eBilling User Guide

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Transactions:

View Invoice Details

View Invoice Details

- To view details of the invoice, click 'View Details' or 'View Consolidated Details' if you have more than one subgroup.
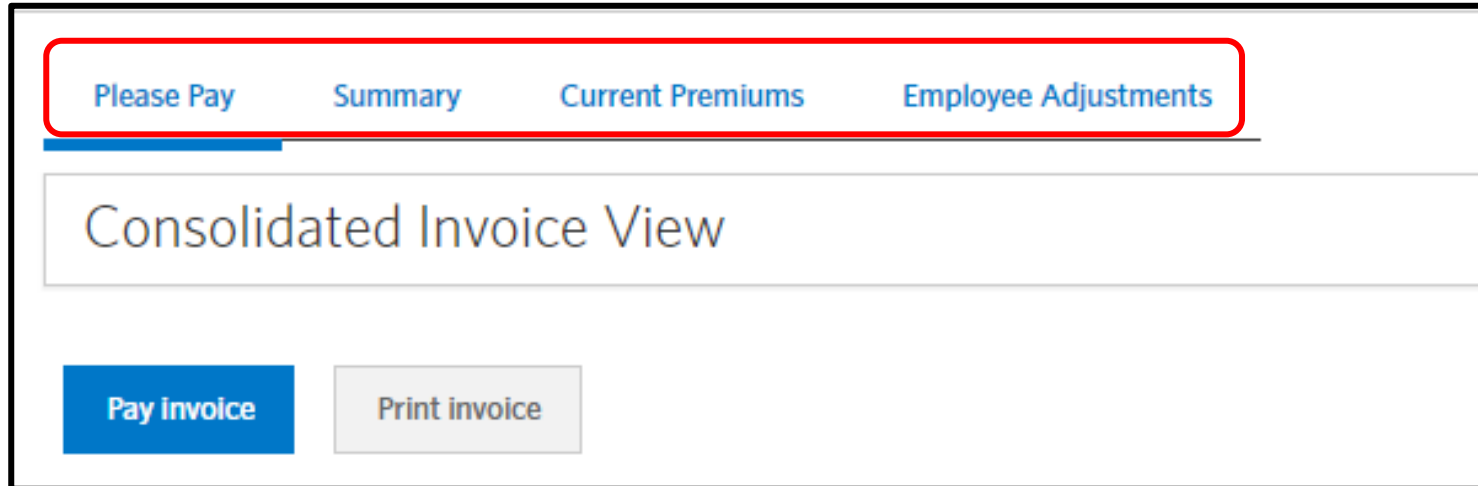
View Invoice Details

- Click on 'Please Pay,' 'Summary,' 'Current Premiums' and 'Employee Adjustments' to see the various sections of the invoice.

Create Payment Account

eBilling Functionality

Create Payment Account

• Group leaders can create payment accounts by going to the 'Payments' tab and clicking ┃Create Payment Account┃ .

Create Payment Account (cont.)

• Group Leaders enter bank account information and may elect to make the account the default payment account.
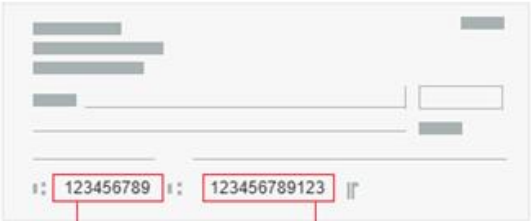
Create Payment Account (cont.)

- If the group has multiple subgroups, bank accounts can be made available to all subgroups for payment or restricted to certain subgroups* by clicking on Invoice Restrictions (only visible if group has multiple subgroups).

- Group leaders must click **Save** once selections are made.

*If a subgroup is added after setting up the bank account, you must go to Invoice Restrictions and select the additional subgroup to be paid with that account.

If this is not done, future payments will not be applied to the new subgroup.

Auto-Draft

Auto-Draft (cont.)

- Group Leaders may elect to enable **Auto-Draft**, a recurring payment that happens each month on the due date (1st or 15th).

- Click on 'Payments' tab on the primary navigation bar. Then View/Edit the account to be auto-drafted.

Auto-Draft (cont.)

- Check off the box in the **Auto-Draft** section.

