



# Important Billing Changes that Affect You

To serve you better, we are updating our systems and the look of your billing statement.

## What's changing?

### 1. Your Invoice

- **You may receive two billing statements** during the first month of this change: one from the current system and one from the new system. Please *use the payment coupon from the bill with the most recent date* to pay your bill.
- **Future billing and payments will be monthly only**, even if you haven't been billed on a monthly basis before.
- If you pay by EFT/bank draft, please see the Automatic Payments section below.
- Your payments can be made by recurring EFT, bank draft, check/money order, debit card, or cash at a MoneyGram® location near you.

### 2. Automatic Payments (Electronic Funds Transfer (EFT)/Bank Drafts)

- **You will not receive *paper* billing statements in the future.** We will need your email address on file to provide you with details about your payments. If we don't have your email address we will contact you, or you can call a Customer Advocate at the number on your member ID card.
- **Payments will be drafted on the first business day of each month.**
- **Note:** If you are currently enrolled in recurring EFT payments that do not occur on the 1st of the month, ***your automatic deductions will stop.*** Please reauthorize your recurring EFT payments after you get your first billing statement with the new look by doing the following:

**Go to Blue Access for Members<sup>SM</sup> at [bcbstx.com/member](http://bcbstx.com/member) to authorize your future payments and get more information.**

### 3. Online System Availability

- **Please continue to make your payments by the due date on your invoice.** Please be aware that due to the system update in early August we may not be able to accept payments.
- You may not be able to access some information or make requests during the system update.
- Please be patient. We will do our best to make these changes as quickly as possible.

### 4. Making Changes to Your Account

- **When you make certain changes, like adding a dependent**, after the first business day of the month, you may receive an updated billing statement to reflect the change.


**Note:** If you purchased your Blue Cross and Blue Shield of Texas (BCBSTX) plan through the Health Insurance Marketplace, you will need to update your Marketplace account with these changes.

- **If you have more than one BCBSTX plan**, you may start to receive two billing statements each month.

For example, if you have one plan directly through BCBSTX and another plan through the Health Insurance Marketplace, you will receive a billing statement for each plan.



# How to read your new billing statement:



**BlueCross BlueShield of Texas**

**1** c/o Billing Dept.  
P.O. Box 30142  
Tampa, FL 33630-0142

**STATEMENT FOR:**

SAMPLE A. SAMPLE  
1234 ANY STREET  
ANYTOWN, US 12345

**BILLING STATEMENT**  
Premium Due Date: **07/31/2016**

Previous Balance	\$XXX.XX
Payments Applied	\$XXX.XX
Current Charges	\$XXX.XX
Adjustments	\$XXX.XX
<b>Total Due</b>	<b>\$XXX.XX</b>

**2**

- Log in to Blue Access for Members<sup>SM</sup> (BAM) at <http://www.bcbstx.com> to pay with a debit card
- Pay with bank account information by calling (XXX) XXX-XXXX
- Pay with cash at a MoneyGram<sup>®</sup> location using Receive Code 1226
- Mail payment along with the coupon below

**3**

**Current Billing Period: 08/01/2016 TO 08/31/2016    Member ID:**


Payments Applied Since Last Bill	Payment Method	Amount

Payments received after 08/01/2016 will appear on your next statement.    **SUB-TOTAL    \$XXX.XX**

Current Charges For	Coverage	Plan / Coverage Type	Total Premium	Monthly Charges
S SAMPLE	Health	Blue Advantage Plus Bronze <sup>SM</sup> 104 Primary + Family	\$XXX.XX	\$XXX.XX
			<b>SUB-TOTAL    \$XXX.XX</b>	

Blue Cross and Blue Shield of Texas

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**BlueCross BlueShield of Texas**

XXXXXXXXXXXX XX XX XXXXXXXX X

SAMPLE A. SAMPLE  
1234 ANY STREET  
ANYTOWN, US 12345

Bank Number	Bank Code	Billing Period	Billing ID
XXXXXXXXXXXXXX	XX	XX	AAXXXX
Due Date	Amount Due	Amount Enclosed	
07/31/2016	\$XXX.XX		

MAKE CHECK PAYABLE TO:  
Blue Cross and Blue Shield of Texas

Blue Cross and Blue Shield of Texas **4**  
PO Box 660858  
Dallas, TX 75266

- 1** This is a new return address. Do not send any mail here, please.
- 2** Important payment information such as:
  - Your premium due date
  - Your previous balance
  - Any payments you have made
  - Your current charges
  - Adjustments made to your billing statement, if any
  - Your total amount due
- 3** This area shows:
  - How to pay online
  - How to pay by phone
  - How to pay with cash
  - How to pay by mail using the coupon
- 4** Please mail payments to the address on the bottom of your billing statement.

**You will receive your billing statements in Spanish if you had selected Spanish as a preference.**

**For the most up-to-date details, visit [bcbstx.com/system-updates](http://bcbstx.com/system-updates).**

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

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