



Autopay User Guide

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Arkansas
BlueCross BlueShield

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Overview

Blueprint for Agents (BPA) now features the ability to access Alacriti (our billing vendor) to create and manage Autopay settings for a member.

If a member meets the following conditions, agents will have the ability to either **set up** a member to use Autopay or **edit** an existing Autopay profile:

- Member is a Policyholder with a previously billed policy showing a current balance due in Alacriti
- The status of the member's policy is Active or Future Effective
- Policyholder has one of the following Under 65 products:
 - Individual On- and Off-Exchange Metallic plans – Arkansas Blue Cross and Blue Shield, Health Advantage, or Octave
 - Dental
 - Vision
 - Individual non-metallic grandfathered/grandmothered plans
 - Complete and Complete Plus
 - Farm Bureau Health Plans

Autopay functionality is not supported for Medi-Pak Medicare Supplement and Medicare Advantage plans at this time.

Setting up a Member for Autopay

For a policyholder with a previously billed policy showing a current balance due in Alacriti who has not set up Autopay.

1. After logging into BPA, navigate to the **Individual** tab and then to the **Membership** subtab. Click on the Member ID to open the member's detail page.

The screenshot shows the 'Individual' page in the Blueprint For Agents system. The 'Individual' tab is selected and highlighted with a red box. Underneath, the 'Membership' subtab is also highlighted with a red box. The page contains search filters for Name, Agency, Agents, Span Status, Payment Status, and Member Type. Below the filters is a table of members. The first row in the table has a Member ID of '801', which is highlighted with a red box. Other details in the table include Client Name 'HA SILVER', Policy Name 'AH1-101', Agent Name, Span Status 'Active', Paid to Date '12/31/2022', Contin Cov Eff Date '01/01/2021', Effective Date '01/01/2024', Term Date '05/31/2025', Payment Status 'Past Due', and Member Type 'Policyholder'.

2. Within the Member Plan page, click on the **Set Up Autopay** button. The site will then redirect user to Alacriti.

The screenshot shows the 'Member Plan' page in the Blueprint For Agents system. The 'Set Up Autopay' button is highlighted with a red box. The page displays member details including Member ID, DOB, Status 'Active', Gender 'F', Paid to Date '12/31/2022', and Enrolled in Auto Pay. Below the details are tabs for 'Details', 'Policy & Billing', and 'Dependents'. The 'Details' tab is active, showing fields for Client Name, Agent Name, Medicaid Status Date (05/26/2024), Medicaid Re-determination Date (04/30/2025), Medicaid Scheduled End Date (05/31/2024), Contract Number, Age, Medicaid ID, Contract Type 'W1-CONTRACT HOLDER ONLY', and Contin Cov Eff Date '01/01/2021'. There is also a link for '> Address Information'.

3. Once within Alacriti, the terms and conditions will need to be accepted.

Note: Previous users will be directed to the **Account Summary** page.

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4. Next, for first time users, add the policyholder's email address and then select Submit.

Note: If email address is already on file in Alacriti, the **Email** tab will not appear.

Arkansas BlueCross BlueShield Health Advantage BlueAdvantage Administrators of Arkansas

