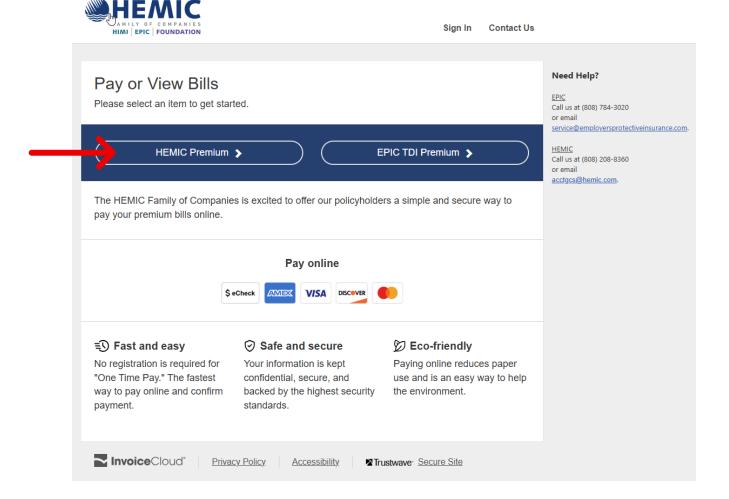# YOUR GUIDE TO HEMIC BILL PAY

Use this guide to help you register and make payments with HEMIC Bill Pay. Sign into HEMIC Bill Pay at **hemic.com/portals**.

1. **Register an Account**
2. **Make a Payment**
3. **Set Up AutoPay**
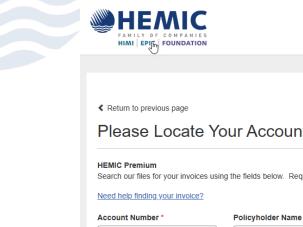4. **Set Up Paperless**
5. **Set Up Pay By Text**
6. **FAQs**

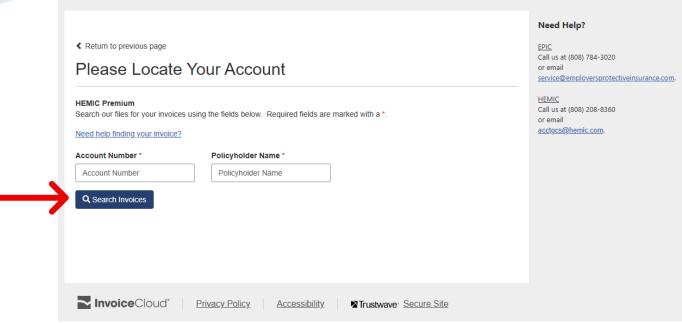# Register an Account

1. Go to HEMIC Bill Pay.
2. Click on "HEMIC Premium".

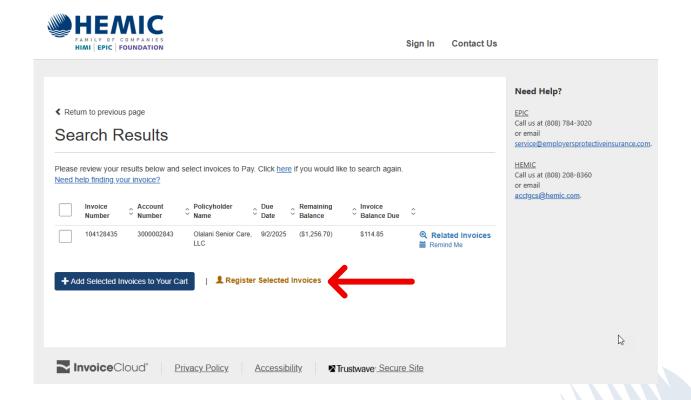3. Enter your Account Number and Policyholder Name. Then, click the "Search Invoices" button.
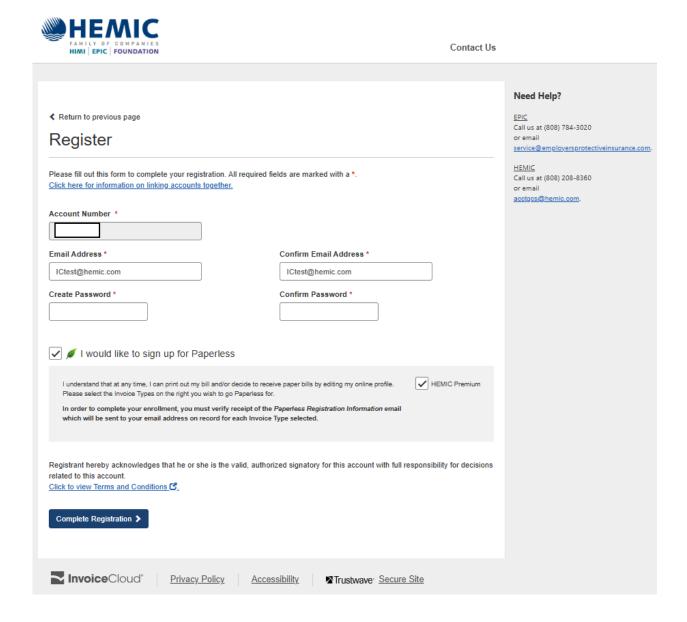
4. The Search Results page will display all outstanding invoices for the account you entered. Select an invoice, then click "Register Selected Invoices".
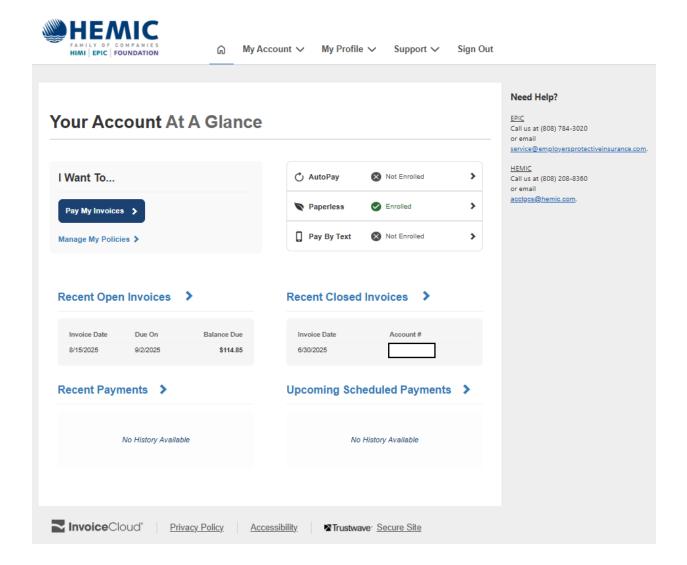
5. Under the Register page, you will need to create and confirm a password for your account. Your Account Number and Email Address will be pre-filled.
The checkbox for Paperless will be selected. If you do not wish to enroll in Paperless, uncheck the box. (Note, you may change your Paperless enrollment status at any time by updating your account settings.)

