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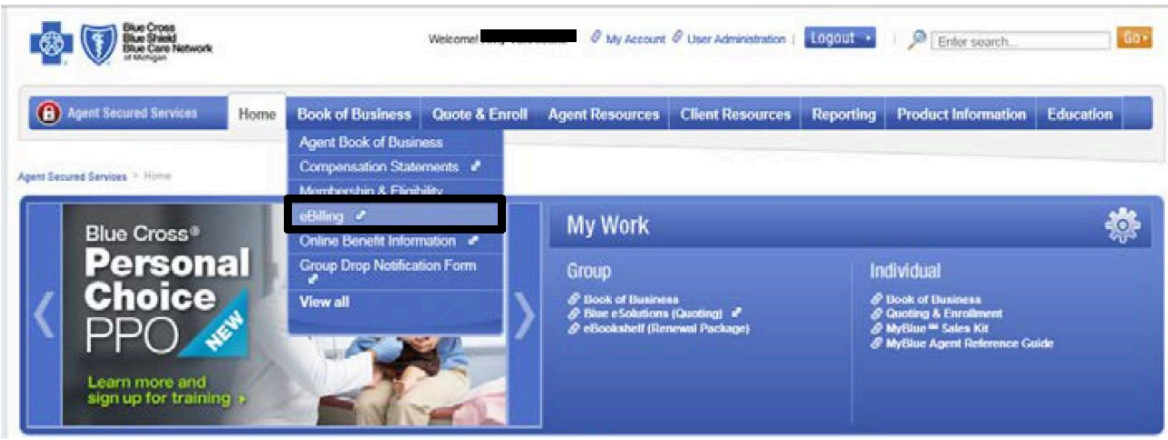
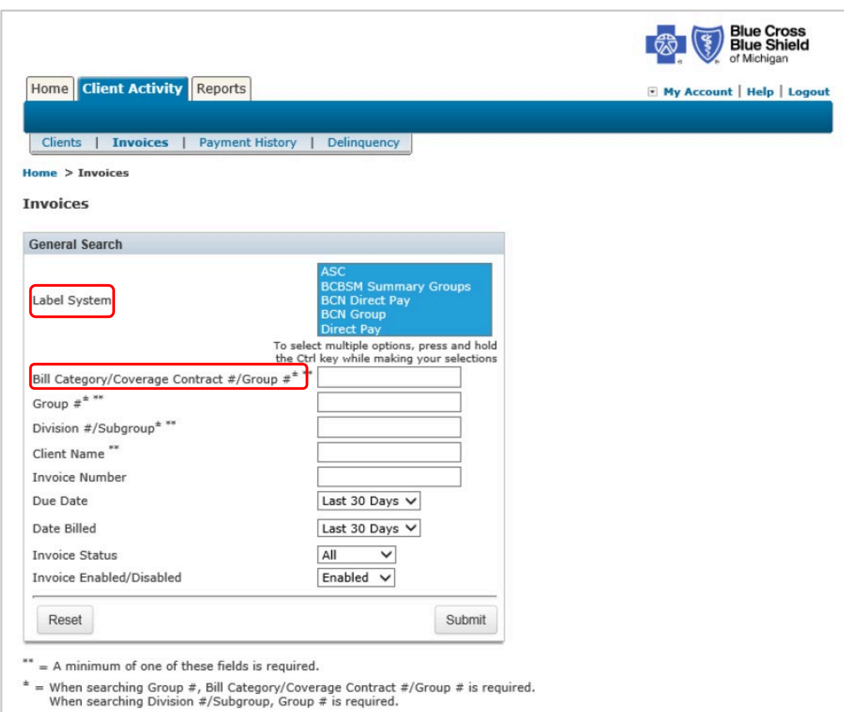
Guide to eBilling on the Agent Portal

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.



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.