Arkansas Blue MEDICARE Octave BlueCross BlueShield

Enroll

Terms Terms Of Service Privacy Policy **Email**

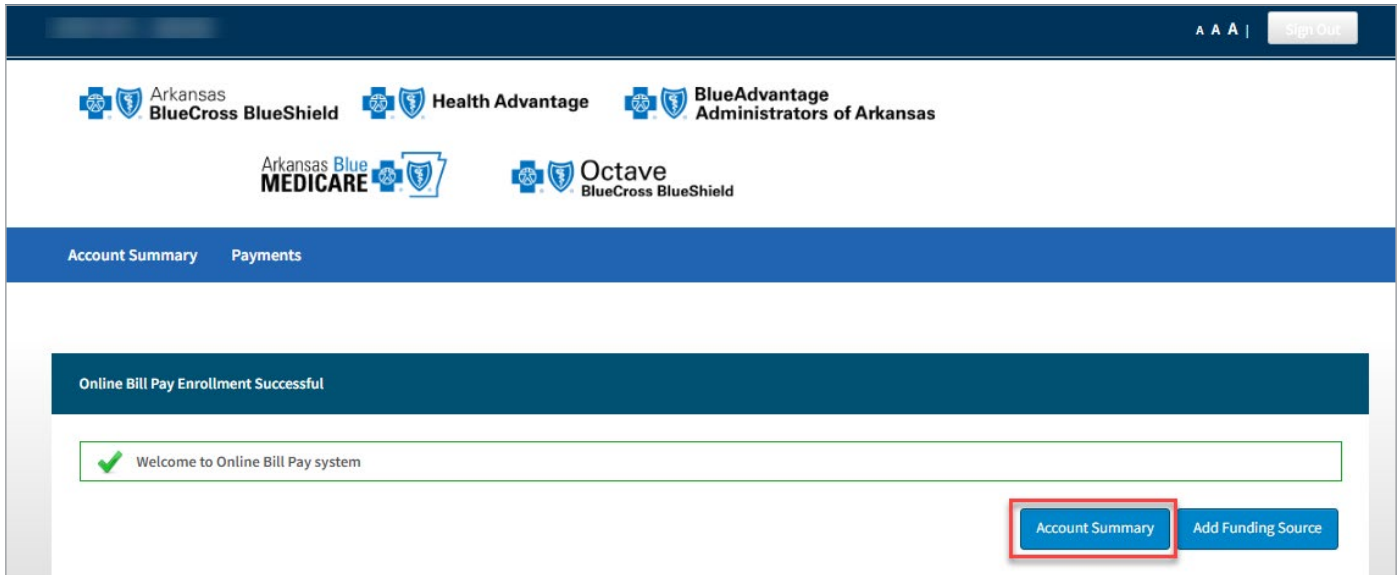
Please provide your email address so we can send you notifications about activity on your account. If you choose to enroll in autopay, you will no longer receive a paper bill.

Email Verification

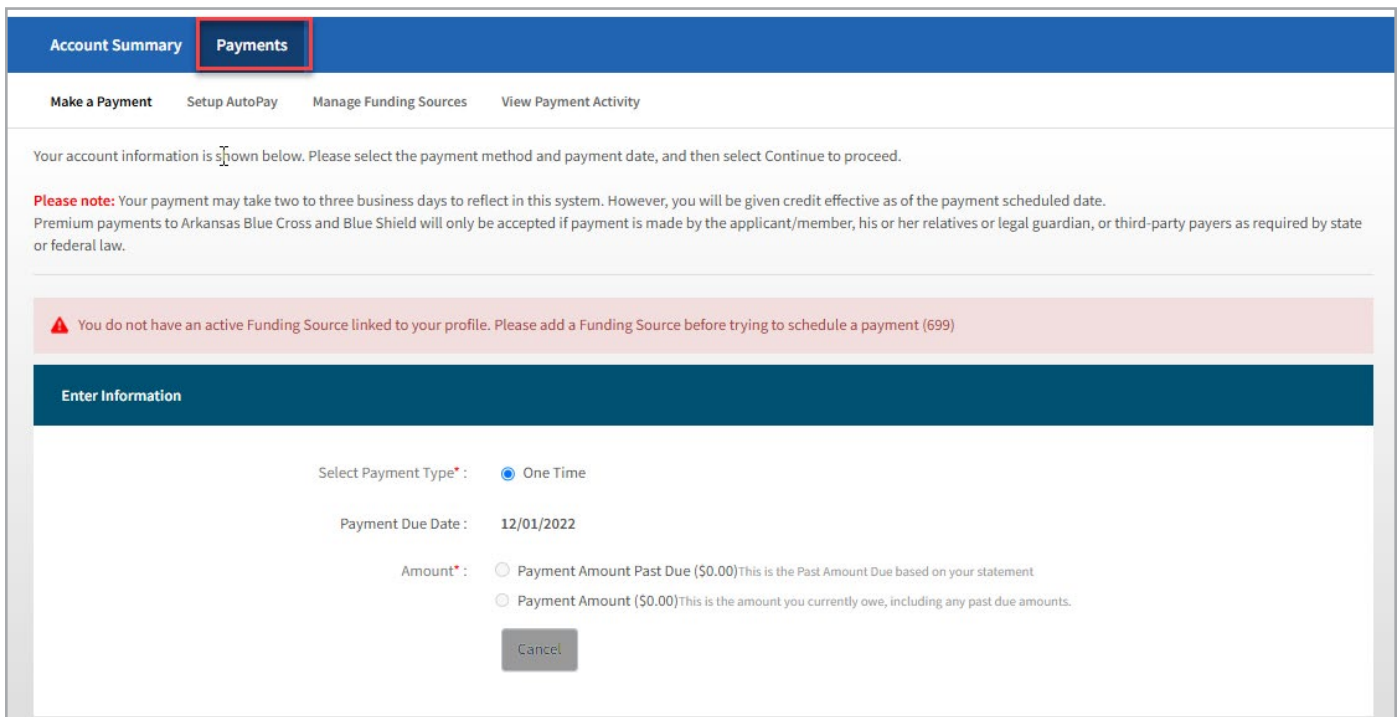
Policy Holder Email Address* :

