

Our Mosaic Online Bill Payment User Guide

To Open Online Bill Payment from sbsbhealth.com:

1. **Log into your account** at www.sbsbhealth.com.
(If you are a New User, click '**Register**' and follow the steps as indicated.)

Small Business Service Bureau, Inc. Need help? Call 800-472-7199

Log Into My Account

username Required

password Required

Sign In

Forgot password?

Register

Welcome to the SBSB Health Insurance Exchange

Who are you shopping for today?

Individual Shopping for Myself or my Family

Small Business Shopping for my Employees

Broker Shopping for my Clients

SBSB offers an Insurance Marketplace to assist small employers and their employees, and individuals, in finding the best insurance plan, at the best price. We service your account from initial sign up through renewal. All health insurance and dental plans are fully insured and approved by the state regulatory authorities.

It's easy to obtain a quote and enroll in the plan of your choice. To save time, please have the birthdates of each subscriber and dependent applying for coverage. The options available in your area will be displayed. Once you select a plan, you may enroll online or call us to enroll with assistance. The SBSB benefit specialists are available Monday thru Friday, 8:30 am to 5:00 pm.

All health insurance plans and premium rates are in compliance with the Federal Affordable Care Act. Monthly premiums are calculated for each member of the policy, and may change if members are added or removed from the policy. Small group rate quotes vary by the effective date of coverage, and renew in April. Individual rates are fixed for the calendar year, and renew in January.

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2. At the top of your Account Summary page, click '**Mosaic Online Bill Payment**'.

Small Business Service Bureau, Inc. Individual Quotes | Small Business Quotes | My Account | Logout

Need Help? Call 800-472-7199

Welcome to My Account

Home | Payment History | Mosaic Online Bill Payment | Change Password | Document Library

3. Our Mosaic Bill Payment System will launch.



Make Payment AutoPay ▾ Invoice History Payment History Bank Account

Account Name

Make Payment

Outstanding Invoices

[Advanced Search](#)

Note: Outstanding Invoices include any charges on a customer account that is not paid in full, such as: invoices, debit memos, service charges, etc.

[Select All](#)

Invoice Number	Invoice Date	Due Date	Invoice Amount	Balance	Pay	Amount
INV-2552973-Z8R4N7	8/1/2019	7/15/2019	\$95.00	\$95.00	<input type="checkbox"/>	<input type="text" value="\$95.00"/>
INV-2557606-C1K2G5	8/1/2019	7/15/2019	\$85.00	\$85.00	<input type="checkbox"/>	<input type="text" value="\$85.00"/>
INV-2556709-Y4L2P2	9/1/2019	8/15/2019	\$95.00	\$95.00	<input type="checkbox"/>	<input type="text" value="\$95.00"/>

[Export](#)

Selected Transactions

Invoice Number	Balance	Payment
No invoices have been selected		

Note: Use this section to enter an additional payment on account.

Prepayment Amount:

Additional Notes:

TOTAL: \$0.00

[Next >>](#)

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Pay Outstanding Invoice(s) Via One Time Payments

- a. Check the box (under the "Pay" column) of the corresponding invoice(s) you wish to pay.
 - i. Please note, older invoices for health and dental insurance premium must be paid before more recent invoices.
- b. The total amount of the payment you wish to make will be displayed on the **Selected Transaction** section.
- c. Click the *Next* button to pay the balance owed.



Make Payment AutoPay Invoice History Payment History Bank Account

Account Name

Make Payment

Outstanding Invoices [Advanced Search](#)

Note: Outstanding Invoices include any charges on a customer account that is not paid in full, such as: invoices, debit memos, service charges, etc.

[Clear Selected](#) [Select All](#)

Invoice Number	Invoice Date	Due Date	Invoice Amount	Balance	Pay	Amount
INV-2552973-Z8R4N7	8/1/2019	7/15/2019	\$95.00	\$95.00	<input checked="" type="checkbox"/>	95.00
INV-2557606-C1K2G5	8/1/2019	7/15/2019	\$85.00	\$85.00	<input type="checkbox"/>	85.00
INV-2556709-Y4L2P2	9/1/2019	8/15/2019	\$95.00	\$95.00	<input type="checkbox"/>	95.00

[Export](#)

Selected Transactions

Invoice Number	Balance	Payment
INV-2552973-Z8R4N7	\$95.00	\$95.00

Note: Use this section to enter an additional payment on account.

Prepayment Amount:

Additional Notes:

TOTAL: \$95.00

[Next >>](#)

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- d. Select your Payment Option and the Bank Account you wish to use (Please see the 'Bank Account' section below for more information on maintaining your 'Bank Account' data).
- i. If there are multiple saved Bank Accounts on file, please select the appropriate Bank Account for this transaction. Optionally, you may select '+Add New Entry' and enter additional Bank Account information.



