

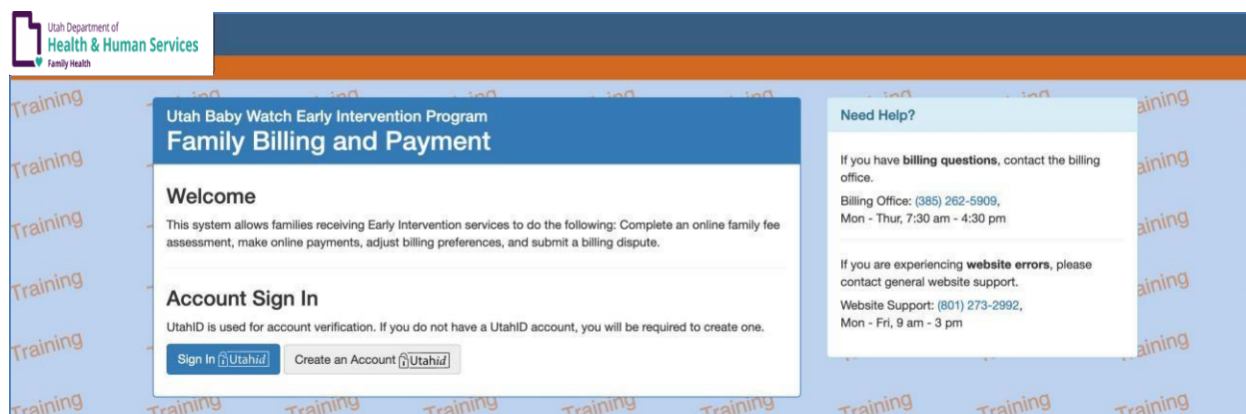
Billing and Payment System

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 be 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.

