

DIRECT PAY EBILL FREQUENTLY ASKED QUESTIONS

Get the answers you need about Direct Pay eBilling.



ACCESS EBILLING THROUGH MYBLUE

You can view and pay your bill through MyBlue. Scan the QR code to learn more about the MyBlue app and create an account. Once you're signed in, select the **Pay My Bill** icon on the homepage.



HOW DO I MAKE A PAYMENT?

You can make a payment from the eBilling home page or the Bills tab by:

- Checking off the appropriate box of the invoice you'd like to pay
- Selecting **Make a Payment**

You may select multiple invoices to pay if you have more than one plan type, such as MedexSM and Dental BlueSM 65.

HOW DO I CHANGE MY PAYMENT AMOUNT?

When making a payment, you may choose to pay a specific amount of your invoice. Here's how to edit the payment amount:

- Go to the **Make a Payment** page
- Under **Choose Payment Details**, select **Edit Payment Amount**
- Enter the amount you'd like to pay in the **Payment Amount** field
- Check off the **Terms and Conditions** box
- Select **Next**
- Verify your payment details and select **Confirm Payment**

HOW DO I CANCEL A PENDING PAYMENT?

To cancel a payment:

Select **Payment History** at the top left of the eBilling home page, then confirm that the status of the payment you'd like to cancel.

If the status is "Payment Pending":

- Select **Actions**, then **Stop Payment**
- Select **Confirm** in the pop-up window

If the status is not "Payment Pending," you cannot cancel the payment.

HOW DO I ADD A NEW PAYMENT METHOD?

To add a new payment method:

- Go to the **Payment Methods** tab
- Select **Add a new payment method**
- Select **Add a new bank account**
- Complete the form and select **Save**

If you'd like to update your bank account information later, you'll need to add it as a new payment method.

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HOW DO I DELETE MY BANK ACCOUNT INFORMATION?

To delete your bank account:

- Go to the **Payment Methods** page
- Find the bank account you'd like to remove under **Saved Payment Methods**
- Select **Remove**

HOW DO I UPDATE MY PERSONAL INFORMATION?

To update your personal information:



- Select your name at the top-right corner of the eBilling home page
- Select **My Profile**
- Make your edits and select **Save**

HOW DO I SET UP AUTOMATIC (RECURRING) PAYMENTS?

There are two ways to set up automatic payments:

On the Home page

Select **Enroll now** or **Edit recurring payment** under the "Recurring payments" icon on the right-hand side of the eBilling home page.

 Recurring payments	 Recurring payments
Keep it simple by enrolling in recurring payments.	You currently do not have recurring payments enabled for all of your bills.
Enroll now >	Edit recurring payment >

On the Payment Methods Page

- Go to the **Payment Methods** page
- Scroll to the bottom of the page and select **Add a recurring payment**
- Confirm the payment method
- Select the invoice(s) that you'd like to enable for automatic payments in the **Bill(s)** section
- Check the "I authorize this payment amount" box and select **Save**

Note: If you'd like to set up automatic payments for more than one plan type, such as a Medex and Dental plan, select both invoices from the **Bill(s)** section.

WHEN WILL MY AUTOMATIC (RECURRING) PAYMENTS BEGIN?

Once you set up automatic payments, they'll begin as of your next invoice due date as long as you enroll prior to 12:00 p.m. ET of the day prior to your due date. If you enroll after 12:00 p.m. of the day prior to your due date, you must make a manual payment for the invoice to ensure continuous coverage.

Going forward, your automatic payments will be processed on the day your invoice is due. You'll receive an email confirmation from bcbsmaebilling@benefitfocus.com. You'll also receive an email notification when payment has been processed.

HOW DO I CANCEL AUTOMATIC (RECURRING) PAYMENTS?

To cancel your automatic payments:

- Go to the **Payment Methods** page
- Scroll to the bottom of the page to the **Recurring Payments** section
- Find the payment method you'd like to disable and select **Remove**
- Select **Continue** in the pop-up window to confirm your update

Note: You must disable automatic payments prior to 12:00 p.m. ET of the day prior to your invoice due date. If you disable them after 12:00 p.m., your payment will still be drawn automatically and applied to your invoice.

HOW WILL I RECEIVE MY INVOICE?

You'll receive an email notification each month when your new invoice is available. Add bcbsmaebilling@benefitfocus.com to your email address book to ensure these emails are delivered to your inbox and don't end up in your spam or junk email boxes.

HOW DO I VIEW MY CURRENT INVOICE?

On the eBilling home page, scroll down to the **My Bills section** and select **Show Details** to see your current invoice. To see prior and paid invoices, go to the **Bills** tab.

HOW DO I PRINT MY INVOICE?

To print your invoice:

- On the eBilling home page, select **Show Details**
- Select **View** as printable PDF
- Open or save the file to print the invoice

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HOW DO I RESET MY PASSWORD?

If you access eBilling through your MyBlue account, a separate password isn't required and you can disregard this section.

If you sign in to eBilling through **bcbsmaebilling.com**, follow these steps to reset your password:

- On **bcbsmaebilling.com**, select **Forgot your Password?**
- Enter your username and complete the required steps
- Check your email for a link to reset your password and a 6-digit code
- Open the link the email and follow the instructions

Note: Your new password can't be the same as your old password, and your password must be 8-15 characters and contain an uppercase letter, a lowercase letter, and a number.

WHO CAN I CALL FOR MORE HELP WITH EBILLING?

If you have any questions, call the number for your plan below.

Direct Pay Medical: 1-800-822-2700 (TTY: 711)

Medex: 1-800-258-2226 (TTY: 711)

Medicare Advantage: 1-800-200-4255 (TTY: 711)

Dental Blue 65: 1-888-741-4340 (TTY: 711)

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).