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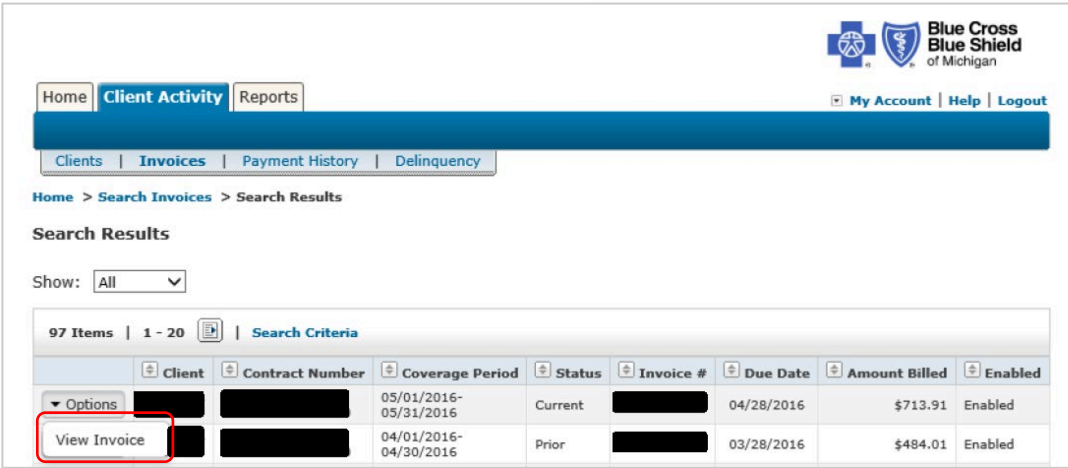
For Individual contracts, each contract number in eBilling has an additional 7 digits added on to the end. These added digits differentiate between which plans the member is on. BCBSM refers to these additional digits as “extents”.

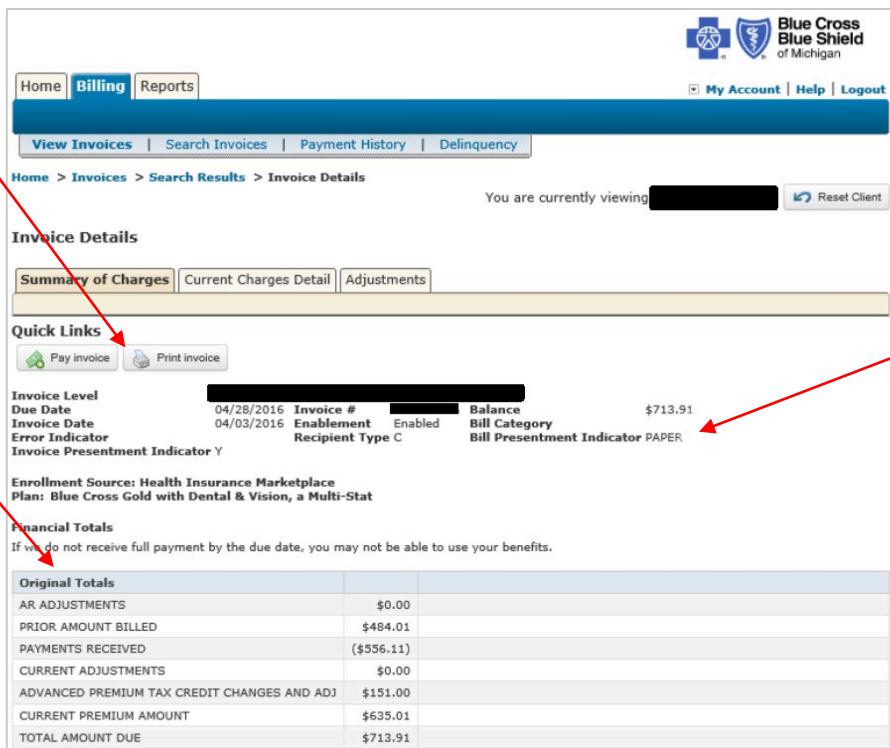
Clicking ***“Options”***, you can ***“View Invoice”***.



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.



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.