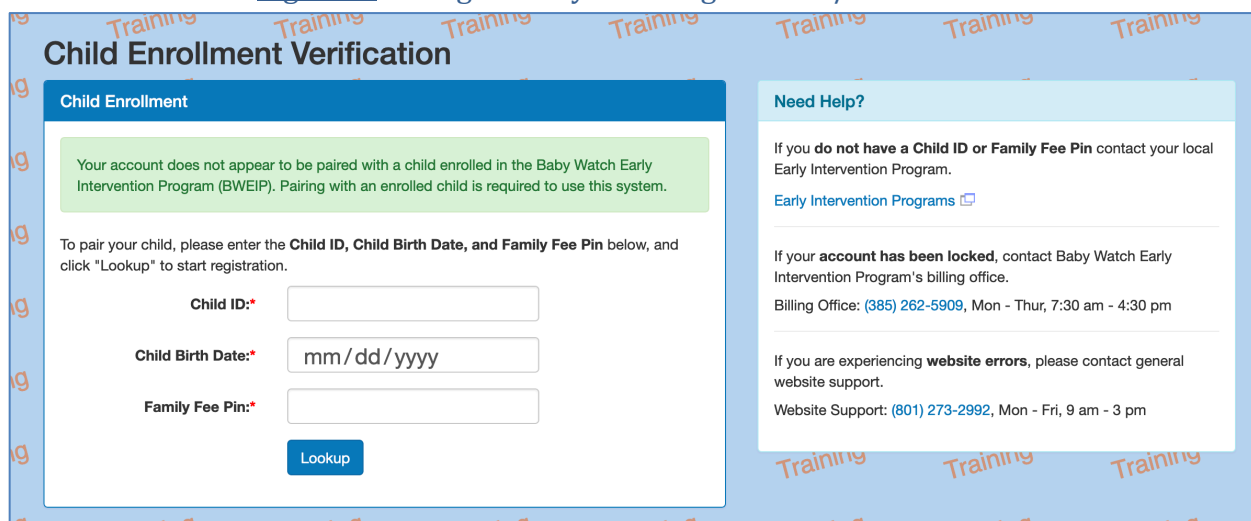
Figure 2. Additional Security



Family Enters Child ID and Family Fee Pin

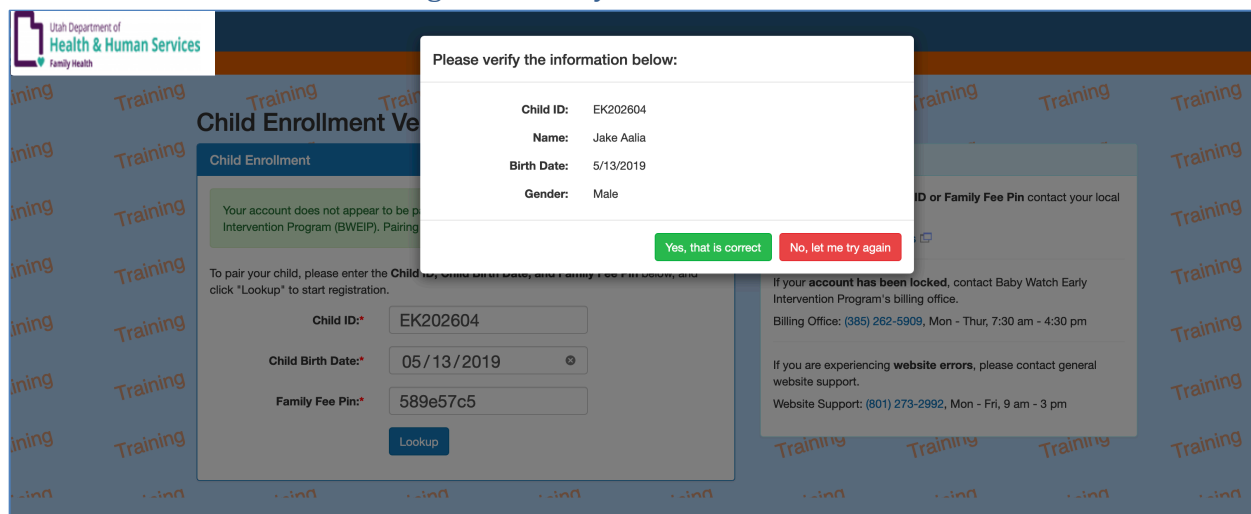
The parent and/or guardian of a child will begin by registering/enrolling their child in the Billing and Payment System, as shown in Figure 3. The parent and/or guardian will be prompted to enter the “Child ID,” a “Family Fee Pin,” and “Child Birth Date.” To the right, it will give instructions that 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



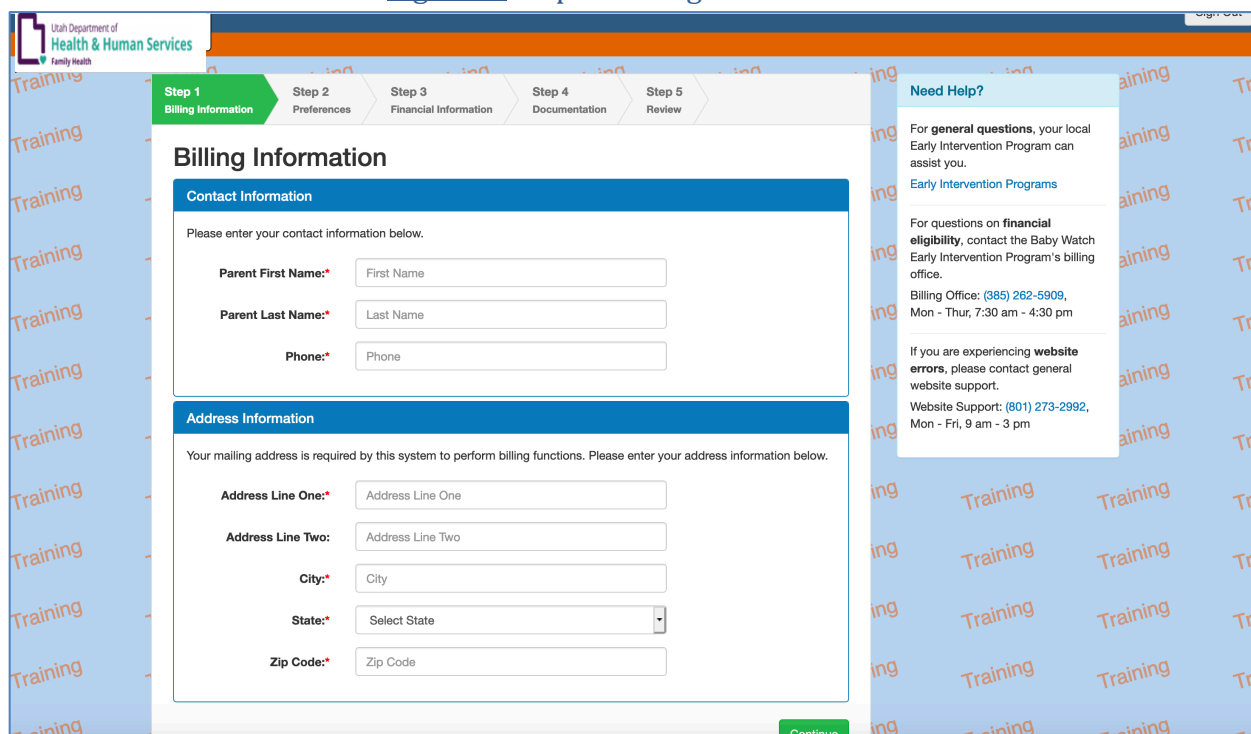
Once the parent and/or guardian has their Child ID, Family Fee Pin, and Child Birth Date, you will click “Lookup.” A pop-up will appear, as shown in Figure 4, to verify the child information.

