

Member Payment Portal: How to Make Payments as a Broker

The Member Payment Portal will enable Brokers to set up auto bill pay and make one-time payments for their active retail members. **The services discussed in this section do not pertain to Medicare clients.**

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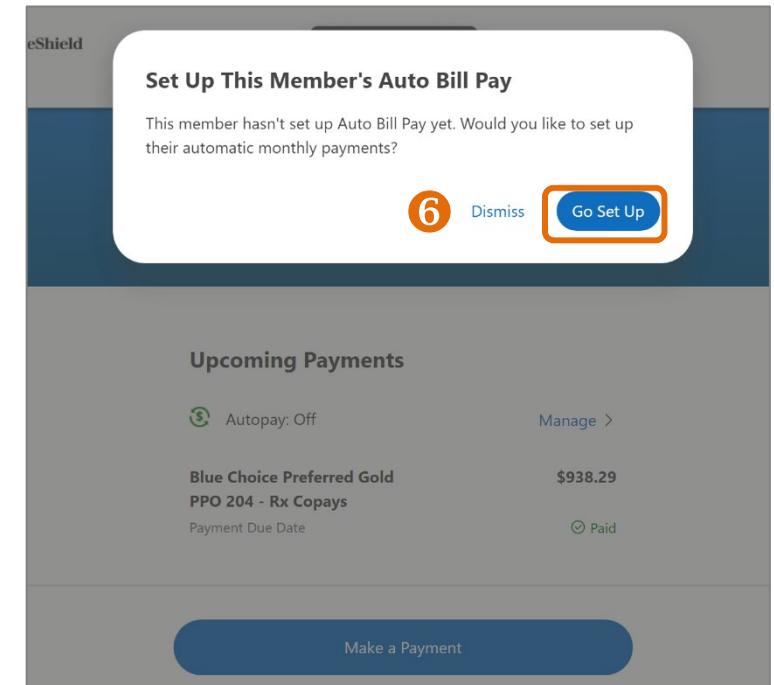
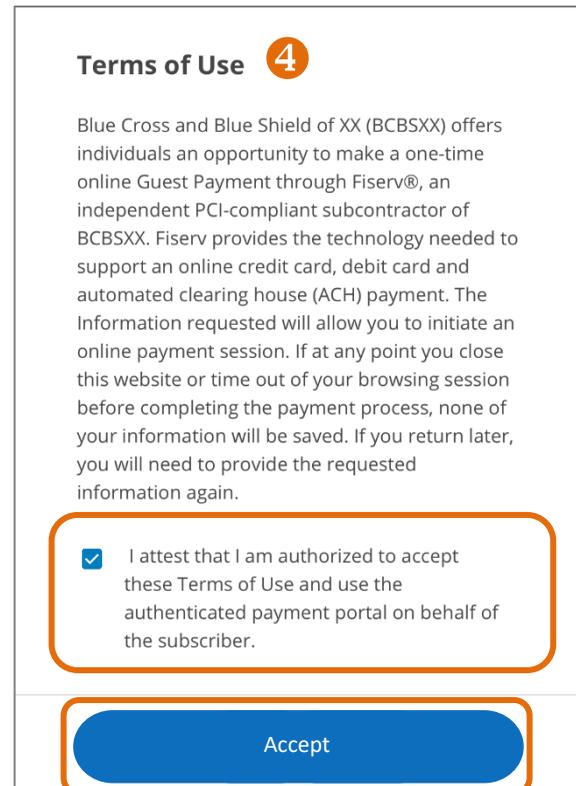
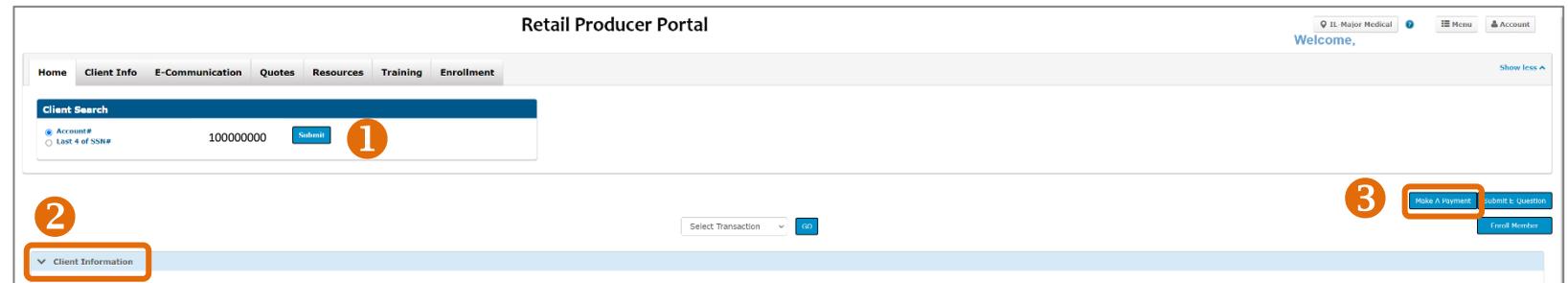
Auto Bill Pay

