

eBilling

User guide

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What is eBilling?

eBilling is an online billing solution that provides the ability to view bills and make payments online.

eBilling allows you to:

- Receive and process bills quicker than waiting for paper invoices
- Ability to setup different payment methods
- Utilize multiple bank accounts
- View invoice summaries and member detail to reconcile bills

This guide will inform you on how to use the different features within eBilling to help you easily set up and make online payments.

Navigating through the application:

Please use the previous button to navigate through the application. Please use the Previous Button.

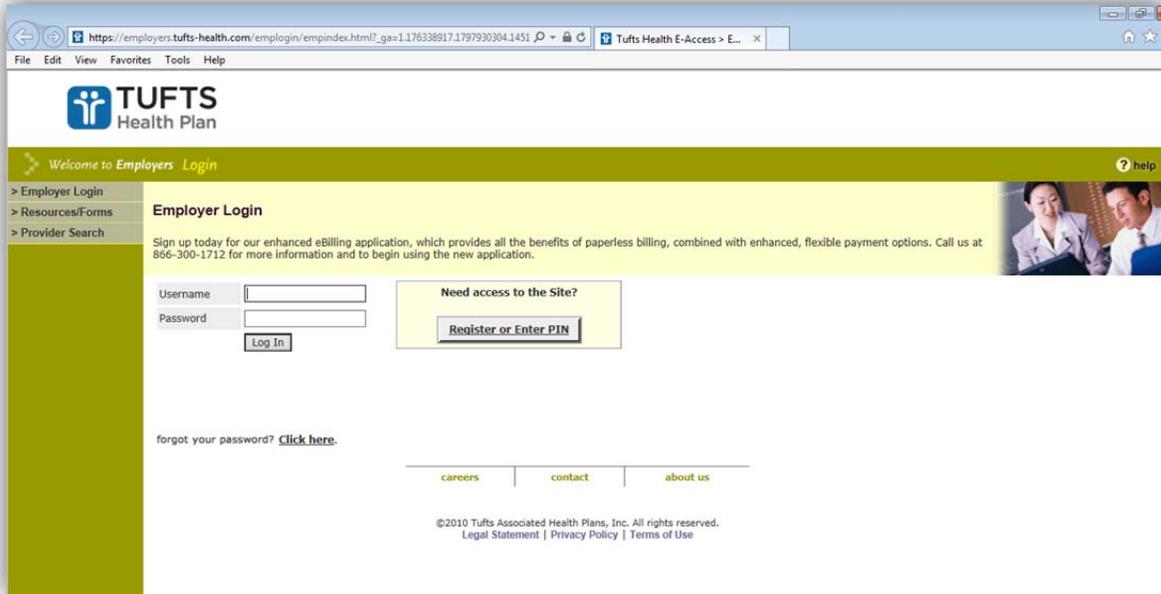
A rectangular button with an orange background and the word "Previous" in white text.

You can also click on the tabs to move to another screen

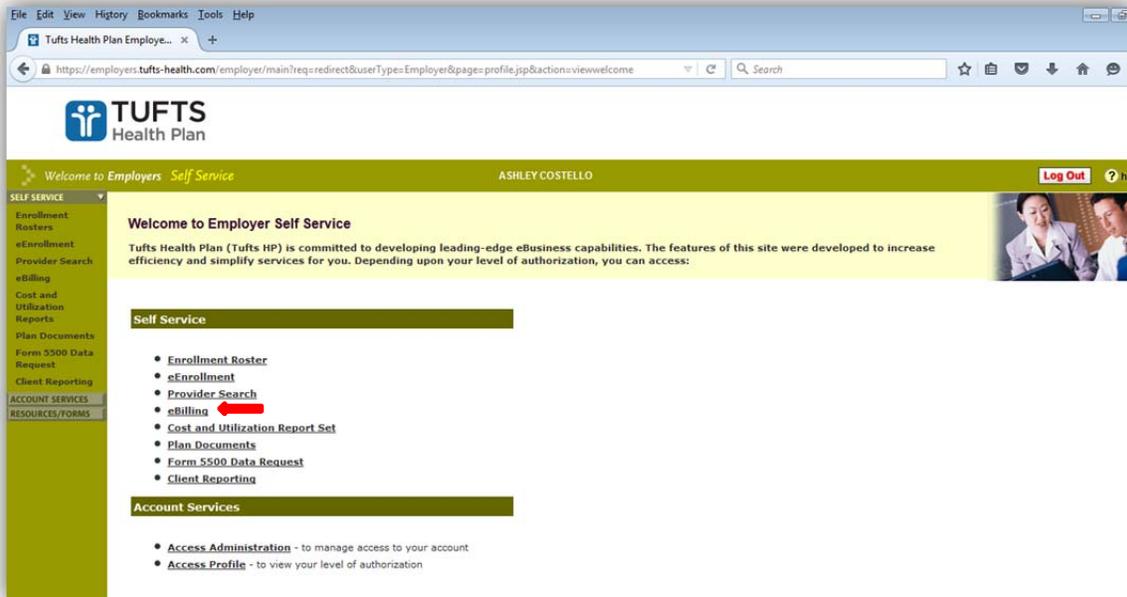


HOW TO ACCESS eBILLING:

You can access eBilling through our online secure [Employer Portal](#).



Once you arrive at the home screen of the Employer Portal, **click on the eBilling** link.



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You'll arrive at the Monthly Statement page within the application if you manage one account.

| Invoice Number | 000000003530955 |
|--|-----------------|
| Group Number | 50316000 |
| Previous Total Amount Due | \$0.53 |
| Payments Received After 12/19/2015 | \$0.00 |
| Cash Adjustments After 12/19/2015 | \$(0.53) |
| Current Invoice Total 2/1/2016 - 2/29/2016 | \$0.13 |
| Total Invoice Amount Due | \$0.13 |

[PDF Version](#)
[Subscriber Detail](#)

If you manage multiple accounts, you'll arrive at a page with a list of accounts by corporation ids. Once you click on a corporation id, you'll land on the Monthly Statement Page.

| Corp. ID |
|------------------------------|
| 000000000001 |
| 000000000002 |
| 000000000003 |

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Monthly Statement Overview: The monthly statement provides at a glance overview of your account. From this page, you can make a payment, view your bill as a PDF, or review subscriber detail.

