

Bill Card

Category: Pattern

Approvals

- ✘ UX, Harry Ardon
- ✘ SG, Jayson Elliot
- ✘ ADA, Mark Stimpson
- ✘ FED, Quentin Franke

Status

- ✘ In Web Style Guide
- ✘ In (Development or Production)
- ✘ Shared AEM Component
- ✘ Not in Mobile App


BILL CARD

1. Symbols

Symbol Library

Current State

Premium bill



Manage your monthly premium bill online.

[View total due](#)

Medical bills ⓘ

\$583.00

Current amount due

Professional medical bills: \$154.00
Dental bill \$0.00
Venture bill: \$0.00
Hospital medical bills: \$129.00

[View and pay](#)

Future State

Premium Bill


\$440.00

Current amount due

Your premium bill is due on the 15th of each month.

[View and pay](#)
[Set up payment plan](#)

Premium bill



Manage your monthly premium bill online.

[View total due](#)

Medical bills ⓘ

\$583.00

Current amount due

Professional medical bills: \$154.00
Dental bill \$0.00
Venture bill: \$0.00
Hospital medical bills: \$129.00

[View and pay](#)

Premium Bill


\$440.00

Current amount due

Your premium bill is due on the 15th of each month.

[View and pay](#)
[Set up payment plan](#)

Premium bill



Manage your monthly premium bill online.

[View total due](#)

Medical bills ⓘ

\$583.00

Current amount due

Professional medical bills: \$154.00
Dental bill \$0.00
Venture bill: \$0.00
Hospital medical bills: \$129.00

[View and pay](#)

Premium Bill


\$440.00

Current amount due

Your premium bill is due on the 15th of each month.

[View and pay](#)
[Set up payment plan](#)

Premium bill



Manage your monthly premium bill online.

[View total due](#)

Premium Bill ⓘ

\$440.00

Amount due

Your premium bill is due on the 15th of each month.

[View and pay](#)
[Set up payment plan](#)

Medical bills ⓘ

\$583.00

Current amount due

Professional: \$154.00
Dental: \$0.00
Venture: \$0.00
Hospital: \$429.00

[View and pay](#)

Icons

Do this



Don't do this



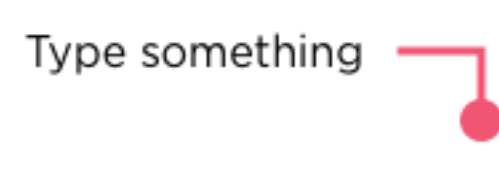
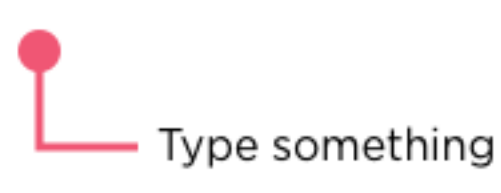
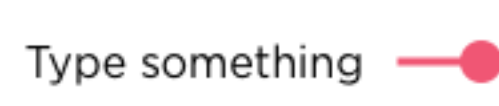
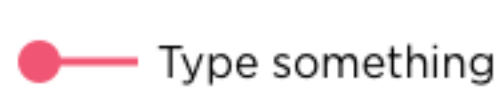
Arrow



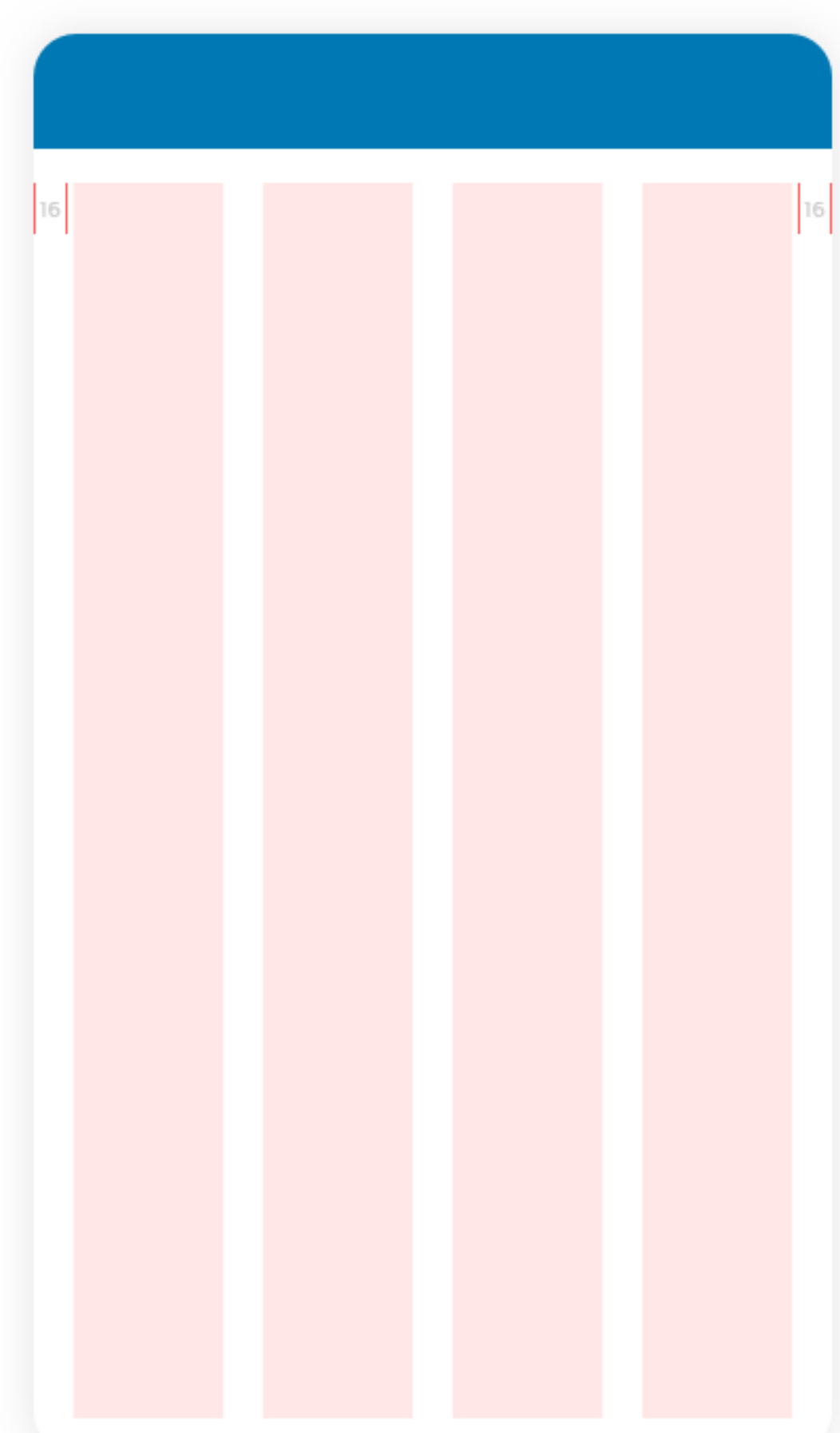
Alert



Annotations



Screens



BILL CARD

2.0 Examples

Example 1

My Health | Medical Record | Message center | Appointments | Pharmacy | **Coverage & Costs** | Health & Wellness

Coverage and costs

Elena Martinez

Help

Your bills

Premium bill

Manage your monthly premium bill online.

[View total due](#)

Medical bills

\$583.00

Current amount due

Professional medical bills: \$154.00
Dental bill \$0.00
Venture bill: \$0.00
Hospital medical bills: \$129.00

[View and pay](#)

Elena's deductible

You've reached \$200 of your \$1,000 deductible.

\$0 \$1,000

[View more](#)

[Get a cost estimate](#)

[Medical cost](#)

[Drug cost](#)

[View my billing history](#)

Simple. Convenient. Secure.

Go paperless and get all your health plan records online.

[Sign up today](#)

Your recent billing activity

Recent or pending payments may not yet appear. See your current statement for details or [contact Member Services](#).

If you have questions about what you owe, pending claims, or your plan's benefits, [contact Member Services](#).

Paying by phone or need help?

For help, including financial assistance, call the following numbers:

Deductible HMO Plan: 1-800-390-3507 (TTY 711), Monday through Friday, 7 a.m. to 5 p.m. PT.

Non-deductible HMO Plan: 1-800-498-2748 (TTY 711), Monday through Friday, 7 a.m. to 5 p.m. PT.

Paying by mail?

Use the form and the envelope included with your billing statement to send a payment.

Show me my...

- [Plan benefits](#)
- [Health payment account](#)
- [Claim status](#)
- [Health plan documents](#)

Helpful resources

- [ID card help](#)
- [Sign up today about my plan](#)
- [Submit a claim](#)

Get Care

- [Advice](#)
- [Routine Care](#)
- [Urgent Care](#)
- [Emergency Care](#)
- [Find Doctors & Locations](#)
- [Behavioral Health](#)
- [Health Classes](#)
- [When Traveling](#)

Our Organization

- [About KP](#)
- [News & Views](#)
- [Commitment to the Community](#)
- [Diversity & Inclusion](#)
- [Awards & Accreditations](#)
- [Annual Report](#)
- [Careers](#)
- [Media Inquiries](#)

Member Support

- [New Member Welcome](#)
- [Forms & Publications](#)
- [Member Assistance](#)
- [Member Services](#)

Visit Our Other Sites

- [Individual & Family Plans](#)
- [Medicaid/Medi-Cal](#)
- [Medicare](#)
- [Affordable Care Act](#)
- [For Businesses](#)
- [Broker Support](#)

Language

- [Español](#)
- [Other Languages](#)


[Accessibility](#) | [Privacy](#) | [Terms & Conditions](#) | [Rights & Responsibilities](#) | [Site Policies](#) | [Disaster Planning](#) | [Technical Information](#) | [Site Map](#) | [Contact Site Manager](#)

Copyright © 2016 Kaiser Foundation Health Plan, Inc.

You will need the free [Adobe Acrobat Reader](#) to read PDFs.

2.1 Examples

Example 2


Elena ▼


My Health Medical Record Message center Appointments Pharmacy **Coverage & Costs** Health & Wellness
🔍

Coverage and costs

Elena Martinez ▼
Help

Your bills

Premium bill



Manage your monthly premium bill online.

[View total due](#)

Medical bills ?

\$583.00

Current amount due

Professional medical bills: \$154.00
Dental bill \$0.00
Venture bill: \$0.00
Hospital medical bills: \$129.00


[View and pay](#)

Elena's deductible

You've reached \$200 of your \$1,000 individual deductible.

\$0
\$1,000


[View more](#)




Get a cost estimate

[Medical cost ↗](#)

[Drug cost ↗](#)



View my billing history



Simple. Convenient. Secure.

Go paperless and get all your health plan records online.

[Sign up today](#)

Your recent billing activity

Recent or pending payments may not yet appear. See your current statement for details or [contact Member Services](#).

If you have questions about what you owe, pending claims, or your plan's benefits, [contact Member Services](#).

Paying by phone or need help?
For help, including financial assistance, call the following numbers:

Deductible HMO Plan: 1-800-390-3507 (TTY 711), Monday through Friday, 7 a.m. to 5 p.m. PT.

Non-deductible HMO Plan: 1-800-498-2748 (TTY 711), Monday through Friday, 7 a.m. to 5 p.m. PT.

Paying by mail?
Use the form and the envelope included with your billing statement to send a payment.

Show me my...

- [Plan benefits](#)
- [Health payment account](#)
- [Claim status](#)
- [Health plan documents](#)

Helpful resources

- [ID card help](#)
- [Sign up today about my plan](#)
- [Submit a claim](#)

Get Care

- [Advice](#)
- [Routine Care](#)
- [Urgent Care](#)
- [Emergency Care](#)
- [Find Doctors & Locations](#)
- [Behavioral Health](#)
- [Health Classes](#)
- [When Traveling](#)

Our Organization

- [About KP](#)
- [News & Views](#)
- [Commitment to the Community](#)
- [Diversity & Inclusion](#)
- [Awards & Accreditations](#)
- [Annual Report](#)
- [Careers](#)
- [Media Inquiries](#)

Member Support

- [New Member Welcome](#)
- [Forms & Publications](#)
- [Member Assistance](#)
- [Member Services](#)

Visit Our Other Sites

- [Individual & Family Plans](#)
- [Medicaid/Medi-Cal](#)
- [Medicare](#)
- [Affordable Care Act](#)
- [For Businesses](#)
- [Broker Support](#)

Language

- [Español](#)
- [Other Languages](#)






Accessibility
Privacy
Terms & Conditions
Rights & Responsibilities
Site Policies
Disaster Planning
Technical Information
Site Map
Contact Site Manager


BILL CARD

2.3 Examples

Example 3

☰
Coverage and costs

Elena Martinez Help

Your bills

Premium bill

Manage your monthly premium bill online.

View total due

Medical bills ?

\$583.00

Current amount due*

Professional medical bills: \$154.00
Dental bill \$0.00
Venture bill: \$0.00
Hospital medical bills: \$129.00

View and pay

Your recent billing activity

Recent or pending payments may not yet appear. See your current statement for details or [contact Member Services](#).

If you have questions about what you owe, pending claims, or your plan's benefits, [contact Member Services](#).

Paying by phone or need help?
For help, including financial assistance, call the following numbers:

Deductible HMO Plan: 1-800-390-3507 (TTY 711), Monday through Friday, 7 a.m. to 5 p.m. PT.

Non-deductible HMO Plan: 1-800-498-2748 (TTY 711), Monday through Friday, 7 a.m. to 5 p.m. PT.

Paying by mail?
Use the form and the envelope included with your billing statement to send a payment.

Elena's deductible

You've reached \$900 of your \$1,000 individual deductible.

\$0

\$1,000

[View more](#)

Get a cost estimate

[Medical cost](#) ↗

[Drug cost](#) ↗

View my billing history

Simple. Convenient. Secure.

Go paperless and get all your health plan records online.

[Sign up today](#)

Show me my...

- [Plan benefits](#)
- [Health payment account](#)
- [Claim status](#)
- [Health plan documents](#)

Helpful resources

- [ID card help](#)
- [Sign up today about my plan](#)
- [Submit a claim](#)

Get Care

- [Advice](#)
- [Routine Care](#)
- [Urgent Care](#)
- [Emergency Care](#)
- [Find Doctors & Locations](#)
- [Behavioral Health](#)
- [Health Classes](#)
- [When Traveling](#)

Member Support

- [New Member Welcome](#)
- [Forms & Publications](#)
- [Member Assistance](#)
- [Member Services](#)

Our Organization

- [About KP](#)
- [News & Views](#)
- [Commitment to the Community](#)
- [Diversity & Inclusion](#)
- [Awards & Accreditations](#)
- [Annual Report](#)
- [Careers](#)
- [Media Inquiries](#)

Visit Our Other Sites

- [Individual & Family Plans](#)
- [Medicaid/Medi-Cal](#)
- [Medicare](#)
- [Affordable Care Act](#)
- [For Businesses](#)
- [Broker Support](#)

Language

- [Español](#)
- [Other Languages](#)

[Accessibility](#)
[Privacy](#)
[Terms & Conditions](#)
[Rights & Responsibilities](#)
[Site Policies](#)

[Disaster Planning](#)
[Technical Information](#)
[Site Map](#)
[Contact Site Manager](#)

Copyright © 2016 Kaiser Foundation Health Plan, Inc.

You will need the free [Adobe Acrobat Reader](#) to read PDFs.

BILL CARD

2.4 Examples

Example 4

Coverage & Costs

Elena Martinez

[Help](#)

Your bills

Premium bill

Manage your monthly premium bill online.

[View total due](#)

Medical bills

\$583.00

Current amount due

Professional: \$154.00
Dental: \$0.00
Venture: \$0.00
Hospital: \$429.00

[View and pay](#)

Your recent billing activity

Recent or pending payments may not yet appear. See your current statement for details or [contact Member Services](#).

If you have questions about what you owe, pending claims, or your plan's benefits, [contact Member Services](#).

Paying by phone or need help?
For help, including financial assistance, call the following numbers:

Deductible HMO Plan:
1-800-390-3507 (TTY 711),
Monday through Friday, 7 a.m. to 5 p.m. PT.

Non-deductible HMO Plan:
1-800-498-2748 (TTY 711),
Monday through Friday, 7 a.m. to 5 p.m. PT.

Paying by mail?
Use the form and the envelope included with your billing statement to send a payment.

Elena's deductible

You've reached \$200 of your \$1,000 individual deductible.

\$0 **\$1,000**

[View more](#)

[Get a cost estimate](#)
Medical cost
Drug cost

[View my billing history](#)

Simple. Convenient. Secure.
Go paperless and get all your health plan records online.
[Sign up today](#)

Show me my...

- [Plan benefits](#)
- [Health payment account](#)
- [Claim status](#)
- [Health plan documents](#)

Helpful resources

- [ID card help](#)
- [Sign up today about my](#)
- [Submit a claim](#)

Get Care

Our Organization

Member Support

Visit Our Other Sites

[Español](#)

Follow us

© 2016 Kaiser Foundation Health Plan, Inc.

TRUSTe
CERTIFIED PRIVACY

BILL CARD

3. Usage Guidelines

3.0 What is a bill card?

A bill card shows Premium and Medical Bills. A Medical Bill is any services a member has done at a medical facility. A Premium bill is when a member pays monthly dues. Not all members have Premium bills. Currently, Kaiser is not able to pull data for Premium Bills. It uses the third party vendor, Harrington Health. The future state hopes to pull in this information.

