



**Coordination of Benefits Agreement
COBAPayerExpress
Monthly Invoice Process
Introductory Package**

December 14, 2018



Overview



- Introduction
- COBAPayerExpress Presentation
- Frequently Asked Questions
- Contact Information
- Next Steps



Introduction



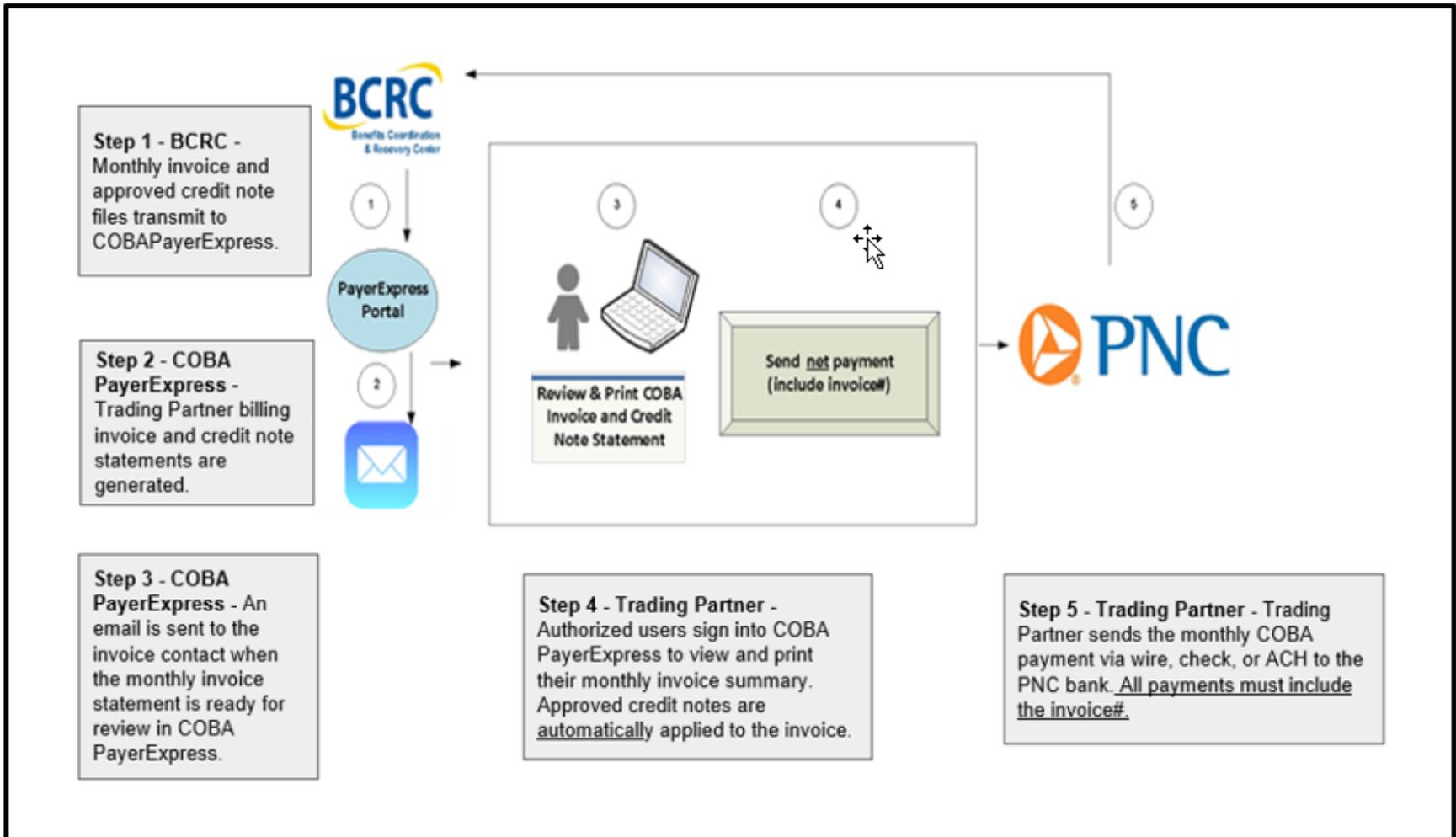
Welcome to COBAPayerExpress!

COBAPayerExpress is the new invoice billing system for crossover administration fees. Once a new user account is established, an invoice contact will be sent monthly emails to notify him/her that the invoice statement is ready for review. Approved credit notes are automatically applied to the invoice bill. Payments are due within 30 calendar days by check, wire, or ACH.

This COBAPayerExpress User Guide will provide you with the basics as to whom you can contact with questions, how you will obtain your COBAPayerExpress user ID, and how to use default or forgotten password functionality. In addition, to receive PNC bank information needed for establishing your accounting records, such as PNC COBA bank details and GDIT's W-9 Form contact COBAPayerExpress@ehmedicare.com.

Please Note: If you were an existing COBA crossover invoice contact prior to January 2019, you will have been forwarded, in January, an email from COBAPayerExpress to establish your security profile and password. You will be able to view and print your invoice and credit note statements. The COBAPayerExpress electronic billing system replaces the db-eBills system effective January 2019.

Process Overview





Payment Options



Payments must include your corresponding invoice number when transmitted by wire, check, or ACH. Your payment will be automatically validated by the bank using the invoice number and full payment amount. Payments sent without an invoice number will need to be manually reviewed, which will delay posting to your account.

Who do I pay?

- Please remit COBA payments to General Dynamics Information Technology Inc. (GDIT) or BCRC COBA.
- The BCRC is now doing business as General Dynamics Information Technology Inc. (GDIT).
- Contact COBAPayerExpress@ehmedicare for payment bank and GDIT Tax ID information.



Payment Options (2)



- What is the GDIT PNC PO Box address for the check payments?
General Dynamics Information Technology Inc. (GDIT)
PO Box 829968
Philadelphia, PA 19182-9968
- What is the overnight courier delivery address:
General Dynamics Information Technology Inc.(GDIT)
Lockbox No. 829968
312 W Route 38
Moorestown, NJ 08057
- How can I obtain a GDIT W-9 to setup my COBA payments?
An Authorized Representative may send an email to COBAPayerExpress@ehmedicare.com requesting a copy of the GDIT W-9. Include a copy of your COBA Agreement to expedite processing.



