

Making COBRA and Retiree Premium Payments Online!

Description/Objective: This guide provides steps for participants to make and/or schedule their premium payments on *myRSC.com*. These steps apply to participants on COBRA, Retiree Billing, and Direct Billing.

Overview

COBRA Participants or individuals participating in an employer sponsored Retiree or Direct Billing plan can now make their premium payments online via our COBRA portal, **myRSC.com**. OCA provides 2 different online payment methods which can be offered. The available methods include:

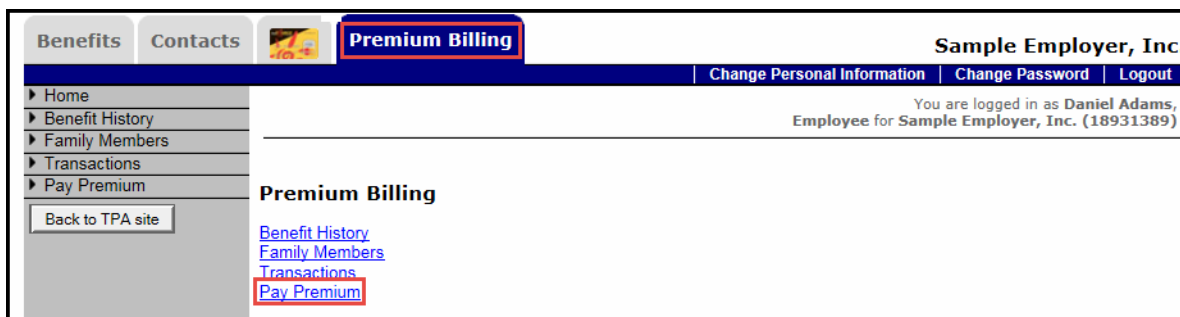
1. Credit/Debit Card Payments
2. Bank Account Draft (Participant Initiated and Scheduled)

Employees/Participants will need to have already had a login to *myRSC.com* or be provided with instructions on how to register their account for the first time to access these payment features.

Credit/Debit Card Payments

Participants can make their premium payments online via **Visa**, **MasterCard**, or **Discover** by following the steps below:

1. Log into *myRSC.com* with the **Employee Role**
2. Next, click on the **Premium Billing Tab** and select **Pay Premium**



3. Select the **by Credit/Debit Card** option and then click the **Next** button to proceed.

Benefits Contacts **Premium Billing** Sample Employer, Inc.
Change Personal Information Change Password Logout
You are logged in as Daniel Adams,
Employee for Sample Employer, Inc. (18931389)

Home
Benefit History
Family Members
Transactions
Pay Premium
Back to TPA site

Pay Premium

Please select a method of payment, then click the **Next >>** button.

How would you like to pay?

☐ by Bank Account Draft
☒ by Credit / Debit Card

Next >>

4. The next screen will provide a field to enter the **Premium Amount** that the participant wishes to pay.
5. Click the **Next** button to proceed to the next screen.

Benefits Contacts HSA Today COBRA Sample Employer, Inc.
Change Personal Information Change Password Logout
You are logged in as Daniel Adams,
Employee for Sample Employer, Inc. (18931389)

Home
Benefit History
Family Members
Transactions
Pay Premium
Back to TPA site

Pay Premium by Credit / Debit Card

If you are making a payment for someone other than Daniel Adams (spouse, dependent or other), then please contact your administrator, as set forth in your Election Notice and Payment Coupons.

Please enter the Premium Payment information, then click the **Next >>** button.

DANIEL ADAMS
4366 TERRACE DRIVE
LITTLE ROCK, AR 72201
9/7/2017
ENTER PREMIUM AMOUNT: \$ 500.00 x

Cancel Next >>

NOTE: You will be redirected to a Western Union Secure website. You may need to edit your web browser pop-up settings to allow this.
NOTE: All payments will be recorded based on Eastern Time Zone (Example: 10 PM PST payment will be reflected as 1 AM).
NOTE: Maximum transaction amount is \$2,912.00 plus fees at 3%. Multiple payments may be submitted if a greater premium is due.

[Premium Payments](#)

- The participant will be directed to Western Union's portal and will be required to agree to the terms and conditions before continuing.

Once the information is entered, they will click the **Pay Now** button at the bottom of the screen to complete the transaction.