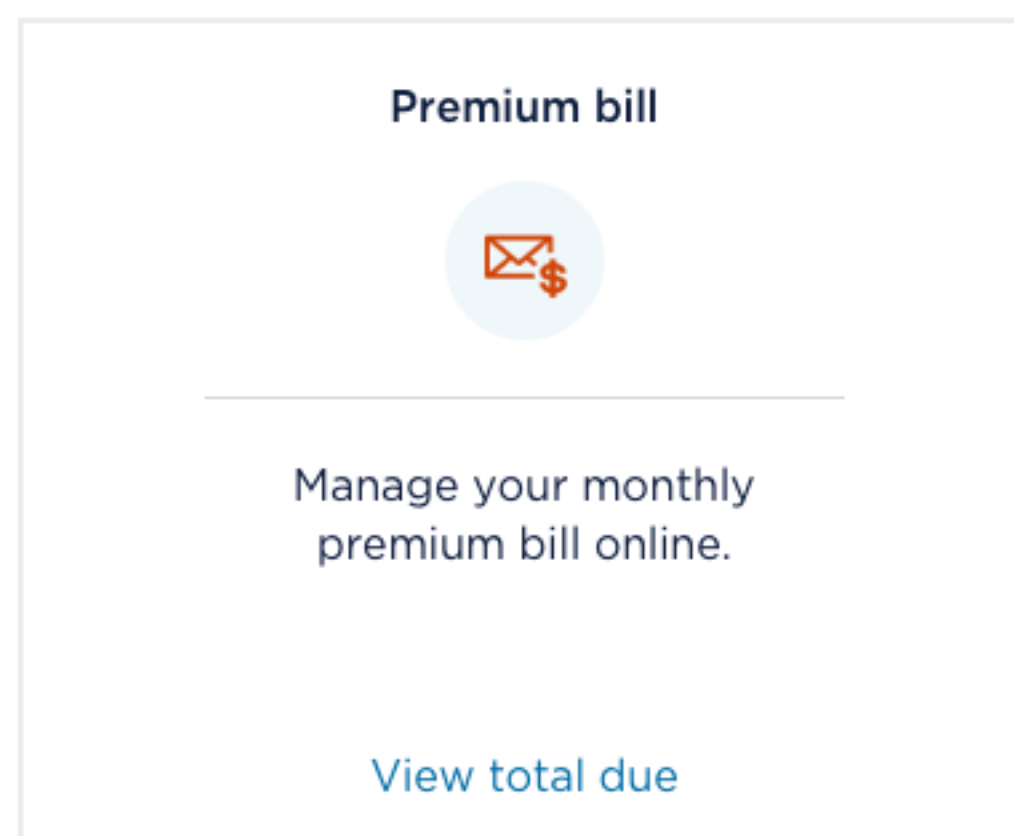
3.1 Best Practices

- TBD based on all card types currently in development.

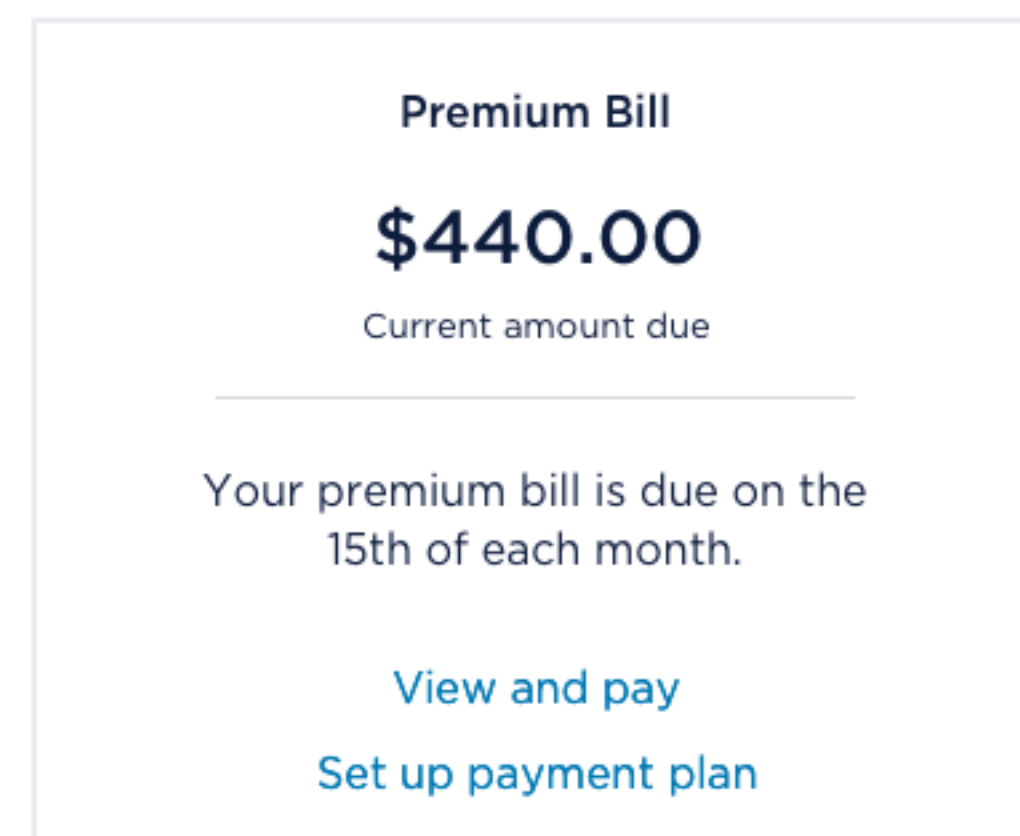
3.2 Premium Bill Future State

- Shows current amount due
- Shows bill due date
- Links are updated to “View and Pay” and “Set up payment plan”

Current

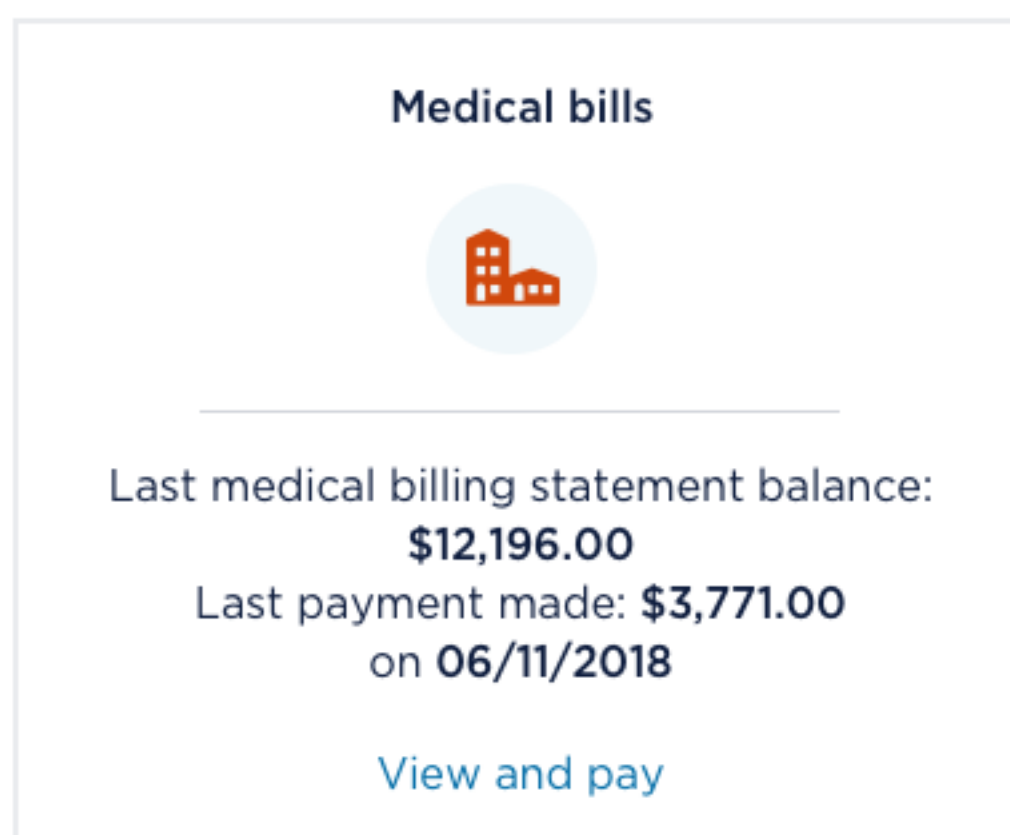


Future



3.3 Multi-Instance members

- Shows last medical billing statement balance
- Shows last payment amount and date
- Does not have the current amount due and the breakdown of bills
- Uses an icon



BILL CARD

4. Design Guidelines

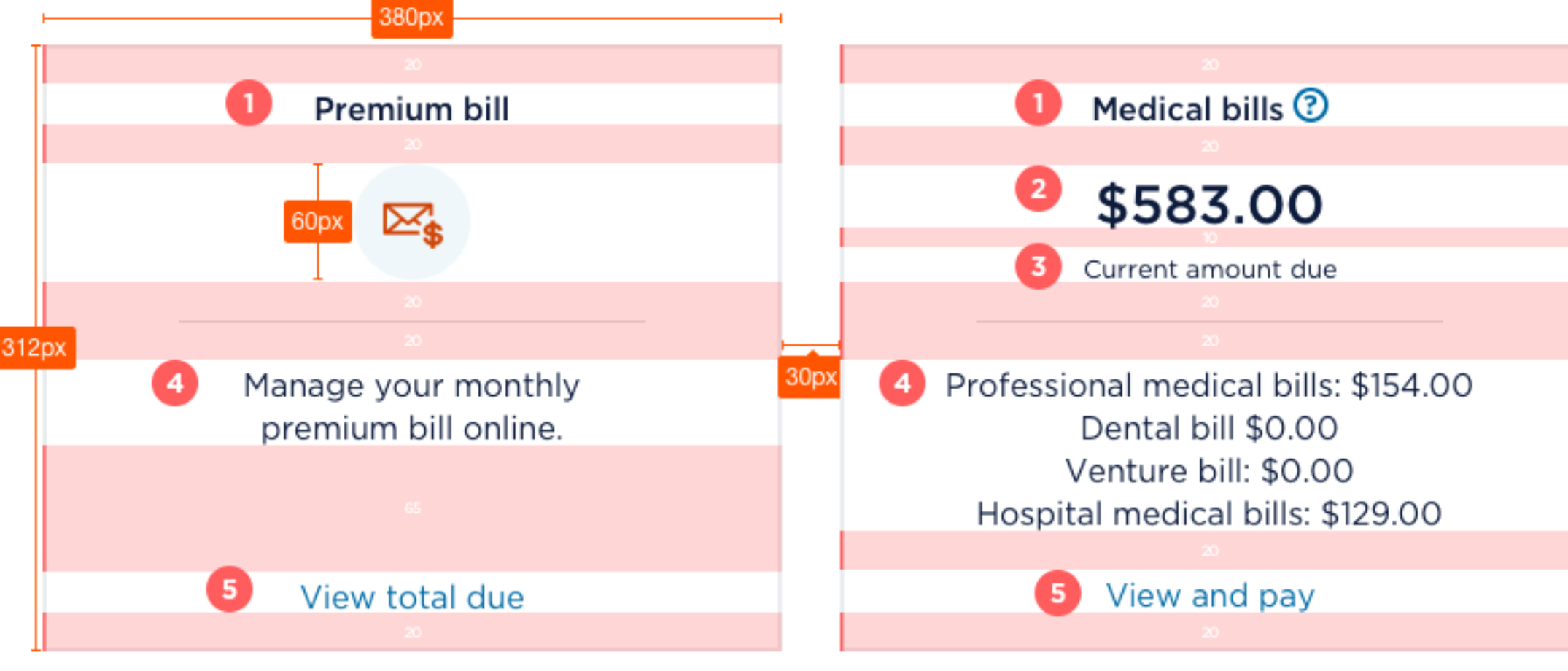
4.0 Guidelines overview

- On mobile, the card will always be full-width
- Only NW sees Dental
- Venture is only available in a handful of regions; NW, Colorado, & Georgia (currently 300 people)
- Uses a 9-3 layout
- The cards are responsive depending on the grid for each
- For Multi-instance members, the Direct Pay and Guarantor will see a different Medical Bill card if they fall through the multi-instance threshold. This is conditional to CA only.

