

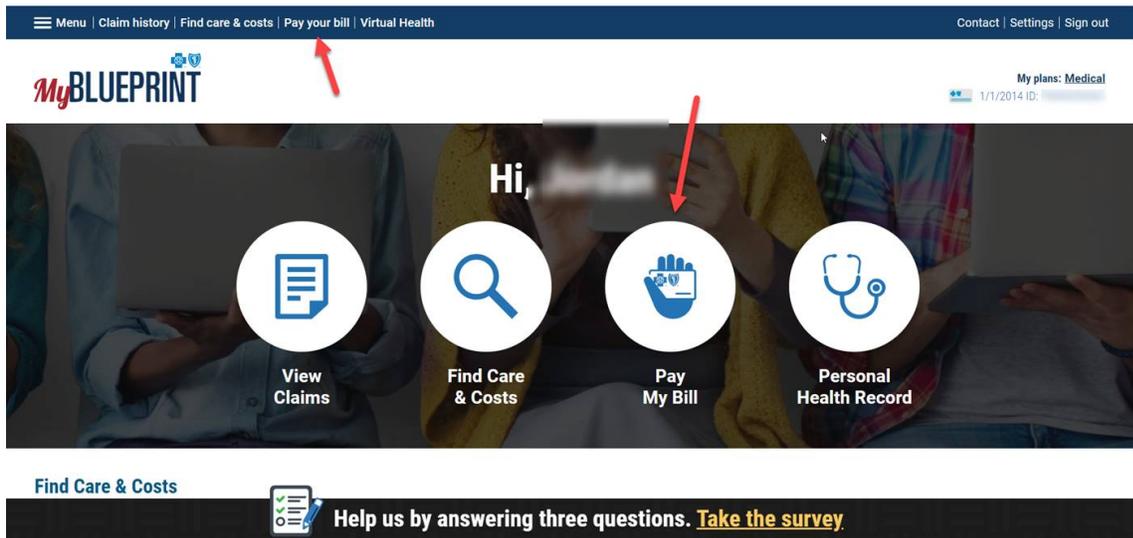
## My Blueprint Text Notifications and Pay-By-Text

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.

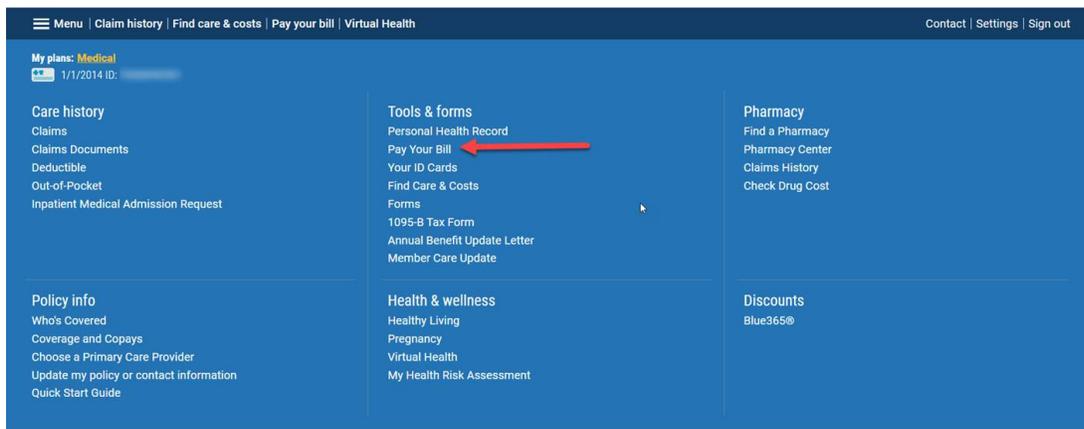
### My Blueprint Home Page

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.



Find Care & Costs

Example: Smith, Heart, Baptist, etc.

# 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)" and 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

The screenshot shows the top navigation bar with the Arkansas BlueCross BlueShield logo and three tabs: Account Summary, Payments, and Alerts. The Alerts tab is highlighted in yellow. Below the navigation bar, there are links for Account Summary, My Profile, Link Additional 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 red "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 is a section for "Current Bill for Member ID T [redacted] 6". It displays "Total Amount Due \$ 122.87" and "Due Date 01/17/2020", with an "Enroll into AutoPay" button. A "Scheduled Payments" section below indicates "You do not have any scheduled payments".

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

## Link Phone

The screenshot shows the "Link Phone" page with the Alerts tab selected. The sub-header is "Link Phone Alerts & Notifications". The main text reads: "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." A "Please Note" section states: "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." Below this is a form titled "Link Phone – Enter Phone Number" with two input fields: "Cell Phone Number\*" and "Confirm Cell Phone Number\*", both containing the placeholder "XXX-XXX-XXXX". At the bottom of the form are two buttons: "Cancel" and "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.

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\* :

Confirm Cell Phone Number\* :

6. Click Alerts and Notifications under the Alerts tab.

Arkansas BlueCross BlueShield

Account Summary Payments Alerts

Link Phone Alerts & Notifications

Details of the alerts and notifications are shown below along with options on those you can choose to opt out of. To receive mobile alerts you will first need to link and verify your cell phone number.

**Alert and Notification Preferences**

Receive via SMS?

Select All

**Payment Messages**

AutoPay Enrollment	<input type="checkbox"/>
Autopayment Scheduled	<input type="checkbox"/>
One Time Payment Scheduled	<input type="checkbox"/>
Payment Reminder	<input type="checkbox"/>
Returned Payment	<input type="checkbox"/>

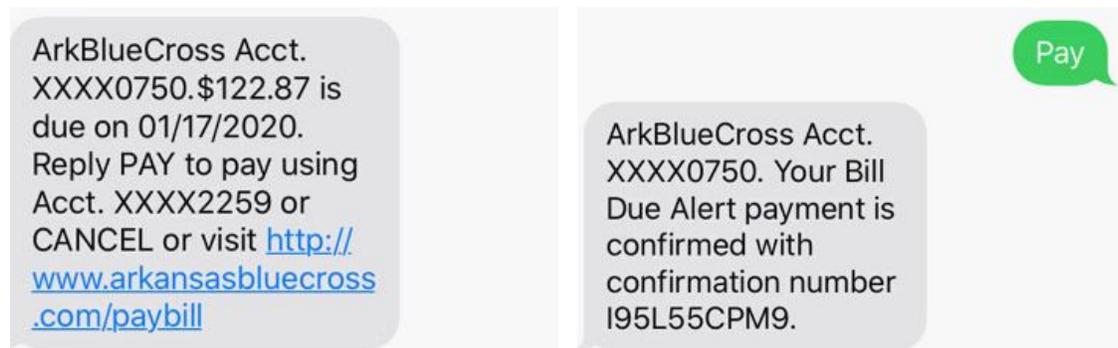
Submit Link Phone

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.