Welcome to online bill payment with Employer Connection

FAQs

We've created this Q&A to help you learn how to manage your account and pay your bill online.

1 Q. What online billing features does Employer Connection offer?

A. Within *Billing & Payments* on Employer Connection, you can:

- View a single bill for all your Blue Shield medical and specialty product plans
- Search, sort, and filter your bill to find the information you're seeking quickly
- Download current and past Blue Shield invoices to your computer
- Set up automatic payments or make one-time payments
- Receive scheduled email alerts for your bill
- View payment history, including all debit and credit postings
- Generate and download billing reports

2 Q. How will I know when my bill is ready to view online?

A. Your bill is typically ready to view 15 days before the last day of the month. You can set up an email alert within *Billing & Payments* to notify you when it's ready.

3 Q. Who can make payments online?

A. You can choose anyone to make online bill payments by giving them billing access.

4 Q. What types of billing access are available?

A. There are two types of billing access that you can choose. First is the *Billing View* access, which allows individuals only to view bank accounts and payments that have been set up. Second is the *Billing Maintenance* access, which lets them set up bank accounts, make one-time payments, and create automatic payments.

5 Q. Can I make recurring payments?

A. Yes, you can easily start recurring payments by selecting the *Auto Payments* link under the *Billing & Payments* 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.

6 **Q. Can I make one-time payments?**

A. Yes, you can set up one-time payments. Select the *Make a Payment* link under the *Billing & Payments* 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.

7 **Q. When can I cancel auto payments?**

A. You can cancel auto payments up to two days before the scheduled payment.

8 **Q. How do I set up my bank account?**

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

9 **Q. Can I pay with a credit card?**

A. Online bill payments can be made using only a checking or savings account.

10 **Q. Will I still get a paper bill?**

A. Yes, we will send a paper bill. You can also choose to receive an email notification when your online bill is available. In *My Profile,* select *Notifications* to set your preferences.

11 **Q. Can I pay multiple invoices at once?**

A. Payments are set up at the subgroup level, meaning you can 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 with an outstanding balance.

12 **Q. Is there a fee for making a payment online?**

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

13 **Q. Are there any payment alerts that I can set up?**

A. Yes, by selecting *My Profile* and clicking *Edit* above the *Subscription* selection. You can also add site *Notifications* that appear in the *Company Switcher*.

14 **Q. How many months of invoice history can I view?**

A. For new Employer Connection accounts, you can view past invoices as of the date your group was established on our new system of record. Moving forward, your viewing history will be available for the life of the account.

Additional resources

The following resources can help you quickly get started using Employer Connection.

- Getting Started webpage

Contact us

We're here to help with your Employer Connection needs!

- For groups 1-100, call Employer Services at **(800) 325-5166**.
- For groups 101-3,000, call Large Group Client Services at **(855) 747-5809**.
- blueshieldca.com/employer