

Employer Guide

eBilling Payment
System



Employer Guide

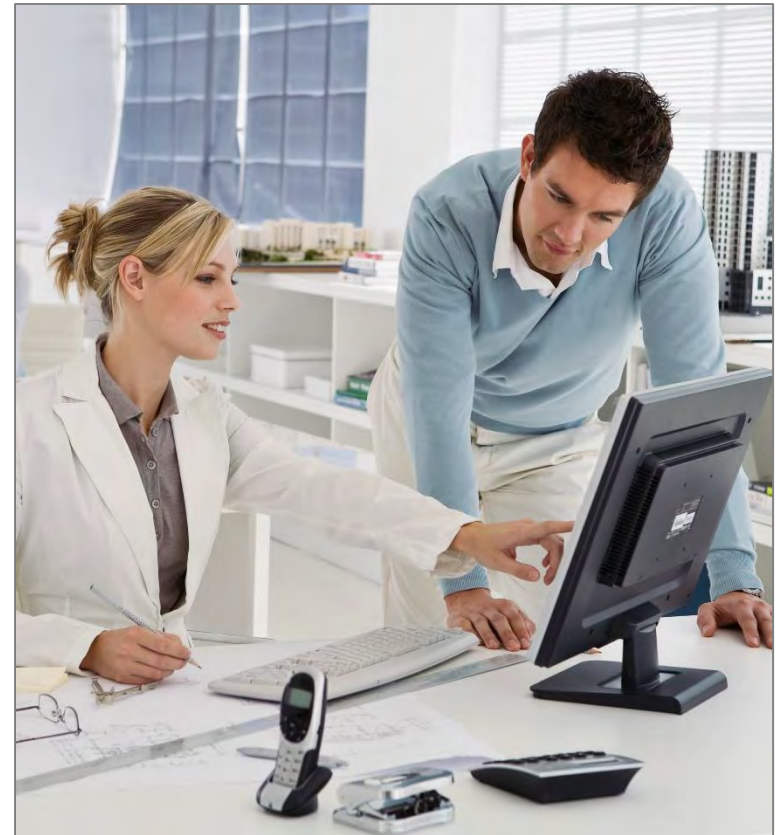
eBilling Payment System

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eBilling Payment System Overview

The ***eBilling payment system*** is a convenient and time-saving paperless billing option available to you.

eBilling is more than just a payment option – **it's an** electronic benefit service that makes managing your monthly invoices efficient, convenient and easier than ever.

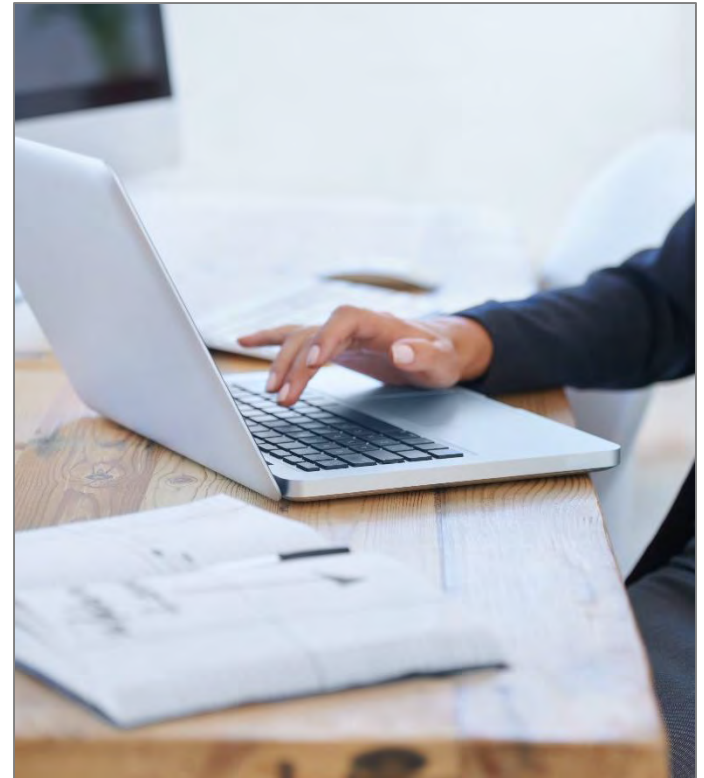


Benefits of eBilling

- **View Bills Online.** Your monthly invoices can be viewed 24 hours a day, seven days a week. Email notifications replace your current, hard copy mailings of monthly invoices. Simply log in to view, print, export or create detailed reports.
- **Pay Bills Online.** Pay invoices by electronic funds transfers (EFT) from one of your bank accounts. eBilling offers a quick, easy and secure online payment experience that will reduce your postage and check production costs.
- **Allow access to multiple users.** Create an unlimited number of users and assign the level of access each specific user. eBilling offers simultaneous access to multiple users at different locations and access levels.
- **Create reports from invoice data.** Create reports with the information you need. You can also export reports to Excel or other spreadsheet programs.

