



SHOP Marketplace

Health Insurance for Small Businesses

Billing & Payment System User Guide for Agents & Brokers

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SHOP Marketplace Billing & Payment System for Agents & Brokers

If you're an authorized agent/broker helping a client with SHOP Marketplace coverage, follow these steps to view an employer's invoice history, invoice adjustments, and payment history. **Remember, you can't make premium payments for your employer clients.**

Employer billing and payment

- **Log into your SHOP Marketplace Agent/Broker Portal account.**
Visit [HealthCare.gov/marketplace/small-businesses/agent](https://www.healthcare.gov/marketplace/small-businesses/agent), and enter your Marketplace user name and password.
- **Select "Manage Clients".**
Choose the employer from your list of clients to access the employer's account.
Note: You must be authorized by the employer to access their account.
- **Access employer's account.**
Select **Employer Payment and Billing** in **My account** to enter the online payment system.



Invoice history

To view a history of an employer's invoices, select **Invoice History**.

- You'll see the invoice date, and total monthly invoiced premium amount for up to 15 months. Select **Invoice Reference Guide** to view a detailed guide, in PDF format, to help you understand the SHOP Marketplace invoice.

Invoice date	Amount
01/10/2016	\$1,200.00
12/10/2015	\$1,800.00
11/10/2015	\$1,600.00
10/10/2015	\$1,700.00
09/10/2015	\$2,300.00

- Select **Invoice date** to see the entire invoice in PDF format.

SHOP Marketplace Health Insurance for Small Businesses	Invoice						
SHOP Marketplace PO Box XXXX Portland ME 04014	Invoice Date: 1/10/14 Invoice Number: 00000001 Employer ID: XXXXXX Coverage Period: 02/01/2014-2/28/2014 Amount Due: \$2,945.00 Date Due: 02/01/2014						
 EMPLOYER NAME 2200 PRODUCTION DRIVE INDIANAPOLIS IN 46241	Payment Options Pay online: HealthCare.gov/small-businesses Pay by phone: 1-800-706-7893 (9:00am - 7:00pm EST M-F) Pay by Mail (Allow 5-7 days for delivery and processing): SHOP Marketplace PO Box XXXXX Portland ME 04014						
For SHOP Marketplace enrollment, billing, and payment questions, call the Health Insurance Marketplace Small Employer Contact Center at 1-800-706-7893 (TTY: 1-800-706-7915). For all other inquiries, visit HealthCare.gov for additional information.							
SHOP Monthly Bulletin							
PLEASE INCLUDE THIS COUPON WITH YOUR PAYMENT							
SHOP Marketplace Health Insurance for Small Businesses	<table border="1"> <tr> <td>Payment Due Date</td> <td>February 01, 2014</td> </tr> <tr> <td>Invoice Number</td> <td>00000001</td> </tr> <tr> <td>Total Amount Due</td> <td>\$ 2,945.00</td> </tr> </table>	Payment Due Date	February 01, 2014	Invoice Number	00000001	Total Amount Due	\$ 2,945.00
Payment Due Date	February 01, 2014						
Invoice Number	00000001						
Total Amount Due	\$ 2,945.00						
SHOP Marketplace PO Box XXXX Portland ME 04014	Write amount enclosed to:						
To maintain coverage, pay the total amount due in full by 2/1/14.	Send payment and make check payable to:						
Write your invoice number on your check and return with coupon.	SHOP Marketplace PO BOX XXXX Portland ME 04014 						
123 00000012345678 000123456 000 000123456 012345 012345678 0							

View adjustments

Select **View Adjustments** to see any changes made to the employer's enrollment on the **Enrollment Adjustments** page. The employer's monthly premium may increase or decrease based on any changes to their group enrollment (like adding or deleting employees or dependents) during the past month.

On the **Enrollment Adjustments** page, you'll see:

- Date of adjustment
- Description of the adjustment
- Employee name
- Amount of adjustment
- Status of adjustment

Invoice History

View Adjustments

Payment History

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Resources

Enrollment Adjustments

Below is a list of enrollment adjustments received after the last invoice.

Note: It takes 24 hours for an enrollment adjustment to post. Any adjustments received after the last day of the billing month will be on the next month's invoice.

If you have any questions, call the SHOP Call Center at 1-800-706-7893. TTY users should call 711 to access a call center representative.

Note: The adjustments include new enrollment additions, enrollment terminations, and any premium changes to current enrollments.

Date	Description	Employee Name	Amount	Status
08-04-2016	TERMINATE	Tammy Johnson	\$-150.00	PROCESSED
08-04-2016	ADD	Mary Johnson	\$150.00	PROCESSED
08-04-2016	TERMINATE	Tammy Johnson	\$-50.00	PROCESSED
08-04-2016	ADD	Mary Johnson	\$50.00	PROCESSED
Total:				\$0.00

Payment history

Select the **Payment History** tab to see up to 15 months of payment history, including the payment date, amount paid, method of payment, and status of payment.

If an employer's payment didn't process right (like because of insufficient funds), the payment status will say **FAILED**.

