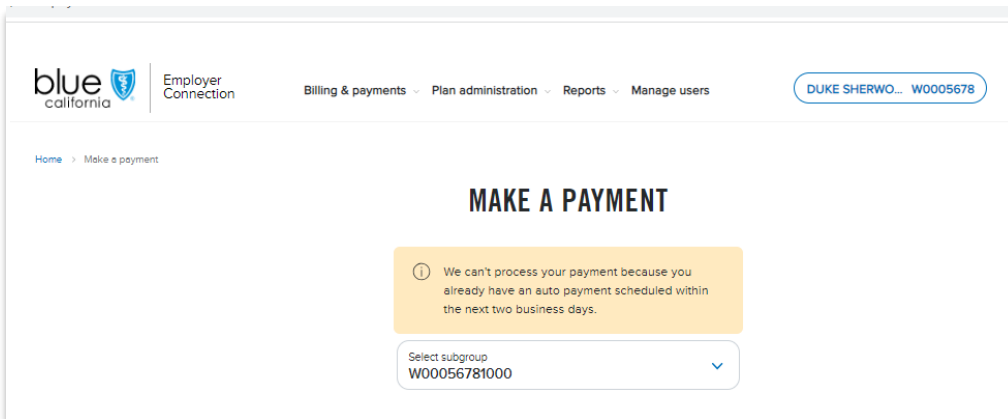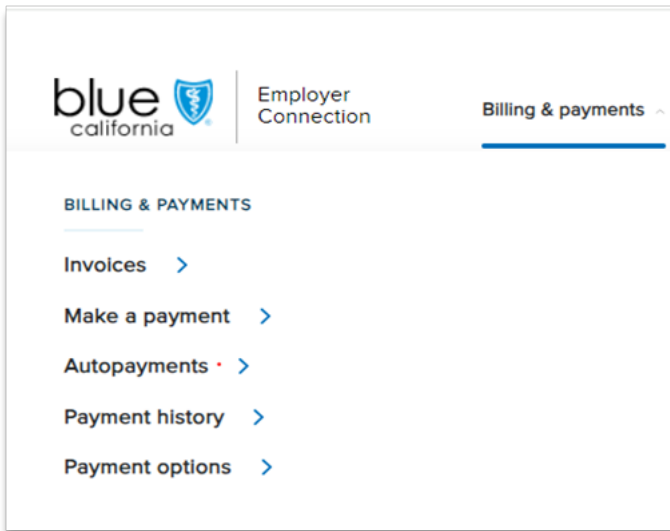# Billing & Payments: Make a payment

At Blue Shield of California, we are dedicated to enhancing your management experience. The "Billing & Payments" page lets you efficiently make payments and we built this guide to help navigate that process.

One-time payments: Let's start with one-time payments by clicking on "Make a payment."

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Billing & payments ⌄   Plan administration ⌄   Reports ⌄   Manage users

MAKE A PAYMENT

Select subgroup
W00056781000 ⌄

Current billed amount $15505.73
Previous balance $-1100.00

Amount due ⓘ   **$14405.73**

Select bank account
tetdg ⌄

Use a different bank account

Payment amount

○ Current billed amount (15505.73)

○ Amount due (14405.73)

● Other amount:

Amount

☐ I want to receive an email notification when payments are processed.

Continue

Flexible payment amounts:

- The payment function allows for flexible amounts by choosing between "Current billed amount," "Amount due," or "Other amount."
- By selecting "Other amount" you can input your preferred amount. The system will ask to confirm the amount on the review page.

The payment amount you entered is greater than the total amount due. Do you want to proceed with this payment?

Cancel   Continue

- If you exceed the due amount, a message gives you the choice to confirm or cancel.

Payment submission:

- Click "Make Payment" and a notification screen will verify a successful submission.
- After clicking "OK" you'll be directed to a payment confirmation page.
- Click "Print Page" to print a formatted payment confirmation for your records.
- The "Back to My Invoices" button returns you to your invoices.
- Add an extra email address during payment review to notify others in your organization.
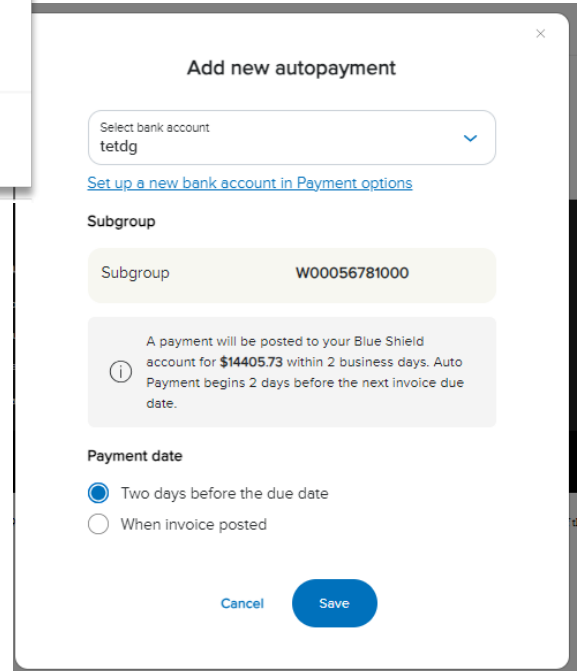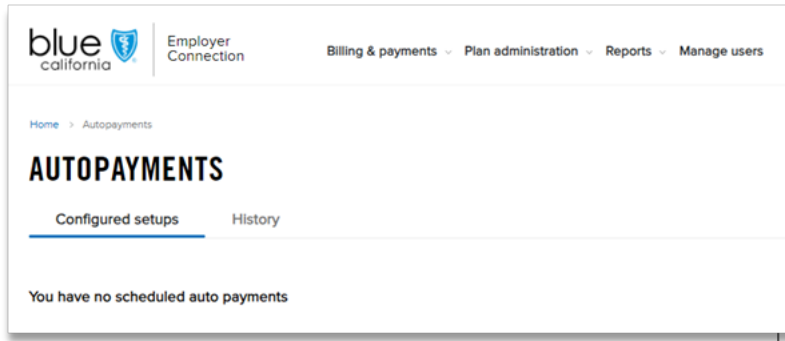
Autopayments:

Next, let's cover autopayment which is a great option for streamlined, simplified payment scheduling.

