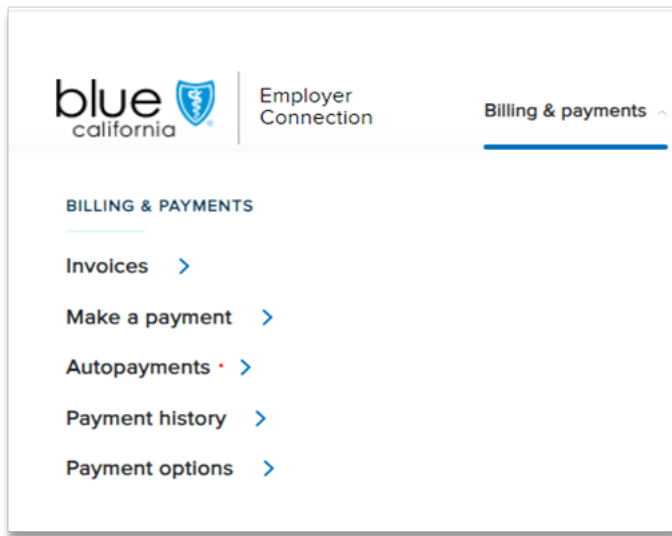


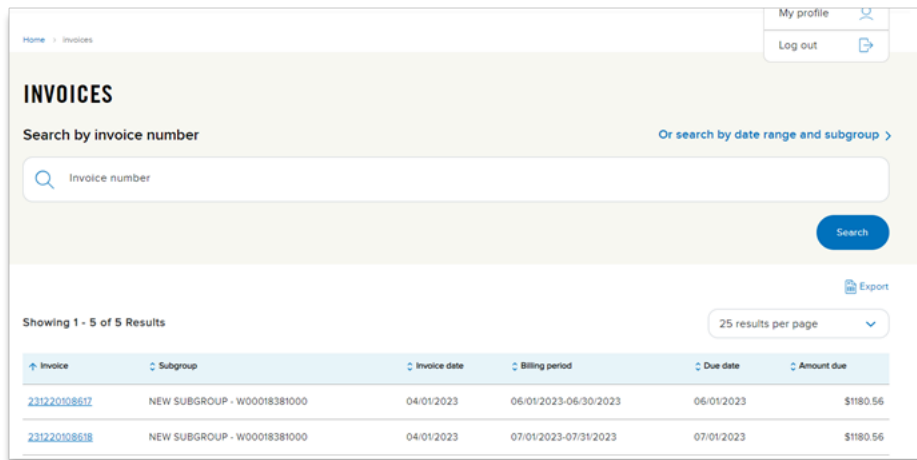
Billing & Payments: Invoices

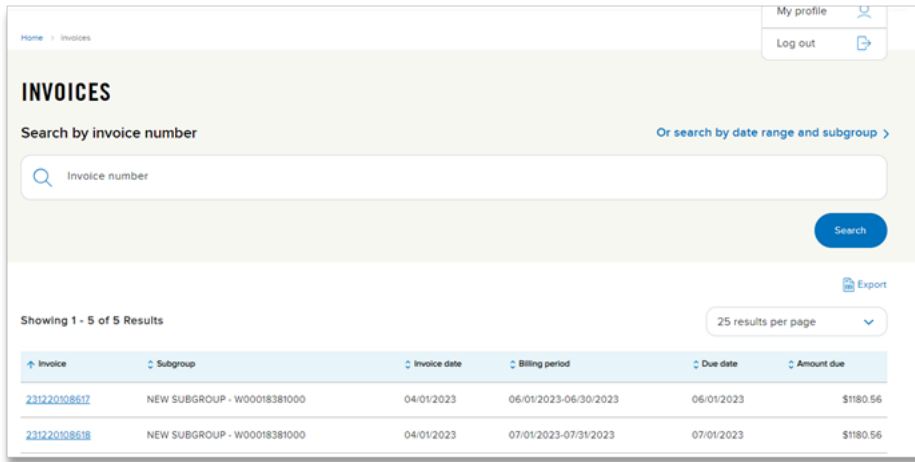
At Blue Shield of California, we are dedicated to enhancing your invoice management experience. The "Billing & payments page" lets you efficiently manage invoices and we built this guide to help navigate that process with clarity and ease.



Invoice access:

- First, click on "Invoices."
- The "Invoices" page lets you seamlessly locate and view invoice details. New invoices will automatically appear alongside your search results for added convenience.





Improved search functionality:

- Our search function is divided into two modes to enhance convenience.
 - o The default mode facilitates searching by date range and subgroups.
 - o The second mode enables you to search by invoice number.
- Switching between these modes is intuitive and hassle-free.

Flexible sorting options:

- Sort invoices by criteria such as "Invoice Number," "Subgroup," "Invoice Date," "Billing Period," "Due Date," and "Amount Due."
- Invoices are sorted by number in ascending order by default.

Efficient export and pagination:

- Our improved "Export" feature allows you to effortlessly obtain a list of invoices and to select the results displayed per page between 25, 50, or 100.

The screenshot shows the 'INVOICES' section of the Employer Connection portal. At the top right, there is a 'Log out' button. Below the title, there are two search options: 'Search by date range, subgroup, and status' and 'Or search by invoice number >'. The first search option is active, showing a 'Start date (MM/DD/YYYY)' of 01/05/2023 and an 'End date (MM/DD/YYYY)' of 07/05/2023. A 'Subgroup' dropdown menu is set to 'All'. A blue 'Search' button is located to the right of the search criteria. Below the search area, there is an 'Export' button and a 'Showing 1 - 5 of 5 Results' indicator. A table with 6 columns (Invoice, Subgroup, Invoice date, Billing period, Due date, Amount due) displays two invoice entries. The first entry has an invoice number 231220308617, a due date of 06/01/2023, and an amount due of \$1180.56. The second entry has an invoice number 231220308618, a due date of 07/01/2023, and an amount due of \$1180.56.

Detailed invoice view:

- Clicking on an invoice number opens a detailed view of the invoice.
- Navigate back to the list view by clicking "Return to Invoice search results."

The screenshot shows the detailed view of an invoice. At the top, there is a breadcrumb trail: 'Billing & payments > Plan administration > Reports > Manage users'. A user ID 'BC BIOTECHNO... W0087131' and a profile icon 'JM' are visible. Below the 'INVOICES' title, there is a search bar for 'Invoice number' and a 'Search' button. A link '< Return to Invoice search results' is located above the invoice details. The invoice is titled 'Invoice #232150001396'. On the left, there is a 'Due date: 09/27/2023' and a 'Test F2 - W00871311003' box containing 'Bill date: 06/25/2023' and 'Billing period: 09/27/2023-10/26/2023'. A 'PDF pending' icon is also present. On the right, a table lists the invoice components and their amounts:

Previous amount due	\$7588.00
Payments - thank you	\$0.00
Balance	\$7588.00
Current charges	\$199.00
Retroactive adjustments	\$0.00
Net credits/debits	\$0.00
Total amount due	\$199.00

We hope this guide has provided insights into the billing and payment process. If you have any questions or need further assistance, please refer to this guide or contact [Employer Services](#) for assistance.