Confirm Policy Holder Email Address* :

5. On the confirmation welcome message page, click on the **Account Summary** option.



6. Within **Account Summary**, navigate to the **Payments** tab. The red notification box will appear if there are no active funding sources.



- To add funding sources, click on **Manage Funding Sources** and select either **Add Bank Account** or **Add Card**. Then, go through adding the funding details.

Note: Below is an example of adding a bank account.

The screenshot shows the 'Manage Funding Sources' page. At the top, there are tabs for 'Account Summary' and 'Payments'. Under 'Payments', there are links for 'Make a Payment', 'Setup AutoPay', 'Manage Funding Sources' (highlighted with a red box), and 'View Payment Activity'. Below the navigation, a message states: 'Below are the available Funding Sources you have stored in your Online Bill Payment profile. If you would like to make changes to an account, or delete it click on the Account Number below. If you would like to add an additional Funding Source, click the appropriate Add button shown below.' There are two sections: 'Bank Account Details' with an 'Add Bank Account' button, and 'Card Details' with an 'Add Card' button.

The screenshot shows the 'Add Bank Account' form. At the top, there are tabs for 'Account Summary' and 'Payments'. Under 'Payments', there are links for 'Make a Payment', 'Setup AutoPay', 'Manage Funding Sources', and 'View Payment Activity'. A message says: 'Please enter your bank account details below and click Continue button to proceed to the next step.' Below this, a sample routing and account number is shown: 'Memo: 0000987654321000144098765432100014321'. The routing number is '00009876543210' and the account number is '00144098765432100014321'. Below this, there is a section titled 'Add Bank Account' with a sub-section 'Bank Account Details'. The form includes the following fields: 'Personal Account Nickname', 'Name on the Account*', 'Personal or Commercial Account*' (with radio buttons for 'Personal Bank Account' and 'Commercial Bank Account'), 'Account Type*' (a dropdown menu), 'Routing Number*', 'Confirm Routing Number*', 'Account Number*' (with a masked input), and 'Confirm Account Number*' (with a masked input). At the bottom, there are 'Cancel' and 'Continue' buttons.


Account Summary Payments

Make a Payment Setup AutoPay **Manage Funding Sources** View Payment Activity

Please review the banking information you just entered. If you would like to add this bank, click **Confirm**. If you would like to make a change to the bank information, click **Edit**. If you do not want to add this bank, click **Cancel**.

Confirm Bank Account Details

Personal Account Nickname : test
Name on the Account :
Account Type : Checking
Routing Number :
Account Number : xxxx




8. After confirming the funding source, select **Manage Funding Sources**.

Account Summary Payments

Make a Payment Setup AutoPay **Manage Funding Sources** View Payment Activity

Add Bank Account

 Your Bank Account has been successfully added to your profile.