Benefits of eBilling *(continued)*

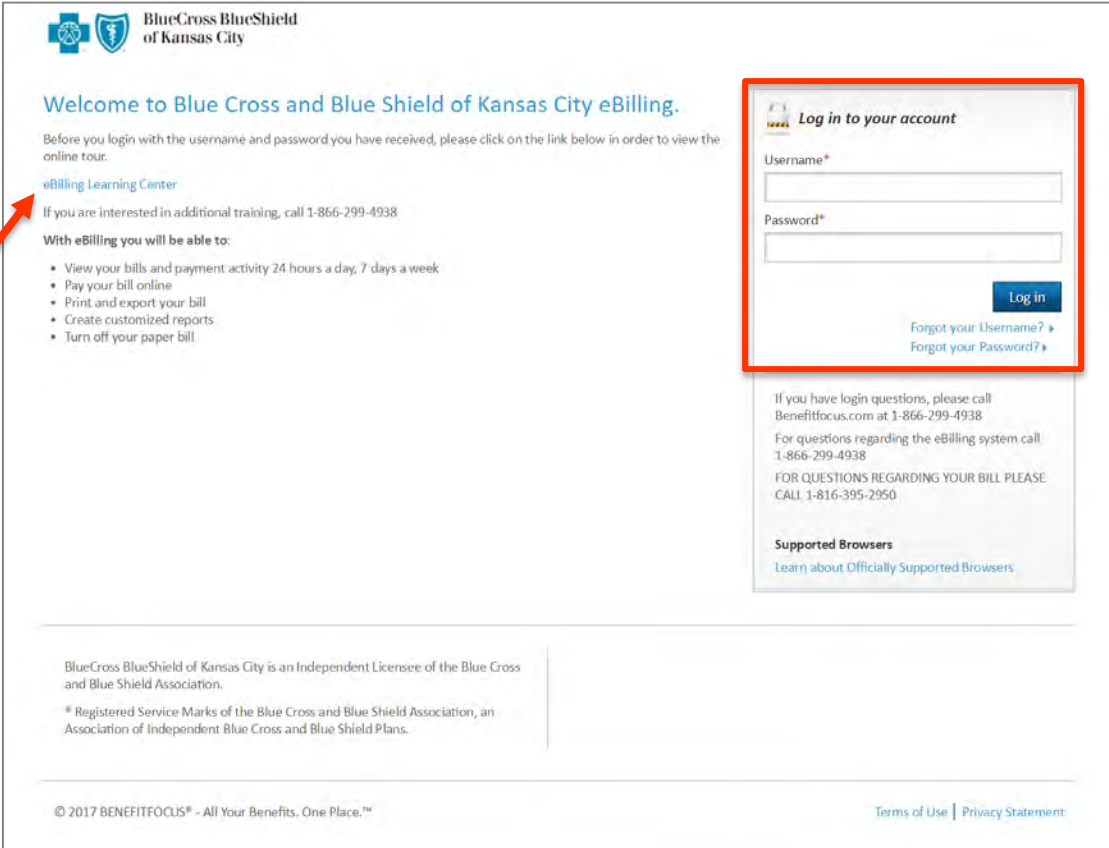
- **Search and sort through an archive of past invoices received via eBilling.**
- **View Payment History.**
Convenient payment history includes a display of your payments made through eBilling and by other methods.
- **Reduce paper and expenses.**
The eBilling system is an environmentally friendly, paperless billing convenience that will save you and your company both time and administrative costs.



How to Access eBilling

- Go to the eBilling login screen at bcbskcebiling.com.
- Login using the username and password you have received from Blue KC.

*An online tour is available if you would like an overview of the eBilling system. Simply click on the **eBilling Learning Center** link.*



BlueCross BlueShield of Kansas City

Welcome to Blue Cross and Blue Shield of Kansas City eBilling.

Before you login with the username and password you have received, please click on the link below in order to view the online tour.

[eBilling Learning Center](#)

If you are interested in additional training, call 1-866-299-4938

With eBilling you will be able to:

- View your bills and payment activity 24 hours a day, 7 days a week
- Pay your bill online
- Print and export your bill
- Create customized reports
- Turn off your paper bill

Log in to your account

Username*

Password*

Log in

[Forgot your Username? ▶](#)
[Forgot your Password? ▶](#)

If you have login questions, please call Benefitfocus.com at 1-866-299-4938
For questions regarding the eBilling system call 1-866-299-4938
FOR QUESTIONS REGARDING YOUR BILL PLEASE CALL 1-816-395-2950

Supported Browsers
[Learn about Officially Supported Browsers.](#)

