



**SMALL BUSINESS HEALTH OPTIONS PROGRAM (SHOP)**

**Marketplace**

**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 an employer 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 employers.**

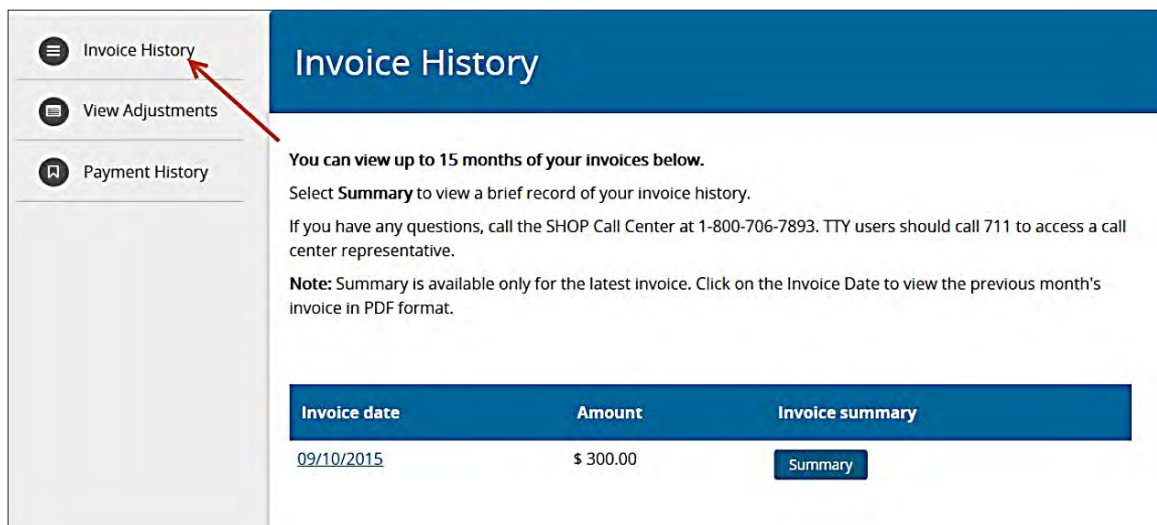
## Employer payment and billing

- **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 employer.**  
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 your invoices, select **Employer Payment and Billing** in **My account**. Then select **Invoice History**.

- You'll see the invoice date, amount paid, and invoice summary for up to 15 months of payments.
- Select **Summary** to view the invoice details for a specific month. You'll see:
  - Previous balance and current monthly balance.
  - Total monthly invoiced amount and payments received after the last invoice.
  - Enrollment adjustments received after the last invoice.
  - Current balance due/payment due date.
  - Minimum due to be considered paid in full.



The screenshot shows the 'Invoice History' page. On the left, there is a sidebar with three menu items: 'Invoice History' (highlighted with a red arrow), 'View Adjustments', and 'Payment History'. The main content area has a blue header 'Invoice History'. Below the header, there is a message: 'You can view up to 15 months of your invoices below. Select **Summary** to view a brief record of your invoice history. 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:** Summary is available only for the latest invoice. Click on the Invoice Date to view the previous month's invoice in PDF format.'

Invoice date	Amount	Invoice summary
<a href="#">09/10/2015</a>	\$ 300.00	<a href="#">Summary</a>

-  Invoice History
-  View Adjustments
-  Payment History


## Invoice summary

View a brief record of your invoice history below. To view your full invoice history, select **View full invoice**.

Payments made on holidays or after 9pm EST will be posted the next business day. The payment will be applied to your invoice in 3-5 business days.

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.

Invoice at-a-glance  
 09/10/2015  
 Invoice # INV-0000014041

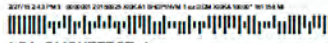




[View full invoice](#) 

Invoice details	Amount
Previous balance <i>past due. Please make a payment now.</i>	\$0.00
Current monthly premiums invoiced	\$300.00
Total monthly premium amount invoiced	\$300.00
Last payment received	\$0.00
Enrollment adjustments received after the last invoice (Select the <b>View Adjustments</b> tab.)	\$0.00
<b>Balance now due</b>	<b>\$100.00</b>
Minimum payment amount due	\$0.00

Payment due date 10/01/2015.

[Return to Invoice History](#)

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

<p style="text-align: center;">Health Insurance Marketplace</p> <p>SHOP Marketplace PO Box 2130 South Portland ME 04116</p> <div style="text-align: center; margin-top: 20px;">   <small>201712431793 80880 2018020 K00A1 SHOPPAY 1 44102M K00A 0000 00 01 04 M</small>  <b>ACA_SMOKETEST_1</b>          123 FIRST ST          DEL GA 30144       </div> <div style="text-align: right; margin-top: 10px;">  </div>	<div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 10px;"><b>Invoice</b></div> <p>Invoice Date: 11/10/2015          Invoice Number: INV-000000628          Employer ID: XXXXXXXX88GA          Coverage Period: 12/01/2015 - 12/31/2015          Amount Due: \$263.58          Due Date: 12/01/2015</p> <p><b>Payment Options</b></p> <p>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 2130          South Portland ME 04116</p> <p>For SHOP Marketplace enrollment, billing, and payment questions, call the SHOP Call Center at 1-800-706-7893 (TTY: 711). For all other inquiries, visit HealthCare.gov for additional information.</p>						
<p><b>PLEASE INCLUDE THIS COUPON WITH YOUR PAYMENT</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">    </div> </div>							
<p style="text-align: center;">Health Insurance Marketplace</p> <p>SHOP Marketplace PO Box 2130 South Portland ME 04116</p> <p style="text-align: center; margin-top: 10px;"><b>Please Pay the Total Amount Due in its entirety by</b></p>	<table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black;">Payment Due Date</td> <td style="border-bottom: 1px solid black;">December 1, 2015</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Invoice Number</td> <td style="border-bottom: 1px solid black;">INV-000000628</td> </tr> <tr> <td style="border-bottom: 1px solid black;"><b>Total Amount Due</b></td> <td style="border-bottom: 1px solid black;"><b>\$263.58</b></td> </tr> </table> <div style="margin-top: 10px;"> <p>Write amount enclosed here. <span style="border: 1px solid black; display: inline-block; width: 80px; height: 15px; vertical-align: middle;"></span></p> <p>Send payment and make check payable to: </p> </div>	Payment Due Date	December 1, 2015	Invoice Number	INV-000000628	<b>Total Amount Due</b>	<b>\$263.58</b>
Payment Due Date	December 1, 2015						
Invoice Number	INV-000000628						
<b>Total Amount Due</b>	<b>\$263.58</b>						

## 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 **View Adjustments** page, you’ll see:

- Date of adjustment
- Adjustment transaction description
- Employee name
- Amount of adjustment

**Note:** A parenthesis ( ) means the employer’s premium amount due was reduced.

- Status of adjustment

- ☰ Invoice History
- ☰ View Adjustments
- ☰ Payment History

## Enrollment Adjustments

**View a listing of enrollment adjustments received after the last invoice below.**

**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.

Date	Description	Employee Name	Amount	Status
10-14-2015	ADD	Billy Todd	\$100.00	PROCESSED
10-14-2015	ADD	Jayne Todd	\$110.00	PROCESSED
10-14-2015	ADD	Mary Todd	\$120.00	PROCESSED
			<b>Total:\$530.00</b>	

## 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 in good standing (like if there are insufficient funds), the payment status will say **FAILED**.

## Get answers to your questions

For more information on the SHOP Marketplace, visit [HealthCare.gov/small-businesses](http://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. – 7 p.m. ET. TTY users should call 711 to reach a call center representative.