

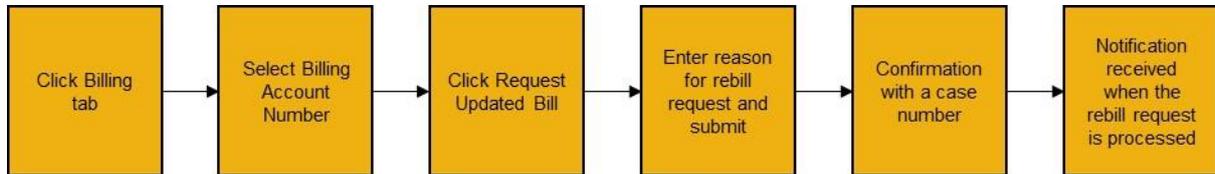
# Billing – Request Updated Bill

Quick Reference Guide (QRG)



# Employer Portal – Request Updated Bill

This Quick Reference Guide (QRG) will provide an overview of the process to Request an Updated Bill.



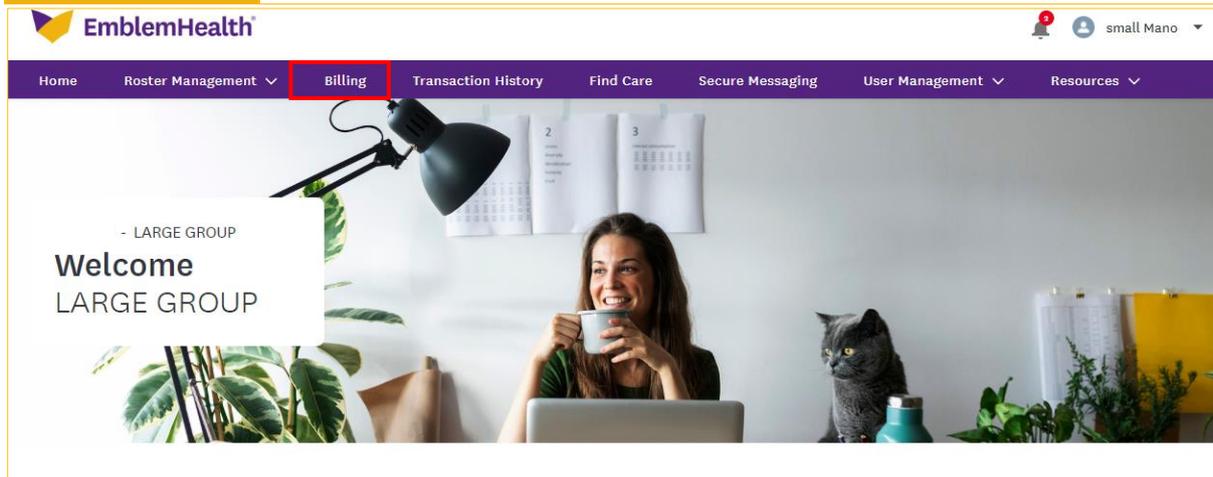
Let us look at the steps in detail to Request an Updated Bill.

**Purpose: To Request an Updated Bill.**



**Step 1:**

1. From the **EmblemHealth Home** page, Click the **Billing** tab.





## Step 2:

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

- LARGE GROUP

## Billing

**Billing Accounts**

Q Search ⓘ

Billing Account	Billing Name	Billing Level	Past Amount Due*
2200107000	LARGE GROUP	Group	\$79,680.00

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



## Step 3:

The Billing & Payments History screen displays.  
1. Click **Request Updated Bill** for the latest invoice.  
**Note:** A user can only request an updated bill once per bill per billing cycle.

Home > Billing Details

- LARGE GROUP

## Billing & Payments History

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

\*Information is based on the latest payment processed.

ⓘ 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 is not responsible for the portal being temporarily unavailable due to technical issues.

Invoice History ▾

Payment History ▾



## Step 4:

The Request Updated Bill screen displays.

1. Select an option from the **Updated Bill Reason** drop-down menu.
2. Provide more details on the reason for your updated bill request.  
**Note:** For Terminations and Add/Term Dependent reasons, please provide a valid Member ID. For New Enrollments please provide Member Last Name, First name and SSN (last 4 digits).
3. Click **Submit**.

### Request Updated Bill

Billing Account 2200107000	Billing Account Name LARGE GROUP
Billing Level Group	Invoice Number 00000000115965
Invoice Date 01/10/2022	Invoice Due Date 02/01/2022
Total Amount Due \$92,960.00	

Let us know why you're asking for an updated bill\*  
Please provide us with more detail, to better serve you: for Terminations and Add/Term Dependent reasons, please provide a valid Member ID. For New Enrollments please provide Member Last Name, First name and SSN (last 4 digits).

\* Required information

Updated Bill Reason\*  
Termination  
New Enrollment  
Add/Term Dependents  
Rate Change

Submit

Cancel

Total Amount Due \$92,960.00	Updated Bill Reason* Required
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Let us know why you're asking for an updated bill\*  
Please provide us with more detail, to better serve you: for Terminations and Add/Term Dependent reasons, please provide a valid Member ID. For New Enrollments please provide Member Last Name, First name and SSN (last 4 digits).

\* Required information

Submit

Cancel



## Step 5:

The Confirmation screen displays.

1. Click **Finish**.  
**Note:** You will receive an in-app portal notification when your request has been reviewed by the billing operations team.

### Confirmation

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Thank you for your submission. Your case number is 02426926. You can check the status of your request in your [transaction log](#). It may take up to three (3) business days for your request to be reflected online. Please check your bell notification alerts on the portal for our response to this request.

Finish

Thank  
You

