



FREQUENTLY ASKED QUESTIONS (FAQS)

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I'M A NEW POLICYHOLDER, HOW DO I REGISTER FOR THE KA PIKO POLICYHOLDER PORTAL?

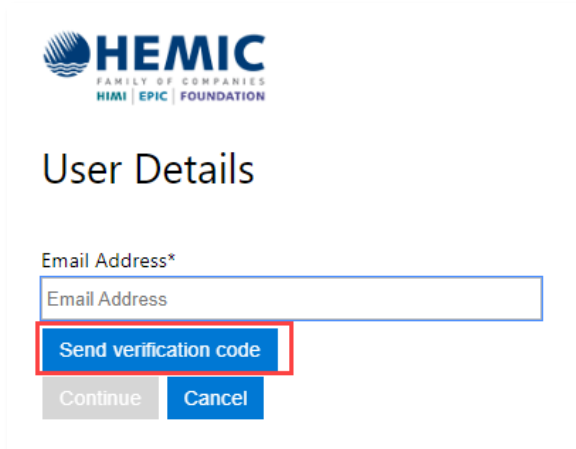
- When we issue a new policy, we create a user account for the email address provided by your agent, and an email is sent to set up your password.
- If you do not receive an email, please contact your agent to request portal access for your email address. For account security purposes, your agent must request this.

I FORGOT MY USERNAME. HOW CAN I LOG IN?

- Your username is your email address.

I FORGOT MY PASSWORD. HOW CAN I RESET IT?

- Click on Forgot Password on the [HEMIC Family of Companies' Portals page](#).
- You will be redirected to a User Details screen. Type in the email address associated with your HEMIC account and click on "Send verification code".



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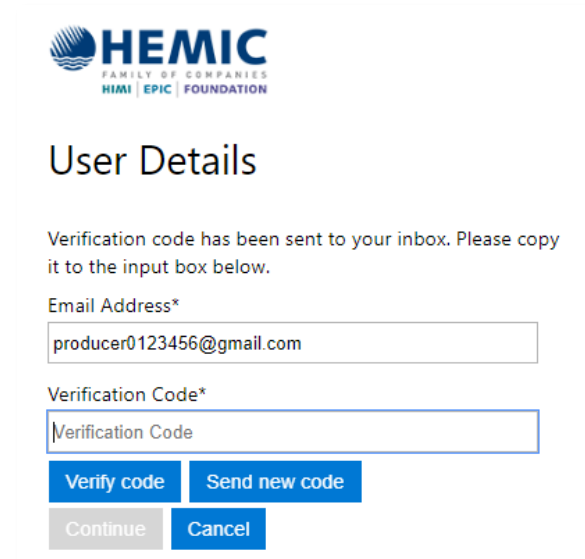
User Details

Email Address*

Send verification code

Continue Cancel

- A verification code will be sent to the email address you entered.



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User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address*

