## Billing and Payment System

This document will give an overview of the new *Billing and Payment System* used to enter Family Fee Information. This information can be found at: http://bnp.health.utah.gov.

Family Enters Information

The parent/guardian will be prompted to create an account or sign in. If this is your first attempt, you will need to create an account, as show in Figure 1.

Figure 1. Sign in or Create an Account
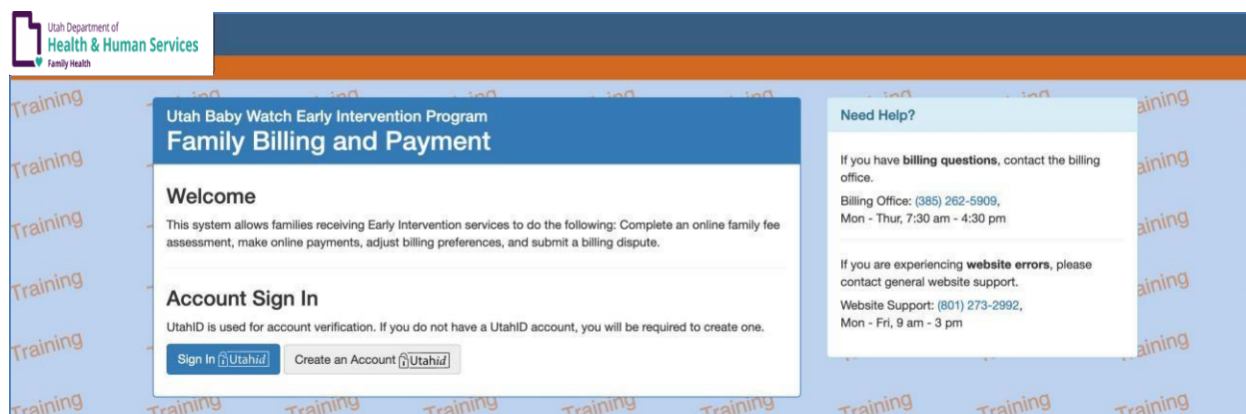
If you do not have a Utah ID account, you will be prompted to create one. Please refer to the Utah ID help links below for additional help information:

- https://idhelp.utah.gov/ - General Help
- https://idhelp.utah.gov/2fa-sms-email.html - UtahID SMS / Email 2FA
- https://idhelp.utah.gov/account-creation.html - Account Creation
- https://idhelp.utah.gov/password-reset-recovery.html - Password Reset / Recovery
- https://id.utah.gov – Self Service

Please note, Utah ID requires Multi-Factor Authentication setup. Please see the details below:

As of November 22, 2021, Utah ID is now requiring all new users to use Multi-Factor Authentication (MFA).

This additional procedure increases the security of your account by requiring you to enter a one-time code received via email. After registering with Utah ID, you can go to https://id.utah.gov to change your MFA settings (e.g., to receive one-time codes via your mobile number instead). You will be brought to the Utah ID dashboard. To change the

MFA settings to send a code to your mobile phone, select "security" from the menu options. Scroll down and click Multi-Factor, enter in your mobile number, and click continue.

For existing BNP users, MFA will not be required at this time. However, we encourage you to go to https://id.utah.gov to set up MFA, as described in the steps above, for improved security on your account. In addition, MFA will likely be a requirement for all users of the BNP system in the future.