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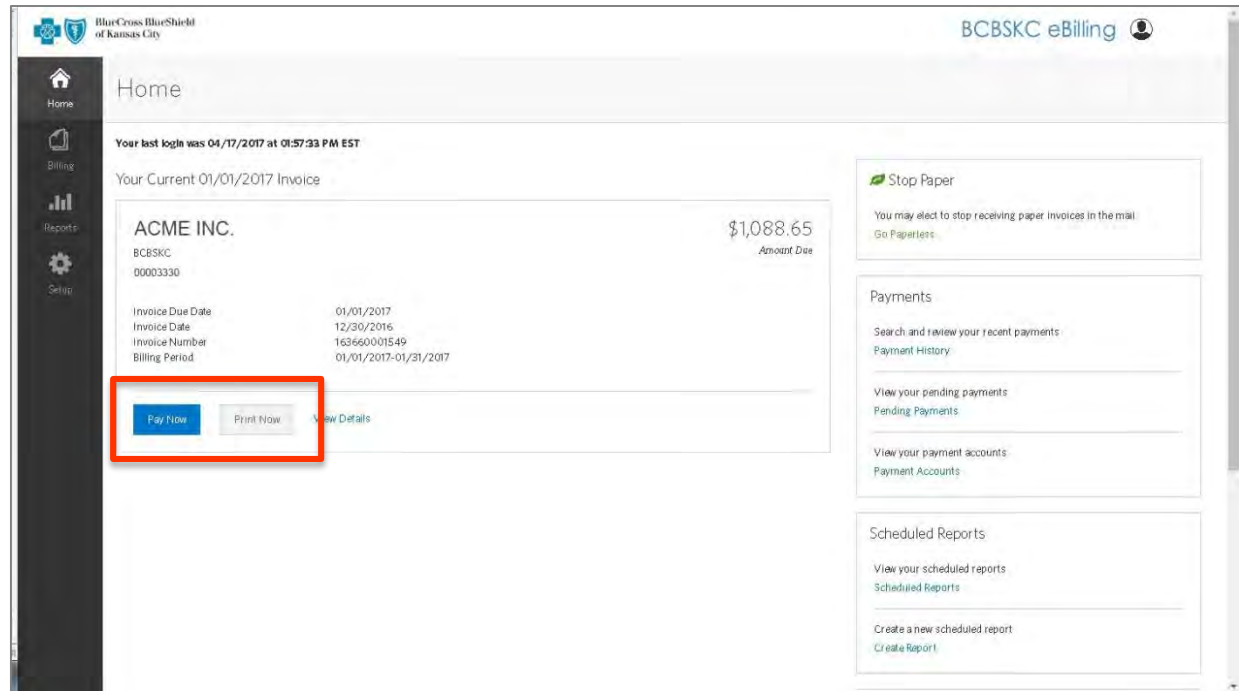
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eBilling Home Page

- The eBilling Home lists your most current invoice.
- Click on **Pay Now** to start the payment process or **Print Now** to print your bill.



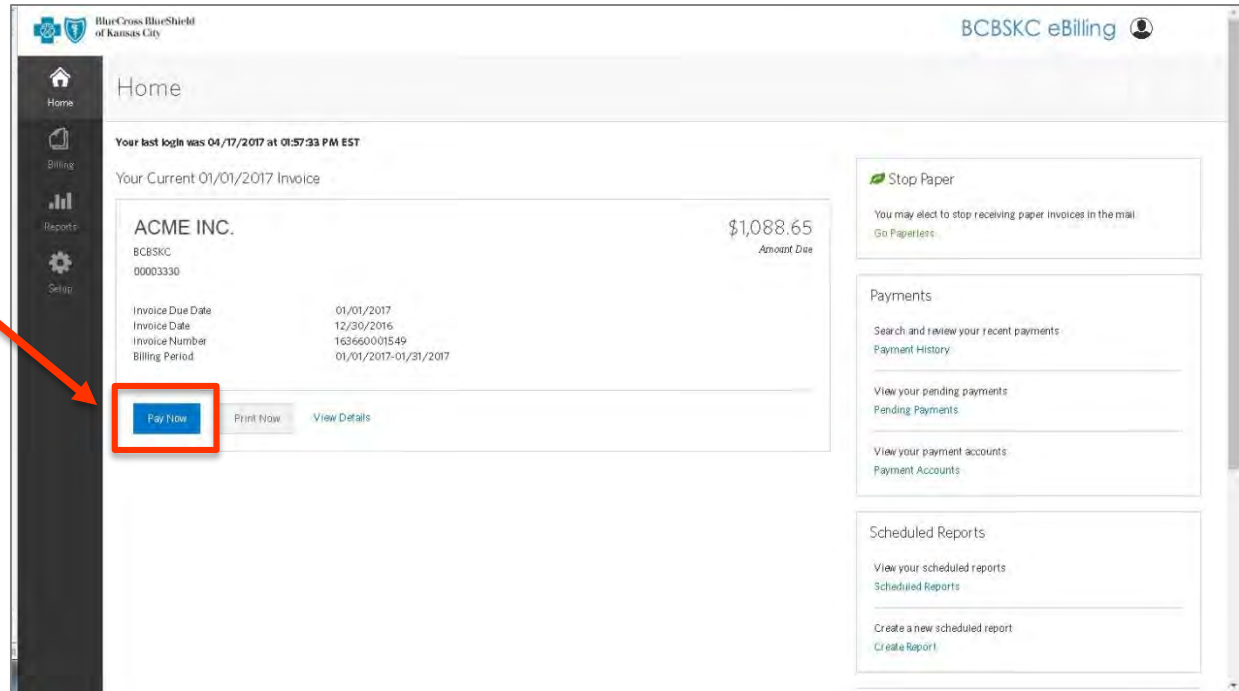
The screenshot displays the BCBSKC eBilling Home page. The page header includes the BCBSKC logo and the text "BlueCross BlueShield of Kansas City" on the left, and "BCBSKC eBilling" with a user profile icon on the right. A dark sidebar on the left contains navigation icons for Home, Billing, Reports, and Setup. The main content area is titled "Home" and shows the user's last login information: "Your last login was 04/17/2017 at 01:57:33 PM EST". Below this, it states "Your Current 01/01/2017 Invoice". The invoice details for "ACME INC." are shown, including the amount due of \$1,088.65. The invoice information table is as follows:

