

# Frequently Asked Questions

## Benefit Premium Payments Online

### WhiteLodging.com/Associates

- **Who is this new payment process for?**
  - The website is only for furloughed associates who have healthcare or dental benefits through White Lodging.
- **How can I look up how much I owe?**
  - Once you click the “Pay Insurance Premium” button, you will be asked to input your Employee/Kronos ID number. If you don’t know your EID/Kronos ID, please contact [benefits@whitelodging.com](mailto:benefits@whitelodging.com).
- **When are premium payments due?**
  - Premium payments are due on the same dates as you would normally receive a paycheck – April 10, April 24, May 8, May 22. Payments are due within 45 days of the due date or you may risk losing insurance.
- **Can I set up automatically recurring payments?**
  - No, we don’t currently have the capability to accept automatic recurring payments.
- **Are there additional fees required if I pay with credit or debit card?**
  - No, there are no additional fees to the associate for paying with debit or credit card.
- **I entered my EID on the website and received a premium payment number – what does this include?**
  - The amount shown is for the total of all relevant health benefit premiums during a normal two-week pay period, including health and dental. The total does not calculate any remaining balances you may have outstanding or have already partially paid – inquire with [benefits@whitelodging.com](mailto:benefits@whitelodging.com) for this information.
- **Can I pay more than my two-week premium?**
  - Yes, you can advance pay future premiums if you would like to pay in advance. For two pay periods, just double the premium amount that is returned by the website.
- **What if I can’t pay the entire premium at once?**
  - Partial payments will be allocated to medical benefits first, then dental benefits unless communicated otherwise to [benefits@whitelodging.com](mailto:benefits@whitelodging.com).
- **I chose to utilize vacation/PTO time to help get me through the furloughed time, will my insurance premium payment still come out of my check?**
  - Yes, if you are using vacation/PTO, your insurance premium will still be deducted from your paycheck and you will NOT need to make a payment through this site until you are no longer receiving a check.
- **I was called in to work for a few hours/a day while on furlough, will my insurance premiums be deducted from the paycheck?**
  - Yes, if you are receiving a paycheck for hours worked while on furlough, your insurance premium will be deducted from the paycheck and you will NOT need to make a payment through this site until you are no longer receive a check. You can inquire about your individual situation by contacting [benefits@whitelodging.com](mailto:benefits@whitelodging.com).
- **I became eligible to receive benefits on 4/1/2020, do I need to make a payment now?**
  - If you became benefits eligible on 4/1, your EID may not yet be in the system, so the website may not return an amount due at this time. We are updating the data weekly, so please check back next week or contact [benefits@whitelodging.com](mailto:benefits@whitelodging.com) to determine when your first payment can be accepted and how much it will be.
- **I became eligible to receive benefits on 4/1/2020 and have not yet received my ID card –**

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## **how can I access a temporary ID card?**

- Temporary ID cards can be printed from the Group Administrators website – [www.groupadministrators.com](http://www.groupadministrators.com).
- **My employment was severed, can I utilize this website to make COBRA payments?**
  - No, the website is only designed to receive payments for furloughed associates who have health or dental benefits with White Lodging. For severed associates, a COBRA election form will come from Group Administrators and your payment must be sent directly to them.
- **I have not been furloughed, but I am not getting enough hours currently to get a paycheck, how can I make my payment?**
  - Your insurance premium will either be caught up on your next paycheck or you will receive a letter from the benefits department explaining how you can pay.
- **A friend/family member has offered to pay my insurance premium on my behalf, can they do that?**
  - Yes, they can follow the same process to either pay online or via mail. Please be sure that they provide YOUR EID/Kronos ID and your name with the payment so that we know where it should be applied.
- **When I visit [whitelodging.com/associates](http://whitelodging.com/associates), the button for “Pay Insurance Premium” doesn’t seem to work.**
  - You may need to clear your browser cache in order for the button to work properly – instructions for clearing your cache can be found here: <https://clear-my-cache.com/en/windows.html>
- **Can I cancel or change my benefits?**
  - No, you cannot cancel benefits without a qualifying event (e.g. Marriage, Divorce, Birth of Child or gain/loss of other coverage). You may be eligible to change to the lowest-cost medical plan option. Contact [benefits@whitelodging.com](mailto:benefits@whitelodging.com) to inquire. While you may be able to change your plan option, you cannot change your coverage level (i.e. add or remove family members).