After you create a Utah ID account, you will directed back to the login page. Here you will re-enter the email and password you just created. The next step will direct you to enter a security code which will be sent to your email as shown in Figure 2.
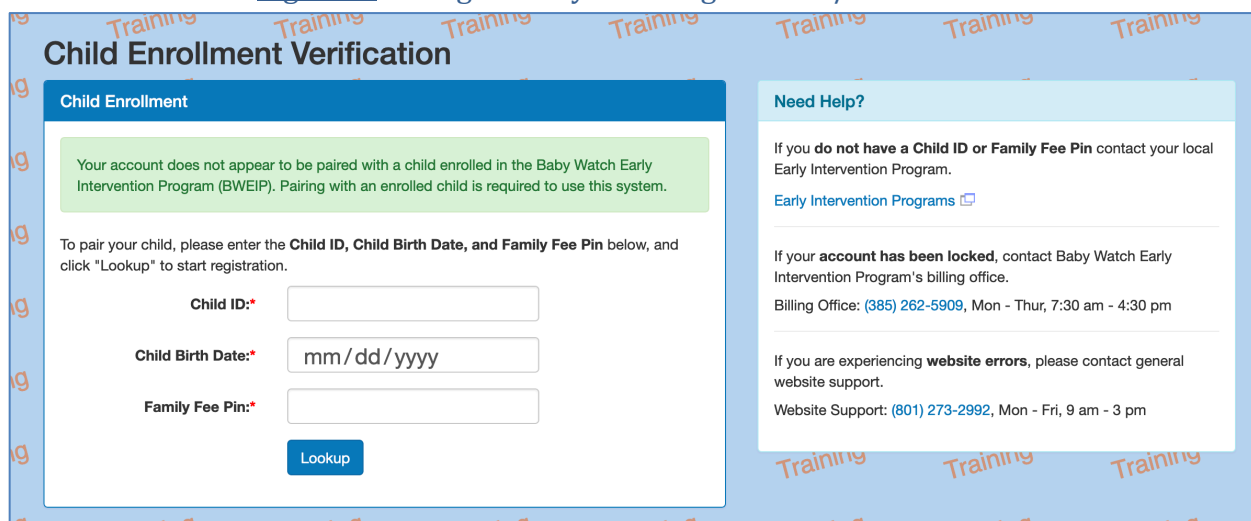
<div align="center">Figure 2. Additional Security</div>

Family Enters Child ID and Family Fee Pin
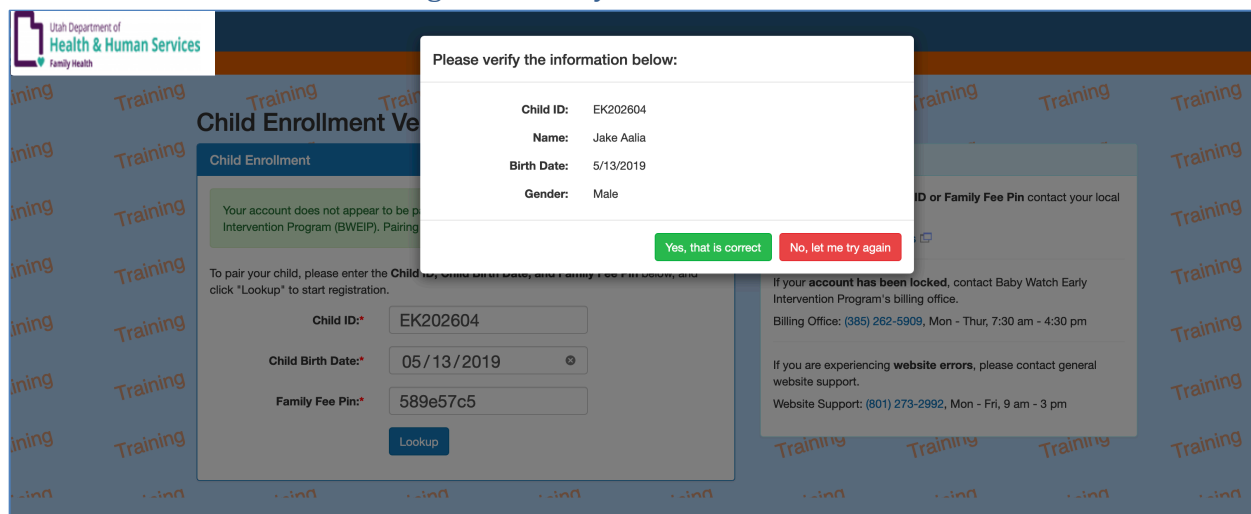
The parent and/or guardian of a child will begin by registering/enrolling their child in the Billing and Payment System, as shown in Figure 3. The parent and/or guardian will be prompted to enter the "Child ID," a "Family Fee Pin," and "Child Birth Date." To the right, it will give instructions that if you do not have a Child ID or Family Fee Pin to contact your Early Intervention (EI) program.