- Once enabled, **Auto-Draft** will begin on the next due date (see Important information below).

  - If **Auto-Draft** is enabled on the due date, <u>prior to</u> 4:00 pm CST, the first draft will occur that day.

  - If **Auto-Draft** is enabled on the due date, <u>after</u> 4:00 pm CST, the first draft will occur the next day.

- Click [Save] to complete creation of your payment account.

*Important

If a payment has been made against the current invoice (you make a one-time payment for prior month only), Auto-Draft will not begin until the next month's due date.

Auto-Draft (cont.)

- Group leaders may disable **Auto-Draft** at any time by going to the 'Payments' tab, clicking on Payment Accounts and selecting the account with **Auto-Draft** enabled.

- Click on Options and select View/Edit Account from the drop-down menu.

- Disable **Auto-Draft** by un-checking the box in the **Auto-Draft** section.

- If **Auto-Draft** is disabled on the due date, prior to 4:00 pm CST, the draft will not occur.

- Click [Save] to complete changes made to your payment account.

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Make a Payment

Make a Payment

- Click **Make a Payment** and choose method of payment* then click **Next** .

Choose payment method

How would you like to make a payment?

◉ Make online payment
○ Print payment stub to send in the mail

[Next] [Back]

If paying by check select Print payment stub to send in the mail

- If you have a bank account saved already, the next screen will ask if you want to use the saved bank account or create a new one.

Choose payment account

You have these accounts on file. Do you want to use one of your preexisting accounts or would you like to add another account?

◉ I'd like to use : Bank #1 edit account info
○ Create New Account

[Next] [Back]

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Make a Payment (cont.)

- If you choose to create a new account, or don't have a saved bank account, you will need to enter your bank information then click **Next** .

- You may also elect to save bank account information by checking the box under Account Options.

Please Note: You cannot pay an amount due from multiple accounts. An amount due can be paid using only one (1) account.

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Make a Payment (cont.)

- You will have the option to pay the Outstanding Balance (prior month) or the Total Amount Due, if applicable.

- Payments made by 4:00 pm CST will be sent to the bank the same day.

Make a Payment (cont.)

- Check the box to authorize payment. You can also print the screen if needed. Click [Submit Payment] .

Note: Click the Submit button only once to submit this transaction and refrain from refreshing your browser while the transaction is processing. Doing so might result in this transaction processing more than once.

Review and submit

Payment Account: Checking change account

Amount of Payment: $10,088.67 edit payment amount

Payment Date: 01/29/2025 change payment date

Review invoice payment information details

Payment Authorization

☐ As a convenience to me, I authorize Blue Cross and Blue Shield of Louisiana and its affiliate, HMO Louisiana, Inc. to charge my account a one-time payment or monthly recurring payments at the Bank (or other financial institution) I have named. I also authorize the Bank to debit the amount of those charges to my account.

I understand and agree that:

1. The Bank's rights with respect to each charge will be the same as if personally executed by me.
2. This authorization will remain in effect until I change my election. I will allow Blue Cross and Blue Shield of Louisiana and its affiliate, HMO Louisiana, Inc. thirty (30) days to act on this notice.
3. Blue Cross and Blue Shield of Louisiana and its affiliate, HMO Louisiana, Inc. and my bank (or other financial institution) may discontinue this service.
4. I understand that if any such check is dishonored by my Bank (or other financial institution) and any monthly amount due Blue Cross and Blue Shield of Louisiana and its affiliate, HMO Louisiana, Inc. is not paid within the time stipulated in the policy, the policy could be terminated as provided in the policy.

Authorization Date:

Please print this screen for your records and then click the Submit Payment button below

All payments made **after 4:00 PM CST** will be sent to the bank on the following business day.

Submit Payment   Back

Make a Payment (cont.)

- You will receive a confirmation screen and can print this screen too.

