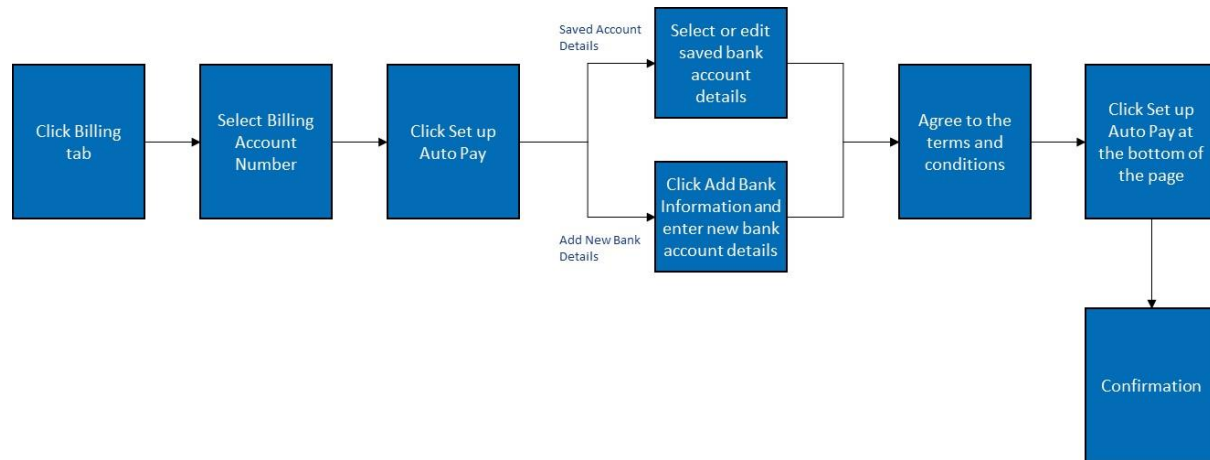


Billing – Set Up Auto Pay

Quick Reference Guide (QRG)



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



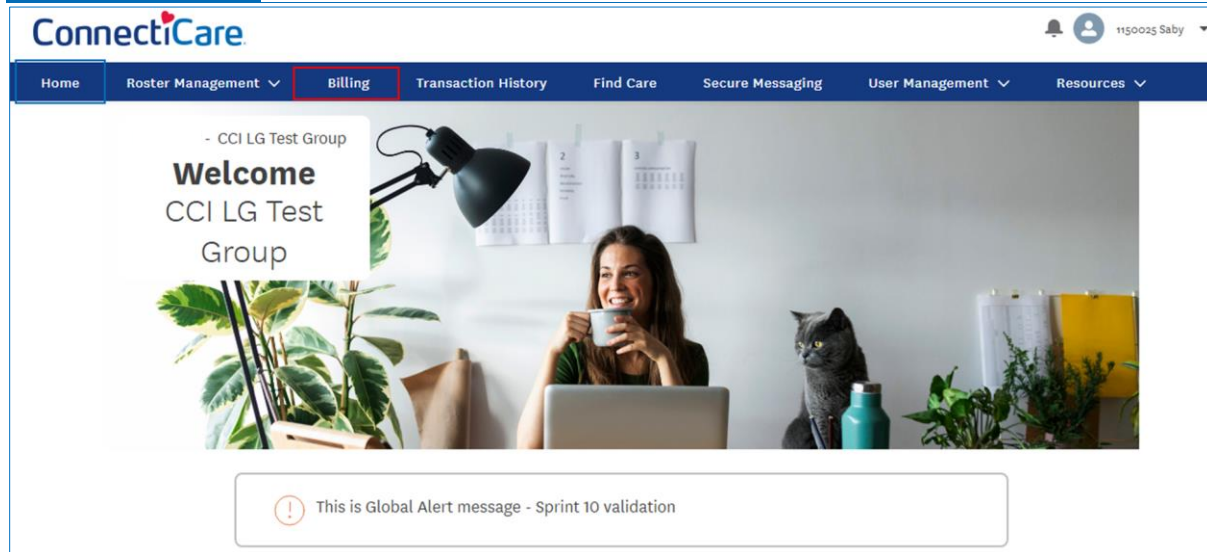
Let us look at the steps in detail for setting up auto pay.

Purpose: To make an auto payment.



Step 1:

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





Step 2:

The Billing screen displays.

1. Click the **Billing Account** number.

[Home > Billing](#)

- CCI LG TEST GROUP

Billing

Billing Accounts

Q 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



Step 3:

The Billing & Payments History screen displays.

1. Click **Set up Auto Pay** to initiate the auto payment process.

Note: A payment can be scheduled for a future date by setting up auto pay. The Set up Auto Pay option displays only if there are no existing auto payments scheduled.

