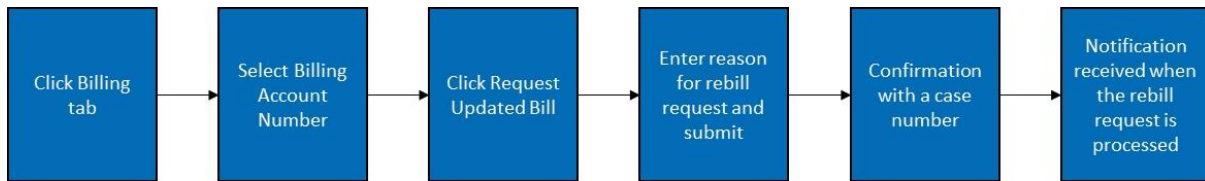


# Billing – Request Updated Bill

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview of the process to Request an Updated Bill.



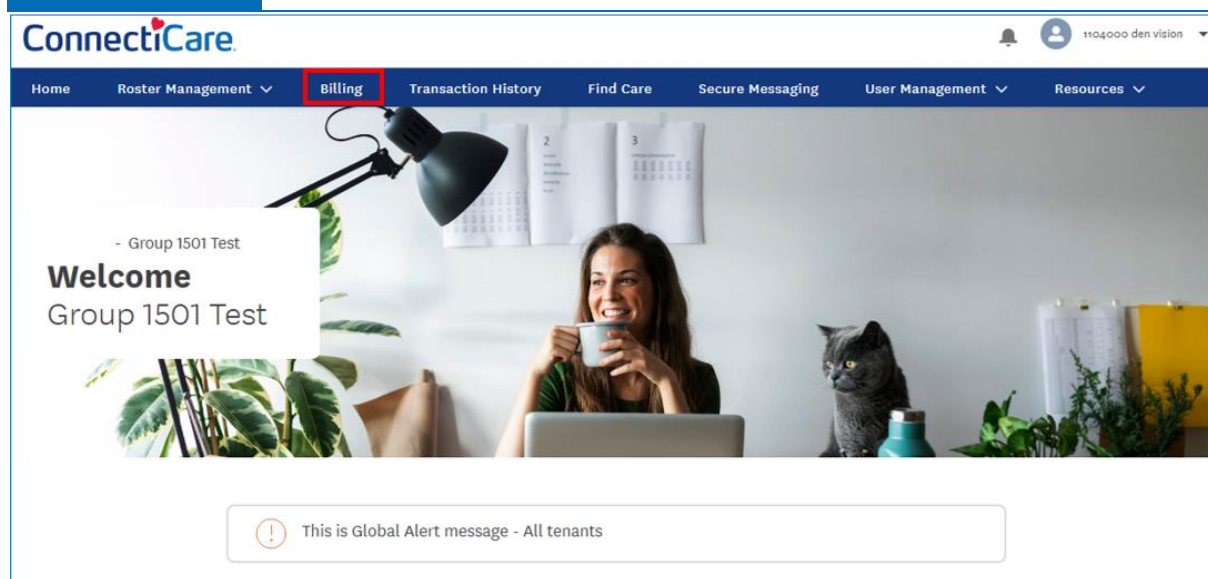
Let us look at the steps in detail to Request an Updated Bill.

### Purpose: To Request an Updated Bill.



#### Step 1:

1. From the **ConnectiCare Home** page, click the **Billing** tab.





### Step 2:

The Billing screen displays.

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

- GROUP 1501 TEST

## Billing

Billing Accounts
^

Billing Account	Billing Name	Billing Level	Past Amount Due*
<a href="#">1104000001</a>	Group 1276	Subgroup	\$47,120.40
<a href="#">1104000002</a>	CCI SG CBIA TEST SUBGROUP	Subgroup	\$119,553.68
<a href="#">1104000003</a>	CCI SG CBIA TEST GROUP	Subgroup	\$115,928.26



### Step 3:

The Billing & Payments History screen displays.

1. Click **Request Updated Bill** for the latest invoice.

**Note:** A user can only request an updated bill once per bill per billing cycle.

- GROUP 1501 TEST

## Billing & Payments History

[Home](#) > [Billing Details](#)

**Billing Account**  
1104000003

**Invoice Number**  
000000000133313

**Total Amount Due**  
\$135,880.54

**Last Payment Amount\***  
\$0.00

**Billing Account Name**  
CCI SG CBIA TEST GROUP

**Invoice Date**  
01/14/2022

**Billed Amount**  
\$19,952.28

**Payment Date\***  
07/30/2021

**Billing Level**  
Subgroup

**Invoice Due Date**  
02/01/2022

**Adjustment Amount**  
\$0.00

**Days Past Due\***  
0

**Billing Frequency**  
Monthly

**Status**  
Unpaid

**Balance Forward**  
\$115,928.26

**Past amount due\***  
\$115,928.26

\*Information is based on the latest payment processed.

Set up Auto Pay

Make a Payment

Request Updated Bill

① 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



#### Step 4:

The Request Updated Bill screen displays.

1. Select an option from the **Updated Bill Reason** drop-down menu.
2. Provide more details on the reason for your updated bill request.

**Note:** For Terminations and Add/Term Dependent reasons, please provide a valid Member ID. For New Enrollments please provide Member Last Name, First name and SSN (last 4 digits).

3. Click **Submit**.

### Request Updated Bill

Billing Account  
1104000003

Billing Level  
Subgroup

Invoice Date  
01/14/2022

Total Amount Due  
\$135,880.54

Billing Account Name  
CCI SG CBIA TEST GROUP

Invoice Number  
00000000133313

Invoice Due Date  
02/01/2022

Updated Bill Reason\*

Termination
New Enrollment
Add/Term Dependents
Rate Change

Let us know why you're asking for an updated bill\*

Please provide us with more detail, to better serve you: for Terminations and Add/Term Dependent reasons, please provide a valid Member ID. For New Enrollments please provide Member Last Name, First name and SSN (last 4 digits).

Required

\* Required information

Submit

Cancel

Invoice Date  
01/14/2022

Total Amount Due  
\$135,880.54

Invoice Due Date  
02/01/2022

Updated Bill Reason\*  
Add/Term Dependents

Let us know why you're asking for an updated bill\*

Please provide us with more detail, to better serve you: for Terminations and Add/Term Dependent reasons, please provide a valid Member ID. For New Enrollments please provide Member Last Name, First name and SSN (last 4 digits).

Required

\* Required information

Submit

Cancel



## Step 5:

The Confirmation screen displays.

1. Click **Finish**.

**Note:** You will receive an in-app portal notification when your request has been reviewed by the billing operations team.



## Confirmation

Thank you for your submission. Your case number is 02428114. You can check the status of your request in your [transaction log](#). It may take up to three (3) business days for your request to be reflected online. Please check your bell notification alerts on the portal for our response to this request.

Finish

# Thank You