Review & Pay

Selected Transactions

Invoice #	Balance	Payment
INV-2552973-Z8R4N7	\$95.00	\$95.00

Payment Options

Total: \$95.00

Select	Bank Account Nickname	Tender Type	Account Number	Exp Date/Routing #
<input type="radio"/>	gdfsgdfs	ECheck	XXX <input type="text"/>	XXXXX <input type="text"/>

[+ Add New Entry](#)

Wallet Entry/Edit Information

Account Type:

Checking Savings

Bank Routing Number:

Bank Account Number:

Account Holder Name:

Street:

Street 2:

e. Scroll down to select option to pay, accept terms and conditions and click *Submit* button.

City:

State:

Zip Code:

Country:

Save to wallet

Pay Now

Pay Later

[Review Terms and Conditions](#)

I accept the terms and conditions of the above agreement

Cancel

Submit

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If the payment is successfully submitted, a 'Payment Confirmation' e-mail will be sent to you. A 'Declined Payment Notification' e-mail will be sent if the payment is declined.



Make Payment AutoPay ▾ Invoice History Payment History Bank Account

Account Name

Confirmation

Small Business Service Bureau, Inc. | Mosaic Insurance Exchange, Inc.
 38 Austin Street
 Worcester, MA 01609

Customer Number:
 Customer Name:

Payment Number: WEBPMT0000035329
 Created Date: 8/2/2019
 Status: Processed
 Process Date: 8/2/2019
 Amount: \$95.00

Transaction Details

Capture Amount: \$95.00
 Type: ECheck
 Card / Account Number: XXX
 Billing Address: dgdfg

Status: Approved
 Origination ID: 3104482210
 Authorization Code: TM19A4

Paid Invoice List

Invoice #	Amount Applied
INV-2552973-Z8R4N7	\$95.00
	Total: \$95.00

Pay Outstanding Invoice(s) Via Recurring Payments

1. Verify existing **bank account** information by clicking '**Bank Account**' (you may also update or add bank account information on this page). If adding a Bank Account, please provide Bank Account Information on our secure site and click '**Submit**'.



Make Payment AutoPay Invoice History Payment History **Bank Account** Account Name

Bank Account [+ Add New Entry](#)

Action	Bank Account Nickname	Tender Type	Account Number	Exp Date/Routing #
	gdfsgdts	ECheck	XXX <input type="text"/>	XXXX <input type="text"/>

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2. To add a new AutoPay contract, hover the mouse over '**AutoPay**' and select '**New Autopay Contract**'. Enter the required information:

- There are 3 Monthly Payment Date options; the 1st, 8th and 15th of the month.
- There is only one payment option to select (Based on All Outstanding Invoices).
- To select Payment Method, click the Lookup link (🔍) which will show your bank account information or let you add a new payment option.
- Accept terms and conditions and click *Save* button.



Make Payment AutoPay Invoice History Payment History Bank Account Account Name

New AutoPay Contract Existing AutoPay Contract

Memo:

Payment Option: Based on All Outstanding Invoices

Monthly Payment Date:

End Date: No end date

Ends after: Occurrence

Ends by:

Payment Method: 🔍

[Review Terms and Conditions](#)

I accept the terms and conditions of the above agreement

Save

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3. You can now view your new contract by hovering the mouse over 'AutoPay' and clicking 'Existing AutoPay Contracts'.



Make Payment AutoPay ▾ Invoice History Payment History Bank Account Account Name

View AutoPay

New AutoPay Contract
Existing AutoPay Contract

+ Create

Contract	Next Payment Date	Frequency	Amount	Status	Payments
RBP000000000033	09/01/2019	Pay every month on the 1st	Based on invoice due date	Active	

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View Invoice History

Click [Invoice History](#).

- This page will provide a list of all invoices.
- The information in this table may be sorted by column titles in ascending or descending order. For example, the "Amount" column can be sorted by the highest to lowest amount or vice versa.
- You may view details of each document presented by clicking on the Invoice Number.



[Make Payment](#) [AutoPay](#) [Invoice History](#) [Payment History](#) [Bank Account](#)

[Account Name](#)

Invoice History [Advanced Search](#)

Note: Invoice History include all charges to a customer account that are paid in full, such as: invoices, debit memos, service charges, etc.

Invoice Number	Invoice Date	Last Payment Date	Amount
INV-2549913-KZW8G2	8/1/2019		\$95.00
INV-2552973-Z8R4N7	8/1/2019	8/2/2019	\$95.00
INV-2542858-K2P1M8	7/1/2019		\$95.00
INV-2552972-X8C2F5	7/1/2019	7/18/2019	\$95.00
INV-2530951-F3N5H5	6/1/2019		\$95.00
INV-2542855-N9D6M4	6/1/2019	5/28/2019	\$95.00
INV-2519747-C7C0Y7	5/1/2019		\$95.00
INV-2542854-J4X1S9	5/1/2019	5/28/2019	\$95.00
INV-2510457-J3N2W0	4/1/2019	3/21/2019	\$95.00
INV-2499772-K3F7F4	3/1/2019	2/16/2019	\$95.00

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View Payment History

Click [Payment History](#).

