

welcome to online bill payment with Employer Connection

Now you and your authorized delegates can pay your Blue Shield bill online!

Q: Who can make payments online?

A: Online bill payments can be set up by anyone you delegate billing access to.

Q: What types of billing access are available?

A: There are two types of billing access that can be delegated. First is the Billing View access, which allows your delegates to view bank accounts and payments that have been set up. Second is the Billing Maintenance access, which allows your delegates to set up bank accounts, make one-time payments and create auto payments.

Q: Can I make recurring payments?

A: Recurring payments can be set up by selecting the *Auto Payments* link under the *Billing* tab. There are two options for recurring payments: either two days before the bill due date, or when the invoice is generated. Auto payments must be made for the total amount due.

Q: Can I make one-time payments?

A: Yes, you can set up one-time payments. Simply select the *Make a Payment* link under the *Billing* tab. One-time payments will be posted to your account the night that the payment is set up. One-time payments can be set up for any amount over .01 cent, including amounts greater than or less than the balance due. If a payment is made for more than the total amount due, the balance will be applied to your next invoice.

Q: When can I cancel auto payments?

A: Auto payments can be cancelled at any time up to two days prior to the scheduled payment.

Q: How do I set up my bank account?

A: To add a bank account, select *Billing Options* under the *Billing* tab. Then select the *Add a bank account* link. You will need your account number and routing number.

Q: Can I pay with a credit card?

A: Currently, online bill payment can only be completed using a checking or savings account.

Q: Will I still get a paper bill?

A: Yes, a paper bill will still be sent. However, you can also choose to receive an email notification when your online bill is available by selecting *Manage email subscriptions* within your profile section on the *Settings* tab.

Q: Can I pay multiple invoices at once?

A: Payments are set up at the subgroup level, which means that you will be able to pay multiple invoices for one subgroup at once. If you have more than one subgroup, you can set up more than one payment at a time for each subgroup that has an outstanding balance.

Q: Is there a fee for making a payment online?

A: No, this is a service that Blue Shield provides to you at no additional cost.

Q: Are there any payment alerts that I can set up?

A: Yes, by accessing the *Settings* tab under *Manage Email Subscriptions*, you can select to receive any of the following email alerts:

- Billing (new invoice, administrative updates and related messages)
- Delinquent invoice
- Payment notifications
- Scheduled notifications
- Bank Update notifications

Additional resources:

The following resources will help you get started with online billing on Employer Connection.

Getting Started webpage: blueshieldca.com/ecp-getting-started

View the "**Billing**" Section

QuickStart Guide (PDF):

<https://www.blueshieldca.com/employer/documents/download/ecp-starter-guide.pdf>

Have questions?

For groups 1-50, call Group Employer Services at **(800) 325-5166**

For groups 51-3000, call Large Group Client Services at **(855) 747-5809**

For eligibility questions regarding insurance benefits and renewal, call your Blue Shield sales representative.