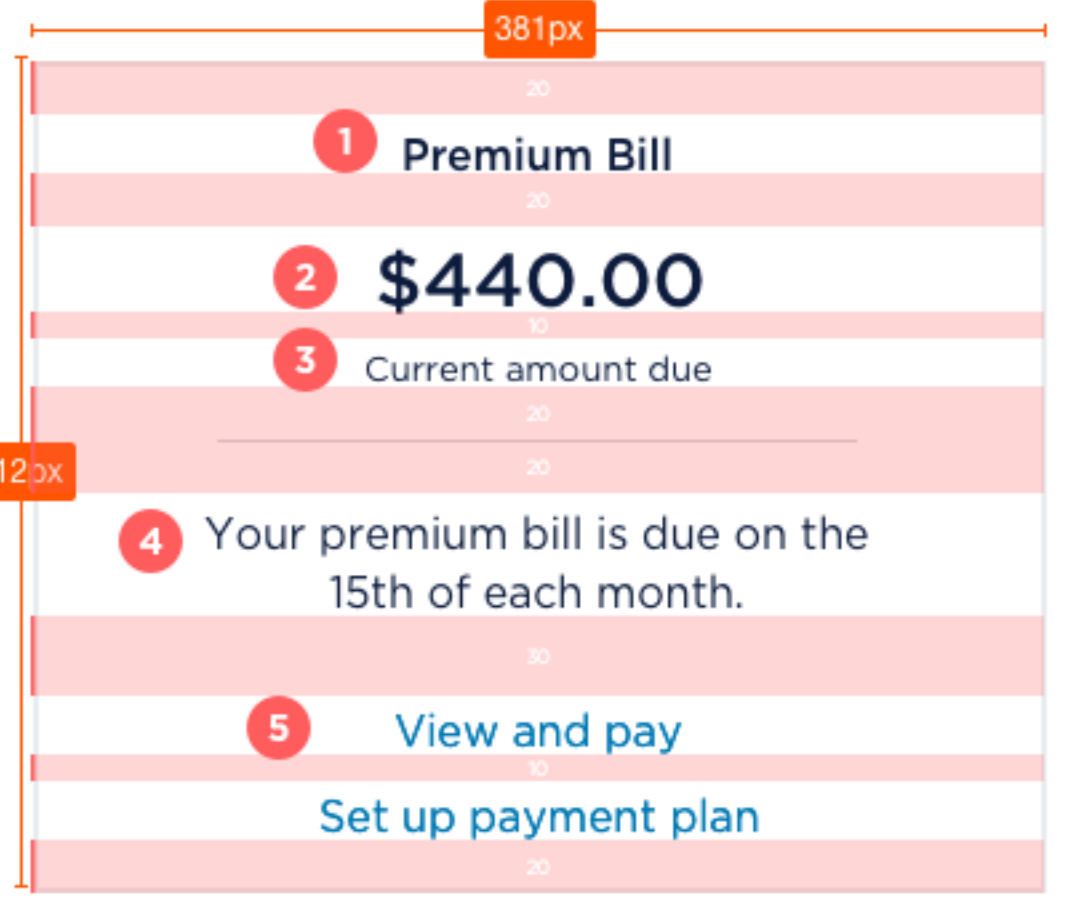
4.1 Redlines

Current State

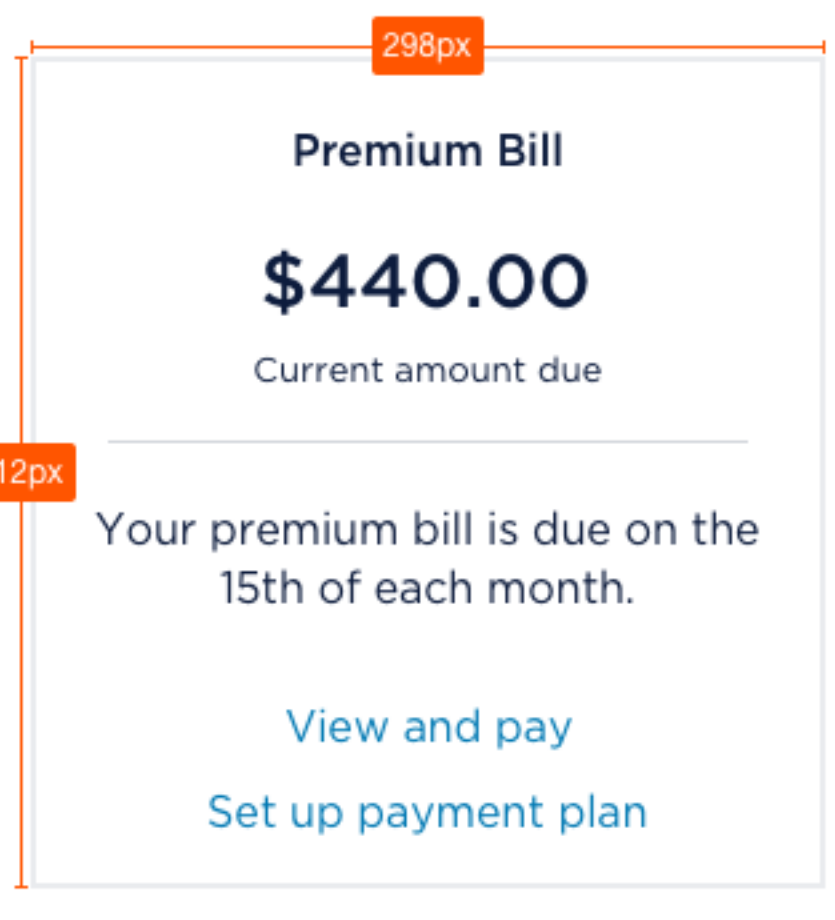
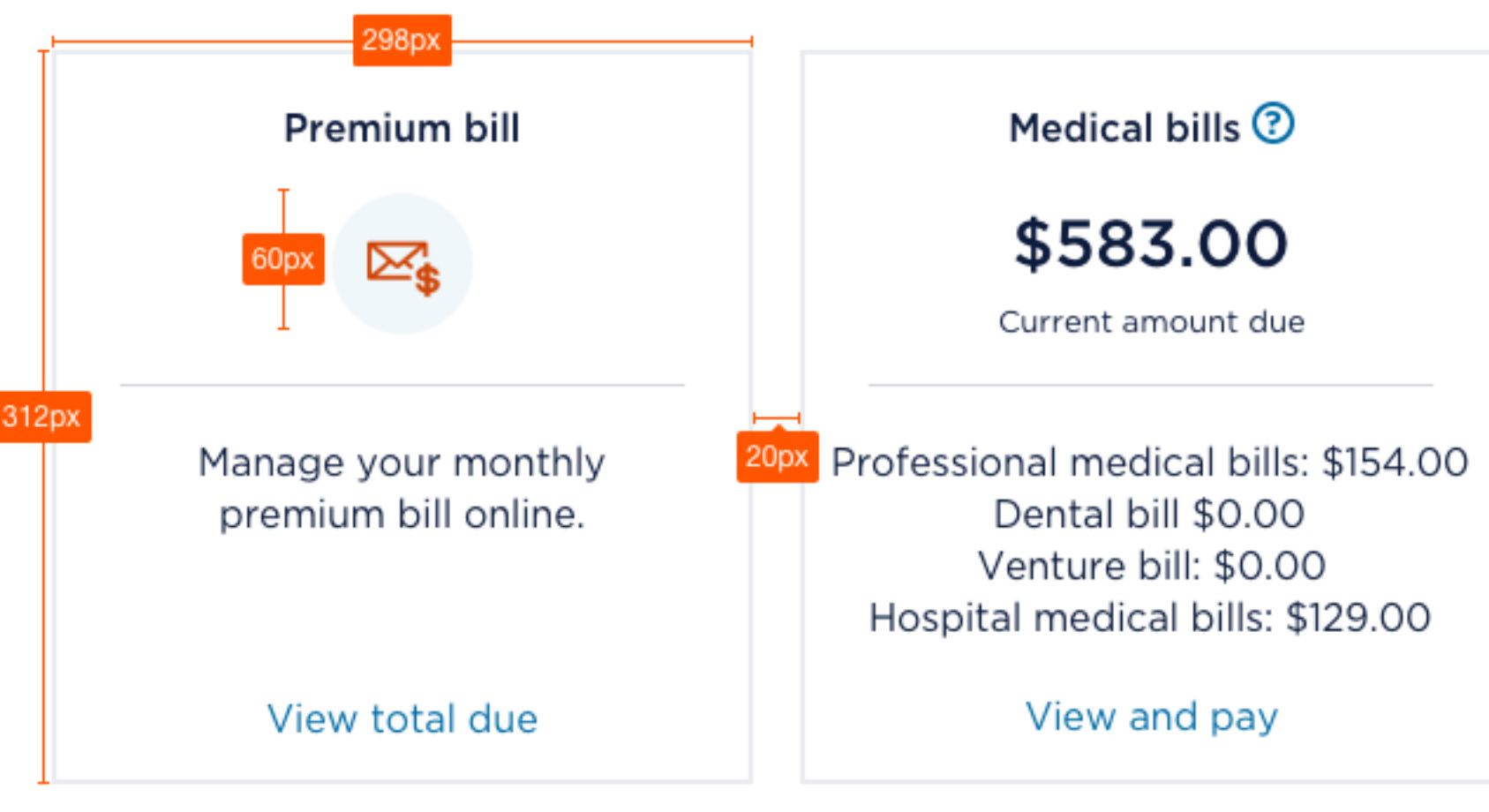
Desktop - 1280



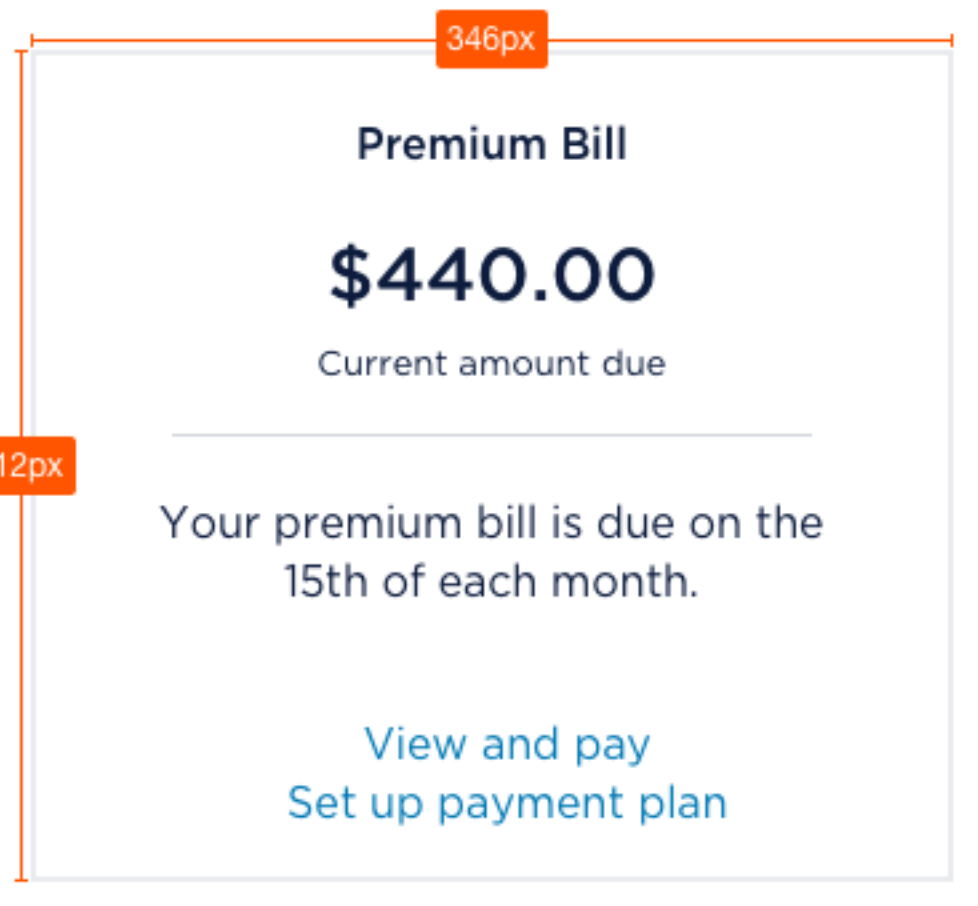
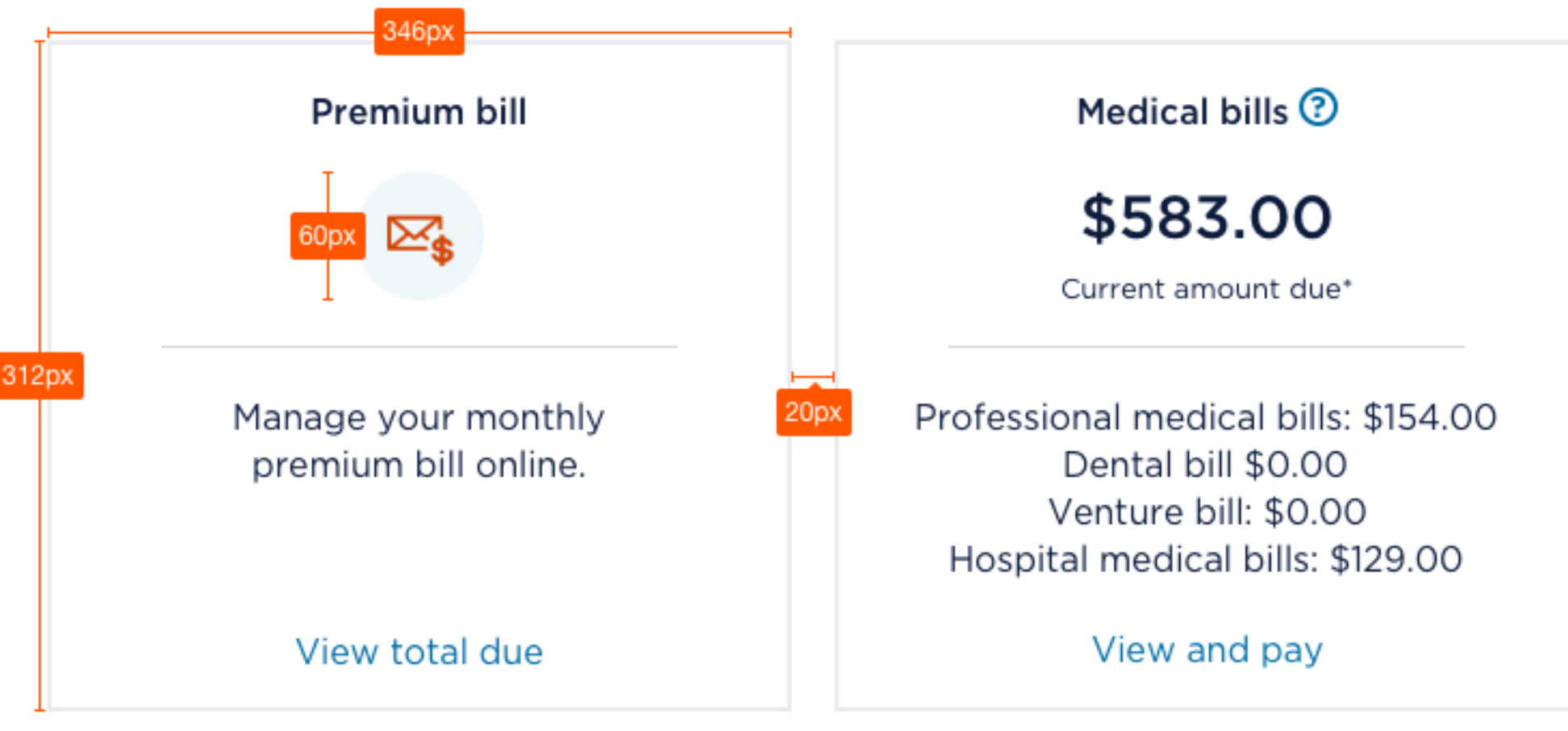
Future State



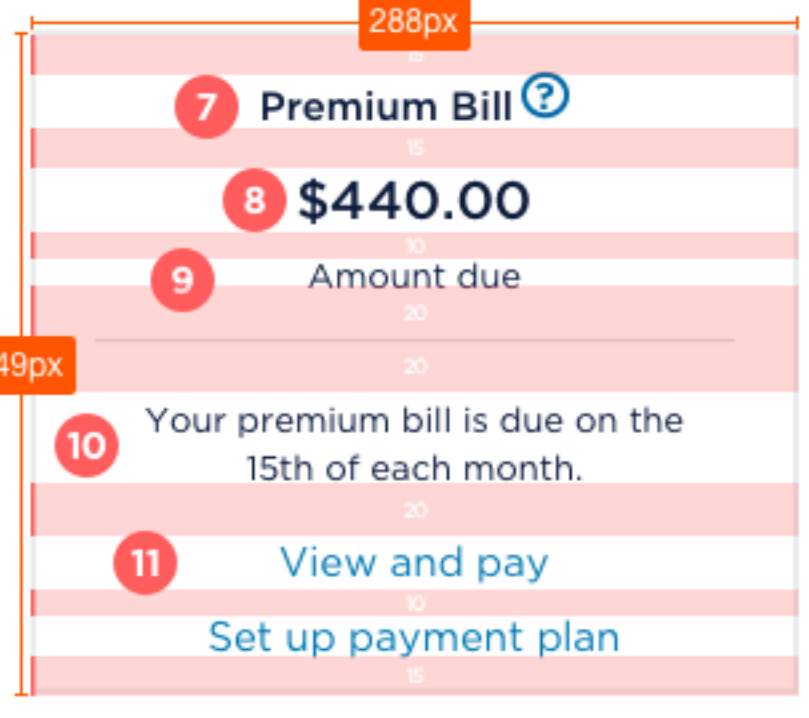
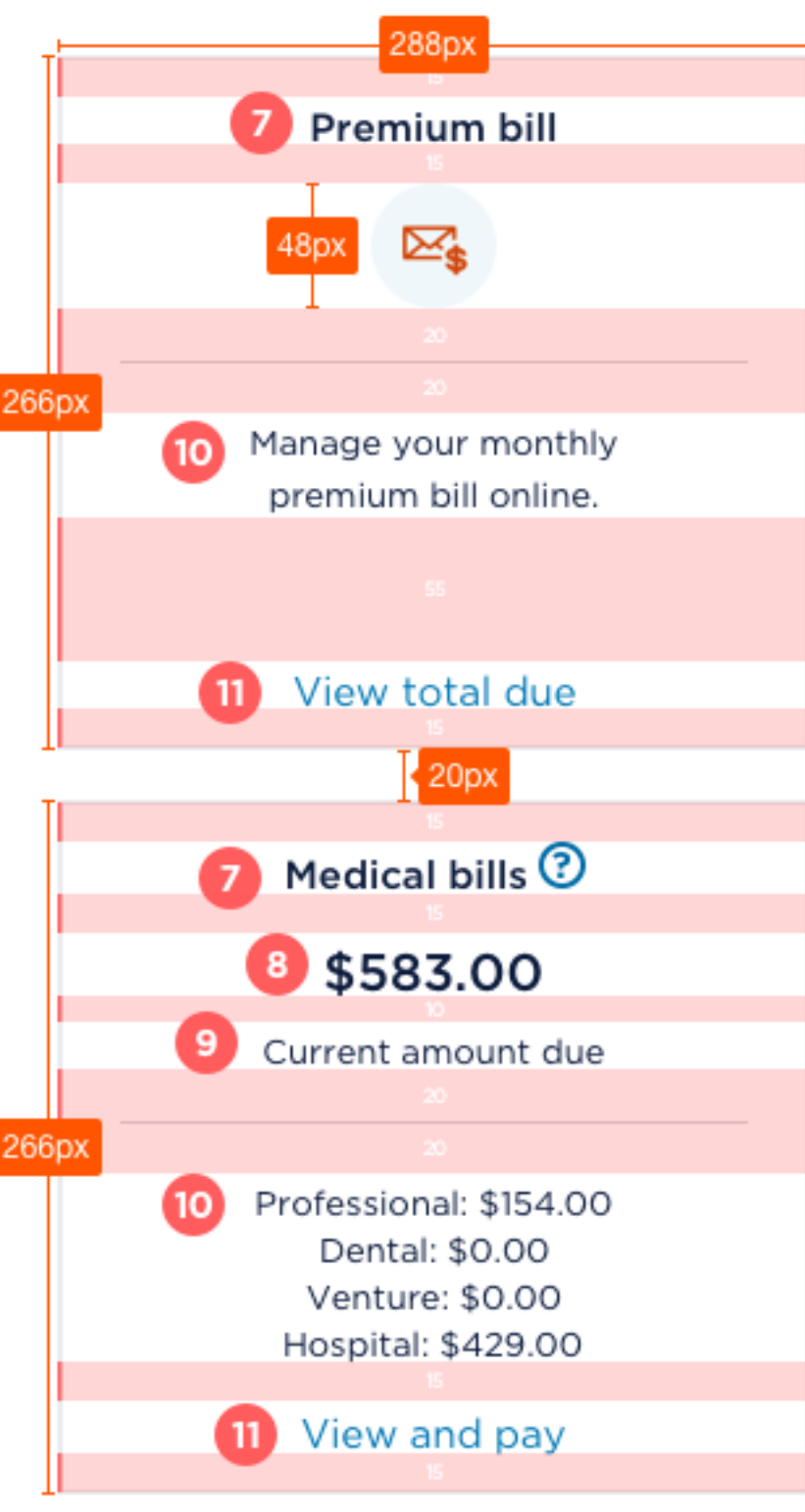
Desktop - 1024