You can now easily set up auto bill pay from your Retail Producer Portal on behalf of your active retail clients.

Setting up Auto Bill Pay

Retail Producer Portal

1. On the 'Home' page of the **Retail Producer Portal**, search for a client using the 'Account#' or 'Last 4 of SSN#' click 'Submit'
2. The 'Client Information' will show below
3. To the right of the page click the 'Make a Payment' button
4. The MPP application will open a new window and show the 'Terms of Use'
5. Review and check off the attestation, press 'Accept'
6. A pop-up will appear, click 'Go Set Up'



Manage Account

1. On the **Payments** page, you will see your Broker Name, Broker ID and Member ID at the top of the page
2. The 'Current Balance' is displayed in the blue bar
3. Below the blue bar you will see the 'Upcoming Payments' information which includes the Autopay label and the chosen health plan with the balance and due date
4. To set up 'Autopay' for your client, click 'Manage'

The screenshot displays the 'Payments' section of a member payment portal. At the top, a dark grey box contains account details: Broker Name: testbroker, Broker ID: 000000000, and Member ID: 000000000. To the right are links for 'Language Assistance' and 'Exit'. Below this is a blue header bar with the word 'Payments' and 'Current Balance' above a large '\$0.00' value. The main content area is titled 'Upcoming Payments' and shows 'Autopay: Off' with a 'Manage >' button. Below that, it lists 'Blue Choice Preferred Gold PPO 204 - Rx Copays' with a balance of '\$938.29' and a 'Paid' status. A 'Make a Payment' button is located at the bottom.

Item	Balance	Status
Blue Choice Preferred Gold PPO 204 - Rx Copays	\$938.29	Paid

5. 'Manage Auto Bill Pay Settings' pop-up will appear
6. Fill out the policy holder's personal information
7. Enter in the bank account information and select 'Checking' or 'Savings' account
8. Select 'Personal' or 'Business' account
9. Payment amount will be listed
10. If the email listed is correct, check off 'Bank account holder is the policy holder' box
11. Review the attestations closely and check off both boxes
12. Press 'Confirm Auto Bill Pay Settings'

Auto Bill Pay Email Communication Settings

Blue Access for Members email address
vikash_kunj@bcbsil.com

This is the email on file for all communications from Blue Access for Members.

Bank account holder is the policy holder.

Bank account holder's email address

Auto Bill Pay communications will be sent to the bank account holder's email address only.

If your client would like to edit or turn off their Auto Bill Pay, they can do so on their account, or please direct them to contact Member Services at 800-538-8833 for assistance. If you would like to edit or turn off this member's Auto Bill Pay, please contact Producer Services at 888-313-5526.

Note: If you have another email address, deselect the box. Add in new email address and continue

Payments
Cancel X

Current Balance
\$390.00

If your client would like to edit or turn off their Auto Bill Pay, they can do so on their account, or please direct them to contact Member Services at 800-538-8833 for assistance. If you would like to edit or turn off this member's Auto Bill Pay, please contact Producer Services at 888-313-5526.

Upcoming Bill

Auto Bill Pay: Off

Blue Preferred PPO | BlueCare Dental

Payment Due Date

Medical

Dental

Make a Payment

Manage Auto Bill Pay Settings 5

Auto Bill Pay payments will be applied to all current and future bills. Enter the Subscriber's information below.

If your client would like to edit or turn off their Auto Bill Pay, they can do so on their account, or please direct them to contact Member Services at 800-538-8833 for assistance. If you would like to edit or turn off this member's Auto Bill Pay, please contact Producer Services at 888-313-5526.

Payment Method

New Bank Account

First Name

Last Name

Routing Number

Account Number

Checking or Savings

Checking

Personal or Business

Personal

Next Payment Amount

\$390.00

Auto Bill Pay payments will be applied to the following

- Blue Preferred PPO | BlueCare Dental
- Blue FocusCare Gold 211

Next Payment Date

06 / 30 / 2021

*Balance will be paid automatically.

