Blueprint FOR AGENTS

Autopay User Guide

Contents

Arkansas BlueCross BlueShield

An Independent Licensee of the Blue Cross and Blue Shield Association

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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:

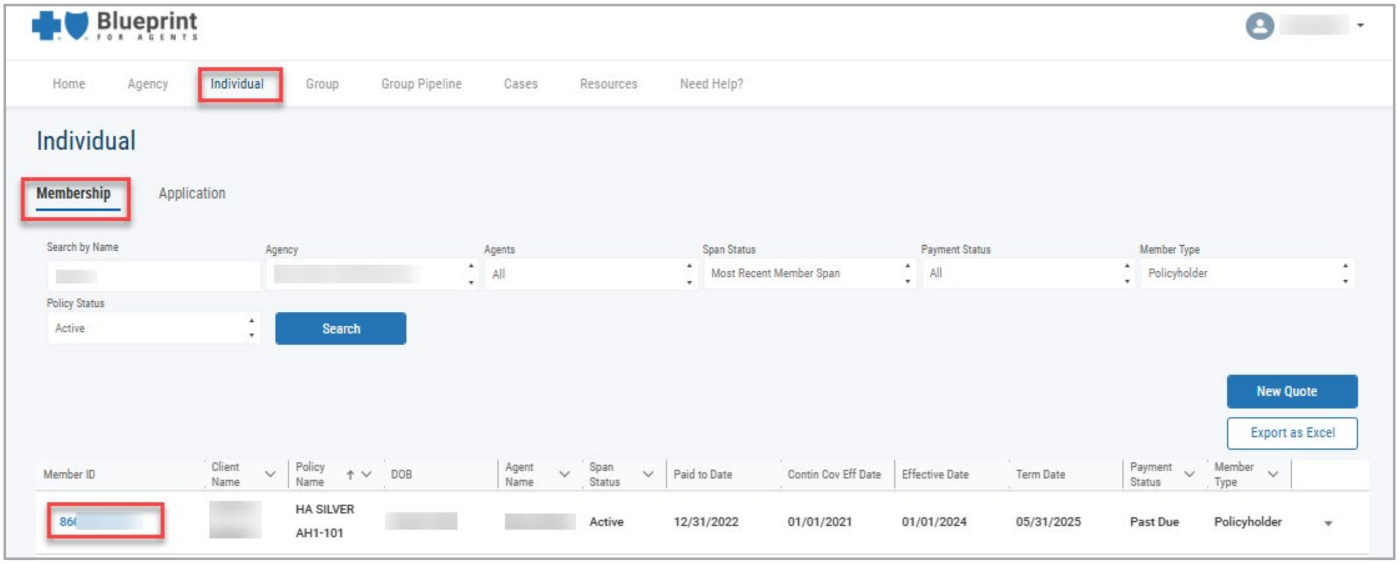
- Member is a Policyholder with a previously billed policy showing a current balance due in Alacriti
- The status of the member's policy is Active or Future Effective
- Policyholder has one of the following Under 65 products:
    - Individual On- and Off-Exchange Metallic plans – Arkansas Blue Cross 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.

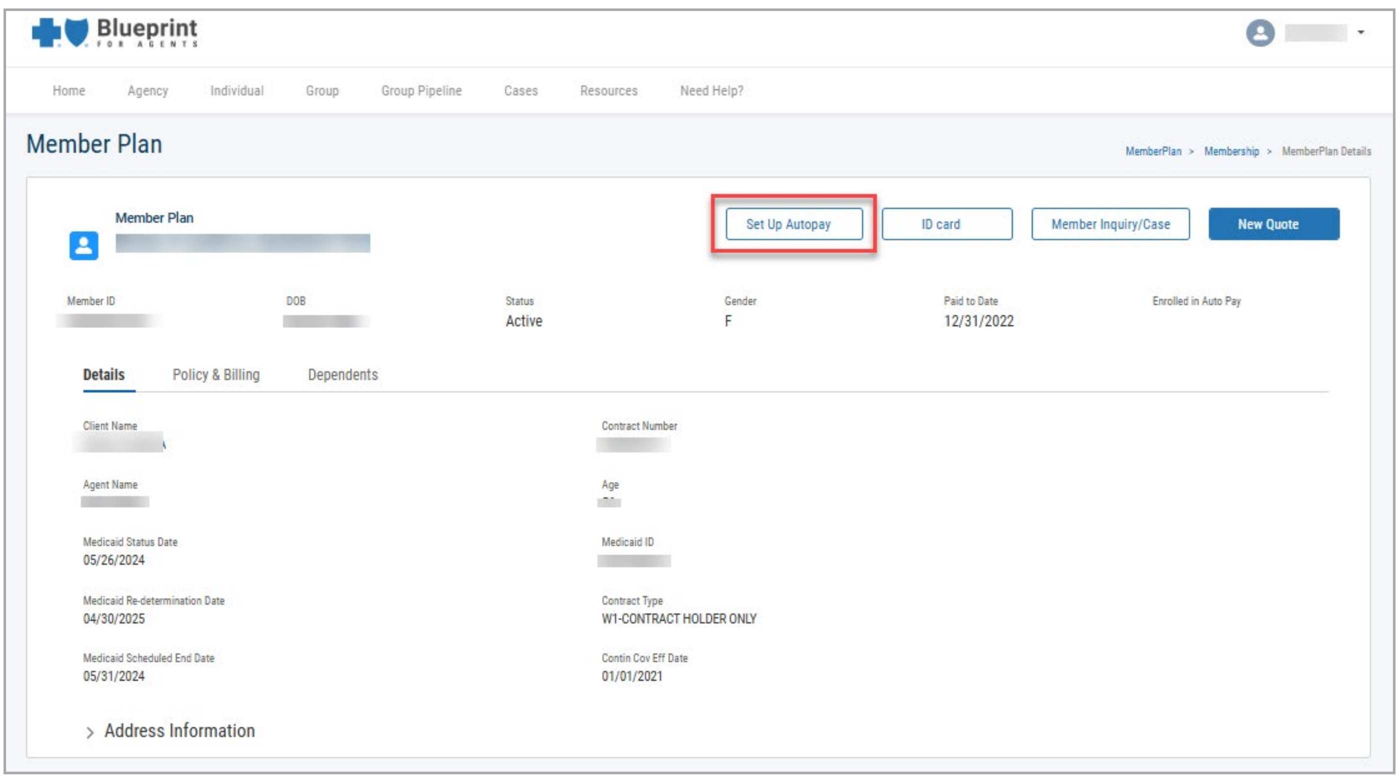
Setting up a Member for Autopay

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

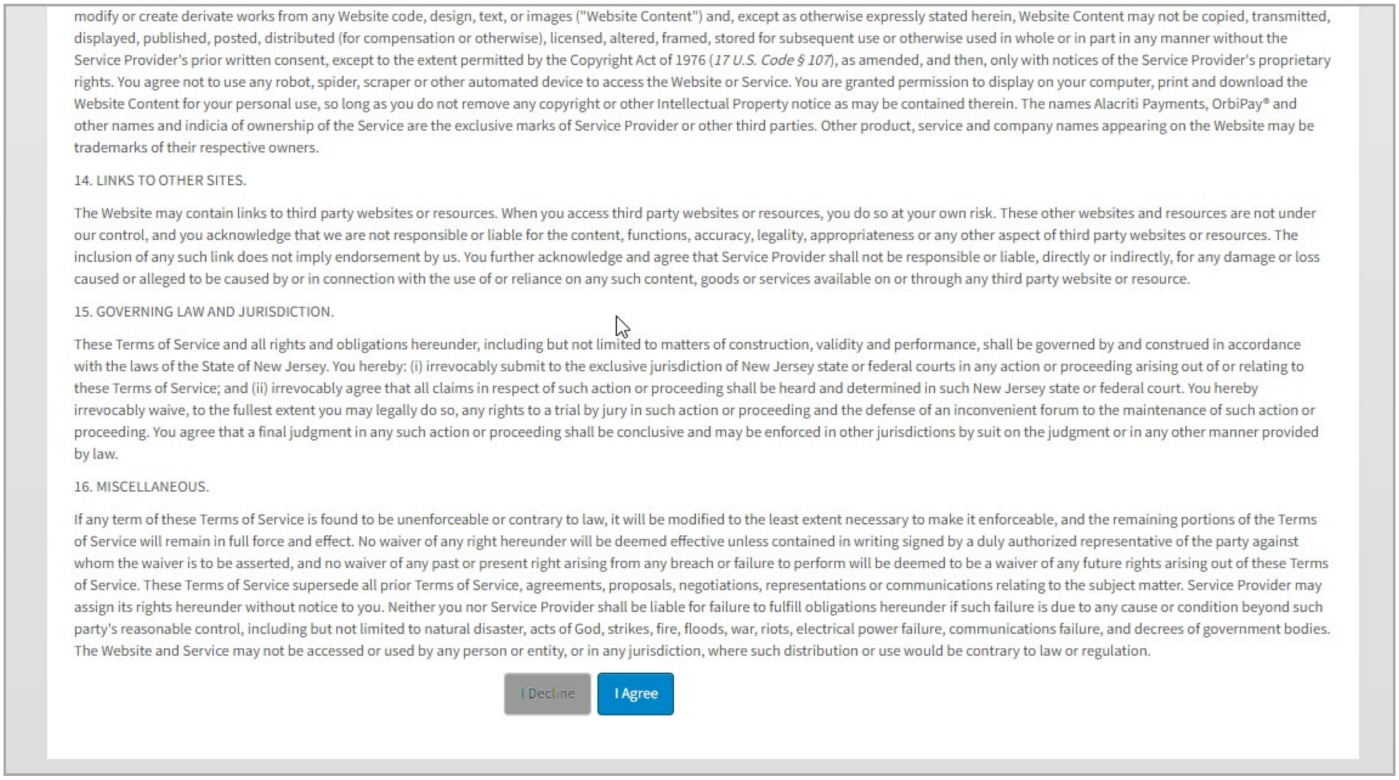
1. After logging into BPA, navigate to the **Individual** tab and then to the **Membership** subtab. Click on the Member ID to open the member's detail page.



