

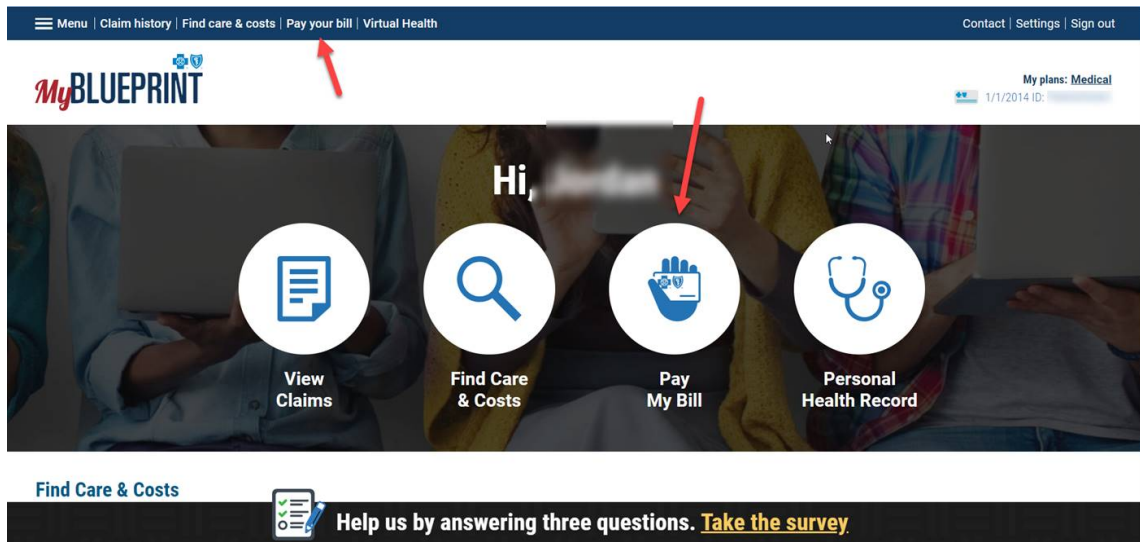
My Blueprint Text Notifications and Pay-By-Text

Customers who are enrolled in My Blueprint now have the option to enroll in text notifications as well. Receiving text notifications also allows you to pay a bill by text.

Here are the steps to access your account, enroll your cell phone, and select the notifications you wish to receive.

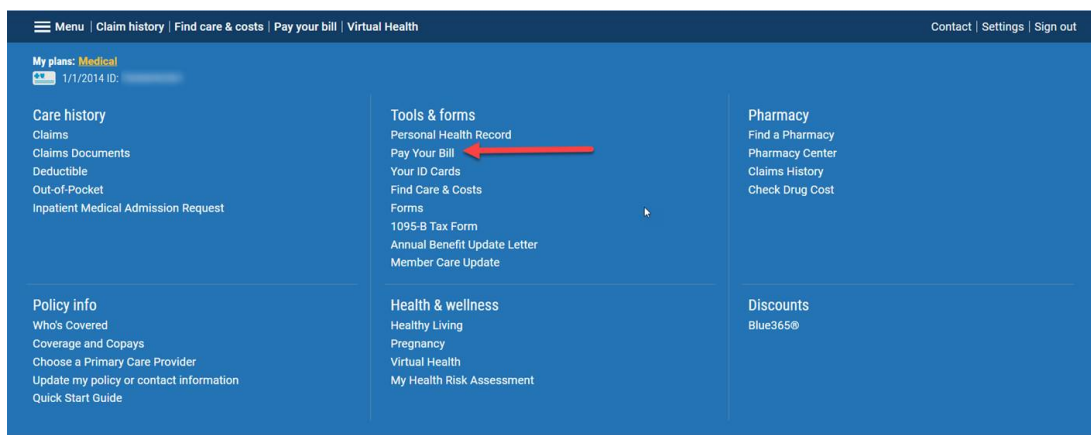
My Blueprint Home Page

This is the My Blueprint home page. The blue bar at the top stays there on every page, so you can click the option there from anywhere.



1. Click either the **Pay My Bill** icon or the **Pay your bill** menu option.

The screenshot below displays the opened menu.




Payment Center

The screenshot shows the MyBlueprint Payment Center interface. At the top, there is a navigation bar with links for Menu, Claim history, Find care & costs, Pay your bill, and Virtual Health. On the right side of the navigation bar, there are links for Contact, Settings, and Sign out. Below the navigation bar, the MyBlueprint logo is displayed on the left, and the user's plan information, "My plans: Medical" and "1/1/2014 ID:", is shown on the right. The main content area is titled "Payment Center" and "Medical". It displays a table with columns for Confirmation Number, Funding Service, and Payment Type. The Confirmation Number is partially visible as "R:". The Funding Service is "Checking (Bank)". The Payment Type is "AutoPay". A "Change/Edit" button is located to the right of the Payment Type. Below the table, there is a note: "Balance will draft the 26th of the month prior to the effective date and/or every 26th of the month the autopay is set up. You are now able to set up payment alerts and pay by text on the payment site." Below this note, there is a section titled "Invoice history" with the text "No records found." and a note: "*Online payments take 24-48 hours to be credited to your account and can be viewed in your payment history." At the bottom of the screenshot, there is a black banner with a survey icon and the text "Help us by answering three questions. Take the survey." Below the banner, there are three sections: "Paperless annual benefit letter" with a link "Email Me"; "Members-only communication" with links "Email Me" and "Text Me"; and "Payment alerts and pay by text" with a link "payment site" highlighted in yellow.

