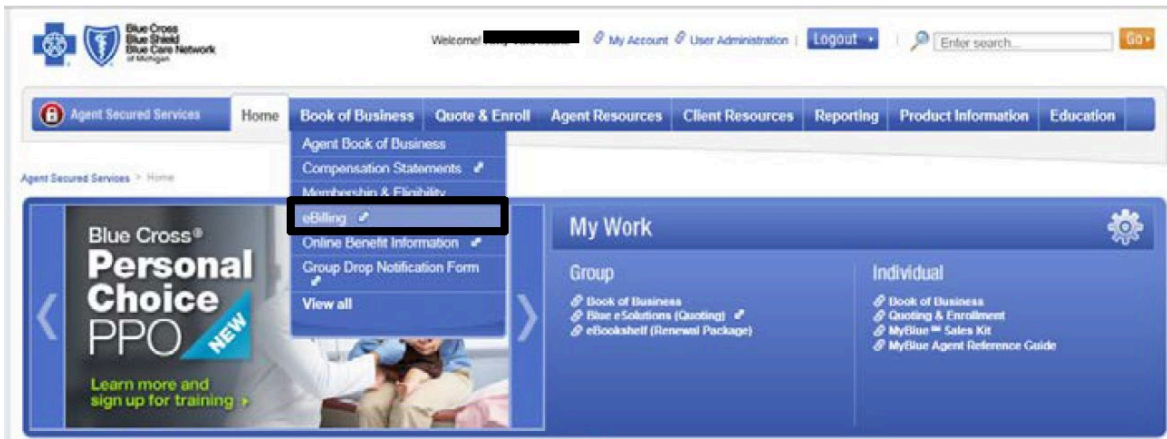




Guide to eBilling on the Agent Portal

eBilling, within the Agent Portal on bcbsm.com, gives agents access to billing information for their Blue Cross® Blue Shield® of Michigan and Blue Care Network individual U65 and Group Book of Business. Agents can view current and past bills, as well as print transactions and payment reports.

Agents and Group Administrators can contact the Automated Group Reporting Help Desk at 1.866.676.4858 to register for eBilling access.



Once in eBilling, click **“Search Invoices”** and the below page will load.

****** = A minimum of one of these fields is required.
***** = When searching Group #, Bill Category/Coverage Contract #/Group # is required. When searching Division #/Subgroup, Group # is required.

The fields with ****** are required search fields.

For Blue Cross small and large groups, select **“BCBSM Summary Groups”** in Label System. For BCN small and large groups, select **“BCN Group.”**

When entering a group number in the **“Bill Category/Coverage Contract #/ Group #”** you must enter **m***. For example **m*007000000-0000**

You can search bills by the past 30, 60, 90 days or by a specific date range. When selected date range in the drop down for both **Due Date** and **Date Billed**, the system will pull any past invoices that have been generated for that contract.



For Individual contracts, each contract number in eBilling has an additional 7 digits added on to the end. These added digits differentiate between which plans the member is on. BCBSM refers to these additional digits as “extents”.

Clicking “Options”, you can “View Invoice”.

Home Client Activity Reports My Account Help Logout

Clients Invoices Payment History Delinquency

Home > Search Invoices > Search Results

Search Results

Show: All

97 Items | 1 - 20 | Search Criteria

	Client	Contract Number	Coverage Period	Status	Invoice #	Due Date	Amount Billed	Enabled
Options			05/01/2016-05/31/2016	Current		04/28/2016	\$713.91	Enabled
View Invoice			04/01/2016-04/30/2016	Prior		03/28/2016	\$484.01	Enabled

When you pull up the invoice you will first see the “Summary of Charges” tab.

Members or employers utilizing eBilling have the option to either pay or print the invoice (additional steps are required to set up a payment option).

Detailed here is the amount due, prior amounts billed, payments received, and any adjustments that were made.

Home Billing Reports My Account Help Logout

View Invoices Search Invoices Payment History Delinquency

Home > Invoices > Search Results > Invoice Details

You are currently viewing [redacted] Reset Client

Invoice Details

Summary of Charges Current Charges Detail Adjustments

Quick Links

Pay invoice Print invoice

Invoice Level [redacted] Balance \$713.91

Due Date 04/28/2016 Invoice # [redacted] Enabled

Invoice Date 04/03/2016 Enablement Enabled Bill Category

Error Indicator Recipient Type C Bill Presentation Indicator PAPER

Invoice Presentation Indicator Y

Enrollment Source: Health Insurance Marketplace
Plan: Blue Cross Gold with Dental & Vision, a Multi-Stat

Financial Totals

If we do not receive full payment by the due date, you may not be able to use your benefits.

