

Producer Online News

Final Reminder: Small Groups move to online billing and payment March 1

February 12, 2018

We're moving Small Groups to electronic billing and online payment, starting March 1, 2018 (April invoice). The new Anthem standard will be to issue bills (invoices) online and accept premium payments online through [EmployerAccess](#), also known as the Employer Portal.

Here's what your Small Group clients need to know

With online billing, Anthem sends an email to group administrators to let them know their invoices are available. At that point, the group administrator can log into EmployerAccess and view, download, or print the bill. They can use Pay Premium Now or schedule an online payment. That's all there is to it!

Signing up is easy for your clients

If this is the first time your client is paying online through EmployerAccess, all it takes is their Group/Case number and name, Tax ID number, email address and bank information. These [instructions](#) will help guide them through the easy steps to Online Group Billing set up and payment.

For clients who are new to EmployerAccess, we offer simple [self-registration](#)—they just need their Group/Case number and name. Clients who need help getting started can call us at (855) 250-7765. We'll walk them through the process.

****IMPORTANT: We need your client's email address****

In order for groups to receive an email notification about their monthly invoice (available to view and download), they must have a billing email address loaded in the Billing Section of the Employer Access website - located under the Manage Email Addresses, billing section. If no email address is loaded, the group will not receive an email.

Clients can opt out

Clients who want to keep paying by check or get a paper bill can still do that. They need to send an email with "Opt Out" in the subject line to Online-Billing-Opt-Out@anthem.com.

We'll need their Group/Case number and name, contact name, email address, phone number and reason for opting out.

If groups do not contact us to opt out, their paper premium billing will be turned off March 1, 2018. After that, they only will be able to view, download and print their invoices online, unless they choose to opt out at a later date.

EmployerAccess can also help simplify managing your client's benefits plan. In addition to bill payment, use EmployerAccess to add, change or cancel coverage, add dependents or generate reports. [Check out our short online demo](#) to see the easy to use tools and features.

As always, if you have questions about this change contact your Anthem sales rep.

This article applies to:

- Virginia
- Small Group