Figure 3. Billing and Payment Registration/Enrollment
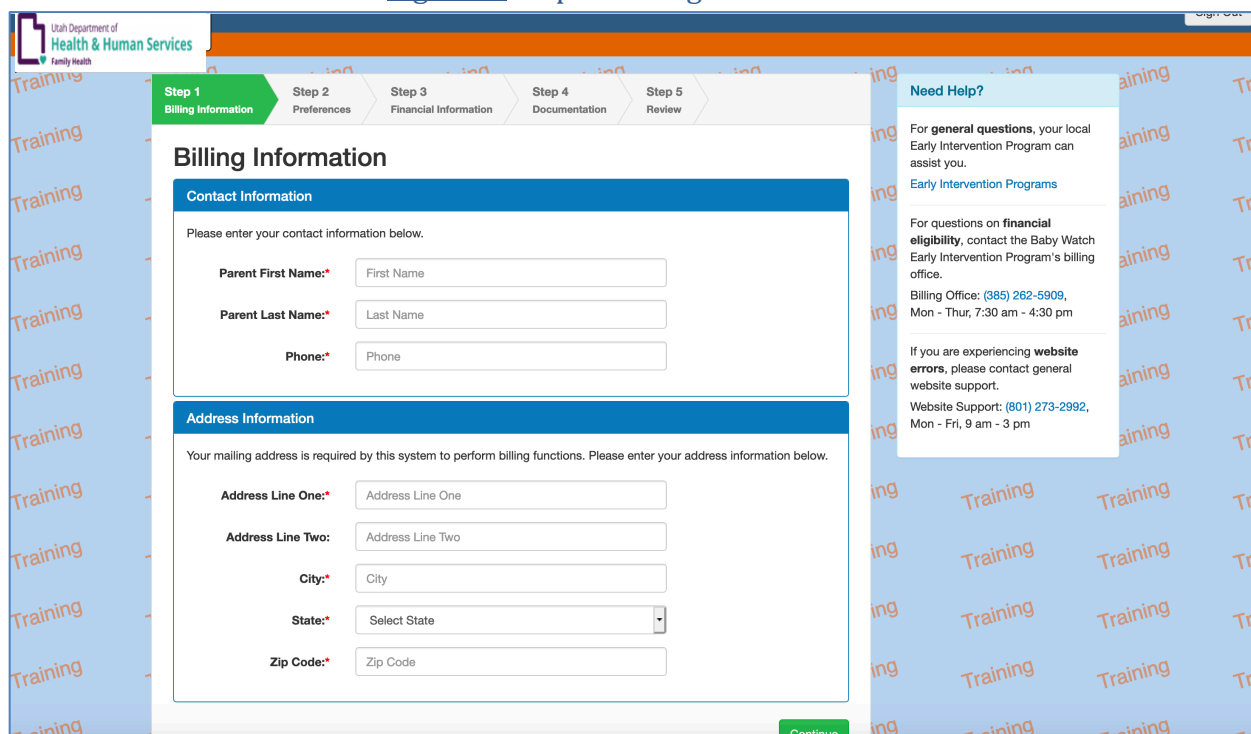
Once the parent and/or guardian has their Child ID, Family Fee Pin, and Child Birth Date, you will click "Lookup." A pop-up will appear, as shown in Figure 4, to verify the child information.