9. Once member has a funding source added, click on **Account Summary**, then **Enroll Into AutoPay**.

The screenshot shows the 'Account Summary' page. At the top, there are two tabs: 'Account Summary' (which is highlighted with a red box) and 'Payments'. Below the tabs, there are navigation links: 'Account Summary', 'My Profile', 'Manage Linked Accounts', and 'Cancel Online Bill Pay'. A message states: 'Your current bill is below. Specific billing statements can be viewed in My Blueprint. Select Payments above to view payment options.' A 'Please note' section follows, explaining that payments may take two to three business days to reflect and that premium payments are only accepted if made by the applicant/member or their legal guardian. A link 'Click Here' is provided for 'Payment Text Alerts & Mobile Pay Now Available!'. Below this, a section titled 'Current Bill for Member ID:' is partially visible. A table shows 'Total Amount Due' as '\$ 0.00' and 'Due Date' as '-n/a'. A button labeled 'Enroll Into AutoPay' is highlighted with a red box. Below the table are sections for 'Scheduled Payments' (stating 'You do not have any scheduled payments') and 'Processed Payments'.

10. Select a funding source and the amount to pay. Then click on **Continue**.

The screenshot shows the 'Enter Information' page for setting up AutoPay. At the top, there are two tabs: 'Account Summary' and 'Payments' (which is highlighted). Below the tabs, there are navigation links: 'Make a Payment', 'Setup AutoPay' (highlighted), 'Manage Funding Sources', and 'View Payment Activity'. A message states: 'Please provide following information to enroll into AutoPay. Payments will then be automatically processed by the due date. Details of your first payment (if known) will be displayed on the following page.' A 'Please Note' section follows, explaining that AutoPay will only process payments with a Future Due Date and that premium payments are only accepted if made by the applicant/member or their legal guardian. Below this, a section titled 'Enter Information' contains two dropdown menus: 'Funding Account Number*' with the value 'test - Bank A/C - xxxx' and 'Payment Amount Option*' with the value 'Total Amount Due'. At the bottom, there are two buttons: 'Cancel' and 'Continue'. A red arrow points to the 'Continue' button.

11. Confirm the AutoPay Enrollment Details.

The screenshot shows the 'AutoPay Enrollment Details' section of a web application. At the top, there is a navigation bar with 'Account Summary' and 'Payments' tabs. Below the navigation bar, there are links for 'Make a Payment', 'Setup AutoPay', 'Manage Funding Sources', and 'View Payment Activity'. The main content area contains a paragraph explaining the AutoPay process, followed by a section titled 'AutoPay Enrollment Details'. This section displays the following information: 'Payment For Account' (redacted), 'Payment From Account' (Savings - xxxxx), and 'Payment Amount Option' (Total Amount Due). At the bottom of this section, there are three buttons: 'Cancel', 'Edit', and 'Confirm'. A red arrow points to the 'Confirm' button.

12. The system will then produce a confirmation number with selected settings.

The screenshot shows the 'AutoPay Enrollment Details' section of a web application after successful enrollment. At the top, there is a navigation bar with 'Account Summary' and 'Payments' tabs. Below the navigation bar, there are links for 'Make a Payment', 'Setup AutoPay', 'Manage Funding Sources', and 'View Payment Activity'. The main content area contains a message: 'Thank you. You have successfully enrolled in AutoPay. Please click on Manage AutoPay on the left side of this page to view the details of AutoPay enrollment.' Below this message, there is a section titled 'AutoPay Enrollment Details'. This section displays the following information: 'Confirmation Number' (redacted), 'Payment For Account' (redacted), 'Payment From Account' (Savings - xxxxx), and 'Payment Amount Option' (Total Amount Due). At the bottom of this section, there are two buttons: 'Print' and 'Manage AutoPay'.

Editing Autopay Options

To edit Autopay for a policyholder who has already been setup, the user must cancel the existing Autopay option and re-enroll. Below are the steps to cancel the current option. Refer to [step 9](#) of the “**Setting up member for Autopay**” section to re-enroll.

1. After logging into BPA, navigate to the **Individual** tab and then to the **Membership** subtab. Click on the Member ID to open the member’s detail page.