- If a payment is already scheduled, you'll be informed during the payment process. If no autopayments are currently configured, select "Add new autopayment" to create one.
- Then, choose your funding bank account, enter the subgroup number, and select the preferred payment date. When the process is completed, click "Save."

Cancelling autopayments:
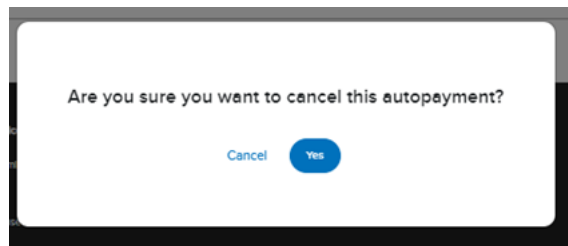
- To cancel a scheduled autopayment, click the "Cancel" button under the "Action" column and confirm cancelation by clicking "Yes" in the pop-up window.
- When an autopayment is canceled it's moved to the "History" section.

Sorting and cancelling autopayments for a subgroup:

- You can sort "Configured Setups" or "History" by categories like "Last paid date" and "Last paid amount."
- Sorting by "Subgroup" is the default option.
- Select the "Cancel" button to cancel the autopayment for the subgroup. A confirmation message appears to confirm or cancel this option.

Manage and track autopayments:
- Click the "Export" button below the blue "Search" button to export payment details to an Excel file.
- You can use filters such as "Date", "Username," and "Subgroups" to sort through the autopayments history list.
- You can view search results in sets of 25, 50, or 100 per page.
- Stay informed with the grace period policy, linked at the bottom.

Payment history options:
- In the "Payment History" section, search for completed, canceled, or pending payments.
- Click the "Export" button on the right side of the page to export the autopayment history list to an Excel file. Then you can sort the fields by "Subgroup" and "Paid date."
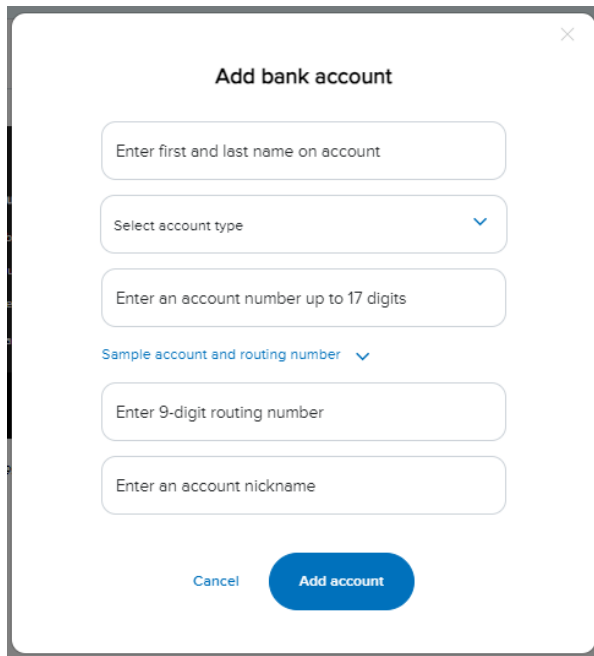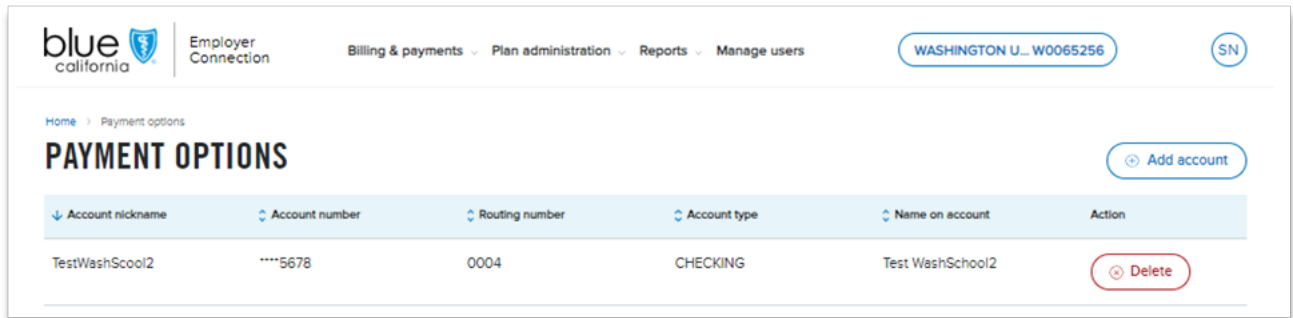
Manage payment options:
- Manage bank accounts from the "Payment Options" section in the "Billing and payments" menu.
- There, you can easily view, sort, add, or delete accounts.

We hope this guide has provided insights into the billing and payment process.
If you have any questions or need further assistance, please refer to this guide
or contact Employer Services for assistance.