Pending Payments

- Group leaders can view scheduled payments by going to Pending Payments* on the right side of the Home screen
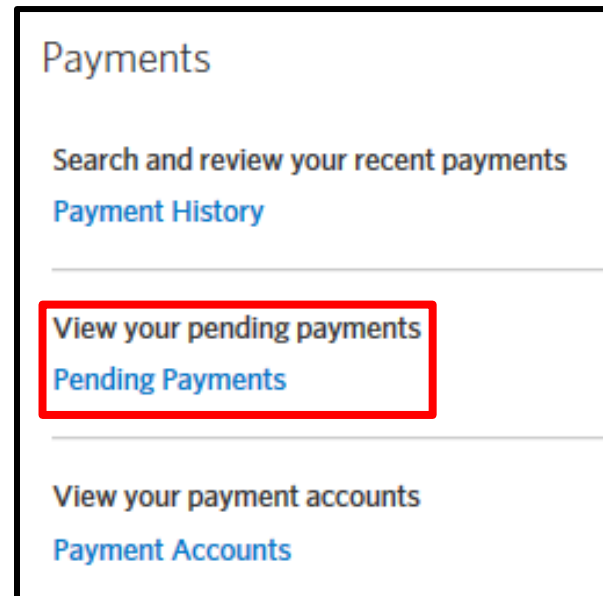
- Payments will show as pending until 4:00 pm CST on the payment date.

If you have Auto-Draft enabled, your monthly draft will not show as a Pending Payment until 12:00 am on the draft day.

Cancel a Pending Payment

- Group leaders can cancel a scheduled payment by
    - Click Pending Payments on the right side of the Home screen
    - Select Cancel Payment from the Options drop down

Search for Previous Invoice

eBilling Functionality

Search for Previous Invoice

- Go to the Billing tab then **View Invoices**
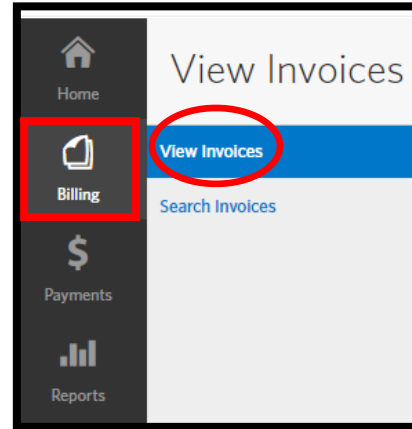
- Select either Prior or Paid from the View drop-down, then Submit

Prior invoices are those that do not have a payment applied to them and the next month's invoice has generated.

Paid invoices are those that have payments applied to them.

Obsolete invoices are those that were replaced with another invoice for the same period (referred to as a rebill). Group leaders cannot view obsolete invoices.

Search for Previous Invoice (cont.)

• On the next screen, locate the invoice you want to view by Billing Period, Billing Date (date invoice generated), Amount Due or Due Date.

• You can elect to View or Print the selected invoice.

Print Invoice

Print Invoice

- On the Home screen, click `Print Invoices` .

- You can print to PDF, Excel (CSV) or HTML.

- The following will result in a subtotal by subscriber.

  - Sort By Last Name, Then By Subscriber ID for both Current Premiums and Employee Adjustments

  - Subtotal by Subscriber ID

Print Options

What format would you like for this report? `PDF`

There are 2 invoices selected to print. select invoices

Choose the invoice sections to include in this report:

☑

☑ Please Pay

☑ Summary

☑ Current Premiums   Sort By `Last Name ▾`   Order `Ascending ▾` ☐ Subtotal by sorted column

   Then By `Subscriber ▾`   Order `Ascending ▾` ☑ Subtotal by sorted column

☑ Employee Adjustments   Sort By `Last Name ▾`   Order `Ascending ▾` ☐ Subtotal by sorted column

   Then By `Member ID ▾`   Order `Ascending ▾` ☑ Subtotal by sorted column

Print   Cancel

LOUISIANA BLUE

Name		OTHER TEST GROUP		Group ID:		43T21FF4		Invoice Period From:	03/01/2018
Address		ATTN: LOONEY TUNES		Subgroup ID:		0000		Invoice Period Through:	03/31/2018
		P O BOX 4321		Due Date:		03/01/2018		Invoice Number:	123450017777
		BATON ROUGE LA 70809		Billing Date:		02/21/2018		Subscriber Count:	41

