

# Paying with Coupe

Coupe Health™ simplifies how you pay for your healthcare. And, with Coupe's intuitive member portal and mobile app, it's easier than ever to manage your healthcare expenses all in one place. Learn how to make the most of your health plan with these helpful guides on payments, claims, statements, and more.

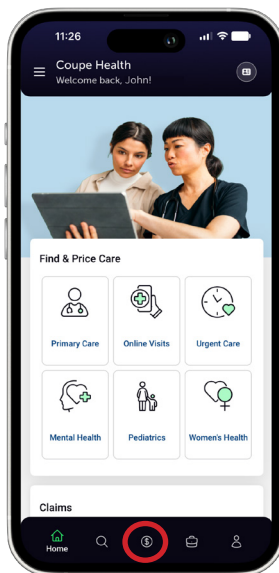
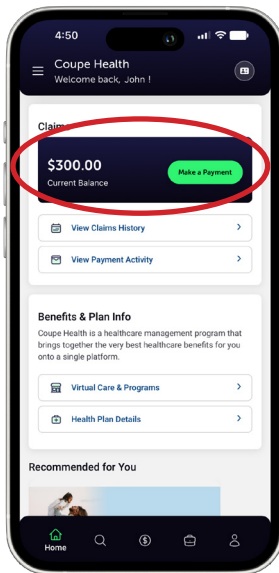
## Table of Contents

- |   |                                    |
|---|------------------------------------|
| 2 | How to make a payment              |
| 3 | How to change your payment method  |
| 4 | How to view payment activity       |
| 5 | How to view your claims activity   |
| 6 | How to read your statement balance |
| 7 | How to read your monthly statement |

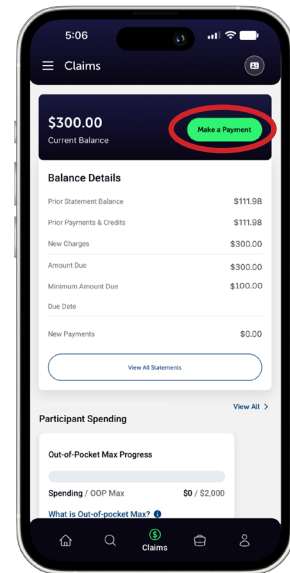
# How to make a payment

1 [Log in](#) to your Coupe member portal via the desktop or mobile app.

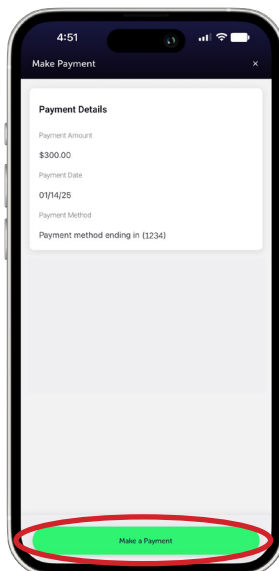
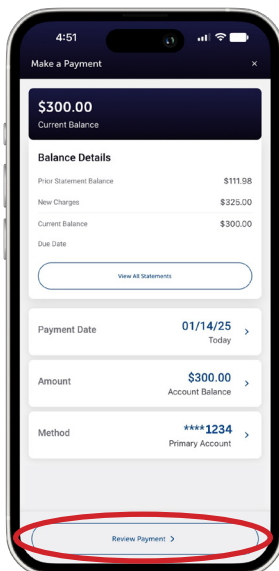
2 From the homepage you can either scroll down to 'Claims' or you can select 'Claims' in the navigation bar.



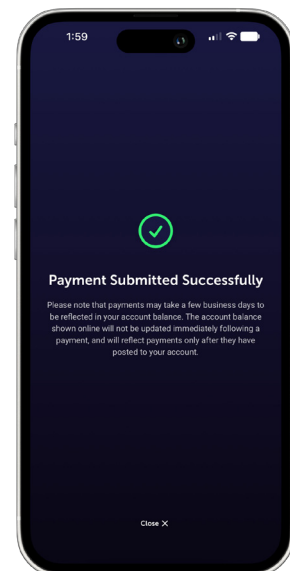
3 Click 'Make Payment' and decide how much you'd like to pay, and which payment method should be used.