The screenshot shows the Western Union website's Terms and Conditions page. At the top is the Western Union logo. Below it, the title "Terms and Conditions & E-Sign Disclosure And Consent Notice" is centered. The main text explains that the retail money transfer service is provided by Western Union Financial Services, Inc. and is subject to these terms. It mentions that services can be obtained at www.westernunion.com and that each bill payment is a money transfer performed by Western Union on behalf of the sender. A checkbox is checked, indicating acceptance of the terms. Below the checkbox are two buttons: "I Agree" and "Log Off". At the bottom, there are links for "Terms and Conditions" and "Privacy Policy", a copyright notice for 2017 Western Union Holdings, Inc., and a link for Texas customers to file a complaint.

WESTERN UNION WU

**Terms and Conditions
&
E-Sign Disclosure And Consent Notice**

THE RETAIL MONEY TRANSFER SERVICE ("SERVICE") IS PROVIDED BY WESTERN UNION FINANCIAL SERVICES, INC. ("WESTERN UNION" OR "US") AND IS SUBJECT TO THESE TERMS AND CONDITIONS AND APPLICABLE LAW. Additional information regarding the Services may be obtained at www.westernunion.com. Each bill payment conducted through the Service is a money transfer performed by Western Union ("Payment") on behalf of you, the sender, of that money transfer ("You" or "Your"). Typically, the receiver of Your Payment ("Receiver") will post Your Payment to Your account within two (2) business days after it has been processed by Us. The amount charged to Your credit

☒ I have read and accept these terms and conditions.

I Agree **Log Off**

[Terms and Conditions](#) | [Privacy Policy](#)

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Texas Customers: [click here for information](#) regarding filing a complaint about Western Union services.

- Click the **Credit/Debit Card** button to proceed.

The screenshot shows the Western Union Main Menu page. At the top is the Western Union logo. Below it, the title "Main Menu" is centered. The main text welcomes the user to the Western Union Main Menu and provides navigation options. There are three main sections: "Send a Payment", "Manage your Payment Accounts", and "View your Payment History". Each section has a button: "Credit/Debit Card" for sending a payment, "Manage Payment Accounts" for managing accounts, and "View Payment History" for viewing history. At the bottom, there are links for "Terms and Conditions" and "Privacy Policy", a copyright notice for 2017 Western Union Holdings, Inc., and a link for Texas customers to file a complaint.

WESTERN UNION WU

[Main Menu](#) | [Log Off](#)

Main Menu

Welcome to the Western Union Main Menu. Here you can easily navigate through the available options.

Send a Payment

Send a one-time payment to your account.

Credit/Debit Card Use your Visa, Mastercard or Discover, or card bearing the STAR, NYCE, PULSE or ACCEL logo.

Manage your Payment Accounts

Add, view, edit or disable your payment accounts on file.

Manage Payment Accounts

View your Payment History

View up to 6 months of your Western Union payment history.

View Payment History

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4. Provide all of the required information on the Account/Payment Data Entry form and click the **Continue** button at the bottom.

WESTERN UNION WU

[Main Menu](#) | [Log Off](#)

Main Menu | Payment | Review | Confirmation

Credit/Debit Card Payment - Account/Payment Data Entry

Welcome to Western Union easy way to pay! With this option, you will be able to send a payment using your credit or debit card account.*

Account Information

Account Number:	41312
First Name, Last Name:	Brad Peterson
Account Address Line1 or P.O. Box Number:	5225 Longhills Rd
City, State, ZIP:	Benton AR 72019
Phone Number:	(501) 298 - 9999
Email Address:	bpeterson@email.com

Payment Information

Payment Date:	5/01/2017
Payment Amount:	2912.00
Fee Amount:	87.36 (To use this service you will be charged a fee of \$87.36.)
Total Payment Amount:	2999.36

Payment Method

Card Number: 5111111111111118 x

☐ Click here to save this account information for future payments.

* If you are using a credit card, your card issuer may assess a cash advance or other fee.

Continue **Back**

[Terms and Conditions](#) | [Privacy Policy](#)

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Texas Customers: [click here for information](#) regarding filing a complaint about Western Union services.

8. Provide the required card information used for the payment and accept, the terms and conditions at the bottom and click the **I Agree and Authorize Payment** button.