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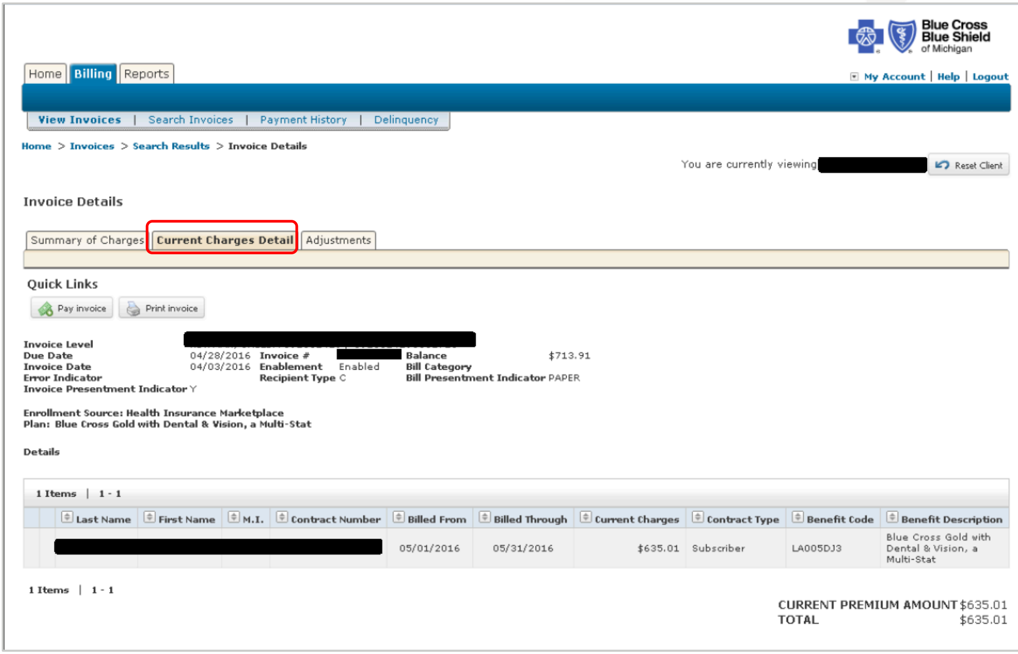
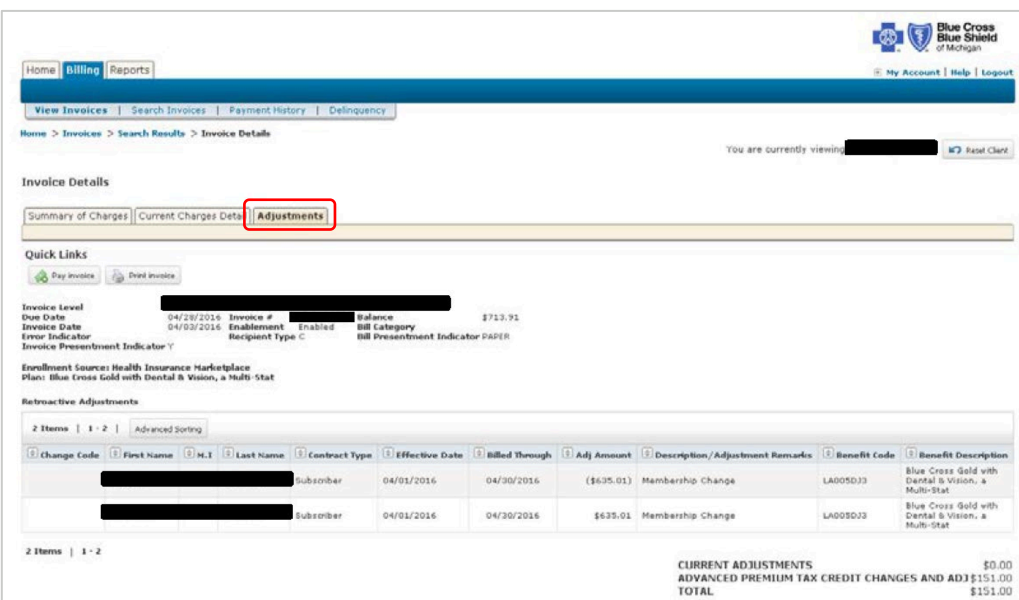
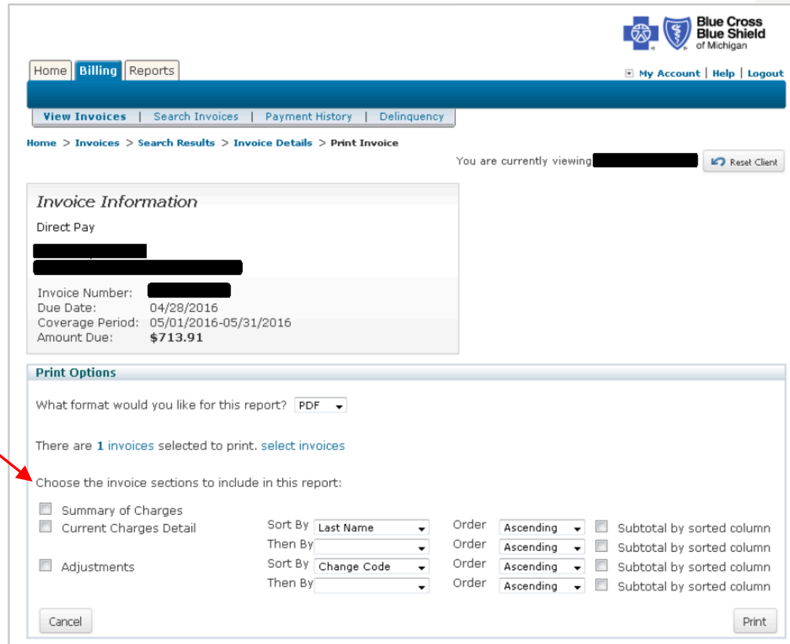
The next tab, *"**Current Charges Detail**"*, allows you to view what each contract is being billed for the current month.

