New Payment System
Frequently Asked Questions
March 2017

Overview

As part of Blue Shield’s commitment to improve the way we provide service to our members, we are making some changes to our payment system. In April 2017, we will be using a new payment vendor to process member payments. This transition will ultimately improve our members’ online payment experience.

If members make online payments, they will notice some changes when they log in to blueshieldca.com to pay their bill. And if they are enrolled in Easy$PaySM, our automatic payment system, or schedule one-time payments online, they will need to take some action.

Here are answers to questions members may have about the new payment system, which will be effective in April 2017.

Why is Blue Shield making this change?
We want to deliver a better payment experience to our members. By making the change to the new payment system, we will be able to simplify the way you pay your bill online.

Will there be any change to my paper bill?
No. The monthly bill you receive in the mail will look the same as it does today and will arrive in the same general timeframe you are used to.

Will there be any changes if I pay through my bank or financial institution?
No, there are no changes if you pay your bills through your bank or financial institution.

Are there any changes if I pay my bill by check?
No, you can continue to pay your monthly bill as you usually do.

What’s changing if I make payments by phone?
You can continue to call the customer service phone number on the back of your Blue Shield member ID card to pay your Blue Shield bill. Please be advised
that no payments can be processed from **Friday, March 31 to Monday morning, April 3**.

### Important dates for the transition

<table>
<thead>
<tr>
<th>Payments due the 15th of the month</th>
<th>Payments due the 1st of the month</th>
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<tbody>
<tr>
<td>Please make your current bill payment by</td>
<td>3/15/17</td>
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<tr>
<td>Next payment due date</td>
<td>4/15/17</td>
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<tr>
<td>Make a one-time payment for the bill due April 15</td>
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<tr>
<td>Payment system UNAVAILABLE</td>
<td>From 3/31/17 through the morning of 4/3/17</td>
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<tr>
<td>New payment system available</td>
<td>4/3/17</td>
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- During the transition to our new payment system, online payments, **Easy$Pay** payments and/or payments by phone cannot be processed from **Friday, March 31 to Monday morning, April 3**.
- If your bill is due on **April 1**, and you pay your bill online or by phone, your payment must be scheduled or delivered by **March 30** to ensure a timely payment.
- If you have previously scheduled online payment in the current system to be delivered after **March 30**, it will be cancelled.
- The new system will be available on **Monday morning, April 3** for you to make a payment.

**What’s changing if I make payments using Easy$Pay?**

**If your bill is due on the 1st of the month:**
• We will process your automatic payment on **March 30** to pay your April bill (4/1–4/30).
• To ensure that your payment for your **May** bill (5/1–5/31) will be automatically deducted, you need to re-enroll in **Easy$Pay** and establish your payment preferences between **April 3 and April 9**.
• Once you set up your **Wallet** in the new system, you will be able to start using **Easy$Pay** for upcoming payments. **See step-by-step instructions below.**
• **April 9 is the last day** to set up **Easy$Pay** in the new system in time for your May payment to be processed automatically. However, you may still receive your May bill in the mail.

**If your bill is due on the 15th of the month:**

• You will need to make a one-time payment online, by phone or by check for your bill that is due **April 15** (4/15 – 5/14).
• To ensure that your payment for your next bill (5/15 – 6/14) will be automatically deducted, you need to re-enroll in **Easy$Pay** by **April 23**.
• **April 23 is the last date** to set up **Easy$Pay** in the new system in time for your next month’s payment to be processed automatically.
• Once you establish your payment preferences in your **Wallet**, you will be able to start using **Easy$Pay** for upcoming payments. **See step-by-step instructions below.**
• You will receive a paper bill each month until you re-enroll in **Easy$Pay**.

**What's changing for one-time or scheduled payments online or by phone?**

**If your bill is due on the 1st of the month:**

• In preparation for this transition, it is important to make your online payments or payments by phone for your **bill that is due on April 1** by **March 30**.
• If you have previously scheduled a one-time payment online to be delivered after **March 30**, it will be cancelled. You can:
  o Log in to the payment system prior to **March 30** and change the date your payment is scheduled to be delivered on or before **March 30**
  o Send a check to pay your April bill
• You may log in to the new system beginning April 3 to schedule a new payment for your next month’s bill.

**If your bill is due on the 15th of the month:**

• If you have previously scheduled a one-time payment in the current system to be delivered after **March 30**, it will be cancelled.
• You can log in to the new system or call Customer Service beginning **April 3** to schedule a new payment.
• As usual, it is important to make your payments for your April bill by April 15.

**What happens if I try to submit a payment online during the transition?**
The payment center on blueshieldca.com will be shut down during the system transition from **Friday, March 31 to Monday morning, April 3**. Payments will not be processed during the transition.