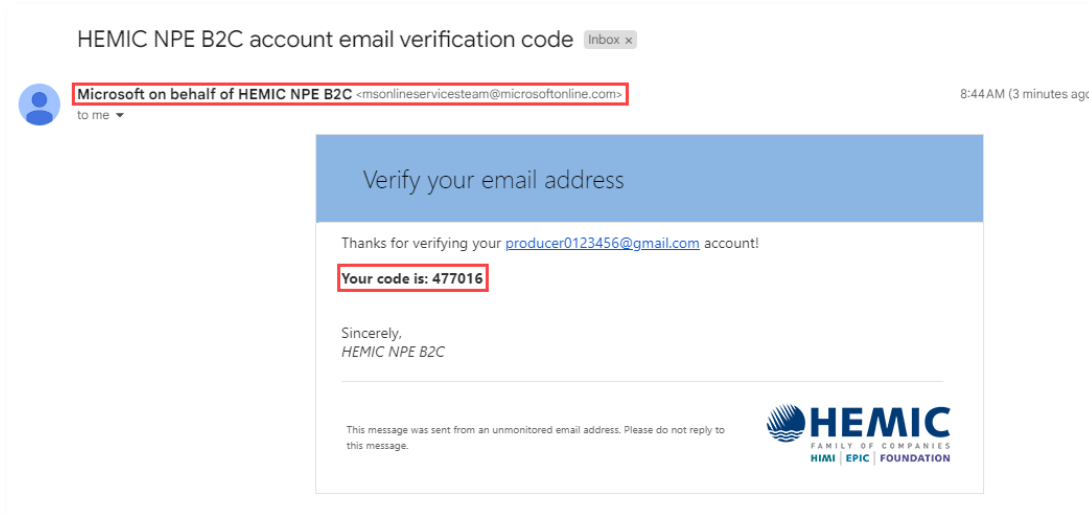
Verification Code*

Verify code Send new code

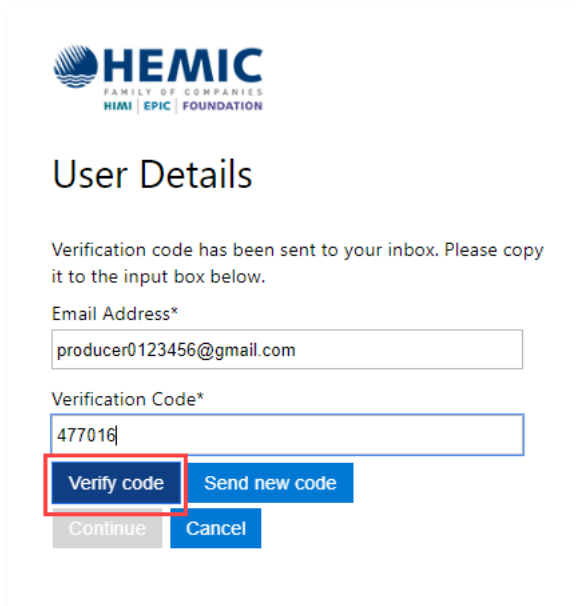
Continue Cancel



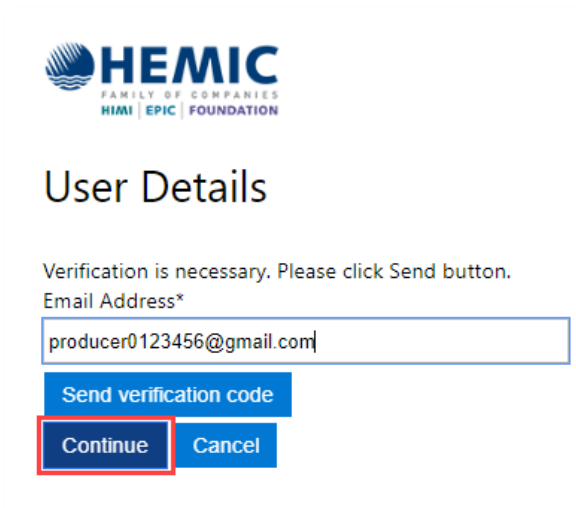
- The verification code will be sent from msonlineserviceteam@microsoftonline.com.



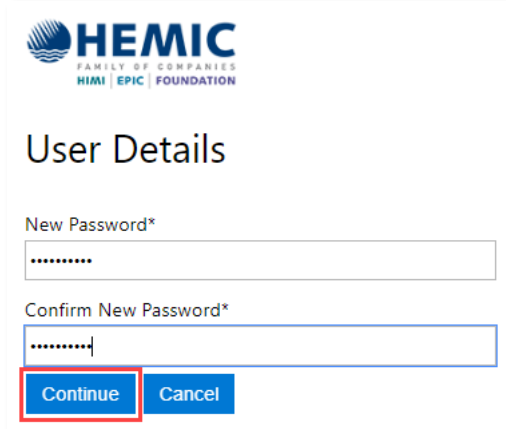
- Copy the code from the email and paste it in the Verification Code box. Then click on “Verify code”.



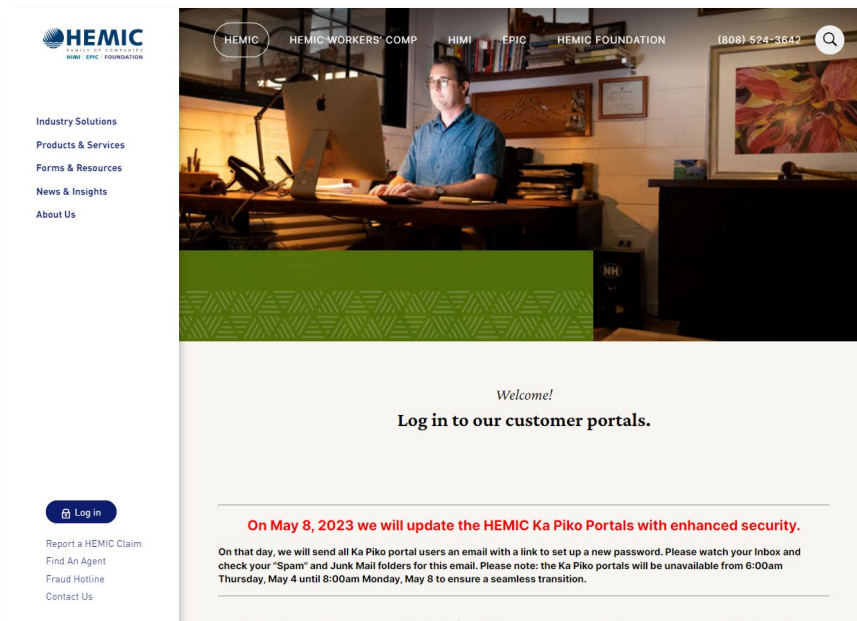
- The User Details page will reappear. Re-enter the email address and click on “Continue.”



