

Online Payment Instructions

Online Payment System Changes

We're upgrading our Online Payment System to provide a more convenient and easier way for you to pay your invoice. These changes will take place in January, and will affect how you pay your invoices online beginning January 22, 2019. Please contact our office at 888-927-7526 if you have questions.

Register for the new Online Payment System.

1. Employers can access the system through the CPS employer portal. Individuals can visit our website, ConcordiaPlans.org, and click on the [Pay a Bill](#) link to access the online payment system. Once on the new site, choose [Enroll Now](#) to create an account.

Note: If you wish to make a one-time payment as a Guest, choose [Click here to make a guest payment](#).

2. Take a few moments to review the terms and conditions of the Online Program, and click [I Agree](#) to continue.

3. To register as a new user, enter your Account Number, ZIP code and PIN. These identifiers are located on your CPS monthly invoice. Be sure to click [I'm not a robot](#) to continue.

4. Create a log in, and create and confirm a password. You will also need to select a security question. When you are finished click **Continue**.

Password Hint: Both the security question answer and password are case sensitive. The password cannot be the same number of letters as the Login ID, and must be between 8 and 32 characters. Passwords must contain: an uppercase letter, a number and a special character from !@#\$\$%^.,/?+ = - _ | ; ' ()

The screenshot shows the 'Online Bill Pay Service - Setup Login Credentials' form. It includes fields for 'Login ID*', 'Password*', 'Confirm Password*', 'Security Question*' (with a dropdown menu), and 'Answer*'. A note states: 'Login ID must be 8 to 12 letters and/or numbers (the underscore to represent space)'. There are 'Cancel' and 'Continue' buttons at the bottom.

5. Enter and verify your email address.

Once your registration is complete, you will receive a confirmation email.

The screenshot shows the 'Paperless Billing and Email Verification' form. It includes fields for 'Email Address*' and 'Confirm Email Address*'. A note says: 'Please provide your email address to enroll for Paperless Billing, so we can notify you when new statements are ready and also send you other notifications about activity on your account.' There are 'Cancel' and 'Submit' buttons at the bottom.

Add Funding Source Account

Before you can make a payment, you must add your financial institution's information. You will find the routing and account numbers you need at the bottom of your checks.

Once you have entered everything, you will be asked to verify the information. When all the steps are completed, you will receive a confirmation email.

The screenshot shows the 'Add Funding Source Account' form. It features a 'Memo' field with a check image, and fields for 'Routing Number' and 'Account Number'. Below is the 'Bank Account Details' section with fields for 'Personal Account Nickname*', 'Name on the Account*', 'Account Type*' (dropdown), 'Routing Number*', 'Confirm Routing Number*', 'Account Number*', and 'Confirm Account Number*'. There are 'Cancel' and 'Continue' buttons at the bottom.

Making a Payment

To set up a payment, select **Schedule a Payment**. You have the option to make a payment on a specific date or create a recurring payment. Recurring payments can be made on a monthly or weekly basis.

For your convenience you may choose to pay your current balance or enter another dollar amount.

Once you have clicked **Continue**, you will be asked to verify your payment details. You will need to **Confirm** that you want to continue with your payment. When you have completed the payment process, you will receive a confirmation email.

The screenshot shows the 'Enter Information' form for scheduling a payment. It includes a 'Select Payment Type*' section with radio buttons for 'One Time' (selected) and 'Recurring'. There are fields for 'Funding Account Number*', 'Payment Date (mm/dd/yyyy)*' (set to 12/11/2018), and 'Amount*'. The amount is set to 'Current Balance (\$4,409.75) (Your Current Balance as of today)'. There are 'Cancel' and 'Continue' buttons at the bottom. A note at the top says: 'Please note: All dollar amounts listed below are for the current month only. Future dollar amounts will vary. Please take this into consideration when scheduling Recurring Payments. Online Bill Pay will NOT process payments without your authorization.'