WEB GROUP TEST
Corp ID: 030117073040

Summary of all Invoices: \$0.24
Due Date: 2/1/2016

Due Date Search: 2/1/2016

[Make a Payment](#)
[Scheduled Payments/Payment History](#)

Monthly Statement

| | |
|--|-----------------|
| Invoice Number | 000000003530955 |
| 1 Group Number | 50316000 |
| 2 Previous Total Amount Due | \$0.53 |
| 3 Payments Received After 12/19/2015 | \$0.00 |
| 4 Cash Adjustments After 12/19/2015 | \$(0.53) |
| 5 Current Invoice Total 2/1/2016 - 2/29/2016 | \$0.13 |
| 6 Total Invoice Amount Due | \$0.13 |

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[Subscriber Detail](#)

- 1 Group Number: Unique Tufts Health Plan number generated for your group
- 2 Previous Total Amount Due: Amount due prior to the current invoice
- 3 Payments Received After 12/4/2015: Shows amounts that were received after invoice data. This refers to payments received in between previous invoice (01/01/16) and current invoice (02/01/16).
- 4 Cash adjustments After 12/4/2015: If subscribers became effective or terminated, the transaction would be adjusted in the amount. This refers to cash adjustments made in between previous invoice (01/01/16) and current invoice (02/01/16).
- 5 Current Invoice Total: This is the amount due for the current invoice
- 6 Total Amount Due: This is the total amount due on your account including previous and current invoices

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The drop down allows you to view your previous invoices up to the most current invoice



Billing Summary | **Billing History**

WEB GROUP TEST
Corp ID: 030117073040

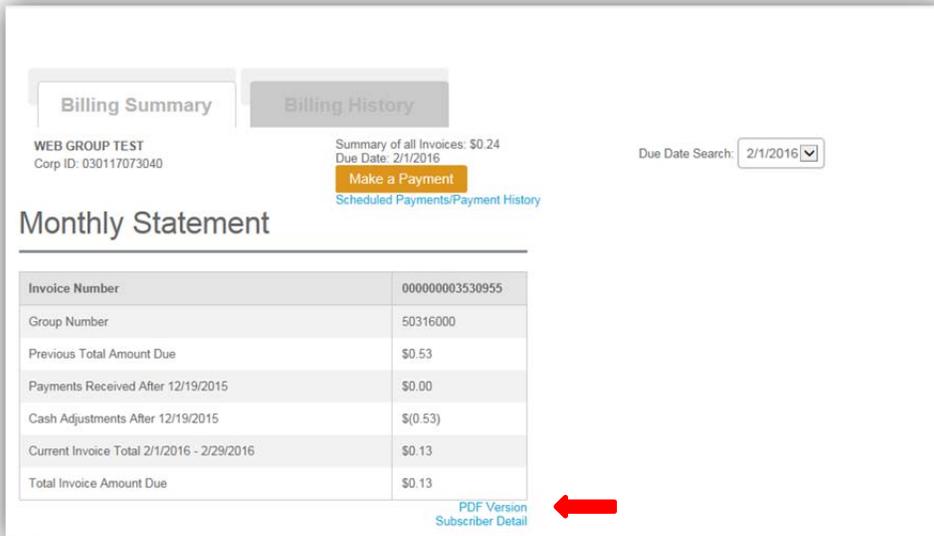
Summary of all Invoices: \$0.24
Due Date: 2/1/2016

Due Date Search: 2/1/2016

[Make a Payment](#)

View your invoice as a PDF:

To view your invoice as a PDF, simply click on **PDF Version**



Billing Summary | **Billing History**

WEB GROUP TEST
Corp ID: 030117073040

Summary of all Invoices: \$0.24
Due Date: 2/1/2016

Due Date Search: 2/1/2016

[Make a Payment](#)

[Scheduled Payments/Payment History](#)

Monthly Statement

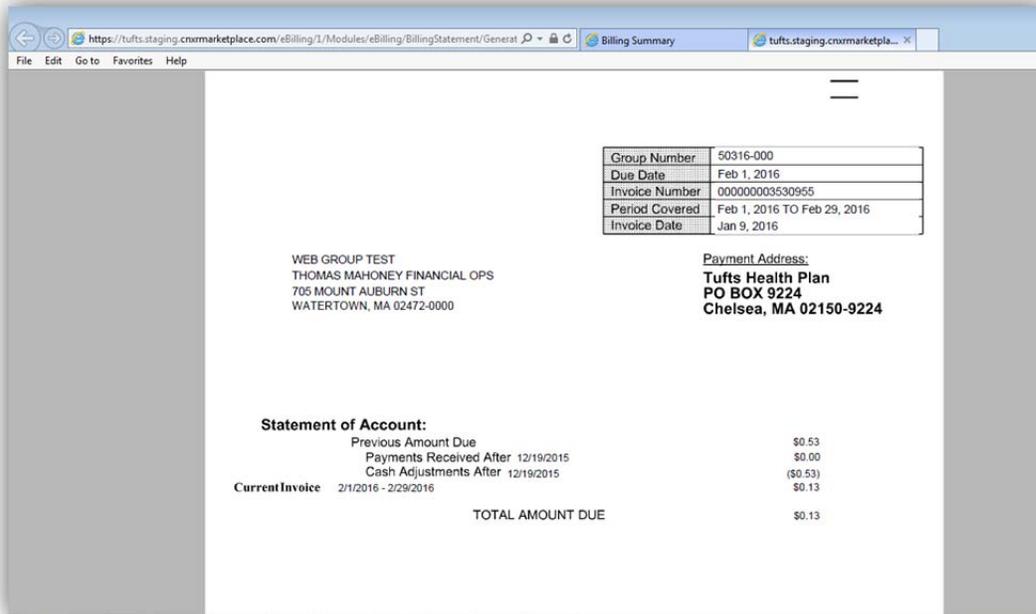
| | |
|--|----------------|
| Invoice Number | 00000003530955 |
| Group Number | 50316000 |
| Previous Total Amount Due | \$0.53 |
| Payments Received After 12/19/2015 | \$0.00 |
| Cash Adjustments After 12/19/2015 | \$(0.53) |
| Current Invoice Total 2/1/2016 - 2/29/2016 | \$0.13 |
| Total Invoice Amount Due | \$0.13 |

[PDF Version](#)
[Subscriber Detail](#)

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Your invoice will appear in another tab within your browser window. You can download this and email it to your accounting department or you print and cut the bottom of the invoice, attach a check and mail us your payment.



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***PLEASE NOTE:** On the it states invoice it states, **Invoice Includes Enrollment and Payment Activity Processed Through and then a date.** If you made any enrollment transaction after this date, it will not be reflected in the current bill. However, it will show up on your next billing statement as an adjustment.

PLEASE PAY TOTAL AMOUNT DUE
 IF THERE ARE ANY QUESTIONS REGARDING PREMIUM PAYMENTS OR ENROLLMENT,
 CALL THE ENROLLMENT & PREMIUM BILLING DEPARTMENT AT (800) 818-4388

Invoice Includes Enrollment and Payment Activity Processed Through Jan 9, 2016

Please detach and remit payment, keep top portion for your records

Address or contact name change? Please mark box and see reverse side.

