

AutoPay Updates for Members

Summary and FAQs

The purpose of this document is to provide you with a summary of the changes to AutoPay that affect Medicare Supplement members and will eventually affect Medicare Advantage members. Right now, the changes only apply to Medicare Supplement members.

Summary of AutoPay Changes for Medicare Supplement Members

1. Starting May 15, 2021, Blue Shield will no longer accept the AutoPay enrollment forms from brokers for Medicare Supplement members. We are sunsetting the forms and moving everything online.
2. Medicare Supplement members can enroll in AutoPay online, on the mobile app, or by calling in to customer care. Medicare Supplement members will need a valid email address to enroll online or over the phone.
3. Agents are **no longer permitted** to use the generic email agentpayments@blueshieldca.com when signing members up for AutoPay or adding a payment account to their digital wallet.
 - **Members who do not provide a valid email address are not eligible for autopay and may make one-time payments, submit a check, or set up autopay through their bank (e.g., Bill Pay).**
 - If a member would like to set up an automatic payment service, they should reach out to their bank about a that banks home banking service.
 - At this time, there will be no changes made to accounts currently enrolled using the generic email agentpayments@blueshieldca.com.
4. As of right now, we are implementing this change for Medicare Supplement members only but have plans to do the same for Medicare Advantage members in the coming months.
5. Payments will be reflected in the member's account in real time vs. having to wait 24-hours for them to show up. Members will receive an immediate payment confirmation notification.
6. Members can enroll in AutoPay up to four days prior to their billing due date and have their AutoPay payment drafted in time for the current bill cycle.

±Examples:

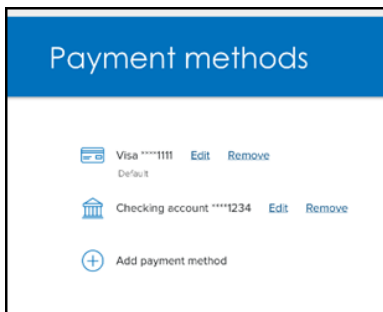
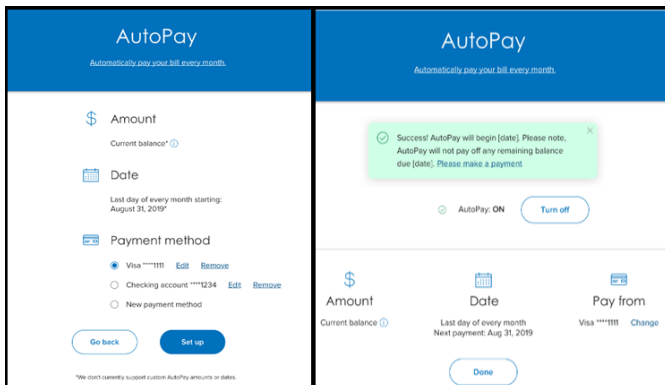
- **May Draft:** Autopay must be set up by 4/26/21 to draft for May 2021.
- **June Draft:** Autopay must be set up by 5/27/21 to draft for June 2021.

If a member is enrolling within four days of the due date, they should make a one-time payment prior to their billing due date for an on-time payment.

7. When members login to make a payment, they'll see "AutoPay: ON" in their home screen and billing and payment page, and their bill will say: "You are enrolled in AutoPay. The amount due will be automatically drafted from your account on the bill due date."
8. If an error occurs with a member's AutoPay payment, they now have seven days from the date the error occurred to correct their payment and bring their account current before being unenrolled in AutoPay.
9. Members will have a new display for making electronic payments. The member portal and mobile app will no longer open a new window/tab when accessing Fiserv to make premium payment. Members will remain on the Blue Shield website/app when making a payment, adding a card to the wallet or setting up AutoPay.

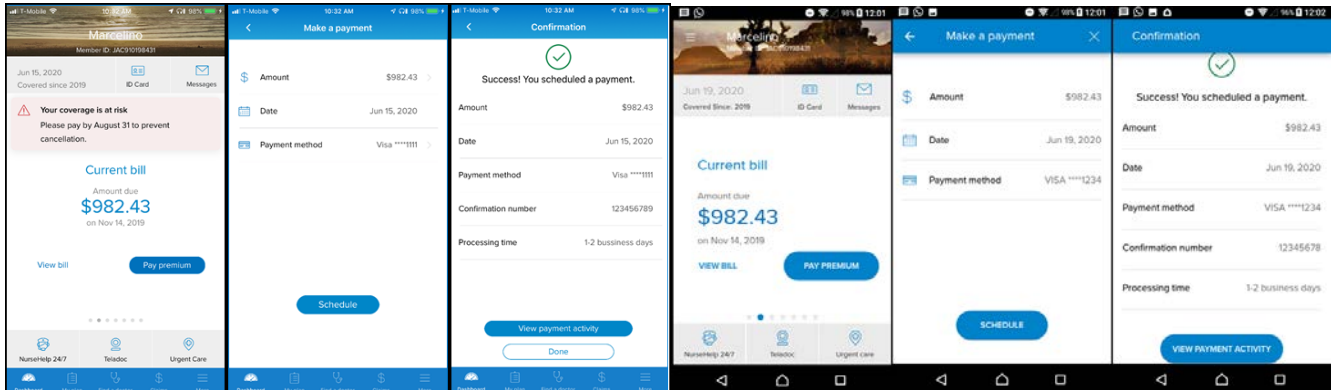
Note: Fiserv display will not change for customer care.

AutoPay screen:



ios App

Android app



FAQs

- 1. Why is Blue Shield making these changes to AutoPay?**
 - a. Blue Shield is making updates to the billing system to streamline and improve the payment process for our members.
- 2. When will the AutoPay enrollment forms go away?**
 - a. AutoPay enrollment forms will no longer be accepted starting May 15, 2021.
- 3. What if a member doesn't have an email address or needs assistance setting up AutoPay online?**
 - a. Members can call in to customer care and someone will walk them through the set-up process.
 - b. If a member does not have an email address, they can enroll in home banking through their bank.
- 4. What if a broker submits an AutoPay enrollment form after the cutoff date?**
 - a. The form will not get processed. Please instruct your clients to enroll online through the billing portal, on the mobile app or by calling in.
- 5. When will these changes affect Medicare members?**
 - a. We are currently working on making the same changes for the Medicare Advantage members and will provide an update on timing soon. For now, there are no changes for Medicare Advantage AutoPay, but the same changes will take place in the coming months. Exact timing TBD.
- 6. How are members being informed of the changes?**
 - a. Members will see the changes online in the member portal when they go in to make a payment or set up AutoPay. They will also notice the above-mentioned changes on their bill. We are planning to send a communication to members in the coming months that highlights several of the billing and system enhancements happening soon.