Invoice Due Date	01/01/2017
Invoice Date	12/30/2016
Invoice Number	16366001549
Billing Period	01/01/2017-01/31/2017

At the bottom of the invoice details, there are three buttons: "Pay Now" (highlighted with a red box), "Print Now", and "View Details". On the right side of the page, there are three main sections: "Stop Paper" with a "Go Paperless" link, "Payments" with links for "Payment History", "Pending Payments", and "Payment Accounts", and "Scheduled Reports" with links for "Scheduled Reports" and "Create Report".

eBilling Overview

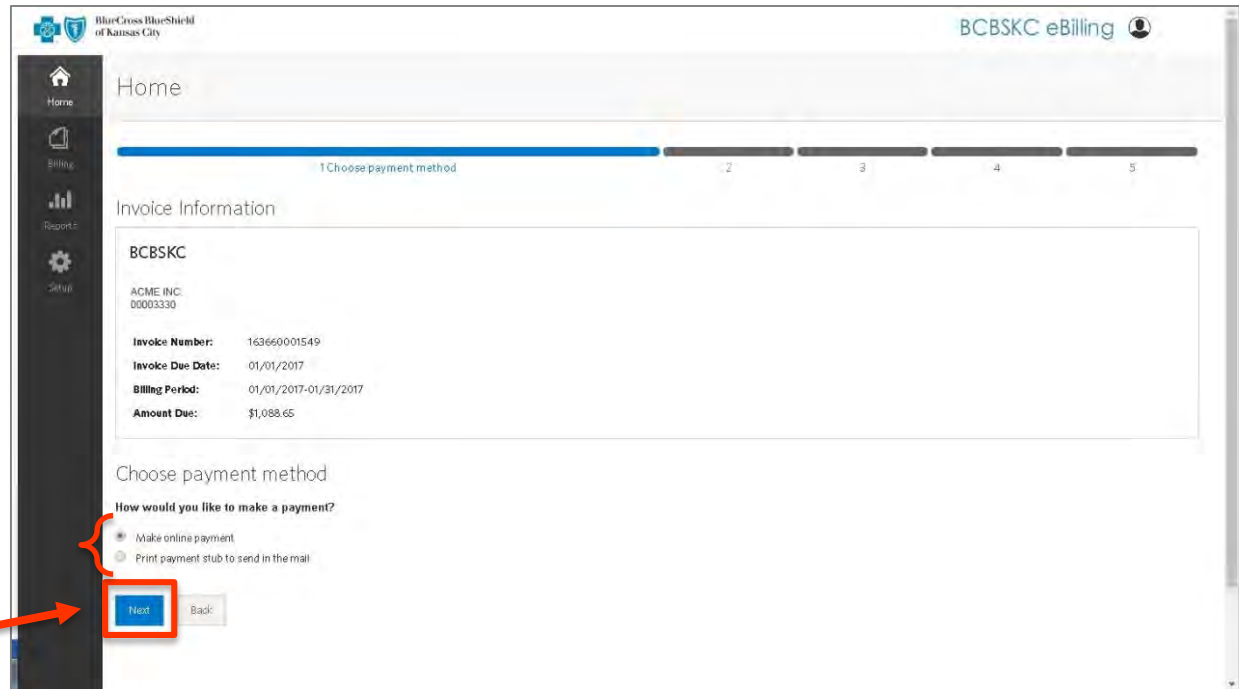
- Click on **Pay Now** to start the payment process.



The screenshot displays the BCBSKC eBilling interface. At the top, the BCBSKC logo and 'eBilling' text are visible. A navigation sidebar on the left includes links for Home, Billing, Reports, and Setup. The main content area shows the user's current invoice for 'ACME INC.' with a due amount of \$1,088.65. Invoice details include the due date (01/01/2017), invoice date (12/30/2016), invoice number (16366001549), and billing period (01/01/2017-01/31/2017). Below the invoice information, there are three buttons: 'Pay Now' (highlighted with a red box and an arrow), 'Print Now', and 'View Details'. On the right side, there are three panels: 'Stop Paper' with a 'Go Paperless' link, 'Payments' with links for 'Payment History', 'Pending Payments', and 'Payment Accounts', and 'Scheduled Reports' with links for 'Scheduled Reports' and 'Create Report'.

eBilling Overview

- Invoice Information is displayed.
- Under **Choose payment method**, select the **Make online payment** option or **Print payment stub to send in the mail**.*
- Click **Next**.



The screenshot shows the BCBSKC eBilling interface. At the top, there is a navigation bar with 'Home', 'Billing', 'Reports', and 'Setup' options. The main content area is titled 'Home' and features a progress bar with five steps. Step 1, 'Choose payment method', is currently active. Below the progress bar, the 'Invoice Information' section displays the following details:

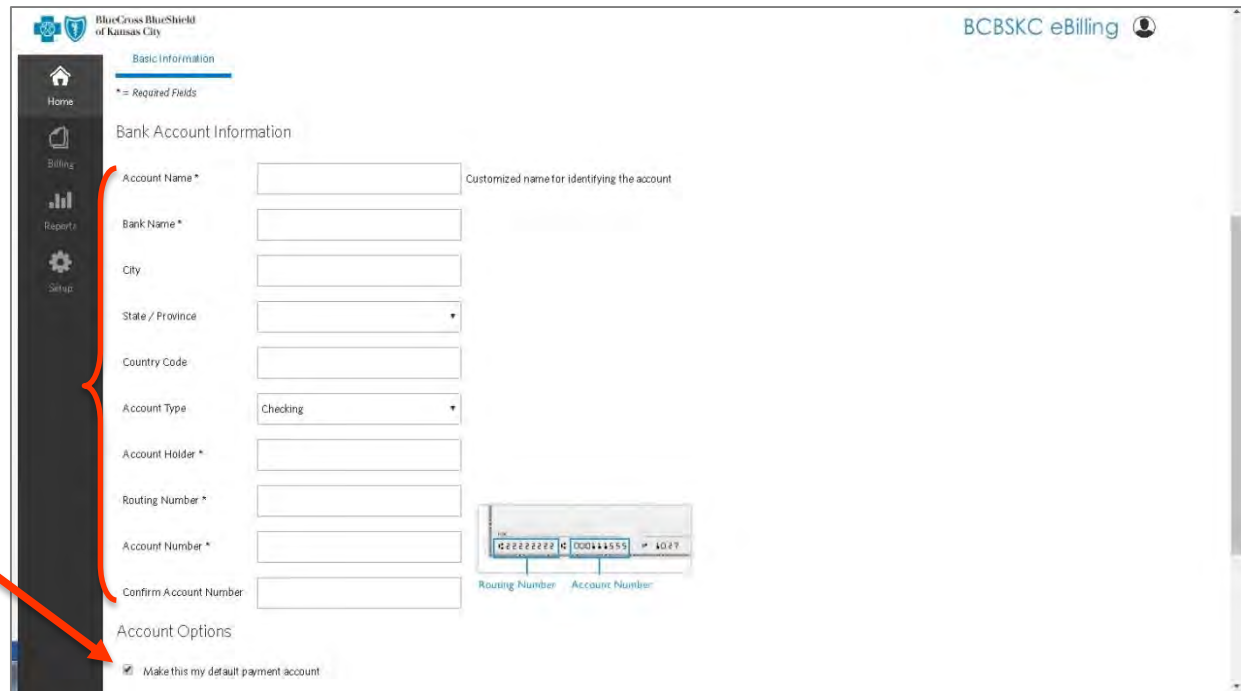
BCBSKC	
ACME INC:	00003330
Invoice Number:	163660001549
Invoice Due Date:	01/01/2017
Billing Period:	01/01/2017-01/31/2017
Amount Due:	\$1,088.65

Below the invoice information, the 'Choose payment method' section asks 'How would you like to make a payment?'. There are two radio button options: 'Make online payment' (which is selected) and 'Print payment stub to send in the mail'. At the bottom of this section, there are 'Next' and 'Back' buttons. The 'Next' button is highlighted with a red box, and a red arrow points to it from the text 'Click Next.' in the list above.

* You have the option to make an online payment through a Checking/Savings account or printing our remittance form and sending a check to Blue KC. While either is acceptable, online payment offers far more benefits. More timely-will post to account next business day, receive confirmation that payment has processed, will always be applied to your account correctly.

Paying Online

- To make an online payment, enter your bank account information from either a checking or savings account.
- Click the check box to save account information for future payments.
- Click **Next**.



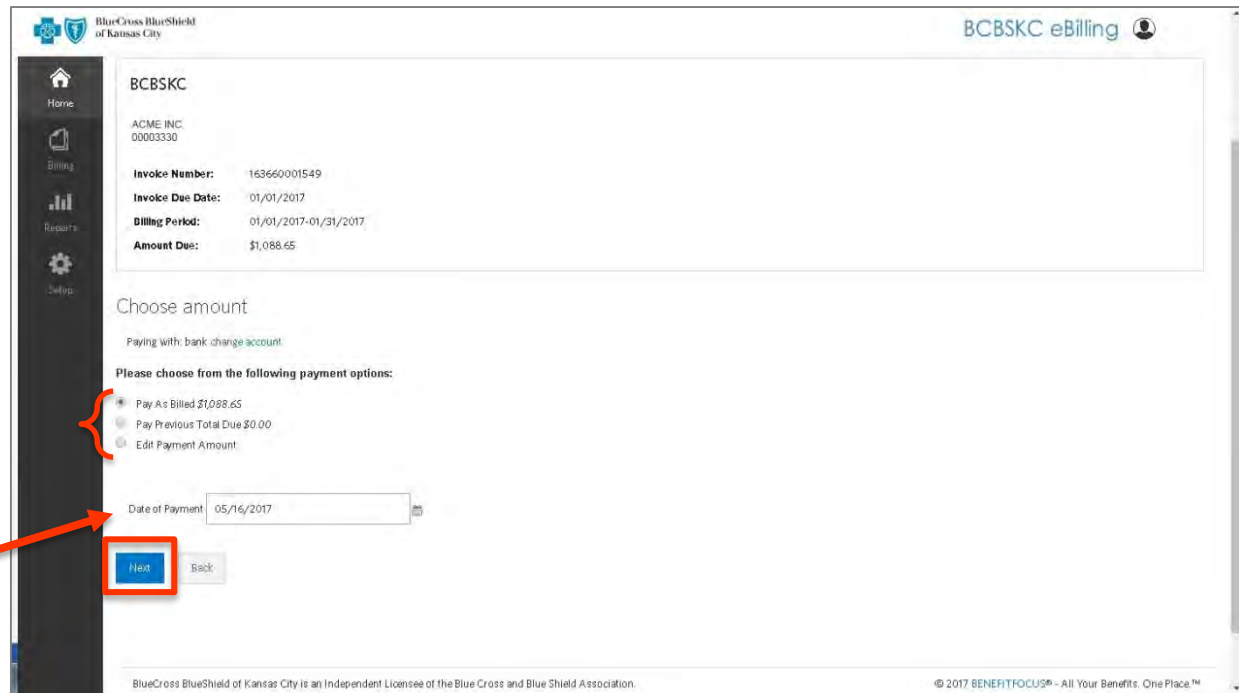
The screenshot displays the 'Basic Information' section of the eBilling portal. A vertical sidebar on the left contains navigation icons for Home, Billing, Report, and Setup. The main content area is titled 'Bank Account Information' and includes a legend for required fields (*). The form contains the following fields: Account Name (with a note: 'Customized name for identifying the account'), Bank Name, City, State/Province (dropdown), Country Code, Account Type (dropdown set to 'Checking'), Account Holder, Routing Number, Account Number, and Confirm Account Number. A small inset image shows a routing and account number with labels 'Routing Number' and 'Account Number'. At the bottom, under 'Account Options', there is a checked checkbox labeled 'Make this my default payment account'. A red arrow points from the 'Make this my default payment account' checkbox back to the list of instructions on the left.