4 Click 'Review Payment' and make sure your information looks correct. Then click 'submit payment'.



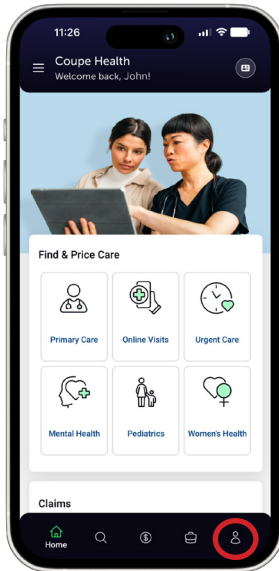
5 When your payment has been submitted successfully, you will see a confirmation message.



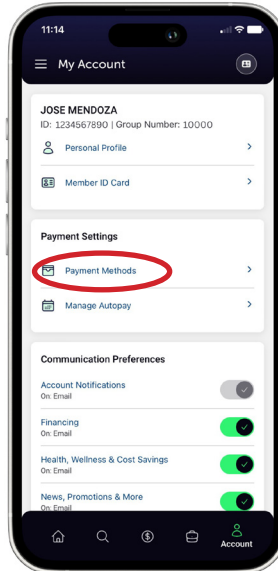
# How to **change your payment method**

1 [Log in](#) to your Coupe member portal via the desktop or mobile app.

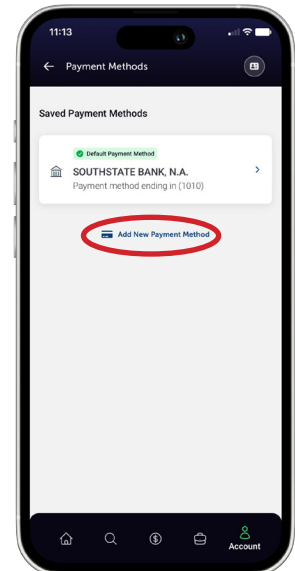
2 Click the account icon in the bottom right-hand corner.



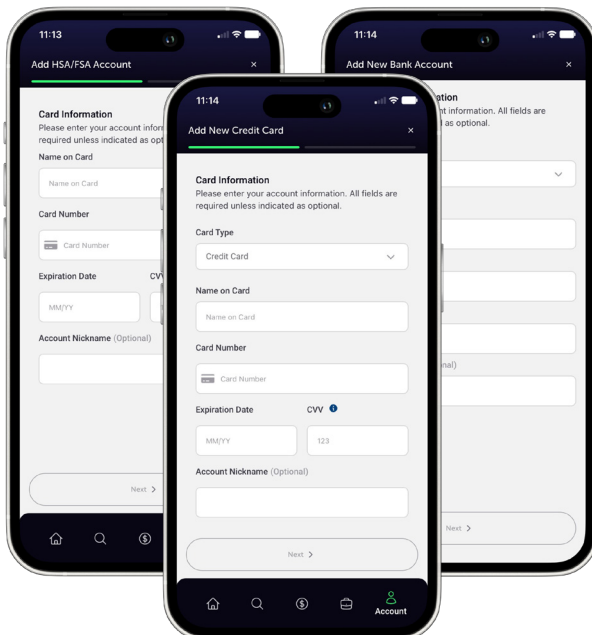
3 Under 'Payment Settings,' select 'Payment Methods'.



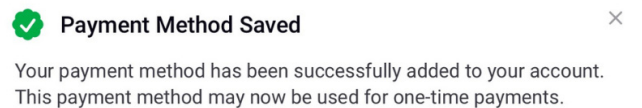
4 View your stored payment methods or click 'Add New'.