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



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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14. LINKS TO OTHER SITES.

The Website may contain links to third party websites or resources. When you access third party websites or resources, you do so at your own risk. These other websites and resources are not under our control, and you acknowledge that we are not responsible or liable for the content, functions, accuracy, legality, appropriateness or any other aspect of third party websites or resources. The inclusion of any such link does not imply endorsement by us. You further acknowledge and agree that Service Provider shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods or services available on or through any third party website or resource.

15. GOVERNING LAW AND JURISDICTION.

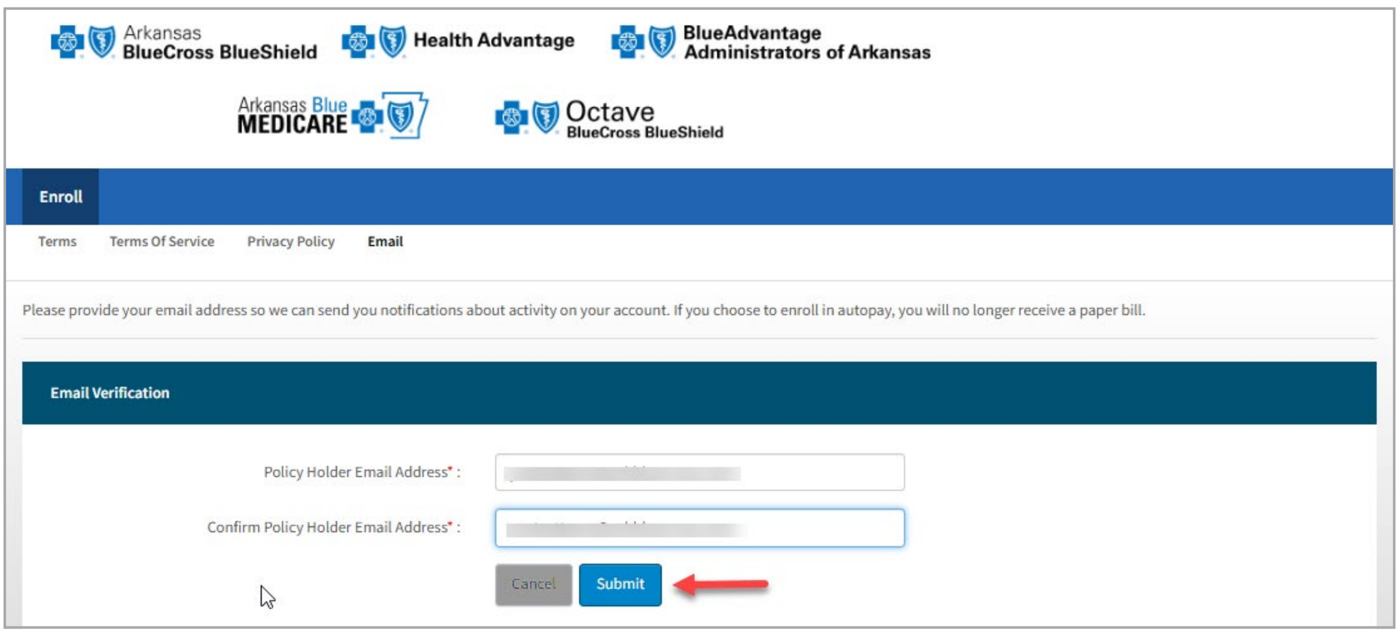
These Terms of Service and all rights and obligations hereunder, including but not limited to matters of construction, validity and performance, shall be governed by and construed in accordance with the laws of the State of New Jersey. You hereby: (i) irrevocably submit to the exclusive jurisdiction of New Jersey state or federal courts in any action or proceeding arising out of or relating to these Terms of Service; and (ii) irrevocably agree that all claims in respect of such action or proceeding shall be heard and determined in such New Jersey state or federal court. You hereby irrevocably waive, to the fullest extent you may legally do so, any rights to a trial by jury in such action or proceeding and the defense of an inconvenient forum to the maintenance of such action or proceeding. You agree that a final judgment in any such action or proceeding shall be conclusive and may be enforced in other jurisdictions by suit on the judgment or in any other manner provided by law.

16. MISCELLANEOUS.

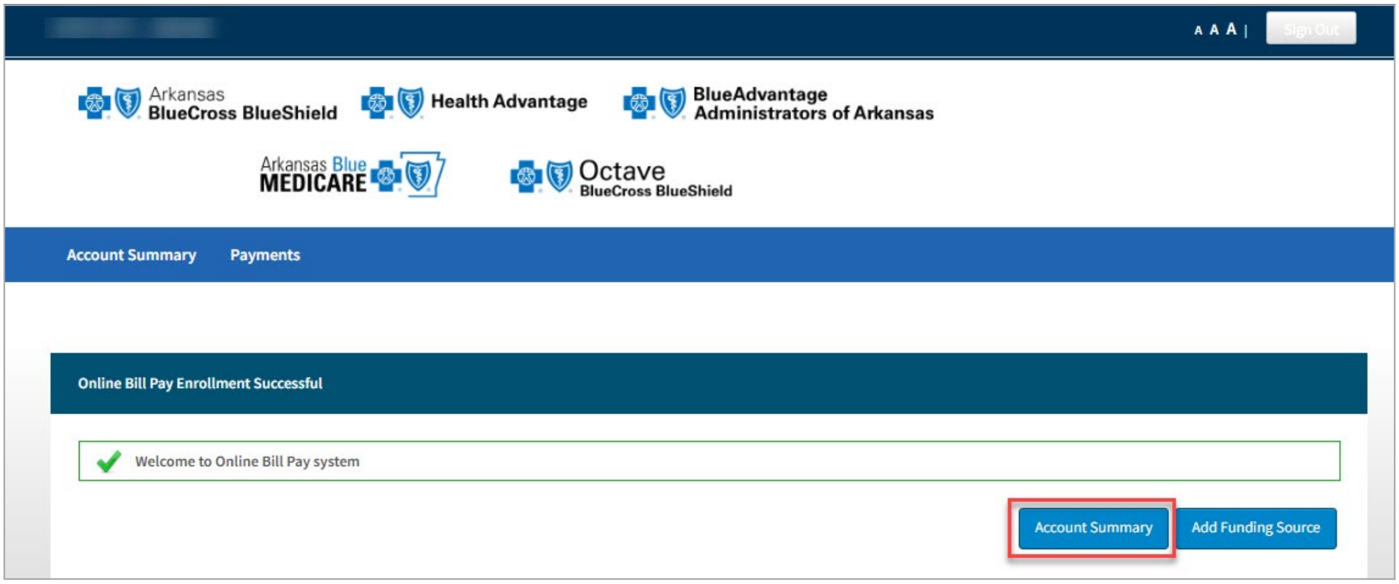
If any term of these Terms of Service is found to be unenforceable or contrary to law, it will be modified to the least extent necessary to make it enforceable, and the remaining portions of the Terms of Service will remain in full force and effect. No waiver of any right hereunder will be deemed effective unless contained in writing signed by a duly authorized representative of the party against whom the waiver is to be asserted, and no waiver of any past or present right arising from any breach or failure to perform will be deemed to be a waiver of any future rights arising out of these Terms of Service. These Terms of Service supersede all prior Terms of Service, agreements, proposals, negotiations, representations or communications relating to the subject matter. Service Provider may assign its rights hereunder without notice to you. Neither you nor Service Provider shall be liable for failure to fulfill obligations hereunder if such failure is due to any cause or condition beyond such party's reasonable control, including but not limited to natural disaster, acts of God, strikes, fire, floods, war, riots, electrical power failure, communications failure, and decrees of government bodies. The Website and Service may not be accessed or used by any person or entity, or in any jurisdiction, where such distribution or use would be contrary to law or regulation.