Credit/Debit Card Payment - Validate Card

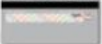
You have requested to send a payment to your account with the following information:








Account Information

Account Number:	41312
First Name:	Brad
Last Name:	PETERSON
Billing Address:	5225 LONGHILLS RD
Billing City:	BENTON
Billing State:	AR
Billing ZIP:	72019
Phone Number:	501-296-9990
Email Address:	BPETERSON@EMAIL.COM

Payment Information

Payment Date:	Monday, May 01, 2017
Payment Amount:	\$2,912.00
Fee Amount:	\$87.36
Total Payment Amount:	\$2,999.36
Card Number:	*****1118
Card Expiration Date:	<div>December 2017</div>
Please enter your ZIP code for address verification.	
Card Billing ZIP:	<div>72019</div>
CVV Code:	<div>123</div>
CVV Code is the 3-digit value located on the back of your card.	





Authorization

Use of this Western Union service is subject to the [Terms and Conditions](#). Please click [here](#) and carefully review the [Terms and Conditions](#).

Terms and Conditions
&
E-Sign Disclosure And Consent Notice

THE RETAIL MONEY TRANSFER SERVICE ("SERVICE") IS PROVIDED BY WESTERN UNION FINANCIAL SERVICES, INC. (WESTERN UNION) OR ITS AFFILIATES.

[Open Printable Version](#)

Electronic Signature

By clicking the "I Agree and Authorize Payment" button below, you are agreeing that you:

- (i) have read, understand, and are legally bound by the [Terms and Conditions](#) governing the use of this Western Union service and that you consent to the electronic delivery of the disclosures contained therein and on this Website; and
- (ii) authorize Western Union Financial Services, Inc. and its affiliates (collectively, "Western Union"), as an independent service provider, to charge your credit card or debit your bank account (either ATM/debit card or via ACH) indicated above for the Payment Amount and Western Union transfer fee specified above on the date hereof or as indicated in the [Terms and Conditions](#).

☒ I have read and accept these terms and conditions and consent to the electronic delivery of the disclosures.

[I Agree and Authorize Payment](#) [Back](#)

9. The final step of this process is to review the Credit/Debit Card Payment Confirmation and receipt information. This page can be printed for record retention.

[Main Menu](#) | [Log Off](#)

Main Menu
Payment
Review
Confirmation

Credit/Debit Card Payment - Confirmation

Receipt

This is Your Western Union® Money Transfer receipt and confirms Your authorization for a one-time electronic bill payment to Datapath, Inc. on behalf of your benefits administrator on Monday, May 01, 2017 at 5:21:13 PM Eastern Time. The Total amount will be debited from, or charged to, Your Bank Account or Card listed below.

Confirmation Number:	10112
Sender Name:	Brad PETERSON
Account Number with Receiver:	*1312
Your Bank Account or Card #:	*****1118
Receiver Name and Address:	Datapath, Inc. on behalf of your benefits administrator 1601 Westpark Dr. Suite 9 Little Rock, AR 72204
Date Available for Posting:	Monday, May 01, 2017
Payment Amount:	\$2,912.00
Western Union Transfer Fee:	\$87.36
Additional Fees:	\$0.00
Transfer Taxes:	\$0.00
Total:	\$2,999.36

Please contact Datapath, Inc. on behalf of your benefits administrator directly at the address listed above, or by calling toll-free to 501-296-9993 if you have questions concerning amounts posted to your Datapath Inc account 41312.

Western Union Financial Services, Inc.
P.O. Box 6036, Englewood, CO 80112

TEXAS CONSUMERS: Complaints concerning sale of checks or money transmission activities should be directed to: Western Union Financial Services, Inc., P.O. Box 6036, Englewood, Colorado 80112 or call 1-800-325-4045. After first contacting Western Union, if you still have an unresolved complaint regarding the company's sale of checks or money transmission activities, please direct your complaint to: Texas Department of Banking, 2601 North Lamar Boulevard, Austin, Texas 78705; Telephone Number: 1-877-276-5554, Fax Number: 1-512-475-1313, e-mail address: consumer.complaints@dob.texas.gov; Website Address: www.dob.texas.gov

10. All payments made online, including bank account drafts initiated by the participant or scheduled, can be viewed at the bottom of the **Pay Premium** screen under **Premium Payments**.