Current Premiums

Class	Subscriber ID	Last Name	First Name	MI	SSN	Product	Adjustment	Premium	Total Premium	Amount*
A001	200000000	DUCK	TAMMY	M		Group Care	$0.00	$1,010.28	$1,010.28	$0.00
A001	200000000	DUCK	TAMMY	M		AD&D	$0.00	$1.80	$1.80	$30,000.00
A001	200000000	DUCK	TAMMY	M		GTL	$0.00	$8.70	$8.70	$30,000.00
						Subtotal for Subscriber ID 200000000	**$0.00**	**$1,020.78**	**$1,020.78**	**$60,000.00**
A001	200000010	PIG	PORKY	R		AD&D	$0.00	$1.80	$1.80	$30,000.00
A001	200000010	PIG	PORKY	R		GTL	$0.00	$8.70	$8.70	$30,000.00
A001	200000010	PIG	PORKY	R		Group Care	$0.00	$505.06	$505.06	$0.00
						Subtotal for Subscriber ID 200000010	**$0.00**	**$515.56**	**$515.56**	**$60,000.00**
A001	200000011	DEVIL	TASMANIAN			AD&D	$0.00	$1.80	$1.80	$30,000.00
A001	200000011	DEVIL	TASMANIAN			Group Care	$0.00	$505.06	$505.06	$0.00
A001	200000011	DEVIL	TASMANIAN			GTL	$0.00	$8.70	$8.70	$30,000.00
						Subtotal for Subscriber ID 200000011	**$0.00**	**$515.56**	**$515.56**	**$60,000.00**
A001	200000013	PIG	NANCY	H		GTL	$0.00	$8.70	$8.70	$30,000.00
A001	200000013	PIG	NANCY	H		Group Care	$0.00	$505.06	$505.06	$0.00
A001	200000013	PIG	NANCY	H		AD&D	$0.00	$1.80	$1.80	$30,000.00
						Subtotal for Subscriber ID 200000013	**$0.00**	**$515.56**	**$515.56**	**$60,000.00**
A001	200000014	THE CAT	SYLVESTER	B		Group Care	$0.00	$934.56	$934.56	$0.00
A001	200000014	THE CAT	SYLVESTER	B		GTL	$0.00	$8.70	$8.70	$30,000.00
A001	200000014	THE CAT	SYLVESTER	B		AD&D	$0.00	$1.80	$1.80	$30,000.00
						Subtotal for Subscriber ID 200000014	**$0.00**	**$945.06**	**$945.06**	**$60,000.00**
A001	200000015	FUDD	ELMER	D		AD&D	$0.00	$1.80	$1.80	$30,000.00
A001	200000015	FUDD	ELMER	D		GTL	$0.00	$8.70	$8.70	$30,000.00
A001	200000015	FUDD	ELMER	D		Group Care	$0.00	$505.06	$505.06	$0.00
						Subtotal for Subscriber ID 200000015	**$0.00**	**$515.56**	**$515.56**	**$60,000.00**
A001	200000016	SAM	YOSEMITE	P		Group Care	$0.00	$1,010.28	$1,010.28	$0.00
A001	200000016	SAM	YOSEMITE	P		AD&D	$0.00	$1.80	$1.80	$30,000.00
A001	200000016	SAM	YOSEMITE	P		GTL	$0.00	$8.70	$8.70	$30,000.00

Contact Information

Contact Information

	eEnrollment	eBilling
Access	**Blue Cross Service Desk:** (225) 298-7567, Option3 (800) 258-3005, Option 3 MarketingEnrollment@lablue.com	**Blue Cross Service Desk:** (225) 298-7567, Option 3 (800) 258-3005, Option 3 MarketingEnrollment@lablue.com
Navigation	**Announcements Section on Home Screen:** Link to training registration page, this User Guide, Quick Tips and other resource materials **eEnrollment Resources Tab:** Benefits Administrator Role Training Videos Benefits Administrator Role user Guide 2019 Benefitfocus Benefits Administrator Quick Tips 2019 **eEnrollment Help Line:** 843-375-4967 (authentication required)	**Carrier Resources Section on Home Screen:** Link to User Guide, Quick tips and other helpful resources **Online Billing Help Line:** 855-236-2885 (authentication required)
Training	Click here to register for a live, online training. You can also register by clicking the link found in the Announcements section of your group's Home screen.	Click here to register for a live, online training. You can also register by clicking the link found in the Carrier Resources section of your group's Home screen.