

Atlantic Canada Regional Council Health and Welfare

- Online Portal for Self-Paying Members –

If you are a self-paying member, you can now pay online using your credit card through a secure Payment Portal, through TD Online Mart. To access the Payment Portal, please go to: [ACRC Self Pay Portal](#). **We recommend you save this link for future self-payments.**

Paying online is easy! Simply fill out the payment form as shown below:

Atlantic Canada Regional Council Self-Payment Portal

Please be advised that this portal is only for members who need to self-pay for benefits. Please ensure that you enter your 9 digit Coughlin Member ID number below in the Invoice/Order Number field.

Enter Self-Pay amount.
This can be found on the bottom of your monthly statement

Enter the credit card information for the self-payment.

Enter the Expiry Date.

Card cvd is the three digit code found on the back of the credit card.

PAYMENT INFORMATION

5.00	Invoice/order number	
Name on card		
Card number		
01	2019	Card cvd

MEMBER INFORMATION

Name	
Email	Phone number
Address line 1	Address line 2
City	Postal/zip code
Manitoba	Canada

COMMENTS

Enter your **9 digit Member ID number**, starting with 000, as found on your drug card or on your monthly statement.

Enter address and contact information for the plan member.

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FAQ's

1. How do I know if I need to self-pay/how much to pay?

- a. Your monthly statement will indicate if payment is needed.
- b. Please check the bottom of your statement, as it will show you what you need to pay if you are not working vs. what you need to pay if you are working. If you are not working, you may pay the non-working deduction.

2. What forms of payment can I use on the portal?

- a. We are able to accept the following cards through the portal:
 - i. Visa, MasterCard, Amex
 - ii. Credit-Debit Cards (i.e. Visa Debit)
- b. We are not able to accept:
 - i. Debit Cards

3. How can I access the Payment Portal website?

- a. You can use your computer, tablet, or mobile device to open the website in a browser.
- b. We recommend you save the website link for future payments
 - i. You can use this website each month in which you need to self-pay
 - ii. If you ever need the website link re-sent to you, please access your Member portal at www.coughlin.ca or contact us at ACRCAdmin@coughlin.ca

4. What happens if I make an underpayment or overpayment?

- a. Overpayment
 - i. If you are eligible to make self-payments, overpayments will be applied to your account for future use. Refunds will not be issued for eligible member-initiated overpayments.
 - ii. If you are not eligible to make self-payments, your payment will be refunded.
- b. Underpayments
 - i. Our office will contact you using the information you enter on the payment form.
 - ii. You will be required to make an additional payment to top up your account

5. What if I enter the wrong Member ID number/Member name/other information?

- a. The most important piece of information is the 9 digit member ID number
 - i. This is how we identify each member and helps ensure prompt processing of your payment.
 - ii. If you are unsure of your member ID number, please check your monthly statement.
- b. If you enter your Member ID number incorrectly
 - i. Our office will attempt to match the other information you enter on the payment portal to the information we have on file.
- c. If we are unable to match your information to our system
 - i. We will attempt to contact you using the contact information on the payment portal
- d. If our office is unable to locate your file or contact you
 - i. Your payment will be refunded.
 - ii. You will be required to contact our office to make another payment.

Should you have any questions about your statement or coverage, please contact our office.

Email: ACRCAdmin@coughlin.ca

Phone Number: (888) 204-1234 ext. 8982 (Option 3 on the automated phone menu)