

# Employer Access

## Online Billing

**Your Online Group Billing account gives you the convenience and control to:**

- Go paperless
- Pay your bills online with just a few clicks
- Review your invoices and view 12 months of past invoices
- Download or print invoices for your records

***Get started with 3 easy steps!***



# Getting Started

## Online Billing Setup

### To set up your Online Group Billing account, all you need is:

- Tax ID number
- A recent Anthem premium invoice number
- EmployerAccess (a.k.a. Employer Portal) User
- ID and Password
- An email address that transaction confirmation can be sent to
- Bank information:
- Financial institution name
- Full address
- Account type
- Routing number
- Account number
- Account owner name

### To begin set up:

- Login to EmployerAccess

#### EmployerPortal

#### Login

Enter Your Login Information

User ID »

Password (Case Sensitive) »

**Note:** After 15 minutes of inactivity, the system will log you out automatically and require that you log back in.

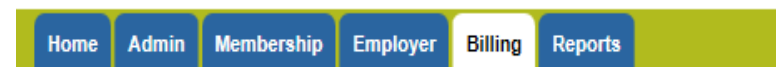
Forgot Your Password ? [Click here to reset password](#)

New Group Administrator For Employer Portal? [Click here to sign up](#)

For login questions, please call (866) 755-2680.

» Indicates a Required Field

- From the home page, select the **Billing** tab



# Step 1

## Adding Email Contact Info

From the Billing Entities page, add an email address that transaction confirmations can be sent to.

- Select **Manage Email Addresses**

This allows you to add email address at the case and billing entity level

Pay Premium Now

Manage Bank Accounts

Manage Email Addresses

- Select **Add Case or Group Email Address**

### Manage Email Addresses

Case Number: EAT005  
Case Name: MERLY'S TEST CASE

*The email addresses listed below will receive notifications, alerts, and transaction confirmations that are related to online group billing activities only.*

| Case Email Addresses     |                    |   |
|--------------------------|--------------------|---|
| Email Address            | Contact Type       | Actions                                       |
| ALEKYA.PADMA@ANTHEM.COM  | Premium Specialist | <a href="#">Edit</a>   <a href="#">Delete</a> |
| DEBARATITEST@TEST.COM    | Premium Specialist | <a href="#">Edit</a>   <a href="#">Delete</a> |
| DEBARATITEST@TEST.COM    | Premium Specialist | <a href="#">Edit</a>   <a href="#">Delete</a> |
| TEST@TEST.COM            | Employer           | <a href="#">Edit</a>   <a href="#">Delete</a> |
| WAYNE.GILBERT@ANTHEM.COM | Employer           | <a href="#">Edit</a>   <a href="#">Delete</a> |

[Add Case Email](#)

*The case email addresses above will receive all notices unless you choose to add billing entity emails in the section below. If a billing entity email is added below, that billing entity email address will receive the notices instead of the case email addresses above.*

| Billing Entity Email Addresses |                    |                        |   |
|--------------------------------|--------------------|------------------------|---|
| Email Address                  | Contact Type       | Billing Entity         | Actions                                       |
| BILLINGENTITY1@SUPPORT.IN      | Premium Specialist | ACCOUNT001-ACC TEST II | <a href="#">Edit</a>   <a href="#">Delete</a> |

[Add Billing Entity Email](#)

[<< Back](#)

# Step 1

Cont.

- Select **Contact Type**: Employer or Premium specialist
- Select **Submit**

Billing > Manage Email Addresses > Add Case Email Address

### Add Case Email Address

Case Number: EAT005  
Case Name: MERLY'S TEST CASE

Please enter the new email address

Email Address »

Contact Type »

» Indicates a Required Field

### Add Billing Entity Email Address

Case Number: EAT005  
Case Name: MERLY'S TEST CASE

Please enter the new email address

Email Address »

Billing Entity »

Contact Type »

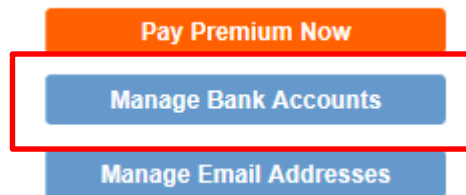
» Indicates a Required Field

# Step 2

## Adding Bank Account Info

From the Billing Entities page, continue setting up online billing by adding a bank account.