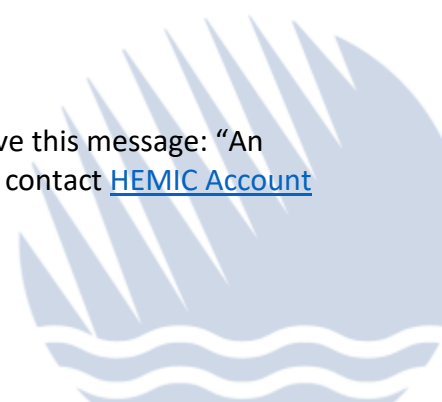
- Create a new password. The password must be:
 - Between 8 and 64 characters
 - Must have 3 of the following:
 - A lowercase letter
 - An uppercase letter
 - A number
 - A symbol (!@#\$%^&*)
- Enter your new password in both fields and click on “Continue.”

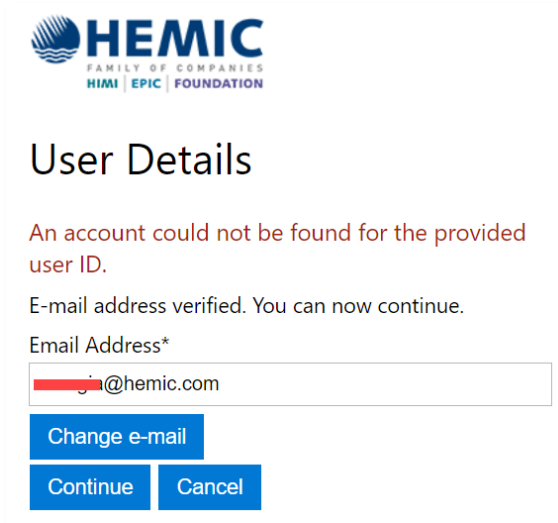


- Once your new password has been successfully submitted, you will be redirected to the HEMIC Family of Companies’ Customer Portals page.



- If the email address submitted is not in the Ka Piko system, you will receive this message: “An account could not be found for the provided user ID.” In this case, please contact [HEMIC Account Services](#) for further assistance, or call us at (808) 208-8200.





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User Details

An account could not be found for the provided user ID.

E-mail address verified. You can now continue.

Email Address*

_____@hemic.com

Change e-mail

Continue Cancel

MY LOGIN ISN'T WORKING. WHAT DO I DO?

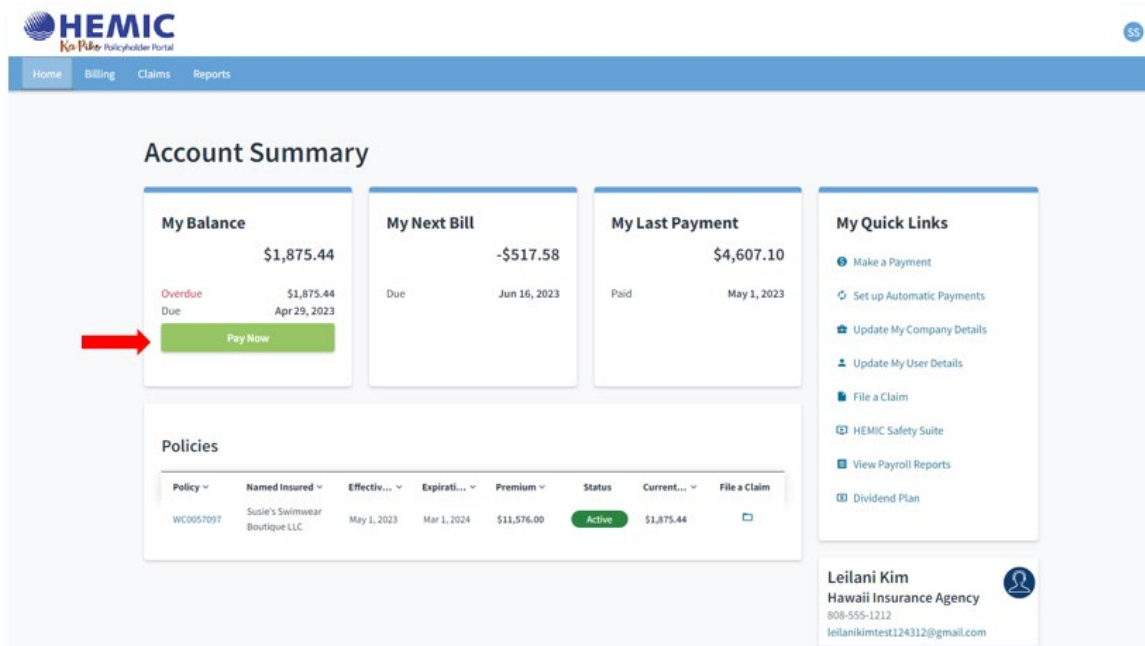
- On May 8, HEMIC released an update to the portal with enhanced security and additional features. If you did not set up a new password at that time, please contact [HEMIC Account Services](#).

WHY DID HEMIC UPDATE THE KA PIKO PORTAL?