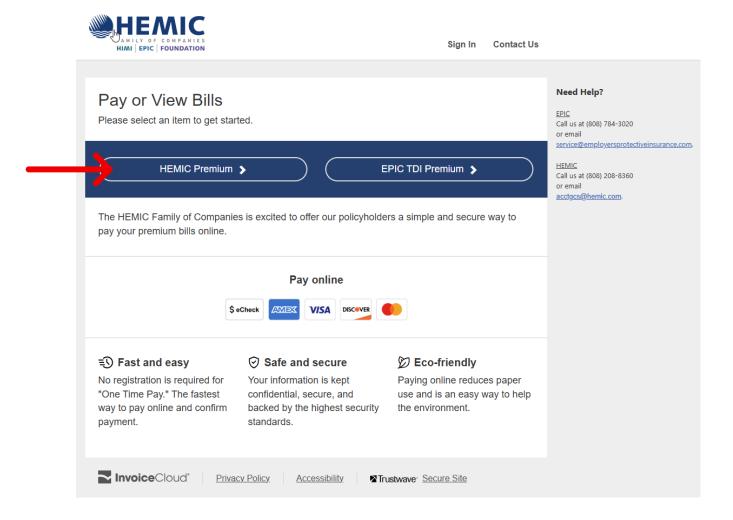6. Click the "Complete Registration" button.

7. Your Account is now set up. You will be taken to the Your Account Homepage, which is your main dashboard. From this page you can view and pay your invoices, set up AutoPay or Pay By Text, change your Paperless status, and view recent and scheduled payments.
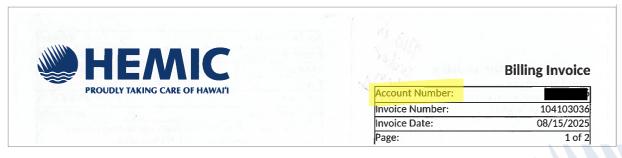
Make a Payment:

1. Go to HEMIC Bill Pay at hemic.com/portals.

2. Click on "HEMIC Premium". (Note if you also have a Temporary Disability Insurance policy with our subsidiary, EPIC, you can pay your EPIC premium here as well.)
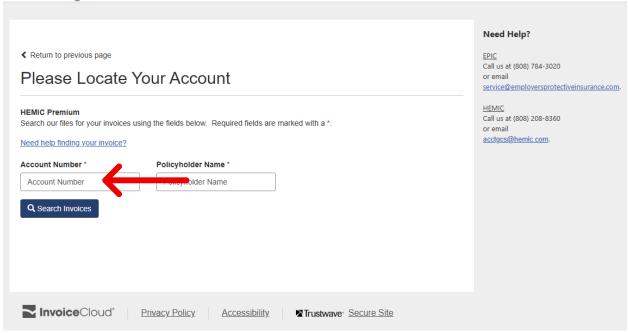

3. Enter your Account Number and Policyholder Name. Then, click the "Search Invoices" button. Your Account Number can be located at the top right of your invoice.

Please Locate Your Account
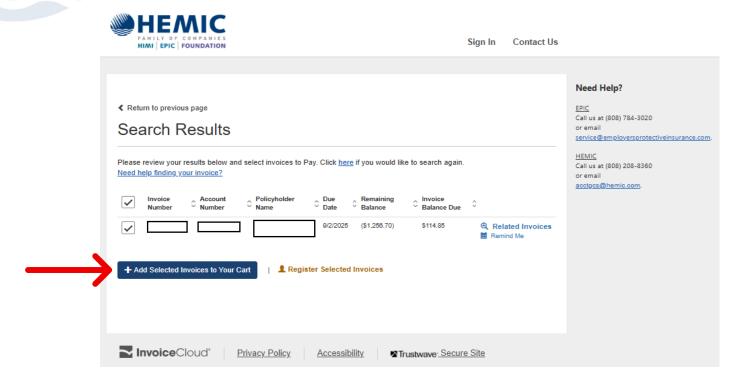
HEMIC Premium

Search our files for your invoices using the fields below. Required fields are marked with a *.

Need help finding your invoice?

Account Number *

Account Number

Policyholder Name *

Policyholder Name

🔍 Search Invoices

4. Any outstanding invoices (billed or due) for the account will appear on the Search Results page.

Search Results

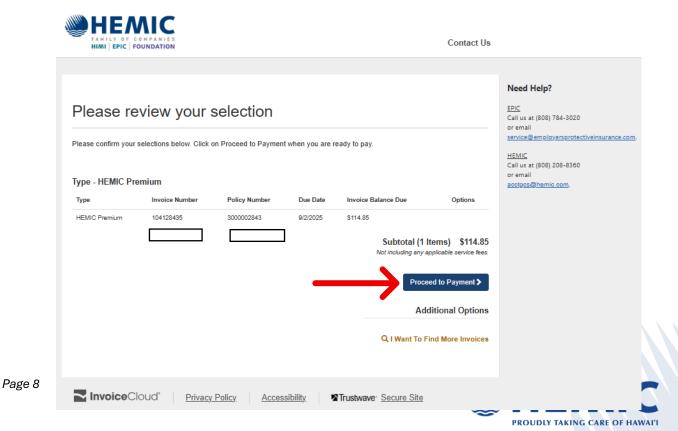Please review your results below and select invoices to Pay. Click here if you would like to search again.

