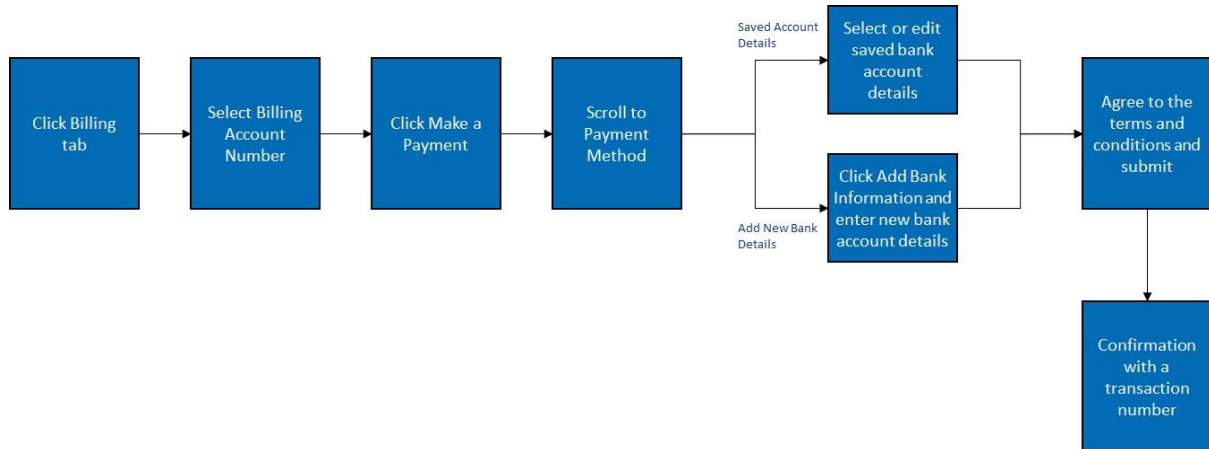# Billing – Make a Payment

Quick Reference Guide (QRG)

![ConnectiCare logo]

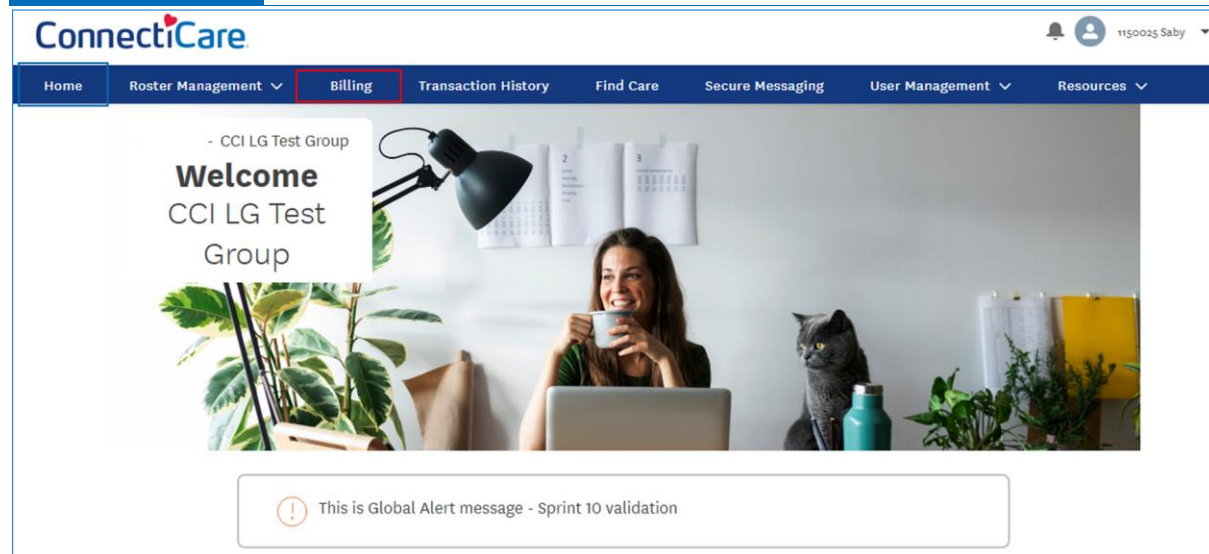This Quick Reference Guide (QRG) will provide an overview on the process of making a payment.



Let us look at the steps in detail for making a payment.

| Step 1: | 1. From the **ConnectiCare Home** page, click the **Billing** tab.<br>**Note**: Users from terminated groups or users with read-only access can also make payments. |
|---|---|

ConnectiCare.