The screenshot displays the Blueprint for Agents interface. The top navigation bar includes 'Home', 'Agency', 'Individual' (highlighted with a red box), 'Group', 'Group Pipeline', 'Cases', 'Resources', and 'Need Help?'. Below this, the 'Individual' section is active, with 'Membership' (highlighted with a red box) selected under the 'Application' sub-tab. A search filter section includes fields for 'Search by Name', 'Agency', 'Agents' (set to 'All'), 'Span Status' (set to 'Most Recent Member Span'), 'Payment Status' (set to 'All'), and 'Member Type' (set to 'Policyholder'). A 'Policy Status' dropdown is set to 'Active', and a 'Search' button is present. On the right side, there are buttons for 'New Quote' and 'Export as Excel'. Below the search filters is a table with the following columns: Member ID, Client Name, Policy Name, DOB, Agent Name, Span Status, Paid to Date, Contin Cov Eff Date, Effective Date, Term Date, Payment Status, and Member Type. The first row of the table has the Member ID '801' (highlighted with a red box), a greyed-out Client Name, Policy Name 'HA SILVER AH1-101', a greyed-out DOB, a greyed-out Agent Name, Span Status 'Active', Paid to Date '12/31/2022', Contin Cov Eff Date '01/01/2021', Effective Date '01/01/2024', Term Date '05/31/2025', Payment Status 'Past Due', and Member Type 'Policyholder'.

Member ID	Client Name	Policy Name	DOB	Agent Name	Span Status	Paid to Date	Contin Cov Eff Date	Effective Date	Term Date	Payment Status	Member Type
801		HA SILVER AH1-101			Active	12/31/2022	01/01/2021	01/01/2024	05/31/2025	Past Due	Policyholder

2. Within the Member Plan page, click on the **Edit Autopay** button. The site will then redirect user to Alacriti.

The screenshot shows the 'Member Plan' page in the Blueprint system. At the top, there is a navigation bar with links for Home, Agency, Individual, Group, Group Pipeline, Cases, Resources, and Need Help?. Below this, the page title 'Member Plan' is displayed, along with a breadcrumb trail: MemberPlan > Membership > MemberPlan Details. The main content area features a 'Member Plan' header with a profile icon and a red-bordered 'Edit Autopay' button. Other buttons include 'ID card', 'Member Inquiry/Case', and 'New Quote'. Below the header, a table displays member information: Member ID, DOB, Status (Future Effective), Gender (M), Paid to Date (11/30/2024), and Enrolled in Auto Pay. A 'Details' tab is active, showing fields for Client Name, Contract Number, Agent Name, Age, Medicaid Status Date (N/A), Medicaid ID (N/A), Medicaid Re-determination Date (N/A), Contract Type (WV-SUBSCRIBER-DENTAL or DENTAL+VISION (ACA)), Medicaid Scheduled End Date (N/A), and Contin Cov Eff Date (06/01/2023). A link for '> Address Information' is also present.

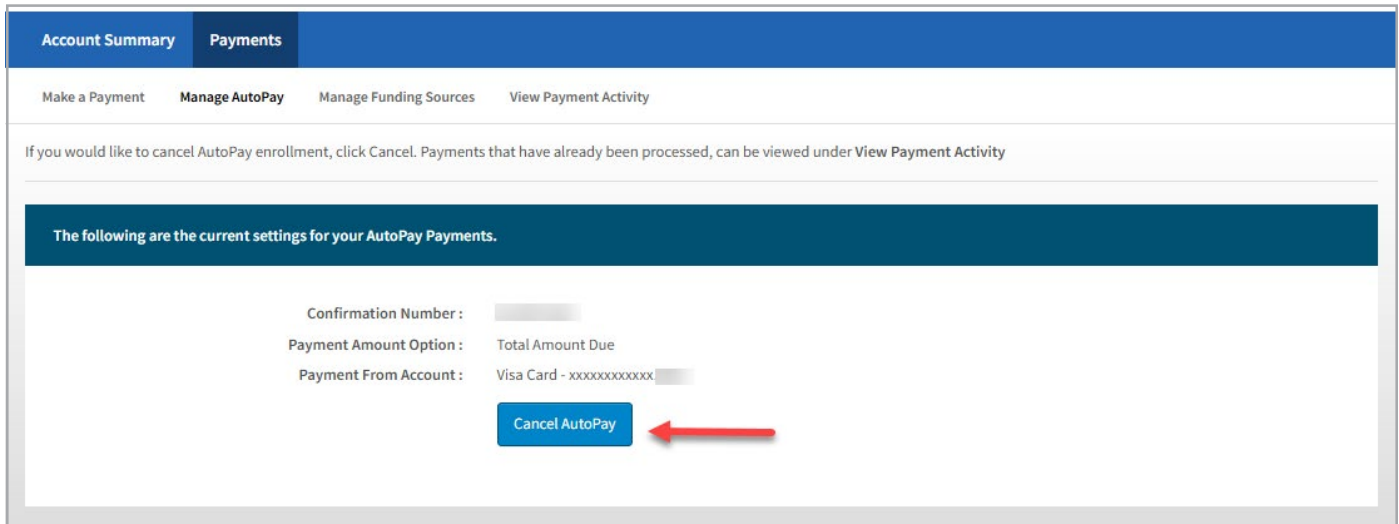
3. Once in Alacriti and under the **Account Summary** tab, click on **Manage AutoPay**.