Figure 4. Verify Child Information

On Step 1, the parent/guardian will enter in *Billing Information*, as shown in Figure 5.

Figure 5. Step 1: Billing Information

Next, you will then select your *Preference* for billing (where you want the invoice(s) sent.) You will choose email or post mail, as shown in Figure 6.

Figure 6. Step 2: Preferences

Next, you will enter in *Financial Information*. This step may be skipped if the parent/guardian has already provided financial information to your EI program via an IFSP. You can also select to update your financial information, as shown in Figure 7.
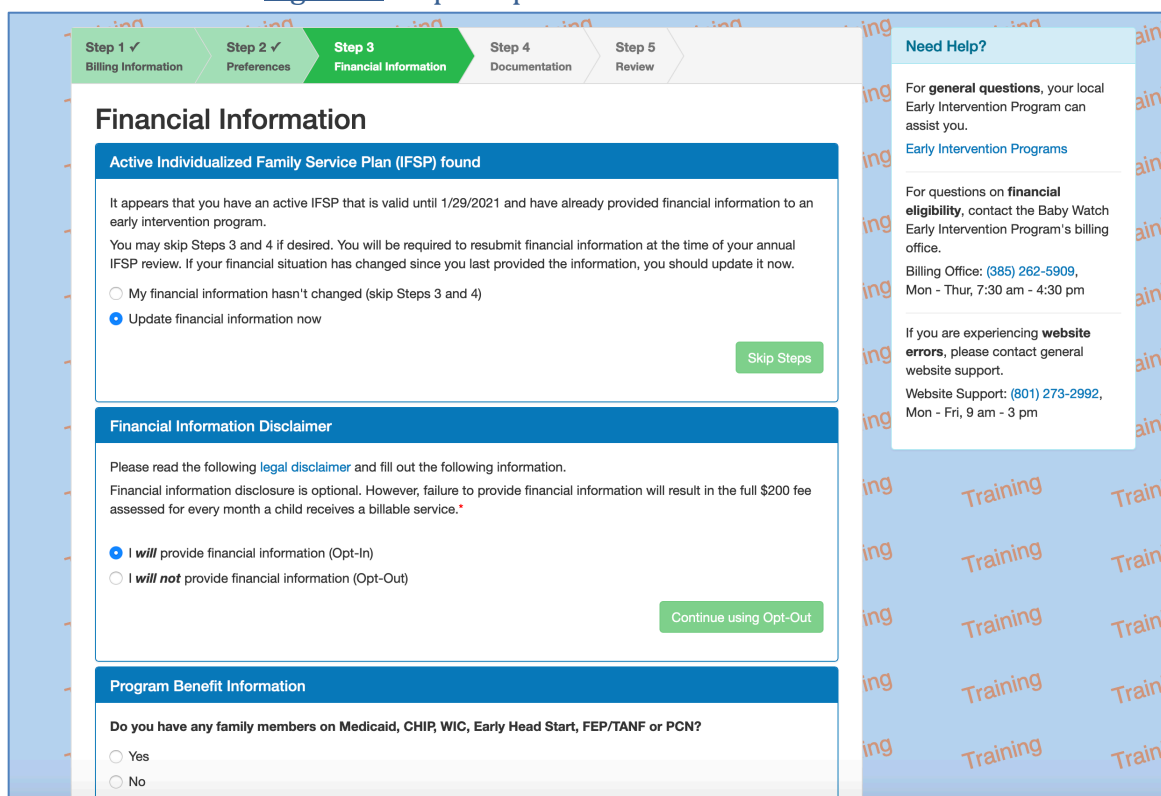
Figure 7. Step 3: Financial Information