Invoice History

View Adjustments

Payment History

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Payment History

You can view up to 15 months of your payments received and processed below.

Allow 3-5 business days for the payment to be applied to your account.

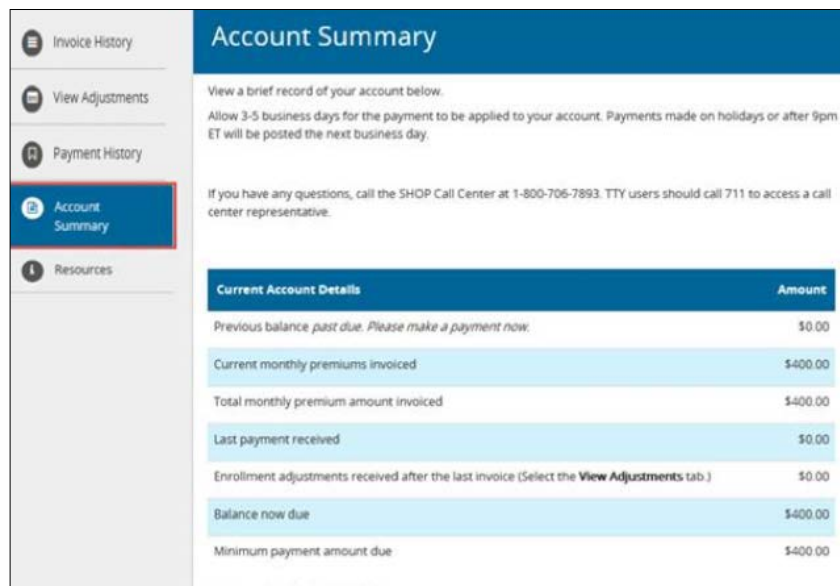
If you have any questions, call the SHOP Call Center at 1-800-706-7893. TTY users should call 711 to reach a call center representative.

Date	Amount	Payment method	Status
08-08-2016	\$400.00	EFT	PENDING
07-20-2016	\$111.00	EFT	FAILED

Account summary

Select **Account Summary** to view a brief summary of the employer's account details to include:

- Previous balance past due amount
- Current monthly premiums invoiced
- Total monthly premium amount invoiced
- Last payment received
- Enrollment adjustments received after the last invoice
- Balance now due
- Minimum payment amount due
- Payment due date



Account Summary

View a brief record of your account below.
Allow 3-5 business days for the payment to be applied to your account. Payments made on holidays or after 9pm ET will be posted the next business day.

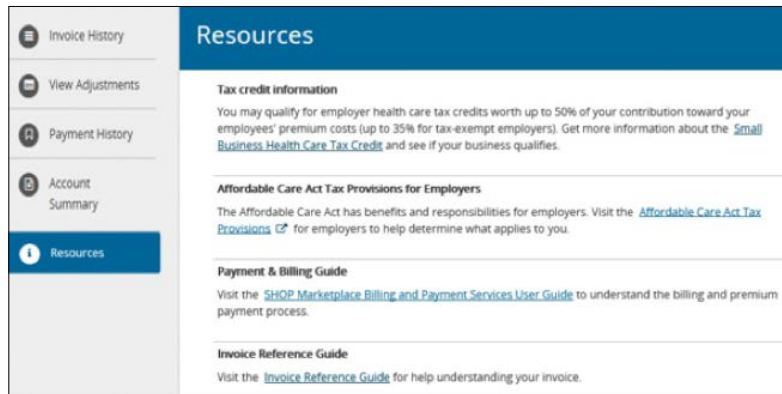
If you have any questions, call the SHOP Call Center at 1-800-706-7893. TTY users should call 711 to access a call center representative.

Current Account Details	Amount
Previous balance <i>past due. Please make a payment now.</i>	\$0.00
Current monthly premiums invoiced	\$400.00
Total monthly premium amount invoiced	\$400.00
Last payment received	\$0.00
Enrollment adjustments received after the last invoice (Select the View Adjustments tab.)	\$0.00
Balance now due	\$400.00
Minimum payment amount due	\$400.00

Resources

From the **Resources** page, you can access various SHOP Marketplace information, like:

- Tax credit information
- Affordable Care Act Tax Provisions for Employers
- The Employer Payment & Billing Guide
- Invoice Reference Guide



Get answers to your questions

For more information on the SHOP Marketplace, visit [HealthCare.gov/small-businesses](https://www.healthcare.gov/small-businesses). If you have questions about billing or other SHOP Marketplace questions, contact the SHOP Call Center at 1-800-706-7893, Monday – Friday, 9 a.m. – 5 p.m. ET. TTY users can call 711 to reach a call center representative.

You have the right to get the information in this product in an alternate format. You also have the right to file a complaint if you feel you've been discriminated against. Visit [CMS.gov/about-cms/agency-information/aboutwebsite/cmsnondiscriminationnotice.html](https://www.cms.gov/about-cms/agency-information/aboutwebsite/cmsnondiscriminationnotice.html), or call the Marketplace Call Center at 1-800-318-2596 for more information. TTY users can call 1-855-889-4325.