Tablet - 768

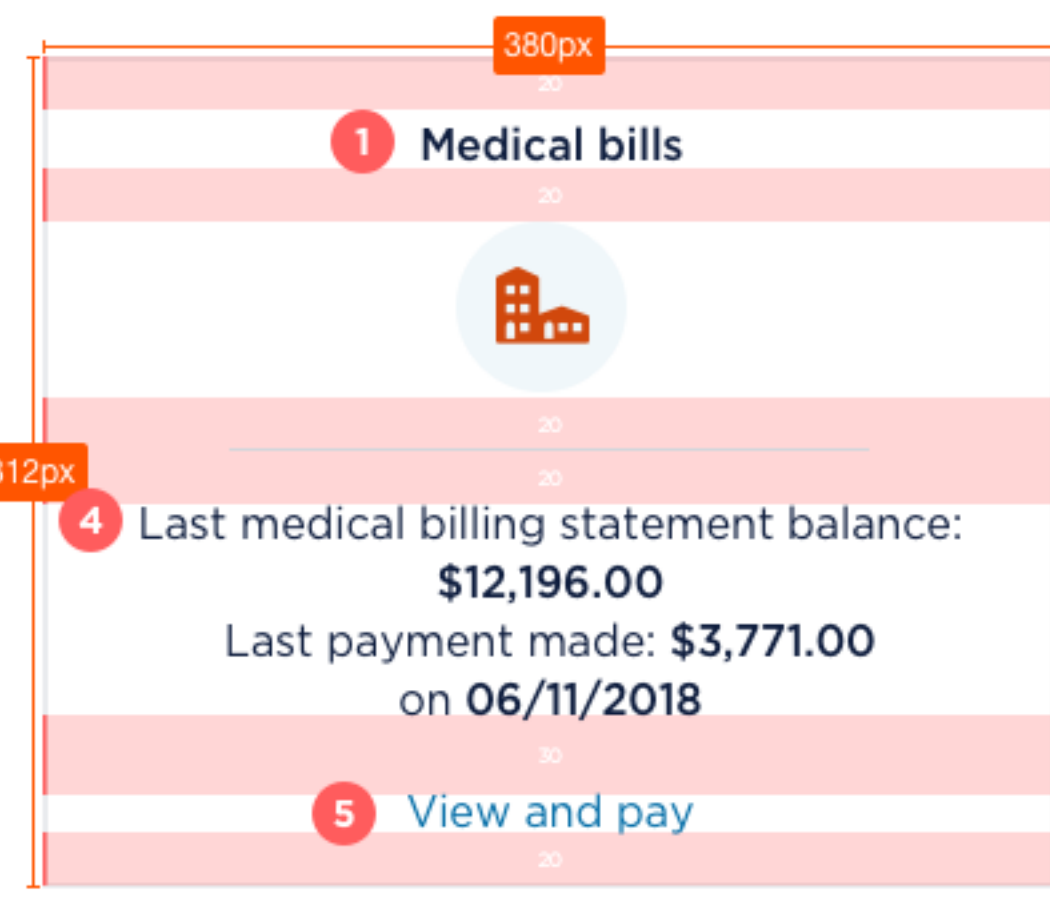


Mobile - 320

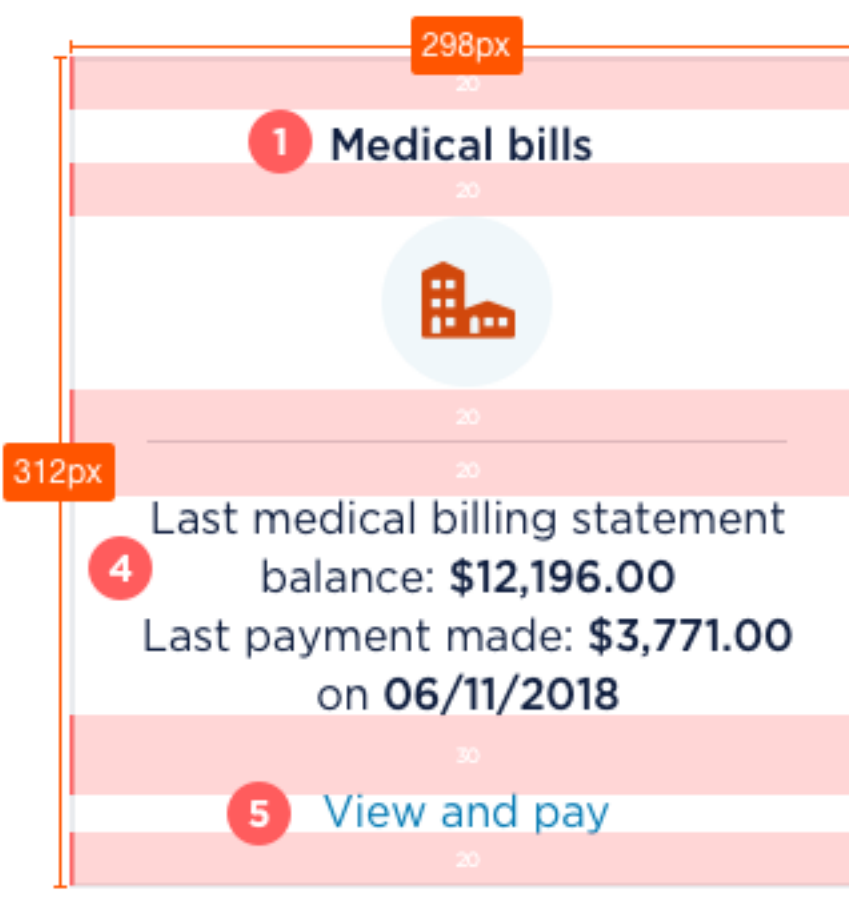


4.2 Multi-Instance members - Medical Bills

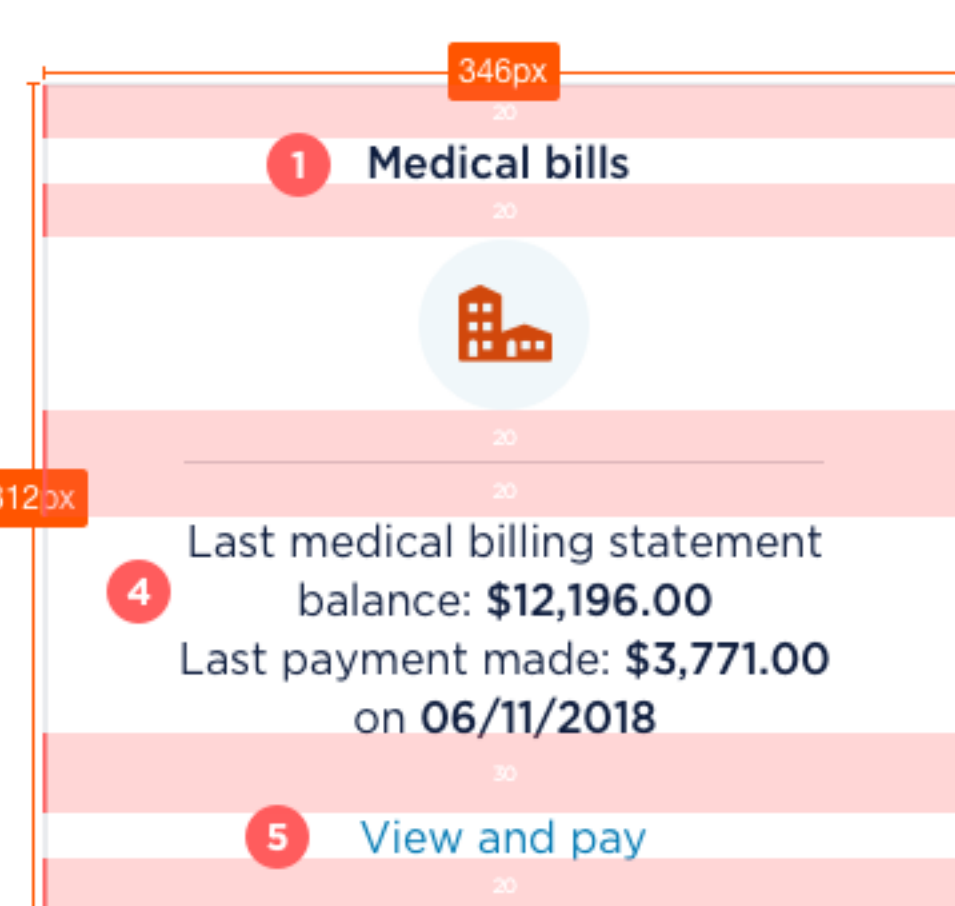
Desktop - 1280



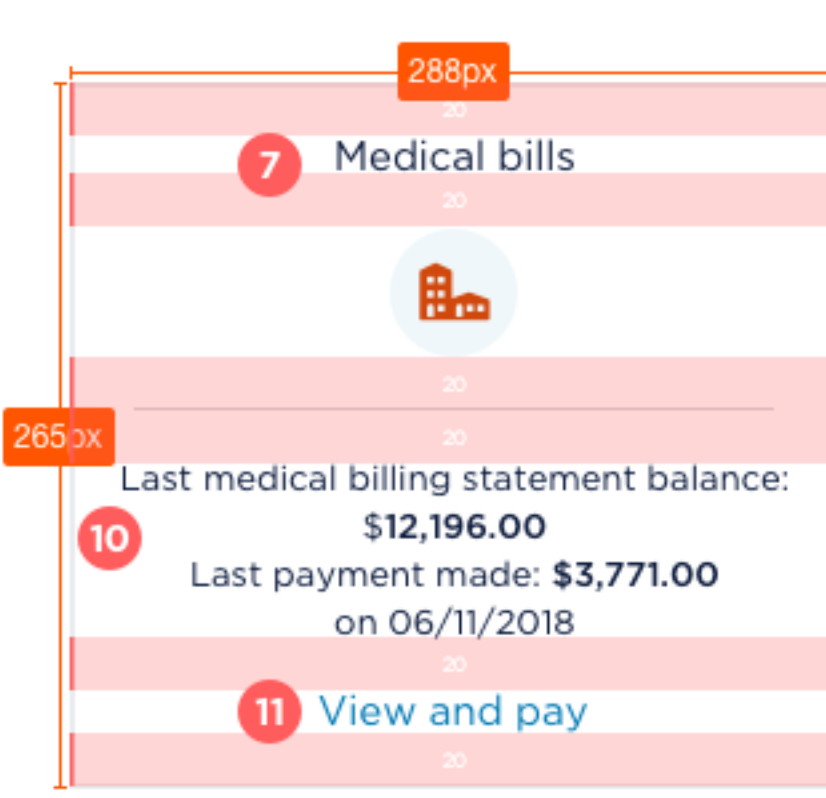
Desktop - 1024



Tablet - 768



Mobile - 320



Desktop & Tablet
1280 / 1024 / 768

- Title
Styling 3 - Medium (Inky)
Gotham-Medium / 16px / #0D1C3D / Line Height: 22
- Dollar amount
Styling 6 - Medium (Inky)
Gotham-Medium / 28px / #0D1C3D / Line Height: 32
- Current amount due
Styling 8 - Book (Inky)
Gotham-Book / 13px / #0D1C3D / Line Height: 18
- Bill amounts
Styling 6 - Book & Medium (Inky)
Gotham-Book / 16px / #0D1C3D / Line Height: 22
- Link
Styling 6 - Book (KP Blue)
Gotham-Book / 16px / #006BA6 / Line Height: 22

Mobile
320

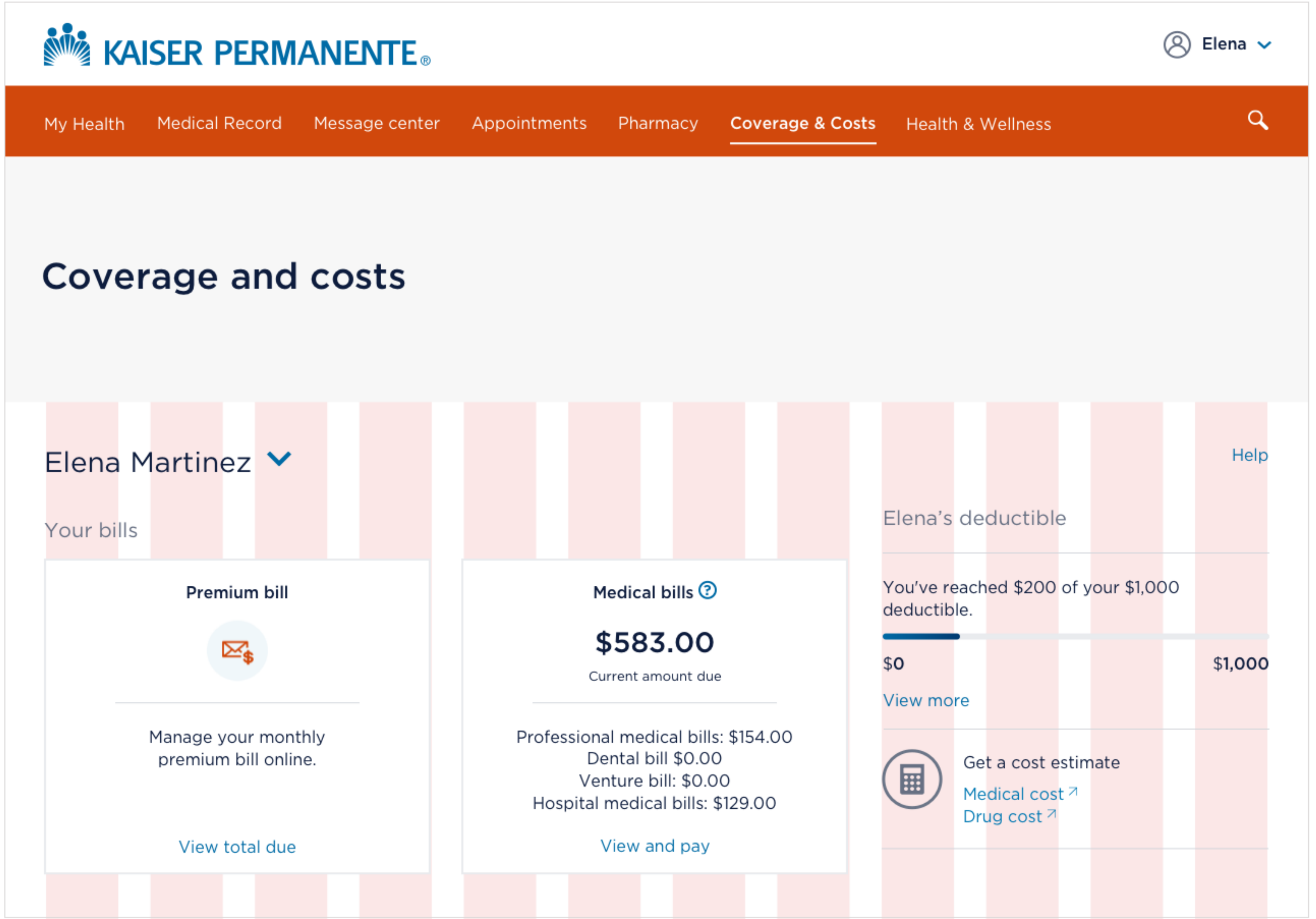
- Title
Styling 7 - Medium (Inky)
Gotham-Medium / 15px / #0D1C3D / Line Height: 20
- Dollar amount
Styling 4 - Medium (Inky)
Gotham-Medium / 20px / #0D1C3D / Line Height: 24
- Current amount due
Styling 8 - Book (Inky)
Gotham-Book / 13px / #0D1C3D / Line Height: 18
- Bill amounts
Styling 7 - Book & Medium (Inky)
Gotham-Book / 15px / #0D1C3D / Line Height: 18
- Link
Styling 7 - Book (KP Blue)
Gotham-Book / 15px / #006BA6 / Line Height: 20