**[For Med Supp Members Only] I currently receive a discount on my bill for using Easy$Pay. Will the discount still apply after the change takes place?**
Yes. There are no changes to the discount you receive on Easy$Pay.

**Who should I contact if I have questions or issues with our new system?**
Please call the customer service phone number on the back of your member ID card.

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**Step-by-step instructions for setting up payments in the new system**

To use the new payment system online, be sure to log in to your online account at blueshieldca.com or register for one using your member ID number.

To set up your payment information in your Wallet, log in to your online account at blueshieldca.com.

1. Under the My Plan & Claims tab click **Payment Center**. This will bring you to the Billing & Payments screen.
2. Under “What would you like to do?,” click **Manage Payment Accounts**.
3. On the Add Wallet Account screen, select the type of account from the dropdown menu. You can also add a nickname for this account.
4. Add your first and last name. If you want to pay using a bank account, add the routing number for your bank and the account number you want to use to pay your bill.
5. Check the box next to “Add to Wallet (I accept the Wallet Terms & Conditions).” You can also set this account as your default funding source or payment account.
6. Review the email address where you would like to have confirmation and other communications sent.
7. Click **Save**.

**How do I enroll or re-enroll in Easy$Pay after the transition?**
Log in to your online account at blueshieldca.com or register for one using your member ID number.

1. Under the My Plan & Claims tab, click **Payment Center**.
2. This will bring you to the Billing & Payments screen in the Member Portal.
3. Click **Set up auto payment** located under the “Pay my bill” button. You may
also choose set up or modify auto payment under “What would you like to do?”
4. This will bring you to the EasyPay screen on the new payment system.
5. Click the Add EasyPay button.
6. Choose a start date and end date, if needed.
7. Select the account that you want to pay from by clicking on the dropdown arrow. This will display the accounts you created in your Wallet. Then click Add to choose this payment source.
8. If you have not yet created your Wallet, you may enter your account information on this screen and check the box next to “Add to Wallet.”
9. Review the email address where you would like to have confirmations and other communications sent. You will receive a confirmation email upon enrollment in EasyPay.

How do I make an update to my EasyPay automatic payments?
To update your EasyPay, log in to your online account at blueshieldca.com.
1. Under the My Plan & Claims tab, click Payment Center.
2. This will bring you to the Billing & Payments screen.
3. Under “What would you like to do?,” click Set up or modify auto payment.
4. This will take you to the EasyPay screen where you will find the accounts you have set up for auto payment. Select Update.
5. On the next screen, change the start or end date, payment account or email address. Then click Save.
6. A confirmation screen will appear, and you will receive a confirmation email. Your EasyPay account has now been updated.

How do I cancel my EasyPay automatic payments?
You can cancel your EasyPay enrollment up to the day prior to the premium due date, as long as the cancellation is processed before 6 p.m. Central time. EasyPay payments cannot be cancelled after 6 p.m. Central time on the day prior to the premium due date, or on the premium due date.
To cancel your EasyPay, log in to your online account at blueshieldca.com.
1. Under the My Plan & Claims tab, click Payment Center.
2. This will bring you to the Billing & Payments screen.
3. Under “What would you like to do?,” click Set up or modify auto payment.
4. This will take you to the EasyPay screen where you will find the accounts you have set up for auto payment. Select Cancel.
5. A pop-up screen will appear asking if you are sure you want to cancel EasyPay for this account. Click Yes.
6. A confirmation screen will appear, and you will receive a confirmation email. Your EasyPay account is now cancelled.

How do I make a one-time online payment?
To make a one-time online payment on your bill, log in to your online account at blueshieldca.com.
1. Under the My Plan & Claims tab, click Payment Center.
2. This will bring you to the Billing & Payments screen.
3. From the Billing & Payments screen, click the Pay My Bill button.
4. This will take you to the Make a Payment screen. List the amount you want to pay and the date.
5. If you’ve already set up a Wallet, then you can select the payment account you want to use for this payment. If you have not set up your Wallet, you can choose your method of payment.
6. Click the dropdown menu and select **bank account** to add a checking or savings account, or select **card** to add a credit or debit card.
7. Enter your account information and your first and last name on the account.
8. To add this payment information to your Wallet, place a check mark in the box next to “Add to Wallet.”
9. Once complete, click **Continue**.
10. This will take you to the Payment Review screen. Review the information and click **Pay**.
11. Upon submission, you will be shown your payment receipt online. You will also be sent an email confirmation using the email address you used to register for your online account on blueshieldca.com. To change the email where you’d like payment confirmations sent, you can do so in your Wallet or in Easy$Pay.