COBAPayerExpress Access Requirements



1. To obtain access to COBAPayerExpress, you must be listed on the COBA Attachment as the invoice contact. We highly recommend you review your current COBA Attachment on file to ensure that the Authorizing Representative has submitted current contact information.
2. Existing invoice contacts in db-eBills will be automatically sent an ID and default passwords from COBAPayerExpress in early January 2019.
3. New Invoice contacts that are assigned after January will need to email COBAPayerExpress@ehmedicare.com to request a COBAPayerExpress user ID and default password. Please include a copy of your COBA Agreement to expedite processing. Your email must match the invoice contact email on record.



COBAPayerExpress Access Requirements (2)



4. New users that are listed as the invoice contact will be sent a COBAPayerExpress ID and separate email with a default password within 1 to 2 days of the request. If the user is not a authorized, he/she will receive an email indicating that he/she must contact his/her Authorized Representative in order to be added to the COBA Agreement.
5. COBAPayerExpress will prompt users upon entry to answer two authentication questions. Only the authorized invoice contact on the COBA Agreement may request his/her authentication passwords from COBAPayerExpress@ehmedicare.com. Include a copy of your Trading Partner COBA Agreement to expedite processing.
6. In compliance with security requirements, users must log in online every 60 days to maintain account activity. If the user account is disabled, try to reactivate your account by selecting forgotten password and answering the secret questions and/or contacting COBAPayerExpress@ehmedicare.com.



COBAPayerExpress Access Requirements (3)

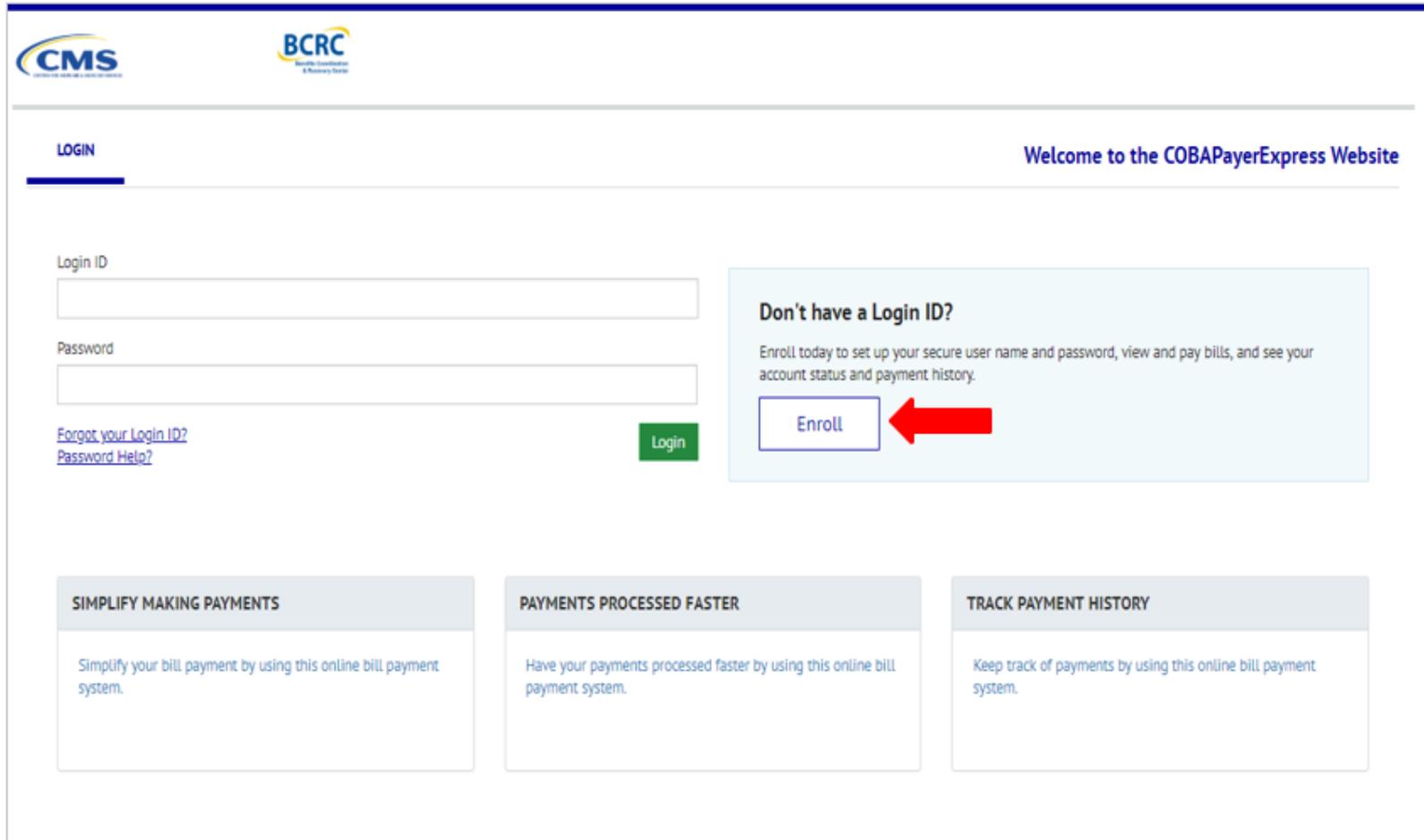


7. If the contact is changing roles or leaving the company, we highly recommend that you send an updated COBA Attachment to the EDI representative and copy the COBAPayerExpress@ehmedicare.com to notify the BCRC that a new COBA Agreement needs to be established. Your EDI Representative will assist you with updating your documents in order for you to receive your COBAPayerExpress ID.
8. Invoice Contacts may review the monthly invoice and credit note summary and print for payment. In COBAPayerExpress, your credit notes are automatically applied to your invoice. This makes it easier for you to view and only pay the net amount with your payment transmission. All submissions MUST have an invoice number with the payment.
9. Online help for additional questions or email to COBAPayerExpress@ehmedicare.com.



COBAPayerExpress Walkthrough

Home Page: Trading Partner Enrollment



The screenshot shows the home page of the COBAPayerExpress Website. At the top left, there are logos for CMS and BCRC. The main heading is "LOGIN". To the right, it says "Welcome to the COBAPayerExpress Website". Below the heading, there are two input fields: "Login ID" and "Password". Below the "Password" field, there are two links: "Forgot your Login ID?" and "Password Help?". To the right of these links is a green "Login" button. To the right of the login fields is a light blue box with the heading "Don't have a Login ID?". Below this heading, it says "Enroll today to set up your secure user name and password, view and pay bills, and see your account status and payment history." Below this text is a white "Enroll" button with a red arrow pointing to it from the right. At the bottom of the page, there are three columns of text, each with a heading and a description:

- SIMPLIFY MAKING PAYMENTS**
Simplify your bill payment by using this online bill payment system.
- PAYMENTS PROCESSED FASTER**
Have your payments processed faster by using this online bill payment system.
- TRACK PAYMENT HISTORY**
Keep track of payments by using this online bill payment system.