No one does more to keep you healthy.

| Total Amount Due | Current Invoice Amount | Due Date | Invoice Number | Period Covered | | Group Number |
|------------------|------------------------|-------------|-----------------|----------------|-----------|--------------|
| | | | | From | To | |
| \$0.13 | \$0.13 | Feb 1, 2016 | 000000003530955 | 2/1/2016 | 2/29/2016 | 50316-000 |

WEB GROUP TEST
 THOMAS MAHONEY FINANCIAL OPS
 705 MOUNT AUBURN ST
 WATERTOWN, MA 02472-0000

Please mail this portion with your check to:

Tufts Health Plan
PO BOX 9224
Chelsea, MA 02150-9224

Amount Remitted

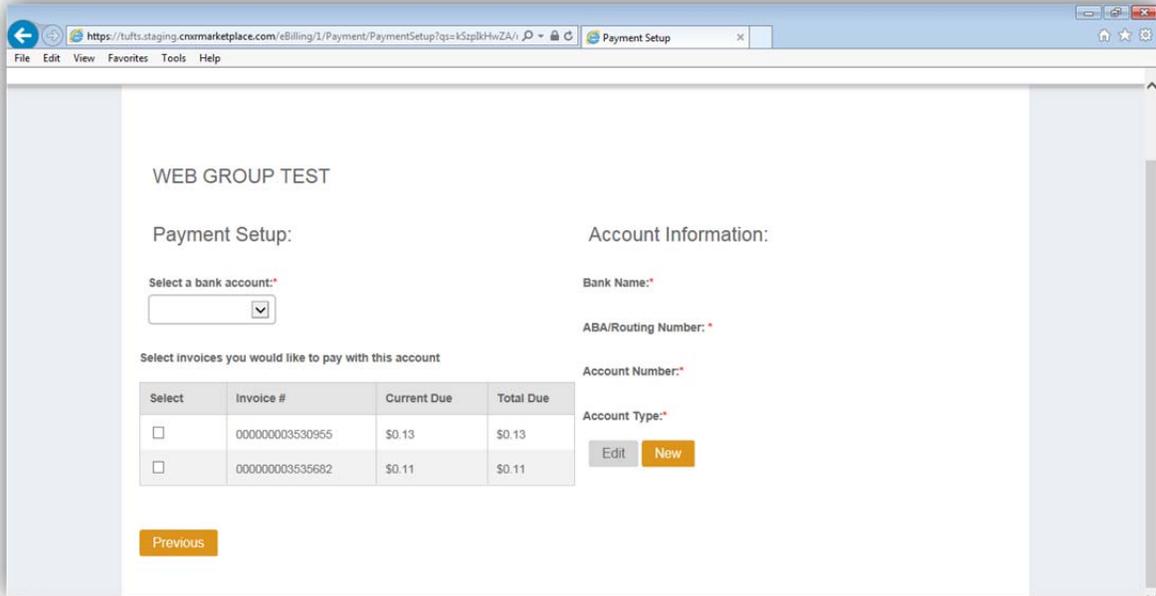
503160000000000000000000353095561000020099000000001300000000133

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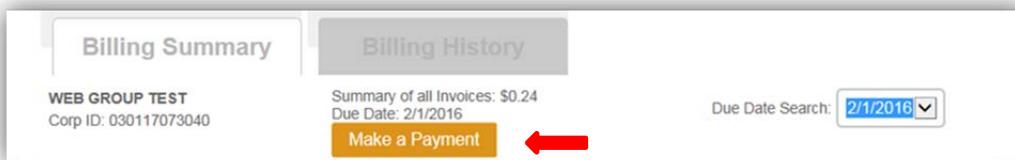
On the Make a Payment page, you can do the following actions:

1. Add new banking information
2. Edit your current banking information
3. Make a payment



HOW TO SETUP A PAYMENT:

Click on the Make a Payment button on your Billing Summary page.



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Under Account Information, click on New

WEB GROUP TEST

Payment Setup:

Select a bank account:*

Select invoices you would like to pay with this account

| Select | Invoice # | Current Due | Total Due |
|--------------------------|----------------|-------------|-----------|
| <input type="checkbox"/> | 00000003530955 | \$0.13 | \$0.13 |
| <input type="checkbox"/> | 00000003535682 | \$0.11 | \$0.11 |

Account Information:

Bank Name:*

ABA/Routing Number: *

Account Number:*

Account Type:*

Edit New

Then enter your bank information, ABA/Routing Number (9 digits), Account Number (up to 11 digits), Account Type (Checking or Savings). Then click **Save**

WEB GROUP TEST

Payment Setup:

Select a bank account:*

Select invoices you would like to pay with this account

| Select | Invoice # | Current Due | Total Due |
|--------------------------|----------------|-------------|-----------|
| <input type="checkbox"/> | 00000003530955 | \$0.13 | \$0.13 |
| <input type="checkbox"/> | 00000003535682 | \$0.11 | \$0.11 |

Account Information:

Bank Name:*

Bank of Test

ABA/Routing Number: *

123456789

Account Number:*

11111111111| x

Account Type:*

Checking

Previous

Cancel Save

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Once your payment is setup, you'll notice the bank information on the left hand side under select a bank account

WEB GROUP TEST

Payment Setup:

Select a bank account:*

- Bank of America

Bank Name:*

Bank of Test

ABA/Routing Number: *

123456789

Account Number:*

111111111111

Account Type:*

Checking

| Select | Invoice # | Current Due | Total Due |
|--------------------------|----------------|-------------|-----------|
| <input type="checkbox"/> | 00000003530955 | \$0.13 | \$0.13 |
| <input type="checkbox"/> | 00000003535682 | \$0.11 | \$0.11 |

