

eBill Payment System User Guide

Table of Contents:

- [Enroll in eBill Payment System](#)
- [Set up Recurring Payments](#)
- [View, Modify or Cancel Recurring Payment Setup](#)
- [Schedule a One-time payment](#)
- [Set up Pay By Text](#)
- [View or Modify Pay by Text Enrollment](#)
- [View, Modify, or Add Payment Methods](#)
- [Link Cell Phone](#)
- [Email Address Changes](#)
- [Recover my Username or Reset my password](#)

Enroll in eBill Payment System

What you need from your invoice to enroll in eBill

- ✓ Group ID
- ✓ Subgroup ID
- ✓ Billing zip code

PROVIDENCE
Health & Services
PO BOX 4167
PORTLAND, OR 97208-4167

Premium Billing Statement
Page 1 of 3
Invoice Date: 03/01/2018

GROUP NAME
ATTN: BILLING CONTACT
MAILING ADDRESS
CITY, STATE, ZIP CODE


Enroll using 5 digit Zip code


Bill Period From: 02/01/2018
Bill Period To: 02/28/2018

Payment Due Date: 02/01/2018

Important Message
The amount listed by the "Total Amount Due" is due on the first of the month.

Payment Options

 **Pay Online - Go to**
<https://phpcws.providence.org/Employers>

 **Pay by Mail**
Please include the coupon below with your check and return in the enclosed envelope.

Account Summary

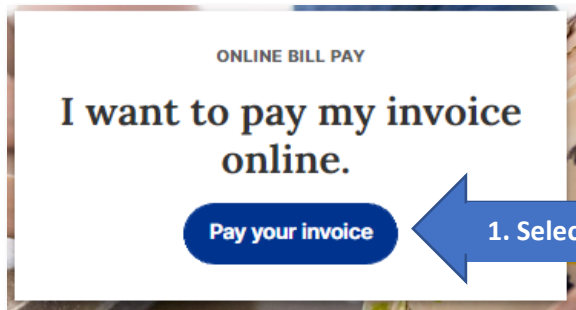
Group Number:	123456
Subgroup Number:	S001
Previous Balance from 12/11/2017	\$1,781.55
Amount Paid	(\$3,563.10) CR
Retroactive Member Adjustments	\$0.00
Other Billing Adjustments	\$0.00
Current Premiums	\$1,781.55
Total Amount Due	\$0.00

Invoices are available on the **Employer Group Portal** at <https://employer.providence.org/Group>

For more information on the Employer Group Portal visit <https://www.providencehealthplan.com/employers/employer-portal>

