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 they do not have a Child ID or Family Fee Pin to contact their Early Intervention (EI) program.

![Figure 1. Billing and Payment Registration/Enrollment](image)

Child ID and Family Fee Pin Location in BTOTS
The EI program can find the child ID and Family Fee Pin in the BTOTS system, as shown in Figure 2. The provider may send this information to the family via email or if they prefer a paper copy the provider can print off the Child ID and Family Fee Pin with the website information by clicking the “Instructions” .pdf file, as shown in Figure 3.
Family Enters Information

The parent/guardian will be prompted to create an account or sign in. If this is their first attempt, they will need to create an account, as show in Figure 4.

Figure 4. Sign in or Create an Account

Once the parent and/or guardian has their Child ID and Family Fee Pin, they will click “Lookup.” A pop-up will appear, as shown in Figure 5, to verify the child information.

Figure 5. Verify Child Information
On Step 1, the parent/guardian will enter in *Billing Information*, as shown in Figure 6.

**Figure 6. Step 1: Billing Information**

Next, they will then select their *Preference* for billing (where they want invoice sent.) They will choose email or post mail, as shown in Figure 7.

**Figure 7. Step 2: Preferences**
Next, they will enter in Financial Information. This step may be skipped if the parent/guardian has already provided financial information to their EI program via an IFSP. They can also select to update their financial information, as shown in Figure 8.

Figure 8. Step 3: Financial Information

Depending on what is selected, more options will become available for the parent/guardian to enter in financial information, as shown in Figure 9.

Figure 9. Step 4: Updated Financial Information
The parent/guardian can upload any documents as needed. This step is optional, as shown in Figure 10.

**Figure 10. Step 4: Documentation**

In step 5, the parent/guardian will review the information entered, as shown in Figure 11, and click “Complete Registration.”

**Figure 11. Step 5: Review**
The parent/guardian will then be on the dashboard they will see from this point after they sign on to the Billing and Payment System. Here they can view/edit Billing information, Family Fee information, and Account information, as shown in Figure 12.

The “Billing” tab is where the parent/guardian can view the amount due, due date, billing history, and make payments (partial or full payments).

The “Family Fee” tab can be edited if needed. This information came from the steps above entered during registration. Figure 13 shows the “Family Fee” tab.
The “Account” tab may be edited by the parent/guardian if billing contact information has changed or they prefer a different billing delivery, as shown in Figure 14.

**Figure 14. Account Tab**

The parent/guardian may also submit a “Billing Dispute,” as shown in Figure 15 and enter any information on the pop-up, as shown in Figure 16.

**Figure 15. Submit Billing Dispute**
Figure 16. 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

[Text box for input]

Submit  Cancel