Premium Payments													
<< Return To Pay Premium													
Payment Date	Confirmation Number	Check Number	Payment Amount	Fee Amount	Total	Memo	Bank Name	Routing Number	Account Number	Payment Type	Account Type	Date Created	Status
04/27/2017	1033478365	NA	\$1,000.00	\$0.00	\$1,000.00	Card Payment				CARD		4/28/2017 8:43:21 AM	Posted
04/27/2017	2092789437	NA	\$200.00	\$0.00	\$200.00	Card Payment				CARD		4/28/2017 8:43:21 AM	Posted
			\$1,200.00	\$0.00	\$1,200.00								
<< Return To Pay Premium													

11. For credit/debit card payments, participants can access their payment history made through Western Union.

The screenshot shows the Western Union Main Menu. At the top is the Western Union logo. Below it is a navigation bar with 'Main Menu' and 'Log Off' links. The main content area is titled 'Main Menu' and includes a welcome message. There are three main sections: 'Send a Payment' with a 'Credit/Debit Card' button, 'Manage your Payment Accounts' with a 'Manage Payment Accounts' button, and 'View your Payment History' with a 'View Payment History' button. The footer contains links for 'Terms and Conditions' and 'Privacy Policy', copyright information for 2017 Western Union Holdings, Inc., and a link for Texas customers to file a complaint.

WESTERN UNION WU

Main Menu | Log Off

Main Menu

Welcome to the Western Union Main Menu. Here you can easily navigate through the available options.

Send a Payment

Send a one-time payment to your account.

Credit/Debit Card Use your Visa, Mastercard or Discover, or card bearing the STAR, NYCE, PULSE or ACCEL logo.

Manage your Payment Accounts

Add, view, edit or disable your payment accounts on file.

Manage Payment Accounts

View your Payment History

View up to 6 months of your Western Union payment history.

View Payment History

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12. by clicking the All payments made online, including bank account drafts initiated by the participant or scheduled, can be viewed at the bottom of the **Pay Premium** screen under **Premium Payments**.

The screenshot shows the Western Union Premium Payments table. At the top is the Western Union logo. Below it is a navigation bar with 'Main Menu' and 'Log Off' links. The table has five columns: Confirmation Number, Payment Account Type, \$ Total Payment Amount, Processed Date, and Payment Status. The table lists eight transactions. The footer contains links for 'Terms and Conditions' and 'Privacy Policy', copyright information for 2017 Western Union Holdings, Inc., and a link for Texas customers to file a complaint.

WESTERN UNION WU

Main Menu | Log Off

Confirmation Number	Payment Account Type	\$ Total Payment Amount	Processed Date	Payment Status
10091	ATM/DEBIT Card *****0001	\$1.03	05/01/2017	PROCESSED
10096	ATM/DEBIT Card *****0001	\$2.06	05/01/2017	PROCESSED
10111	ATM/DEBIT Card *****0001	\$2,999.36	05/01/2017	PROCESSED
10112	Master Card *****1118	\$2,999.36		PAYMENT PENDING
10113	Master Card *****1118	\$5.15		PAYMENT PENDING
10082	Unknown Card *****1118	\$1,030.00	04/28/2017	PROCESSED
10086	ATM/DEBIT Card *****8292	\$206.00	04/27/2017	PROCESSED

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Texas Customers: [click here for information](#) regarding filing a complaint about Western Union services.

- Note: Debit card payments will be displayed on the Western Union site as PROCESSED, however they will not show up on the DataPath site (RSC) until processed. Credit Card payments will be displayed as Payment Pending until the processing is complete**

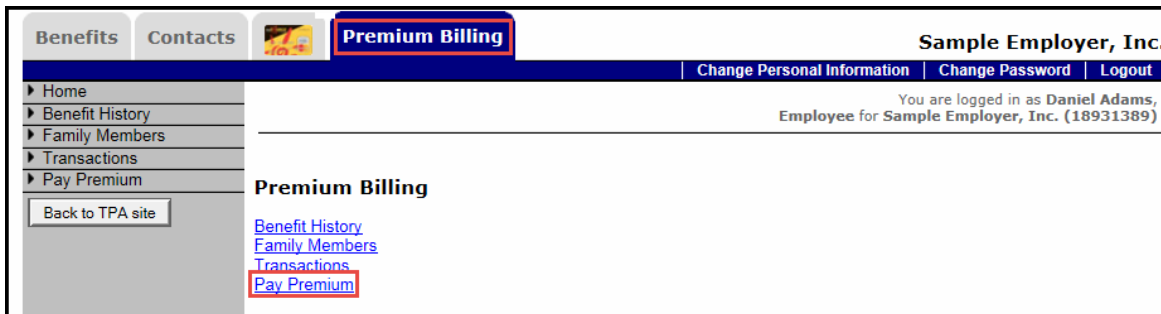
Bank Account Draft (Participant Initiated)

COBRA and/or Retiree Participants also have the option to pay their premiums online via a manually initiated bank draft. Prior to using this option, the participant must set up the bank account information from which to draft from and then they can initiate the transaction.