- At HEMIC, your safety is our priority – including the safety of your electronic data. Our May 2023 update provided enhanced security protocols as well as updates to our system that will enable new online features and future enhancements.

CAN I MAKE A PAYMENT FROM MY PHONE?

- Please use a computer or tablet for electronic payments. At this time, electronic payments by phone are not possible.
- Login to the Ka Piko portal. If you have a current balance due, click the Pay Now button on the homepage.



HEMIC
Ka Piko Policyholder Portal

Home Billing Claims Reports

Account Summary

My Balance

\$1,875.44

Overdue \$1,875.44
Due Apr 29, 2023

[Pay Now](#)

My Next Bill

-\$517.58

Due Jun 16, 2023

My Last Payment

\$4,607.10

Paid May 1, 2023

My Quick Links

- Make a Payment
- Set up Automatic Payments
- Update My Company Details
- Update My User Details
- File a Claim
- HEMIC Safety Suite
- View Payroll Reports
- Dividend Plan

Policies

Policy	Named Insured	Effectiv...	Expirati...	Premium	Status	Current...	File a Claim
WC0057097	Suzie's Swimwear Boutique LLC	May 1, 2023	Mar 1, 2024	\$11,576.00	Active	\$1,875.44	

Leilani Kim
Hawaii Insurance Agency
808-555-1212
leilanikimtest124312@gmail.com

- If you do not have a current balance due but want to make a payment, click on Billing in the top menu bar.
- On the Billing screen, click on Make a Payment.

Billing Summary

Account: Susie's Swimwear Boutique LLC - 3015858

Invoice Stream: WC0057097

View Invoices
 Make a Payment
 Set up Automatic Payments
 Manage Bank Accounts

Invoices

Invoices to Pay		Paid Invoices				
Invoice Number	Bill Date	Due Date	Bill Status	Invoice Total	Paid	Outstanding
103864469	Apr 28, 2023	Apr 29, 2023	Due	\$3,411.14	\$1,535.70	\$1,875.44
103864629	Jul 1, 2023	Jul 17, 2023	Planned	\$3,233.52	\$0.00	\$3,233.52
103864630	Aug 1, 2023	Aug 16, 2023	Planned	\$3,233.52	\$0.00	\$3,233.52

- Select the amount you want to pay.
- Select Pay Now or select a future date to schedule the payment.
- Check the box to authorize the payment and click the green Pay Now button.

Billing Summary

Account: Susie's Swimwear Boutique LLC - 3039358

View Invoices
 Make a Payment
 Set up Automatic Payments
 Manage Bank Accounts

Make a Payment

You are making a payment for the Account: Susie's Swimwear Boutique LLC

It may take up to 3 business days to process your payment.

How much would you like to pay today?

\$1,875.44 Current Amount Due
 \$317.50 Next Payment Due
 \$1,307.80 Remaining Balance
 Other Amount

Pay Now
 Schedule Payment on: May 8, 2023

Send Confirmation Email to: (Optional): susiewebout002@gmail.com

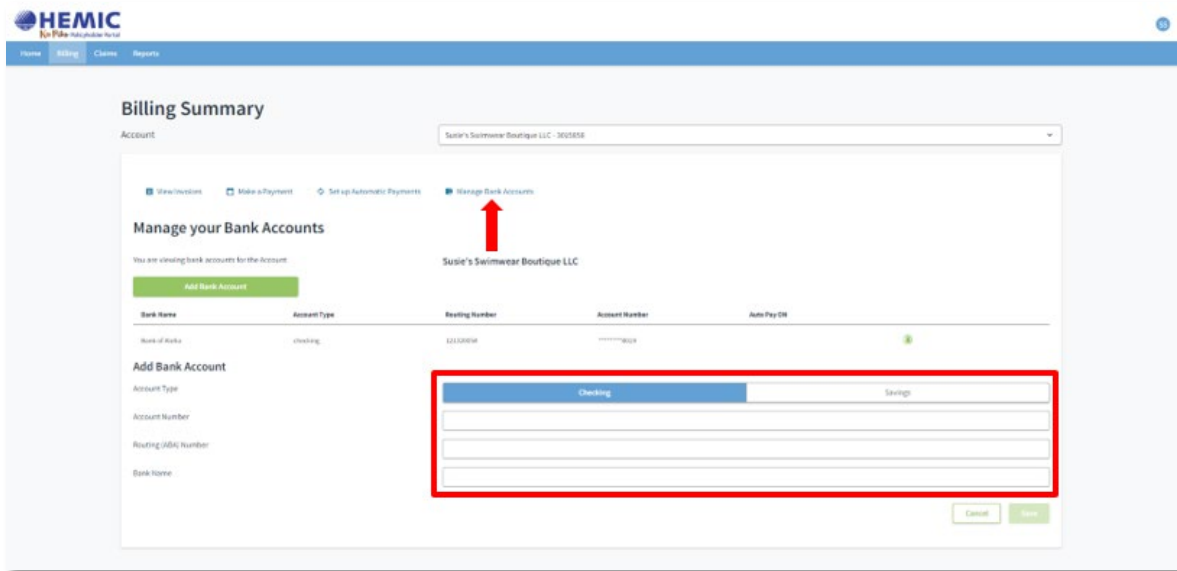
Payment Method

From Bank Account: Bank of America *****0033

By clicking "Pay Now" below, I authorize HEMIC to debit my bank account.