** Your account can be saved for future payments which will enable you to make future payments without having to reenter your information. The eBilling system is secure and allows you to restrict your information so no other user has access to your payment account, if you have multiple eBilling users.*

Blue KC does not have access to your account and your account numbers are masked after input.

Paying Online

- eBilling provides you with three different payment options:
 - Pay As Billed,**
 - Pay a Previous Total Due,** and
 - Edit Payment Amount** (enter the amount you wish to pay)
- You also have the option to select the date your payment will be submitted, which allows you to setup a future payment.
- Click **Next** to submit.



The screenshot shows the BCBSKC eBilling interface. At the top, it displays the BlueCross BlueShield of Kansas City logo and the text "BCBSKC eBilling". Below this, the user's account information is shown: "ACME INC. 00003330". The invoice details are as follows:

Invoice Number:	16366001549
Invoice Due Date:	01/01/2017
Billing Period:	01/01/2017-01/31/2017
Amount Due:	\$1,088.65

Below the invoice details, the user is prompted to "Choose amount" and "Paying with bank charge account". The system asks the user to "Please choose from the following payment options:"

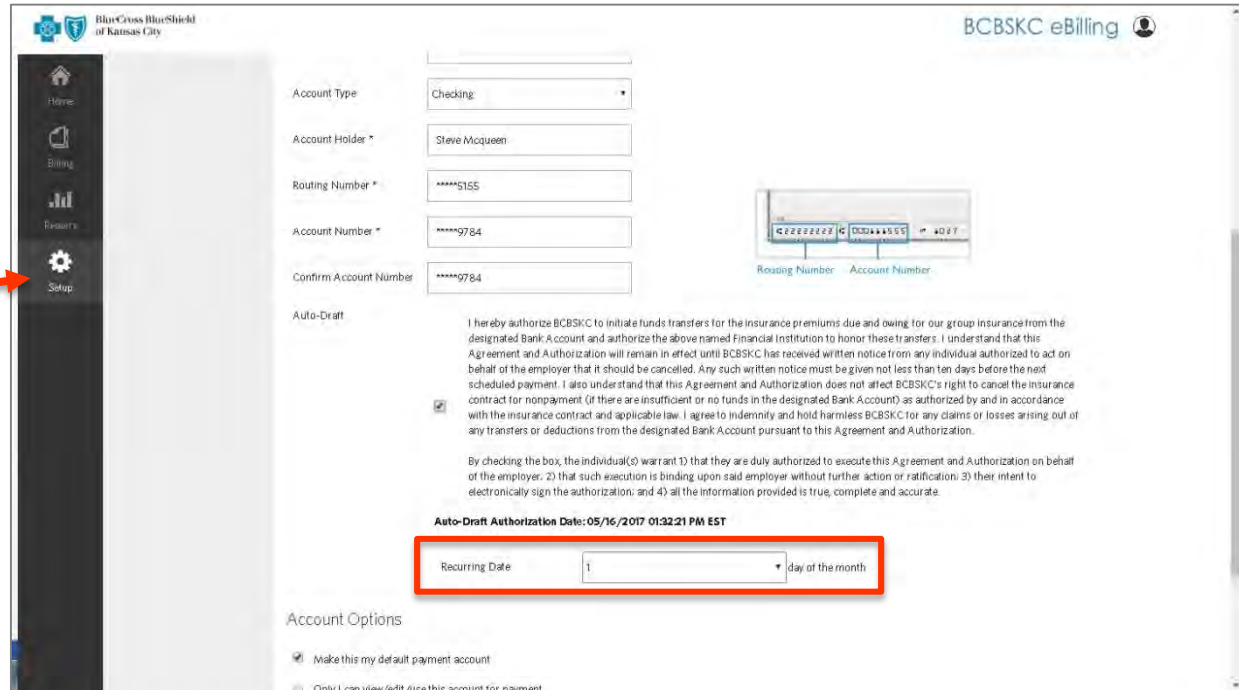
- Pay As Billed \$1,088.65
- Pay Previous Total Due \$0.00
- Edit Payment Amount

The "Date of Payment" is set to 05/16/2017. At the bottom of the form, there are two buttons: "Next" and "Back". An orange arrow points to the "Next" button, which is highlighted with a red box. A red bracket is also visible next to the "Pay As Billed" option.