Auto Bill Pay Communication Settings

A confirmation email will be sent to the Bank Account holder's email address after Auto Bill Pay settings are confirmed.

Bank Account holder's email address

bankaccountholder@gmail.com

Bank account holder is policy holder

I attest that I am authorized by the subscriber to agree on their behalf that payments to be taken from the payment method listed above and that the subscriber agrees to receive emails about their payments, such as billing statements noting the full amount owed and the date on which the payment will be drafted.

I attest that I have provided the [Rep E disclosure](#) and the [Auto Bill Pay Terms and Conditions disclosure](#) to the subscriber.

If your client would like to edit or turn off their Auto Bill Pay, they can do so on their account, or please direct them to contact Member Services at 800-538-8833 for assistance. If you would like to edit or turn off this member's Auto Bill Pay, please contact Producer Services at 888-313-5526.

Confirm Auto Bill Pay Settings

Cancel

Payment Summary

1. You will see a **Success** page letting you know 'Auto Bill Pay' has been turned on
2. Review the payment summary
3. You can choose to send yourself a confirmation email
4. When you click 'Yes, Send Email' a green confirmation message will appear
5. Sample email sent to the agent

Success

Auto Bill Pay has been turned on.

If your client would like to edit or turn off their Auto Bill Pay, they can do so on their account, or please direct them to contact Member Services at 800-538-8833 for assistance. If you would like to edit or turn off this member's Auto Bill Pay, please contact Producer Services at 888-313-5526.

Next Payment Amount
\$938.29

Payment Method
PersonalCheckingx

Auto Bill Pay payments will be applied to the following:

- Blue Choice Preferred Gold PPO 204 - Rx Copays

Next Payment Date
12 / 31 / 2023
*Balance will be paid automatically.

Would you like to send a confirmation email to your email address on file?
@bcbsil.com

Yes, Send Email

Confirmation email sent.

Return to Payments

Payment confirmation for you client.

Important Auto Bill Payment Update

Hello GK,

Thank you for enrolling your client in Auto Bill Pay for the account number ending in **** . Here are the details of that set up:

Reference Code:
Enrollment Created On: 11/13/2023

The account holder authorizes Blue Cross and Blue Shield of Texas to process the total billing amount on the account ending in **** on the due date each month. This authorization will remain in effect until your client revokes it or the account is closed, whichever happens first.

If your client would like to change or revoke this authorization, please have them log in to the [Member Payment Portal](#) or contact us at [1-888-697-0683](tel:1-888-697-0683).

If you have account or payment questions for your client's billing, log into your [Retail Producer Portal](#) account or contact Producer Services.

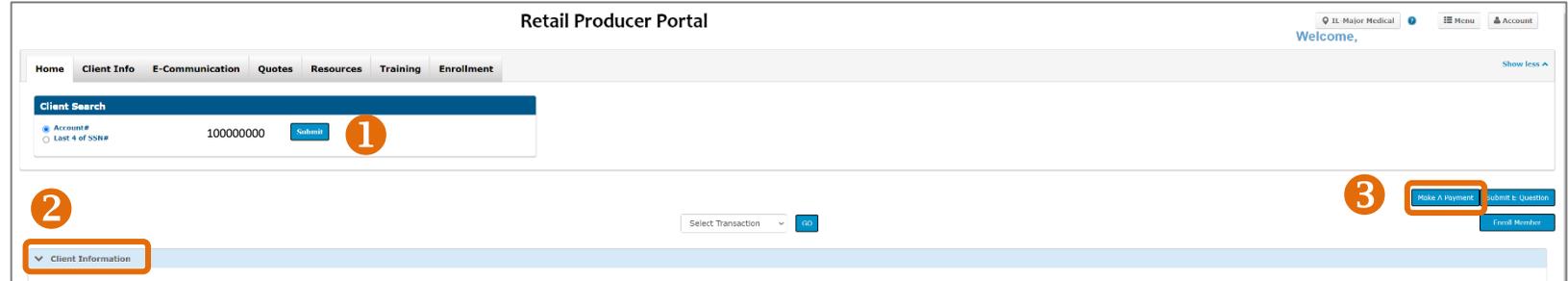
We appreciate your business.

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view in [Web Browser](#)

One-time Payment

You can now easily set up a one-time payment from the Retail Producer Portal on behalf of your active retail clients. (This is not applicable for initial binder payments. For instructions on how your client can make their initial payment, please refer to page 12.)