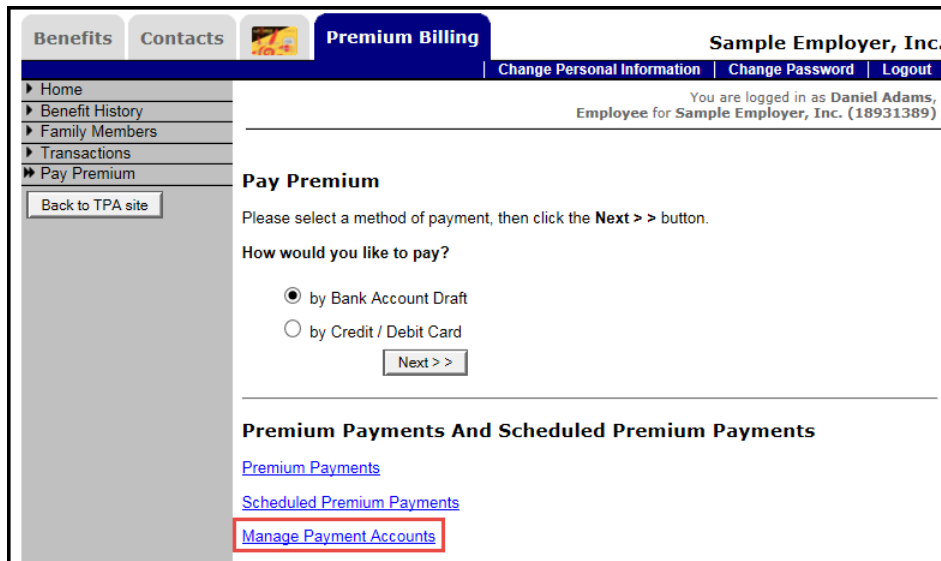
Participants can also schedule future payments

Setting up Bank Accounts


1. Log into *myRSC.com* with the **Employee Role**
2. Next, click on the **Premium Billing Tab** and select **Pay Premium**



3. Next, click on **Manage Payment Accounts**. This option allows the participant to enter the bank account information for the bank account that their premiums will be drafted from.



- The participant will be required to enter the information into the fields below:

- **Account Nickname** – This is simply a “friendly” description of the account so that the participant can easily identify it from other accounts they may add.
 - **Bank Name (*Required)** – Enter the Name of the bank from which the bank draft will be initiated from.
 - **Account Type (*Required)** – Select the type of account being set up (Checking or Savings)
 ✓ *Note: Some banks limited the number of transactions that can be initiated from a savings account. (e.g. 4 times a month, or no more than \$1000 per month) If the participant bank imposes such limits, another account type or method of payment may be required.*
 - **Routing Number (*Required)** – Enter the routing number associated with the bank account.
 - **Account Number (*Required)** – Enter the appropriate account number
- After the information has been entered, click the  button to **Save** your changes.
 - Additional bank accounts can be entered by clicking the **New** button and can be used alternatively to make premium payments.

Making a Bank Draft Payment

- Once a bank account has been set up, go back to the **Pay Premium** option, select “**by Bank Account Draft**” and click **Next** to proceed.

- From the screen below, the participant can access 3 fields:

Payment Amount – Enter the amount that will be applied to the premium amount due.

Bank Account – Select the appropriate bank account from the drop down that was set up under Manage Payment Accounts.

Memo – Enter an optional memo/note that describes the payment being made.

Pay Premium by Bank Account Draft

If you are making a payment for someone other than Daniel Adams (spouse, dependent or other), then please contact your administrator, as set forth in your Election Notice and Payment Coupons.

Please enter the Premium Payment information, then click the **Next >** button.

