

CPI COBRA + DIRECT BILL MOBILE APP QUICKSTART GUIDE



CPI

Welcome to your [CPI's COBRA + Direct Bill Member mobile app](#). This one-stop app gives you 24/7 access to view information and manage your COBRA & Direct Billing plans. It enables you to:

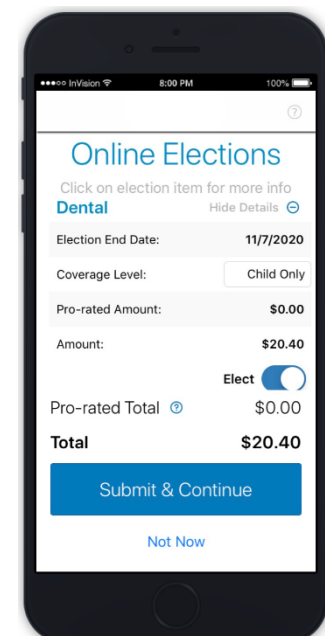
- Enroll/View Coverage
- Make a payment
- Review payment history and upcoming payments
- Review personal information

HOW DO I LOG ON?

1. You should have received a New Member Login Notice containing your registration code. If you have not received a New Member Login Notice please contact your administrator at (866-241-0237) or cpisupport@mycpiteam.com.
2. To download the app, search for **MyCPI** and select **CORBA + Direct Bill**.
3. When accessing the app, at the bottom there is link that labeled as "New to the App? Find Your Account".
4. When you click/tap on the "Find Your Account", the member is displayed with boxes for all the needed information.
5. Enter Registration Code, First, Last Name and, SSN, then submit. Entering any other additional information will result in an error message.
6. You will be sent an email for validation and authentication purposes.
7. Now that you have created your account you can login to your mobile app.

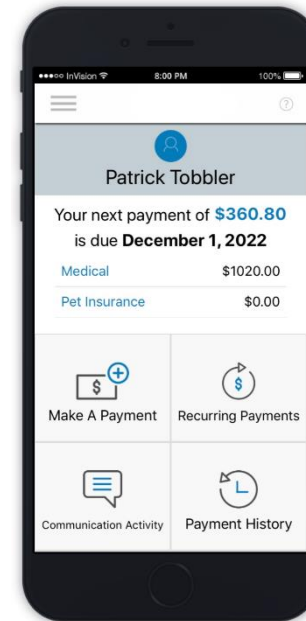
COBRA ONLY

1. After logging in, if you have not submitted an enrollment form, you will be directed to enroll in your COBRA benefits.
2. You will be able to choose the products that you wish to elect as well as the coverage level for each product.
3. Once you have completed your election you will be sent to your member portal Home Page.



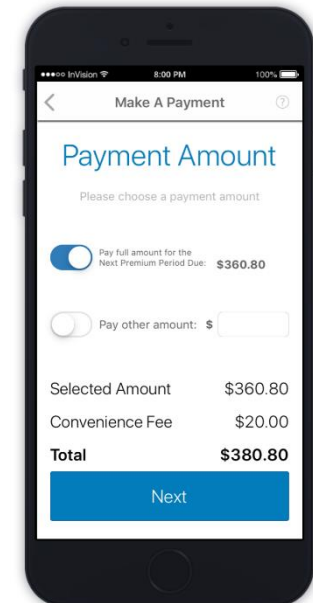
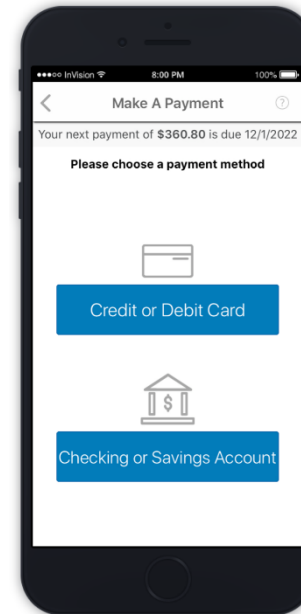
The **Home Page** is easy to navigate:

1. Setup your payments directly with the **Make a Payment** tile.
2. Review your payment schedule, summary, and history from the **Payment History** tile.
3. Set up automatic payments using the **Recurring Payments** tile.
4. Review all information sent on your account in the **Communication Activity** tile.



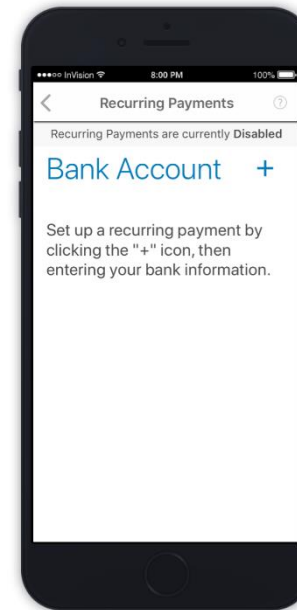
HOW DO I MAKE A PAYMENT?

1. The option to make a payment is available from the **Make a Payment** tile on both the home page.
2. Select between paying via Card or Bank Account.
3. You will be prompted to select the amount to pay, and notified of any applicable fees.
4. Finally, complete the payment info fields before reviewing and submitting your payment.



HOW DO I MAKE A RECURRING PAYMENT

1. The **Recurring Payments** option is available from the home page.
2. Tap on the plus symbol to fill in your bank account information.
3. After completing the payment info fields click NEXT to submit your recurring payment.
4. If you ever need to edit your payment date, you can return to this screen and click **Edit** at the bottom. Although the date field may appear grayed out and un-editable, you can still click in the field and select a new date.



HOW DO I REVIEW PAST PAYMENTS?

1. Past payments can be reviewed from the **Payment History** tile.
2. The payment schedule shows payments that have been made, what your next payment is, and your payment schedule after that.
3. The payment history shows each payment that has been made as separate line items.

