logo and 'Log In or Sign Up' link. Below the header is the Valley Health Plan (VHP) information, including the address: 2480 N First St #160, San Jose, CA 95131. The main content area features a 'Make a Payment' form with the following fields and a 'NEXT' button:

- Email
- Premium Billing Account ID (with a note: Refer to your invoice for your Premium Billing Account ID.)
- Subscriber Last Name
- Subscriber Zip Code
- NEXT

- Every new visitor is prompted to create an account to better manage their premium payments, view their payment history, and save or update their payment methods. From the landing page, the subscriber's will add their email, Premium Billing Account ID, Subscriber Last Name, and Subscriber Zip Code and click next to find your record.
  - If the system cannot find their record, they will see the following message:



- Once the information entered matches information in the system, the subscriber will see an Account Summary Page with an overview of their balance where they will be prompted to click "Pay Now."
- Once the subscriber clicks **Pay Now**, the subscriber will be prompted to create an InstaMed User Account, login into their existing InstaMed User Account, or Continue as Guest:



## Sign up

Create an account to continue.

First Name

First Name is required

Last Name

Last Name is required

Email

Email is required

Password

Password is required

Password must:

× Contain at least 8 characters

Contain at least 3 of the following 4 characters:

× 1 lowercase letter

× 1 uppercase letter

× 1 number

× 1 special character

Confirm Password

Confirm Password is required

SIGN UP

[← Back](#)

Already have an account? [Log in](#)

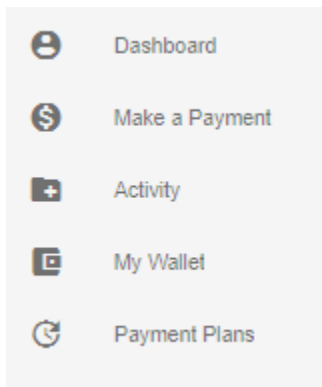
[Continue as Guest](#)

- Once the subscriber creates their InstaMed User Account, log ins to their InstaMed User Account, or clicks Continue as Guest, the subscriber will be prompted to make a payment and to enroll in automatic payments (if applicable. Automatic Payments are not available through guest pay).
  - In Payment Information the member has the option to click Balance and pay the full amount or click Other Amount and enter a partial payment amount.
  - After determining a payment amount the member will enter their payment information by clicking the Credit/Debit Card or Bank Account tab.
  - When entering Credit/Debit Card information you must enter the following:

- Name on Card
  - Card Number
  - Exp Date
  - CVV
  - Country
  - Zip
- When entering a Bank Account, you must enter the following:
  - Name on Account
  - Account Type
  - Routing Number
  - Account Number
  - State
- If logged into the subscriber's InstaMed User Account, the subscriber will be able to save their payment method to their digital wallet and to enroll in automatic payments.
- The subscriber will click Next to Review and Confirm their payment and automatic payment enrollment (if applicable).
- To review their account, the subscriber can click "Explore My Account."

### Payer Home

- Once the subscriber clicks "Explore My Account," they will be able to review the following tabs on the left side of their page:



- The **Dashboard** tab will take the member to the individual subscriber's dashboard.
- Click **Make a Payment** tab to submit a payment.
- Click **Activity** to view a history of payment history for your account.
- Click **My Wallet** to enter a new payment method or to edit existing payment methods.
- Click the **Payment Plans** button to manage automatic payments.

- A subscriber can add another premium billing accounts to their user account by clicking **Add Account** in the middle of their home page.