The screenshot shows the 'Account Summary' page in the Alacriti system. At the top, there are logos for Arkansas BlueCross BlueShield, Health Advantage, BlueAdvantage Administrators of Arkansas, Arkansas Blue Medicare, and Octave BlueCross BlueShield. Below the logos, a navigation bar contains 'Account Summary', 'Payments', and 'Alerts'. Underneath, there are links for 'Account Summary', 'My Profile', and 'Cancel Online Bill Pay'. A message states: 'Your current bill is below. Specific billing statements can be viewed in My Blueprint. Select Payments above to view payment options.' A 'Please note' section follows, explaining payment processing times and acceptance criteria. The main content area is titled 'Current Bill for Member ID' and contains a table with the following data:

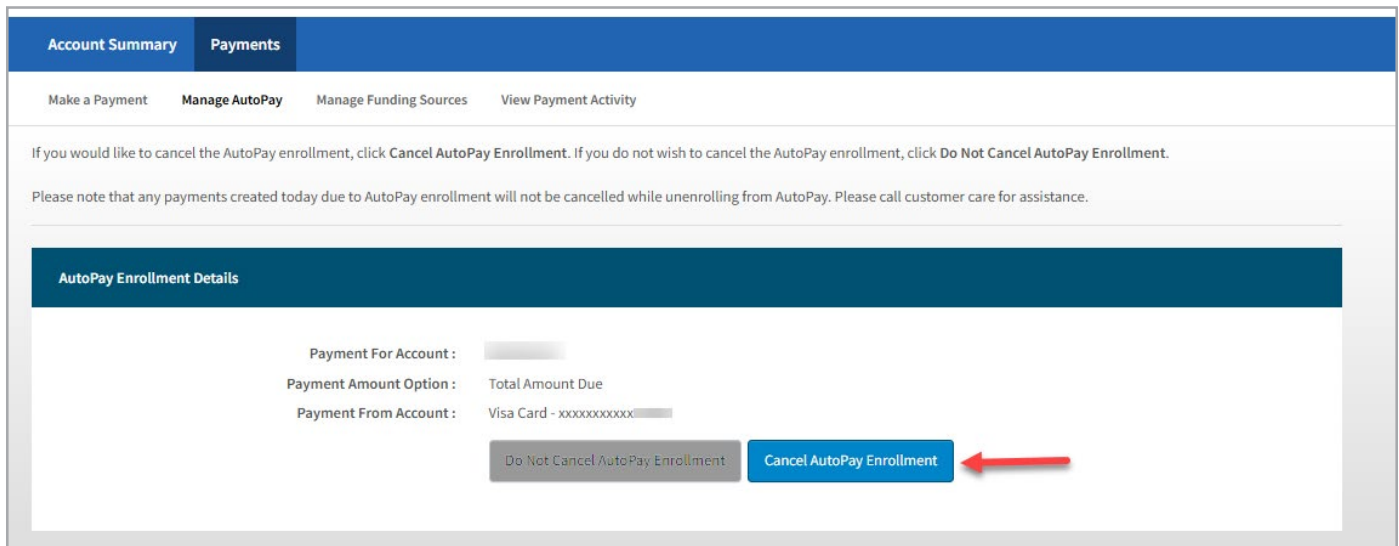
Total Amount Due	Due Date
\$ 0.00	-n/a

A red-bordered 'Manage AutoPay' button is located to the right of the table.