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



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Family Health

Step 1 Billing Information Step 2 Preferences Step 3 Financial Information Step 4 Documentation Step 5 Review

Billing Information

Contact Information

Please enter your contact information below.

Parent First Name: *

Parent Last Name: *

Phone: *

Address Information

Your mailing address is required by this system to perform billing functions. Please enter your address information below.

Address Line One: *

Address Line Two:

City: *

State: *

Zip Code: *

[Need Help?](#)

For **general questions**, your local Early Intervention Program can assist you.
[Early Intervention Programs](#)

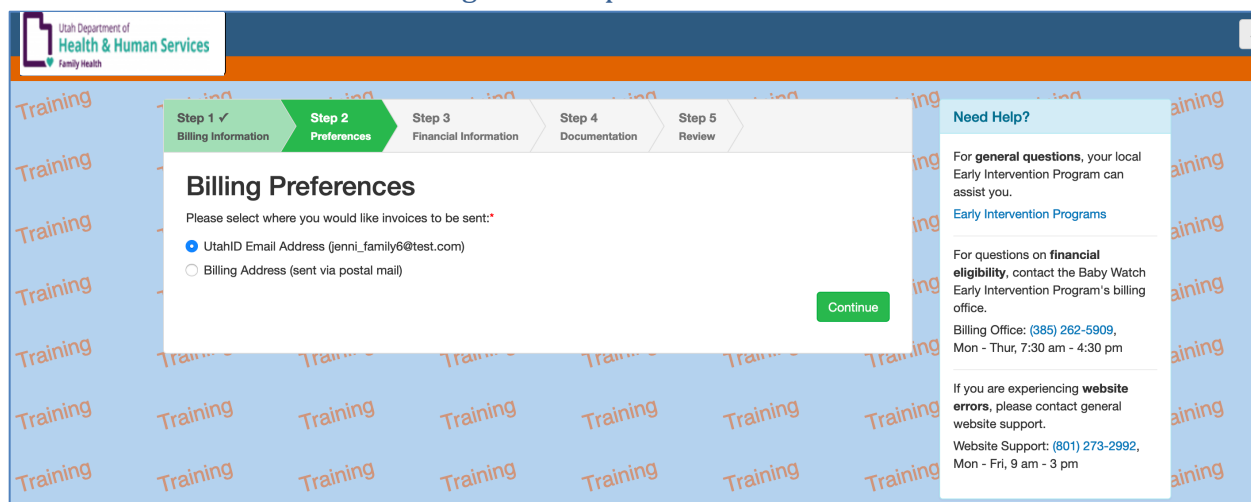
For questions on **financial eligibility**, contact the Baby Watch Early Intervention Program's billing office.
Billing Office: (385) 262-5909, Mon - Thur, 7:30 am - 4:30 pm

If you are experiencing **website errors**, please contact general website support.
Website Support: (801) 273-2992, Mon - Fri, 9 am - 3 pm

[Continue](#)

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



Utah Department of Health & Human Services
Family Health

Step 1 ✓ Billing Information Step 2 Preferences Step 3 Financial Information Step 4 Documentation Step 5 Review

Billing Preferences

Please select where you would like invoices to be sent: *

☒ UtahID Email Address (jenni_family6@test.com)

☐ Billing Address (sent via postal mail)

[Continue](#)

[Need Help?](#)