Setting up a One-Time Payment

Retail Producer Portal

1. On the 'Home' page of the **Retail Producer Portal**, search for a client using the 'Account#' or 'Last 4 of SSN#' click 'Submit'
2. The Client Information will show below
3. To the right of the page click the 'Make a Payment' button
4. The MPP application will open a new window and show the 'Terms of Use'
5. Review and check off the attestation, press 'Accept'

4

Terms of Use

Blue Cross and Blue Shield of XX (BCBSXX) offers individuals an opportunity to make a one-time online Guest Payment through Fiserv®, an independent PCI-compliant subcontractor of BCBSXX. Fiserv provides the technology needed to support an online credit card, debit card and automated clearing house (ACH) payment. The Information requested will allow you to initiate an online payment session. If at any point you close this website or time out of your browsing session before completing the payment process, none of your information will be saved. If you return later, you will need to provide the requested information again.

5

I attest that I am authorized to accept these Terms of Use and use the authenticated payment portal on behalf of the subscriber.

Accept

Manage Account

1. On the **Payments** page, you will see your Broker Name, Broker ID and Member ID at the top of the page
2. The 'Current Balance' is displayed in the blue bar
3. Below the blue bar you will see the 'Upcoming Payments' information which includes the chosen health plan with the balance and due date
4. To make a one-time payment, click 'Make a Payment'

Note: Producers – To edit or turn off Auto Bill Pay for your client, you must call Producer Services and talk to a representative. FYI: Displayed Member Services and Producer Services phone numbers are state specific

The screenshot displays the Member Payment Portal (MPP) interface. At the top, a dark grey box shows account information: Broker Name: testbroker, Broker ID: 000000000, and Member ID: 000000000. To the right of this box is a 'Language Assistance' link and an 'Exit' button. Below this is a blue bar with the text 'Payments' and 'Current Balance' followed by '\$2,074.06'. Underneath the blue bar is the 'Upcoming Payments' section. It includes a status indicator 'Autopay: On', 'Next Auto Bill Payment: Dec 31', and 'Payment Method: Checking...'. A callout box with an information icon and a close button contains the text: 'If your client would like to edit or turn off their Auto Bill Pay, they can do so on their account, or please direct them to contact Member Services at 800-538-8833 for assistance. If you would like to edit or turn off this member's Auto Bill Pay, please contact Producer Services at 888-313-5526.' Below the callout is a table of upcoming payments:

Plan	Amount
Blue Preferred Silver PPO	\$1,044.53
701 BlueCare Dental 1A	
Payment Due Date	Jan 31
Health	\$1,009.58
Dental	\$34.95

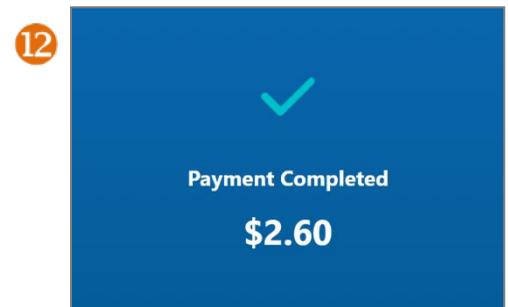
At the bottom of the main content area is a blue button labeled 'Make a Payment'. The footer contains links for 'Legal and Privacy', 'Important Plan Information', and 'Language Assistance and Non-Discrimination Notice'. It also includes the text: 'Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association. © Copyright 2023 Health Care Service Corporation. All Rights Reserved. File is in portable document format (PDF). To view this file, you may need to install a PDF reader program. Most PDF readers are a free download. One option is Adobe® Reader® which has a built-in screen reader. Other Adobe accessibility tools and information can be downloaded at <https://access.adobe.com>. You are leaving this website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.'

5. On the 'Payment Amount' section, you can choose 'Current Balance' or enter in 'Other amount'
6. Fill out the policy holder's personal information
7. Enter in the bank account information and select 'Checking' or 'Savings' account
8. Select 'Personal' or 'Business' account
9. Once complete, click 'Review Payment Details'
10. Payment Details summary will show, (click 'Edit' if needed) review and check off attestations
11. Select 'Submit Payment'
12. Payment is now completed

Note: A confirmation email will be sent to the subscriber's email address after payment is submitted

The screenshot shows the 'Make a Payment' interface. At the top, it displays 'Current Balance \$2,074.06'. Below this, there's a section for 'Payment Amount' with two radio button options: 'Current Balance: \$2074.06' (selected) and 'Other amount:'. A callout '5' points to these options. The 'Payment Date' is set to '12 / 18 / 2023'. The 'Payment Method' is 'Bank Account'. A callout '6' points to the 'First name' field (containing 'Any') and 'Last name' field (containing 'Test'). Below these are fields for 'Routing number' and 'Account number'. A callout '7' points to the 'Checking or saving account' dropdown menu (set to 'Checking'). A callout '8' points to the 'Personal or business account' dropdown menu (set to 'Personal'). A callout '9' points to the 'Review Payment Details' button at the bottom. A 'Cancel' button is also visible.