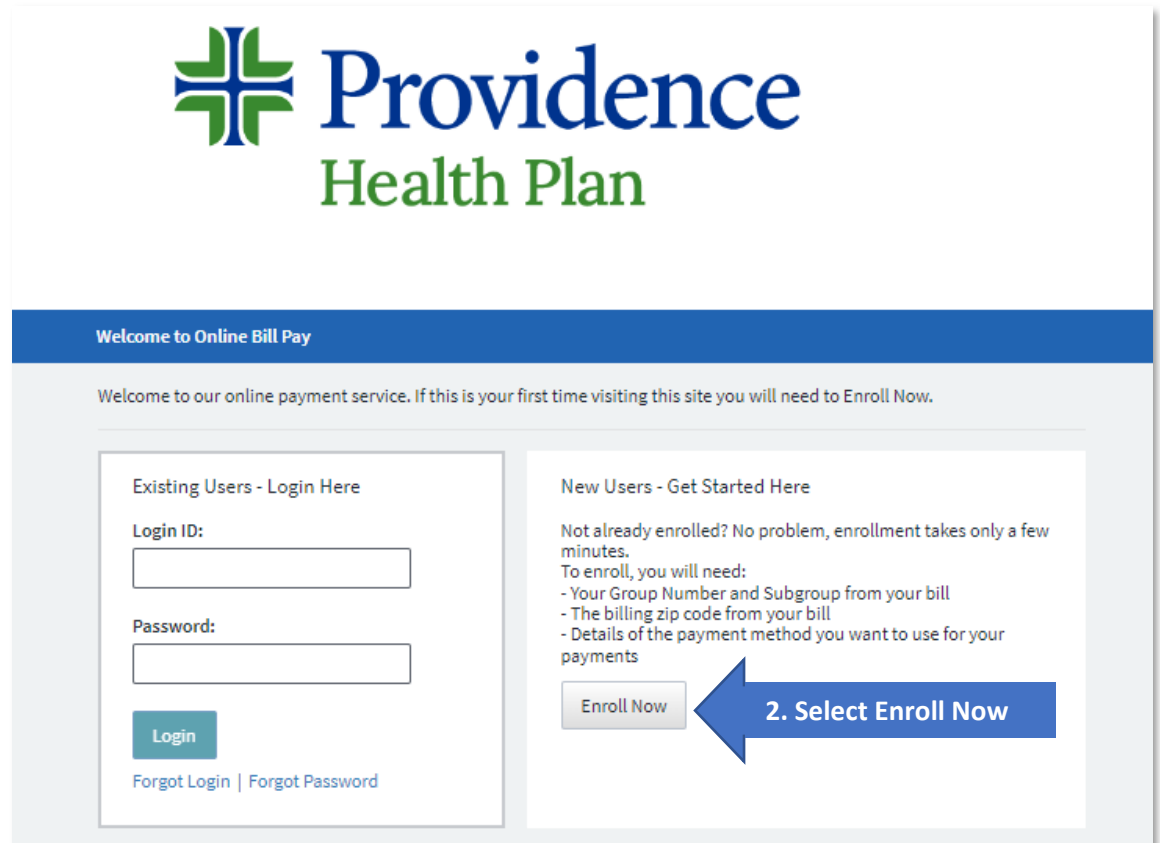
Enroll in eBill Payment System

Visit <https://www.providencehealthplan.com/employers/groups>



Please Note:

If your group has multiple Subgroups, enrollment will be required for each Subgroup.



Enroll in eBill Payment System

Account Lookup:

1. Enter Group ID followed by your Subgroup ID with **no spaces** and **all Caps**.
2. Enter the first 5 digits of your Billing Zip Code, as listed on your invoice.
3. Complete the Captcha, and select Continue.
4. Agree to the Terms and Conditions, and select Continue.


Welcome to Online Bill Pay Account Lookup Account

Lookup Account Details

Group Number and Subgroup:

Billing Zip Code:

Please enter your Zip Code.

I'm not a robot 
reCAPTCHA
Privacy · Terms

Terms of Service Agreement

Billing Contact: TEST FIRST TEST LAST

Please review the Terms and Conditions below and click the "I Agree" button to continue.

This is your bill payment agreement with Providence Health Plan ("Billpay Provider"). You may use this bill payment service (the "Service"), to make payments to your account with us. "You" or "your" means each person who signs or otherwise indicates assent to this Agreement or is otherwise authorized to use the Service. "We" "us" or "our" means the Billpay Provider set

I agree to the Terms and Conditions.

Enroll in eBill Payment System

Account Setup:

1. Complete the required prompts.
 - a. Login ID – *if receive a notice saying Login ID already exists a different login ID must be selected.*
 - b. Password
 - c. Confirm Password
 - d. Security Question
 - e. Security Answer
2. Add New Bank Account
 - a. If unable to select Save, check to confirm all required prompts are completed.

Welcome to Online Bill Pay > Account Lookup > Account Setup > Review

Account Details

Account Number:	121932S001
Name On Account:	TEST FIRST TEST LAST
Account Address:	45 NORTH POLE WAY, NORTH POLE CITY, NP 99999

Access Details

Login ID:	121932S001
Security Question 1:	What is your Mother's maiden name

Payment Setup

Payment Method:	Primary, Checking ending in 7589
Routing Number:	123000220

Welcome to Online Bill Pay > Account Lookup > Account Setup > Review

Account Details

Account Number:	121932S001
Name On Account:	TEST FIRST TEST LAST
Account Address:	45 NORTH POLE WAY, NORTH POLE CITY, NP 99999

Access Details

Login ID:

Password:

Confirm Password:

Security Question 1:

Security Answer 1:

Payment Setup

Payment Method:

Review:

Verify all information listed is accurate and select Continue.

Set up Recurring Payments

Recurring payment may be set up for any day of the month.

1. Select Payment Actions.
2. Select Set Up Recurring Payments.
3. Choose the Payment Method, or add a new Payment Method.
4. Choose the Payment Start Date.
5. Review Payment setup and select Continue.

Set Up Recurring Payments

Premium payments are due on the 1st of each month. Recurring payments may be scheduled for any calendar date prior to or coinciding with the due date.