5 Select your payment type and follow the prompts to add your HSA/FSA, Bank Account, Credit or Debit card.

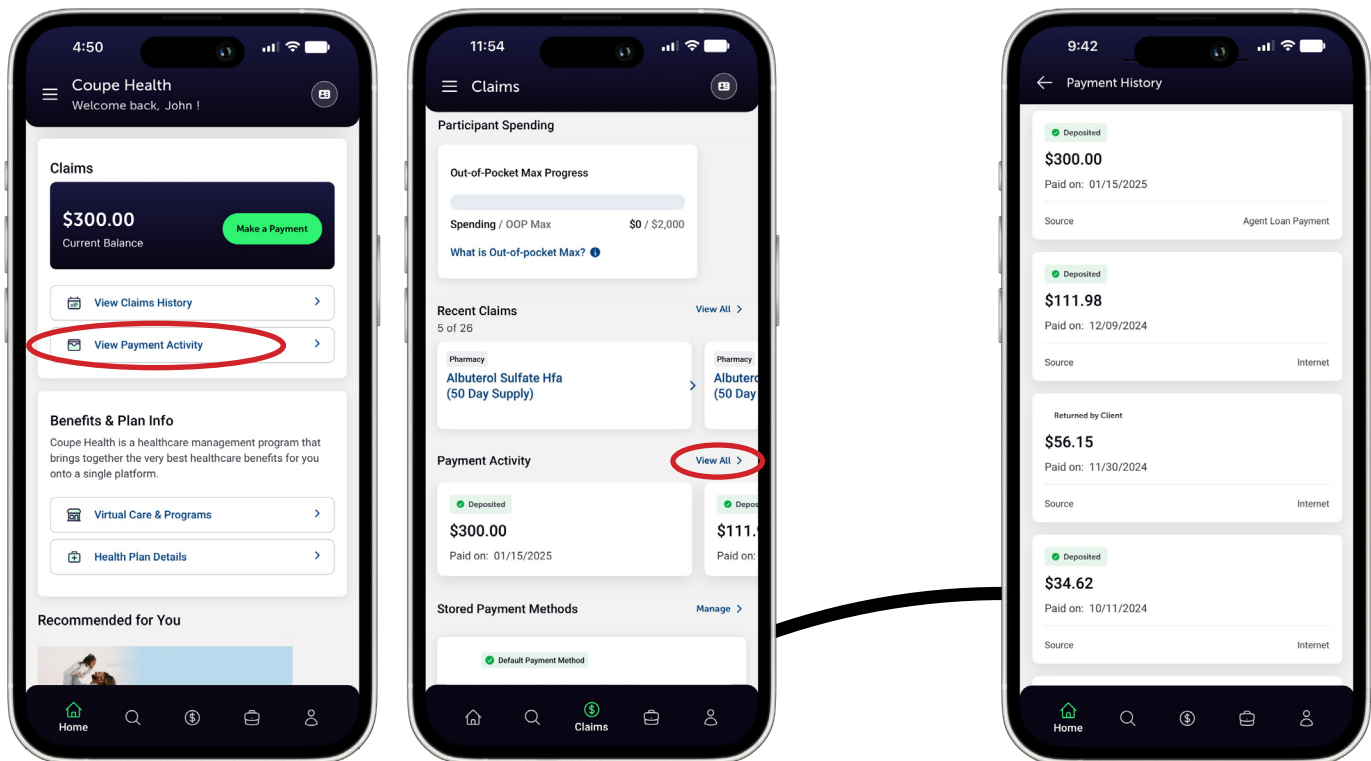


6 You will get a confirmation message that your new payment method has been saved.



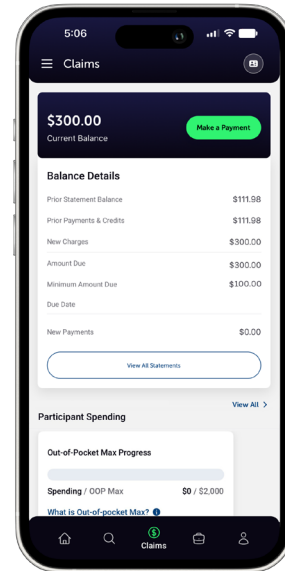
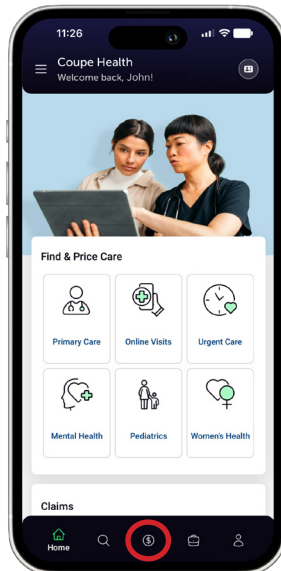
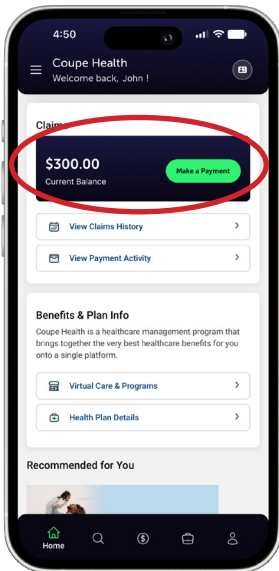
# How to **view your payment activity**

- 1 [Log in](#) to your Coupe member portal via the desktop or mobile app.
- 2 From the homepage you can either scroll down to 'Claims' or you can select 'Claims' in the navigation bar and select 'View All' in the Payment Activity section.