The screenshot shows the 'Review Payment Details' summary page. It includes the following information: 'Review the payment details. Edit', a warning that 'Your payment cannot be changed or cancelled after it is submitted.', 'Payment Amount \$780.00', 'Payment Date 06 / 02 / 2021', and 'Payment Method Personal Checking Account x1234'. A callout '10' points to two checked attestations: 'I attest that I am authorized by the subscriber to agree on their behalf that payments be taken from the payment method listed above and that the subscriber agrees to receive emails about their payments.' and 'I attest that I have provided the [Reg E Disclosure](#) to the subscriber.'. A callout '11' points to the 'Submit Payment' button.



Payment Summary

- 1. Payment Completed.** Please take note of the confirmation number for your records
- You can choose to send yourself a confirmation email
- When you click 'Yes, Send Email' a green confirmation message will appear
- Sample email sent to the agent
- You can "Print" the confirmation or save as a PDF
- You can click 'Return to Payments' to make another payment, or select 'Done'

The screenshot shows the 'Payment Completed' page. At the top, there is a blue header with the word 'Payment'. Below it, a 'Print' icon is labeled with a circled '5'. The main content area has a 'Payment Completed' heading and a sub-message: 'Your payment has been submitted. It cannot be changed or cancelled.' Below this, a circled '1' points to the 'Payment Confirmation Number' 1009230780. Further down, the 'Paid' amount is \$2.60, the 'Payment Date' is 12 / 18 / 2023, and the 'Payment Method' is PersonalCheckingx. A form asks 'Would you like to send a confirmation email to your email address on file?' with the email address @bcbstx.com. A circled '2' points to the 'Yes, Send Email' button, which is connected by an arrow to a green notification bubble labeled 'Confirmation email sent.' with a circled '3'. At the bottom, a circled '6' points to the 'Return to Payments' button, with the 'Done' button below it.

The screenshot shows an email confirmation page. At the top right, there is a link 'view in Web Browser' and a circled '4' in the top right corner. The main content is a large blue box with the text 'Thank you for your payment!' in white. Below this, the text reads: 'This e-mail confirms payment receipt in the amount of:'. The details listed are: 'Total Payment Amount \$6.00', 'Payment Confirmation Number 1008833728', 'Payment Method ****', and 'Payment Date 04/13/2022'. At the bottom, there is a 'Contact Us' section with a phone icon and the text 'Questions or concerns? Please contact Customer Service at 800-538-8833.' Below that are social media icons for Facebook, Twitter, YouTube, and LinkedIn. At the very bottom, there is a disclaimer in small text: 'Blue Cross and Blue Shield of Illinois complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. See our full non-discrimination notice and contacts. To get help and information in your language at no cost, call the customer service number on the back of your member card, or see our Language Assistance page for more information. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711). UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-710-6984 (TTY: 711). Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association. 300 E. Randolph Street, Chicago, IL 60601. © Copyright 2022 Health Care Service Corporation. All Rights Reserved. Legal and Privacy | Update Your Preferences'.

View Billing History

1. On the **Retail Producer Portal**, pull up your retail client's information
2. Under 'Policy Information' click on the 'Billing Information' link
3. A pop-up will appear with the 'Billing History'

