

Job Aid – Make A Payment

Make a One Time Payment:

1. Click **Make Payment** to make a onetime or recurring payment online. Please note, recurring payments are effective for future dated invoices only. If you have an current open invoice, please submit a one time payment, then establish the recurring payment.

Notes:

- This only displays if you have the necessary security to make a payment.
- The first time you make a payment, you will be asked to choose a security image and give it a label. This will help you confirm when a notification is received.

2. Click on the circle to the left of the current invoice.

Invoice Date	Due Date	Invoice Number	Amount Due	Remaining Amount	Payment Amount	Payment Code / Comments
1/15/2021	2/1/2021	30397280	1,000.00	1,000.00	1,000.00	

3. Click on the down arrow in the **Payment Amount** column, to view the total amount due:

a. **Risk/Premium/Fully Insured** groups will only see the total amount due for this invoice.

Notes:

- This will reflect the total amount due (invoice amount plus any amount past due and credits).
- This will not reflect payments made outside the portal (i.e. via check or ACH/wire transfer).

b. **Self-Insured** groups will see the claims and admin.

- In the Amount Due, you will see the claims and admin for the current month plus any past due amount
- In the Claim Amount Due (self-insured only) you will only see the current month's claims.
- In the Administrative Amount Due (self-insured only) you will only see the current month's administrative cost.

Amount Due	\$226,371.86
Claims Amount Due	\$208,209.99
Administrative Amount Due	\$22,919.20

Notes:

- This will reflect the total amount due (invoice amount plus any amount past due and credits).
- This will not reflect payments made outside the portal (i.e. via check or ACH/wire transfer).

4. Enter the amount you want to pay in the **Payment Amount** column.

Note: if you are paying the amount listed, you do not have to type anything.

The screenshot displays the DentaQuest 'Pay My Bills' interface. At the top, there are navigation tabs for 'Home', 'Pay My Bills', and 'Recurring Payment'. The 'Pay My Bills' tab is active, showing a search bar and an 'Advanced Search' link. Below the search bar, there are two tabs: 'UNPAID AND PARTIALLY PAID' (selected) and 'HISTORY'. A 'Total Balance: \$1,000.00' is displayed. A table lists invoices with columns: Invoice Date, Due Date, Invoice Number, Amount Due, Remaining Amount, Payment Amount, and Payment Code / Comments. One invoice is shown with a 'Payment Amount' of '1,000.00' highlighted in a red box. On the right sidebar, there is a 'MESSAGES' section and a 'PAYMENT SUMMARY' section showing '0 Invoices' for '\$0.00'. Below the summary, there are fields for 'Payment Method' and 'Pay Date' (2/18/2021). At the bottom of the sidebar, a 'Continue to Payment' button is highlighted in a red box.

5. If you are paying an amount other than the total, you will be prompted to select a Payment Code. Choose the item from the dropdown that describes what you are paying.
6. Click on the Edit Comment Pencil to add a comment to explain your payment.

The screenshot shows a 'COMMENTS' dialog box. It has a title bar with the word 'COMMENTS'. Below the title bar is a large text input area. To the right of the input area is a pencil icon, which is highlighted with a red box. At the bottom of the dialog, there are two buttons: 'Cancel' and 'OK'.

7. The Payment Summary box will display the number of invoices you've selected and the total amount to be paid.
 - a. **Remove all** will remove the invoices chosen.
 - b. Click **Add a Payment Method**, if you are a first-time payer or if you want to add a new payment method. You can save multiple payment methods.
 - i. Enter the bank information.
 - ii. Click **Add**. This will bring you back to the Payment page.

Add A Payment Method

BANK ACCOUNT

Account Type: Personal | Business

Account #: 123456

Banking Type: Checking Account | Savings Account

Give This Account a Nickname: _____

Name on the Account: ABC Company

Routing Number: 123456789

Pay to the Order of: _____

Routing Number: 123456789 | Account Number: 000123456 | 1111

Make sure to use your bank account number, not your ATM or Debit card number.

Agree and Add Account

Add

8. In **Payment Summary** section, choose the correct bank from the dropdown.
9. Click on the calendar in the **Pay Date** section, to choose the date you want the funds pulled from your bank account.
10. Click **Continue to Payment**.

PAYMENT SUMMARY

1 Invoice \$1,000.00

[Remove All](#)

Payment Method: [Add A Payment Method](#)

Anybank USA

Pay Date: 2/18/2021

Payments confirmed before Thursday, February 18, 2021 4:00 PM ET will be posted on Friday, February 19, 2021. Payments confirmed after Thursday, February 18, 2021 4:00 PM ET will be posted on Monday, February 22, 2021.

[Cancel](#) **Continue to Payment**

11. The **Verify Payment** screen will display. Validate that the bank, payment amount and payment date are correct.
12. Click the box for **“By checking this box you agree to the terms and conditions above”**.
13. Click **Make Payment**.
14. The **Payment Confirmation** page will appear. You can:
 - Print a Confirmation Page
 - Return to Pay My Bills
 - Log Out

Confirmation

Thank You! Your payment has been made.

[Print Confirmation Page](#)

Invoice_ViewPay_0800130000_16207

Payment Date	2/18/2021
Payment Method	Anybank USA *****3456
Total Payment	\$1,000.00

You have been provided a confirmation number. Please save this page for your records.

Payments confirmed before Thursday, February 18, 2021 4:00 PM ET will be posted on Friday, February 19, 2021. Payments confirmed after Thursday, February 18, 2021 4:00 PM ET will be posted on Monday, February 22, 2021.

If you have any further questions about payments to Dental Care Plus, please contact our office at 800-367-9466 .

Group ID	Confirmation #	Payment Amount	Number of Invoices
0800130001	3100060839	\$1,000.00	1

[Set Up Recurring Payment](#)
 [Return to Pay My Bills](#)
 [Log Out](#)