- Select **Manage Bank Accounts**



- Select **Add Bank Account**

Bank Accounts listed below are associated to your user id rather than any specific group Number.

| Current Bank Accounts |                       |                |               |                                  |
|-----------------------|-----------------------|----------------|---------------|----------------------------------|
| Account Name          | Financial Institution | Account Number | Last Activity | Actions                          |
|                       |                       |                |               | <a href="#">Add Bank Account</a> |

**Name of Financial Institution, Account Type, Number and Holder Name are among the required fields. The routing number will be verified by the system.**

### Add Bank Account

Case Number: EAT005  
Case Name: MERLY'S TEST CASE

Please provide the following information

Name of Financial Institution \*

Address Line 1 \*

Address Line 2 \*

City \*

State \*

Zip Code \*  -

Account Type \*  Checking  Savings

9 Digit Transit Routing/ ADA Number \*

Account Number \*

Account Nickname (4-20 chars) \*

Bank Account Holder's Name \*

Note: If you or your bank requires a debit block, add the ACH Company ID provided by Anthem as an exception to your bank account debit filter. If you don't add Company ID, your bank will reject the payment. In case of any questions, please contact your account representative.

\* Indicates a Required Field

[Add Account](#) [Cancel](#)

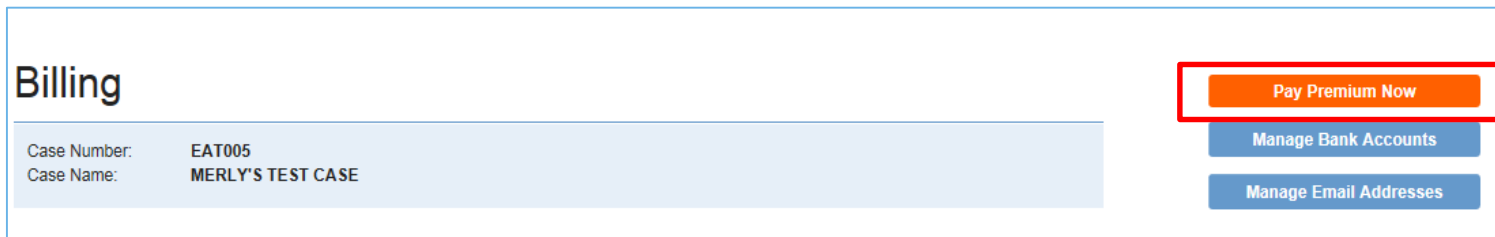
- Select **Add Account** to view and print your **Confirmation** page