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Autopay Setup

- You have the option to setup auto pay through your bank account.
- From the **Setup** page, select the auto pay button and choose a date for your payment.*



BCBSKC eBilling

Account Type: Checking

Account Holder: Steve McQueen

Routing Number: ****5155

Account Number: ****9784

Confirm Account Number: ****9784

Auto-Draft

I hereby authorize BCBSKC to initiate funds transfers for the insurance premiums due and owing for our group insurance from the designated Bank Account and authorize the above named Financial Institution to honor those transfers. I understand that this Agreement and Authorization will remain in effect until BCBSKC has received written notice from any individual authorized to act on behalf of the employer that it should be cancelled. Any such written notice must be given not less than ten days before the next scheduled payment. I also understand that this Agreement and Authorization does not affect BCBSKC's right to cancel the insurance contract for nonpayment (if there are insufficient or no funds in the designated Bank Account) as authorized by and in accordance with the insurance contract and applicable law. I agree to indemnify and hold harmless BCBSKC for any claims or losses arising out of any transfers or deductions from the designated Bank Account pursuant to this Agreement and Authorization.

By checking the box, the individual(s) warrant 1) that they are duly authorized to execute this Agreement and Authorization on behalf of the employer; 2) that such execution is binding upon said employer without further action or ratification; 3) their intent to electronically sign the authorization; and 4) all the information provided is true, complete and accurate.

Auto-Draft Authorization Date: 05/16/2017 01:32:21 PM EST

Recurring Date: 1 day of the month

Account Options

Make this my default payment account

Only I can view/edit/delete this account for payment

* The date you select will be applied to the month it is due. For example, if you select 1 or 20 for July, the payments would run July 1 or July 20, respectively. To avoid delinquency, Blue KC recommends choosing a date of 1 through 5 (the 1st through the 5th of the month).

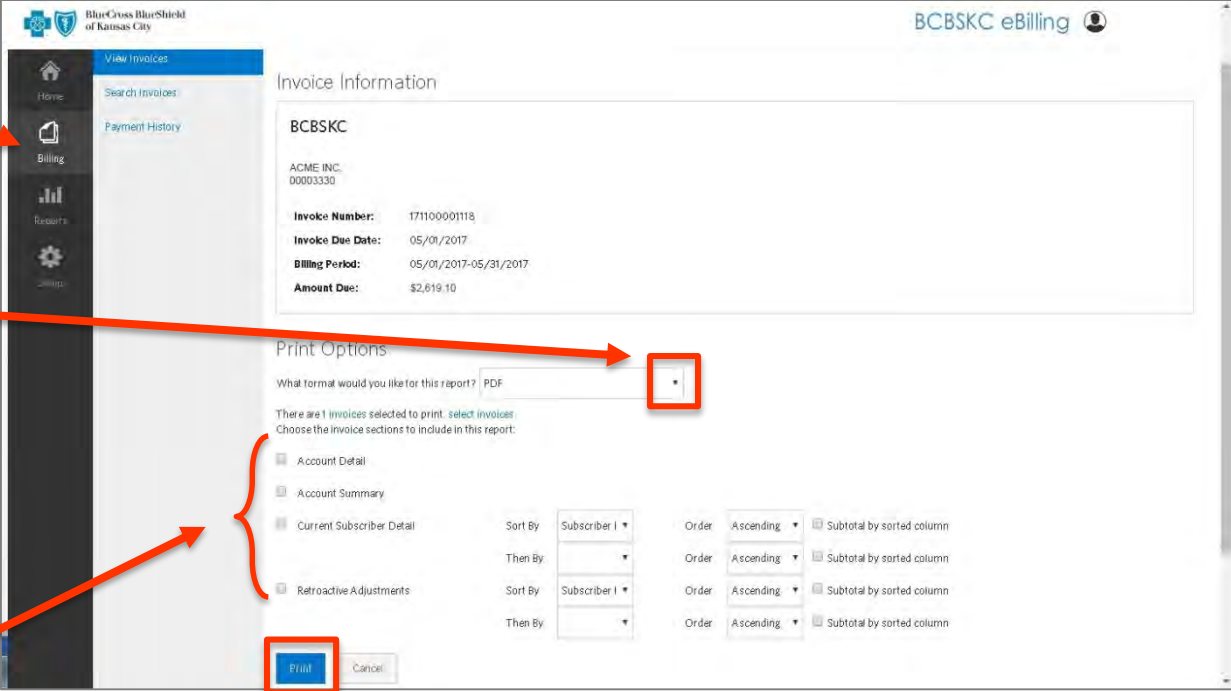
Prior to autopay setup, you must make sure all past payments have been paid (e.g., if you would like to set up autopay for August, and a balance is due for July and August, you will first need to make the July premium payment through eBilling).