BILL CARD

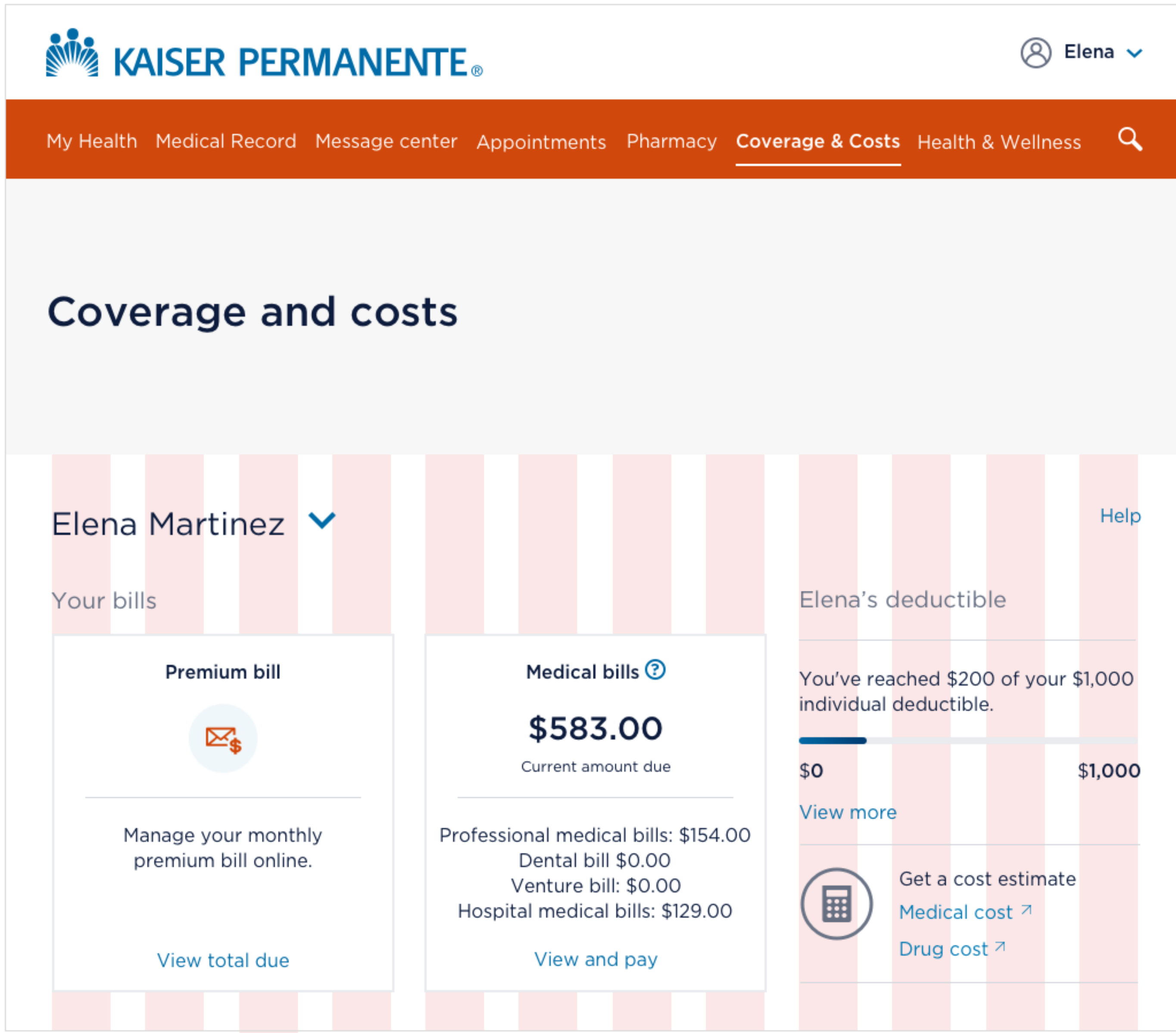
4. Design Guidelines

4.2 Grids

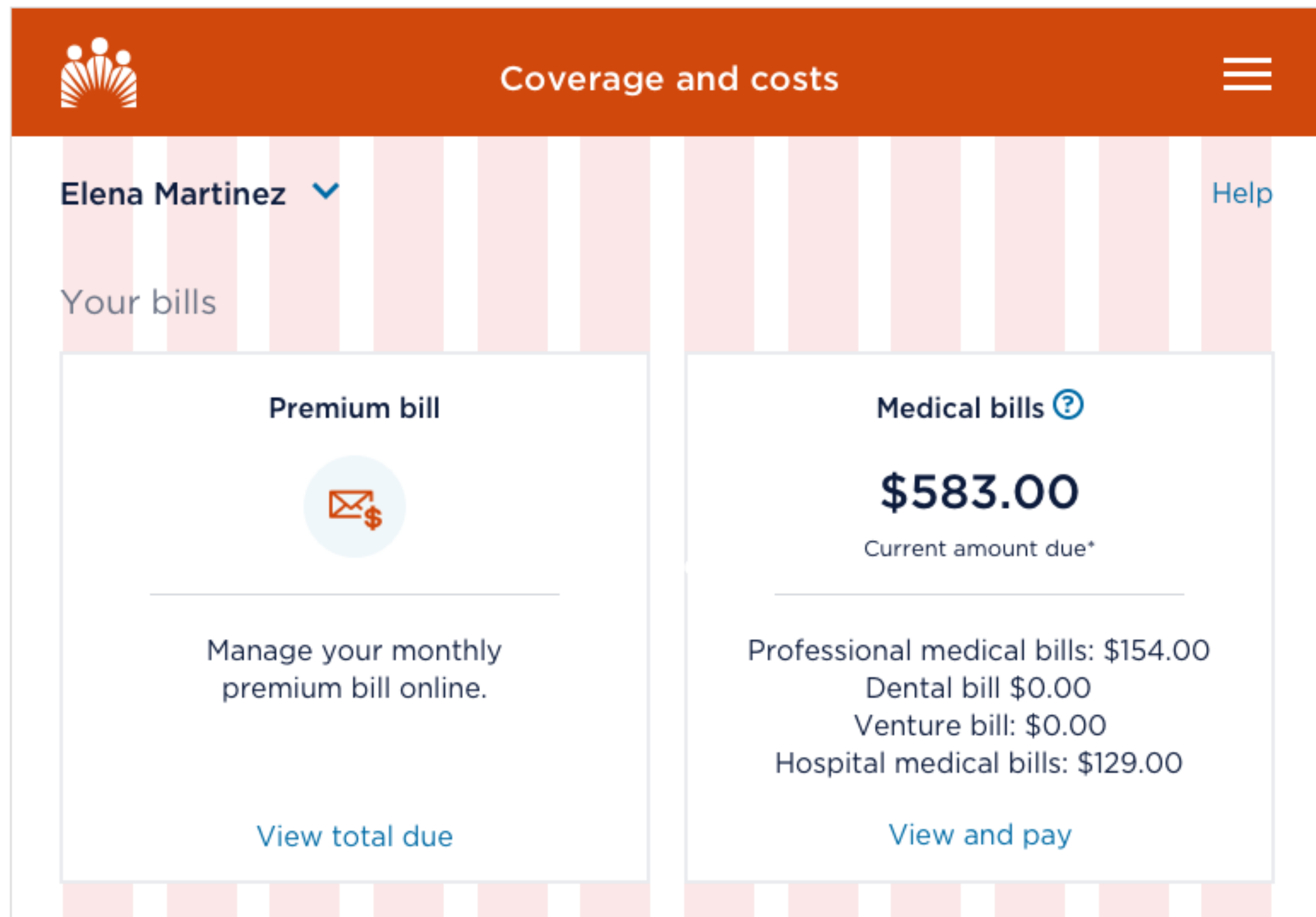
Desktop - 1280



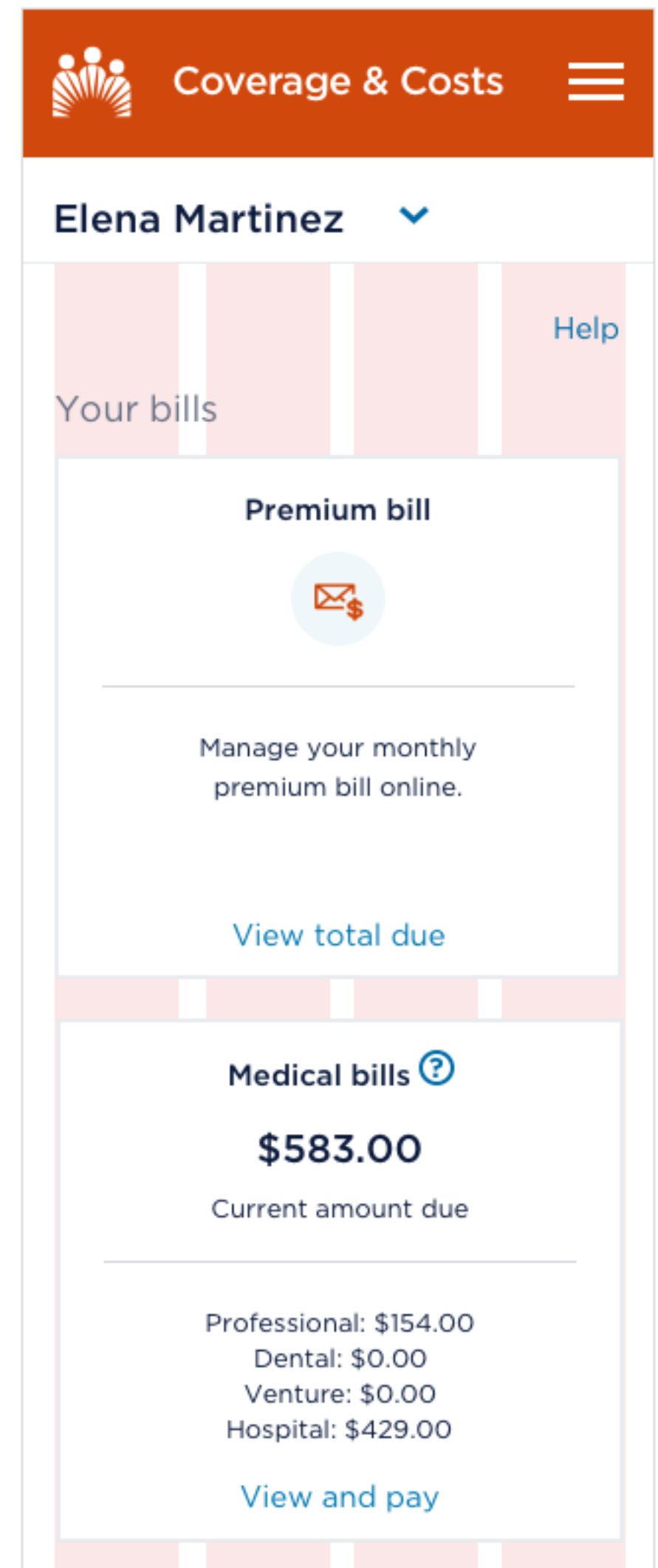
Desktop - 1024



Tablet - 768



Mobile - 320



BILL CARD

4. Design Guidelines

4.3 Future State Past Due Amount Notifications

Desktop - 1280



Desktop - 1024



Tablet - 768



Mobile - 320



Desktop & Tablet
1280 / 1024 / 768

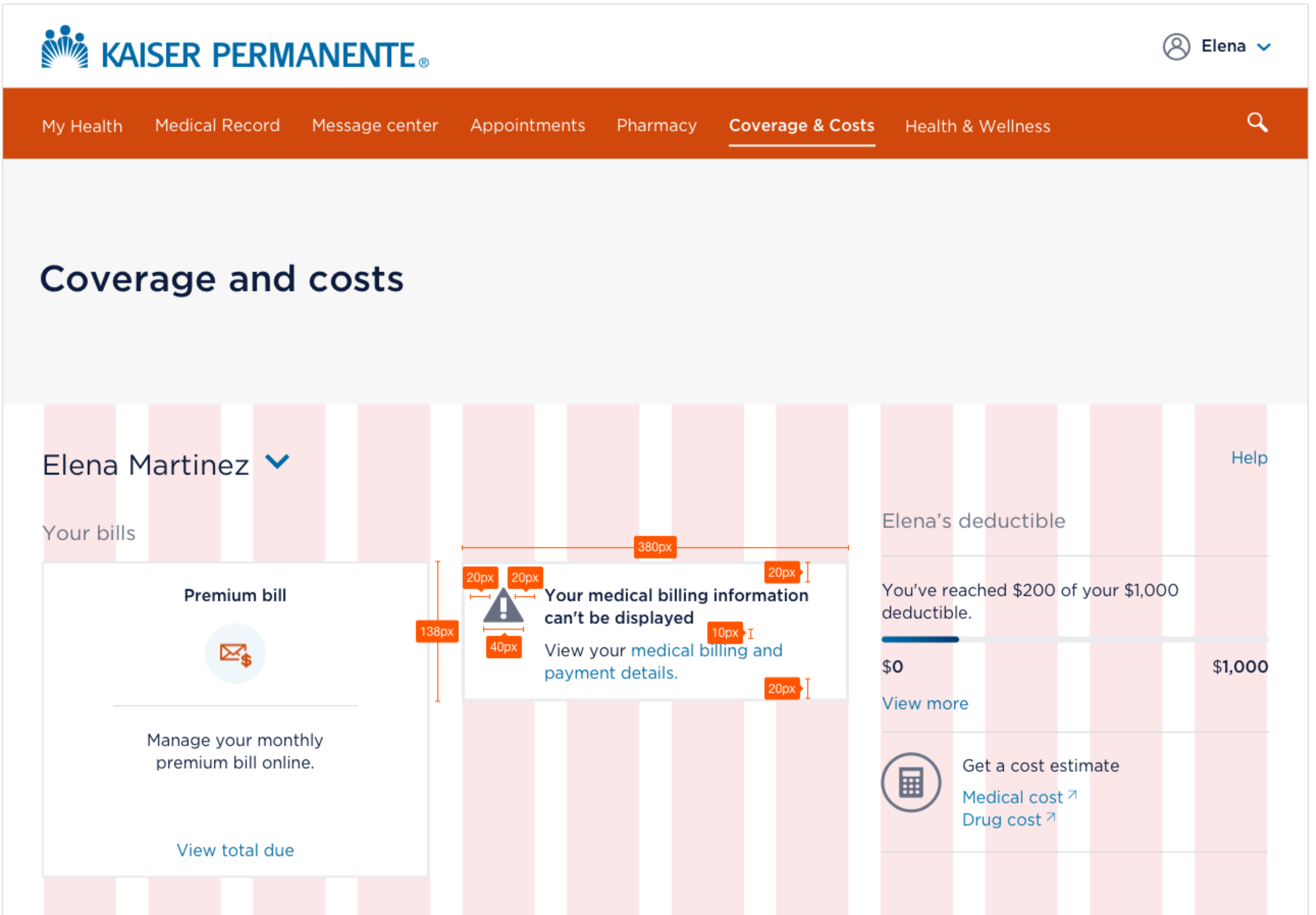
1 Error
Styling 8 - Book (Red)
Gotham-Book / 13px / #B63125 / Line
Height: 18

Mobile
320

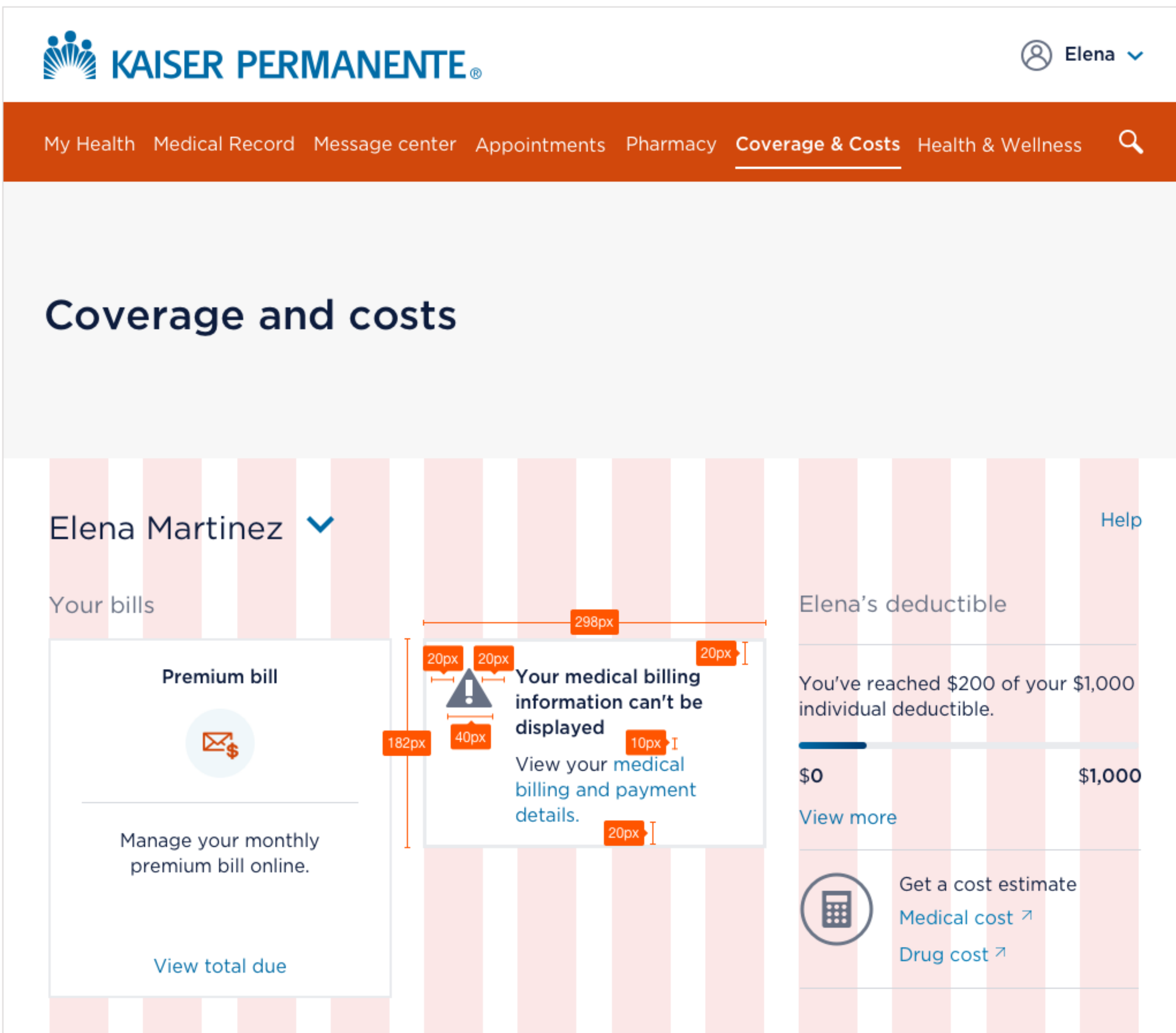
2 Error
Styling 8 - Book (Red)
Gotham-Book / 13px / #B63125 / Line
Height: 18