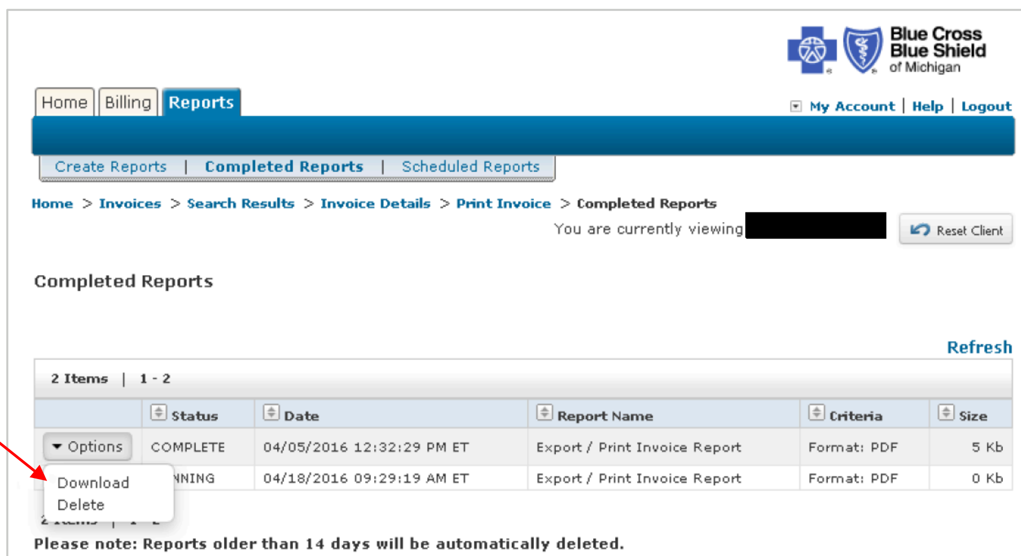


The last tab, **"*Adjustments*"**, reflects any adjustments made to the contract's policy since the last invoice. These adjustments can be either credits or additional charges. Each adjustment would reflect the impacted contract (either the subscriber or any dependent on an individual contract), the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



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*.