Depending on what you selected, more options will become available for the parent/guardian to enter in financial information, as shown in Figure 8.
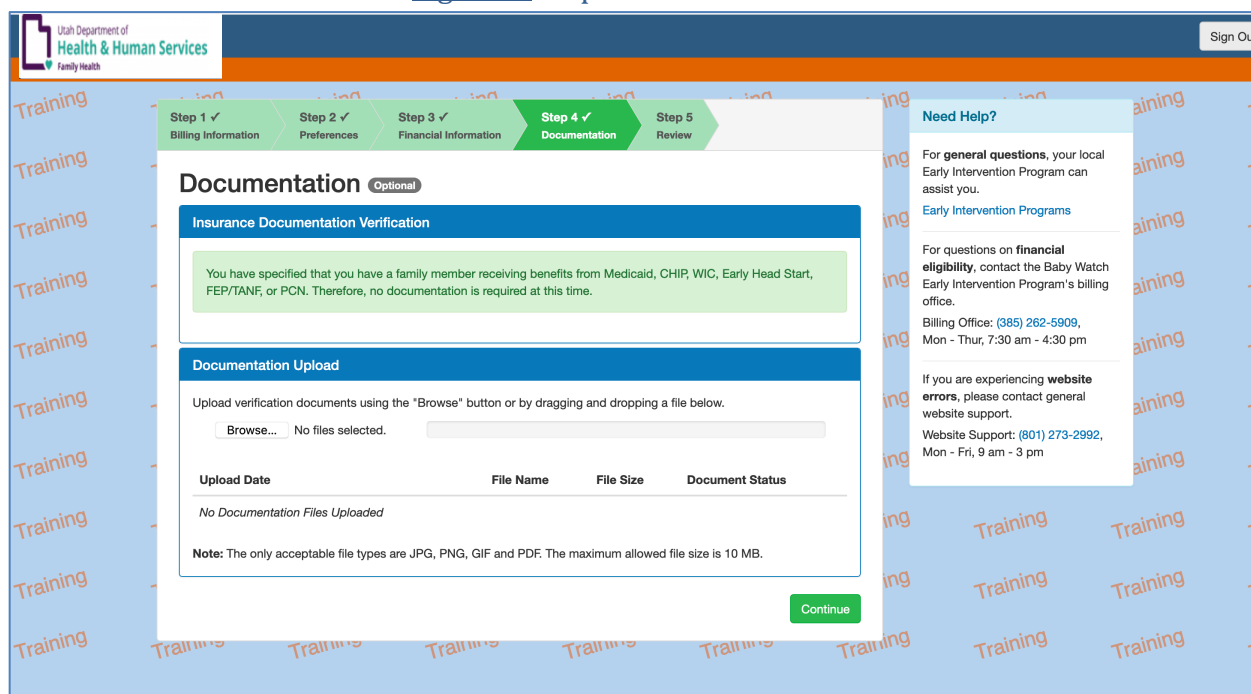
Figure 8. Step 4: Updated Financial Information

The parent/guardian can upload any documents as needed. This step is optional, as shown in Figure 9.

Figure 9. Step 4: Documentation

In step 5, the parent/guardian will review the information entered, as shown in Figure 10, and click "Complete Registration."

Figure 10. Step 5: Review

The parent/guardian will then be on the dashboard you will see from this point on after you sign on to the Billing and Payment System. Here you can view/edit Billing information, Family Fee

information, and Account information, as shown in Figure 11. The "Billing" tab is where the parent/guardian can view the amount due, due date, billing history, and make payments (partial or full payments).

Figure 11. Dashboard

The "Family Fee" tab can be edited if needed. This information came from the steps above entered during registration. Figure 12 shows the "Family Fee" tab.

Figure 12. Family Fee Tab

The "Account" tab may be edited by the parent/guardian if billing contact information has changed or you prefer a different billing delivery, as shown in Figure 13.

Figure 13. Account Tab

The parent/guardian may also submit a "Billing Dispute," as shown in Figure 14 and enter any information on the pop-up, as shown in Figure 15.

Figure 14. Submit Billing Dispute

Figure 15. Billing Dispute Form