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 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 1. The parent and/or guardian will be prompted to enter the “Child ID” and a “Family Fee Pin.” 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 1. Billing and Payment Registration/Enrollment

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 2.
Once the parent and/or guardian has their Child ID and Family Fee Pin, you will click “Lookup.” A pop-up will appear, as shown in Figure 3, to verify the child information.

**Figure 3. Verify Child Information**
On Step 1, the parent/guardian will enter in *Billing Information*, as shown in Figure 4.

**Figure 4. Step 1: Billing Information**

![Billing Information](image)

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 5.

**Figure 5. Step 2: Preferences**

![Billing Preferences](image)
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 6.

**Figure 6. Step 3: Financial Information**

![Figure 6. Step 3: Financial Information](image)

Depending on what you selected, more options will become available for the parent/guardian to enter in financial information, as shown in Figure 7.

**Figure 7. Step 4: Updated Financial Information**

![Figure 7. Step 4: Updated Financial Information](image)
The parent/guardian can upload any documents as needed. This step is optional, as shown in Figure 8.

**Figure 8. Step 4: Documentation**

In step 5, the parent/guardian will review the information entered, as shown in Figure 9, and click “Complete Registration.”

**Figure 9. 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 10. 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 10. Dashboard

The “Family Fee” tab can be edited if needed. This information came from the steps above entered during registration. Figure 11 shows the “Family Fee” tab.

Figure 11. 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 12.

Figure 12. Account Tab

The parent/guardian may also submit a “Billing Dispute,” as shown in Figure 13 and enter any information on the pop-up, as shown in Figure 14.

Figure 13. Submit Billing Dispute
Figure 14. Billing Dispute Form