Previous

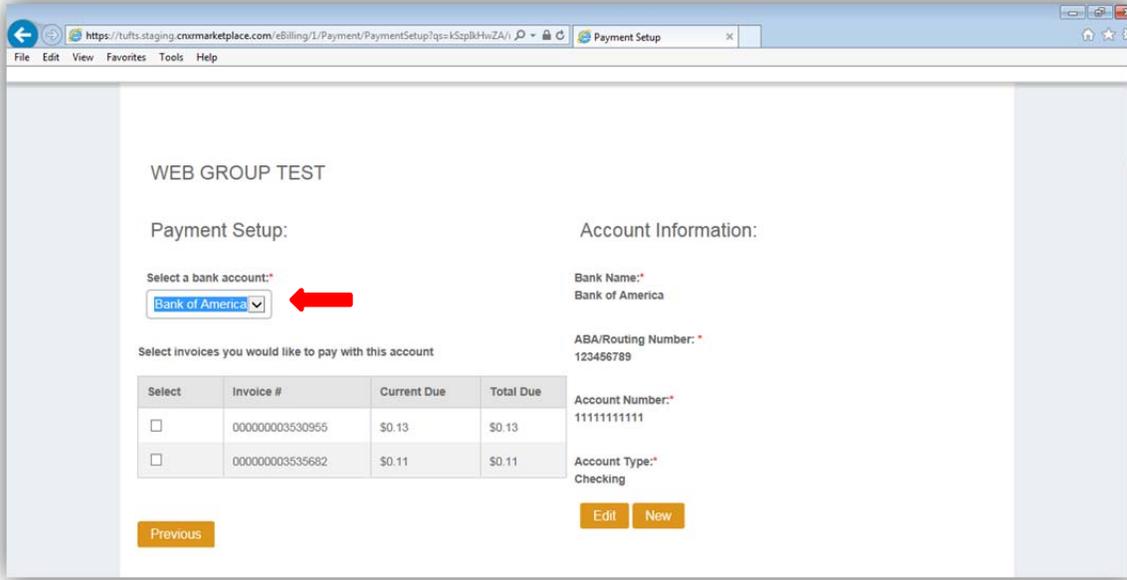
Cancel Save

The system automatically stores your banking information. You can set up multiple bank accounts for payment.

HOW TO MAKE A PAYMENT:

All payments must be completed by 2pm EST in order for your bill to be paid on that day. If a payment is not made by 2pm, please select the next business day.

Select which bank account you'd like to make the payment from the drop box.



WEB GROUP TEST

Payment Setup:

Select a bank account:*
Bank of America

Account Information:

Bank Name:*
Bank of America

ABA/Routing Number:*
123456789

Account Number:*
11111111111

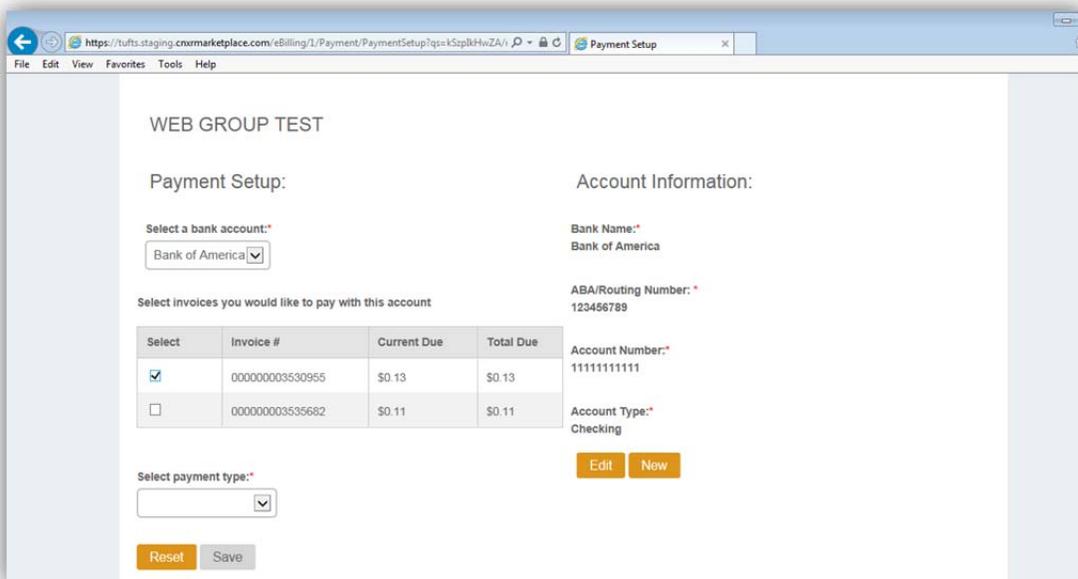
Account Type:*
Checking

Select invoices you would like to pay with this account

| Select | Invoice # | Current Due | Total Due |
|--------------------------|-----------------|-------------|-----------|
| <input type="checkbox"/> | 000000003530955 | \$0.13 | \$0.13 |
| <input type="checkbox"/> | 000000003535682 | \$0.11 | \$0.11 |

Buttons: Previous, Edit, Now

Then select which invoice you like to pay by clicking on the squares under select.



WEB GROUP TEST

Payment Setup:

Select a bank account:*
Bank of America

Account Information:

Bank Name:*
Bank of America

ABA/Routing Number:*
123456789

Account Number:*
11111111111

Account Type:*
Checking

Select invoices you would like to pay with this account

| Select | Invoice # | Current Due | Total Due |
|-------------------------------------|-----------------|-------------|-----------|
| <input checked="" type="checkbox"/> | 000000003530955 | \$0.13 | \$0.13 |
| <input type="checkbox"/> | 000000003535682 | \$0.11 | \$0.11 |

Select payment type:*
[Dropdown]

Buttons: Edit, Now, Reset, Save

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Select your payment type:

The screenshot shows the 'Payment Setup' page. On the left, under 'Payment Setup:', there is a 'Select a bank account:' dropdown, a table of invoices, and a 'Select payment type:' dropdown. The table has columns for 'Select', 'Invoice #', 'Current Due', and 'Total Due'. The 'Select payment type:' dropdown is open, showing 'Monthly Recurring', 'Auto-draft', and 'One Time Payment'. On the right, under 'Account Information:', there are fields for 'Bank Name:', 'ABA/Routing Number:', and 'Account Number:', along with 'Edit' and 'New' buttons.

| Select | Invoice # | Current Due | Total Due |
|-------------------------------------|-----------------|-------------|--------------|
| <input checked="" type="checkbox"/> | 000000003448154 | \$27,410.74 | \$137,053.70 |
| <input checked="" type="checkbox"/> | 000000003448155 | \$1,582.32 | \$7,911.60 |
| <input type="checkbox"/> | 000000003449345 | \$3,150.83 | \$12,605.67 |
| <input type="checkbox"/> | 000000003449346 | \$787.12 | \$2,361.36 |
| <input type="checkbox"/> | 000000003449347 | \$1,574.25 | \$7,871.27 |

Recurring – This payment method allows you to make payments on the same day each month. You can set a date between 1-28th. The initial payment date cannot be a weekend date. This will withdraw the current invoice amount balance amount on the scheduled date.

The screenshot shows the 'Payment Setup' page with the 'Monthly Recurring' payment type selected. The 'Account Information:' section is populated with 'Bank Name: Test', 'ABA/Routing Number: 123456789', and 'Account Number: 11111111111'. The 'Account Type:' is set to 'Checking'. There are 'Edit' and 'New' buttons. At the bottom, there is a 'Save' button. A vertical list of numbers (1-28) is visible on the left side of the page.