Need help finding your invoice?

	Invoice Number	Account Number	Policyholder Name	Due Date	Remaining Balance	Invoice Balance Due	
☐				9/2/2025	($1,256.70)	$114.85	🔍 Related Invoices 📅 Remind Me

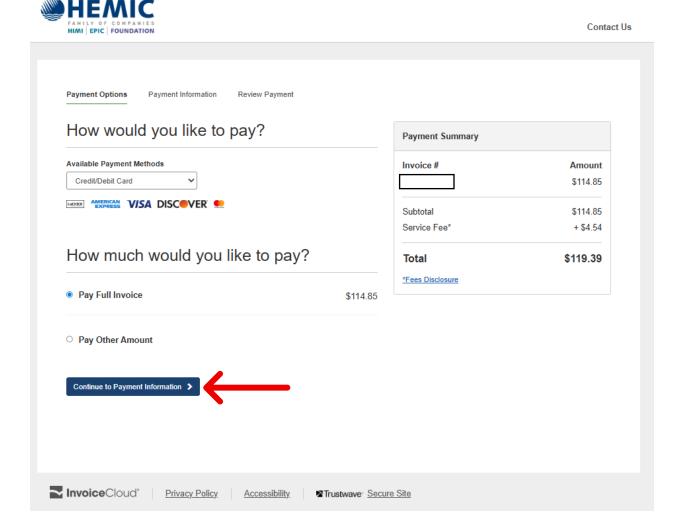➕ Add Selected Invoices to Your Cart | 👤 Register Selected Invoices

5. Select the invoice that you want to pay, then click the "+Add Selected Invoices to Your Cart" button.

6. On the next screen, review the selected invoice and payment amount. When you have confirmed the payment amount is correct, click the "Proceed to Payment" button.
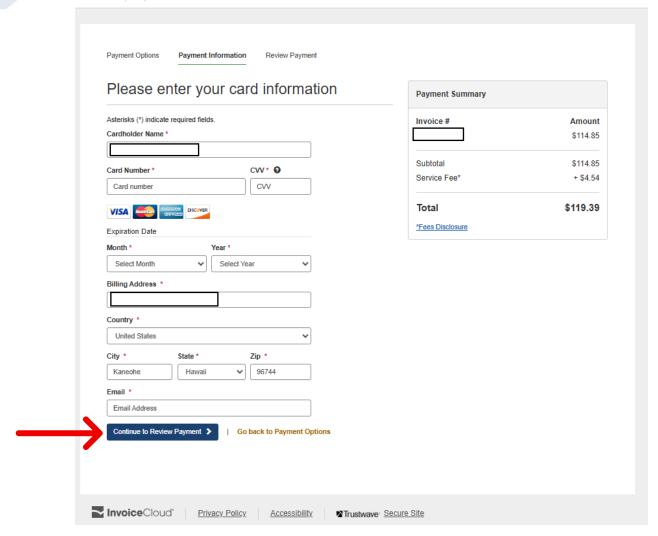
7. Select your preferred payment method: Credit/Debit Card or eCheck (which is an EFT transaction from a bank account. Note: There is a processing fee of 3.95% for credit and debit card transactions. There is no processing fee for eCheck payments. Select if you would like to Pay Full Invoice or Pay Other Amount. Then, click the "Continue to Payment Information" button.

8. Enter your payment information and click the "Continue to Review Payment" button.

- If you selected Credit/Debit Card as your payment option, you will be taken to a page to enter your payment information. (Note: there is a 3.95% processing fee for credit and debit cards.)
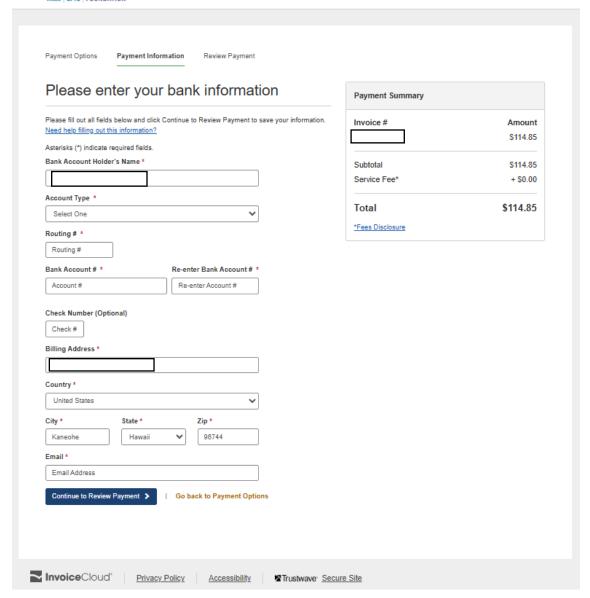
- If you selected eCheck as your payment option, you will be taken to a page to enter your bank information. (Note: there is no processing fee for EFT Check payments.)
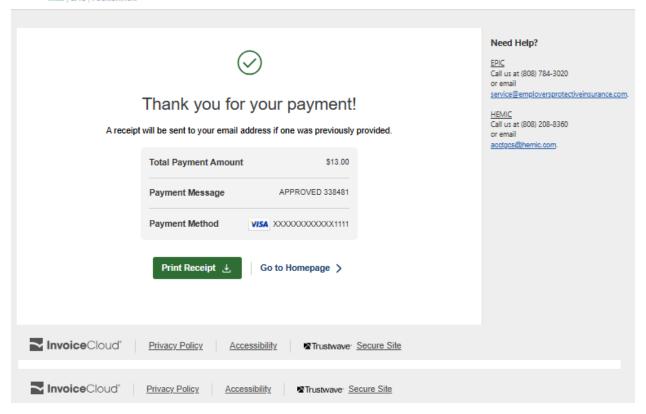
9. Once you enter and submit your payment information, review the payment information and total. If correct, click the "I agree to the Invoice Cloud Terms and Conditions" box. Then, click the "Process Payment" button.
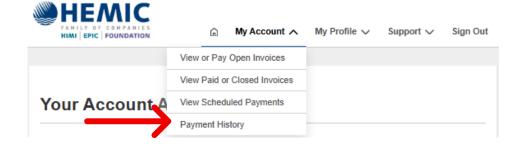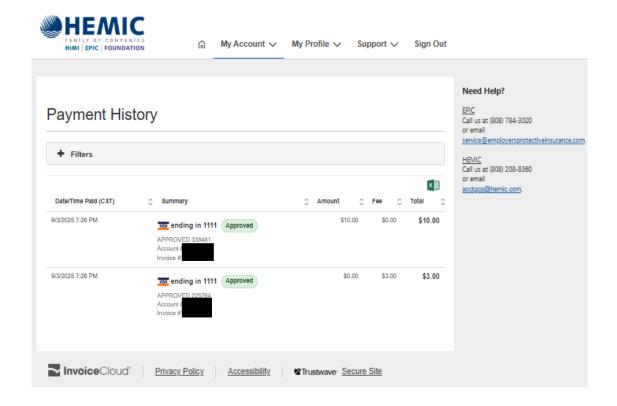
10. When the payment has successfully processed, you will see a payment confirmation screen with an option to print your receipt.