Account Setup

✓ PROFILE **LOGIN & PASSWORD** TERMS OF SERVICE PAYMENT ACCOUNTS

Create an Account

Login ID 

Password 

Re-enter password, just to be sure 

Choose a Security Image and give it a label

You'll see your selected security image and label in email notifications. When you see your image and label on a notification, you can be sure it is from us.

 Give your image a label

Trading Partner Enrollment Security Authorization (2)

Choose Your Security Questions

We'll use these questions to help verify your identity if you forget your login credentials. Make sure you give answers that you can easily remember.

Question 1

Answer 1

What is your grandmother's maiden name on your father's side? ▼

Question 2

Answer 2

What is your grandmother's maiden name on your mother's side? ▼

Question 3

Answer 3

How many brothers and sisters did your mother have? ▼

Question 4

Answer 4

What city was your first job in? ▼

Question 5

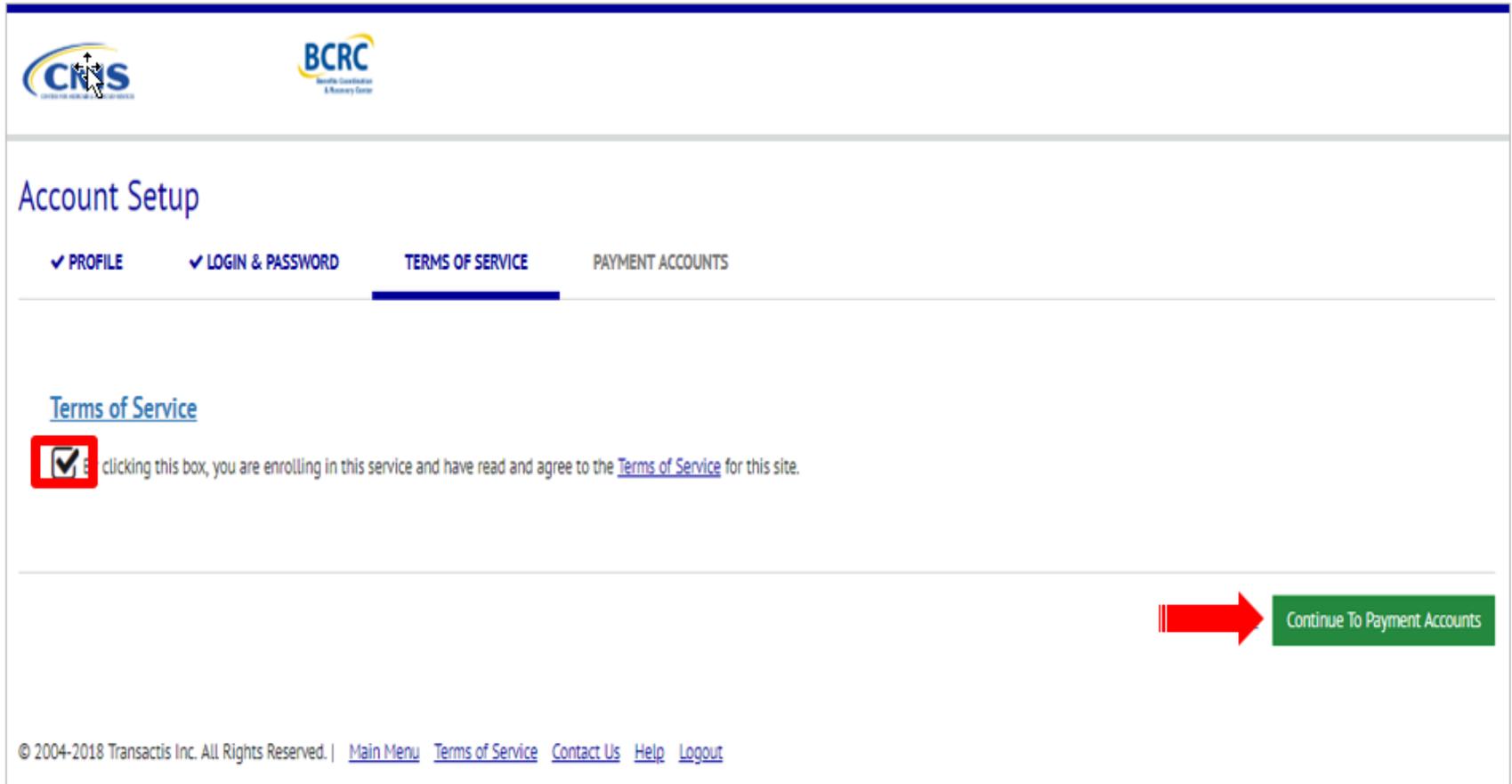
Answer 5

What was your boss's first name at your first job? ▼



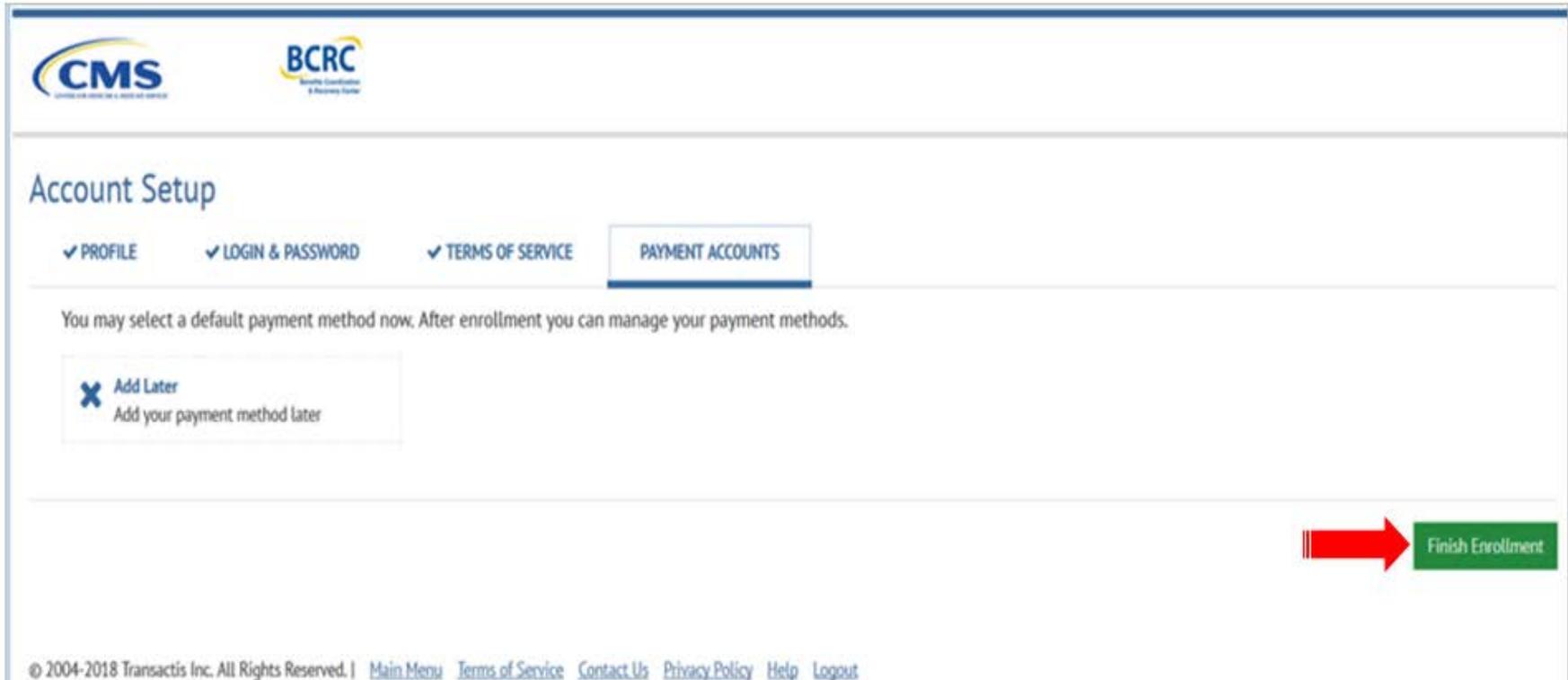
Continue to Terms of Service

Trading Partner Enrollment Security Authorization (3)



The screenshot displays the 'Account Setup' interface. At the top, there are logos for CMS and BCRC. Below the logos, the page title 'Account Setup' is followed by four navigation tabs: 'PROFILE', 'LOGIN & PASSWORD', 'TERMS OF SERVICE', and 'PAYMENT ACCOUNTS'. The 'TERMS OF SERVICE' tab is currently selected and highlighted with a blue underline. Underneath the