4. Under the **Manage AutoPay** tab, the agent will then be presented with the option to **Cancel Autopay**.

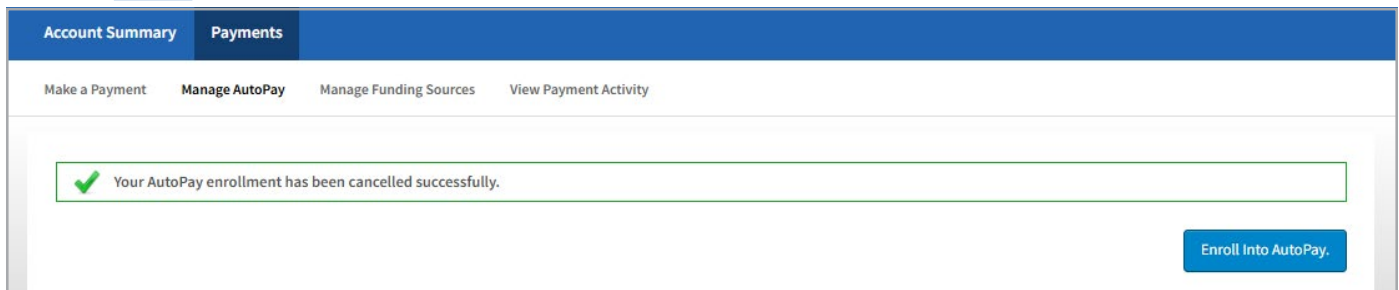


5. After clicking on the Cancel Autopay button, user will then see a secondary page entitled **“AutoPay Enrollment Details”**. To cancel, click **Cancel AutoPay Enrollment**.



A confirmation notification will appear on screen and the option to **Enroll in Autopay** will display.

Refer to [step 9](#) of the **“Setting up member for Autopay”** section if re-enroll is needed.



Note: Within BPA, the **Set up AutoPay** button will then appear in the Member Plan section instead of the Edit Autopay button.

The screenshot shows the 'Member Plan' page in the Blueprint For Agents system. The page header includes the Blueprint logo and navigation links: Home, Agency, Individual, Group, Group Pipeline, Cases, Resources, and Need Help?. The breadcrumb trail is MemberPlan > Membership > MemberPlan Details. The main content area features a 'Member Plan' header with a profile icon and a red-bordered 'Set Up Autopay' button. Other buttons include 'ID card', 'Member Inquiry/Case', and 'New Quote'. Below these are fields for Member ID, DOB, Status (Active), Gender (F), Paid to Date (12/31/2022), and Enrolled in Auto Pay. At the bottom, there are tabs for 'Details', 'Policy & Billing', and 'Dependents'.

6. Agents can also view additional data within the tabs Make a Payment, Manage Funding Sources, and View Payment Activity.

- Make a Payment

The screenshot shows the 'Make a Payment' form within the 'Payments' tab. At the top, there are navigation tabs: 'Account Summary', 'Payments', and 'Alerts'. Below these are sub-tabs: 'Make a Payment', 'Manage AutoPay', 'Manage Funding Sources', and 'View Payment Activity'. The main content area contains instructions: 'Your account information is shown below. Please select the payment method and payment date, and then select Continue to proceed.' A red 'Please note' section states: 'Your payment may take two to three business days to reflect in this system. However, you will be given credit effective as of the payment scheduled date. Premium payments to Arkansas Blue Cross and Blue Shield or Health Advantage will only be accepted if payment is made by the applicant/member, his or her relatives or legal guardian, or third-party payers as required by state or federal law.' A red warning banner indicates: 'You are currently enrolled in AutoPay. Payments for the current amount due may already be scheduled for processing (698)'. The 'Enter information' section includes: 'Select Payment Type*' with a radio button selected for 'One Time'; 'Payment Due Date' set to '00/00/0000'; 'Funding Source Type*' with a dropdown menu showing '-Select-'; and 'Amount*' with two radio button options: 'Payment Amount Past Due (\$0.00) This is the Past Amount Due based on your statement' and 'Payment Amount (\$0.00) This is the amount you currently owe, including any past due amounts.' At the bottom are 'Cancel' and 'Continue' buttons.