11. You can view all payments that have been made for your account under "My Account". Go to My Account and select Payment History from the drop-down menu.
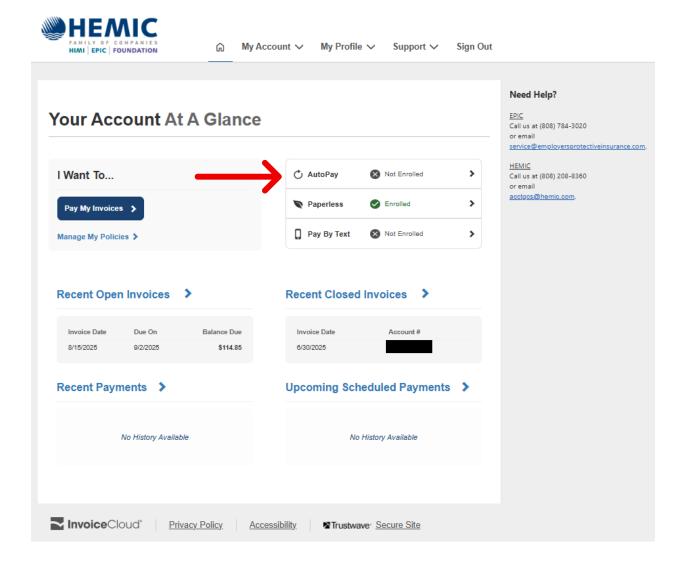
12. The Payment History screen will list all payments that have been made for the account. When a Credit/Debit Card is used for payment, you will see two separate payments: one for the invoice amount and another for the 3.95% processing fee.
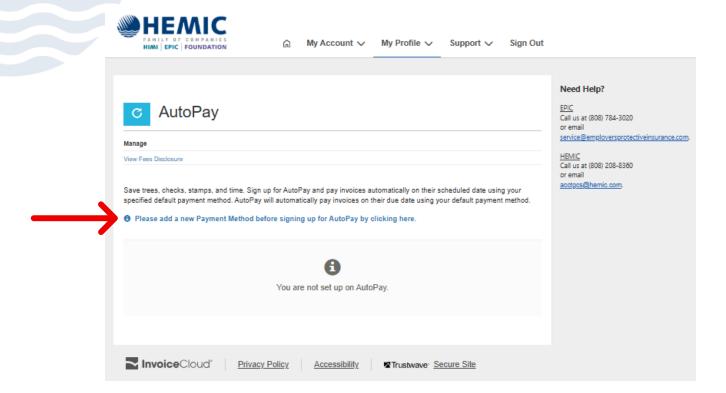
Set Up AutoPay:

1. If you have not done so already, register your account by following the Register an Account instructions.

2. Your Account dashboard will show the current status of AutoPay as "Not Enrolled". Click on AutoPay to start your enrollment.
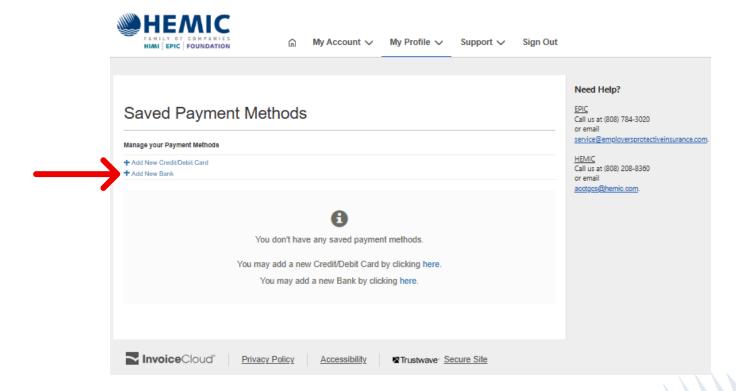