I Decline | I Agree

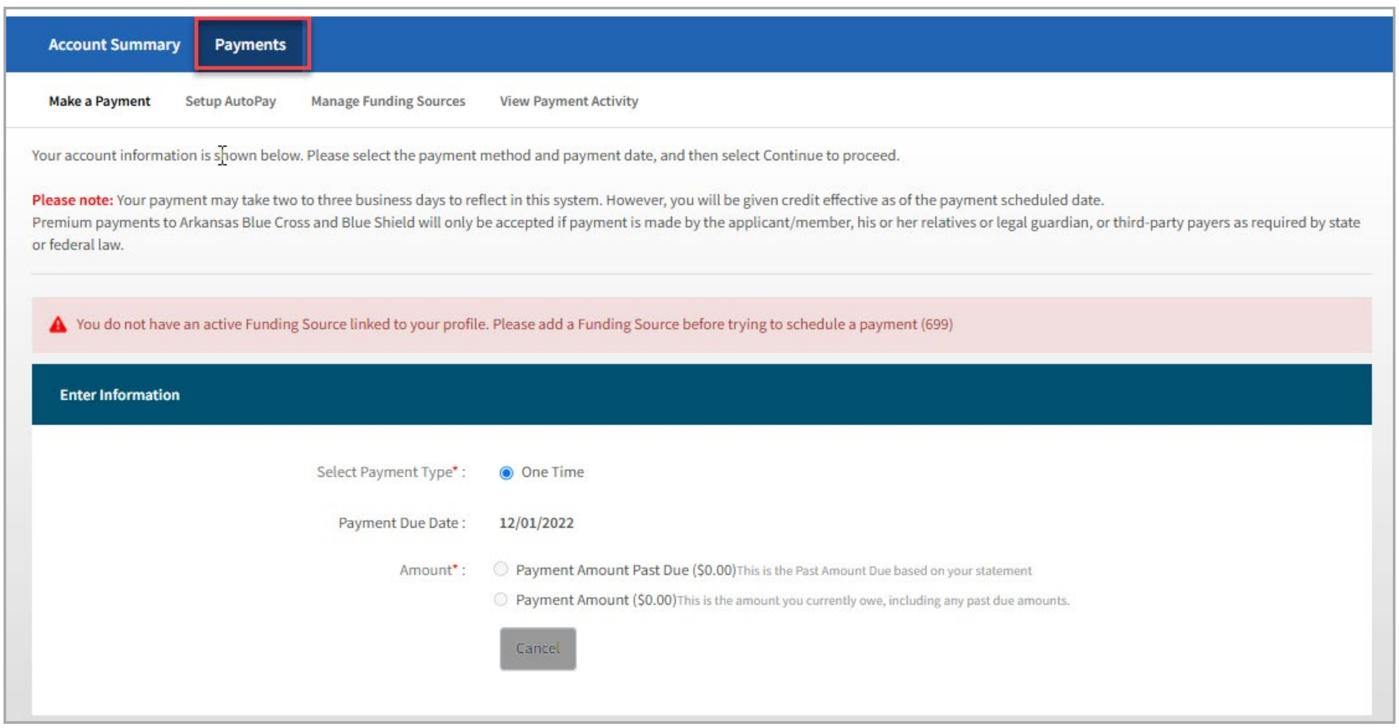
4. Next, for first time users, add the policyholder's email address and then select Submit.
Note: If email address is already on file in Alacriti, the Email tab will not appear.



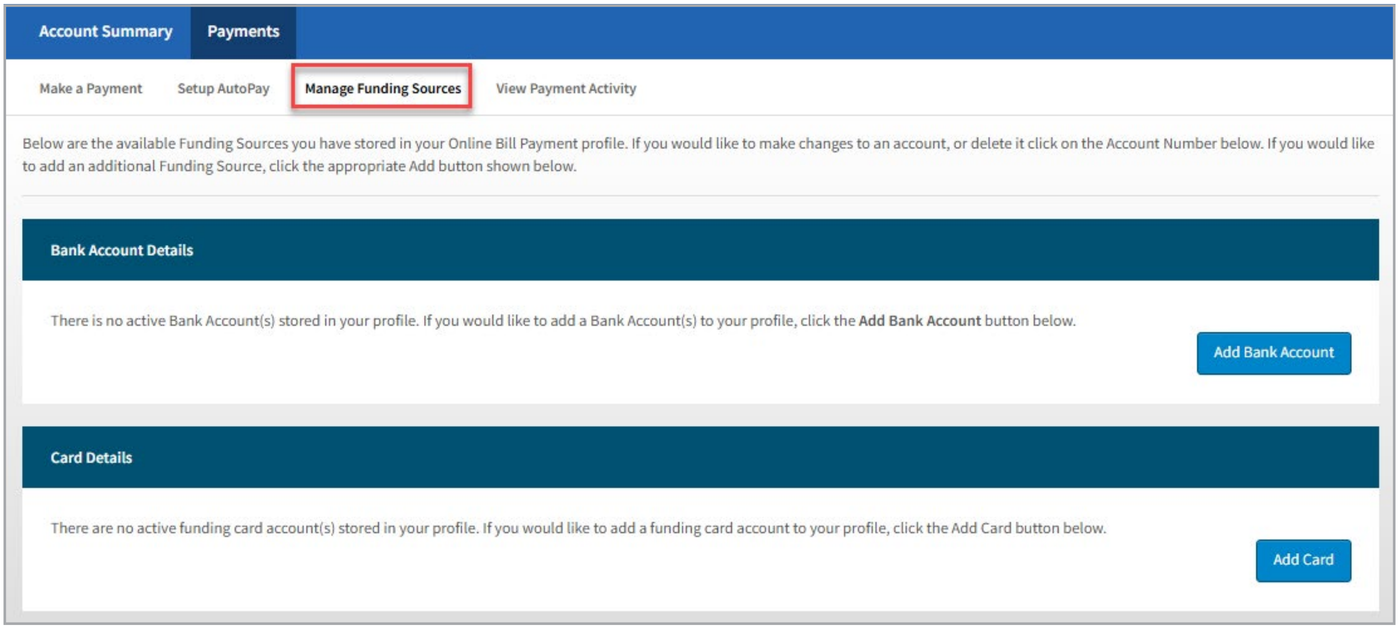
5. On the confirmation welcome message page, click on the **Account Summary** option.