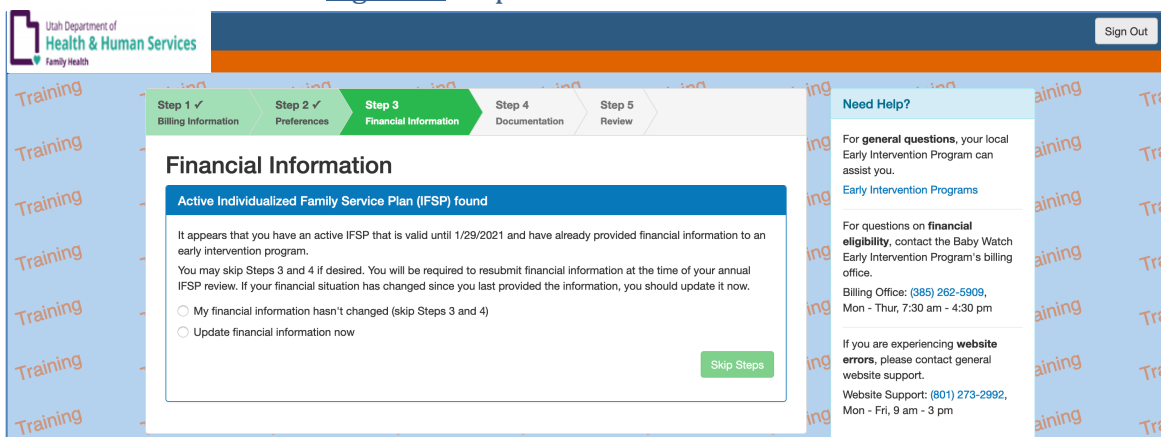
For **general questions**, your local Early Intervention Program can assist you.
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Next, you will enter in *Financial Information*. This step may be skipped if the parent/guardian has already provided financial information to your EI program via an IFSP. You can also select to update your financial information, as shown in Figure 7.