2. Click **payment site** to link a cell phone and set up for text notifications.
The following screen displays.

External User Instructions



Account Summary | **Payments** | **Alerts**

Account Summary | My Profile | Link Additional Accounts | Cancel Online Bill Pay

Your current bill is below. Specific billing statements can be viewed in My Blueprint. Select Payments above to view payment options.

Please note: 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 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.
Payment Text Alerts & Mobile Pay Now Available! If you would like to receive payment alerts or make payments by text. [Click Here](#)

Current Bill for Member ID T [] 6 []


Total Amount Due	Due Date	Enroll into AutoPay
\$ 122.87	01/17/2020	

Scheduled Payments

You do not have any scheduled payments

3. Click the **Alerts** tab at the top.

Link Phone



Account Summary | **Payments** | **Alerts**

Link Phone | Alerts & Notifications

Before you can setup your Notification Preferences or email for Bill Due Date Alerts you will need to link your phone number to your profile.

To get started enter your phone number below, and select Send Verification Code. You will then receive a message with the verification code that you need to enter below. Once your phone number is verified you will be able to enroll for additional functions.

Please Note: There is no charge for this service from us, but phone call, message or data rates from your wireless provider may apply. You may receive up to 3 messages a month as standard, and can opt to receive more messages. Text HELP to ##### to help. Text STOP to ##### to cancel your enrollment. To see the Terms and Privacy policy for this service click here .

Link Phone – Enter Phone Number

Cell Phone Number*	<input type="text" value="XXX-XXX-XXXX"/>
Confirm Cell Phone Number*	<input type="text" value="XXX-XXX-XXXX"/>

[Cancel](#) [Send Verification Code](#)

4. Enter the cell phone number and confirm.
5. Click **Send Verification Code** to finish linking the cell phone number to your account.

Set Alerts and Notifications

Arkansas BlueCross BlueShield

Account Summary Payments **Alerts**

Link Phone Alerts & Notifications

Before you can setup your Notification Preferences or email for Bill Due Date Alerts you will need to link your phone number to your profile.

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Link Phone – Enter Phone Number

Cell Phone Number* :

Confirm Cell Phone Number* :

6. Click Alerts and Notifications under the Alerts tab.

External User Instructions

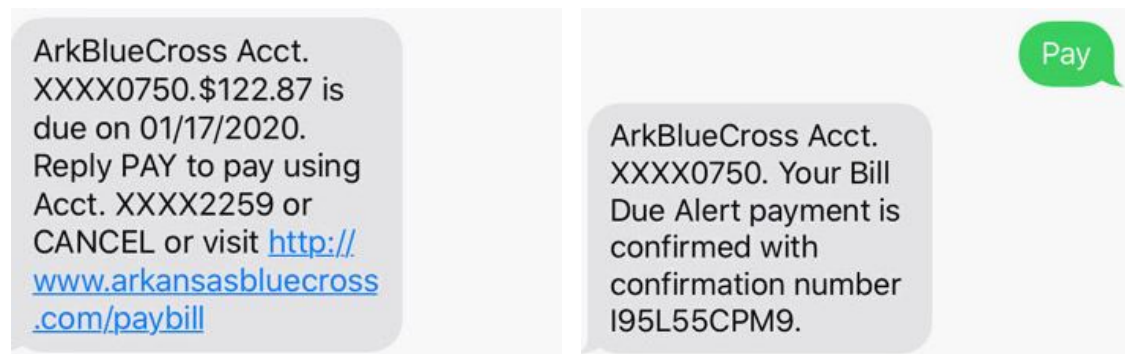
The screenshot shows the 'Alerts' tab selected in the top navigation bar. Below the navigation bar, there is a 'Link Phone' button and a section titled 'Alerts & Notifications'. A paragraph explains that details of alerts and notifications are shown below, along with options to opt out. To receive mobile alerts, users must first link and verify their cell phone number. Below this is the 'Alert and Notification Preferences' section, which includes a 'Receive via SMS?' label and a checked 'Select All' checkbox. Underneath is the 'Payment Messages' section, which lists five notification types with checkboxes: 'AutoPay Enrollment', 'Autopayment Scheduled', 'One Time Payment Scheduled', 'Payment Reminder', and 'Returned Payment'. At the bottom of this section are two buttons: 'Submit' and 'Link Phone'.

7. Click to select the different messages and notifications you would like to receive.
8. Click **Submit**.

Pay by Text

You are also automatically enrolled for some system notifications. The system will check for a scheduled payment, and if there is no payment it will send a text.

You are able to approve the payment by replying "PAY" to the text, as shown below.



System-Based Texts

The following texts are system-based alerts that you might also receive:

Payment Due Notification

Sent 5 days before the customer's due date, if no payment is scheduled.
BCBS (CREDIT_ACCT_NO) Alert! Your payment of \$\$ (CURR_STMT_BALANCE) is due on (DUE_DATE) and you currently have no payment scheduled to pay this bill

AutoPay – New Payment Details

Sent when new bill data is received that creates a new payment.
ABCBS (CREDIT_ACCT_NO) Alert! A new AutoPay Payment for your account ending (CREDIT_ACCT_NO) has been scheduled. The amount due is \$\$ (CURR_STMT_BALANCE) and the due date is (DUE_DATE)

Bill Due Alert

Sent if the criteria for triggering a Bill Due Alert are met.
ABCBS \$(CREDIT_ACCT_NO) Alert! \$(AMOUNT_OWE) is due on (DUE_DATE).
Send PAY to pay this using A/C (DEBIT_ACCT_NO) or CANCEL.

Delete Phone Successful

Sent when the customer has deleted their phone.
ABCBS A/C (CREDIT_ACCT_NO) Alert! Your linked phone has been deleted. No more SMS will be sent.