



Frequently Asked Questions

How do I make a payment?

There are two ways to make a payment:

- 1) To pay your invoice directly from the homepage:
 - Select the invoice you'd like to pay
(by checking off the box)
 - Click "Make a Payment"
- 2) To pay your invoice from the "Bills" tab:
 - Select the invoice you'd like to pay
(by checking off the box)
 - Click "Make a Payment"

Note: You may also select multiple invoices to pay if you have more than one policy.

How do I edit my payment amount?

When you make a payment, you can pay the total amount of your invoice, or edit the amount you want to pay. To edit the payment amount from the "Make a Payment" page:

- 1) Under the "Choose Payment Details" section, select "Edit Payment Amount"
- 2) Enter the amount you'd like to pay in the "Payment Amount" field
- 3) Check off the "Terms and Conditions" box
- 4) Click "Next"
- 5) Verify payment details and click "Confirm Payment"

How do I cancel a payment?

- 1) Click the "Payment History" tab on the top left of the home page.
- 2) Locate the payment you wish to cancel. If the payment has the status of "Payment Pending", you can cancel it by clicking the "Actions" button.
- 3) Once you click "Actions", select "Stop Payment"
- 4) Click "Confirm" when a window pops up

How do I add a new payment method?

- 1) Click the "Payment Methods" tab
- 2) Click "Add a new payment method"
- 3) Select "Add a new bank account"
- 4) Fill out the form and click "Save"

Note: The system will prevent you from creating a duplicate bank account.

What is a recurring payment?

Recurring payments give you the ability to authorize an automatic payment from your bank account of the total invoiced amount on the due date of your invoice.

How do I set up recurring payments with an existing bank account?

- 1) Click the "Payment Methods" tab
- 2) Scroll to the bottom of the page and select "Add a recurring payment"
- 3) Confirm the "Payment Method"
- 4) Select the invoice(s) in the "Bill(s)" section that you'd like to enable for recurring payments
- 5) Check the "I authorize this payment amount" box and click "Save"
- 6) To confirm that your recurring payments are enabled, the following message will appear: "If you have a recurring payment effective date that is in the future, please note you will be responsible for payments until this recurring payment starts"
- 7) Your payments will begin automatically on your next invoice due date

Note: if the bank account you wish to pay from is not added in eBilling yet, you'll need to establish the payment method first. See "How do I add a new payment method?".

How do I disable recurring payments?

- 1) Click the "Payment Methods" tab
- 2) Scroll to the bottom of the page to the "Recurring Payments" section
- 3) Locate the "Payment Method" you'd like to disable and click "Remove"
- 4) When the window pops up, click "Continue" to confirm your update

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How will I receive my invoices?

You'll receive email notifications each month when your new invoices are available. Please add **BCBSMAebilling@benefitfocus.com** to your address book to make sure these emails are delivered to your **inbox**.

How do I view my invoice?

- 1) On the homepage, click "Show Details" to see your full invoice

Note: Go to the "Bills" tab to locate prior and paid invoices.

How do I print my invoice?

- 1) On the homepage, click "Show Details"
- 2) Click the "View as printable PDF" button
- 3) "Open" or "Save" the file in order to print the invoice

Note: Go to the "Bills" tab to locate and print prior and paid invoices.

How do I reset a forgotten password?

- 1) Click the "Forgot your Password?" link at **bcbsmaebilling.com**
- 2) Enter your **Username** and check the security box that you are 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 will be asked to answer a secret question you had previously chosen and check the security box that you are 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.

How do I update my personal information? (e.g., email address, password, and secret question)

- 1) On the homepage, select the link with your name from the top right-hand corner
- 2) Click on "My profile"
- 3) Make your edits and select "Save"

How do I create additional user accounts?

- 1) Log out of your current user account and register for a new user account. See [video tutorial](#) for detailed instructions on how to self-register.

Direct Pay: 1-800-822-2700

Medex: 1-800-258-2226

Medicare Advantage: 1-800-200-4255

TTY: 711