Original Totals	
AR ADJUSTMENTS	\$0.00
PRIOR AMOUNT BILLED	\$484.01
PAYMENTS RECEIVED	(\$556.11)
CURRENT ADJUSTMENTS	\$0.00
ADVANCED PREMIUM TAX CREDIT CHANGES AND ADJ	\$151.00
CURRENT PREMIUM AMOUNT	\$635.01
TOTAL AMOUNT DUE	\$713.91

This field represents how bills are generated and sent to the member on an individual contract. Below are some descriptors of the different bill options that appear here. Group bills may appear differently depending on the billing structure.

- **ACH eBill:** The premium is paid through electronic funds transfer (EFT) and a bill is emailed to the group or member.
- **ACH paper:** The premium is paid through EFT and a paper bill is mailed. The paper bill will indicate that the policy is set up on EFT and that no monies need to be sent in.
- **Paper:** The bill is sent in the mail and must be paid by check.



The next tab, **“Current Charges Detail”**, allows you to view what each contract is being billed for the current month.

The screenshot shows the 'Current Charges Detail' tab selected. The interface includes a navigation bar with 'Home', 'Billing', and 'Reports'. Below the navigation bar, there are links for 'View Invoices', 'Search Invoices', 'Payment History', and 'Delinquency'. The main content area shows 'Invoice Details' with tabs for 'Summary of Charges', 'Current Charges Detail' (highlighted), and 'Adjustments'. A 'Quick Links' section contains 'Pay Invoice' and 'Print Invoice' buttons. Below this, invoice information is displayed, including 'Due Date', 'Invoice #', 'Balance', 'Enrollment', and 'Bill Category'. The 'Enrollment Source' is 'Health Insurance Marketplace' and the 'Plan' is 'Blue Cross Gold with Dental & Vision, a Multi-Stat'. A table lists one item with columns for 'Last Name', 'First Name', 'M.I.', 'Contract Number', 'Billed From', 'Billed Through', 'Current Charges', 'Contract Type', 'Benefit Code', and 'Benefit Description'. The table shows a single row for a subscriber with a current charge of \$635.01. A summary at the bottom right indicates a 'CURRENT PREMIUM AMOUNT' of \$635.01 and a 'TOTAL' of \$635.01.

The last tab, **“Adjustments”**, reflects any adjustments made to the contract’s policy since the last invoice. These adjustments can be either credits or additional charges. Each adjustment would reflect the impacted contract (either the subscriber or any dependent on an individual contract), the *Effective Date* and *Billed Through* date, and a *Description* of the charge.

The screenshot shows the 'Adjustments' tab selected. The interface is similar to the previous screenshot, but the 'Adjustments' tab is highlighted. The 'Quick Links' section remains the same. The invoice information is consistent. The 'Enrollment Source' and 'Plan' are also the same. A table lists two items with columns for 'Change Code', 'First Name', 'M.I.', 'Last Name', 'Contract Type', 'Effective Date', 'Billed Through', 'Adj Amount', 'Description/Adjustment Remarks', 'Benefit Code', and 'Benefit Description'. The table shows two rows for a subscriber, both with an adjustment amount of \$635.01 and a description of 'Membership Change'. A summary at the bottom right indicates 'CURRENT ADJUSTMENTS' of \$0.00, 'ADVANCED PREMIUM TAX CREDIT CHANGES AND ADJ' of \$151.00, and a 'TOTAL' of \$151.00.