tabs, the heading 'Terms of Service' is followed by a checkbox that is checked and highlighted with a red square. To the right of the checkbox is the text: 'By clicking this box, you are enrolling in this service and have read and agree to the [Terms of Service](#) for this site.' At the bottom right of the form area, there is a green button labeled 'Continue To Payment Accounts' with a red arrow pointing towards it. The footer contains the copyright notice '© 2004-2018 Transactis Inc. All Rights Reserved.' and a list of links: 'Main Menu', 'Terms of Service', 'Contact Us', 'Help', and 'Logout'.

Trading Partner Enrollment Security Authorization (4)

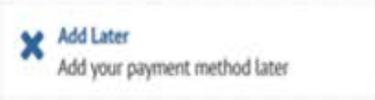


Account Setup

✓ PROFILE ✓ LOGIN & PASSWORD ✓ TERMS OF SERVICE **PAYMENT ACCOUNTS**

You may select a default payment method now. After enrollment you can manage your payment methods.

 **X Add Later**
Add your payment method later

 **Finish Enrollment**

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Trading Partner Enrollment Security Authorization (5)





Your Account is Set Up!

Activate Your Account

We've sent an activation link to james.conn@pnc.com. Click the link in the email to validate your email address and activate your account with us. If you don't see an email from us, check your "Spam" or "Junk" folders.

After activating your account, click here to login

[Account Login](#)

Resend Activation Email

Didn't get our email? We can resend it to the Email on file or an alternate address.

[Resend Email to](#)