4.4 Data Feed Error

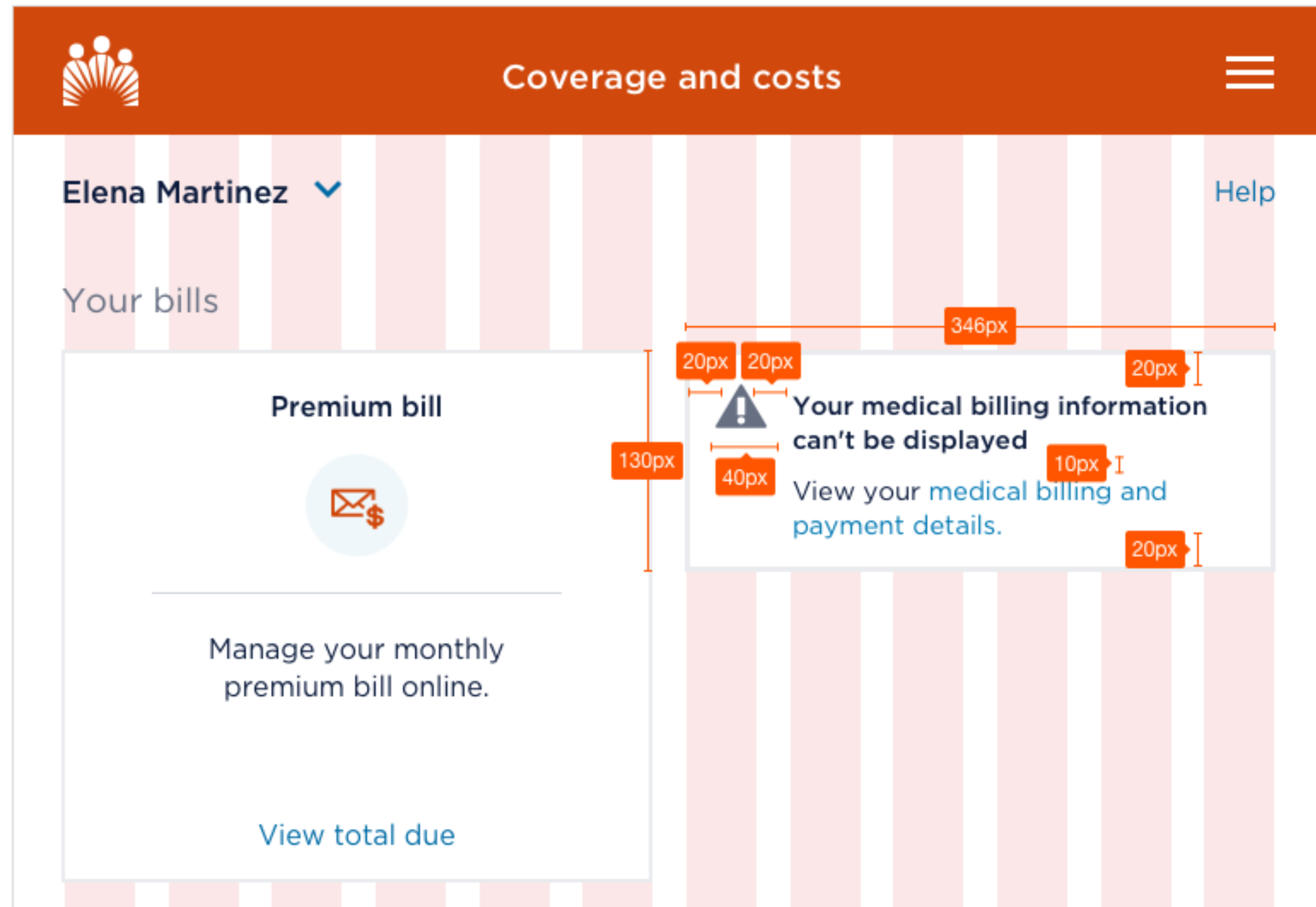
Desktop - 1280



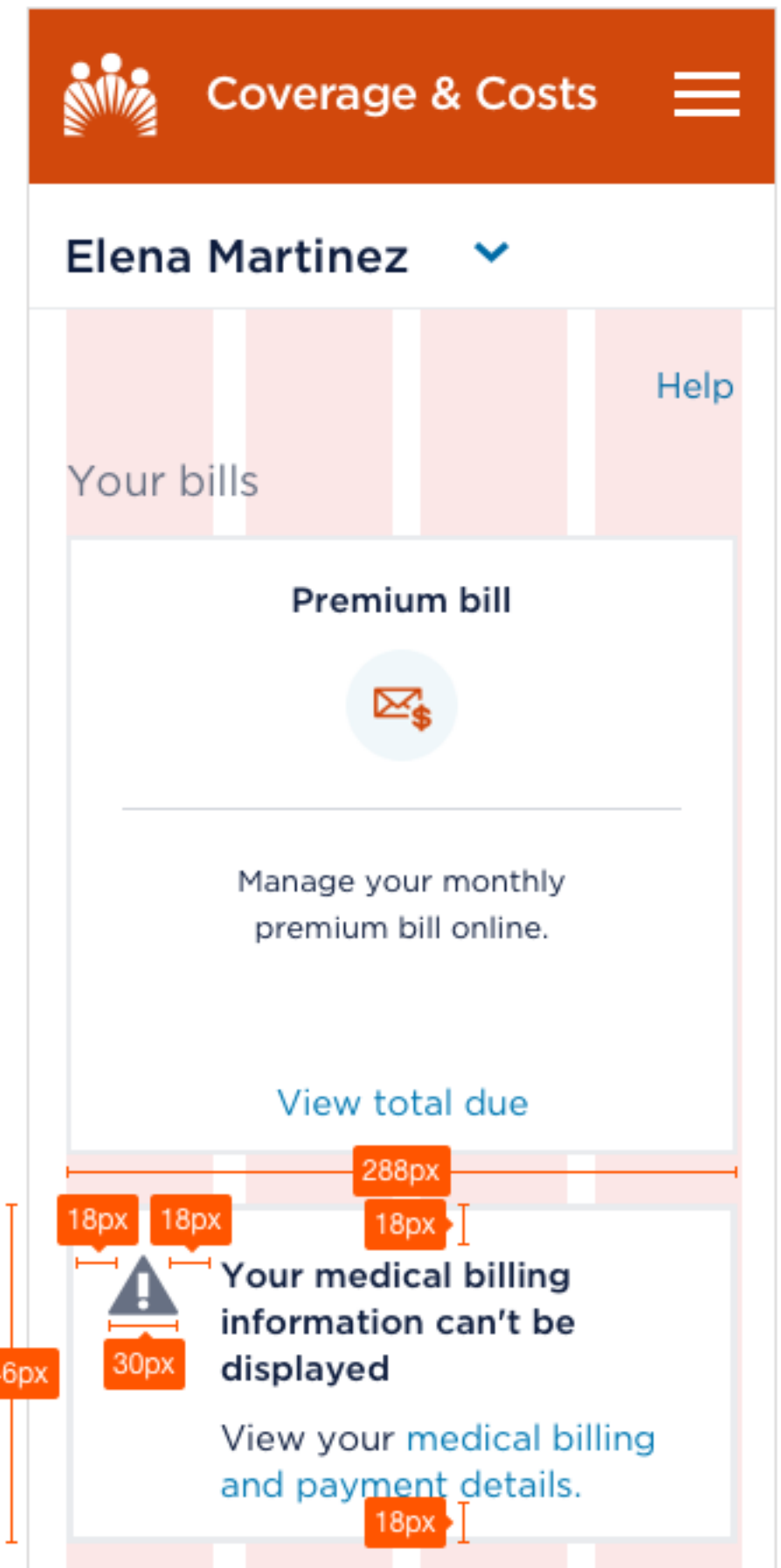
Desktop - 1024



Tablet - 768



Mobile - 320



BILL CARD

4. Design Guidelines

4.0 Bill Entitlement Variations

4 Options

Medical bills ⓘ

\$583.00

Current amount due

Professional medical bills: \$154.00
Dental bill \$0.00
Venture bill: \$0.00
Hospital medical bills: \$129.00

[View and pay](#)

3 Options

Medical bills ⓘ

\$583.00

Current amount due

Professional medical bills: \$154.00
Dental bill \$0.00
Venture bill: \$0.00

[View and pay](#)

2 Options

Medical bills ⓘ

\$583.00

Current amount due

Professional medical bills: \$154.00
Dental bill \$0.00

[View and pay](#)

1 Option

Medical bills ⓘ

\$583.00

Current amount due

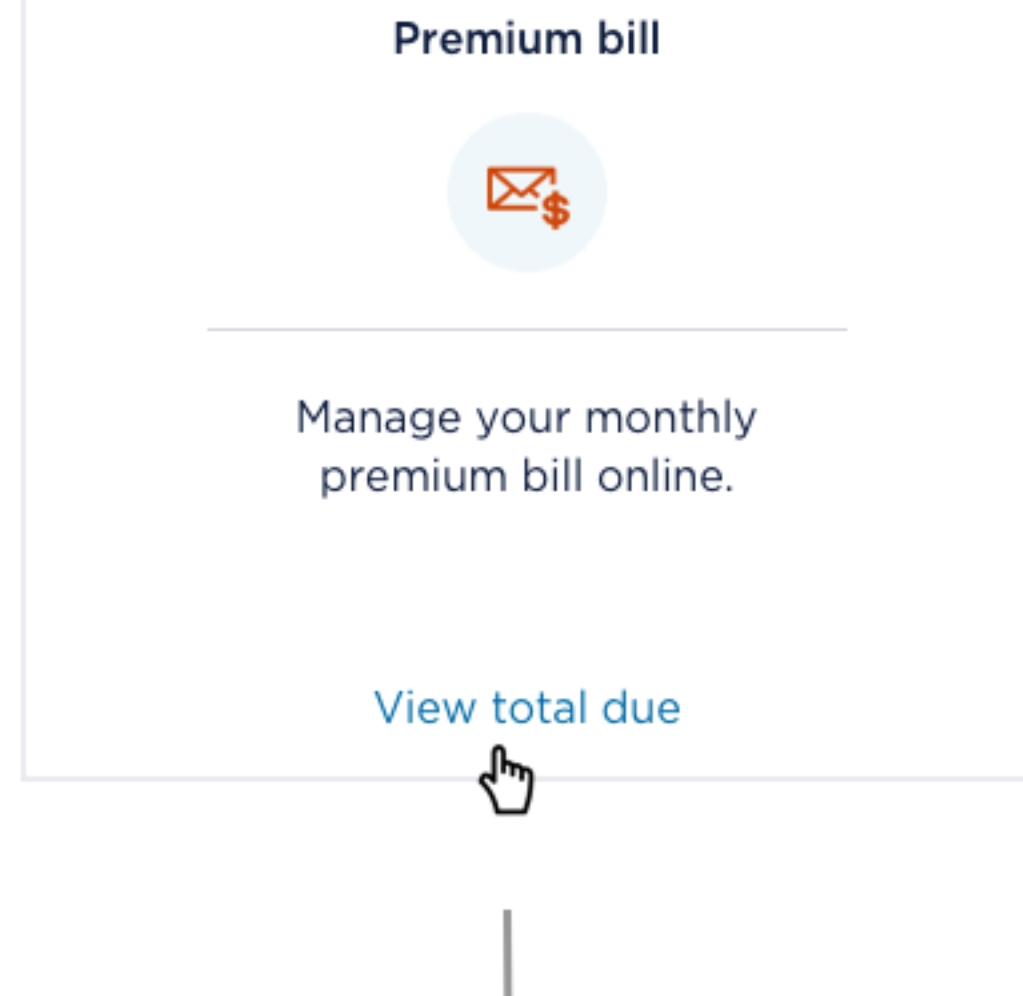
Professional medical bills: \$154.00

[View and pay](#)

BILL CARD

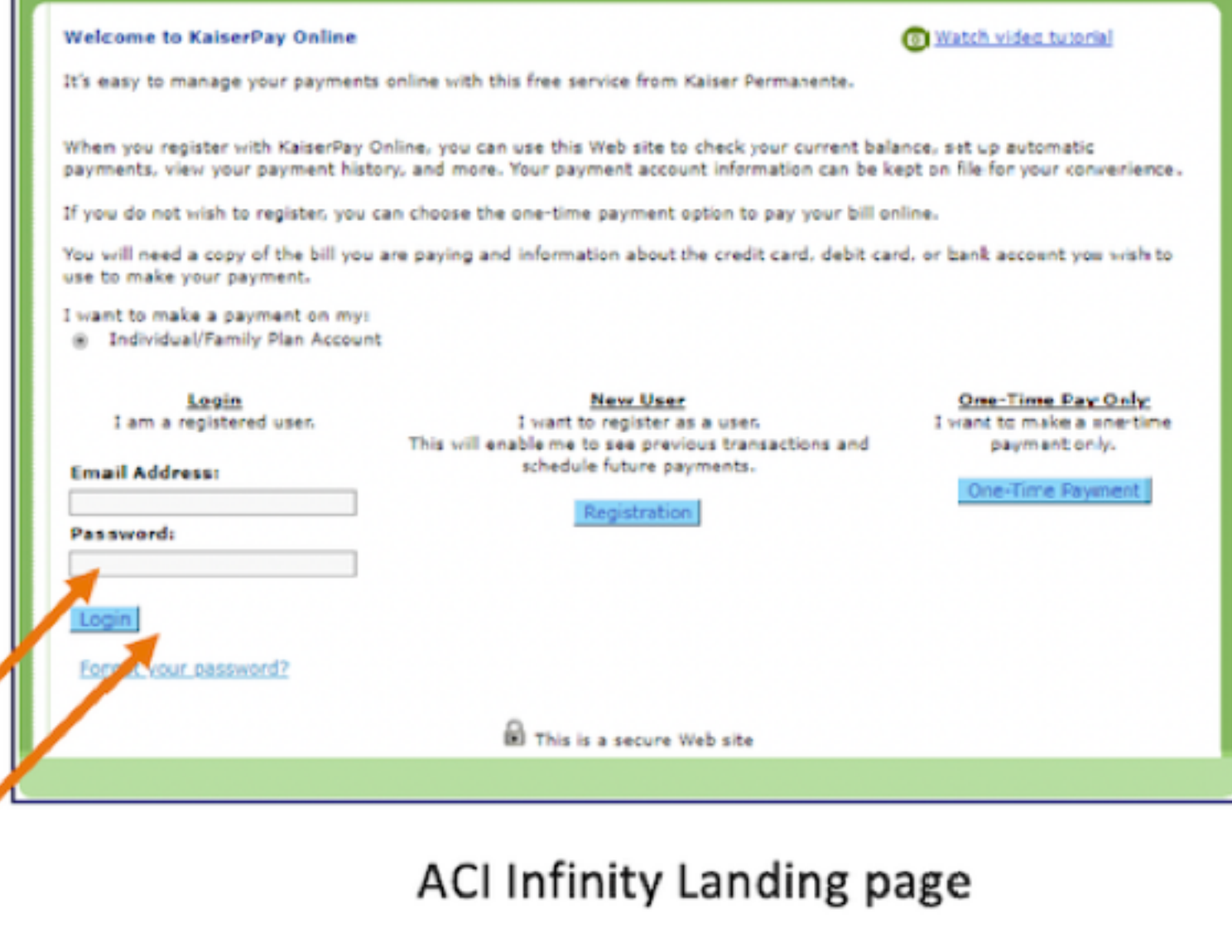
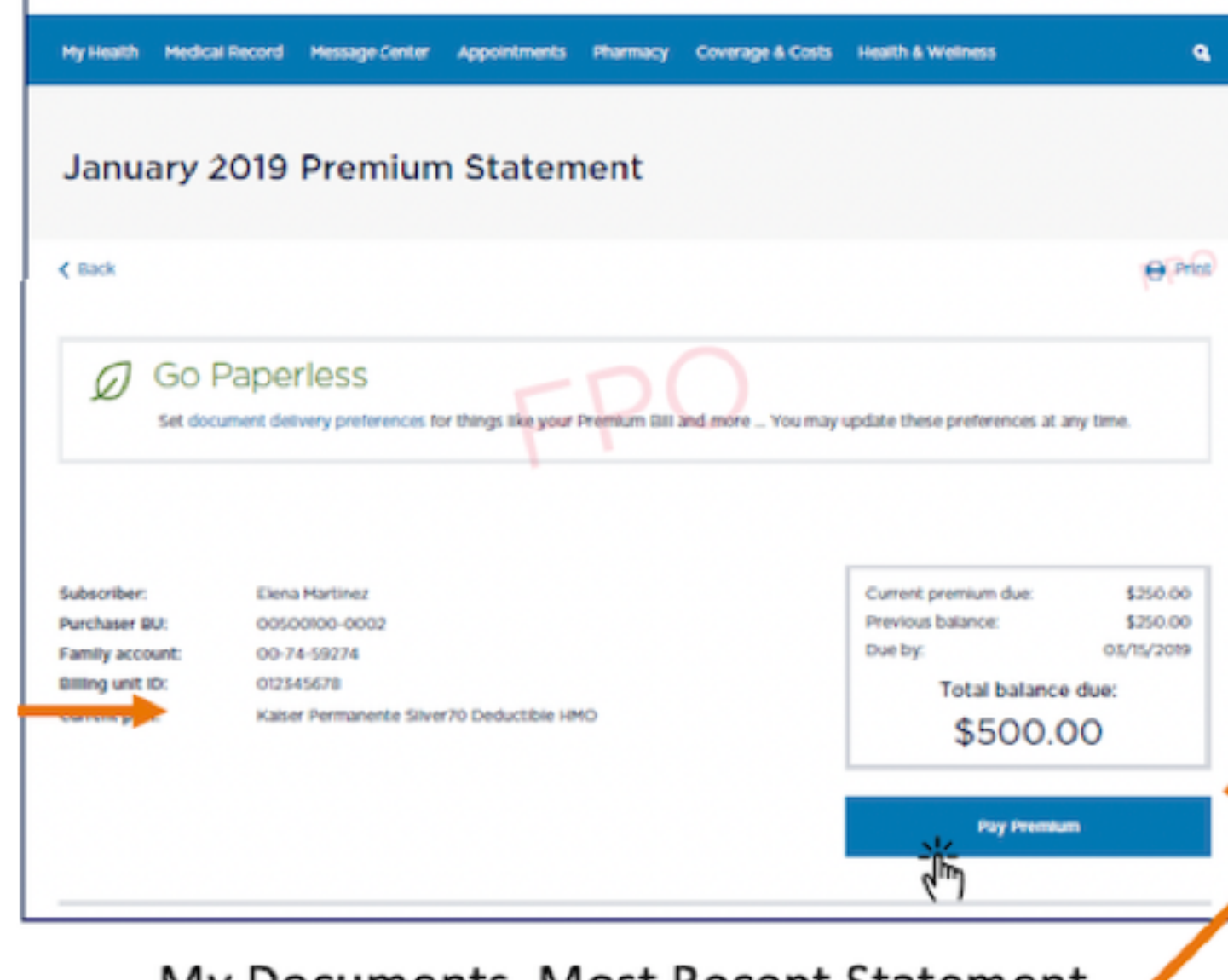
5. Interaction Guidelines