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Autodraft – Allows you to use the invoice due date (1st or the 15th). This will withdraw the current invoice amount balance amount on the due date.

Payment Setup:

Select a bank account:*

Test

Select invoices you would like to pay with this account

| Select | Invoice # | Current Due | Total Due |
|-------------------------------------|-----------------|-------------|-----------|
| <input checked="" type="checkbox"/> | 000000003530955 | \$0.13 | \$0.13 |
| <input type="checkbox"/> | 000000003535682 | \$0.11 | \$0.11 |

Select payment type:*

Auto-draft

This option can be used to pay future invoices only. The Current Amount Due will be pulled from your account on the next invoice Due Date.

Reset
Save

Previous

Account Information:

Bank Name:*

Test

ABA/Routing Number: *

123456789

Account Number:*

11111111111

Account Type:*

Checking

Edit
New

One time (quick pay) – allows you make a payment on the day you login to pay as long as it is before the cut-off date of 2pm EST. If you are making a payment after 2pm EST, please select the next business day. One-time payment allows you to pay your total due, current invoice, or other amount.

Select a bank account:*

Test

Select invoices you would like to pay with this account

| Select | Invoice # | Current Due | Total Due |
|-------------------------------------|-----------------|-------------|-----------|
| <input checked="" type="checkbox"/> | 000000003530955 | \$0.13 | \$0.13 |
| <input type="checkbox"/> | 000000003535682 | \$0.11 | \$0.11 |

Select payment type:*

One Time Payment

This option can be used to pay past, current, or future invoices. If you make the payment after 2.00 EST, then you must use the next business day for your funds to be drawn.

Payment Date:*

MM/DD/YYYY

Total Due: \$0.13

Current Due: \$0.13

Other:

Bank Name:*

Test

ABA/Routing Number: *

123456789

Account Number:*

11111111111

Account Type:*

Checking

Edit
New

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Then click **Save**.

Payment Setup

| Select | Invoice # | Current Due | Total Due |
|-------------------------------------|-----------------|-------------|-----------|
| <input checked="" type="checkbox"/> | 000000003530955 | \$0.13 | \$0.13 |
| <input type="checkbox"/> | 000000003535682 | \$0.11 | \$0.11 |

Account Number:*
11111111111

Account Type:*
Checking

Select payment type:*
One Time Payment

Payment Date:*
02/17/2016

Total Due: \$0.13
 Current Due: \$0.13
 Other:

Reset Save

Previous

PAYMENT CONFIRMATION:

When you click save, you'll then be sent to the to the scheduled payment screen.

Scheduled Payment

WEB GROUP TEST
Corp ID: 030117073040

Select Invoices you would like to Edit or Cancel

| Group Number | Invoice # | Bank Account | Payment Type | Date/Day | Payment | Actions |
|--------------|-----------------|--------------|------------------|-----------|---------|---|
| 45967000 | 000000003535682 | Test | One Time Payment | 3/18/2016 | 0.11 | Edit Cancel |

Previous

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In addition, when you go back to the Make a Payment screen, you'll notice that the save button is grayed out. This also indicates that a payment was scheduled.

WEB GROUP TEST

Payment Setup:

Select a bank account:*
Test

Select invoices you would like to pay with this account

| Select | Invoice # | Current Due | Total Due |
|-------------------------------------|-----------------|-------------|-----------|
| <input checked="" type="checkbox"/> | 000000003530955 | \$0.13 | \$0.13 |
| <input type="checkbox"/> | 000000003535682 | \$0.11 | \$0.11 |

Select payment type:*
[Dropdown]

Account Information:

Bank Name:*
Test

ABA/Routing Number:*
123456789

Account Number:*
11111111111

Account Type:*
Checking

Edit New

Reset Save 

Previous

EDIT A PAYMENT:

To edit a payment, click on the edit button.

Scheduled Payment Payment History

WEB GROUP TEST
Corp ID: 030117073040

Select Invoices you would like to Edit or Cancel

| Group Number | Invoice # | Bank Account | Payment Type | Date/Day | Payment | Actions |
|--------------|-----------------|--------------|------------------|-----------|---------|---|
| 45967000 | 000000003535682 | Test | One Time Payment | 3/18/2016 | 0.11 | Edit cancel |

Previous

This will bring you back to the make a payment screen to make any necessary changes.

Payment Setup:

Select a bank account:*

Select invoices you would like to pay with this account

| Select | Invoice # | Current Due | Total Due |
|-------------------------------------|-----------------|-------------|-----------|
| <input checked="" type="checkbox"/> | 000000003535682 | \$0.11 | \$0.11 |

Select payment type:*

This option can be used to pay past, current, or future invoices. If you make the payment after 2:00 PM EST, then you must use the next business day for your funds to be drawn.

Payment Date:*

Total Due: \$0.11
 Current Due: \$0.11
 Other:

Account Information:

Bank Name:*
Test

ABA/Routing Number: *
123456789

Account Number:*
111111111111

Account Type:*
Checking

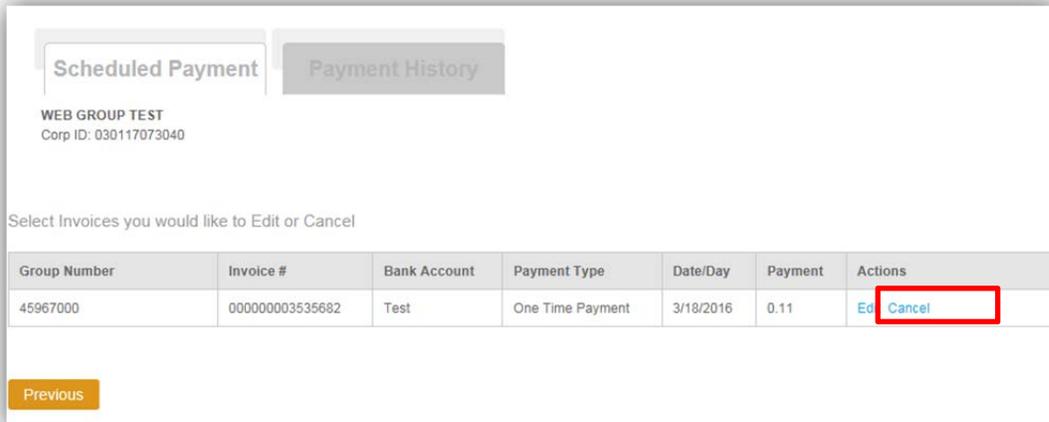
Need Assistance? Call us - 1-866-300-1712



CANCEL A PAYMENT:

You can only use this functionality for payments scheduled in the future. If you are trying to cancel a payment setup on the same day, please contact us and we will assist you.