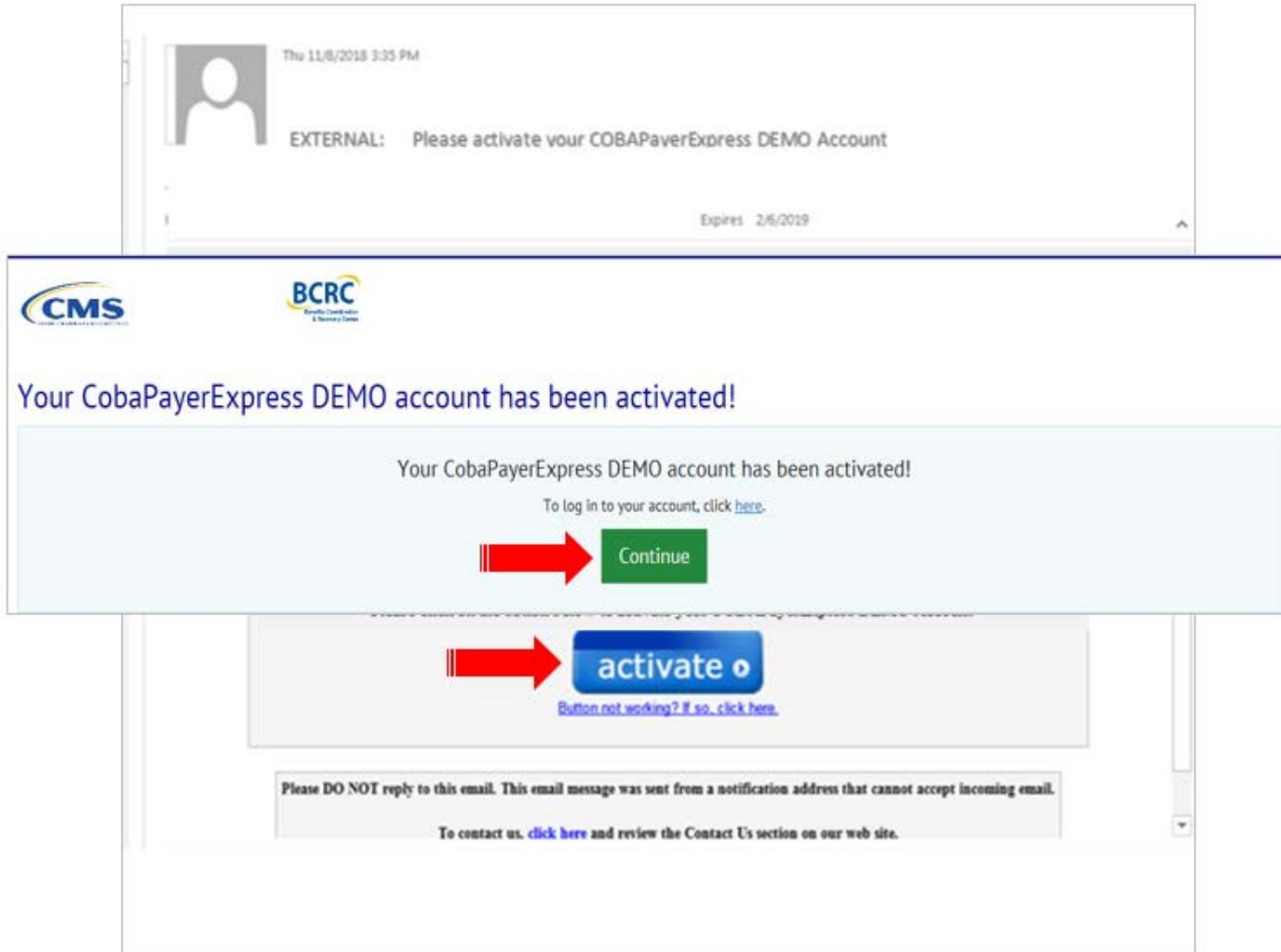
Send Email to another Email Address

Alternate Address

[Send Activation Email](#)

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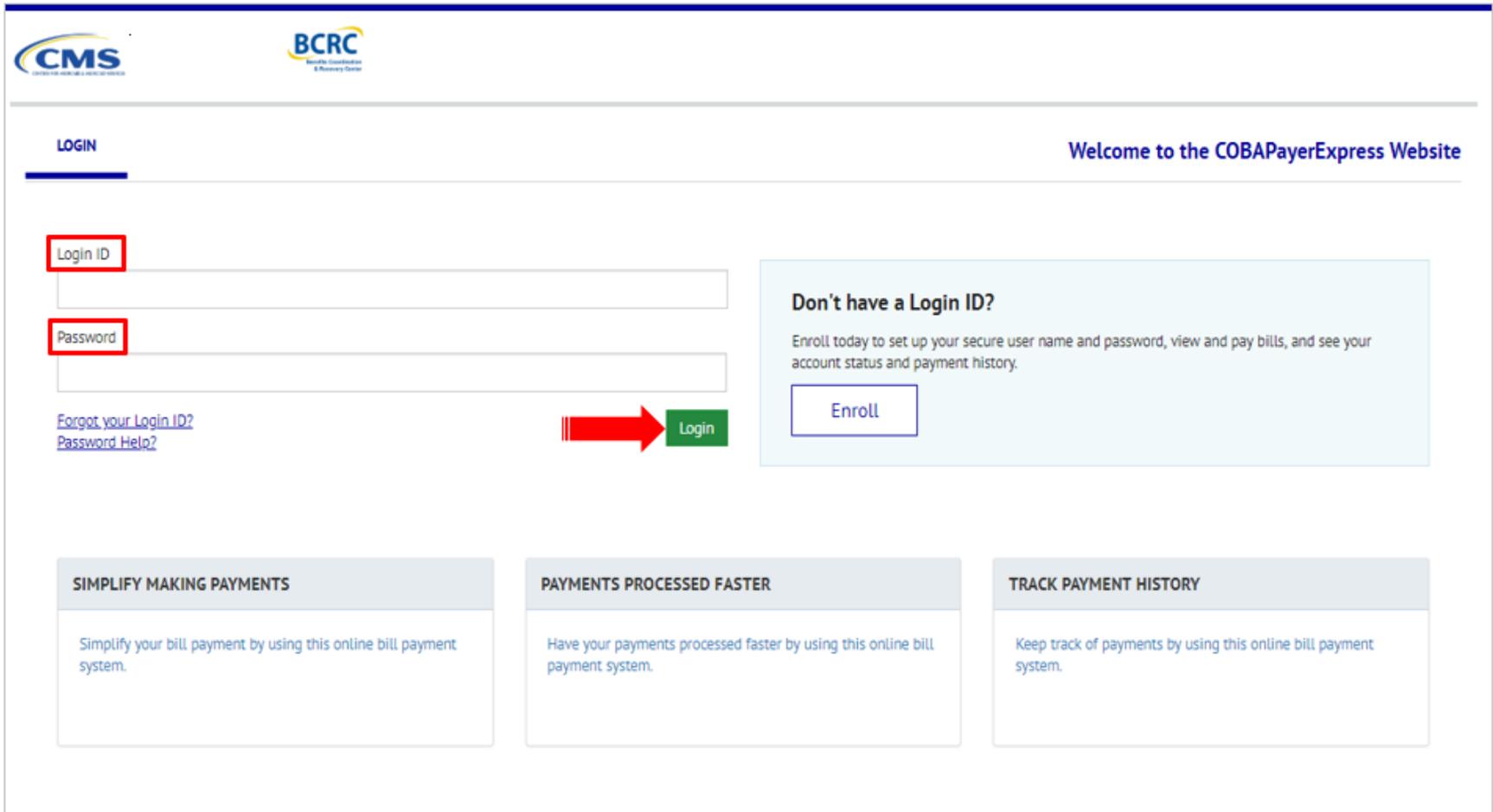
Trading Partner Enrollment Security Authorization (6)



The image shows a sequence of email and web page notifications. At the top is an email header with a profile icon, the date and time 'Thu 11/8/2018 3:35 PM', and the text 'EXTERNAL: Please activate your COBAPayerExpress DEMO Account'. Below this is an expiration date 'Expires 2/6/2019'. The main part of the image is a confirmation page with the CMS and BCRC logos at the top. The text reads 'Your CobaPayerExpress DEMO account has been activated!'. Below this is a light blue box containing the same text and a link: 'To log in to your account, click [here](#).' A red arrow points to a green 'Continue' button. Below this is another box with a blue 'activate' button and a red arrow pointing to it. A link below the button says 'Button not working? If so, click [here](#).' At the bottom, a grey box contains a disclaimer: 'Please DO NOT reply to this email. This email message was sent from a notification address that cannot accept incoming email.' and a link: 'To contact us, click [here](#) and review the Contact Us section on our web site.'