3. Payment Method:
   o If you have a payment method already saved to your account, skip to Step #5.
   o If you do not have a payment method saved, you will see the message, "Please add a new Payment Method before signing up for AutoPay by clicking here". Click that message to add a payment method.
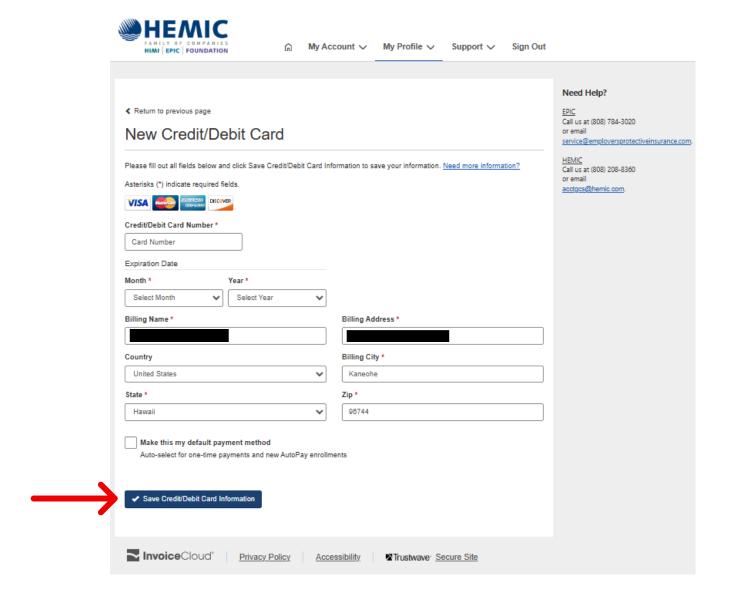
4. For your payment method, select either "Add New Credit/Debit Card" or "Add New Bank" (for eCheck payment).
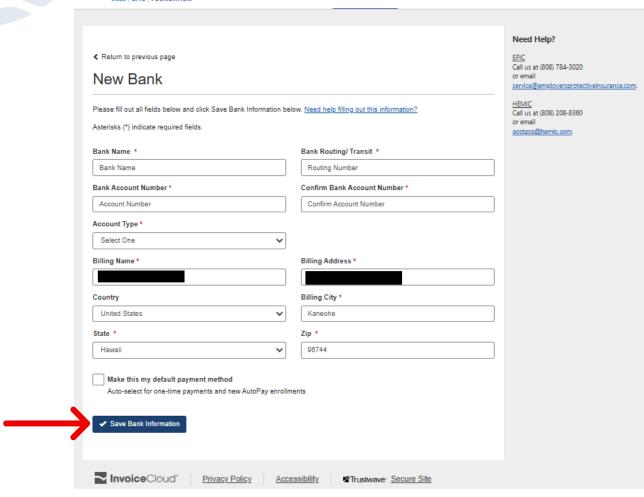
5. After selecting your payment method, enter your payment information and complete your enrollment by selecting the "Make this my default payment method" check box.

- If you selected New Credit/Debit Card, the screen below will appear. After entering your information, click the "Save Credit/Debit Card Information" button.

- If you selected Add New Bank, the screen below will appear. After entering your bank information, click the "Save Bank Information" button.
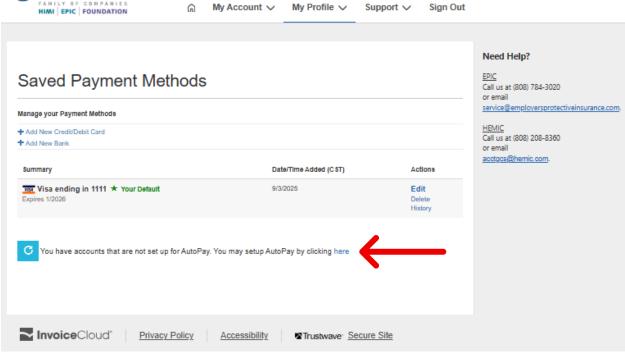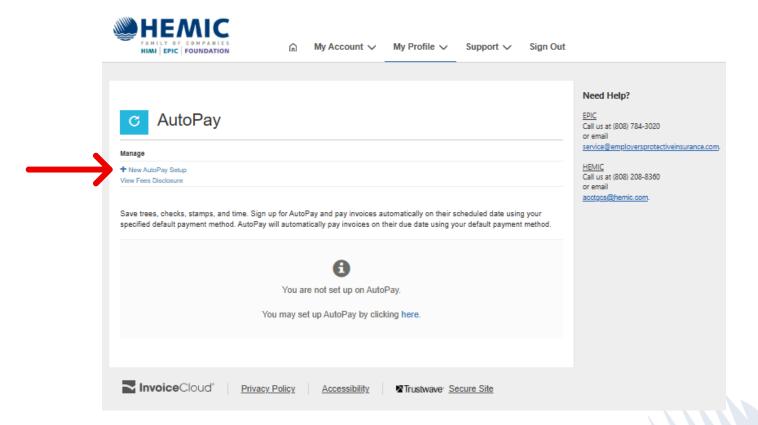
6. Next, you will be taken to the Saved Payment Methods screen where you will see the payment method you just entered. At the bottom, you will see the message, "You have accounts that are not set up for AutoPay. You may setup AutoPay by clicking here." Click the word "here".
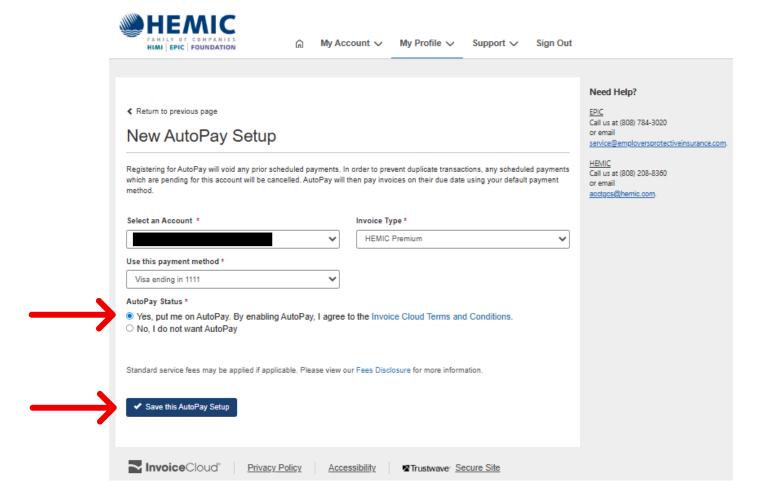
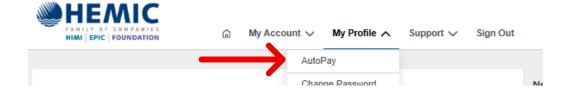7. On the AutoPay screen, click the link "+New AutoPay Setup".