DANIEL ADAMS 4366 TERRACE DRIVE LITTLE ROCK, AR 72201		7/14/2016
PAY TO THE ORDER OF	PREMIUM	\$ 425.00
BANK ACCOUNT Sample Bank (Nickname: Sample Account) ▼		
ROUTING NUMBER	ACCOUNT NUMBER	ACCOUNT TYPE
123456780	*****0000	Checking
MEMO May Premium		

Cancel Next >

NOTE: Payments are processed at 2:00pm CST. Payments entered after 2:00pm CST will be process the following business day. Payment processing does not occur on weekends or holidays. The date you created this payment will be the date deemed equivalent to the postmark date on a paper check payment and will not be recurring. You will need to make additional payments for subsequent months that your premium is due. You can either schedule subsequent payments or refer to your Election Notice and other notifications for directions to make a payment by check. You can contact your Administrator for additional information and instructions

NOTE: You understand and acknowledge that if you choose to make on-line premium payments, the amount withdrawn from your bank will equal the sum of your premium and a \$2.00 service fee. If you do not want to pay this service fee, there are other ways in which you may make a payment (e.g. mail a check to the administrator each month as set forth in your Election Notice and Payment Coupons).

- Once the payment information has been entered, click **Next** to proceed.
- A confirmation screen will be displayed noting that a service fee will be applied to process the bank draft. The participant must check the **I Agree** box before they can submit the payment.

Confirm Premium Payment

Please verify that the Premium Payment information is correct, then click the **Submit** button.

DANIEL ADAMS 4366 TERRACE DRIVE LITTLE ROCK, AR 72201		7/14/2016
PAY TO THE ORDER OF	PREMIUM	\$ 425.00
BANK ACCOUNT Sample Bank (Nickname: Sample Account)		
ROUTING NUMBER	ACCOUNT NUMBER	ACCOUNT TYPE
123456780	*****0000	Checking
MEMO May Premium		

There is **\$2.00** service fee for each online Premium Payment.

My Premium Payment is **\$425.00**.

The total amount pulled from my bank account will be **\$427.00**.


☒ **I Agree**

You authorize DataPath, Inc. to complete the one-time debit in the amount of the premium amount you entered plus a \$2.00 service fee from your bank account. The funds will be withdrawn as two separate ACH debits from your account. Your bank account will show two transactions, one for the premium amount you have entered and one for the \$2.00 service fee.

< Back Submit

- A confirmation number will be provided with receipt that can be printed for the participant's records.

Thank you, your Premium Payment has been created.

 [Printer Friendly Version](#)

Thank you, a Premium Payment for Daniel Adams has been created.

Please allow up to 5-7 business days for this payment to post to your account.

Payment Details:

Date: 2016-07-14

Amount: \$425.00

Memo: Sample Employer, Inc. / May Premium

Confirmation Number: 1632796482

Please contact the Benefit Administrator assigned by Sample Employer, Inc. with any questions regarding this transaction.

Sample TPA, Inc. can be reached by calling (501)111-2222.

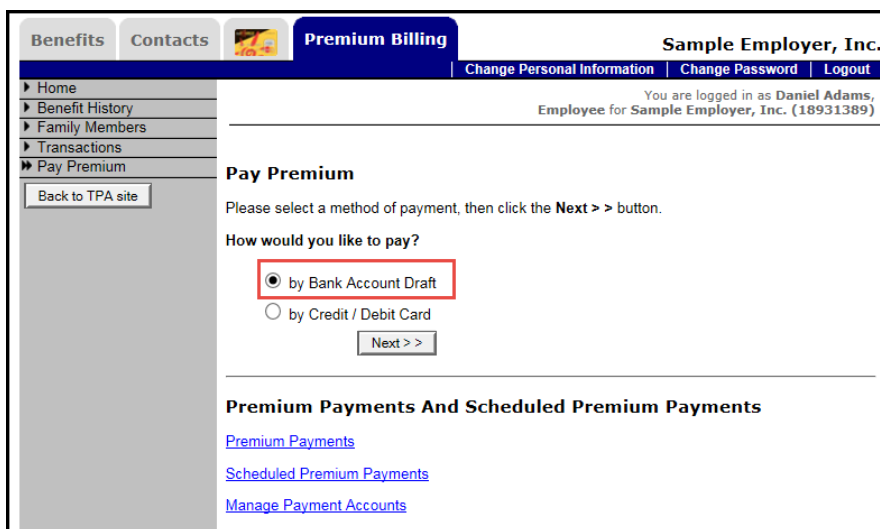
[< < Back to Pay Premium](#)

Scheduling a Bank Account Draft

Participants also have the option of scheduling drafts from their accounts for a future date so that premiums are paid at specified intervals. You can cancel a future payment at any time *prior* to the date it is scheduled to be drafted. These scheduled payments are not recurring. You must create a unique schedule for each payment date that you want to have automatically drafted from the account.

