



MASSACHUSETTS

GROUP EBILL FREQUENTLY ASKED QUESTIONS

Get the answers you need about Group eBilling.

How do I make a payment?

- Select **Make a Payment** from the homepage.
- Verify the account you want to pay. If you'd like to pay the full amount, select **Authorize the Payment as Invoiced**. To pay a different amount, select **Edit Payment Amount** and enter the amount you'd like to pay.
- Confirm the payment information and select **Submit Payment**.

Can I edit my payment amount?

If you select **Edit Payment Amount** and have multiple policies, you'll need to choose **Select Invoices** and manually enter the amounts you want to pay, then select **Done**. Be sure to uncheck any policies you don't want to pay.

How do I cancel a payment?

- From the homepage, select **Pending Payments** located under the Payments section on the right side.
- Select **Submit**. You don't need to fill in any fields.
- If your payment is still pending, it will be filtered at the top with an Options button.
- Select **Options**, then **Cancel Payment**.

If the payment is no longer pending, it has been sent to the bank and can no longer be canceled.

I recently added a plan and am receiving an error message when trying to make a payment. How do I link my new plan to my existing bank information?

For security reasons, your new plan will not automatically link to your bank information. To link your new plan, follow these steps:

- Select the **Payments** tab.
- Select **Payment Accounts**.
- Select the **Options** button, then **View/Edit Account**.
- Select the **Invoice Restrictions** tab.
- Select **Restrict Access to This Account by System and Invoice Level**.
- Check all of the applicable new plan numbers.
- Select the **Save** button to save your changes.

Why can't I, or my additional users, make a payment or access the bank information?

This issue occurs when the user who set up the payment account restricts access to view and edit the account. To allow other users to access the account, the user who established the payment account should follow these steps:

- Select the **Payments** tab.
- Select **Payment Account**.
- Select the **Options** button, then **View/Edit Account**.
- Uncheck the **Only I Can View/Edit/Use this Account for Payment** box.
- Select **Save**.

How do I add a new payment (bank) account?

- Select the **Payments** tab.
- Select **Create a New Payment Account** and complete all required fields.

Can I enable automatic payments?

If you'd like to enable automatic payments each month, check the box to authorize Auto Draft and set the effective start date to begin at least two business days before the due date. Do this to make sure Auto Draft withdraws for the following month.

Auto draft payments will be made on each month's due date.

When will I receive email notifications?

The eBilling application notifies users via email when:

- New invoices are ready for review
- Payments have been posted
- Payments are returned
- A plan is delinquent

We strongly recommend that users keep all notifications active. Occasionally these emails will get filtered to your spam or junk folders. To ensure that this doesn't happen, add BCBSMAebilling@benefitfocus.com to your email address book.

How do I view my invoice?

- To view your current invoice from the homepage, select the **Quick Print** button.
- If you'd like to view a previous invoice, select the **Billing** tab on the left panel.
- Change the view from Current to Prior and select **Submit**.

Depending on the time the invoice was paid, it may be in the Paid section rather than Prior.

How do I print my invoice?

- To print your current invoice, select the **Billing** tab on the left panel, or select **Quick Print** from the homepage.
- If you'd like to print a previous invoice, select the **Billing** tab.
- Change the view from Current to Prior and select **Submit**.
- Select **Options** next to the invoice you'd like to print and select **Quick Print**.
- The invoice will be downloaded as a PDF and may be displayed as a pop-up window, depending on your browser.
- You can print the invoice from your PDF software.

Depending on the time the invoice was paid, it may be in the Paid section rather than Prior.

How can I create reports?

- Select the **Reports** tab, which will take you to the Create Reports page.
- Select the report you want to generate and select **Options**, followed by **Create**.
- Select your format type (PDF, CSV, TXT), set your specifications, and select **Next**.
- You'll be taken to the **Completed Reports** tab where your report will be listed.
- If the status is pending, select **Refresh** until the report is complete.

How do I update my email address, password, and security question?

- On the top-right corner of the homepage, select your name, then **My Account**.
- A box will pop up allowing you to update your email address, password, and secret questions.
- Enter the new information, then select **Save**.

How do I reset a forgotten password?

- Visit **bcbsmaebilling.com** and select the **Forgot your Password?** link.
- Enter your username and complete the security check.
- Select all applicable images that the pop-up window is requesting and select **Verify**, then **Submit**.
- When prompted, add the six-digit passcode that will be sent to your email account on record.
- Update your new password and confirm it by entering it twice.

The new password can't match your previous password. Your password must be 12–16 characters long and contain one uppercase letter, one lowercase letter, and one number. All passwords must be changed every 90 days.

I've been locked out of eBilling. How do I unlock my account?

The system will time you out for 15 minutes after too many incorrect login attempts. To reset your password, wait 15 minutes and then follow the steps in the previous section.

You won't be able to reset your password if you're timed out.

How do I create additional user accounts?

- Select the **Users** tab.
- Select **User Accounts**.
- Select **Create User Account**.
- Complete all required fields and select **Next**. You can then create the username and set **Preferences** for the new user.

How do I edit user accounts?

- Select the **User** tab.
- Select **User Accounts**.
- Select the **Options** button next to the user you wish to change, and then **View/Edit** the account.
- Make the desired changes and select **Save** to finalize them.



To manage your bills online, scan the QR code or visit **bcbsmaebilling.com**.