8. The New AutoPay Setup screen will auto-populate with your information for Account, Invoice Type and Default Payment Method.

- Under AutoPay Status, select "Yes, put me on AutoPay. By enabling AutoPay, I agree to the Invoice Cloud Terms and Conditions".
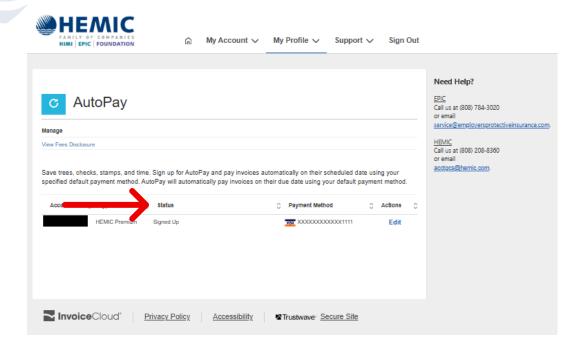- Then, click the "Save this AutoPay Setup" button.

9. To verify that your account is now set up for AutoPay, go to "My Profile" and select "AutoPay" from the drop-down menu.
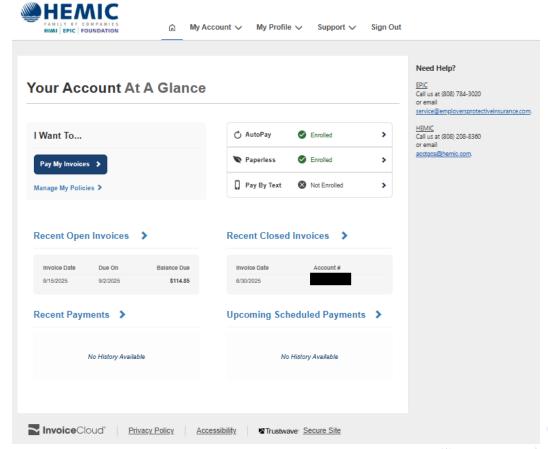
10. The AutoPay screen will show your status as "Signed Up".

11. Your Account dashboard will also now show your AutoPay status as Enrolled.
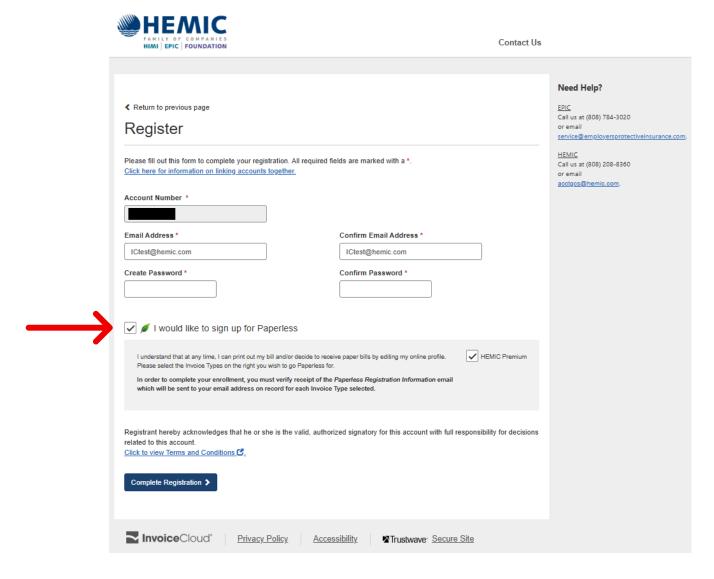
Set Up Paperless:

There are two ways to set up Paperless delivery of your invoices:

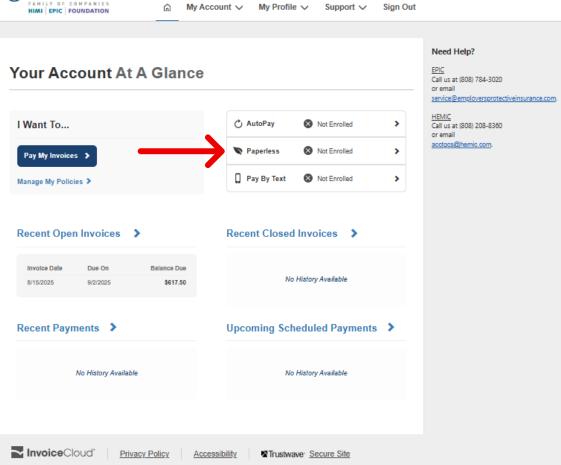1. During Account Registration: When registering for an account, select the checkbox option "I would like to sign up for Paperless" before clicking the "Complete Registration" button.
   Note: It is recommended that you re-enroll in Paperless through this updated account registration.