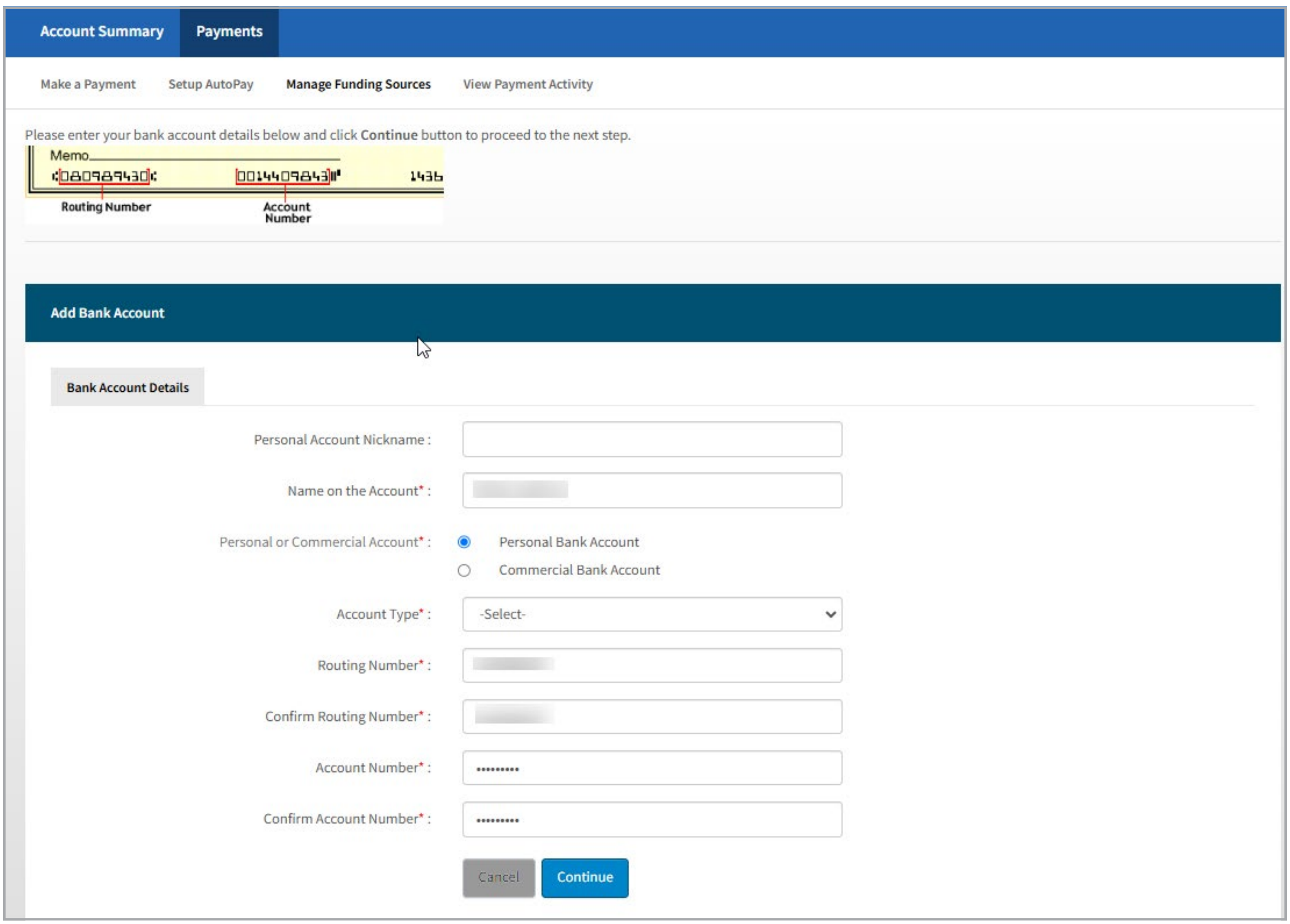


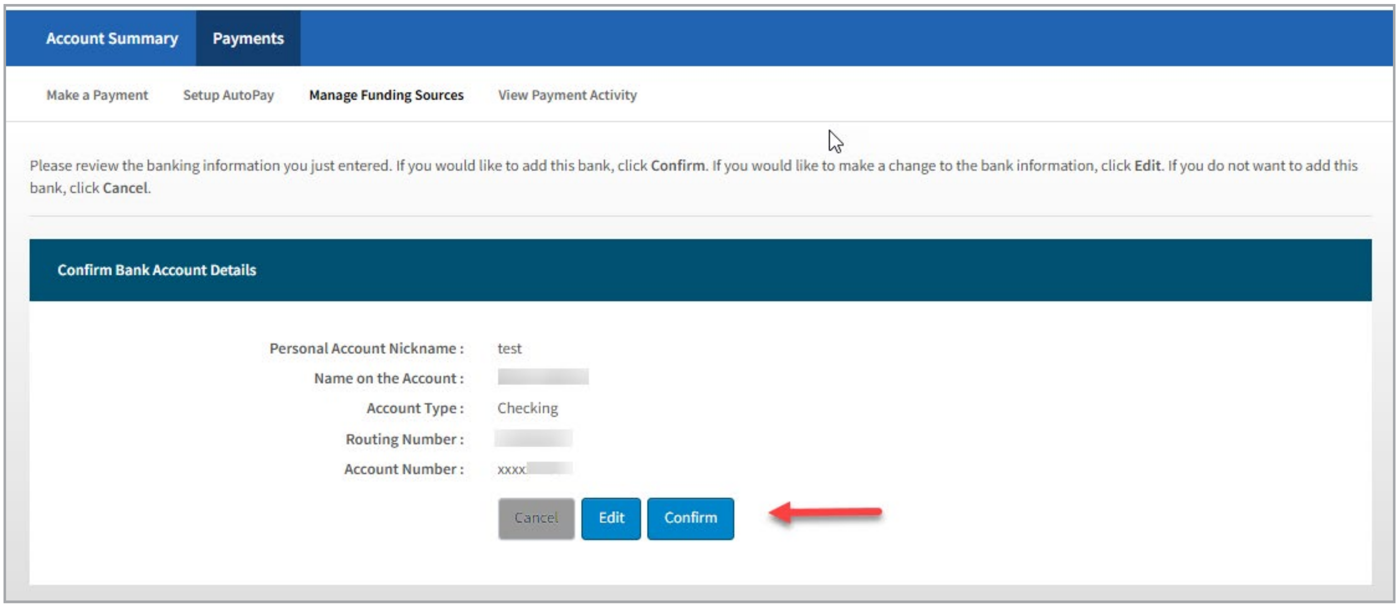
6. Within **Account Summary**, navigate to the **Payments** tab. The red notification box will appear if there are no active funding sources.



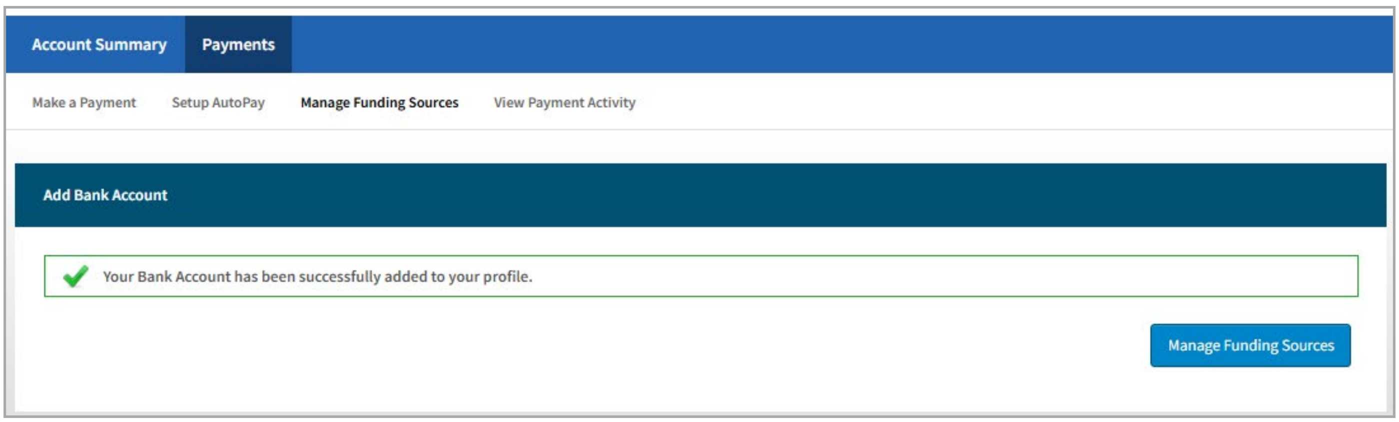
7. To add funding sources, click on **Manage Funding Sources** and select either **Add Bank Account** or **Add Card**. Then, go through adding the funding details.
Note: Below is an example of adding a bank account.