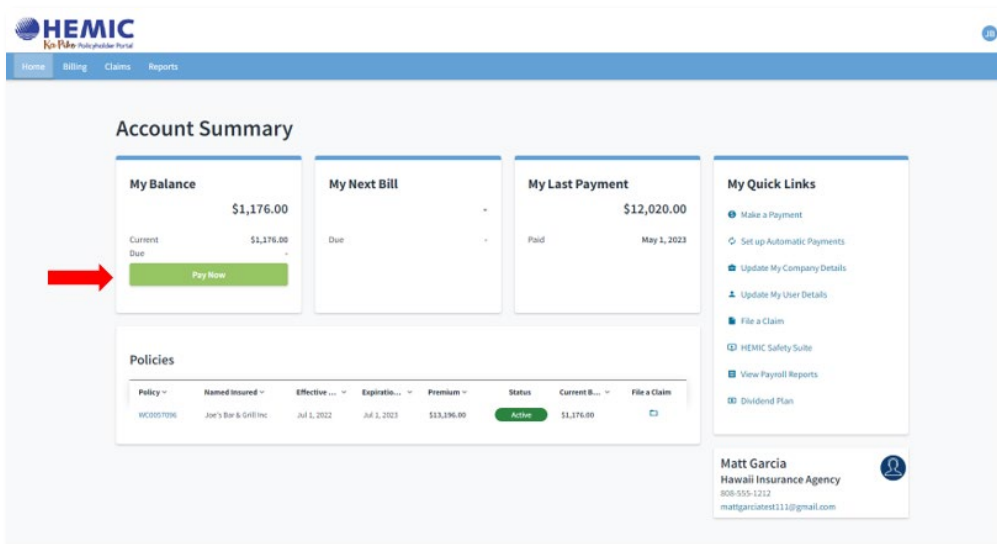
Cancel

- To set up a bank account, select Manage Bank Accounts.
- Select Checking or Savings.
- Enter the Account Number, Routing Number, and Bank Name.



CAN I VIEW THE BALANCE DUE ON MY POLICY?

- Your current balance is shown on your Ka Piko portal homepage.
- If you click the green Pay Now button, you will go to a screen with your Current Amount Due, Next Payment Due, and Remaining Balance.



HEMIC
Ka Piko Publicholder Portal

Home Billing Claims Reports

Billing Summary

Account: Joe's Bar & Grill Inc - 3015857

View Invoices Make a Payment Set up Automatic Payments Manage Bank Accounts

Make a Payment

You are making a payment for the Account **Joe's Bar & Grill Inc**
It may take up to 3 business days to process your payment.

How much would you like to pay today?

\$1,176.00 Current Amount Due

\$0.00 Next Payment Due

\$1,176.00 Remaining Balance

Other Amount

Please select Payment Date

Pay Now

Schedule Payment on

Send Confirmation Email to (Optional)

CAN I VIEW MY PAYMENT HISTORY?

- From the Ka Piko portal homepage, click on Billing.
- In the Billing section, select Paid Invoices under Invoices.
- To view upcoming payments, select Invoices to Pay.

HEMIC
Ka Piko Publicholder Portal

Home Billing Claims Reports

Billing Summary

Account: Joe's Bar & Grill Inc - 3015857

Invoice Stream: WC0057096

View Invoices Make a Payment Set up Automatic Payments Manage Bank Accounts

Invoices

Invoices to Pay Paid Invoices

Invoice Number	Bill Date	Due Date	Bill Status	Last Payment Date	Invoice Total	Paid	Outstanding
103864468	Apr 28, 2023	Apr 29, 2023	Paid	May 1, 2023	\$12,020.00	\$12,020.00	\$0.00



HEMIC
Kaiser Permanente Physician Portal

Home Billing Claims Reports

Billing Summary

Account: Joe's Bar & Grill Inc - 3015857

Invoice Stream: WC0057096

[View Invoices](#) [Make a Payment](#) [Set up Automatic Payments](#) [Manage Bank Accounts](#)

Invoices

Invoices to Pay | Paid Invoices

Invoice Number	Bill Date	Due Date	Bill Status	Invoice Total	Paid	Outstanding
103864539	May 1, 2023	May 16, 2023	Billed	\$1,176.00	\$0.00	\$1,176.00

CAN I VIEW A COPY OF MY INVOICE?

- For a copy of your invoice, please contact our Accounting Department at acctgcs@hemic.com.

I THINK I SUBMITTED A DUPLICATE PAYMENT. CAN I CANCEL ONE OF THE PAYMENTS?

