

Changes to Your Bill (Page 1 of 4)

We are committed to providing our customers with the best experience possible. As part of this commitment, effective June 1, 2021, we are transitioning to a new modernized billing platform that will enhance the end-to-end billing experience and ultimately offer better, more flexible billing options. This transition will occur upon the group's next renewal date, beginning June 1 and after.

As a result of this transition, there will be minor changes to the way that you access, view, and pay your bill using the Blue Access for Employers (BAE) portal—**this document provides answers to some questions you may have about the transition.**

Accessing and Viewing ASO Invoices

Does this change how I access my bills?

You may notice changes to the links in the "Billing" section of the Blue Access for Employers (BAE) homepage that you currently use to access Monthly Settlements—review the FAQs in this section and the diagram on page 3 to learn more about these changes.

What does the "ASO Invoices" link do?

Use the "ASO Invoices" link to access Monthly Admin and Projected Claims funding invoices for all months **after** your renewal date. Please note that the "ASO Invoices" link will not be active until your first Monthly Invoice following your renewal date. Once your renewal is processed, the new link will appear but will not populate any billing information until the Monthly invoice is generated.

What does the "Monthly Settlements – View History" link do?

Use this link to access and pay Monthly Settlements for months ending **before** your renewal date.

Will this change how my bills look?

While this change will not impact the type of information included in the Monthly Settlement, we have made enhancements to the look and feel to consolidate and simplify the information. Your producer or the Small Group Account Management Team can walk you through these enhancements.

Does this change the timing of when I will receive my bills moving forward?

No, this does not change the timing of when customers will receive their bills.

If I am currently registered for BAE, do I have to register again?

If you are currently registered to use the Blue Access for Employers (BAE) portal then your account information will be automatically transferred. However, customers should verify their information in the new portal and contact their producer or the Small Group Account Management Team with any questions or updates.

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Auto-Pay and One Time Online Bill Pay

Does this change affect auto-pay and one-time online bill pay moving forward?

Customers that pay using auto-pay or Online Bill Pay through BAE should contact their bank to verify any security features and notify them that Blue Cross Blue Shield will be using a new Company ID (or “Originator ID”) to initiate ACH auto-debit transactions—the new Company ID is 5000027465. This is a critical step to ensure that the bank authorizes these transactions and to avoid disruption to payment schedules

Does this change affect auto-pay and online bill pay for invoices from before my renewal date?

No, customers that are enrolled in auto-pay should follow the same process used today for bills from before their renewal date. Customers that use one-time Online Bill Pay in BAE can access and pay these by clicking the “Monthly Settlements – View History” link on the BAE homepage and follow the same process used today for bills from before their renewal date.

Where can I track completed payments?

Customers should look under the **Track Payments** tab to confirm the date that the payment will apply to the invoice.

Manual Payments and Account Numbers

Does this change affect manual payments moving forward after my renewal date?

Customers that manually send payments must use the new ORMB Account ID Number listed in the “Account ID Number” field of the invoice. You can download the invoice PDF from the BAE portal by clicking on the three dots next to the Invoice Number. This process is outlined on page 4.

Does this change affect manual payments from before my renewal date?

No, customers should continue to use the BARS Number they use today to manually pay invoices before their renewal date.

Support Related Requests

Who should I call with questions or support related requests?

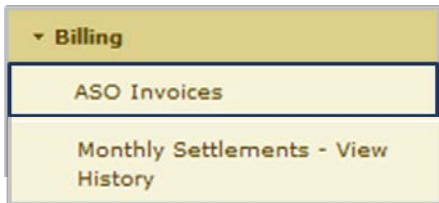
Please review the bottom of the new invoice for support contact information or contact your producer or the Small Group Account Management Team for questions or support related requests.

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There will be minor changes made to the format and names of the links on the Blue Access for Employers (BAE) homepage that you currently use to access your Monthly Settlements online—review the information below to learn more about these changes:



A "ASO Invoices"



Use this Link to View...

Monthly Invoices
For all months after your renewal date (ORMB)

B "Monthly Settlements – View History"



Use this Link to View...

Monthly Settlements
For all months before your renewal date (historic BARS information)

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Customers that manually send payments must use the new ORMB Account ID Number listed in the “Account ID Number” field of the invoice for which they are submitting payment for following their renewal date—review the steps below to learn how to access the updated Account ID Number

Access Updated ORMB Account ID Number

- 1 Select the “ASO Invoices” Link in the Billing section of the BAE homepage
- 2 Select the Invoices Page from the side navigation menu
- 3 Select the More Options icon and the PDF icon to view detailed invoices (bills) as a PDF
- 4 Use the Account ID Number at the top of the PDF invoice you are manually submitting payment for

1 Billing

- ASO Invoices
- Monthly Settlements - View History

2 INVOICES

- Account Summary
- Invoices
- Reports
- Alternative Payment

3 View PDF

Group Health Plan	Monthly Demo Company, LLC 123 Street Suite 2000 Chicago, IL 60601
Customer ID Number	123456
Bill Group	Demo Group 1
Account ID Number	19700744458
Bill Group Contact	Demo User
Invoice Number	190074907846
Invoice Date	03/31/2019
Invoice Period	03/01/2019 - 03/31/2019
Billing Cycle	Monthly

Make Electronic (Wire ¹ or ACH ²) Payments to	
Mellon Bank Health Care Service Corporation	
HCSC ABA Number	043000261
HCSC Bank Account Number	120-5032
Account ID Number	19700744458
Amount Due	\$ 90,810.50
Date Due	04/15/2019

See footnotes for important Wire & ACH payment instructions