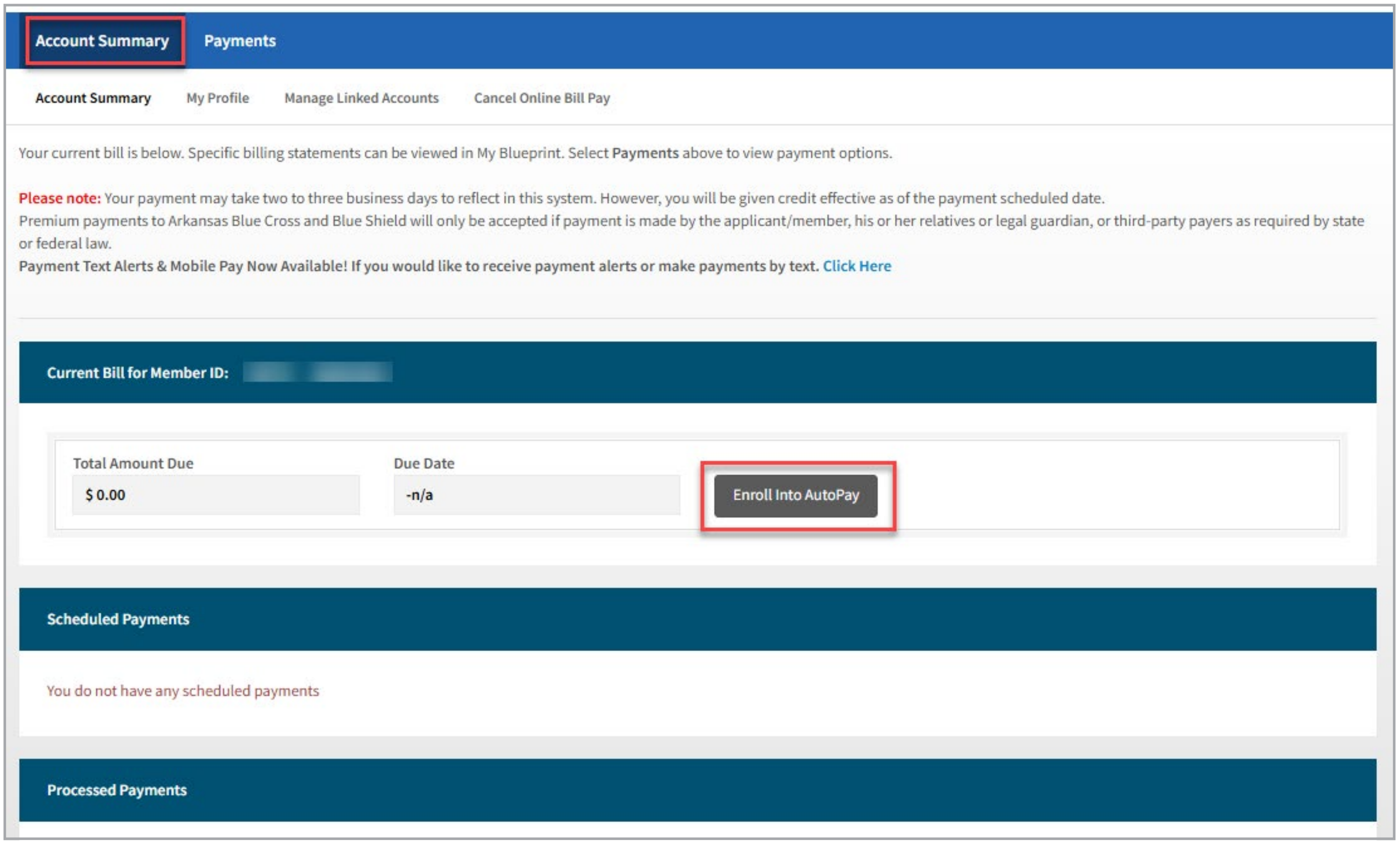




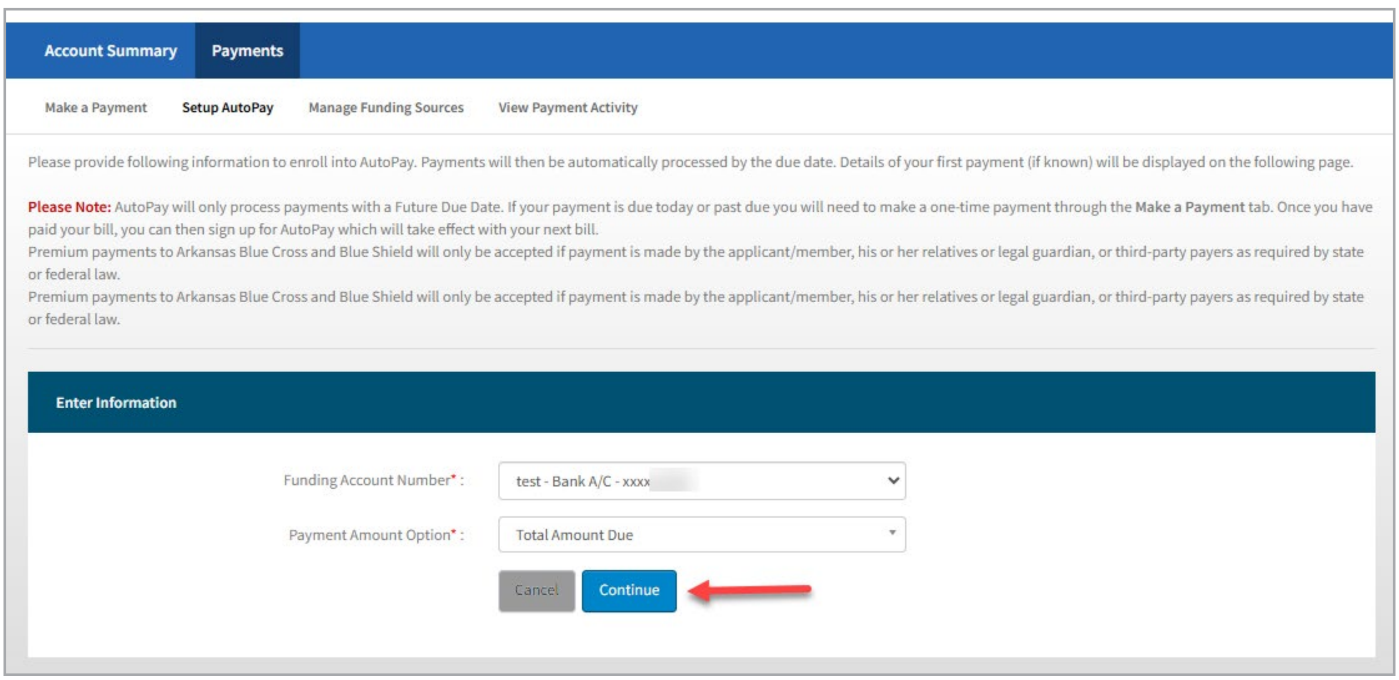
8. After confirming the funding source, select **Manage Funding Sources**.



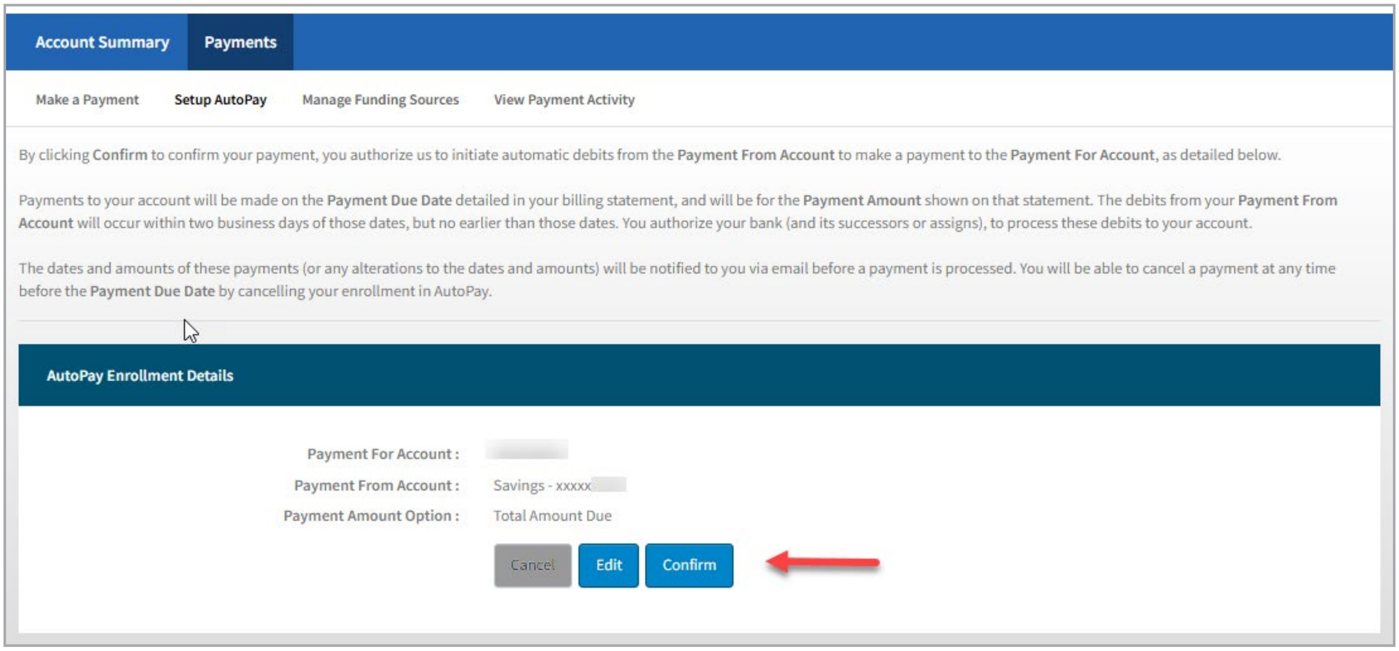
9. Once member has a funding source added, click on **Account Summary**, then **Enroll Into AutoPay**.



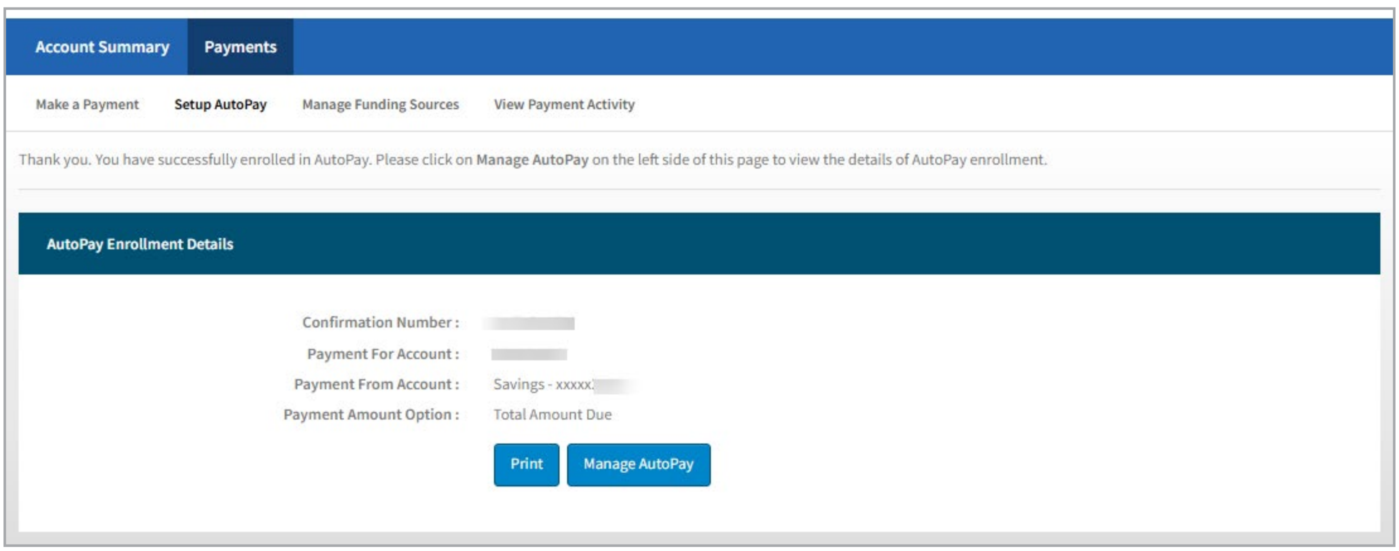
10. Select a funding source and the amount to pay. Then click on **Continue**.