**Congratulations!**  
**You're ready to pay online.**

# Step 3

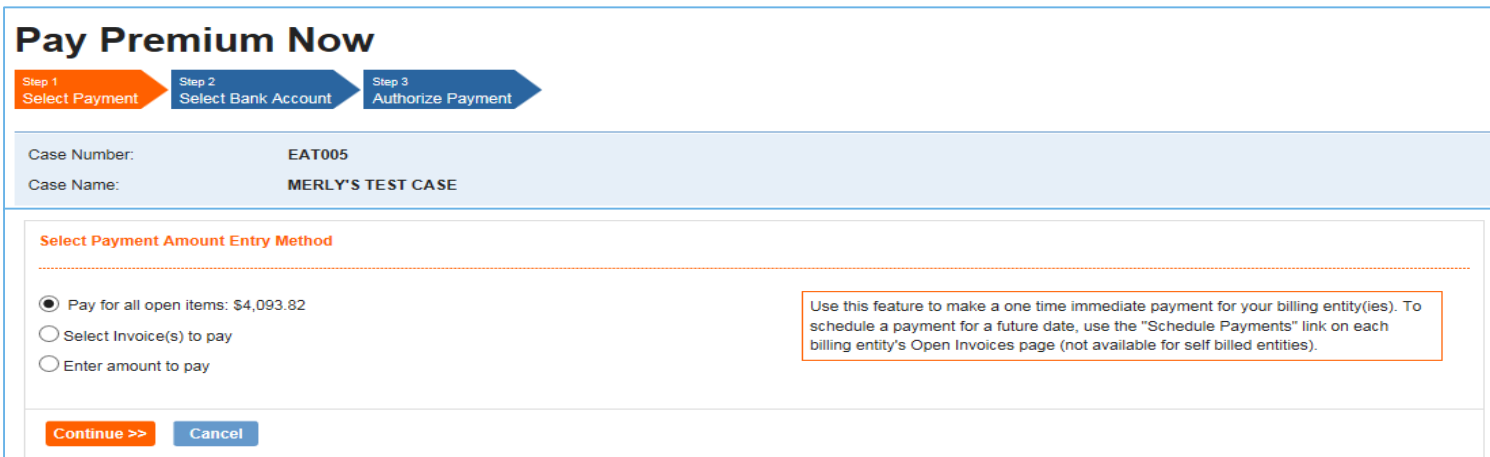
## Paying Premiums Online

With the Pay Online option, you can cover multiple invoices with one payment – look for the Pay Premium Now button.



The screenshot shows a 'Billing' section with a light blue background. On the left, there is a form with 'Case Number: EAT005' and 'Case Name: MERLY'S TEST CASE'. On the right, there are three buttons: 'Pay Premium Now' (highlighted with a red border), 'Manage Bank Accounts', and 'Manage Email Addresses'.

- Select **Pay for All Open invoices, Select Invoice(s) to Pay, or Enter Amount to Pay**
- Select **Continue**



The screenshot shows the 'Pay Premium Now' page. At the top, there is a progress bar with three steps: 'Step 1 Select Payment' (highlighted in orange), 'Step 2 Select Bank Account', and 'Step 3 Authorize Payment'. Below the progress bar, there is a form with 'Case Number: EAT005' and 'Case Name: MERLY'S TEST CASE'. The main section is titled 'Select Payment Amount Entry Method' and contains three radio button options: 'Pay for all open items: \$4,093.82' (selected), 'Select Invoice(s) to pay', and 'Enter amount to pay'. A text box on the right explains: 'Use this feature to make a one time immediate payment for your billing entity(ies). To schedule a payment for a future date, use the "Schedule Payments" link on each billing entity's Open Invoices page (not available for self billed entities)'. At the bottom, there are 'Continue >>' and 'Cancel' buttons.

Next, you will be able to select a bank account and authorize your payment. You will receive confirmation that the payment is being sent.

# Step 3 - Options

## Convenient Online Billing

Never forget to pay an invoice – schedule a payment!

- Select the **ACTION** button and Select **Schedule a Payment**

The screenshot shows the 'Billing' section of a web application. At the top right, there are three buttons: 'Pay Premium Now', 'Manage Bank Accounts', and 'Manage Email Addresses'. Below this, the case information is displayed: Case Number: EAT005, Case Name: MERLY'S TEST CASE. A message states 'Open invoices are listed below:'. There are two tables of open invoices. The first table is for 'AC0001M001 - ACO EMPLOYER ACCESS' and the second is for 'AC0002M001 - ACO TEST II'. Both tables show 'Billing Period' and 'Invoice#', with 'No Open Invoices' listed. A red box highlights the 'Actions' button in the first table, which has a dropdown menu open showing options: 'View Past Invoices', 'Schedule Payment', 'View Outstanding Adjustments', 'View Scheduled Payments', 'Request Bill Reprint', and 'View Past Payments'. A red box also highlights the 'Schedule Payment' option in the dropdown menu.