<table>
<tr>
<td>Step 2:</td>
<td>The Billing screen displays.<br>1. Click the **Billing Account** number.</td>
</tr>
</table>

Home > Billing

**- CCI LG TEST GROUP**

# Billing

| Billing Accounts | | | ^ |
|---|---|---|---|

🔍 Search ⓘ

| Billing Account | Billing Name | Billing Level | Past Amount Due* |
|---|---|---|---|
| 1150025000 | CCI LG Test Group | Group | $104,545.16 |

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

<table>
<tr>
<td>Step 3:</td>
<td>The Billing & Payments History screen displays.<br>1. Click **Make a Payment** to initiate the payment process.<br>**Note:** You may submit multiple one-time payments in a month.</td>
</tr>
</table>

Home > Billing Details

**- CCI LG TEST GROUP**

# Billing & Payments History

| Billing Account | Billing Account Name | Billing Level | Billing Frequency |
|---|---|---|---|
| 1150025000 | CCI LG Test Group | Group | Monthly |
| **Invoice Number** | **Invoice Date** | **Invoice Due Date** | **Status** |
| 000406239829 | 05/15/2021 | 06/01/2021 | Unpaid |
| **Total Amount Due** | **Billed Amount** | **Adjustment Amount** | **Balance Forward** |
| $104,545.16 | $26,137.54 | $0.00 | $78,407.62 |
| **Last Payment Amount*** | **Payment Date*** | **Days Past Due*** | **Past amount due*** |
| - | 03/05/2021 | 318 | $104,545.16 |

*Information is based on the latest payment processed.

[ Set up Auto Pay ]  [ Make a Payment ]  [ Request Updated Bill ]

ⓘ 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. ConnectiCare takes no responsibility for, and is not liable for, the portal being temporarily unavailable due to technical issues.

| Invoice History | ⌄ |
|---|---|

| Payment History | ⌄ |
|---|---|

[ Ask A Question ]

![ConnectiCare logo]

| | |
|---|---|
| **Step 4:** | The MAKE A PAYMENT screen displays. |
| | 1. Select the **Payment Date**. |
| |     **Note**: A payment can also be scheduled for a future date. |
| | 2. Select **Total Amount Due, Past Amount Due,** or **Custom Amount**. |
| |     **Note**: Total Amount Due and Past Amount Due values are auto populated. A warning message will display if the Custom Amount entered exceeds the Total Amount due. |
| | 3. Select your preferred **Bank Account Details** from the Saved Account Details section. |
| |     **Note:** Bank account details cannot be deleted if there is a current or recurring payment associated with the account. You can also add bank account details by clicking on **Add Bank Information**. (Refer to Step 5). |
| | 4. Read the Terms & Conditions and click the **I accept the Terms & Conditions** checkbox. |
| | 5. Click **Submit**. |

## MAKE A PAYMENT
## Payment Details

ConnectiCare partnered with JPMorgan Chase to give you a safe and secure online payment option.

**Payment Information**

| Due Date | Payment Date |
|---|---|
| 06/01/2021 | 04/15/2022 |

- ◉ Total Amount Due    $0.00
- ○ Past Due Amount    $104,545.16
- ○ Custom Amount    $0.00

**Payment Method**

**Saved Account Details**

◉    **Bank Account Details**
     **** **** **** 9898      Edit ✏      Delete 🗑

Add Bank Information

**Terms & Conditions**

**Please read and approve the following authorizations:**

By scheduling this payment, you are authorizing ConnectiCare to electronically debit your bank account for the amount(s) and date shown above. This authorization is valid for this transaction only.

In the event that the payment is returned or cannot be processed due to insufficient funds, or the expiration of your selected payment method, ConnectiCare will bill you for the full original amount of the transaction, plus any returned item fee, up to the maximum amount allowed by law.

**Please Print a Copy of this authorization for your Records**

☑ I accept the Terms & Conditions.

[ Submit ]

( Cancel )

![ConnectiCare logo]

| | |
|---|---|
| **Step 5:** | (Optional) If you clicked **Add Bank Information**, the Add Bank Information screen displays.<br>1. Enter **Bank Routing Number**.<br>2. Enter **Bank Account Number**.<br>3. **Re-enter Bank Account Number** for confirmation.<br>   Note: Bank Account number should be manually entered and cannot be copy-pasted from the previous field.<br>4. Enter **Bank Account Nickname.**<br>5. Select the **Bank Account Type**.<br>6. Select the **Bank Account Category**.<br>7. Click **Submit**. |

< 

## MAKE A PAYMENT

Add Bank Information

ConnectiCare partnered with JPMorgan Chase to give you a safe and secure online payment option.