5.0 Interaction Guidelines - Premium Bill Card



Page view is dependent on Entitlements

CA Off Exchange

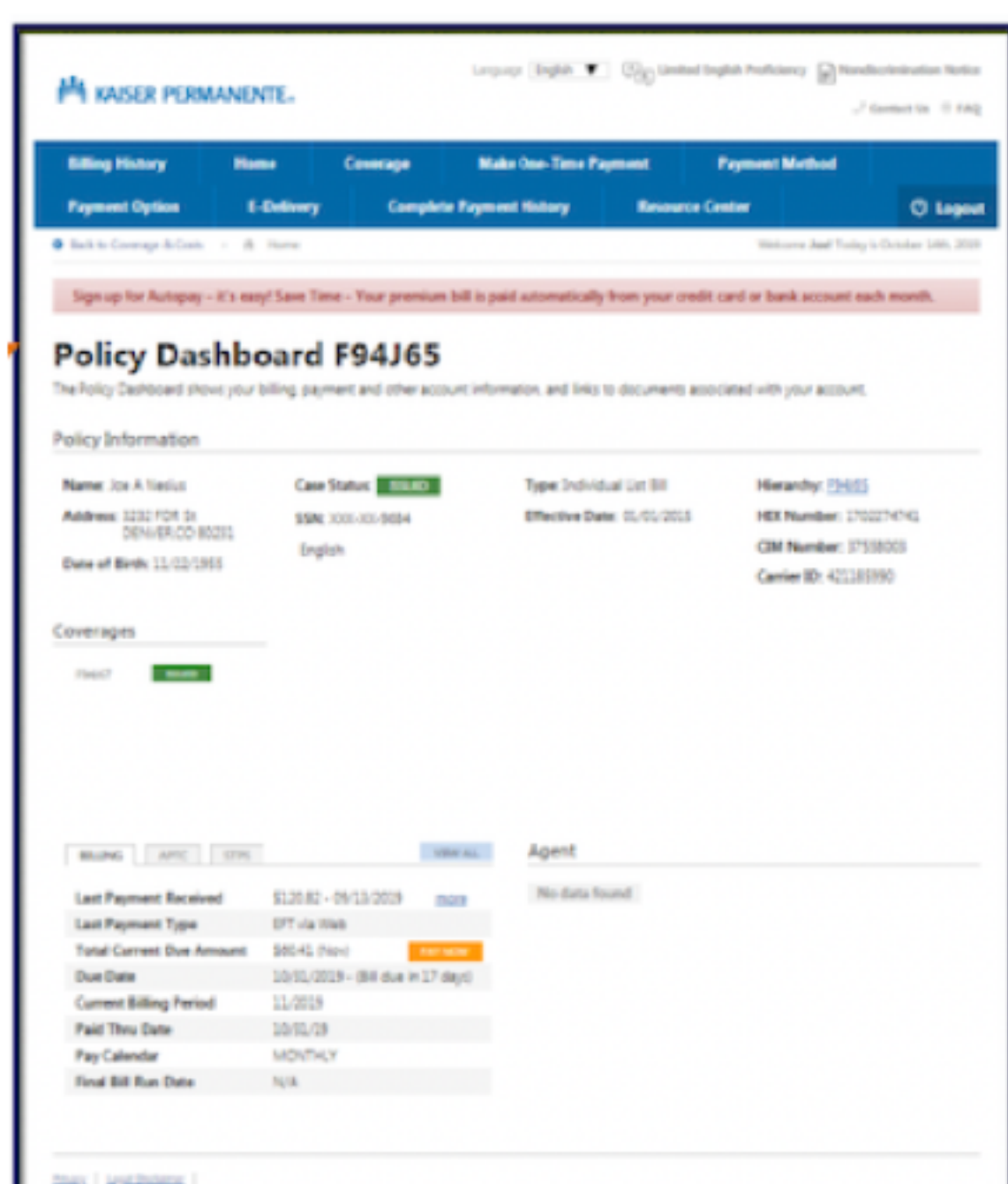
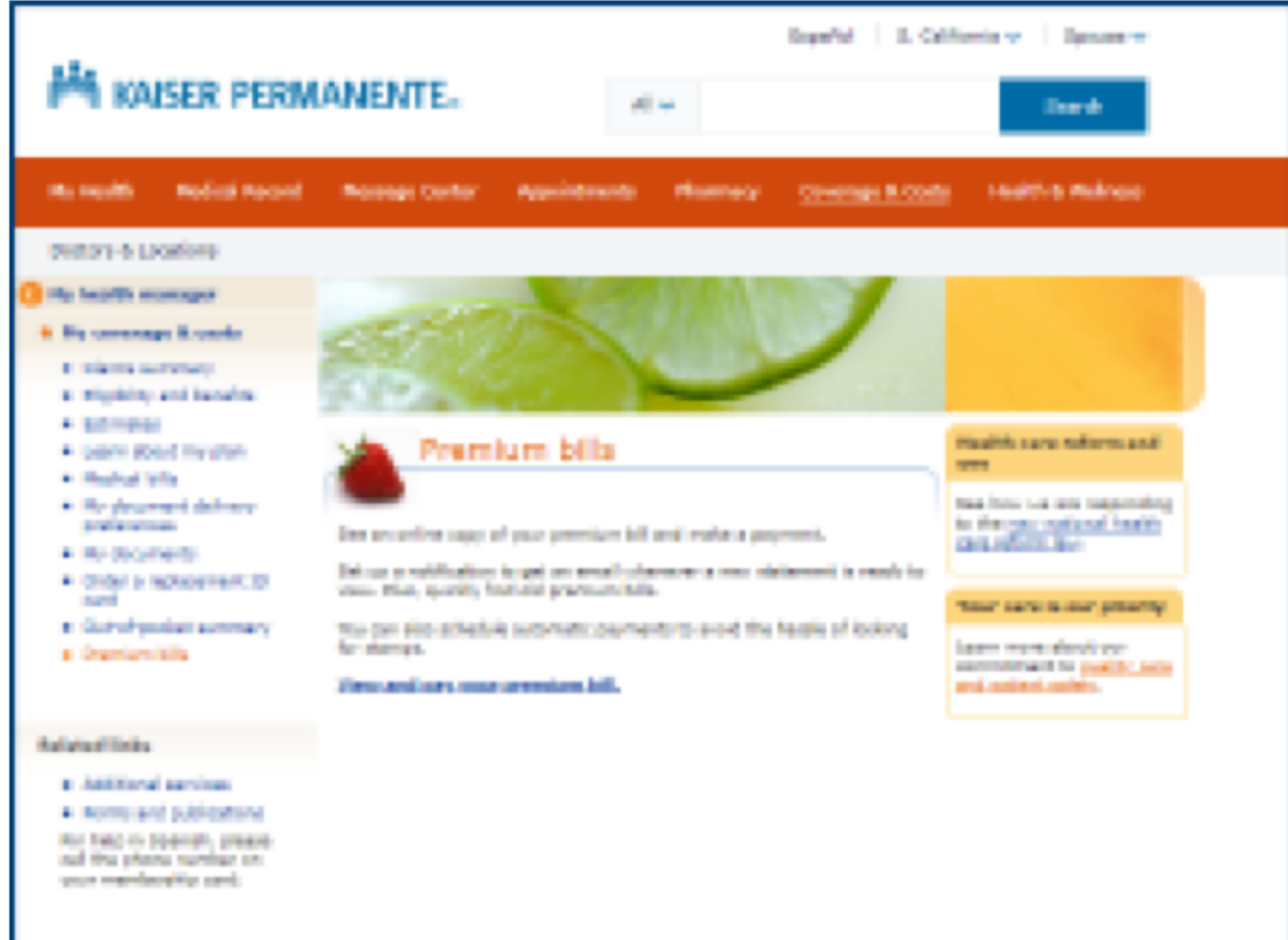


ACI Infinity Landing page

My Documents, Most Recent Statement

OR

On Exchange



5.1 Interaction Guidelines - Medical Bill Card



KAISER PERMANENTE

Pay medical bills

[Coverage & Costs](#)

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam quis lorem sit amet nulla tincidunt tristique.

Your billing summary

Important: The total balance does not include any new professional medical bill charges that you may have incurred since setting up a payment plan. To add new professional medical bill charges to your payment plan balance, contact [Member Services](#).

Professional medical bill

Account holder: Elena Martinez
Account #: 123456789123
Patient(s) covered: Zoe

Current amount due*	Payment plan
\$154.00	\$77.00

[Pay](#) Automatic payment scheduled for 6/15/2019
[Manage payment plan](#)

Your last payment of \$38.50 was made on 4/15/2019

[View billing and payment details](#)

Professional medical bill

Dental
Account holder: Elena Martinez
Account #: 123456789123
Patient(s) covered: Zoe

Current amount due*
\$0.00

[Pay](#)

Your last payment of \$50.00 was made on 5/15/2019

[View billing and payment details](#)

Hospital medical bill

Account holder: Elena Martinez
Account #: 123456789123
Patient(s) covered: Zoe

Current amount due*	Payment plan
\$429.00	\$50.00

[Pay](#) Automatic payment scheduled for 6/15/2019
[Manage payment plan](#)

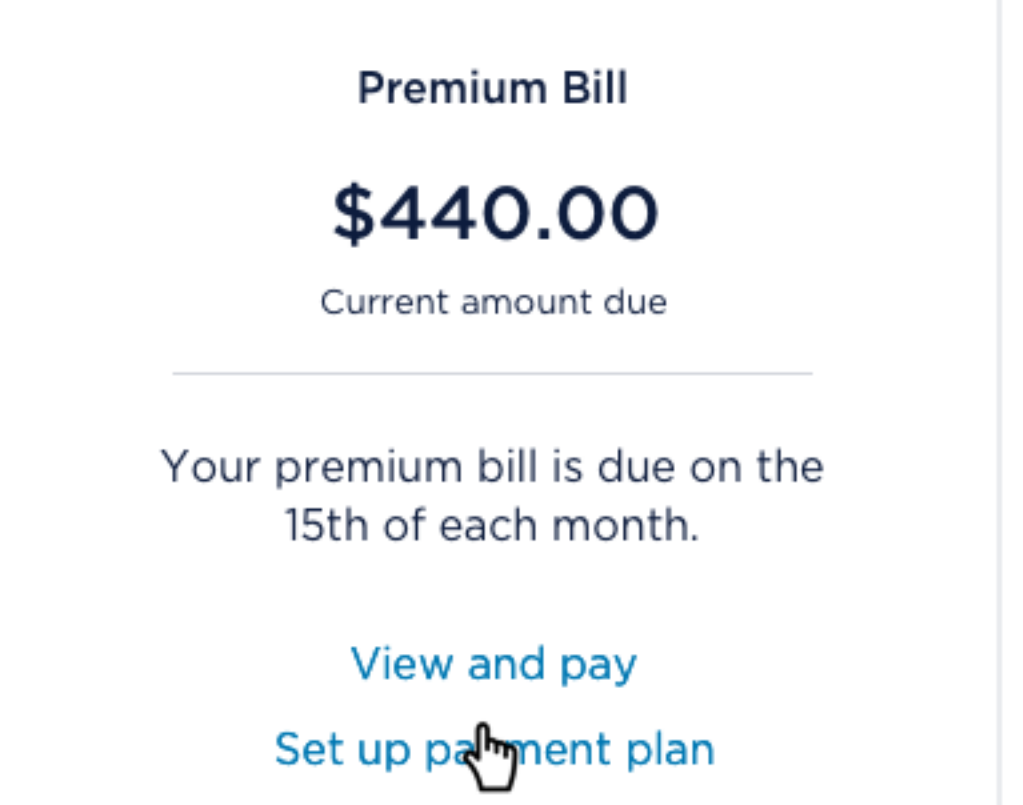
Your last payment of \$38.50 was made on 4/15/2019

[View billing and payment details](#)

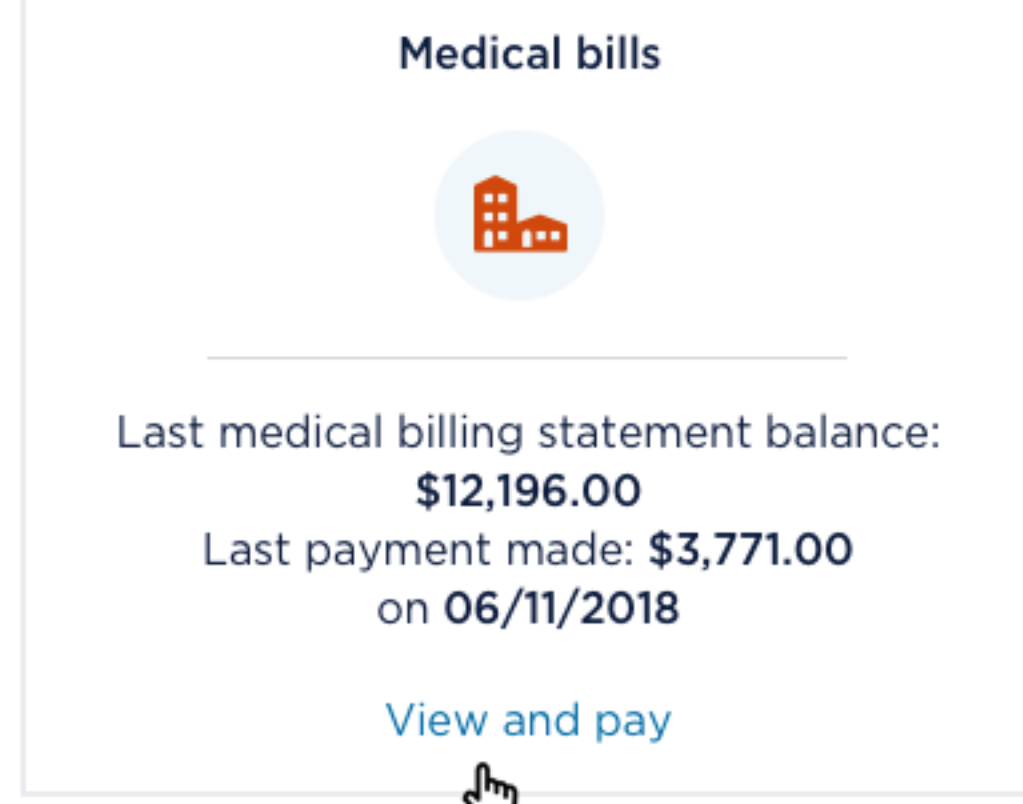
* The current amount due includes charges shown on your most recent statement. It also includes payments you've made, as of today, towards that balance. It may not include pending charges or payments.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam quis lorem sit amet nulla tincidunt tristique.

5.2 Premium Bill Future State



5.3 Multi-Instance members



Español | Georgia | KUBENKA

KAISER PERMANENTE

All ▾ [Search](#)

My Health Medical Record Message Center Appointments Pharmacy Coverage & Costs Health & wellness

Doctors & Locations

My coverage manager

- Eligibility and benefits
- Estimates
- Learn about my plan
- Medical bills**
- My document delivery preferences
- My documents
- Order a replacement ID card
- Out-of-pocket summary

Medical bills

[Help with your account and payment](#)

Please review your bill and pay the amount owed.

Billing summary for Kubenka Skendle

You can make online payments on your outstanding balances for services you've received from a Kaiser Permanente provider — **not** for dues or premiums.

To pay outstanding physician bills, select "Make payment" below.

Click on "View bill" to see your statement details.

Charges and payments since the last billing date are not reflected below. Payments made in person, by mail, or over the phone are not shown.

You can also [view your bill history, online cast payment, and request a summary of all your medical payments](#).

Guarantor account number	Account type	Last billing date	Amount you owe as of last bill
411905527484	Professional billing	12/10/2019	\$40.00 View bill Payment details
Total:			\$40.00

[Manage my payment methods](#) [Make payment](#)

*Funds in your health savings account (HSA), health reimbursement arrangement (HRA), or a flexible spending account (FSA) can be used to pay for qualified medical expenses. If a debit card is connected to your account, we can usually accept those as a form of payment. A qualified medical expense is defined under Internal Revenue Code Section 213(d). If you have an HSA or FSA account, ask your employer which of the qualified medical expenses under IRS Publication 502, Medical and Dental Expenses, apply to you.