To set up a scheduled draft, follow the steps below:

1. Once a bank account has been set up, go back to the **Pay Premium** option, select “**by Bank Account Draft**” and click **Next** to proceed.



The screenshot shows the 'Premium Billing' section of the myRSC portal for 'Sample Employer, Inc.'. The user is logged in as Daniel Adams. The 'Pay Premium' section prompts the user to select a payment method. The 'by Bank Account Draft' option is selected and highlighted with a red box. Below this, there are links for 'Premium Payments', 'Scheduled Premium Payments', and 'Manage Payment Accounts'.

Benefits | Contacts | **Premium Billing** | Sample Employer, Inc.

[Change Personal Information](#) | [Change Password](#) | [Logout](#)

You are logged in as Daniel Adams,
Employee for Sample Employer, Inc. (18931389)

Pay Premium

Please select a method of payment, then click the **Next >** button.

How would you like to pay?

☒ by Bank Account Draft

☐ by Credit / Debit Card

[Next >](#)

Premium Payments And Scheduled Premium Payments

[Premium Payments](#)

[Scheduled Premium Payments](#)

[Manage Payment Accounts](#)

- Next, click on the link for [Schedule a Premium Payment](#) at the bottom of the screen.

Pay Premium by Bank Account Draft

If you are making a payment for someone other than Daniel Adams (spouse, dependent or other), then please contact your administrator, as set forth in your Election Notice and Payment Coupons.

Please enter the Premium Payment information, then click the **Next >>** button.

DANIEL ADAMS
4366 TERRACE DRIVE
LITTLE ROCK, AR 72201 7/14/2016

PAY TO THE ORDER OF PREMIUM \$ 0.00

BANK ACCOUNT
Select a Bank Account

ROUTING NUMBER ACCOUNT NUMBER ACCOUNT TYPE


MEMO

Cancel Next >>

NOTE: Payments are processed at 2:00pm CST. Payments entered after 2:00pm CST will be process the following business day. Payment processing does not occur on weekends or holidays. The date you created this payment will be the date deemed equivalent to the postmark date on a paper check payment and will not be recurring. You will need to make additional payments for subsequent months that your premium is due. You can either schedule subsequent payments or refer to your Election Notice and other notifications for directions to make a payment by check. You can contact your Administrator for additional information and instructions

NOTE: You understand and acknowledge that if you choose to make on-line premium payments, the amount withdrawn from your bank will equal the sum of your premium and a \$2.00 service fee. If you do not the administrator each month as set forth in your Election Notice and Payment Coupons).

[Premium Payments](#)
[Schedule a Premium Payment](#)
[Manage Payment Accounts](#)

- The only difference between this screen from the one that was used to initiate a one-time manual bank draft payment is the ability to select the date you want this payment to be drafted from your account. date.
- Clicking the  button above the Payment Amount field will activate the calendar that the participant will use to schedule their future payments.

Schedule a Premium Payment

Please enter the Scheduled Premium Payment information, then click the **Next >>** button.

