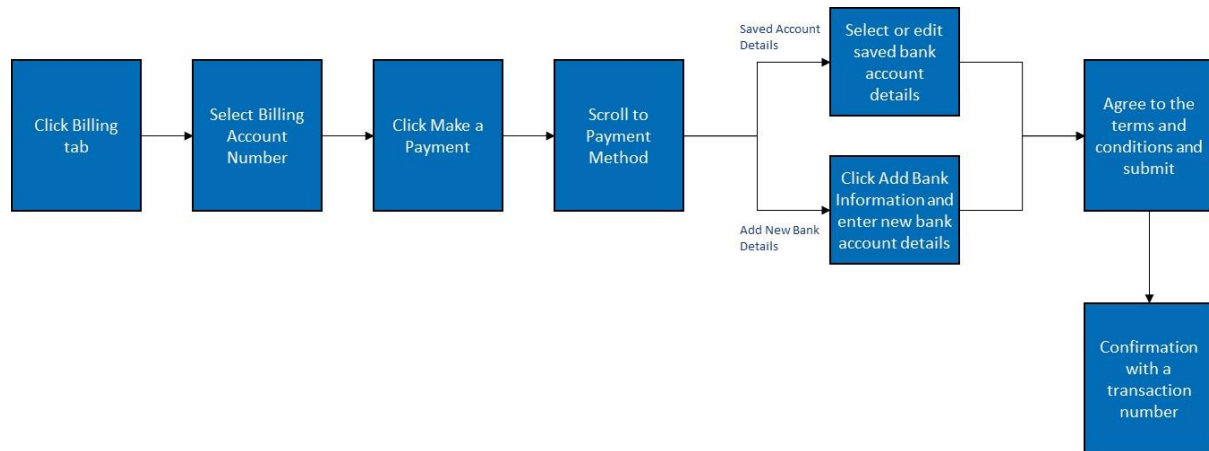


Billing – Make a Payment

Quick Reference Guide (QRG)



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.

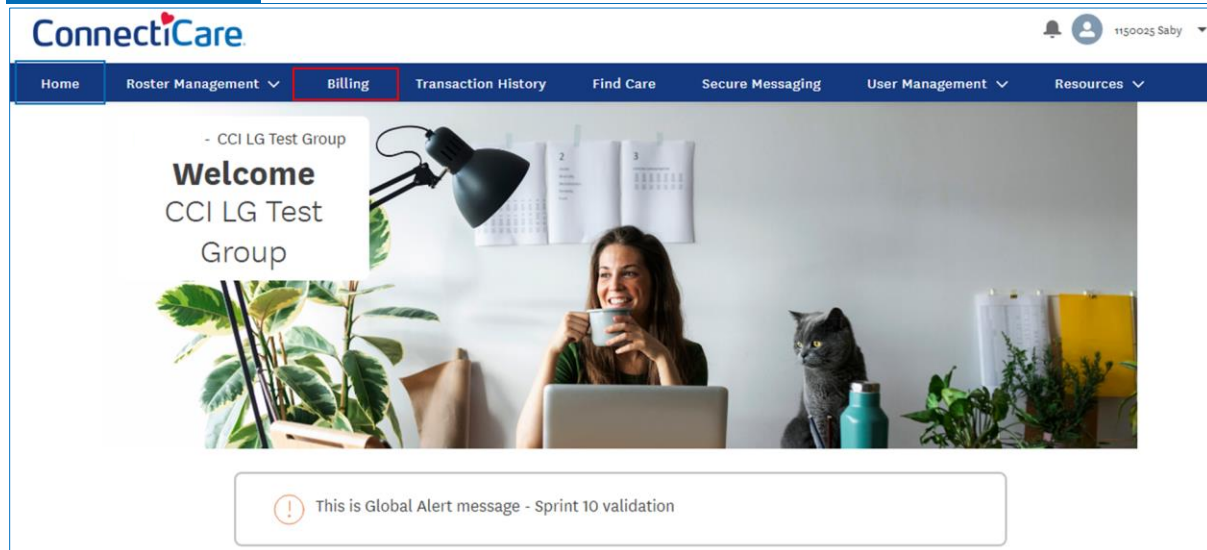
Purpose: To make a payment.



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 **Make a Payment** to initiate the payment process.

Note: You may submit multiple one-time payments in a month.

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.

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 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 06/01/2021	Payment Date 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
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[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 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**.

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*:

Bank Account Number*:

Re-enter Bank Account Number*:

Bank Account Nickname:

Bank Account Type*:
☒ Checking ☐ Savings

Bank Account Category*:
☐ Consumer ☒ Business

Submit

Cancel



Step 6:

The MAKE A PAYMENT 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 **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 06/01/2021	Payment Date 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

☒ 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.

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



Step 8:

The Billing & Payments History screen displays.

- 1. Review payment details.

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 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

Pending Payments

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

Invoice History

Payment History

Ask A Question

Thank
You