Click on the cancel button.

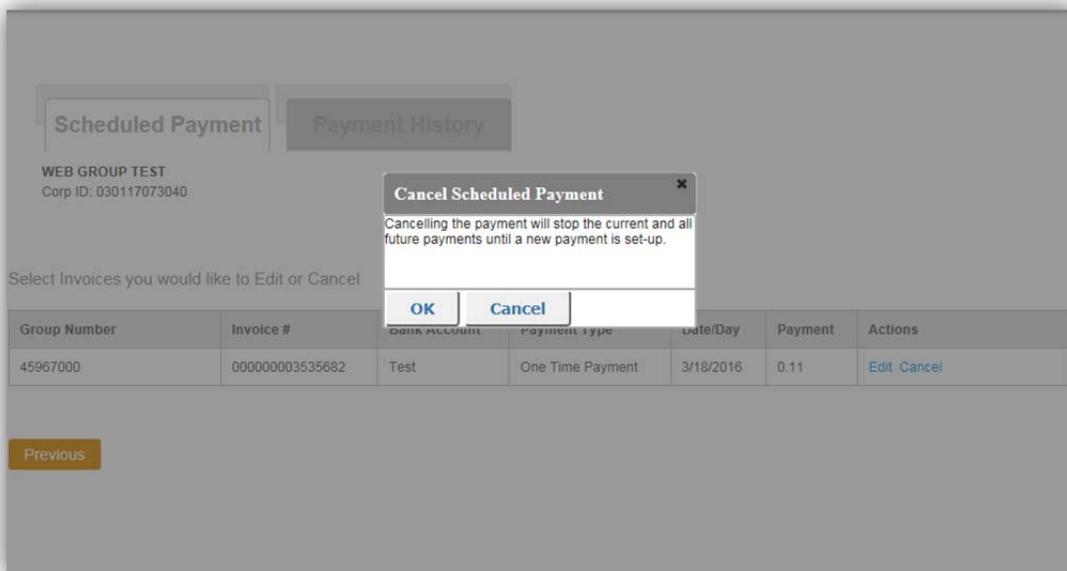


The screenshot shows the 'Scheduled Payment' tab selected. Below the header, it displays 'WEB GROUP TEST' and 'Corp ID: 030117073040'. A prompt asks to 'Select Invoices you would like to Edit or Cancel'. A table lists the payment details, and the 'Cancel' button in the 'Actions' column is highlighted with a red box.

| Group Number | Invoice # | Bank Account | Payment Type | Date/Day | Payment | Actions |
|--------------|-----------------|--------------|------------------|-----------|---------|--------------------|
| 45967000 | 000000003535682 | Test | One Time Payment | 3/18/2016 | 0.11 | Edit Cancel |

Previous

When you click cancel, the below prompt will appear to ensure that you want to cancel the current and all future scheduled payments. Simply click the cancel button.



The screenshot shows the same interface as above, but with a modal dialog box titled 'Cancel Scheduled Payment' overlaid. The dialog contains the text: 'Cancelling the payment will stop the current and all future payments until a new payment is set-up.' and has 'OK' and 'Cancel' buttons.

| Group Number | Invoice # | Bank Account | Payment Type | Date/Day | Payment | Actions |
|--------------|-----------------|--------------|------------------|-----------|---------|-------------|
| 45967000 | 000000003535682 | Test | One Time Payment | 3/18/2016 | 0.11 | Edit Cancel |

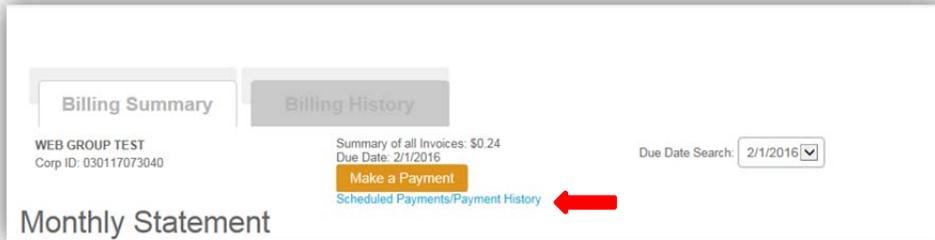
Previous

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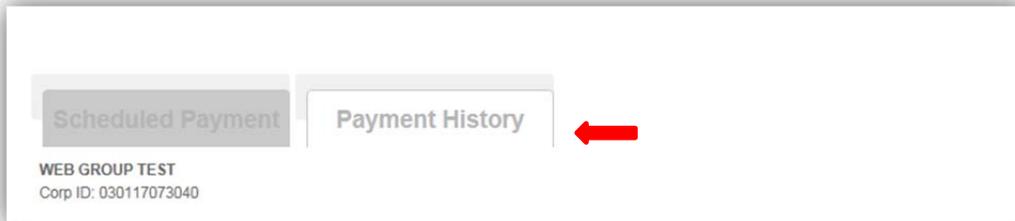


PAYMENT HISTORY:

You can get to the payment history page by clicking on the Scheduled Payment/Payment History link on the Monthly Statement Page.



Or by selecting the Payment history tab



The payment history page shows the group number, invoice number, Bank account, Payment type, date and the payment amount.

The screenshot shows the 'Payment History' page. At the top, there are two tabs: 'Scheduled Payment' and 'Payment History'. Below the tabs, the account information 'WEB GROUP TEST' and 'Corp ID: 030117073040' is displayed. Below the account information is a table with the following data:

| Group Number | Invoice # | Bank Account | Payment Type | Date | Payment |
|--------------|-----------------|-----------------|------------------|-----------|---------|
| 50316000 | 000000003530955 | Bank of America | One Time Payment | 2/8/2016 | 0.13 |
| 50316000 | 000000003530955 | Bank of America | One Time Payment | 2/9/2016 | 0.13 |
| 50316000 | 000000003530955 | Bank of America | One Time Payment | 2/10/2016 | 0.13 |
| 50316000 | 000000003530955 | Bank of America | One Time Payment | 3/3/2016 | 0.13 |
| 50316000 | 000000003530955 | RBS Citizens | One Time Payment | 3/8/2016 | 0.13 |

At the bottom left of the page, there is an orange 'Previous' button.