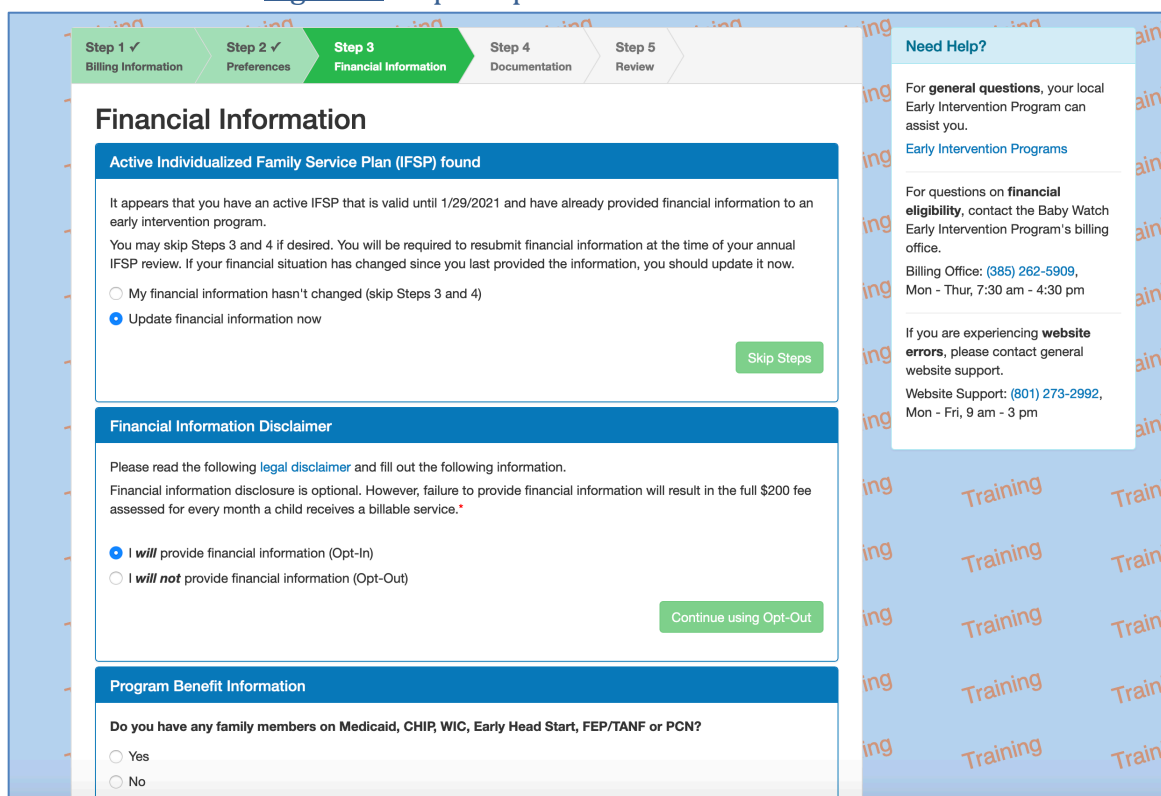
Figure 7. Step 3: Financial Information



The screenshot shows the 'Step 3: Financial Information' page. At the top, a progress bar indicates the steps: Step 1 (Billing Information), Step 2 (Preferences), Step 3 (Financial Information), Step 4 (Documentation), and Step 5 (Review). The main content area is titled 'Financial Information' and contains a blue box stating 'Active Individualized Family Service Plan (IFSP) found'. Below this, it explains that the user has an active IFSP valid until 1/29/2021 and has already provided financial information. It offers the option to skip Steps 3 and 4 if desired, but notes that financial information will need to be resubmitted at the annual IFSP review. Two radio buttons are present: 'My financial information hasn't changed (skip Steps 3 and 4)' and 'Update financial information now'. A 'Skip Steps' button is at the bottom right. On the right side, there is a 'Need Help?' section with contact information for general questions, financial eligibility, and website errors.

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

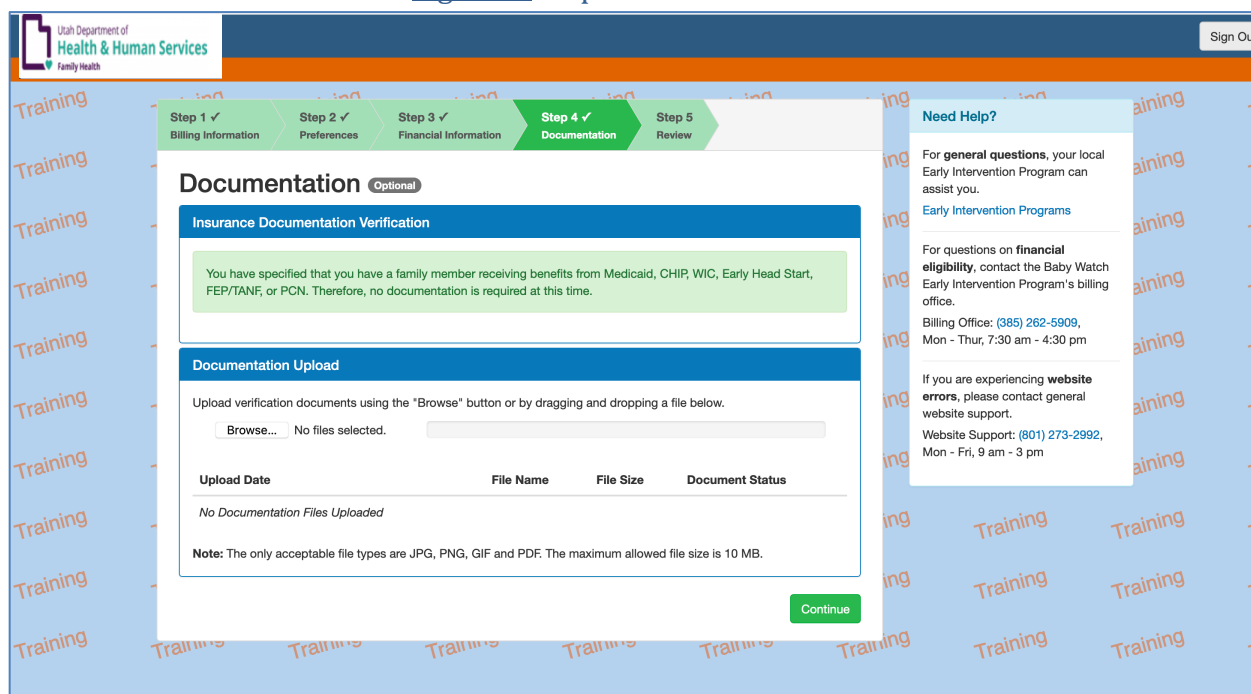
Figure 8. Step 4: Updated Financial Information



