Frequently Asked Questions

How do I make a payment? Can I edit my payment amount?

1) Click the "**Make a Payment**" button from the homepage

2) Verify the payment account you wish to pay from and select either "**Authorize the payment as invoiced**" to pay the full amount or "**Edit Payment Amount**" to manually enter in the amount you wish you pay

3) Confirm payment information and click "**Submit Payment**"

Note: If you're selecting "**Edit Payment Amount**" and have multiple policies, you'll need to click on the "**Select Invoices**" link, manually enter in the amounts you wish to pay for each policy, and click "**Done**". You're able to uncheck any groups you don't wish to pay.

How do I cancel a payment?

1) From the homepage, select "**Payment History**" located under the Payments section on the right side

2) Click "**Submit**" (Note: you don't need to fill in any fields)

3) If your payment is still in the Pending status, it will be filtered at the top with an "**Options**" button

4) Click " **Options**" and select "**Cancel Payment**"

Note: If the payment isn't in a Pending status anymore, it has been sent to the bank and is too late to cancel.

I recently added a plan and am receiving an error message when I try 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. Please follow these steps to link your new plan:

1) Select the "**Setup**" tab

2) Select "**Payment Accounts**"

3) Click the "**Options**" button and select "**View/Edit Account**"

4) Select the "**Invoice Restrictions**" tab

5) Select "**Restrict Access to this Account by System and Invoice Level**"

6) Check off all applicable new plan numbers

7) Click 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 that established the payment account should follow these steps:

1) Select the "**Setup**" tab

2) Select "**Payment Account**"

3) Click the "**Options**" button and select "**View/Edit Account**"

4) Uncheck the "**Only I Can View/Edit/Use this Account for Payment**" box and "**Save**"

How do I add a new payment (bank) account? Can I have automatic payments?

1) Click the "**Setup**" tab

2) Click "**Create a New Payment Account**" and fill out all required fields

3) If you would like to enable automatic payments each month, simply check the box to authorize "**Auto Draft**" and indicate your desired effective start date

Note: Auto-draft payments can only be paid on your due date each month.

When do I receive email notifications?

The **eBilling** application will notify users via email when:

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

Note: We strongly recommend that users keep all notifications active.

How do I view my invoice?

1) When viewing your Current Invoice from the homepage, you can select "**View Details**"

2) If you'd like to view a previous invoice, select the "**Billing**" tab on the left side panel

3) Change the view from Current to Prior and click "**Submit**"

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

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How do I print my invoice?

1) When printing your Current Invoice, you can do so from the "**Billing**" tab on the left side panel, or select "**Quick Print**" from the homepage

2) If you'd like to print a previous invoice, select the "**Billing**" tab

3) Change the view from Current to Prior and click "**Submit**"

4) Select "**Options**" next to the invoice you wish to print and click "**Quick Print**"

5) The invoice will be downloaded as a PDF., and may be displayed as a pop-up window, depending on your browser

6) You'll be able to print the invoice from your PDF software

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

How can I create reports?

1) Click the "**Reports**" tab, which will take you to the "**Create Reports**" page

2) Select the report you want to generate and click "**Options**" followed by "**Create**"

3) Select your format type (PDF, CSV, TXT), set your specifications, and click "**Next**"

4) You'll be taken to the **Completed Reports** tab where your report will be listed

5) If the status is "**Pending**", click "**Refresh**" until the report is complete

How do I reset a forgotten password?

1) Click the "**Forgot your Password?**" link at **bcbsmaebilling.com**

2) Enter you **Username** and check the security box that you're not a robot

3) Select all applicable images that the pop up window is requesting and click "**Verify**" then "**Submit**"

4) A link to reset your password will be emailed to your email account on record

5) Click the link in the email sent to you

6) You'll be asked to answer a secret question you had previously chosen and check the security box that you're not a robot

7) Select all applicable images that the pop up window is requesting and click "**Verify**" then "**Submit**"

8) Update your new password and confirm it by entering it twice

Note: The new password can't be your old password. Your password must be 8-15 characters long, contain 1 uppercase letter, 1 lowercase letter, and 1 number.

I have 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. Please wait 15 minutes and then follow the steps to reset your password.

Note: You'll won't able to reset your password if you're timed out.

How do I update my email address, password, and/or secret question?

1) On the top right corner of the homepage, click on your name and select "**My Account**"

2) A box will pop up allowing you to update your email address, password, and secret questions

3) Click "**Save**"

How do I create additional user accounts?

1) Click the "**Setup**" tab

2) Select "**User Accounts**"

3) Click "**Create User Account**"

4) Complete all required fields and click "**Next**". You'll then create the username and select preferences for the new user.

How do I edit user accounts?

1) Click the "**Setup**" tab

2) Select "**User Accounts**"

3) Click the "**Options**" button next to the user you wish to change and then "**View/Edit**" the account

4) Make the desired changes and click "**Save**" to finalize the changes