- Please contact our [Accounting Department](#), (808) 208-8360 as soon possible.
- If the duplicate payment was made on the same day as the first payment, we may be able to cancel the payment. If the duplicate payment was made on a different day, the amount will be applied to any future invoices.

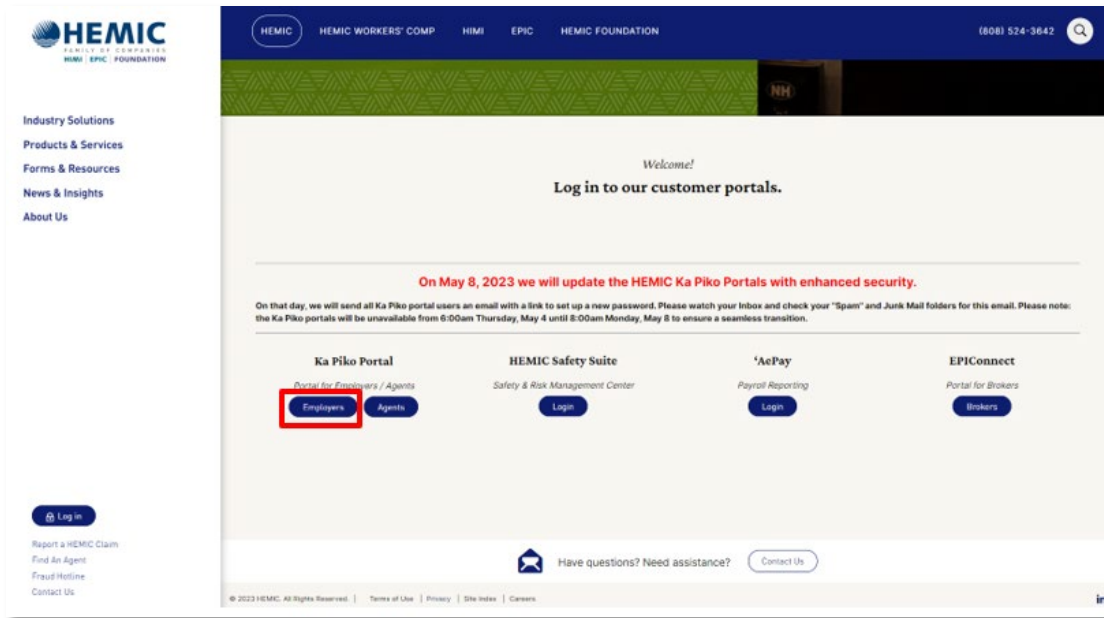
CAN I MAKE A PAYMENT ONLINE WITH A CREDIT CARD?

- Currently, we do not accept credit card payments. We do accept payment by check and ACH transfer.



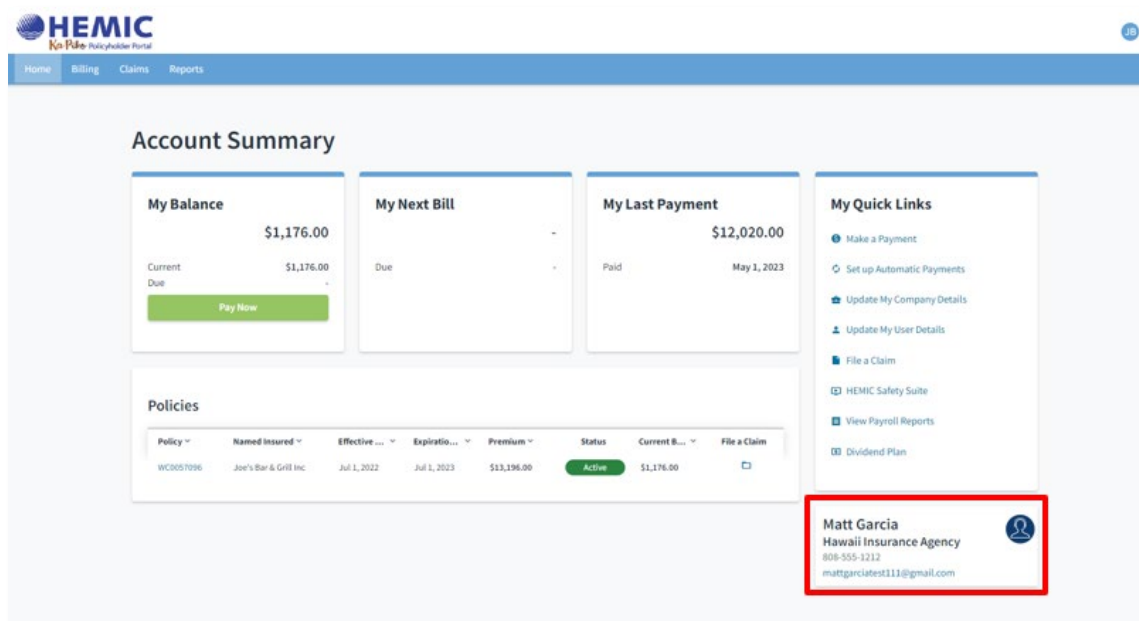
I USE 'AEPAY FOR PAYROLL REPORTING. CAN I MAKE AN AUDIT OR MEDICAL DEDUCTIBLE PAYMENT?