The screenshot shows the 'Step 4: Updated Financial Information' page. The progress bar at the top shows Step 3 as the current step. The main content area is titled 'Financial Information' and contains a blue box stating 'Active Individualized Family Service Plan (IFSP) found'. Below this, it explains that the user has an active IFSP valid until 1/29/2021 and has already provided financial information. It offers the option to skip Steps 3 and 4 if desired, but notes that financial information will need to be resubmitted at the annual IFSP review. Two radio buttons are present: 'My financial information hasn't changed (skip Steps 3 and 4)' and 'Update financial information now'. A 'Skip Steps' button is at the bottom right. Below this, there is a 'Financial Information Disclaimer' section with a text area for the disclaimer and two radio buttons: 'I will provide financial information (Opt-In)' and 'I will not provide financial information (Opt-Out)'. A 'Continue using Opt-Out' button is at the bottom right. At the bottom, there is a 'Program Benefit Information' section with a question: 'Do you have any family members on Medicaid, CHIP, WIC, Early Head Start, FEP/TANF or PCN?'. Two radio buttons are present: 'Yes' and 'No'.

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

Figure 9. Step 4: Documentation



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Family Health

Sign Out

Step 1 ✓ Billing Information Step 2 ✓ Preferences Step 3 ✓ Financial Information **Step 4 ✓ Documentation** Step 5 Review

Documentation Optional

Insurance Documentation Verification

You have specified that you have a family member receiving benefits from Medicaid, CHIP, WIC, Early Head Start, FEP/TANF, or PCN. Therefore, no documentation is required at this time.

Documentation Upload

Upload verification documents using the "Browse" button or by dragging and dropping a file below.

No files selected.

Upload Date	File Name	File Size	Document Status
No Documentation Files Uploaded			

Note: The only acceptable file types are JPG, PNG, GIF and PDF. The maximum allowed file size is 10 MB.

Need Help?

For **general questions**, your local Early Intervention Program can assist you.

Early Intervention Programs

For questions on **financial eligibility**, contact the Baby Watch Early Intervention Program's billing office.

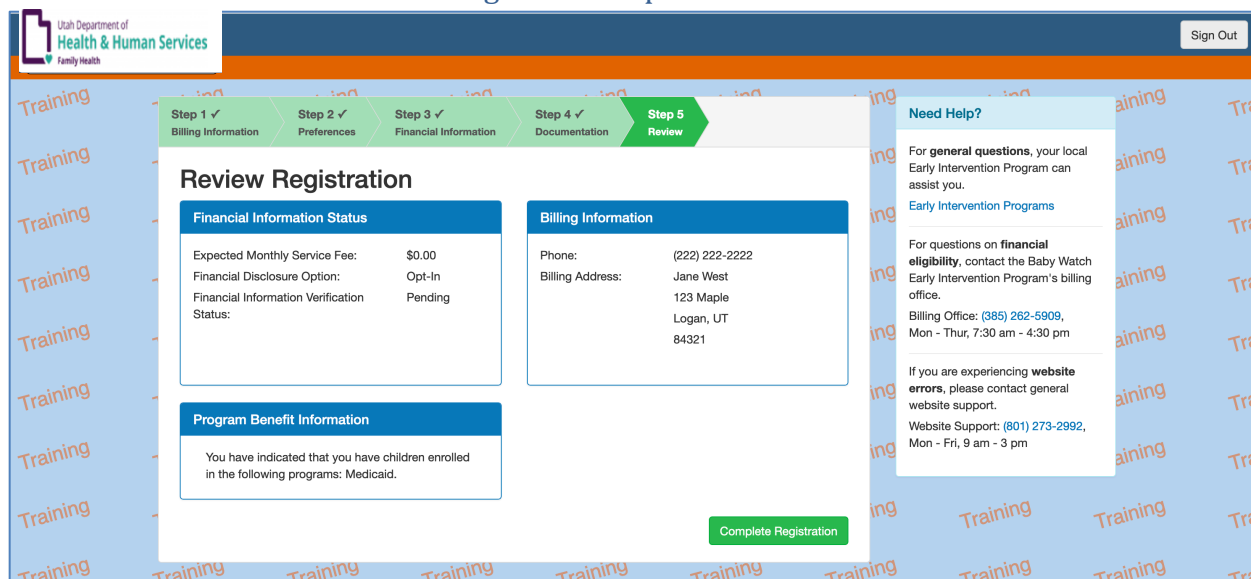
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In step 5, the parent/guardian will review the information entered, as shown in Figure 10, and click "Complete Registration."