Account Number: 121932S001

Payment Method:
- Select -

Payment Start Date:

Payment Frequency: Monthly

Payment Amount: Current Statement Balance Amount

Policy Holder Name: TEST GROUP

Current Due Date:	02/01/2023	Last Payment Date:	N/A
Amount Owed:	\$1,264.95	Last Payment Amount:	N/A
Amount Past Due:	\$0.00	Confirmation Number:	N/A

I would like to...
Schedule One Time Payment, View

- Schedule One Time Payment
- View Payment Activity
-

Please Note:

Recurring payments will draft the Total Amount Due as listed on the invoice at the time of the scheduled draft.

View, Modify or Cancel Recurring Payment Setups

Recurring payments can't be modified. If you would like to make changed to your recurring payment setup, Cancel the current set up and create a new one.

The screenshot shows a payment management interface. At the top, there is a summary of the current payment status:

Current Due Date:	02/01/2023	Last Payment Date:	N/A
Amount Owed:	\$1,264.95	Last Payment Amount:	N/A
Amount Past Due:	\$0.00	Confirmation Number:	N/A

Below this summary are two buttons: "View Payment Setups" (highlighted in a blue callout) and "Payment Actions-". A dropdown menu below these buttons shows "I would like to..." with the option "Schedule One Time Payment, View Payment Methods..." selected.

To the right of the summary is a "Pay By Text" section with a "Set Up Now" button.

The main section is titled "Automated Payment Setups" and contains a table:

Confirmation Number	Payment Method	Amount Type	Total Amount	
ON545XHG62	Primary, Checking ending in 7589	Recurring	Current Statement Balance Amount	X

Below the table, the details for the selected setup are expanded:

Payment Start Date:	01/31/2023
Payment Frequency:	Monthly
Policy Holder Name:	TEST GROUP
Payment Status:	Scheduled
Last Payment:	N/A
Next Payment:	\$1,264.95 Scheduled for 01/31/2023

Three blue callout boxes provide instructions: "Select View Payment Setups to review Recurring Payment Details" points to the "View Payment Setups" button; "Click anywhere in this line to expand the details." points to the first row of the "Automated Payment Setups" table; and "Select the 'X' to cancel the current recurring payment set up." points to the red 'X' icon in the table row.

Schedule a One-time payment

1. Select Payment Actions.
2. Then Schedule One Time Payment.
3. Choose the payment method.
4. Select the default payment amount or enter a custom amount.

Schedule One Time Payment

Please enter details of the payment you want to make below. Amounts shown are from your last billing statement.

You currently have an active Recurring Payment Setup in place on your account. Payments for the current amount due may already be scheduled for processing (696)

Account Number: 121932S001

Payment Method:

Payment Amount:

Policy Holder Name: TEST GROUP

Current Due Date:	02/01/2023	Last Payment Date:	N/A
Amount Owed:	\$1,264.95	Last Payment Amount:	N/A
Amount Past Due:	\$0.00	Confirmation Number:	N/A

I would like to...
Schedule One Time Payment, View

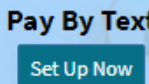
Pay By Text

The Pay by Text feature will send an automated text message to the linked phone up to 10 days before the billing due date (the First of the month) if there is a balance due and no scheduled payments. Customers can simply respond to the text message to initiate a payment.

Current Due Date:	02/01/2023	Last Payment Date:	N/A
Amount Owed:	\$1,264.95	Last Payment Amount:	N/A
Amount Past Due:	\$0.00	Confirmation Number:	N/A

[View Payment Setups](#) [Payment Actions-](#)

I would like to...
Schedule One Time Payment, View Payment Methods...



To Set up Pay by Text:

1. In Pay By Text window select Set up Now
2. Link Cell phone or Edit Currently linked Cell phone
3. Choose Days before Due Date to send alert.
4. Select Payment method

Enroll for Pay by Text

✔ Your phone number has been successfully verified.

Set up Pay by Text and never miss another due date! Once setup, you will receive a text alert on or before your due date if you have not made a payment. You can then confirm your payment by replying to the alert.

To get set up for Pay By Text, complete the fields below.

Account Number: 121932S001

Linked Phone Number: [Edit Phone Number](#)

Days before Due Date to Alert Me:
- Select -

Amount Type: Current Statement Balance Amount

Payment Method:
- Select -

[Continue](#) [Cancel](#)

View or Modify Pay by Text Enrollment

To View Pay by Text enrollment:

1. Select Payment Actions
2. View Text-to-Pay

Current Due Date:	02/01/2023	Last Payment Date:	01/22/2023
Amount Owed:	\$2,148.60	Last Payment Amount:	\$2,148.60
		Confirmation Number:	ON505XWQYY
			View Payment Details
View Payment Setups		Payment Actions	
I would like to... View Text-to-Pay		Schedule One Time Payment	
		View Payment Activity	
		Set Up Recurring Payments	
		View Text-to-Pay	

Users can edit the phone number attached to the Pay by Text Setup or Cancel the setup.

