

eBill Help FAQ

PAYMENT METHODS:

How do you add a payment method?

1. Sign into your member account.
2. Access the billing screen from your home page.
3. Click the **Add Payment Method** link in the Payment Methods section of the eBill home screen.
4. Select **Payment Method** (Bank Account or Credit Card).
 - a. **Note:** Credit Card Types accepted may vary.
5. Click **NEXT** once payment method is selected.
6. Type in Bank Account or Credit Card information in the required fields noted by an asterisk (*) on the Add Payment Method screen.
7. Click **NEXT**.
8. Complete the fields on the Account Information screen.
 - a. **Note:** You have the option to make the added payment method a preferred one by clicking the checkbox.
9. Click **NEXT**.
10. Review the information on the Step 4: Confirmation screen.
 - a. **Note:** Clicking the **Pencil** icon allows you to edit each section.
11. Click the **checkbox to agree to the Terms and Conditions** upon reviewing. (This action is applicable for ACH Payments only.)
12. Click **ADD PAYMENT**. A payment method confirmation banner displays.

How to you remove a payment method?

1. Sign into your member account.
2. Access the billing screen from your home page.
3. Click the **Member Profile** icon on the upper right corner of the eBill home screen to expand the menu options.
4. Click the **Manage Payment Methods** link. The Manage Payment Methods screen displays.
5. Click the **Trash Can** icon to delete a payment method.
6. Click **YES, REMOVE** on the pop-up window to confirm removal of payment method. A payment method removed confirmation banner displays.

How to edit credit card payment method?

1. Sign into your member account.
2. Access the billing screen from your home page.
3. Click the **Member Profile** icon on the upper right corner of the eBill home screen to expand the menu options.
4. Click the **Manage Payment Methods** link. The Manage Payment Methods screen displays.
5. Click the **Pencil** icon on the payment method you want to edit. The Edit Payment Methods screen displays.
 - a. **Notes:**
 - i. Certain fields can be edited for a credit card: Card Nickname, Expiration Date, Security Code, Cardholder Name, and Address.
6. Click **SAVE CHANGES** once you have entered updated information on the screen. A Payment method updated confirmation banner displays.

Which payment methods can you use?

Bank Account: You can pay with a checking account or provide your account information for direct withdraw.

Credit/Debit Cards: We accept all major credit cards and debit cards.

AUTO PAYMENTS:

How do I add auto payments?

1. Sign into your member account.
2. Access the billing screen from your home page.
3. Click the **Enroll** in auto pay link on the Medical Summary card. The Step 1: Payment Date screen displays.
4. Click the **I want to pay** drop-down to expand the options and select a different day you want to pay before the due date.
5. You have the option to uncheck Make payments until coverage ends and add a date in the Until Coverage Ends field.
 - a. **Note:** Clicking the Calendar icon opens a Calendar pop-window to select the end coverage date.
6. Click **NEXT** once you have selected a payment date prior to the due date. The Step 2: Payment Method screen displays.
 - a. **Note:** Here you have the option to select an existing payment or add a payment method.
7. Select **I want to pay with** radio button for auto pay.
8. Click **NEXT**. The Step 3: Confirmation screen displays for the Create Auto Payment.

9. Click **checkbox(es)** to agree to the Authorization agreement.
10. Click **CREATE AUTO PAY**. A Medical auto payment is created banner displays.

How do you cancel auto payments?

1. Sign into your member account.
2. Access the billing screen from your home page.
3. Click the **Member Profile** icon on the upper right corner of the eBill home screen to expand the menu options.
4. Click the **Manage Auto Pay** link. The Manage Auto Payment screen displays.
5. Click the **Trash Can** icon to remove the auto payment arrangement.
6. Click **YES, REMOVE** on the pop-up window to confirm removal of auto pay for this particular payment method. A Medical auto payment method removed confirmation banner displays.

MEMBER PROFILE:

How can you change your contact preferences?

Phone Number:

1. Sign into your member account.
2. Access the billing screen from your home page.
3. Click the **Member Profile** icon on the upper right corner of the eBill home screen to expand the menu options.
4. Click the **Account Details** link. The Account Details screen displays.
5. Click the **Edit** button.
6. Type in a new Phone Number in the designated field.
 - a. **Note:** If you need to modify your mailing address or email, go to your home portal account.
7. Click **SAVE CHANGES**. A confirmation banner displays.

Go Paperless:

1. Sign into your member account.
2. Access the billing screen from your home page.
3. Click the **Member Profile** icon on the upper right corner of the eBill home screen to expand the menu options.
4. Click the **Go Paperless** toggle button to turn on or off the paperless option.

Manage Notifications:

1. Sign into your member account.
2. Access the billing screen from your home page.
3. Click the **Member Profile** icon on the upper right corner of the eBill home screen to expand the menu options.
4. Click the **Manage Notifications** link. The Manage Notifications screen displays.
 - a. **Note:** The Manage Notifications screen allows you to send the following via Email, Text, Both, or None:
 - i. General Payment Messages
 - ii. Billing Messages
 - iii. Auto Payment Messages
5. Click one of the radio buttons from each category to select as a preferred notification delivery method.
6. Click **SAVE CHANGES**. A Notification Preferences Updated confirmation banner displays.

GENERAL QUESTIONS:

What if you are owed a premium refund? What if you owe additional money on a premium payment?

Occasionally, a refund or reconciliation might be necessary, including an accidental double payment or your plan premiums changing from one plan year to the next.

If you need further assistance, please contact us at the Member Service number on the back of your ID card.

What if you are locked out of the system?

If you are locked out of the eBill system, please contact us at the Member Service number on the back of your ID card.

How do you get a cancelled health plan reinstated?

The best way to resolve a situation like this is to talk to a customer service representative directly. Please call the phone number on the back of your Member ID Card.

If you end your health plan, when will your final payment be due?

- You will receive a notification about when your final payment will occur and the period of coverage it is associated with.
- If you believe you are still being billed beyond your final payment, please contact us at the Member Service number on the back of your ID card.