DANIEL ADAMS
4366 TERRACE DRIVE
LITTLE ROCK, AR 72201


PAY TO THE ORDER OF PREMIUM \$

BANK ACCOUNT
Select a Bank Account

ROUTING NUMBER ACCOUNT NUMBER ACCOUNT TYPE

MEMO

Cancel Next >>



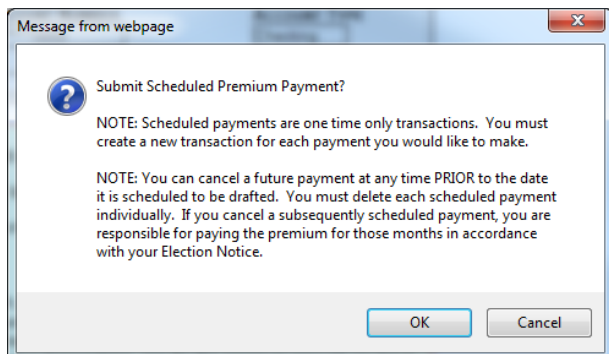
JULY < 2016 >

S	M	T	W	T	F	S
					01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

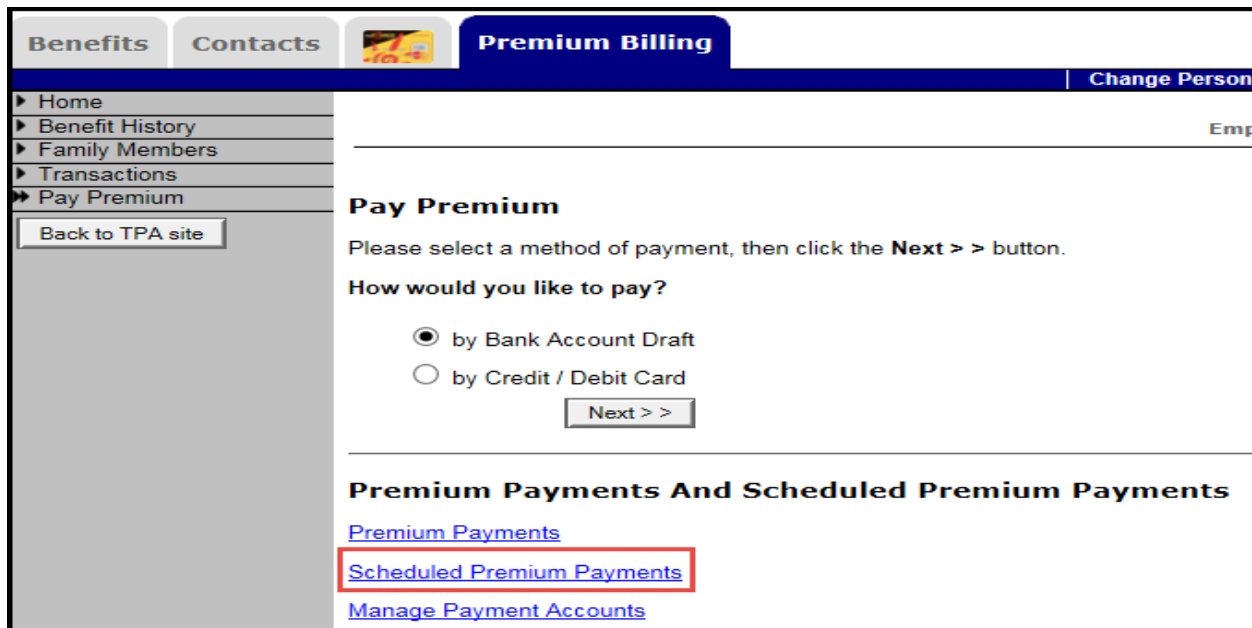
- You will be required to complete the required transaction fields as normal and will click **Next** to continue.
- After accepting the terms of the transaction and Submitting the request, the participant will receive a message box explaining that scheduled payment is a one-time transaction. The participant will need to repeat the schedule setup for each period that they want to have drafted from their account.

The safeguard that this process puts in place is to prevent participants from scheduling payments to far out when they may no longer be a COBRA participant and/or only have intentions of making payments for a short period of time.

Scheduled payments can be canceled any time PRIOR to the scheduled draft and need to be done to ensure that unneeded or unwanted drafts do not continue to occur.



7. All scheduled premium payments can be viewed and managed from the myRSC Employee Role under the **Premium Billing Tab** and clicking **Scheduled Premium Payments**.



8. All scheduled payments will be listed. Clicking on the date will display the details of the scheduled transaction setup and the **Delete** option to the far right allows the participant to remove the scheduled draft. Again, this must be done before the date of the scheduled draft.

Scheduled Premium Payments										
< < Return To Pay Premium										
Payment Date	Payment Amount	Fee Amount	Total	Memo	Bank Name	Routing Number	Account Number	Account Type	Date Created	Status
7/14/2017	\$425.00	\$2.00	\$427.00		Sample Bank	123456780	*****0000	Checking	7/14/2016 3:57:47 PM	Pending Delete
	\$425.00	\$2.00	\$427.00							
< < Return To Pay Premium										