[Home > Billing Details](#)

- CCI LG TEST GROUP

Billing & Payments History

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

Invoice History

Payment History

Ask A Question



Step 4:

The SET UP AUTO PAY screen displays.

Note: The amount due in the current invoice can only be paid using auto pay.

1. Select your preferred **Bank Account Details** from Saved Account Details section.

Note: You can also add Bank account details by clicking on **Add Bank Information**. (Refer to Step 5).

2. Read the Terms & Conditions and click the **I accept the Terms & Conditions** checkbox.
3. Click **Set up Auto Pay**.

SET UP AUTO PAY Automatic Payment Details

Your auto pay set up must be completed 6 business days prior to your payment due date. If you do not have 6 business days before your payment due date, make a one time payment if necessary and your auto pay will begin the next month.

Auto Pay Information

Billing Account Name	Total Amount Due	Payment Date
CCI LG Test Group		06/01/2021

Your autopayment will be deducted on your due date.

Payment Method

Saved Account Details

Bank Account Details
 ***** 0000

[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 your full billed amount on your due date every month. This authorization is valid until you cancel auto pay.

In the event that the payment is returned for insufficient funds, you authorize ConnectiCare to electronically debit your account for the original amount of the transaction, plus any returned item fee, up to the maximum amount allowed by law.

If the auto payment cannot be processed due to insufficient funds, or expiration of your selected payment method, please make sure you continue to make your monthly billed amount payments to avoid any loss of coverage.

You can cancel auto pay at any time.

☒ I accept the Terms & Conditions.

Set up Auto Pay

Cancel



Step 5:

(Optional) If you clicked **Add Bank Information**, the Add Bank Information screen displays.

1. Enter **Bank Routing Number**.
2. Enter **Bank Account Number**.
3. **Re-enter Bank Account Number** for confirmation.

Note: Bank Account number should be manually entered and cannot be copy-pasted from the previous field.

4. Enter **Bank Account Nickname**.
5. Select the **Bank Account Type**.
6. Select the **Bank Account Category**.
7. Click **Submit**.



SET UP AUTO PAY

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*:
041215032

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



Step 6:

The SET UP AUTO PAY screen displays.

1. Select the new **Bank Account Details** from the Saved Account Details section.
2. Read the Terms & Conditions and click the **I accept the Terms & Conditions** checkbox.
3. Click **Set up Auto Pay**.

SET UP AUTO PAY Automatic Payment Details

Your auto pay set up must be completed 6 business days prior to your payment due date. If you do not have 6 business days before your payment due date, make a one time payment if necessary and your auto pay will begin the next month.

Auto Pay Information

Billing Account Name	Total Amount Due	Payment Date
CCI LG Test Group		06/01/2021

Your autopayment will be deducted on your due date.

Payment Method

Saved Account Details

<input type="radio"/>	Bank Account Details **** * 9898	Edit Delete
<input checked="" type="radio"/>	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 your full billed amount on your due date every month. This authorization is valid until you cancel auto pay.

In the event that the payment is returned for insufficient funds, you authorize ConnectiCare to electronically debit your account for the original amount of the transaction, plus any returned item fee, up to the maximum amount allowed by law.

If the auto payment cannot be processed due to insufficient funds, or expiration of your selected payment method, please make sure you continue to make your monthly billed amount payments to avoid any loss of coverage.

You can cancel auto pay at any time.

☒ I accept the Terms & Conditions.

Set up Auto Pay

Cancel



Step 6:

The Confirmation screen displays.

1. Click **Done**.

Confirmation

Thank you for setting up your automatic payments.

Please make note of this transaction ID, V21CCLR00014709, for your records. You can check the details of your payment in the [Transaction History](#)

As well as the Automatic Payments section in the Billing & Payments History.

Done



Step 7:

The Billing & Payments History screen displays.

1. View Auto Payments details.

Note: To change existing auto pay information, the existing auto payment must be cancelled. The auto payment can be cancelled by clicking **Cancel Auto Pay**.

[Home > Billing Details](#)

- CCI LG TEST GROUP

Billing & Payments History

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

*Information is based on the latest payment processed.

① Your last payment is still being processed.

[Make a Payment](#)

[Request Updated Bill](#)

Auto Payments

Auto Pay Information

You can only have one automatic payment set up at a time. If you need to update the information below, please cancel it first and then set up a new automatic payment.

Total Amount Due \$0.00	Payment Method Bank Account	Bank Account Details **** *7890
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TOTAL RECORDS: 1

① Your automatic payment will be made on the due date listed on your invoice.

[Cancel Auto Pay](#)

[Invoice History](#)

[Payment History](#)

[Ask A Question](#)

Thank
You