

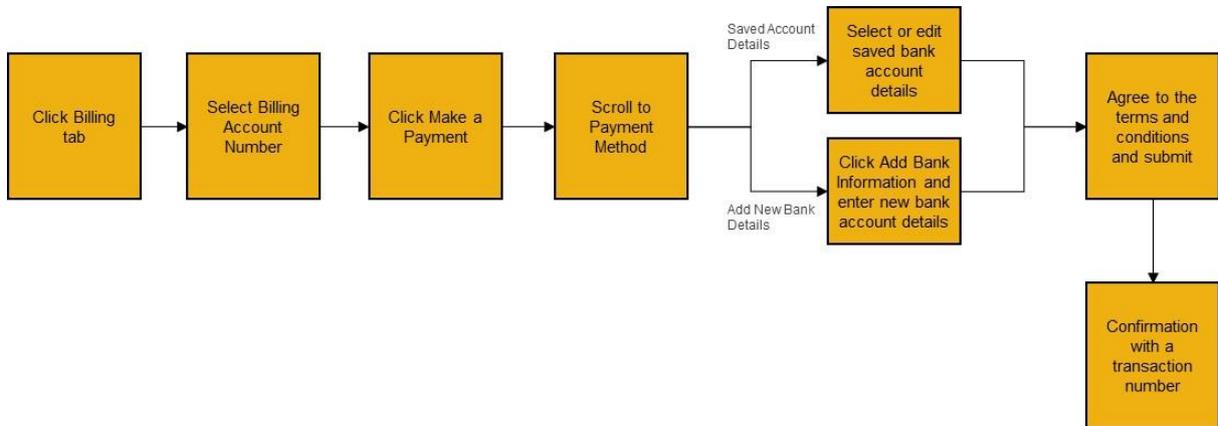
Billing – Make a Payment

Quick Reference Guide (QRG)



Billing – Make a Payment

This Quick Reference Guide (QRG) will provide an overview on the process of making a payment.



Let us look at the steps in detail for making a payment.

Purpose: To make a payment.



Step 1:

1. From the **EmblemHealth Home** page, click the **Billing** tab.
Note: Users from terminated groups or users with read-only access can also make payments.

The screenshot shows the EmblemHealth user interface. At the top, there is a navigation bar with the following items: Home, Roster Management, **Billing** (highlighted), Transaction History, Find Care, Secure Messaging, User Management, Resources, and Co-browsing with Agent. Below the navigation bar is a banner image of a woman smiling while holding a mug, with a cat visible in the background. A white box overlaid on the banner says "Welcome LARGE GROUP". Below the banner are two alert messages: "This is Global Alert message - All tenants" and "Applicable only for EH Portal". There are three news cards: "EmblemHealth Celebrates the Year of the Tiger" (with a sub-headline "—Lion Dancers lead the way during Flushing Lunar New Year Parade—"), and two "EmblemHealth Wraps Up 2021 with Legacy of Community Service" cards. At the bottom, there is a "Group" table with the following data:

Group ID	Group Name	Monthly Premium	Subscriber Count	Dependent Count	Original Effective Date	Group Renewal Date
	LARGE GROUP	\$13,280.00	16	30	01/01/2020	10/01/2022



Step 2:

- The Billing screen displays.
1. Click the **Billing Account** number.

Home > Billing

- LARGE GROUP

Billing

Billing Accounts

Q Search

Billing Account	Billing Name	Billing Level	Past Amount Due*
2200107000	LARGE GROUP	Group	\$119,520.00

*Information is based on the latest payment processed.
TOTAL RECORDS: 1



Step 3:

- The Billing & Payments History screen displays.
1. Click **Make a Payment** to initiate the payment process.
- Note:** You may submit multiple one-time payments in a month.

Home > Billing Details

- LARGE GROUP

Billing & Payments History

Billing Account 2200107000	Billing Account Name LARGE GROUP	Billing Level Group	Billing Frequency Monthly
Invoice Number 000000000174524	Invoice Date 03/10/2022	Invoice Due Date 04/01/2022	Status Unpaid
Total Amount Due \$119,520.00	Billed Amount \$13,280.00	Adjustment Amount \$0.00	Balance Forward \$106,240.00
Last Payment Amount* \$146,080.00	Payment Date* 06/22/2021	Days Past Due* 14	Past amount due* \$119,520.00

*Information is based on the latest payment processed.

① If you recently made a payment, it may take up to three (3) business days to see it displayed here. There may be times when technical issues could prevent tasks from being completed. We thank you for your patience in these instances. Please see the transaction history page to confirm the initiation and status of your portal transactions. EmblemHealth takes no responsibility for, and is not liable for, the portal being temporarily unavailable due to technical issues.

Invoice History

Payment History

Ask A Question



Step 4:

The MAKE A PAYMENT screen displays.

1. Select the **Payment Date**.
Note: A payment can also be scheduled for a future date.
2. Select **Total Amount Due, Past Amount Due, or Custom Amount**.
Note: Total Amount Due and Past Amount Due values are auto populated. A warning message will display if the Custom Amount entered exceeds the Total Amount due.
3. Select your preferred **Bank Account Details** from the Saved Account Details section.
Note: Bank account details cannot be deleted if there is a current or recurring payment associated with the account. You can also add bank account details by clicking on **Add Bank Information**. (Refer to Step 5).
4. Read the Terms & Conditions and click the **I accept the Terms & Conditions** checkbox.
5. Click **Submit**.