Invoice Printing

- Choose the document format that best suits your business needs: PDF, CSV (Excel), or HTML.
- Select and print one or all of the following billing sections:
 - **Account Detail:** Includes invoice totals and detail – invoice number, due date, billing period, amount due, and subtotals for each plan.
 - **Account Summary:** Shows current amount due, previous total due, and previous payment amount
 - **Current Subscriber:** Detail for all members on the policy – member name, member ID, rate, plan, and class. This information can be sorted by last name, plan, or class.
 - **Retroactive Adjustments:** Details for members who had changes prior to the current bill (e.g., Cancellation June 1, New add June 1 on your July bill)

Invoice Printing

- From the **Billing** page, you can view and search invoices and see your payment history.
- To print an invoice, use the drop down arrow to select one of three format choices: PDF, CSV (Excel), or HTML.
- Add any of the four sections of the bill by clicking on the checkbox next to the section.
- Click **Print**.



BlueCross BlueShield of Kansas City

BCBSKC eBilling

View Invoices

Search Invoices

Payment History

Home

Billing

Reports

Settings

Invoice Information

BCBSKC

ACME INC.
00003330

Invoice Number: 171100001118

Invoice Due Date: 05/01/2017

Billing Period: 05/01/2017-05/31/2017

Amount Due: \$2,619.10

Print Options

What format would you like for this report? PDF

There are 1 invoices selected to print. [Select invoices](#)

Choose the invoice sections to include in this report:

Account Detail

Account Summary

Current Subscriber Detail

Retrospective Adjustments

Sort By: Subscriber ID

Order: Ascending

Subtotal by sorted column

Then By:

Order: Ascending

Subtotal by sorted column

Sort By: Subscriber ID

Order: Ascending

Subtotal by sorted column

Then By:

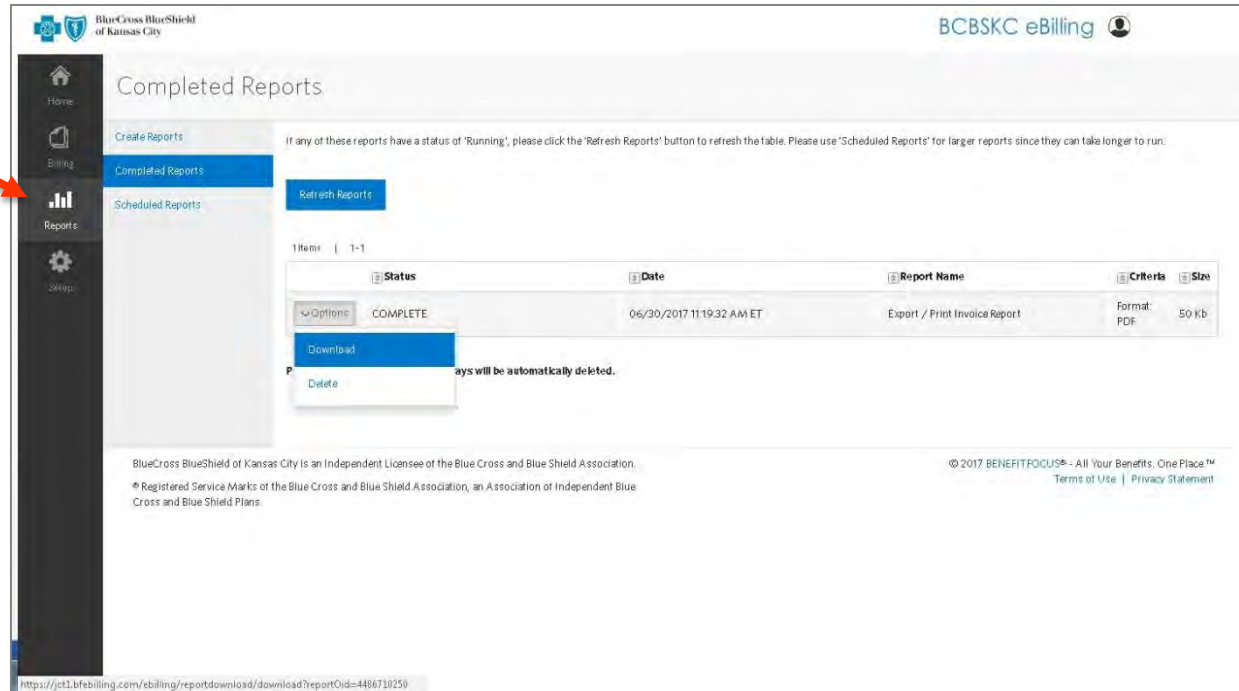
Order: Ascending

Subtotal by sorted column

Print Cancel

Reporting Tools

- From the **Reports** page, you can delete, create new reports and view completed and scheduled reports.
- Click **Refresh Reports** to update.
- Under the Options drop down arrow, select **Download** to view the report or **Delete** to Remove the file.



BlueCross BlueShield of Kansas City

BCBSKC eBilling

Completed Reports

Create Reports

Completed Reports

Scheduled Reports

Refresh Reports

If any of these reports have a status of 'Running', please click the 'Refresh Reports' button to refresh the table. Please use 'Scheduled Reports' for larger reports since they can take longer to run.

1 Item | 1-1

Options	Status	Date	Report Name	Criteria	Size
Options Download Delete	COMPLETE	06/30/2017 11:19:32 AM ET	Export / Print Invoice Report	Format	50 KB

Days will be automatically deleted.

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https://ct1.bfebilling.com/ebilling/reportdownload/download?reportOid=4486710250

Contact Information

If you have questions about the eBilling payment system, please contact us at 816-395-2950.

