

Bright Health IFP Enrollment Dashboard

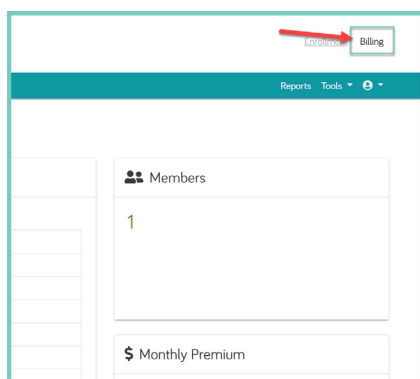
Making a Payment - Broker

Making a Payment for Your Client

This document will guide you through the process to take a one-time payment or set up a recurring payment for your client through the billing system in the IFP Enrollment Dashboard.

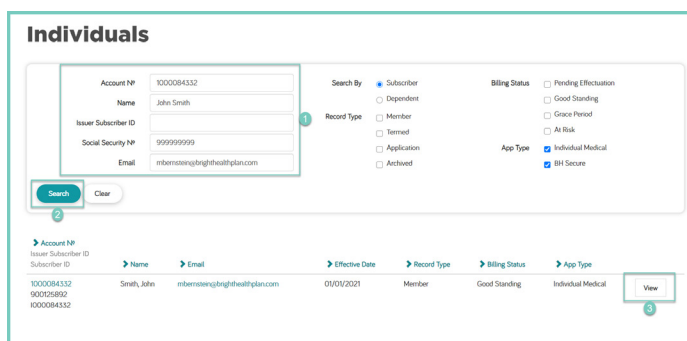


Note: The IFP Enrollment Dashboard can be accessed in the Broker Portal at BrightHealthBroker.com. Log in, click the Enrollment Dashboards button then select Individual & Family Plans/Small Group



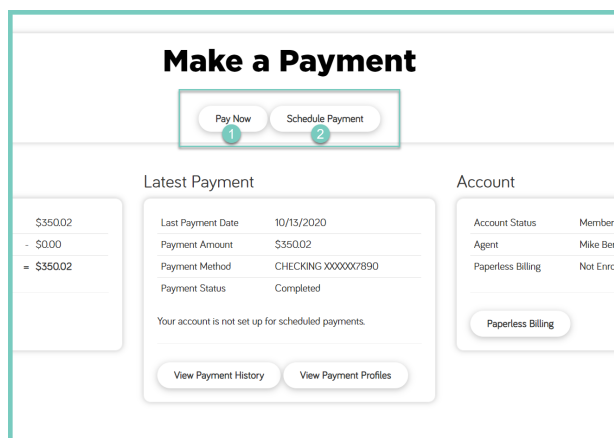
Access Billing System

Select Billing at the top right of the page. This will open up the billing system on a new page.



Search for Member

Search for the member that you want to make a payment for. The most recent members you worked with will be listed at the bottom of the page. If you don't see the member in that list, you can search by account number, name, subscriber ID, social, or email. Select **Search** to pull the member up and select **View** to pull up the account.



Select Payment Option

There will be 2 payments options to choose from (both options will be covered on the following page)

1. **Pay Now:** You will select Pay Now if the member wants to make a one-time payment.
2. **Schedule Payment:** You will select Schedule Payment if the member wants to make a future one-time payment or wants to set up recurring monthly payments.



NOTE: Initial payment to start plan cannot be scheduled or post dated. Must select Pay Now to make the payment

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John Smith - 1000084332 Dashboard Invoices Payments Notices Enrollment

Disclaimer: I request and authorize Bright Health to initiate a transaction for the amount due. I understand that the amount due will be paid on today's date at

Payment Amount

- ☐ (\$350.02) (Balance Due)
- ☒ \$350.02 (Monthly Premium)

Payment Method

- ☒ Credit/Debit Card
- ☐ Bank Account - Select this method to pull money from the member's bank account.

Pay Now Option

To complete the Pay Now process, select if the member wants to pay their monthly premium or their total balance (if there is a balance from a previous month).

Schedule Payment Option

There are 4 steps when scheduling a payment for a member:

1. Choose if they are setting up monthly recurring payments or if they are setting up a one-time future payment.
2. Select the date of the recurring or one-time payment. There will be a specific date range to choose from.
3. If it is a one-time payment, select if they are paying the balance due or the monthly premium. Monthly recurring option will only let you choose balance due.
4. Select if they are paying by credit/debit card or if they are paying through their bank account. (Colorado only has the option of bank account).



PROTIP: Best practice is to set up recurring payments. This ensures the payment will be made each month and makes for a better overall experience for the member.

-- Select --

Monthly

One-Time

Frequency: Monthly

Start Date: 10/20/2020

Payments may be made from the 16th to the 20th.

Payment Amount

- ☒ Balance Due
- ☐ Monthly Premium

Please note: this will include any outstanding balance as well as any adjustments in your monthly premium.

Payment Method

- ☒ Credit/Debit Card
- ☐ Bank Account - Select this method to pull money from the member's bank account.

Card Type: Visa

Accepted credit cards: VISA, MasterCard, DISCOVER

Card Number: 4111 1111 1111 1111

Please enter a valid number.

Expiration Date: 11/2020

Security Code: 123

For Visa, MasterCard and Discover, the security code is the last three digits in the signature area on the back of the card.

☒ Save this payment account for future use.

Nickname: Bright Health 1

Enter Bank/Credit Card Info

Enter the credit/debit card or bank account information and select **Next**.

The final step will be a review page to make sure the information was entered correctly. Select **Submit** to make the payment. You know the payment was processed successfully if a page appears with a **Confirmation Number**.

The member will receive an email with the confirmation number and payment details as well.