- Manage Funding Sources

- Add Bank Account
- Add Card

The screenshot shows the 'Manage Funding Sources' page within the 'Payments' tab. At the top, there are navigation tabs: 'Account Summary', 'Payments', and 'Alerts'. Below these are sub-tabs: 'Make a Payment', 'Manage AutoPay', 'Manage Funding Sources', and 'View Payment Activity'. The main content area contains instructions: 'Below are the available Funding Sources you have stored in your Online Bill Payment profile. If you would like to make changes to an account, or delete it click on the Account Number below. If you would like to add an additional Funding Source, click the appropriate Add button shown below.' There are two sections: 'Bank Account Details' and 'Card Details'. Each section contains a table with columns for 'Account Nickname', 'Bank Name', 'Account Number', and 'Account Status'. In the 'Bank Account Details' section, there is one entry with 'test' as the nickname, 'BANK' as the name, 'xxxxxx' as the account number, and 'Active' as the status. An 'Add Bank Account' button is located to the right of this entry. In the 'Card Details' section, there is one entry with an empty nickname, 'Visa Card' as the type, 'xxxxxxxxxxxx' as the account number, and 'Active' as the status. An 'Add Card' button is located to the right of this entry.

▪ View Payment Activity

Account Summary | **Payments** | Alerts

[Make a Payment](#) | [Manage AutoPay](#) | [Manage Funding Sources](#) | **View Payment Activity**

If you would like to edit or cancel a payment, click on the Confirmation Number below. Only payments that have a Scheduled status can be edited or deleted. Payments that have already been processed, canceled or returned as unsuccessful cannot be changed.

Scheduled Payments

You do not have any payments

Processed Payments

You do not have any payments

Automated Payment Enrollments
Showing 1 to 1 of 1 payments found

Confirmation Number	Scheduled Date	Funding Source	Total Amount	Payment Status
I23759R2TL	Awaiting Bill	Visa Card - xxxxxxxxxxxx	Awaiting Bill	Scheduled

Refunded Payments

You do not have any payments

When Autopay is Not Available

The Autopay redirect button **will not** appear on page when navigating to the member plan page for a member who falls outside of the current Autopay conditions.

Note: Refer to the list of conditions stated in the [Overview](#) section.

The screenshot shows the 'Member Plan' page in the Blueprint for Agents system. At the top, there is a navigation bar with links for Home, Agency, Individual, Group, Group Pipeline, Cases, Resources, and Need Help?. Below this is the 'Member Plan' header with a breadcrumb trail: MemberPlan > Membership > MemberPlan Details. The main content area features a 'Member Plan' section with a profile icon, a red-bordered box (indicating a missing Autopay button), and buttons for 'ID card', 'Download Invoice', 'Member Inquiry/Case', and 'New Quote'. Below this is a summary table with the following data:

Member ID	DOB	Status	Gender	Paid to Date	Enrolled in Auto Pay
[Redacted]	[Redacted]	Termed	M		

Below the table are tabs for 'Details', 'Policy & Billing', and 'Dependents'. The 'Details' tab is active, showing the following information:

Client Name	Contract Number
[Redacted]	[Redacted]
Agent Name	Age
[Redacted]	[Redacted]
Medicaid Status Date 11/03/2024	Medicaid ID [Redacted]
Medicaid Re-determination Date 07/31/2025	Contract Type W1-CONTRACT HOLDER ONLY
Medicaid Scheduled End Date N/A	Contin Cov Eff Date 08/01/2024

At the bottom of the details section, there is a link: > Address Information