11. Confirm the AutoPay Enrollment Details.



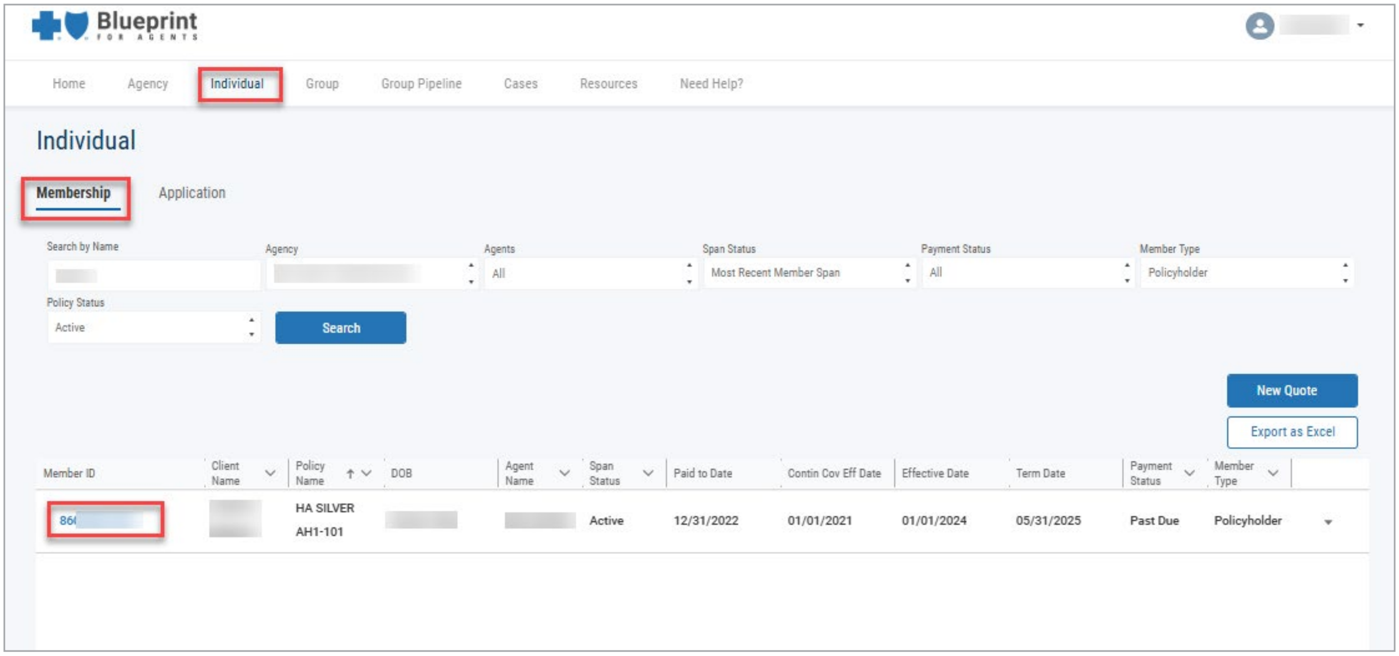
12. The system will then produce a confirmation number with selected settings.



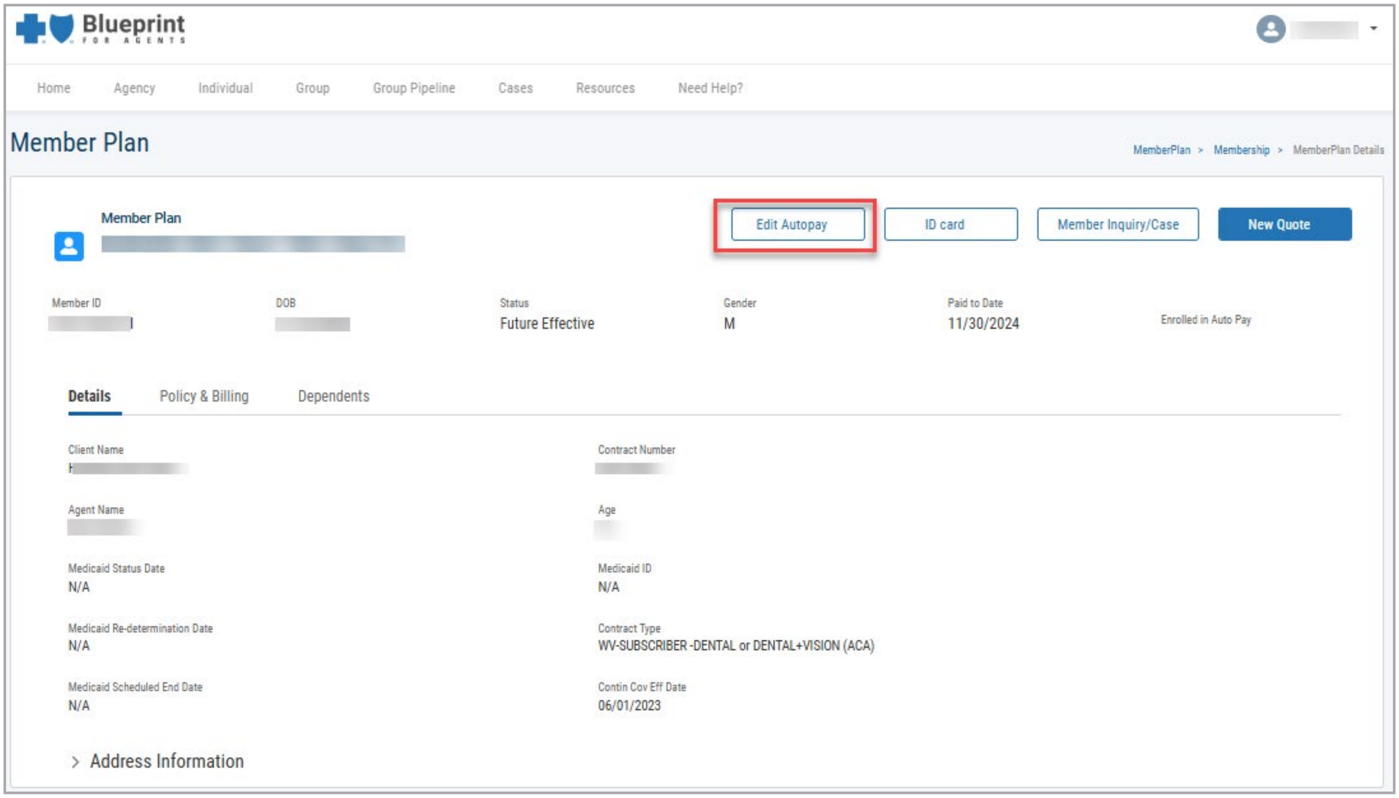
Editing Autopay Options

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.

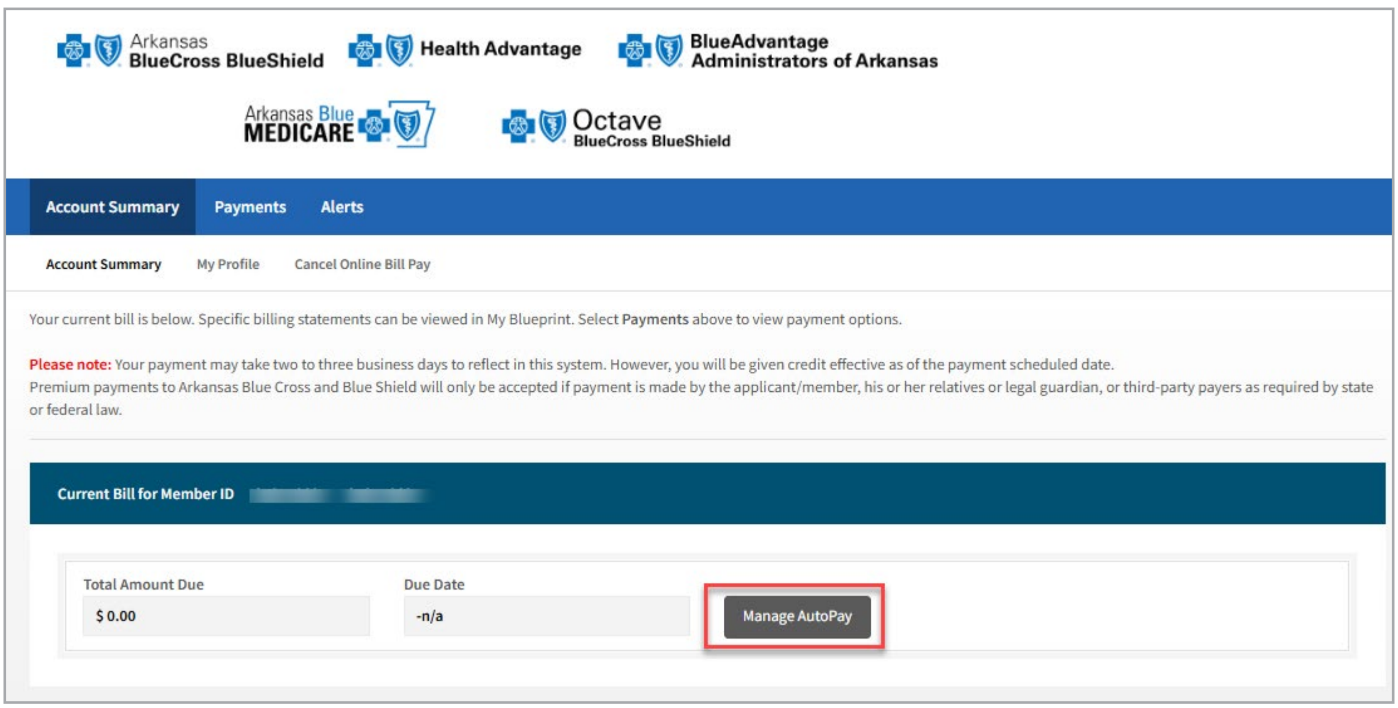
1. After logging into BPA, navigate to the **Individual** tab and then to the **Membership** subtab. Click on the Member ID to open the member's detail page.