Figure 10. Step 5: Review



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Sign Out

Step 1 ✓ Billing Information Step 2 ✓ Preferences Step 3 ✓ Financial Information Step 4 ✓ Documentation **Step 5 Review**

Review Registration

Financial Information Status	
Expected Monthly Service Fee:	\$0.00
Financial Disclosure Option:	Opt-In
Financial Information Verification Status:	Pending

Billing Information	
Phone:	(222) 222-2222
Billing Address:	Jane West 123 Maple Logan, UT 84321

Program Benefit Information

You have indicated that you have children enrolled in the following programs: Medicaid.

Need Help?

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Early Intervention Programs

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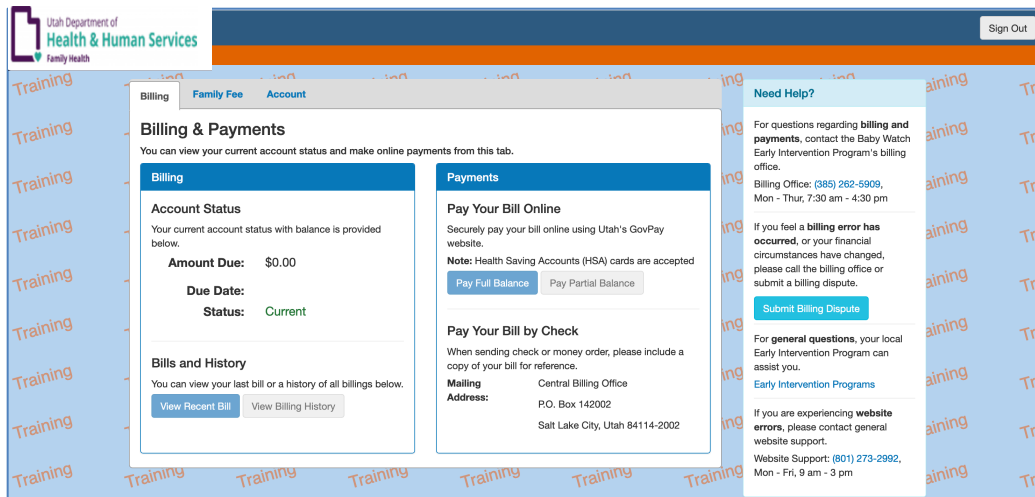
If you are experiencing **website errors**, please contact general website support.

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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).