2. After Account Registration: Go to Your Account dashboard. Your status for Paperless will show as Not Enrolled. Click the Paperless arrow.
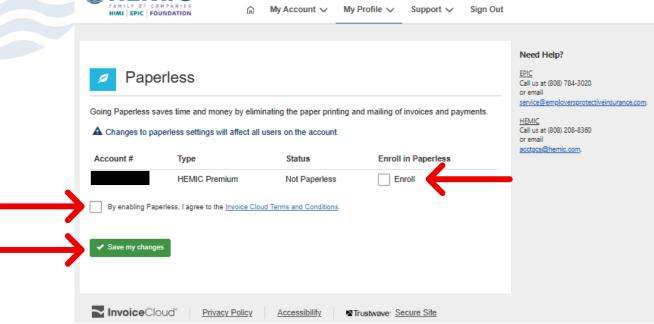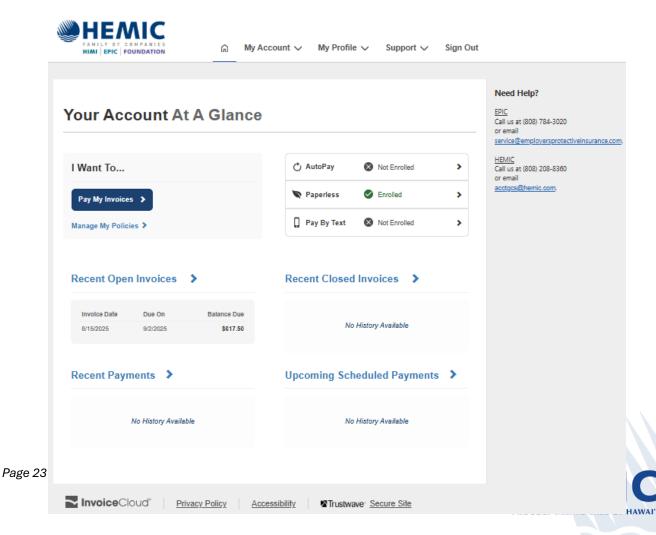
- On the Paperless screen, click the "Enroll" checkbox next to the account that you would like to enroll in Paperless.
- Click the checkbox for "By enabling Paperless, I agree to the Invoice Cloud Terms and Conditions".
- Then, click the "Save my changes" button.
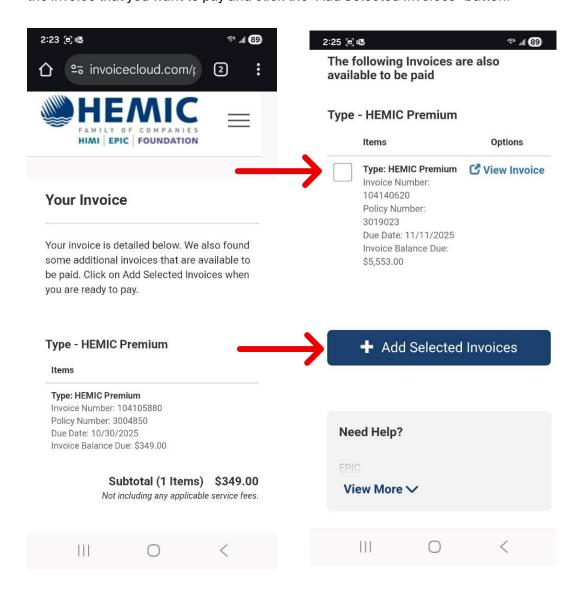
3. To validate that your account is now signed up for Paperless, you can go to My Profile and select "Paperless" from the drop-down menu. Your status will now show as "Enrolled." Also, on Your Account dashboard, your Paperless status will also show "Enrolled".

Set Up Pay by Text:
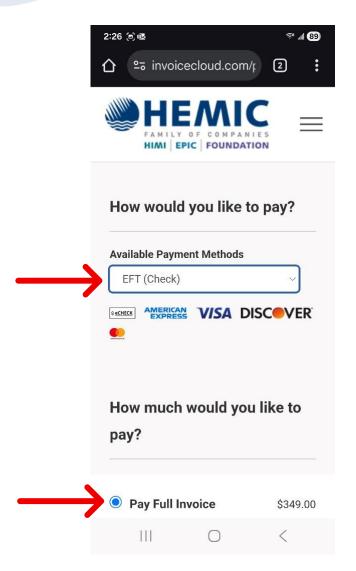
With HEMIC Bill Pay, once you have a payment method set up for your account, you have the ability to pay your invoices through text messaging.
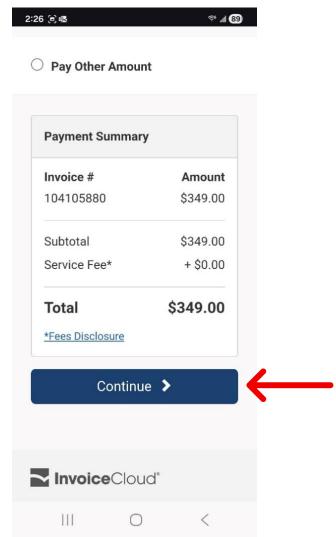
1. To set up Pay by Text, log into your account on a mobile phone and go to your invoice. Select the invoice that you want to pay and click the "Add Selected Invoices" button.
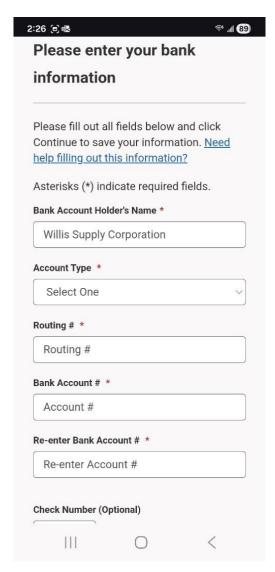
2. Next, select your payment method from the Available Methods dropdown menu, and select how much you would like to pay: Pay Full Invoice or Pay Other Amount. Click the "Continue" button.
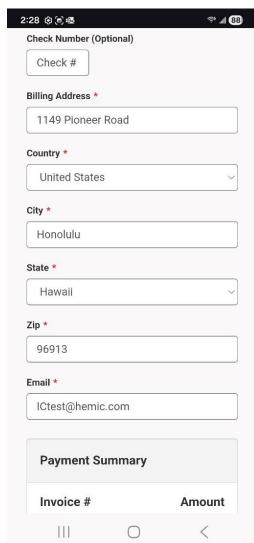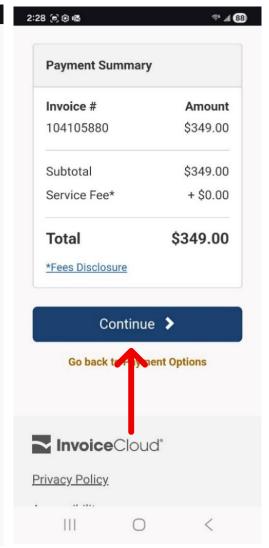
3. If you have selected the EFT (eCheck) payment method, your next step will be to enter the bank account information for your EFT. After entering the information and reviewing the Payment Summary below it, click the blue "Continue" button.
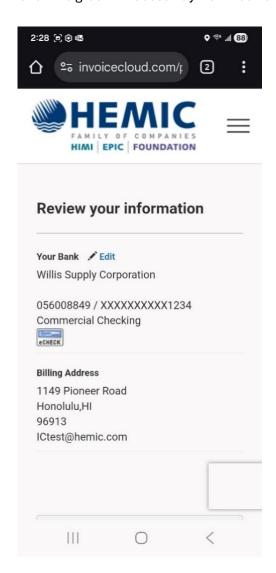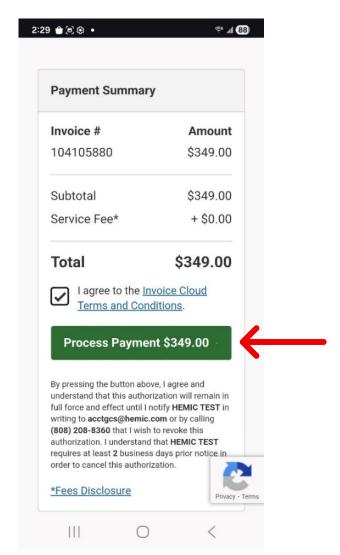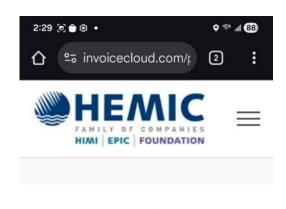
4. The last screen will display your bank information and payment summary. If these are correct, select the checkbox for "I agree to the Invoice Cloud Terms and Conditions" and click the green "Process Payment" button.
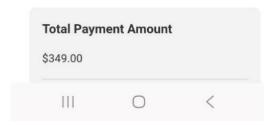
5. After your payment is processed, you'll receive a screen with the ability to download a print receipt.
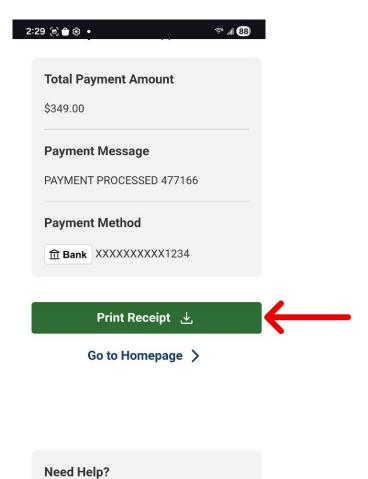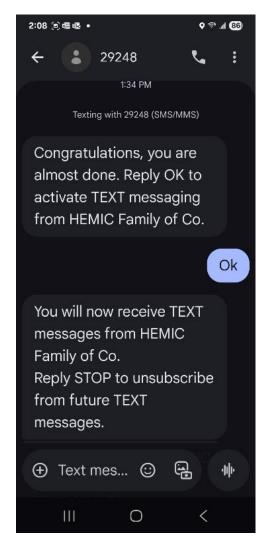
6. After this first payment, you will receive a text message asking you to confirm your Pay by Text set-up. Reply "OK" to confirm the set-up.