- 3 From there you will be able to see payments you have made, payment amounts, payment dates, and the method of payment used.

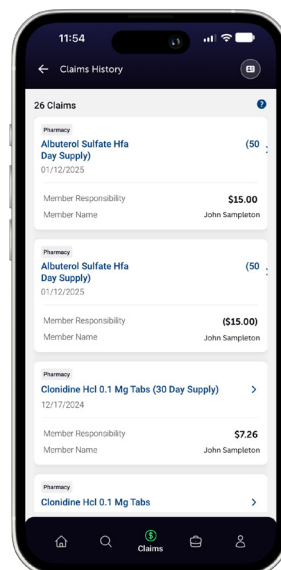
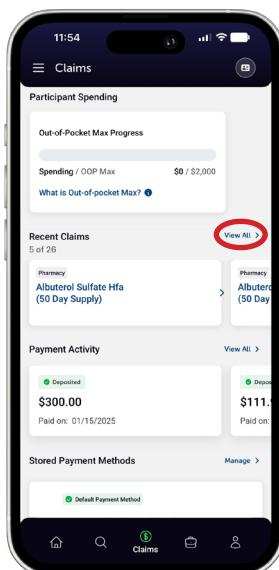


# How to **view your claims activity**

- 1 [Log in](#) to your Coupe member portal via the desktop or mobile app.
- 2 From the homepage you can either scroll down to 'Claims' or you can select 'Claims' in the navigation bar.
- 3 From the 'Claims' page you can view your balance details, your Out-of-Pocket max progress, payment activity, and recent claims.