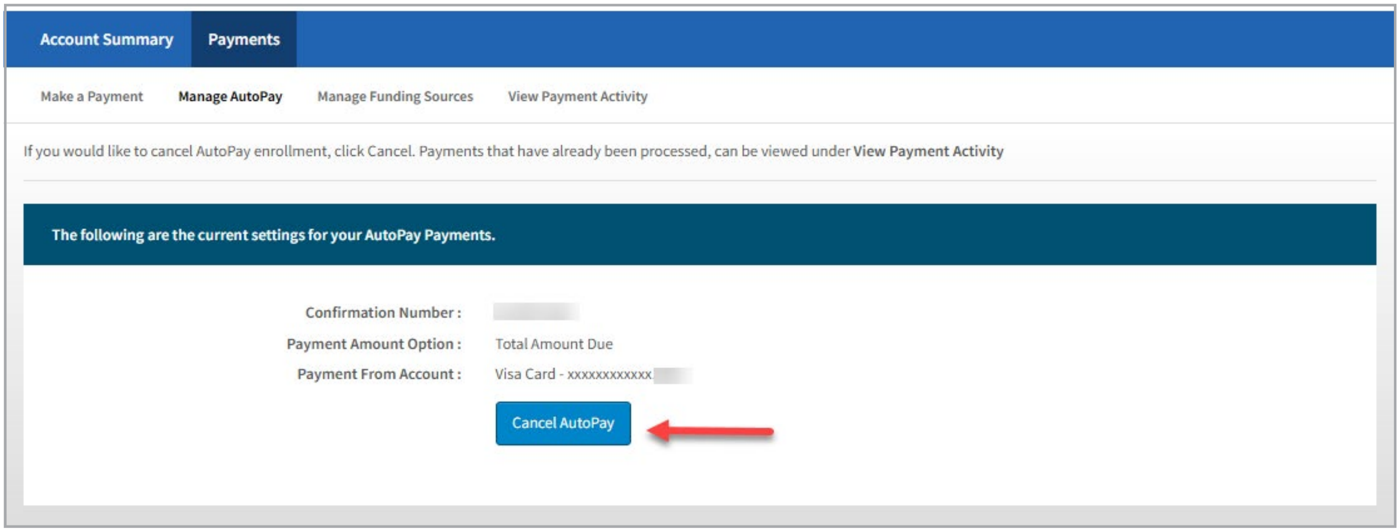
2. Within the Member Plan page, click on the **Edit Autopay** button. The site will then redirect user to Alacriti.



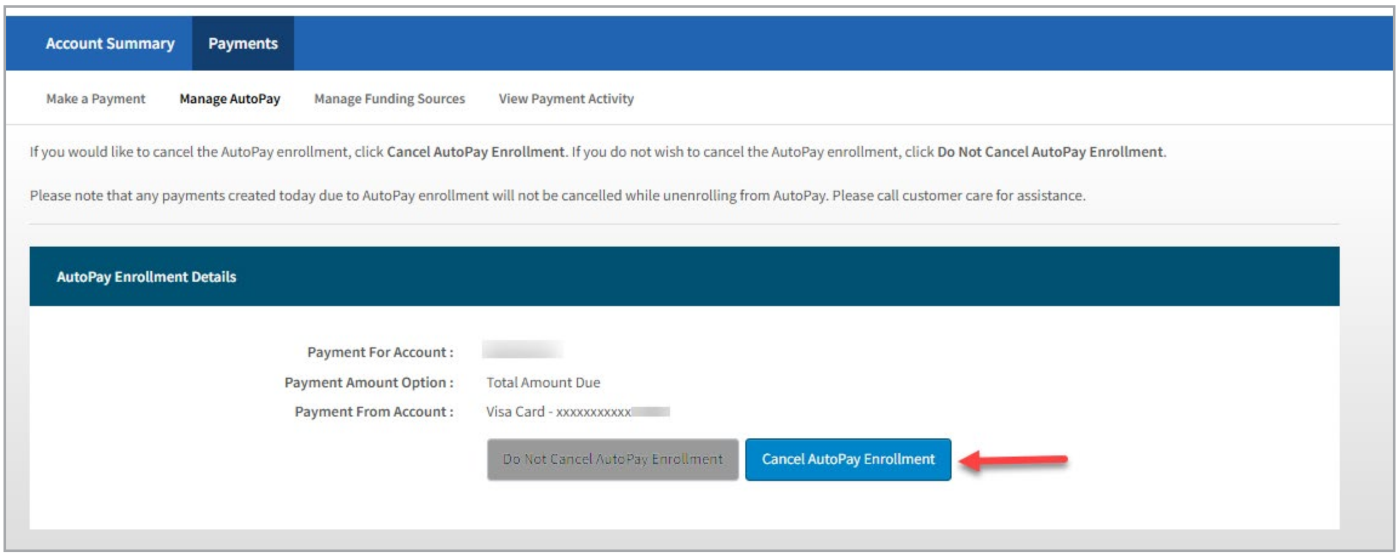
3. Once in Alacriti and under the **Account Summary** tab, click on **Manage AutoPay**.



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

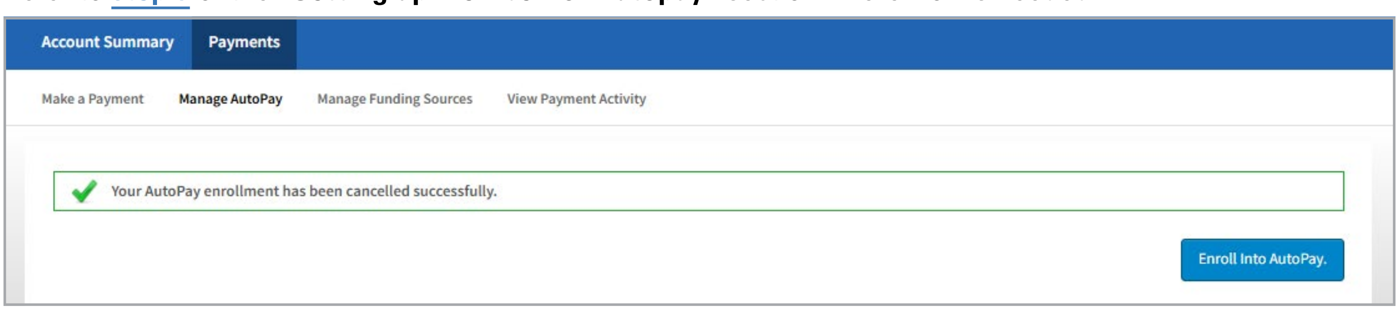


5. After clicking on the Cancel Autopay button, user will then see a secondary page entitled **"AutoPay Enrollment Details"**. To cancel, click **Cancel AutoPay Enrollment**.

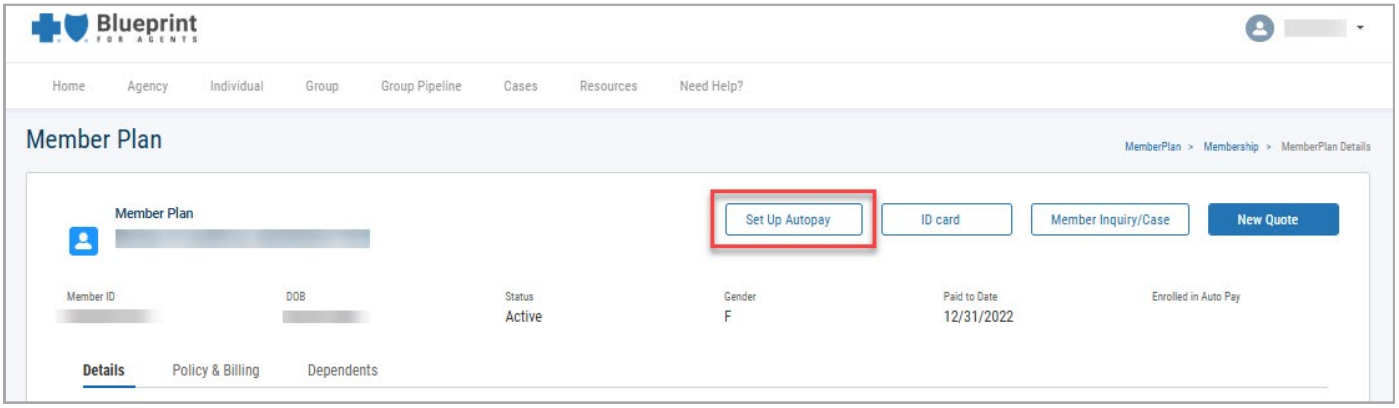


A confirmation notification will appear on screen and the option to **Enroll in Autopay** will display.

Refer to step 9 of the **"Setting up member for Autopay"** section if re-enroll is needed.