Login Page

Enrolled Access



The screenshot shows the login page for the COBAPayerExpress Website. At the top left, there are logos for CMS (Centers for Medicare & Medicaid Services) and BCRC (Benefits Coordination & Recovery Center). The page title is "Login Page Enrolled Access". The main heading is "LOGIN" with a sub-heading "Welcome to the COBAPayerExpress Website".

The login form consists of two input fields: "Login ID" and "Password", both highlighted with red boxes. Below the "Password" field, there are two links: "Forgot your Login ID?" and "Password Help?". A red arrow points from the "Login" button to the "Enroll" button.

There is a light blue box on the right side of the page with the heading "Don't have a Login ID?". Below this heading, the text reads: "Enroll today to set up your secure user name and password, view and pay bills, and see your account status and payment history." Below this text is an "Enroll" button.

At the bottom of the page, there are three columns of information:

- SIMPLIFY MAKING PAYMENTS**: Simplify your bill payment by using this online bill payment system.
- PAYMENTS PROCESSED FASTER**: Have your payments processed faster by using this online bill payment system.
- TRACK PAYMENT HISTORY**: Keep track of payments by using this online bill payment system.

Pay My Bills Page Icon Functionality

Pay My Bills


[Advanced Search](#)
[ALL](#)
[HISTORY](#)
[Hide Account Groupings](#) [Export](#)

<input type="checkbox"/>	Statement Date	Due Date	Invoice #	Amount Due	Payment Amount	
▼ <input type="checkbox"/>	Invoice Contact ID # 00012					
<input type="checkbox"/>	12/09/2018	1/03/2019	1512000007	848.22	848.22	 View Invoice
<input type="checkbox"/>	12/07/2018	1/06/2019	1512000007	848.22	848.22	
<input type="checkbox"/>	12/04/2018	1/03/2019	1512000007	848.22	0.00	 

MESSAGES

[View](#)

REMIT TO ADDRESS: Remit Payment to GDIT
PO Box 829968 Philadelphia, PA 19182-9968



PAYMENT SUMMARY

0 Amount Dues **\$0.00**

[Remove All](#)

Payment Method [Add A Payment Method](#)

Pay Date

Payments confirmed before Wednesday, December 12, 2018 8:00 PM ET will be posted on Thursday, December 13, 2018. Payments confirmed after Wednesday, December 12, 2018 8:00 PM ET will be posted on Friday, December 14, 2018.

[Cancel](#)
[Continue to Payment](#)



View Invoice Web View





ABC Company
One East 161 Street
Bronx, NY 10451

Remit Payment to GDIT
PO Box 829968
Philadelphia, PA 19182-9968

Invoice Contact ID #	00012
Invoice #	1512000007
Statement Date	12/09/2018
Due Date	1/03/2019
Amount Due	\$848.22

COBA ID File ID Claim Type Key	Reference # Trading Partner Name	Quantity	Transmission Date	Rate	Charges
00009 153060945 PARTB N	151200001 THE REGENCE GROUP (IDAHO)	101	20151103	0.38	38.38
00009 153070936 PARTB N	151200002 THE REGENCE GROUP (IDAHO)	113	20151104	0.38	42.94

Alice Wonderland Remit Payment To: GDIT PO Box 829968 Philadelphia, PA 19182-9968 For questions
contact COBAPayerExpress@ehmedicare.com or call the COBAPayerExpress Hotline at 646-458-6767.

[Print](#) Close



View Invoice Printed View



ABC Company
One East 161 Street
Bronx, NY 10451

Remit Payment to GDIT
PO Box 829968
Philadelphia, PA 19182-9968

Invoice Contact ID #	00012
Invoice #	151200007
Statement Date	12/09/2018
Due Date	1/03/2019
Amount Due	\$848.22

Summary

COBA ID File ID Claim Type Key	Reference # Trading Partner Name	Quantity	Transmission Date	Rate	Charges
00009 153060945 PARTB N	151200001 THE REGENCE GROUP (IDAHO)	101	20151103	0.38	38.38
00009 153070936 PARTB N	151200002 THE REGENCE GROUP (IDAHO)	113	20151104	0.38	42.94
00009 153080931 PARTB N	151200003 THE REGENCE GROUP (IDAHO)	109	20151105	0.38	41.42
00009 153090925 PARTB N	151200004 THE REGENCE GROUP (IDAHO)	121	20151106	0.38	45.98
00009 153100939 PARTB N	151200005 THE REGENCE GROUP (IDAHO)	118	20151107	0.38	44.84
00009 153130952 PARTB N	151200006 THE REGENCE GROUP (IDAHO)	110	20151110	0.38	41.80

Detail

Alice Wonderland Remit Payment To: GDIT PO Box 829968 Philadelphia, PA 19182-9968 For questions contact COBAPayerExpress@ehm.com or call the BCRC Help Line at 646-458-6767.

Remit To Information

Adding an ACH Debit Payment Account

Pay My Bills


[Advanced Search](#)

ALL ▼ **HISTORY**

[Hide Account Groupings](#) [Export](#)

Statement Date	Due Date	Invoice #	Amount Due	Payment Amount	
▼ <input checked="" type="checkbox"/> Invoice Contact ID # 00012					
<input checked="" type="checkbox"/>	12/09/2018	1/03/2019	1512000007	848.22	848.22 
<input checked="" type="checkbox"/>	12/07/2018	1/06/2019	1512000007	848.22	848.22 
<input checked="" type="checkbox"/>	12/04/2018	1/03/2019	1512000007	848.22	0.00  

MESSAGES

[View](#)

REMIT TO ADDRESS: Remit Payment to GOIT
PO Box 829968 Philadelphia, PA 19182-9968



PAYMENT SUMMARY

0 Amount Dues **\$0.00**

[Remove All](#)

Payment Method [Add A Payment Method](#)

Pay Date

12/12/2018

Payments confirmed before Wednesday, December 12, 2018 8:00 PM ET will be posted on Thursday, December 13, 2018. Payments confirmed after Wednesday, December 12, 2018 8:00 PM ET will be posted on Friday, December 14, 2018.