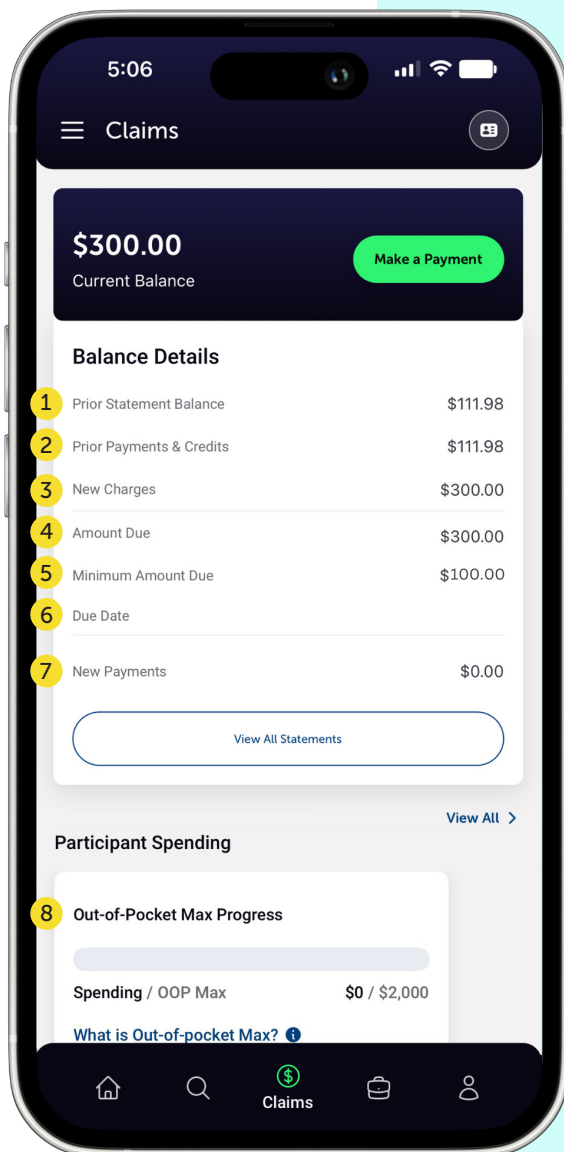


- 4 To view recent claims in detail, select 'View All'.
- 5 From there you will be able to see all of your available claims. You can click each claim to view an overview, cost summary, and additional details about your appointment.



# How to read your statement balance

- 1 [Log in](#) to your Coupe member portal via the desktop or mobile app.
- 2 Select 'Claims' in the navigation bar to view your statement balance.



## Statement Details Breakdown:

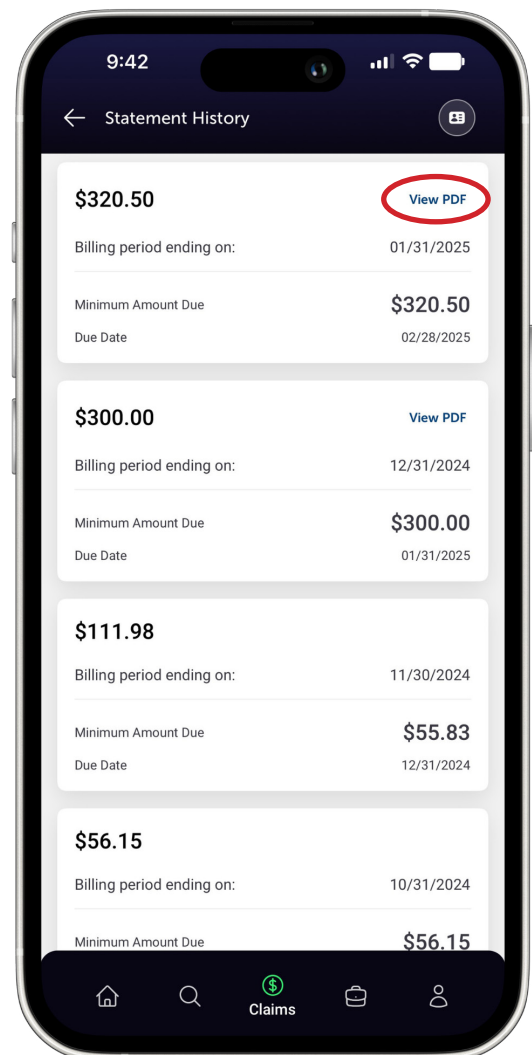
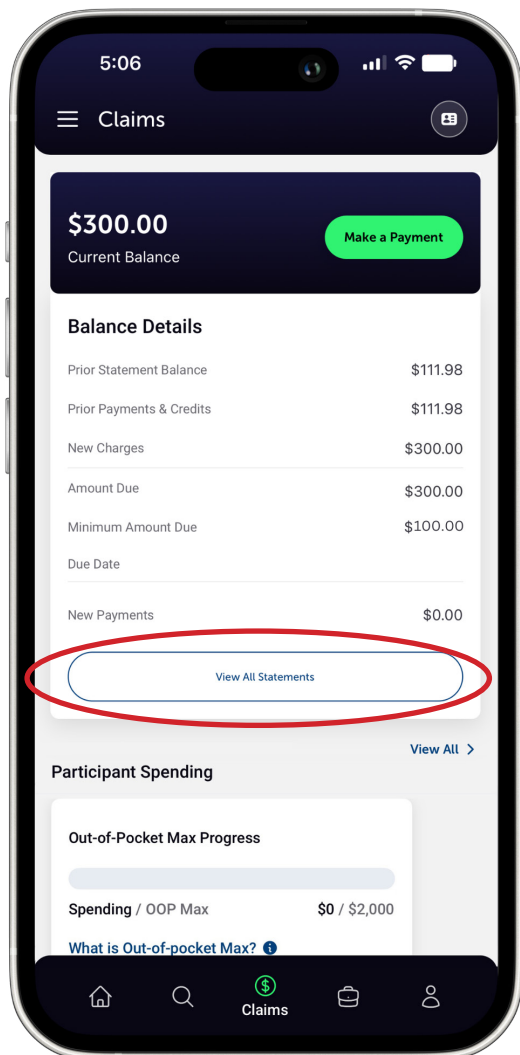
- 1 **Prior Statement Balance:**  
The amount due on the previous billing period.
- 2 **Prior Payments & Credits:**  
Any payment you have made towards your outstanding balance, and any 1.5% credit you have earned by paying in full and on time.
- 3 **New Charges:**  
New medical costs incurred during the billing period.
- 4 **Amount Due:**  
The total balance currently owed. This includes any previous balance and any new charges incurred.
- 5 **Minimum Amount Due:**  
The minimum amount you must pay to avoid automatic deductions.
- 6 **Due Date:**  
You must make a minimum payment by this date to avoid automatic deductions.\*
- 7 **New Payments:**  
Any payment made towards your balance during this billing period.
- 8 **Out-of-pocket Max:**  
How much you have spent out-of-pocket and how much more you will need to spend out-of-pocket before your insurance will start to pay for covered healthcare costs.