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VIEW SUBSCRIBER DETAIL:

To view Subscriber Detail, click on Subscriber Detail from the Monthly Statement page

Billing Summary | **Billing History**

WEB GROUP TEST
Corp ID: 030117073040

Summary of all Invoices: \$0.24
Due Date: 2/1/2016

Due Date Search: 2/1/2016

[Make a Payment](#)
[Scheduled Payments/Payment History](#)

Monthly Statement

| | |
|--|-----------------|
| Invoice Number | 000000003530955 |
| Group Number | 50316000 |
| Previous Total Amount Due | \$0.53 |
| Payments Received After 12/19/2015 | \$0.00 |
| Cash Adjustments After 12/19/2015 | \$(0.53) |
| Current Invoice Total 2/1/2016 - 2/29/2016 | \$0.13 |
| Total Invoice Amount Due | \$0.13 |

[PDF Version](#)
[Subscriber Detail](#)

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SUBSCRIBER DETAIL PAGE:

Subscriber detail allows you to reconcile your bills based on membership. This page shows the Employee Number, Employee Name, Plan type and how much you are paying for their monthly medical premiums.

- 1 Group Number: Unique Tufts Health Plan number generated for your group

Current Period

CURRENT PERIOD

Adjustment Detail

WEB GROUP TEST
Corp ID: 030117073040
Due Date: 2/1/2016
Invoice Number: 000000003530955
Period Covered: 2/1/2016 TO 2/29/2016
Invoice Date: 1/9/2016

1 entries 3 Search:

| Employee Number | Employee Name | Plan | MEDICAL | AMOUNT |
|-----------------|------------------|-------------------|---------|--------|
| 775656799 | MANE, ERNANE | Family | \$0.01 | \$0.01 |
| 888063222 | MANE, LBONY | Employee | \$0.01 | \$0.01 |
| 888873745 | MANE, ELINOIS | Employee | \$0.01 | \$0.01 |
| 888875935 | MANE, OKUNTHEARY | Employee | \$0.01 | \$0.01 |
| 888977106 | MANE, EREMAIAH | Employee | \$0.01 | \$0.01 |
| 889223208 | MANE, LEKSANDRE | Employee | \$0.01 | \$0.01 |
| 889608156 | MANE, ANFORD | Employee | \$0.01 | \$0.01 |
| 889677189 | MANE, RUITT | Employee | \$0.01 | \$0.01 |
| 889887583 | MANE, AZUHISA | Employee | \$0.01 | \$0.01 |
| 991480607 | MANE, ALYKAI | Employee & Spouse | \$0.01 | \$0.01 |

Showing 1 to 10 of 13 entries Previous 2 Next

- 1 You can change how many entries you'd like to view by changing clicking on the arrow.

Invoice Date: 1/9/2016

Show entries

| Employee Number | Employee Name | Plan |
|-----------------|---------------|--------|
| 775656799 | MANE, ERNANE | Family |

- 2 You can sort the Employee Number either by ascending or descending order
- 3 Search for a particular member by typing in their information

Period Covered: 2/1/2016 TO 2/29/2016
Invoice Date: 1/9/2016

Show entries Search:

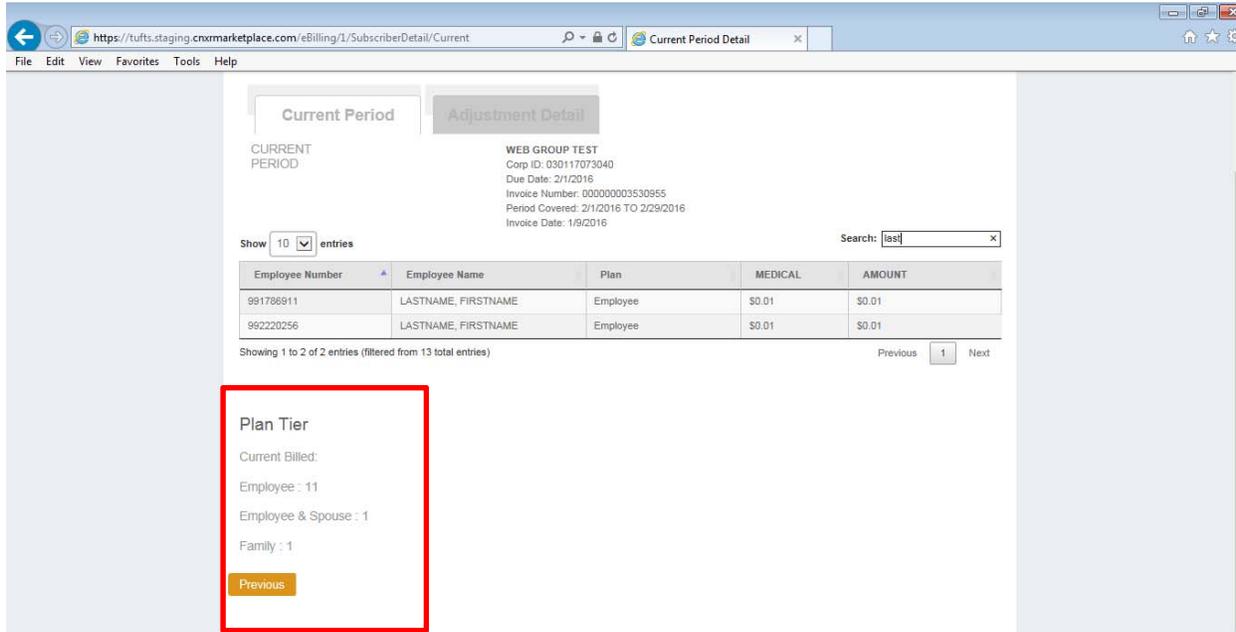
| Employee Number | Employee Name | Plan | MEDICAL | AMOUNT |
|-----------------|---------------------|----------|---------|--------|
| 991786911 | LASTNAME, FIRSTNAME | Employee | \$0.01 | \$0.01 |
| 992220256 | LASTNAME, FIRSTNAME | Employee | \$0.01 | \$0.01 |

Showing 1 to 2 of 2 entries (filtered from 13 total entries) Previous Next

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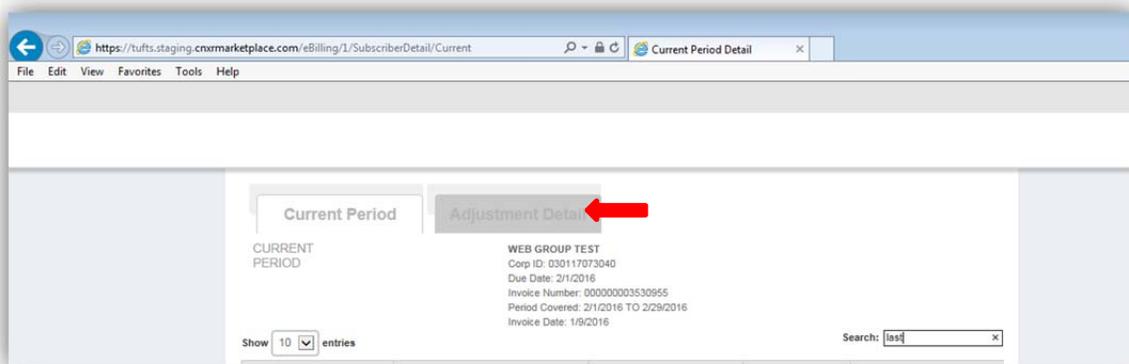
The bottom of the Subscriber detail gives a breakdown by plan type. This allows you to quickly reconcile your bill by plan type.



