

Billing Support

Billing in Insured Portal

Users can find the Billing Support Button on both the Billing Summary and Billing Details pages. By clicking this button, they can view service hours, phone numbers, and addresses. Additionally, there's a form available for sending an email directly to the appropriate person for assistance.

Billing Support from the Billing Summary Page.

1. From the Billing Summary page, click **Billing Support**.

NOTE: In the Billing Support modal, users will see the contact information on the left and an email form on the right.

The screenshot shows the top navigation bar with 'Start A Claim', a help icon, a notification bell, and a user profile icon. Below the navigation bar, there are three buttons: 'Download as Excel', 'Billing Support' (highlighted with a red box), and 'Payment Options'. Below these buttons is a search bar with a 'Search' button, a 'SORT BY' dropdown set to 'None', and a 'Filters' button. Below the search bar is a table with the following columns: 'BILLING ACCT #', 'TOTAL DUE', 'DUE DATE', and 'ACTIONS'. The table contains one row with the following data: 'BILLING ACCT #', '\$20,801.05', '12/26/2023', and a vertical ellipsis icon.

2. To send an email using the form, do the following:
 - a. Select a **Billing Account Number** from the drop-down menu.
 - b. Enter a **Phone Number** if different from the one associate with the account.
 - c. Select an account number (or General Question) from the **In Reference To** drop-down menu.
 - d. Enter a message in the **Message** box.
 - e. Click **Send**.

Note: Some information, like email, may be pre-populated with information associated with your account and cannot be changed.

The screenshot shows the 'Email Us' modal. On the left, there is contact information for 'Class' and 'might' at American Insurance Group. On the right, there is a form with the following fields: 'BILLING ACCOUNT NUMBER' (a dropdown menu with 'General Inquiry' selected), 'EMAIL' (a text box with a pre-populated email address), 'PHONE NUMBER' (a text box with a pre-populated phone number), 'IN REFERENCE TO' (a dropdown menu with 'General Question' selected), and 'MESSAGE' (a text box with the text 'Where can I send my payment?'). At the bottom of the form are 'Cancel' and 'Send' buttons.