- The Payment History window will display information regarding all payments and credits posted to your account.
- Click on a specific Transaction Number to view more information about the payment as well as the invoices the payment has been applied to.
- A PDF version of the report may be generated, which you may print out or save to your computer as needed.



Make Payment AutoPay Invoice History **Payment History** Bank Account

Account Name

Payment History

Advanced Search

Note: Payment History includes fully applied Payments, Credits and Return Transactions



Transaction Number	Type	Date	Amount
WEBPMT0000035329	Payment	8/2/2019	\$95.00
WEBPMT0000035317	Payment	7/31/2019	\$100.00
PYMNT00000142450	Payment	7/18/2019	\$95.00
WEBPMT0000033660	Payment	5/28/2019	\$190.00
WEBPMT0000030088	Payment	3/21/2019	\$95.00
WEBPMT0000028421	Payment	2/16/2019	\$95.00
WEBPMT0000025166	Payment	1/10/2019	\$95.00
WEBPMT0000022800	Payment	12/14/2018	\$285.00
WEBPMT0000016198	Payment	9/4/2018	\$180.00
PYMNT00000095300	Payment	8/27/2018	\$285.00

Previous 1 2 3 Next

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Bank Account: Update Saved Payment Information



You may update / add / delete Bank Account Information in the **Bank Account** section.
Click **Bank Account**.

- Existing Bank Account records will be displayed in the **Bank Account** section.
- New accounts can be added here by clicking **+Add New Entry**. By default, the *Checking* radio button will be marked in the **Bank Account** section of this window.
- To add a new Bank Account record, fill in the remaining fields in the **Add to Bank Account** section. When completed, click the *Submit* button.
- To modify an existing record, click the Edit link () for the Bank Account record that you would like to modify.
- The **Edit Bank Account** screen will be populated with the current Bank Account data.
- Update the information that you wish to modify. Click the *Save* button to save the changes.
- To remove an existing Bank Account entry, click the Delete link () for the Bank Account record that you would like to remove.



Navigation bar: Make Payment | AutoPay ▾ | Invoice History | Payment History | **Bank Account** | Account Name

Bank Account [+ Add New Entry](#)

Action	Bank Account Nickname	Tender Type	Account Number	Exp Date/Routing #
 	gdfsgdfs	ECheck	XXX <input type="text"/>	XXXXX <input type="text"/>

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Add Bank Account Entry

Account Type: Checking Savings

Bank Account Nickname:

Bank Routing Number:

Bank Account Number:

Account Holder Name:

Street:

Street 2:

City:

State:

Zip Code:

Country:

[Review Terms and Conditions](#)

I accept the terms and conditions of the above agreement

Log Out

Hover over your *Account Name* in the upper right corner of the screen, then Click *Logout*.

The screenshot shows the top navigation bar with the SBSB logo and 'MOSAIC INSURANCE EXCHANGE, INC.' on the left. The navigation menu includes 'Make Payment', 'AutoPay', 'Invoice History', 'Payment History', and 'Bank Account'. The 'Account Name' is highlighted in a red circle. Below the navigation bar, the 'Bank Account' section is visible, featuring a table with columns for 'Action', 'Bank Account Nickname', 'Tender Type', and 'Account Number'. A dropdown menu is open over the 'Account Name', listing options: 'Balance Due: \$180.00', 'Available Credit: \$100.00', 'Net Balance: \$80.00', 'Account Summary', 'Process Prepayment', 'Scheduled Payments', and 'Logout' (circled in red). The page is powered by Nodus.

Members will be redirected back to the sbsbhealth.com website Home Page.

The screenshot shows the SBSB Health Insurance Exchange Home Page. The header includes the SBSB logo and 'Need help? Call 800-472-7199'. The main content area features a 'Log Into My Account' box with fields for 'username' and 'password', and buttons for 'Sign In', 'Forgot password?', and 'Register'. Below the login box, there are three main sections: 'Individual Shopping for Myself or my Family' (with a family photo), 'Small Business Shopping for my Employees' (with a business meeting photo), and 'Broker Shopping for my Clients' (with a broker photo). The footer contains the following text: 'SBSB offers an Insurance Marketplace to assist small employers and their employees, and individuals, in finding the best insurance plan, at the best price. We service your account from initial sign up through renewal. All health insurance and dental plans are fully insured and approved by the state regulatory authorities. It's easy to obtain a quote and enroll in the plan of your choice. To save time, please have the birthdates of each subscriber and dependent applying for coverage. The options available in your area will be displayed. Once you select a plan, you may enroll online or call us to enroll with assistance. The SBSB benefit specialists are available Monday thru Friday, 8:30 am to 5:00 pm. All health insurance plans and premium rates are in compliance with the Federal Affordable Care Act. Monthly premiums are calculated for each member of the policy, and may change if members are added or removed from the policy. Small group rate quotes vary by the effective date of coverage, and renew in April. Individual rates are fixed for the calendar year, and renew in January.' The footer also includes links for 'About Us', 'Contact Us', 'Glossary', and 'Privacy Disclaimer and Language Access Statements'.