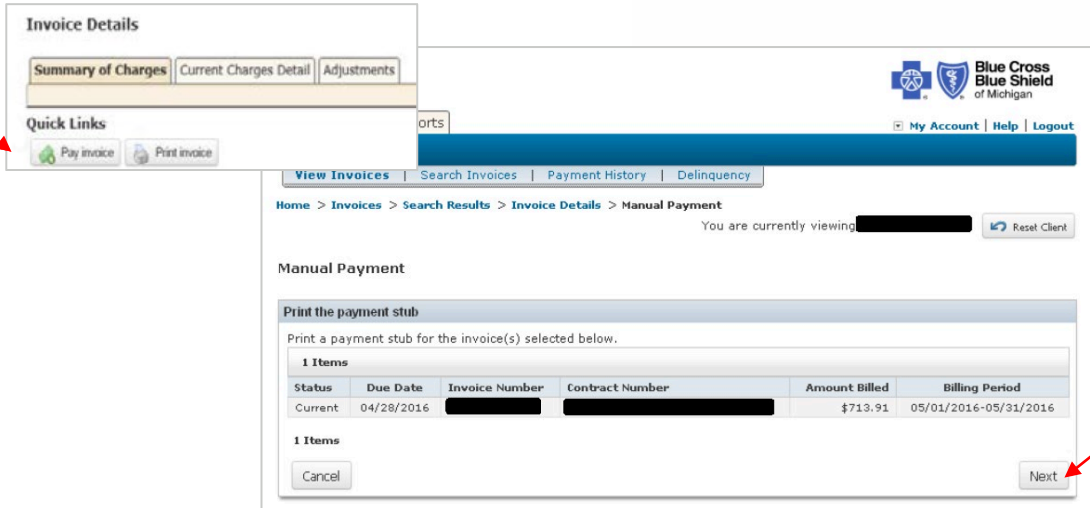




Once the invoice is downloaded, the document can be emailed or printed out.

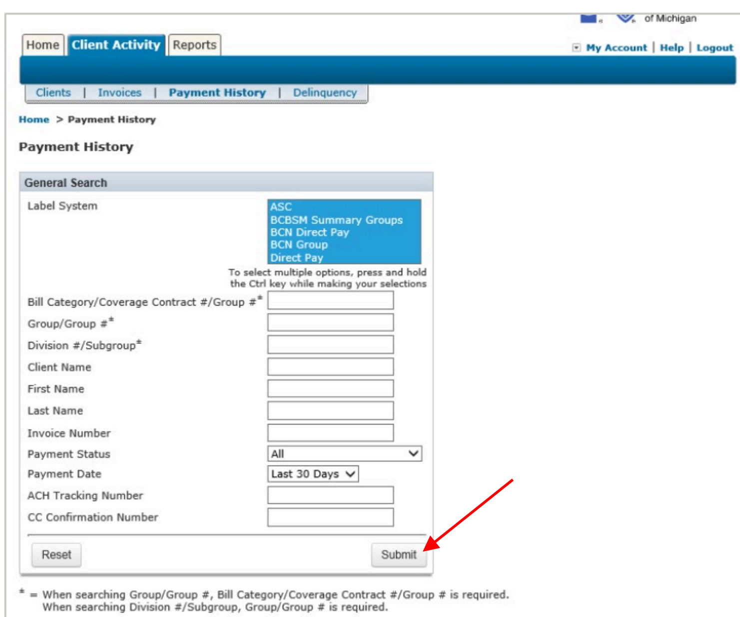
Within eBilling, agents and contract holders are also able to print a pay stub. This is helpful for anyone that may have misplaced their invoice and would like to send back a stub with their payment. (See instructions on following page).

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".



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



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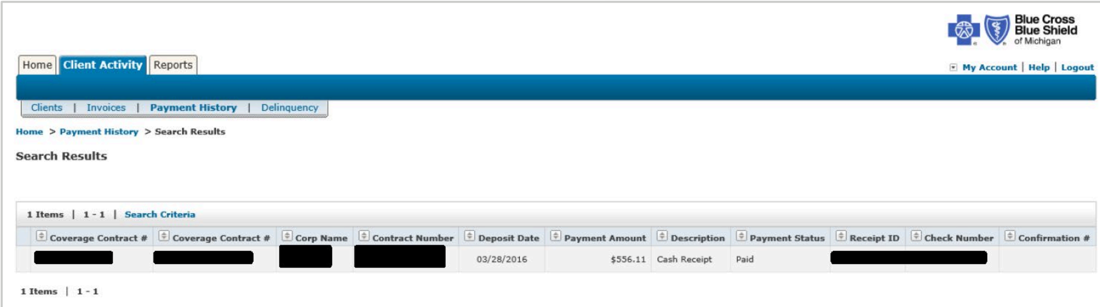
You will then see all payments posted to the account. This page details the extent a payment was made to, what date it was deposited, how much the payment was, whether it was a scheduled draft or payment, and a receipt ID.


Blue Cross Blue Shield of Michigan

Home | Client Activity | Reports

My Account | Help | Logout

Clients | Invoices | Payment History | Delinquency

Home > Payment History > Search Results

Search Results

1 Items | 1 - 1 | Search Criteria

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]	

1 Items | 1 - 1

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