MAKE A PAYMENT

Payment Details

EmblemHealth partnered with JPMorgan Chase to give you a safe and secure online payment option.

Payment Information

Due Date 04/01/2022	Payment Date 04/14/2022
------------------------	-----------------------------------

Total Amount Due **Past Due Amount** **Custom Amount**

\$119,520.00 \$119,520.00 \$0.00

Payment Method

Saved Account Details

<input checked="" type="radio"/>	Bank Account Details **** * 8989	Edit	Delete
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Add Bank Information

Terms & Conditions

Please read and approve the following authorizations:

By scheduling this payment, you are authorizing EmblemHealth to electronically debit your bank account for the amount(s) and date shown above. This authorization is valid for this transaction only.

In the event that the payment is returned or cannot be processed due to insufficient funds, or the expiration of your selected payment method, EmblemHealth will bill you for the full original amount of the transaction, plus any returned item fee, up to the maximum amount allowed by law.

Please Print a Copy of this authorization for your Records

I accept the Terms & Conditions.

Submit

Cancel



Step 5:

(Optional) If you clicked **Add Bank Information**, the Add Bank Information screen displays.

1. Enter **Bank Routing Number**.
2. Enter **Bank Account Number**.
3. **Re-enter Bank Account Number** for confirmation.
Note: Bank Account number should be manually entered and cannot be copy-pasted from the previous field.
4. Enter **Bank Account Nickname**.
5. Select the **Bank Account Type**.
6. Select the **Bank Account Category**.
7. Click **Submit**.

The screenshot shows a mobile application interface for 'MAKE A PAYMENT'. At the top, there is a back arrow and the title 'MAKE A PAYMENT'. Below the title, the text 'Add Bank Information' is displayed. A message states: 'EmblemHealth partnered with JPMorgan Chase to give you a safe and secure online payment option.' Below this is a blue button labeled 'Add New eCheck Account'. Underneath the button, a note says 'Bold fields with * are required.' The main form is titled 'eCHECK ACCOUNT INFORMATION' and contains several fields: 'Bank Routing Number*' with the value '011401533', 'Bank Account Number*' with 'XXXXXXXXXXXX9999', 'Re-enter Bank Account Number*' with 'XXXXXXXXXXXX9999', 'Bank Account Nickname' with 'New Account', 'Bank Account Type*' with radio buttons for 'Checking' (selected) and 'Savings', and 'Bank Account Category*' with radio buttons for 'Consumer' and 'Business' (selected). At the bottom of the form are two buttons: a green 'Submit' button and a blue 'Cancel' button.



Step 6:

The MAKE A PAYMENT screen displays.

1. Select the new **Bank Account Details** from the Saved Account Details section.
2. Read the Terms & Conditions and click the **I accept the Terms & Conditions** checkbox.
3. Click **Submit**.

MAKE A PAYMENT

Payment Details

EmblemHealth partnered with JPMorgan Chase to give you a safe and secure online payment option.

Payment Information

Due Date 04/01/2022	Payment Date 04/15/2022	
<input checked="" type="radio"/> Total Amount Due \$119,520.00	<input type="radio"/> Past Due Amount \$119,520.00	<input type="radio"/> Custom Amount \$0.00

Payment Method

Saved Account Details

<input type="radio"/>	Bank Account Details **** * 9999	Edit	Delete
<input checked="" type="radio"/>	Bank Account Details **** * 9999	Edit	Delete

[Add Bank Information](#)

Terms & Conditions

Please read and approve the following authorizations:

By scheduling this payment, you are authorizing EmblemHealth to electronically debit your bank account for the amount(s) and date shown above. This authorization is valid for this transaction only.

In the event that the payment is returned or cannot be processed due to insufficient funds, or the expiration of your selected payment method, EmblemHealth will bill you for the full original amount of the transaction, plus any returned item fee, up to the maximum amount allowed by law.

Please Print a Copy of this authorization for your Records

I accept the Terms & Conditions.

Submit

Cancel



Step 7:

The Confirmation screen displays.

1. Click **Done**.

Confirmation

Thank you for your payment.

Your transaction ID number for this payment is V21FCL000131103. Save this number for your records.

You can check the details of your payment in the [Transaction History](#)

It may take up to three (3) business days to see this payment in your payment history.

Done

Set up Auto Pay



Step 8:

The Billing & Payments History screen displays.

1. Review payment details.

Note: Payments scheduled for a future date can be cancelled by clicking **Cancel Payment**.

Home > Billing Details

- LARGE GROUP

Billing & Payments History

Billing Account 2200107000	Billing Account Name LARGE GROUP	Billing Level Group	Billing Frequency Monthly
Invoice Number 000000000174524	Invoice Date 03/10/2022	Invoice Due Date 04/01/2022	Status Unpaid
Total Amount Due \$119,520.00	Billed Amount \$13,280.00	Adjustment Amount \$0.00	Balance Forward \$106,240.00
Last Payment Amount* \$146,080.00	Payment Date* 06/22/2021	Days Past Due* 14	Past amount due* \$119,520.00

*Information is based on the latest payment processed.

① Your last payment is still being processed.

[Set up Auto Pay](#)
[Make a Payment](#)
[Request Updated Bill](#)

Pending Payments

Billing Account Name LARGE GROUP	Total Amount Paid \$119,520.00	Payment Date 04/18/2022	Payment Method Bank Account	Bank Account Details **** * 9999
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[Cancel Payment](#)

Invoice History ▼

Payment History ▼

[Ask A Question](#)

Thank
You