\* Please contact a Health Valet if you are unable to make a minimum payment by this date.




# How to read your monthly statement

- 1 [Log in](#) to your Coupe member portal via the desktop or mobile app.
- 2 Select 'Claims' in the navigation bar to view your statement.
- 3 Select 'View all Statements'.
- 4 Then select 'View PDF' to view and download your statement in the portal.



# Statement Breakdown:

MONTHLY STATEMENT	
1 Member ID	Z123456789010
2 Billing Period	01/01/2025-01/31/2025
3 Statement Date	02/07/2025
4 Due On	02/28/2025
ACCOUNT SUMMARY	
5 Previous Balance	\$300.00
6 Payments Made	\$300.00
7 Current Charges	\$320.50
8 Amount Due	\$320.50
9 Minimum Due	\$100.00
AUTOPAY VIA PAY ACCOUNT	
OUT-OF-POCKET MAXIMUM	
	
● OOP Spent \$300.00	● OOP Remaining \$2,000.00

- 1 Member ID:**  
Your unique identifier, also found on your member ID card.
- 2 Billing Period:**  
The period of time this statement covers. Any costs incurred during this time will show up on your statement.
- 3 Statement Date:**  
The date your statement is available to you.
- 4 Due On:**  
You must make a minimum payment by this date to avoid automatic deductions.\*
- 5 Previous Balance:**  
The amount due from the previous billing period.
- 6 Payments Made:**  
Any payments applied to the prior balance.
- 7 Current Charges:**  
New medical costs incurred during the billing period.
- 8 Amount Due:**  
Total balance currently owed. This includes any previous balance and any new charges incurred.
- 9 Minimum Due**  
The minimum amount you must pay to avoid automatic deductions.\*
- 10 Out-of-pocket Max:**  
How much you have spent out-of-pocket and how much more you will need to spend out-of-pocket before your insurance will start to pay for covered healthcare costs.

\* Please contact a Health Valet if you are unable to make a minimum payment by this date.

## Still have questions?

Contact your Health Valet using the number on the back of your ID card.