**Add New eCheck Account**

**Bold fields with * are required.**

**eCHECK ACCOUNT INFORMATION**

**Bank Routing Number*:**
010000101

**Bank Account Number*:**
XXXXXXXXXXXX7890

**Re-enter Bank Account Number*:**
XXXXXXXXXXXX7890

Bank Account Nickname:
New Account

**Bank Account Type*:**
● Checking  ○ Savings

**Bank Account Category*:**
○ Consumer  ● Business

**Submit**

**Cancel**

# ConnectiCare.

| | |
|---|---|
| **Step 6:** | The MAKE A PAYMENT screen displays.<br>1. Select the new **Bank Account Details** from the Saved Account Details section.<br>2. Read the Terms & Conditions and click the **I accept the Terms & Conditions** checkbox.<br>3. Click **Submit**. |

## MAKE A PAYMENT
## Payment Details

ConnectiCare partnered with JPMorgan Chase to give you a safe and secure online payment option.

### Payment Information

| Due Date<br>06/01/2021 | Payment Date<br>04/15/2022 | |
|---|---|---|
| ⦿ Total Amount Due | ○ Past Due Amount | ○ Custom Amount |
| $0.00 | $104,545.16 | $0.00 |

### Payment Method

**Saved Account Details**

○   **Bank Account Details**
    **** **** **** 9898                    Edit ✎    Delete 🗑

⦿   **Bank Account Details**
    **** **** **** 7890                    Edit ✎    Delete 🗑

Add Bank Information

### Terms & Conditions

**Please read and approve the following authorizations:**

By scheduling this payment, you are authorizing ConnectiCare to electronically debit your bank account for the amount(s) and date shown above. This authorization is valid for this transaction only.

In the event that the payment is returned or cannot be processed due to insufficient funds, or the expiration of your selected payment method, ConnectiCare will bill you for the full original amount of the transaction, plus any returned item fee, up to the maximum amount allowed by law.

**Please Print a Copy of this authorization for your Records**

☑ I accept the Terms & Conditions.

[ Submit ]

( Cancel )

| Step 7: | The Confirmation screen displays.<br>1. Click **Done**. |
|---|---|

## Confirmation

Thank you for your payment.

Your transaction ID number for this payment is V21CCL000131106. Save this number for your records.

It may take up to three (3) business days to see this payment in your payment history.

You can check the details of your payment in the Transaction History

**Done**

Set up Auto Pay

**ConnectiCare.**

| | |
|---|---|
| **Step 8:** | The Billing & Payments History screen displays.<br>1. Review payment details.<br>    **Note**: Payments scheduled for a future date can be cancelled by clicking **Cancel Payment**. |

Home > Billing Details

- CCI LG TEST GROUP
## Billing & Payments History

| Billing Account | Billing Account Name | Billing Level | Billing Frequency |
|---|---|---|---|
| 1150025000 | CCI LG Test Group | Group | Monthly |
| **Invoice Number** | **Invoice Date** | **Invoice Due Date** | **Status** |
| 000406239829 | 05/15/2021 | 06/01/2021 | Unpaid |
| **Total Amount Due** | **Billed Amount** | **Adjustment Amount** | **Balance Forward** |
| $104,545.16 | $26,137.54 | $0.00 | $78,407.62 |
| **Last Payment Amount\*** | **Payment Date\*** | **Days Past Due\*** | **Past amount due\*** |
| - | 03/05/2021 | 318 | $104,545.16 |

*Information is based on the latest payment processed.

ⓘ Your last payment is still being processed.

[ Set up Auto Pay ]   [ **Make a Payment** ]   [ **Request Updated Bill** ]

**Pending Payments**

| Billing Account Name | Total Amount Paid | Payment Date | Payment Method | Bank Account Details |
|---|---|---|---|---|
| CCI LG Test Group | $19,000.00 | 04/18/2022 | Bank Account | **** **** **** 7890 |

[ **Cancel Payment** ]

| Invoice History | ⌄ |
|---|---|

| Payment History | ⌄ |
|---|---|

[ Ask A Question ]

# Thank You