[Cancel](#)

[Continue to Payment](#)

Adding an ACH Debit Payment Account (2)

Default is set to Business. No access to Personal Account

 **Bank Accounts**
Link to Bank Accounts

ADD BANK ACCOUNT

Account Type
Business

Banking Type
 Checking Account Savings Account

Give This Account a Nickname

Name on the Account

Routing Number

Account #

Re-enter Account #

Pay to the Order of _____

⑆ 123456789 ⑆ 00012345678 1111

Routing Number Account Number

Make sure to use your bank account number, not your ATM or Debit card number.

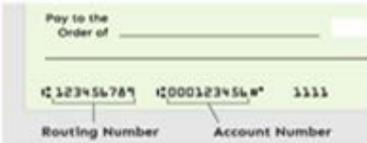
Agree and Add Account

Adding an ACH Debit Payment Account (3)

Add A Payment Method

 **Bank Accounts**
Link to Bank Accounts

ADD BANK ACCOUNT

Account Type <input type="radio"/> Business	Account # <input type="text"/>	<p>By selecting 'Agree and Add Account', you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.</p> <input type="checkbox"/> Agree and Add Account
Banking Type <input checked="" type="radio"/> Checking Account <input type="radio"/> Savings Account	Re-enter Account # <input type="text"/>	
Give This Account a Nickname <input type="text" value="COBA Payments"/>	 <p>Pay to the Order of _____ ⑆123456789⑆ ⑆000123456789⑆ 1111 Routing Number Account Number</p>	
Name on the Account <input type="text" value="ABC Company"/>	<p><i>Make sure to use your bank account number, not your ATM or Debit card number.</i></p>	

Routing Number

▲ Please enter a valid 9-digit Bank Routing Number.

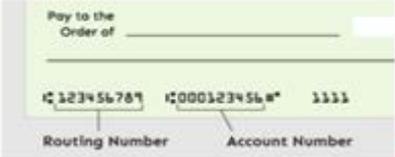
If an invalid Routing Number is entered, the system will immediately notify the user of the error.

Adding an ACH Debit Payment Account (4)

Add A Payment Method

 **Bank Accounts**
Link to Bank Accounts

ADD BANK ACCOUNT

Account Type	Account #	<p>By selecting 'Agree and Add Account', you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.</p> <p><input checked="" type="checkbox"/> Agree and Add Account</p>
Business	23456789	
Banking Type	Re-enter Account #	
Checking Account Savings Account	23456789	
Give This Account a Nickname		
COBA Payments	Routing Number Account Number	
Name on the Account	<i>Make sure to use your bank account number, not your ATM or Debit card number.</i>	
ABC Company		
Routing Number		
123456789		
PNCBANK, N.A.		

A valid Routing Number will allow the associated bank's name to be populated.

 **Add**

Verify Payment Screen

Verify Payment

(2) PAYMENT SUMMARY

1 Invoice	\$1.02
0 Credit Notes	\$0.00
Total Payment	\$1.02

Payment Method [Add A Payment Method](#)

COBA Payments PNC BANK, N.A. *****6789

Payment Date
11/13/2018

Payments confirmed before Tuesday, November 13, 2018 12:00 PM ET will be posted on Tuesday, November 13, 2018. Payments confirmed after Tuesday, November 13, 2018 12:00 PM ET will be posted on Wednesday, November 14, 2018.

Terms and Conditions

These terms and conditions are designed to provide you information on the services we provide and outline important conditions that apply to your using this service. PNC Demo and various third party vendors provide the internet bill presentation and payment service. It is subject to the consumer banking regulatory protections described in Regulation E of the Electronic Fund Transfers Act. When you open your account with us, or any third party vendor acting on our behalf, you, and any person you authorize to perform functions on your account, agree to these terms and conditions.

1. **Erroneous Instructions.** If we receive a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.
2. **Transaction Limitations.** Please be aware that certain types of bank accounts have limits on the numbers of transfers or withdrawals that may be made per month. Your bank may refuse transfers which

[Print Terms and Conditions](#)

By checking this box you agree to the terms and conditions stated above.

By clicking the **Make Payment** button I, **Health Plan Systems Corp**, confirm that today, Tuesday November 13, 2018, I am authorizing a one-time payment from my Checking account ending in ****5432 in the amount of \$1.02 USD to be remitted to Benefits Coordination & Recovery Center. This payment will occur on or after Thursday November 15, 2018.

Payments confirmed before Tuesday, November 13, 2018 12:00 PM ET will be posted on Tuesday, November 13, 2018. Payments confirmed after Tuesday, November 13, 2018 12:00 PM ET will be posted on Wednesday, November 14, 2018.

If you have any questions regarding this transaction request, please call 800-999-8888.

Make Payment

[Cancel](#)



▼ PAYMENT DETAILS

[Export](#)

Statement Date	Date Due	Invoice Number	Invoice Total	Payment Amount	PO Number(s)
CONTACT ID# **1234					
2/06/2018	2/15/2018	1013	1.02	1.02	01-PO Numd 



Payment Confirmation Web View



Confirmation

Thank You! Your payment has been made.

[Print Confirmation Page](#)

ABC Company
One East 161 Street
Bronx, NY 10451

Payment Date 12/12/2018

Payment Method COBA Payments PNC BANK,
NATIONAL ASSOCIATION
****6789

Total Payment \$848.22

You have been provided a confirmation number. Please save this page for your records.

Payments confirmed before Wednesday, December 12, 2018 8:00 PM ET will be posted on Thursday, December 13, 2018. Payments confirmed after Wednesday, December 12, 2018 8:00 PM ET will be posted on Friday, December 14, 2018.

If you have any further questions about payments to CobapayerExpress DEMO, please contact our office at 646-458-6767.

Invoice Contact ID #	Confirmation #	Payment Amount	Number of Amount Dues
00012	3100343387	\$848.22	1

[Return to Pay My Bills](#)

[Log Out](#)



Payment Confirmation Email for ACH Debit






My Selected Image: 	My Image Label: 111111	My Invoice Contact ID #: 00012
--	---------------------------	-----------------------------------

Your Payment to CobAPayerExpress DEMO is being processed.

Invoice Contact ID #: 00012

Account Name: CONWAY HEALTH GROUP

Payment Account: My ACCT *****1111

Payment Amount: \$848.22

Total Amount: \$848.22

Creation Date: Wednesday, December 12, 2018

Payment Date: Thursday, December 13, 2018

1 Item paid with this Payment

Confirmation #	Invoice Contact ID #	Statement Date	Invoice #	Due Date	Amount Due	Payment Amount
3100343387	00012	12/09/2018	1512000007	01/03/2019	\$848.22	\$848.22

Please **DO NOT** reply to this email. This email message was sent from a notification address that cannot accept incoming email.