7. When an upcoming payment is due, you will receive a text message reminder listing the amount due and the payment due date and asking if you want to pay with your default payment method. To pay by text, reply to this message with "OK".

FAQs

1. **How do I get to the new HEMIC Bill Pay?**
   Go to HEMIC.com/portals and click the HEMIC Bill Pay tile in the HEMIC section.

2. **Will my Ka Piko portal login work for HEMIC Bill Pay?**
   No, the HEMIC Bill Pay portal is separate from the Ka Piko portal. You will need to set up a username and password to access your account in the HEMIC Bill Pay portal.

3. **If I was enrolled in AutoPay in the old system, do I need to enroll again?**
   Yes, all customers currently enrolled in AutoPay will need to register again to authorize the new electronic payment provider to process your payments utilizing your designated credit card, debit card or bank account. You will need your account Number to register for AutoPay. You can find this number on your invoices, in the top right corner of the invoice. If your invoice is not available, please contact our Accounting Customer Service at (808) 208-8360 or acctgcs@hemic.com.

4. **I don't know my account number. Can I log in and make a payment?**
   You will need your account number to log in to make a payment. Your account number located in the top right corner of your invoice. If your invoice is not available, please contact our Accounting Customer Service at (808) 208-8360 or acctgcs@hemic.com.

5. **What is the difference between a Scheduled Payment versus AutoPay?**
   - A Scheduled Payment is a one-time payment that you set up for a specific amount to be paid on a specific date in the future. It is not a recurring payment.
   - AutoPay sets up a recurring payment. It enables you to pay your monthly premium with an automatic, recurring debit 15 days after your monthly premium bill is issued. If the 15th day after your invoice bill falls on a weekend or holiday, the debit will occur on the next business day.
   - You can set up your automatic payments to be made from an authorized bank account through an electronic funds transfer (EFT) process, or from a designated credit or debit Card. There is no fee for EFT payments, but there is a 3.95% processing fee for credit and debit card payments.

6. **I made a payment in error, or I need to correct a payment. How do I contact your Billing Department?**
   Please call or email our billing teams at:
   - HEMIC: (808) 208-8360, acctgcs@hemic.com
   - EPIC: (808) 784-3020, service@employersprotectiveinsurance.com

7. **Can I pay my audit through HEMIC Bill Pay?**
Yes, If you receive an audit premium invoice with a balance due, you can pay the audit invoice in the new electronic payment system.

- Please also note that if you have registered for AutoPay (automatic and recurring payments), audit premiums will NOT automatically be paid through AutoPay. The process to pay an audit premium through HEMIC Bill Pay is the same as searching for or selecting a regular, monthly premium due. You can make this payment by EFT, credit card or debit card based on the amount of the audit premium due. If you prefer, you can also pay your audit premium by check.
- If you would like to set up a payment plan, you may contact our Accounting Customer Service at (808) 208-8360 or acctgcs@hemic.com.

8. **Am I able to view my invoices in HEMIC Bill Pay?**

- Your invoices that you currently receive will continue to be delivered to you from our main invoicing system either through mail or email based on your delivery preference.
- HEMIC Bill Pay is updated with your invoice details to present a "bill" in the payment system that you may select and pay online.