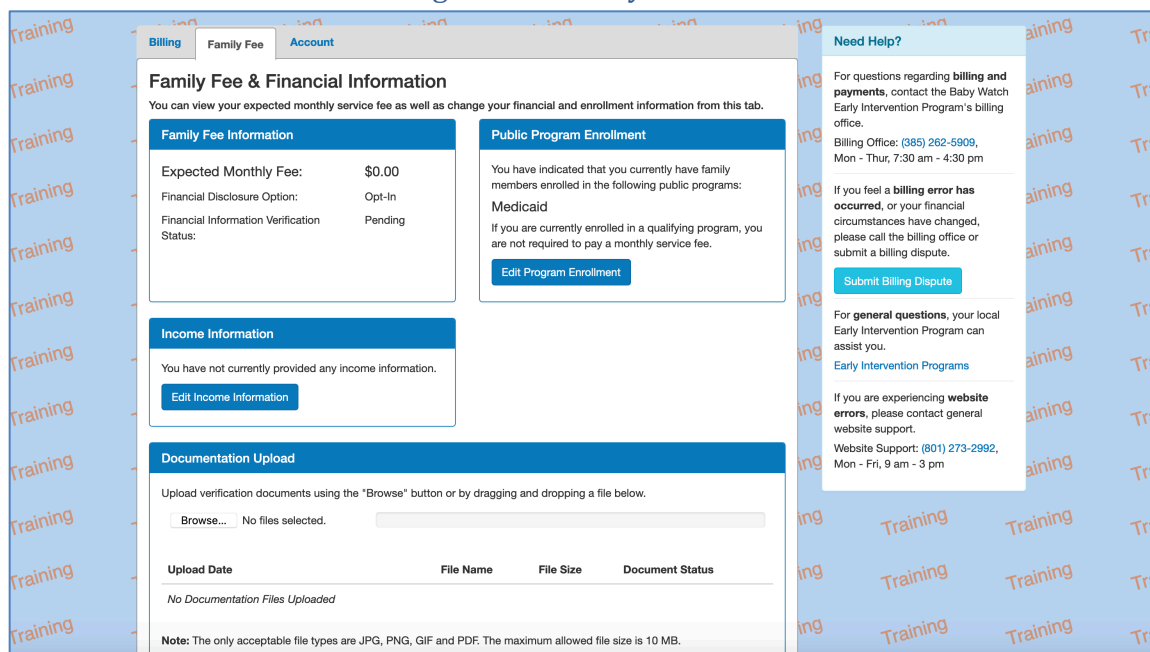
Figure 11. Dashboard



The screenshot shows the 'Billing & Payments' dashboard. At the top, there's a navigation bar with 'Billing', 'Family Fee', and 'Account' tabs. The 'Billing' tab is active. The main content area is divided into two columns. The left column, titled 'Billing', contains 'Account Status' (Amount Due: \$0.00, Due Date: Current, Status: Current) and 'Bills and History' (View Recent Bill, View Billing History). The right column, titled 'Payments', contains 'Pay Your Bill Online' (Pay Full Balance, Pay Partial Balance) and 'Pay Your Bill by Check' (Mailing Address: Central Billing Office, P.O. Box 142002, Salt Lake City, Utah 84114-2002). A 'Need Help?' sidebar on the right provides contact information for the Baby Watch Early Intervention Program's billing office and website support.

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 screenshot shows the 'Family Fee & Financial Information' tab. The navigation bar has 'Billing', 'Family Fee', and 'Account' tabs, with 'Family Fee' being the active tab. The main content area is divided into three sections: 'Family Fee Information' (Expected Monthly Fee: \$0.00, Financial Disclosure Option: Opt-In, Financial Information Verification Status: Pending), 'Public Program Enrollment' (Medicaid, Edit Program Enrollment), and 'Income Information' (Edit Income Information). A 'Documentation Upload' section at the bottom allows users to upload verification documents. A 'Need Help?' sidebar on the right provides contact information for the Baby Watch Early Intervention Program's billing office and website support.

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

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Family Health

Sign Out

Billing Family Fee Account

Account Information & Preferences

You can update your account's billing contact and delivery preferences from this tab.

Billing Contact Information

Name: Jane West

Phone: (222) 222-2222

Address: 123 Maple
Logan UT, 84321

Edit Contact Information

Billing Delivery Preferences

Please select where you would like invoices to be sent:

☒ UtahID Email Address (jenni_family6@test.com)

☐ Billing Address (sent via postal mail)

Save Delivery Preference

Need Help?

For questions regarding **billing and payments**, contact the Baby Watch Early Intervention Program's billing office.

Billing Office: (385) 262-5909,
Mon - Thur, 7:30 am - 4:30 pm

If you feel a **billing error has occurred**, or your financial circumstances have changed, please call the billing office or submit a billing dispute.

Submit Billing Dispute

For **general questions**, your local Early Intervention Program can assist you.

Early Intervention Programs

If you are experiencing **website errors**, please contact general website support.

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

Utah Department of Health & Human Services
Family Health

Sign Out

Billing Family Fee Account

Account Information & Preferences

You can update your account's billing contact and delivery preferences from this tab.

Billing Contact Information

Name: Jane West

Phone: (222) 222-2222

Address: 123 Maple
Logan UT, 84321

Edit Contact Information

Billing Delivery Preferences

Please select where you would like invoices to be sent:

☒ UtahID Email Address (jenni_family6@test.com)

☐ Billing Address (sent via postal mail)

Save Delivery Preference

Need Help?

For questions regarding **billing and payments**, contact the Baby Watch Early Intervention Program's billing office.

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Mon - Thur, 7:30 am - 4:30 pm

If you feel a **billing error has occurred**, or your financial circumstances have changed, please call the billing office or submit a billing dispute.

Submit Billing Dispute

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Early Intervention Programs

If you are experiencing **website errors**, please contact general website support.

Figure 15. Billing Dispute Form

Billing Dispute ✕

If you feel a billing error has occurred, or your financial circumstances have changed, use this form to submit an online billing dispute.

To help us resolve your issue quickly, please include information such as the following:

- Billing discrepancy
- Payment amounts and dates
- Months that services were received
- Description of change in financial circumstances

Reason for Billing Dispute