To contact us, [click here](#) and review the Contact Us section on our web site.



Frequently Asked Questions



Q: Is this the replacement system for db-eBills?

A: Yes, COBAPayerExpress is used to retrieve a copy of your monthly COBA invoice. COBAPayerExpress is an Electronic Invoice Presentment and Payment (EIPP) System. COBA monthly invoices will be presented through COBAPayerExpress, and an email will be sent to you monthly to notify you when the COBA invoice is available to view. Payments can be made electronically via ACH debit, ACH credit, wire, or via check issuance.

Q: What do I do with past bills from the db-eBills?

A: All invoices may be paid to Deutsche Bank through December 2018. This account is being closed in January 2019.

Q: How do I obtain a copies of my 2017 COBA invoices?

A: You may download copies of your invoices from db-eBills until December 2018. In addition, in January, copies may also be requested through COBAPayerExpress@ehmedicare.com.

Q: What do I do if I paid Deutsche Bank instead of PNC?

A: Your payment may be forwarded to PNC short term or rejected with a notification to your bank. We strongly urge you to notify us at COBAPayerExpress@ehmedicare.com that your payment was sent to Deutsche Bank or rejected. When notifying us, please include the date of the payment, amount paid, and corresponding invoice number. This will help us investigate your request and post the payment to your account when confirmed that your invoice payment is received and paid in full.



Frequently Asked Questions (2)



Q: Who can access COBAPayerExpress?

A: Only the users in an organization, using their logon ID and password, will be able to access the system. It's important to remember that your password should be kept to yourself and not be shared with others.

Q: How does a new user get access to the system?

A: The new user should send an email to COBAPayerExpress@ehmedicare.com to request a COBAPayerExpress user ID. Only authorized invoice contacts can be issued an ID and password by the COBA System Administrator. Please include a copy of your COBA Agreement to expedite processing.

Q. How do you add or delete a new user?

A. The invoice contact's email must match the email on the COBA Agreement in order to be added to the account by the System Administrator. Users are disabled after 60 days of inactivity. Users can be reinstated by requesting forgotten or lost password or by emailing COBAPayerExpress@ehmedicare.com.

Q: How long does it take to obtain access to COBAPayerExpress?

A: A system generated email with a new user ID and separate email with a default password will be sent to the authorized invoice contact within 1-2 business days of the user's request. A COBA Agreement must be on file listing the invoice contact email address.



Frequently Asked Questions (3)



Q. How are passwords delivered for new users?

A: The passwords are emailed to new users. In order to protect the users, the users would be forced to change the **password** on first login. In addition, the users would be prompted to create a secret question, which has to be answered the same way as in the application form for getting a user ID in the system.

Q: What are the User ID and Password rules?

A: Once the user has been authenticated, he/she can establish secret questions that will help him/her with forgotten or lost passwords. This system is automated.

- User IDs are 6- 8 alpha characters; numeric is also allowed.
- Passwords must have 8 alphanumeric characters and at least 1 numeric character.
- Characters should only be repeated twice within a password.
- Forced password changes are requested every 60 days or upon request when a compromise is suspected.
- A password may not be repeated any of the last 12 passwords.
- COBAPayerExpress will automatically disable users after 3 invalid login attempts.
- If you have 2 invalid attempts, try forgotten password to avoid being disabled.
- Keep your passwords safe; never write them down.



Frequently Asked Questions (4)



Q: What are the minimum hardware, software, and web browser requirements?

A: You may access the portal from a desktop or laptop using a web browser, such as Chrome, Safari, or Internet Explorer.

Q: How am I authenticated by COBAPayerExpress?

A: The invoice contact of record on the COBA Agreement may send an email to COBAPayerExpress@ehmedicare.com to request his/her authentication code, along with a copy of the COBA Agreement to expedite processing.

Q: What do I do if I can not authenticate?

A: Send an email to COBAPayerExpress@ehmedicare.com. Indicate your name, invoice contact ID and what COBA ID your trying to access to expedite processing.

Q: How long are we able to view and print reports?

A: Monthly invoice and credit note statements are online for up to two years.

Q: Where is my payment history? I do not see my invoice posted as paid.

A. Invoice payments that are received without an invoice number will be delayed from posting. Once investigated, they will be applied to your statement and the invoice will be marked as closed upon full payment. If an invoice payment was not in agreement with the net amount due, additional time will be needed to investigate and post the payment to your account. Invoices must be paid in full, no partial payments please.



Frequently Asked Questions (5)



Q: If we decide to make payments via check, who should we make the check out to?

A: The check should be made out to the GDIT or BCRC COBA and send to the below address:
General Dynamics Information Technology Inc. (GDIT)
PO Box 829968
Philadelphia, PA 19182-9968

Q: I overpaid my invoice; what will happen?

A: Overpayments cannot be applied to a paid invoice. Any overpayments will be applied as a future credit note to a future invoice statement.

Q: I am expecting a credit note. Should I pay my net amount due? I do not see my most recently approved credit note on my invoice?

A: Credit notes are applied to your monthly invoice upon approval. If your credit note was approved after the invoice file was generated, it will be automatically applied to the next invoice. A credit note cannot be applied to a paid invoice. Any credits received after the monthly invoice statement has been generated will be applied to a future open invoice statement.

Q: How much does COBAPayerExpress cost?

A: There is no charge to Trading Partners to use COBAPayerExpress.



Trading Partner Checklist



Things to verify

- Is the invoice contact listed on the COBA Agreement?
- Did you read the COBAPayerExpress Monthly Invoice Process Introductory Package?
- Did you notify your Accounts Payable department about the new COBA Payee Name, Tax ID, and Bank account PO Box details?
- Did you view and print your invoice?
- Did you include your invoice number with the payment to expedite timely processing?
- Did you pay the net amount due? Your approved credit notes will be automatically applied to your open invoice. If your invoice has already been paid, the credit note will be applied to a future invoice.

We hope you find this user guide helpful. It will be updated annually, so your feedback is appreciated and will be considered as part of future updating actions.



Contact Information



If you have any questions or experience any problems during the setup process, you can contact COBAPayerExpress@ehmedicare.com or call the COBAPayerExpress Hotline 646-458-6767.

For COBA Agreement and non-billing questions please contact your assigned EDI representative or the EDI Help Desk at COBVA@ehmedicare.com, 646-458-6740.