- Yes, you can make audit and medical deductible payments through the Ka Piko Portal, which is separate from the 'AePay Portal. If you do not have a login set up for Ka Piko, please contact your agent ([see FAQ #1](#)).



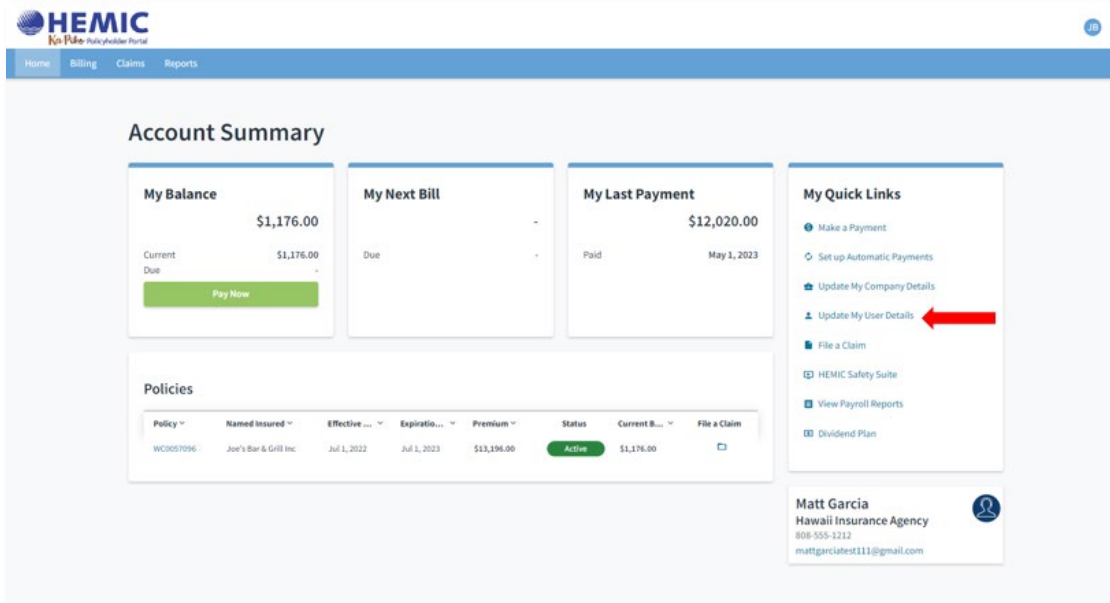
WHERE CAN I FIND MY AGENT'S CONTACT INFORMATION?

- Your agent's name, phone and email address are located on the portal homepage, just below My Quick Links.



HOW CAN I CHANGE MY USER PROFILE INFORMATION?

- Under My Quick Links, click on Update My User Details and follow the prompts.

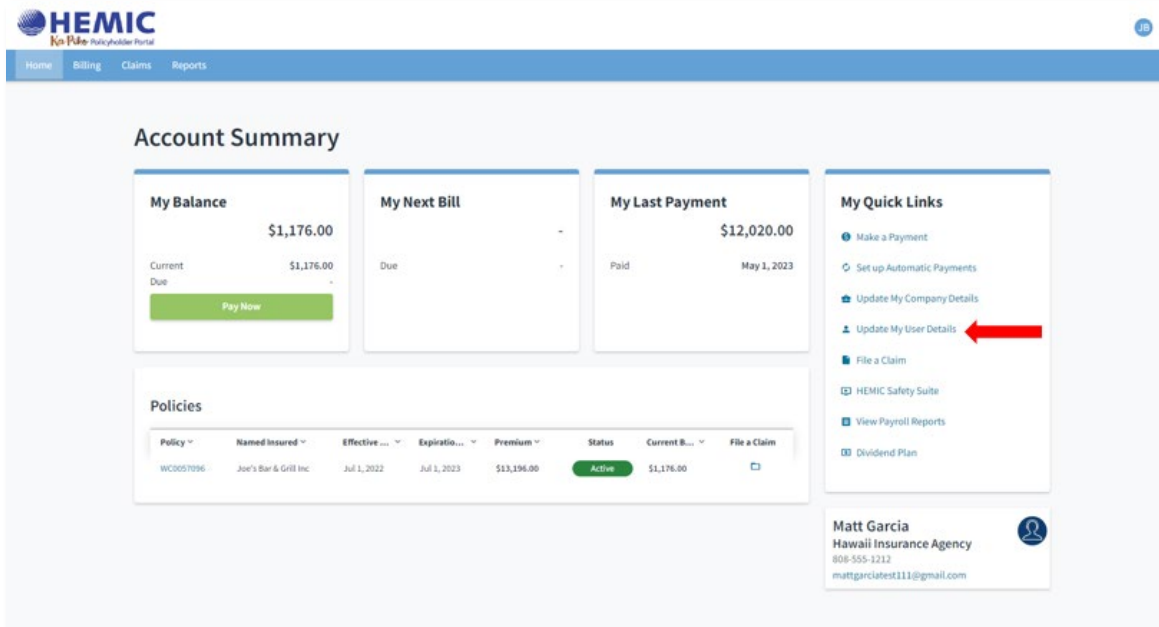


The screenshot displays the HEMIC Policyholder Portal interface. The top navigation bar includes 'Home', 'Billing', 'Claims', and 'Reports'. The main content area is titled 'Account Summary' and is divided into several sections:

- My Balance:** Shows a current balance of \$1,176.00 with a 'Pay Now' button.
- My Next Bill:** Shows a due date of May 1, 2023.
- My Last Payment:** Shows a paid amount of \$12,020.00 on May 1, 2023.
- My Quick Links:** A list of actions including 'Make a Payment', 'Set up Automatic Payments', 'Update My Company Details', 'Update My User Details' (highlighted with a red arrow), 'File a Claim', 'HEMIC Safety Suite', 'View Payroll Reports', and 'Dividend Plan'.
- Policies:** A table listing policy details for 'Joe's Bar & Grill Inc'.
- User Profile:** Information for Matt Garcia at Hawaii Insurance Agency, including contact details and email.

HOW DO I ADD A NEW USER TO MY COMPANY'S ACCOUNT?

- Under My Quick Links, click on Update My User Details and follow the prompts.



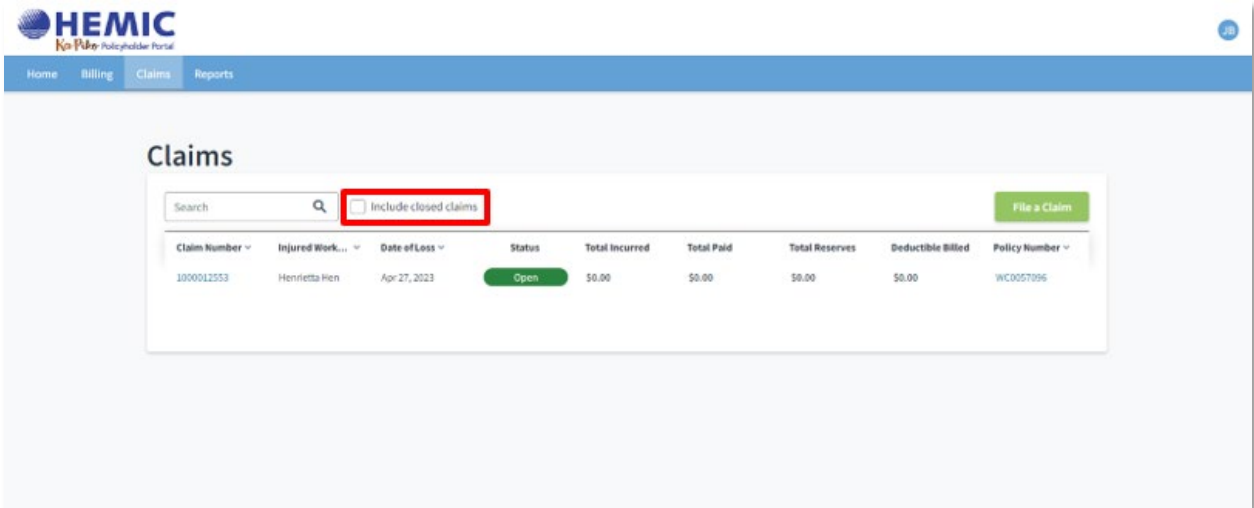
This screenshot is identical to the one above, showing the HEMIC Policyholder Portal. The 'My Quick Links' section is highlighted with a red arrow pointing to 'Update My User Details', indicating the correct path to manage user profiles.

HOW CAN I MAKE CHANGES TO MY POLICY?

- Please contact your agent to request changes to your policy.

HOW CAN I VIEW THE STATUS OF A FILED CLAIM?

- If you have been granted Claims access for your account, you will see a Claims tab in your top menu bar. Open claims are listed under this tab.
- To view all claims, click the box “Include closed claims”.



The screenshot displays the HEMIC Policyholder Portal interface. At the top, the HEMIC logo and 'Ko-Pu Policyholder Portal' are visible. A navigation bar includes 'Home', 'Billing', 'Claims', and 'Reports'. The 'Claims' section is active, showing a search bar and a checkbox labeled 'Include closed claims' which is highlighted with a red box. Below this is a table of claims with the following data:

Claim Number	Injured Work...	Date of Loss	Status	Total Incurred	Total Paid	Total Reserves	Deductible Billed	Policy Number
1000012553	Henrietta Hen	Apr 27, 2023	Open	\$0.00	\$0.00	\$0.00	\$0.00	WC0057096