Client Information

1

Account Number: _____

Name: SAMPLE

Address: SAMPLE

E-mail Address: SAMPLE

Home Phone: SAMPLE

Cell Phone: SAMPLE

Work Phone: SAMPLE

Spouse Cell Phone: _____

Fax: _____

Application Information

Agent Name: _____

Medical/Deductible: Blue Precision Bronze HMO 205/\$0

Dental/Deductible: N/A

Renewal Type: Not Available

Number of Applicants: 0

Written Date: _____

Received Date: 07/06/2023

Effective Date: 08/01/2023

Market Type: _____

Name	Coverage
	Medical/ Dental

Policy Information

Agent Name: _____

Plan: Blue Precision Bronze HMO 205

Policy Kit: View

Renewal Type: N/A

Market Type: CIP-Extension

Billing Information: Monthly **2**

Paid to Date: _____

Total Monthly Premium: _____

Expected Subsidy: _____

Adjusted Premium: _____

Billing History

Billed Date	Delivery Method	Amount Billed (Invoice Amount)
2/1/2024	PAPER	(\$975.25)
1/1/2024	PAPER	(\$980.25)
12/1/2023	E_BILL	(\$980.25)
11/1/2023	E_BILL	(\$980.25)
10/1/2023	E_BILL	(\$980.25)
9/1/2023	E_BILL	\$1,602.57
8/1/2023	E_BILL	\$1,621.57
7/1/2023	E_BILL	\$330.16
6/1/2023	E_BILL	\$330.16
5/1/2023	E_BILL	\$1,291.41
4/1/2023	E_BILL	\$1,291.41
3/1/2023	E_BILL	\$1,291.41
2/1/2023	E_BILL	\$1,291.41
1/1/2023	E_BILL	\$1,291.41
12/1/2022	E_BILL	\$273.58
11/1/2022	E_BILL	\$1,247.04

View Payment History

1. On the **Retail Producer Portal**, pull up your retail client's information
2. Under 'Policy Information' click on the 'Paid to Date' link
3. A pop-up will appear with the 'Payment History'

▼ Client Information

1

Account Number: [REDACTED]

Name: SAMPLE Home Phone: SAMPLE

Address: SAMPLE Cell Phone: SAMPLE

E-mail Address: SAMPLE Work Phone: SAMPLE

▼ Application Information

Agent Name: [REDACTED]

Medical/Deductible: Blue Precision Bronze HMO 205/\$0

Dental/Deductible: N/A

Renewal Type: Not Available

Number of Applicants: 0

Written Date: 07/06/20

Received Date: 08/01/20

Effective Date: [REDACTED]

Market Type: [REDACTED]

▼ Policy Information

Agent Name: [REDACTED]

Plan: Blue Precision Bronze HMO 205

Policy Kit: View

Renewal Type: N/A

Market Type: Off-Exchange

Billing Information: Monthly

Paid to Date: **2** 12/01/2023

Total Monthly Premium: \$427.42

Expected Subsidy: \$0.00

Adjusted Premium: \$427.42

3

Payment Date	Confirmation	Payment Method	Payment Status	Payment Amount
1/18/2024	0	Refund EFT	Returned	(\$3.00)
1/18/2024	1009218102	CREDIT CARD	Applied To Bill	\$20.00
1/18/2024	1009218100	CREDIT CARD	Applied To Bill	\$20.00
1/18/2024	1009218095	CREDIT CARD	Applied To Bill	\$20.00
1/15/2024	0	Refund EFT	Returned	(\$23.00)
1/15/2024	0	Refund EFT	Returned	(\$1.00)
1/15/2024	0	Refund EFT	Returned	(\$1,602.57)
1/15/2024	0	Refund EFT	Returned	(\$1.00)
1/15/2024	0	Refund EFT	Returned	(\$1.00)
1/15/2024	0	Refund EFT	Returned	(\$1.00)
1/15/2024	0	Refund EFT	Returned	(\$1.00)
1/15/2024	0	Refund EFT	Returned	(\$1.00)
1/15/2024	0	Refund EFT	Returned	(\$1.00)
1/15/2024	0	Refund EFT	Returned	(\$1.00)
1/15/2024	0	Refund EFT	Returned	(\$1.00)
1/15/2024	0	Refund EFT	Returned	(\$1.00)
1/15/2024	0	Refund EFT	Returned	(\$2.00)
1/15/2024	0	Refund EFT	Returned	(\$2.00)

Binder Payments

A binder payment is the initial payment your client needs to make when buying a health plan. This payment covers their first month’s premium and must be paid within 30 days of enrolling in the plan. If they don’t make this payment, their policy will not take effect (effectuate) which means they won’t have health care coverage even though they signed up for it. **You cannot make Binder payments on behalf of your client.**

Making a Binder Payment

Member Payment Portal

1. On the ‘Home’ page of the Blue Cross and Blue Shield website, select ‘Make a Payment’ and then ‘Pay My Bill’
2. On the ‘Pay My Bill’ page, click “First-Time Payment”
3. Fill out the policy holder’s information and accept ‘Terms of Use’
4. Fill out payment details and submit binder payment