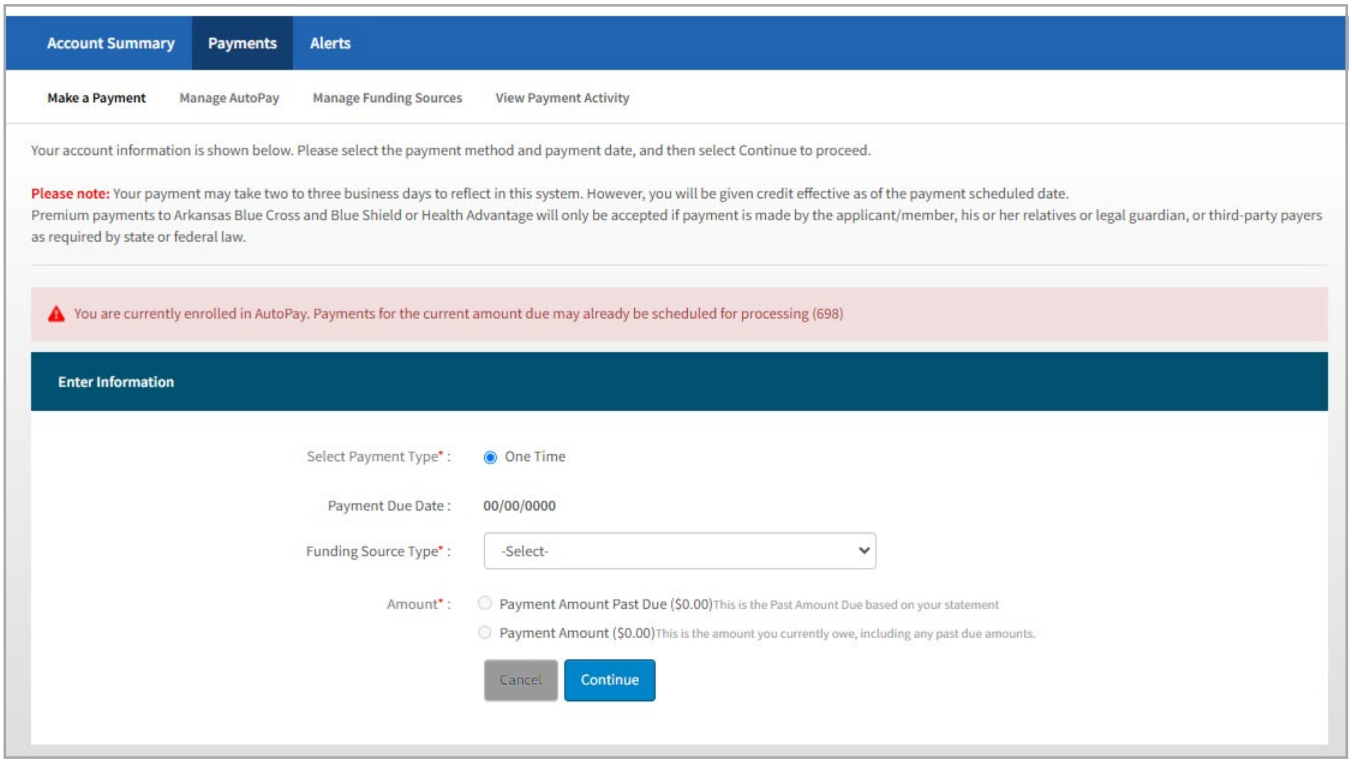


Note: Within BPA, the **Set up AutoPay** button will then appear in the Member Plan section instead of the Edit Autopay button.

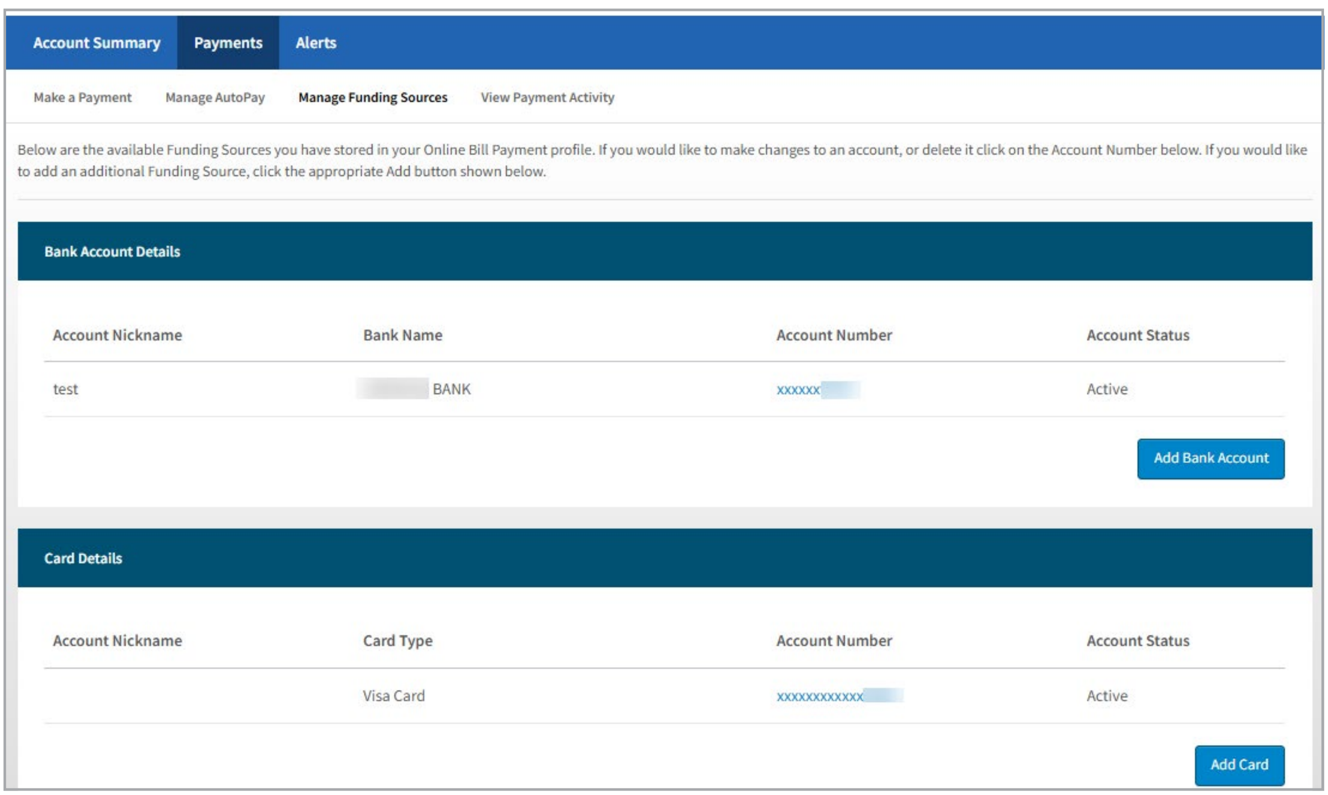


6. Agents can also view additional data within the tabs Make a Payment, Manage Funding Sources, and View Payment Activity.

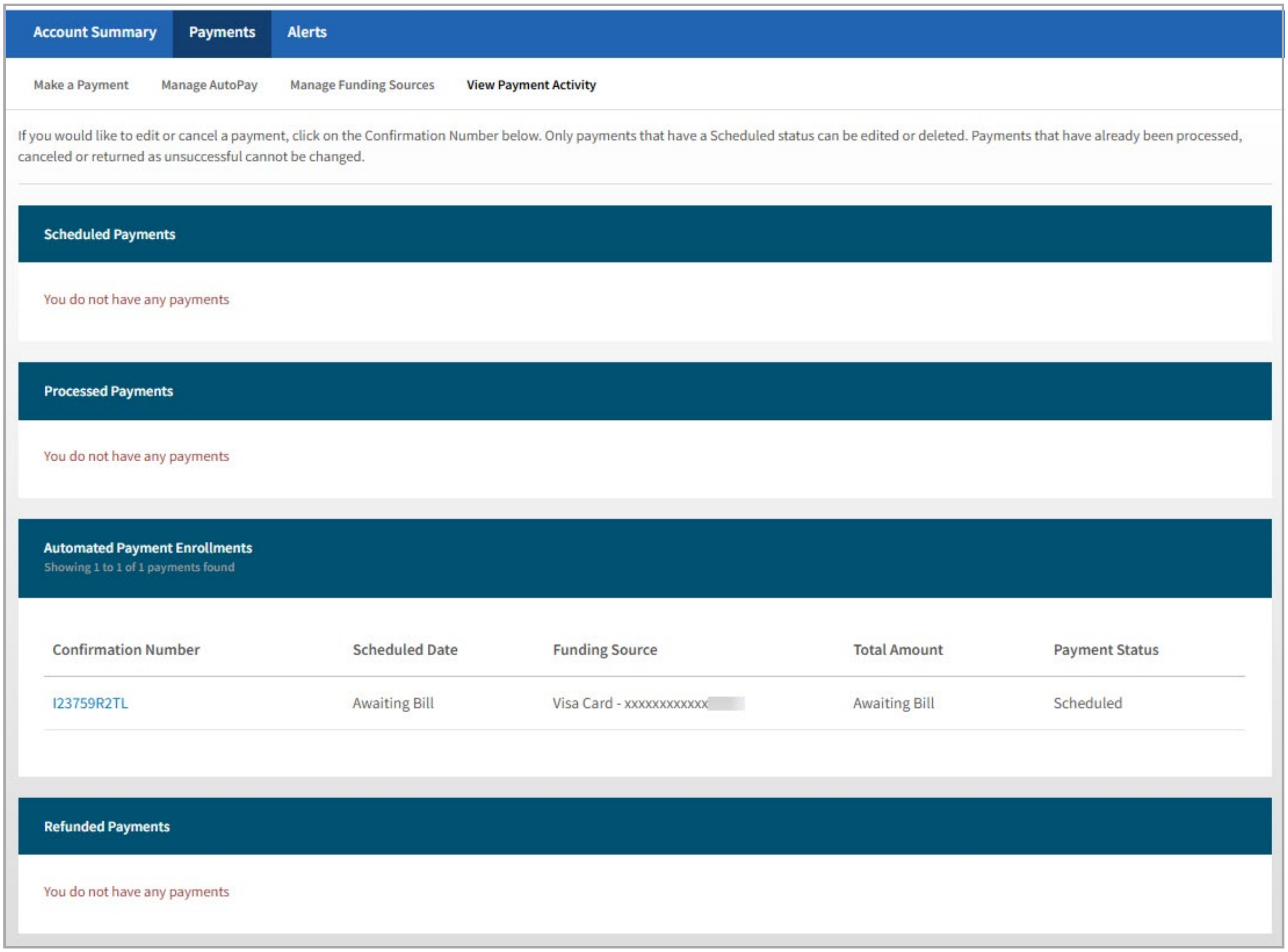
- Make a Payment



- Manage Funding Sources
  - Add Bank Account
  - Add Card



- View Payment Activity



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.