To modify the alert days or payment method the current setup must be cancelled, and a new setup created.

Manage Pay by Text Setup

Cell Phone Number:	<input type="text"/>	Edit Phone Number
Days before Due Date to Alert Me:	1	
Amount Type:	Current Statement Balance Amount	
Payment Method:	Primary, Checking ending in 7589	

[Cancel Setup](#) [Close](#)

View, Modify or Add Payment Methods

Users can have multiple accounts saved under the payment profile.

Accounts can be customized by adding account Nicknames to make them more easily identifiable.

Current Due Date: **02/01/2023** Last Payment Date: N/A
Amount Owed: **\$1,264.95** Last Payment Amount: N/A
Amount Past Due: **\$0.00** Confirmation Number: N/A

[View Payment Setups](#) [Payment Actions-](#)

I would like to...
Schedule One Time Payment, View Payment Methods... ▼

- Schedule One Time Payment
- View Payment Activity
- View Payment Setups
- Set Up Recurring Payments
- Payment Methods**
- View Payment Methods
- Add Bank Account

View Bank account setups or Add a new Bank account.

I would like to...
View Payment Methods ▼

Bank Account Details (You are allowed to add 99 more accounts) [Add Bank Account](#)

Bank Account	Name	Account Type	
Primary, Checking ending in 7589	TEST FIRST TEST LAST	Commercial Account	✎ 🗑️

Edit or Delete Account setup.

Link Cell Phone

Customers may link their cellphones to receive notifications by text and set up Pay by Text enrollment. To set up Pay by Text enrollment see the Pay by Text section.

Account Summary My Profile **Alerts**

Enter Phone Number then Confirm Phone number

Details of available alerts are shown below, along with options to opt in and out of select alerts.

Note: To receive text alerts, you will need to link and verify a cell phone number.

Alert Preferences

Receive Via Email? Edit

Receive Via Text? **Link Cell Phone**

To Link Cell Phone:

1. Select the Alerts Tab
2. Click on Link Cell Phone
3. Enter the Cell phone number into the prompts.
4. Enter the Verification code that is received by text

Account Summary My Profile **Alerts**

Details of available alerts are shown below, along with options to opt in and out of select alerts.

Note: To receive text alerts, you will need to link and verify a cell phone number.

Alert Preferences

Receive Via Email? Edit

Receive Via Text? (555-555-5555) Edit Unlink Cell Phone

Linked Cell phones display in the alerts section.

Email Address Changes

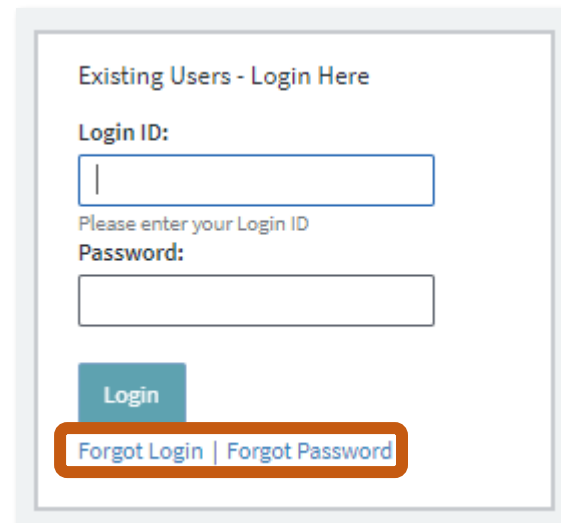
Email addresses are transmitted to the payment system through a nightly file feed. In order to make a **permanent** update to the email address listed, a request needs to be emailed to your Membership Accounting team that is listed on your invoice.

You may update your email address in the Alerts section of the eBill portal if a one-time payment confirmation is needed to be routed to an email address that is not listed.

Recover my Username or Reset my Password

To reset your password or recover your Username you will need your:

1. Group ID
2. Subgroup ID
3. 5 Digit Billing Zip code as it is listed on your invoice



Existing Users - Login Here

Login ID:

Please enter your Login ID

Password:

Login

[Forgot Login](#) | [Forgot Password](#)