ADJUSTMENTS ON ACCOUNT:

If there were any retro adjustments made on your account, these would appear under the Adjustment detail. For example, if you an enrollment transaction after the date the date showed on your invoice next to the statement Invoice Includes Enrollment and Payment Activity Processed Through, your credit or debits would appear on this page.

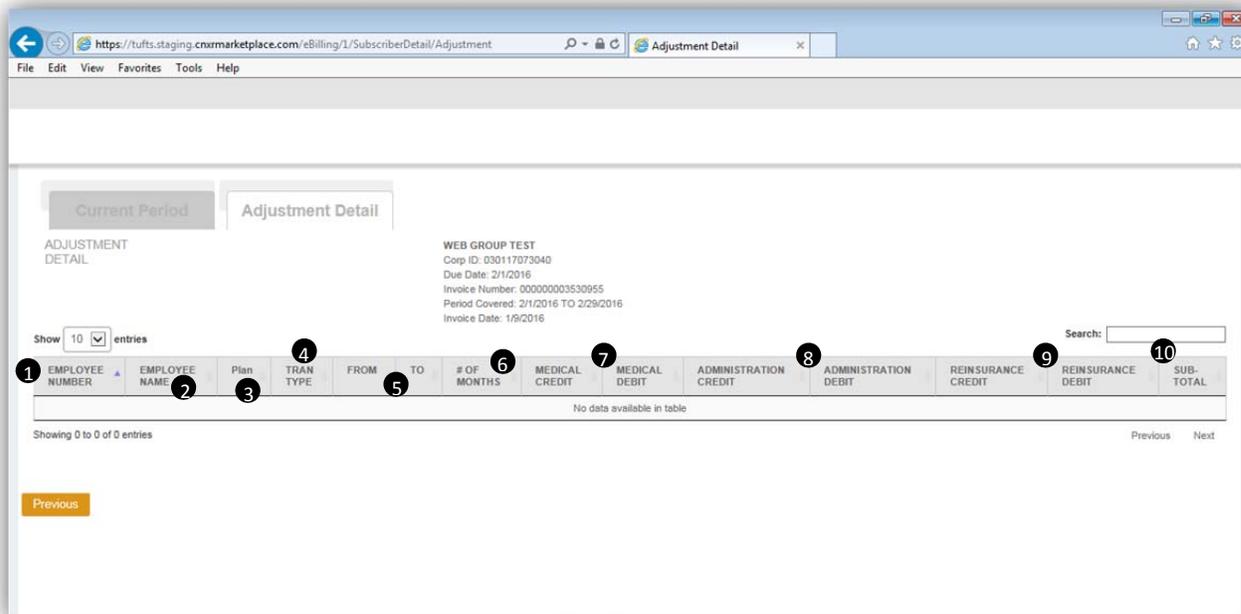
You can view adjustments made on your account, by clicking on the Adjustment Detail tab:



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The following components make up the Adjustment Detail tab:



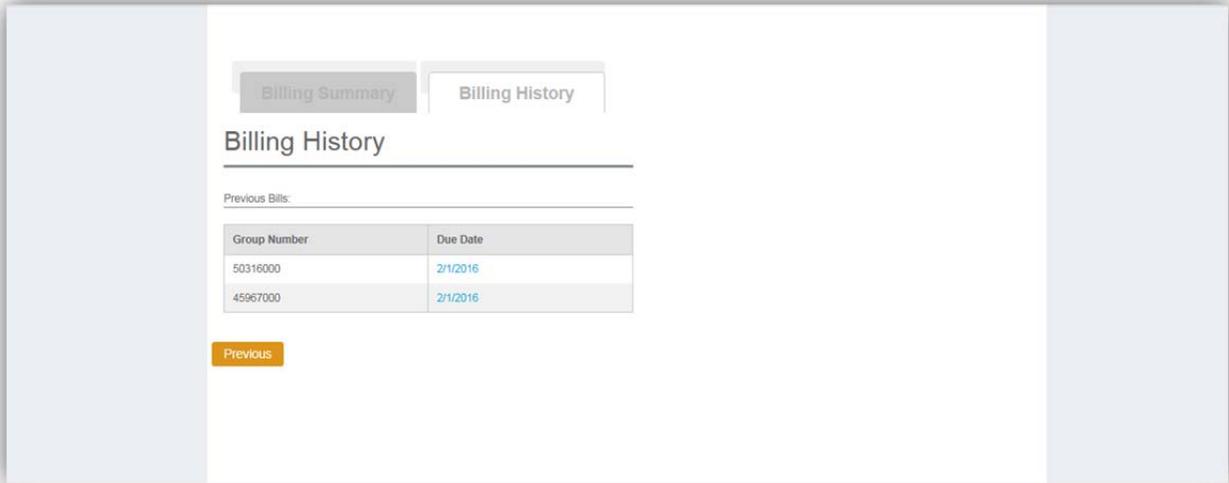
- ① Employee Number: This is the member's Tufts Health Plan id number. You can sort either ascending or descending.
- ② Employee Name: First name and last name of Member. Last name appears first.
- ③ Plan type: Plan the member is on (family, individual, etc)
- ④ Transaction Type: Type of enrollment transaction conduction (termination, new member, etc)
- ⑤ From | To: Date the member was on the plan for this is the period affected by the retro enrollment transaction.
- ⑥ # of Months: shows the # of months the retro enrollment transaction affected the corporation's billing.
- ⑦ Medical Credit/Debit: Depending on the transaction type a credit or payment will show in these fields
- ⑧ Administration Credit/Debit: Depending on the transaction type a credit or payment will show in these fields
- ⑨ Reinsurance Credit/Debit
- ⑩ Sub Total: Depending on the transaction type a credit or payment will show in these fields

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VIEW BILLING HISTORY:

To view your billing history, click on the Billing History tab from the Billing Summary page.



Starting February 2016, the application will store your billing history for two years.

INVOICE NOTIFICATIONS:

The following is an example of the email notification you'll receive when your bill is ready.

Hello First Name,

Your current Tufts Health Plan invoice(s) are now available for online viewing in eBilling. To access eBilling, click [here](#) to log into your Tufts Health Plan Employer Portal account. For more information, please contact a customer service representative at (866) 300-1712.

Please note: If you have already established Auto-draft services within eBilling, your next invoice payment will automatically process on the effective date you have selected.