Enter the payment date in the **First Payment Date** field in a MM/DD/YYYY sequence. See scheduling note on-screen.

- Select a payment frequency and **Continue**

The screenshot shows the 'Schedule Payment' page. At the top, there is a progress bar with four steps: Step 1: Schedule Payment (highlighted), Step 2: Select Payment Amount, Step 3: Select Bank Account, and Step 4: Authorize Payment Schedule. Below the progress bar, the Billing Entity Number is AC0001M001 and the Billing Entity Name is ACO EMPLOYER ACCESS. A yellow banner with an information icon states: 'You have pending payment(s) for this billing entity. Click here to view'. The 'Payment Information' section contains a 'Please note' and a 'Tip'. The 'Payment for Billing Entity Number' is AC0001M001. The 'First Payment Date' field is highlighted with a red box and contains a date picker. A note next to it says: 'Note: If the last day of the month is selected, future monthly payments will also be the last calendar day of each month.' The 'Payment Frequency' field is also highlighted with a red box and has three radio button options: 'Monthly by calendar day, no end date' (selected), 'Monthly by calendar day for [ ] months (Enter 2 to 99)', and 'One time only'. Below this is an 'Employer Notes' text area. At the bottom, there is a 'Continue >>' button highlighted with a red box and a 'Cancel' button. A small asterisk indicates a required field.

Note: Scheduling a payment must be done at least 1 day in the future.

# Step 3 - Options

## Convenient Online Billing Cont.

Select **Payment Amount** entry method and click **Continue**, then select **Bank Account**

### Select Payment Amount

Step 1 Schedule Payment → Step 2 **Select Payment Amount** → Step 3 Select Bank Account → Step 4 Authorize Payment Schedule

Billing Entity Number: ACO001M001  
 Billing Entity Name: ACO EMPLOYER ACCESS

**Payment Information**

First Payment Date: 12/15/2017  
 Payment Frequency: Monthly  
 Number of Payments: No End Date

**Select Payment Amount Entry Method**

Have system determine amount  
 NOTE: This selection pays for all open invoices, as of the scheduled payment date. Invoices with future due dates will be included as well if they have been generated.

Enter amount: \$

**Continue >>** << Previous Cancel

### Select Bank Account

Step 1 Schedule Payment → Step 2 Select Payment Amount → Step 3 **Select Bank Account** → Step 4 Authorize Payment Schedule

Billing Entity Number: ACO001M001  
 Billing Entity Name: ACO EMPLOYER ACCESS

**Select Account**

Make Payment from Account #: Test-XX-7891 ▼

Pay open invoices

**Continue >>** << Previous Cancel

Select **Authorize**

### Authorize Payment Schedule

Step 1 Schedule Payment → Step 2 Select Payment Amount → Step 3 Select Bank Account → Step 4 **Authorize Payment Schedule**

Billing Entity Number: ACO001M001  
 Billing Entity Name: ACO EMPLOYER ACCESS

**Payment Information**

**Please note:** A payment should be scheduled at least 2 days before its due date. Payment of less than the total amount owed or late payment may negatively affect your coverage. Please refer to the terms and conditions of your contract for further information. By clicking on "Authorize" below, you are providing your electronic signature to authorize a debit to your account.

Payment for Billing Entity Number: ACO001M001  
 First Payment Date: 12/15/2017  
 Payment Frequency: Monthly  
 Number of Payments: No End Date  
 Employer Notes:

**Payment Amount**

| Amount | Account Name       | Account# |
|--------|--------------------|----------|
|        | Open Invoices Test | XX-7891  |

**Note:** If you or your bank requires a debit block, add the ACH Company ID provided by Anthem as an exception to your bank account debit filter. If you don't add Company ID, your bank will reject the payment. In case of any questions, please contact your account representative.

**Authorize >>** << Previous Cancel