Click **“Print Invoice”** on any of the three tab options. You can select the sections of the invoice you would like to print: *Summary of Charges, Current Charges Detail, and/or Adjustments.*

Home | Billing | Reports My Account | Help | Logout

View Invoices | Search Invoices | Payment History | Delinquency

Home > Invoices > Search Results > Invoice Details > Print Invoice You are currently viewing [redacted] [Reset Client](#)

Invoice Information

Direct Pay
[redacted]

Invoice Number: [redacted]
Due Date: 04/28/2016
Coverage Period: 05/01/2016-05/31/2016
Amount Due: **\$713.91**

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:

Summary of Charges Sort By: Last Name Order: Ascending Subtotal by sorted column
 Current Charges Detail Then By: [dropdown] Order: Ascending Subtotal by sorted column
 Adjustments Sort By: Change Code Order: Ascending Subtotal by sorted column
Then By: [dropdown] Order: Ascending Subtotal by sorted column

Home | Billing | Reports My Account | Help | Logout

Create Reports | **Completed Reports** | Scheduled Reports

Home > Invoices > Search Results > Invoice Details > Print Invoice > Completed Reports You are currently viewing [redacted] [Reset Client](#)

Completed Reports [Refresh](#)

2 Items | 1 - 2

	Status	Date	Report Name	Criteria	Size
Options	COMPLETE	04/05/2016 12:32:29 PM ET	Export / Print Invoice Report	Format: PDF	5 Kb
	PENDING	04/18/2016 09:29:19 AM ET	Export / Print Invoice Report	Format: PDF	0 Kb

Please note: Reports older than 14 days will be automatically deleted.

Once the invoice is downloaded, the document can be emailed or printed out.

Within eBilling, agents and contract holders are also able to print a pay stub. This is helpful for anyone that may have misplaced their invoice and would like to send back a stub with their payment. (See instructions on following page).



Select the **“Pay Invoice”** option under **“Quick Links”**. Payment stubs can only be generated for active invoices. The option to print a stub is not available for any invoice that is deemed **“Previous”** or **“Obsolete”**.

The screenshot shows the 'Invoice Details' page. Under the 'Quick Links' section, the 'Pay invoice' button is highlighted with a red arrow. Below, the 'Manual Payment' section is visible, showing a table with one item. The 'Next' button at the bottom right of the table is also highlighted with a red arrow.

Status	Due Date	Invoice Number	Contract Number	Amount Billed	Billing Period
Current	04/28/2016	[REDACTED]	[REDACTED]	\$713.91	05/01/2016-05/31/2016

Click **“Next”** and the stub will download to a PDF that can be printed or emailed. To view all payments that have posted to an account, click **“Payment History”**.

The screenshot shows the navigation menu with 'Home', 'Client Activity', and 'Reports' tabs. Below the menu, the 'Payment History' link is highlighted with a red arrow.

The next page will look similar to the General Search page when you first entered eBilling. Input the correct search parameters and click **“Submit”**.

The screenshot shows the 'Payment History' page with a 'General Search' form. The 'Submit' button at the bottom right of the form is highlighted with a red arrow.

General Search

Label System: (Dropdown menu includes: ASC, BCBSM Summary Groups, BCN Direct Pay, BCN Group, Direct Pay)

To select multiple options, press and hold the Ctrl key while making your selections

Bill Category/Coverage Contract #/Group #*:

Group/Group #:

Division #/Subgroup*:

Client Name:

First Name:

Last Name:

Invoice Number:

Payment Status: (Dropdown menu)

Payment Date: (Dropdown menu)

ACH Tracking Number:

CC Confirmation Number:

Buttons:

* = When searching Group/Group #, Bill Category/Coverage Contract #/Group # is required.
When searching Division #/Subgroup, Group/Group # is required.



You will then see all payments posted to the account. This page details the extent a payment was made to, what date it was deposited, how much the payment was, whether it was a scheduled draft or payment, and a receipt ID.

The screenshot shows the Blue Cross Blue Shield of Michigan portal. At the top right, there is a logo and the text "Blue Cross Blue Shield of Michigan". Below the logo, there are links for "My Account", "Help", and "Logout". The main navigation bar includes "Home", "Client Activity", and "Reports". A secondary navigation bar includes "Clients", "Invoices", "Payment History", and "Delinquency". The breadcrumb trail reads "Home > Payment History > Search Results". The section is titled "Search Results" and shows "1 Items | 1 - 1 | Search Criteria". Below this is a table with the following data:

Coverage Contract #	Coverage Contract #	Corp Name	Contract Number	Deposit Date	Payment Amount	Description	Payment Status	Receipt ID	Check Number	Confirmation #
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	03/28/2016	\$556.11	Cash Receipt	Paid	[REDACTED]	[REDACTED]	[REDACTED]

The payment history downloaded and printed by going to File > Print.