BILL CARD

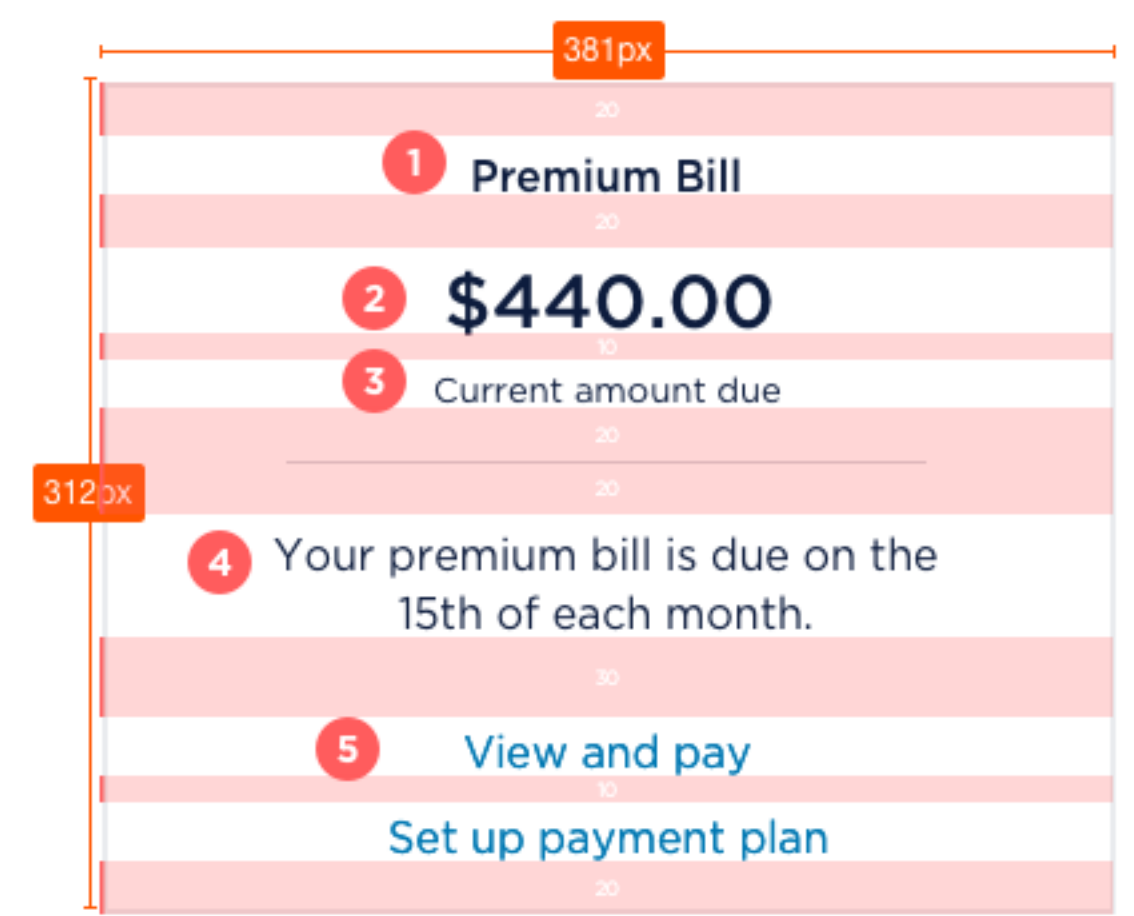
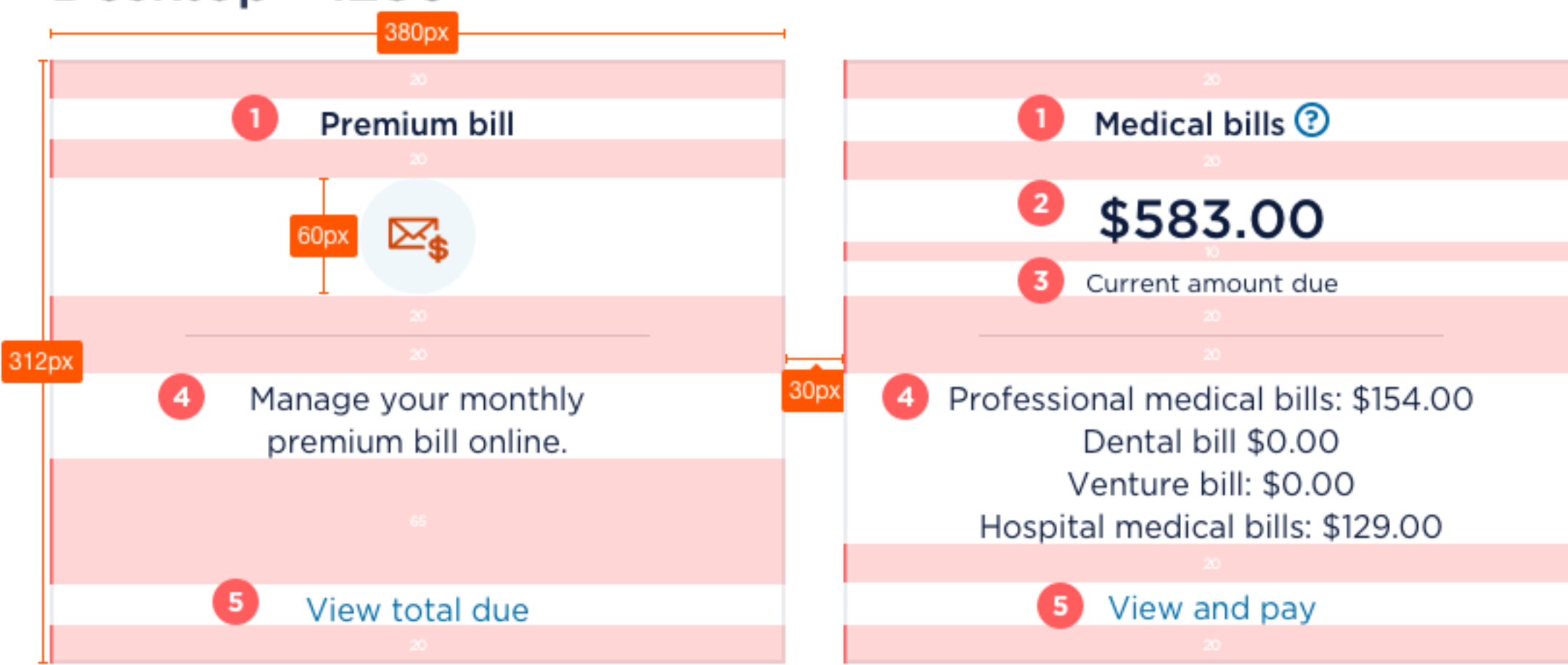
6. Development Guidelines

6.0 Redlines

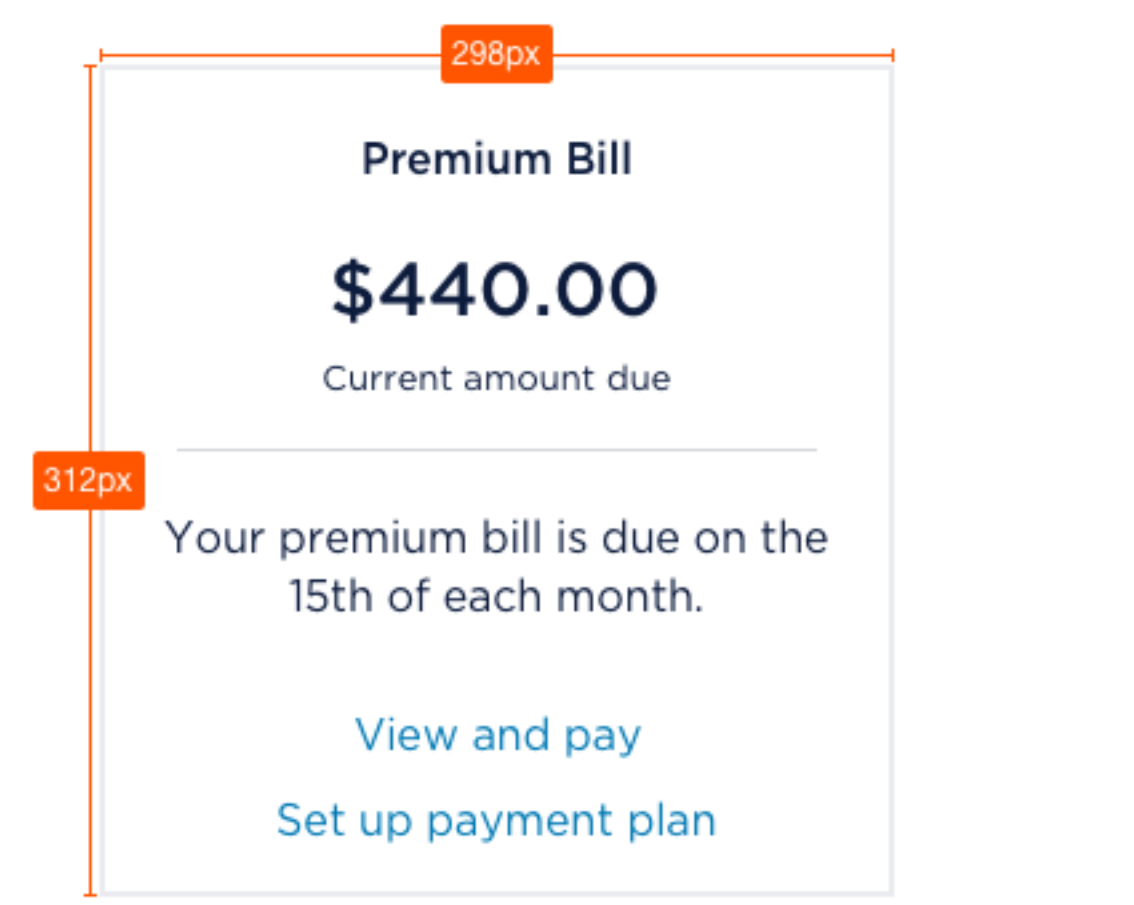
Current State

Future State

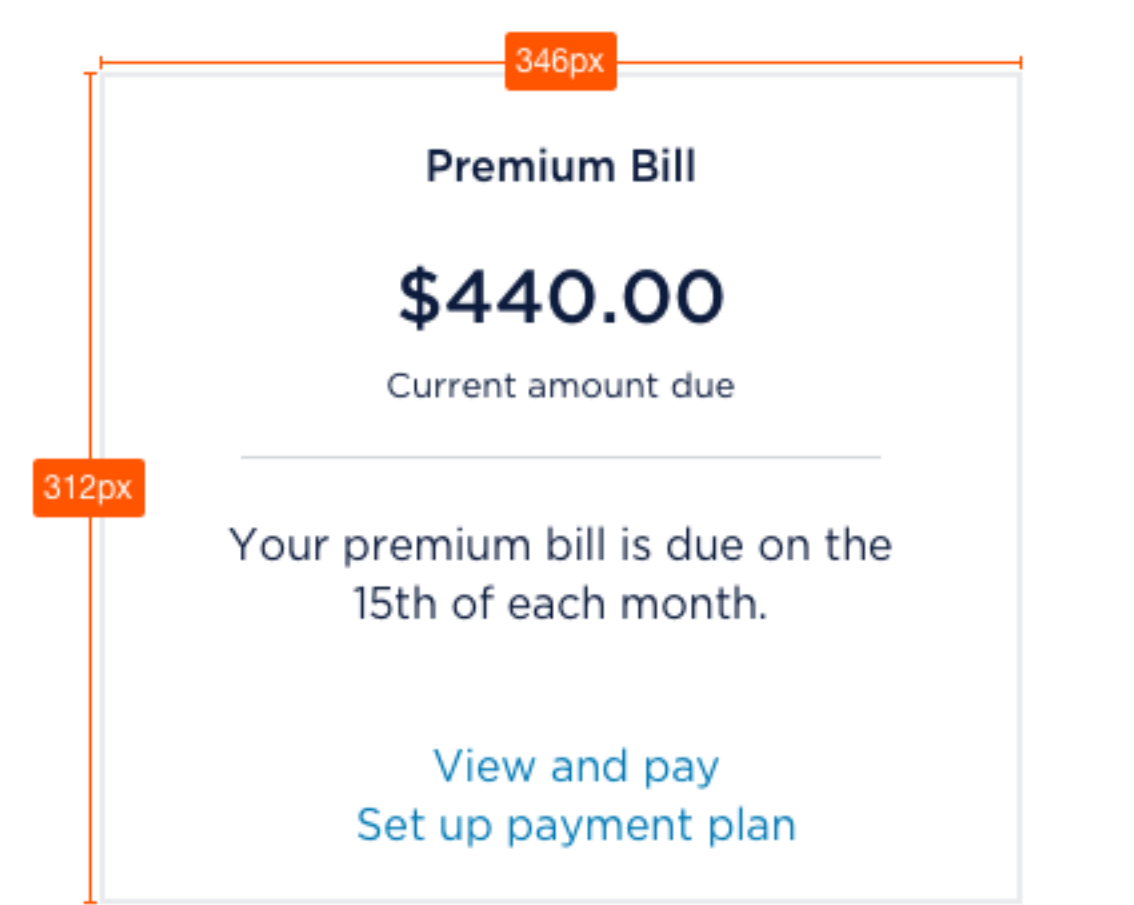
Desktop - 1280



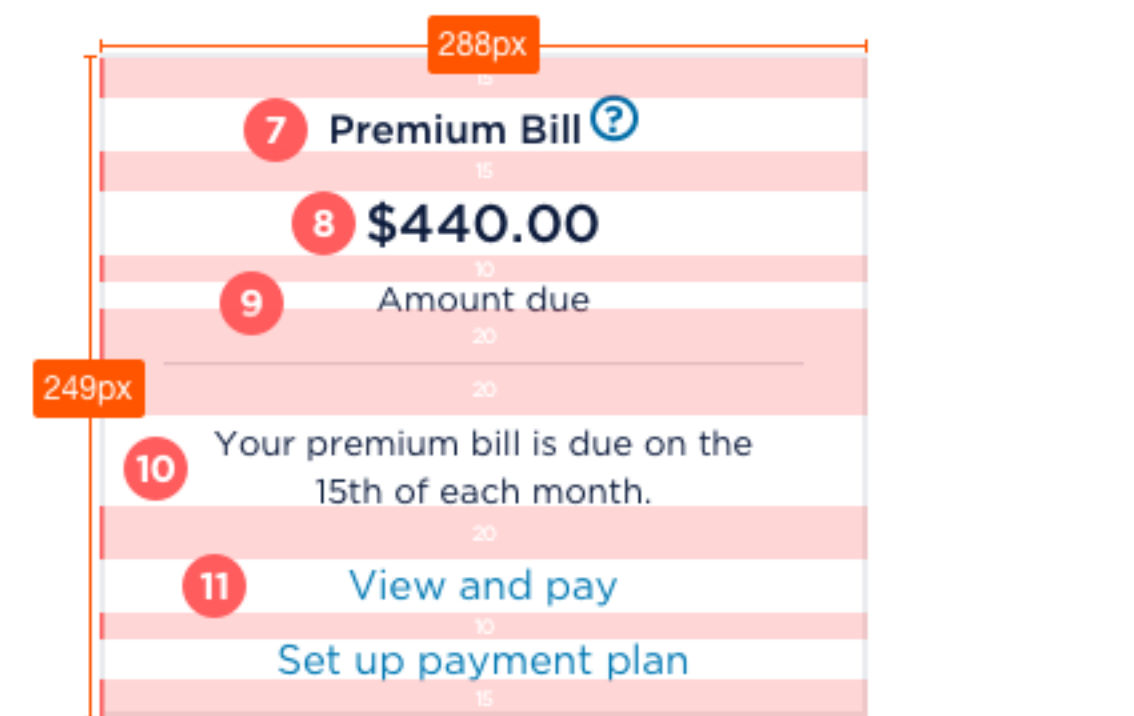
Desktop - 1024



Tablet - 768

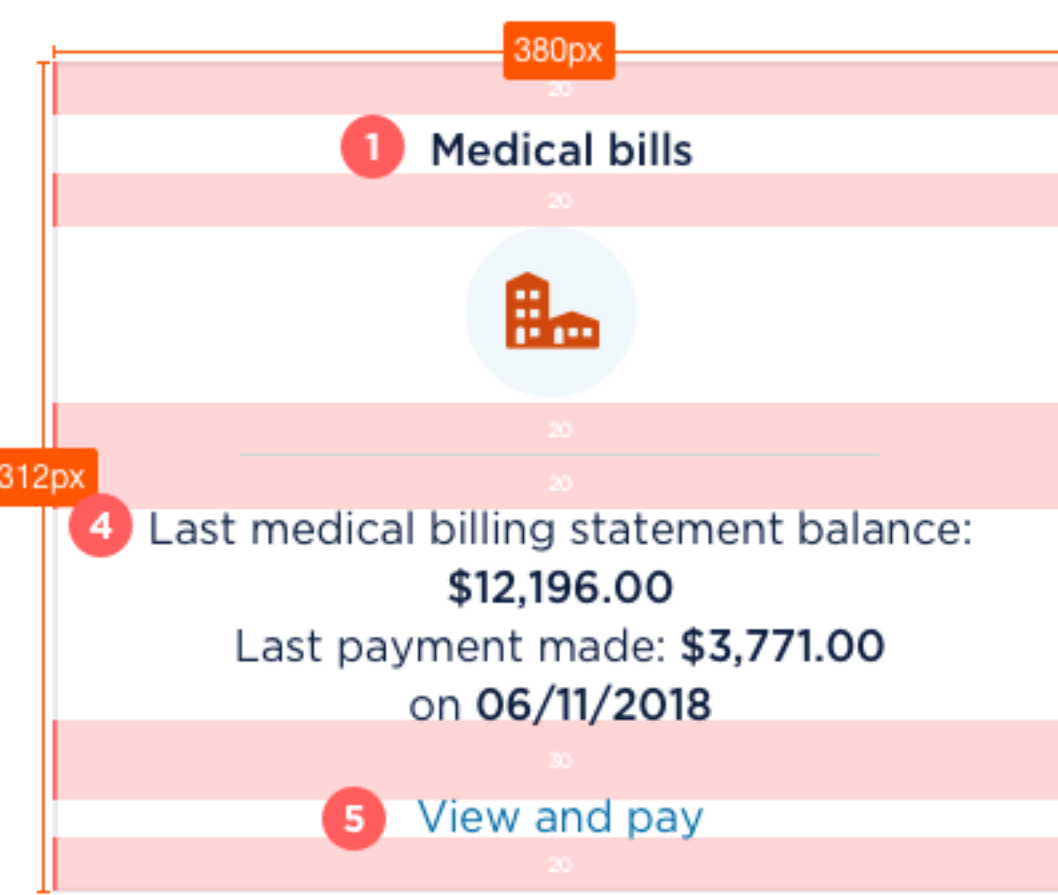


Mobile - 320

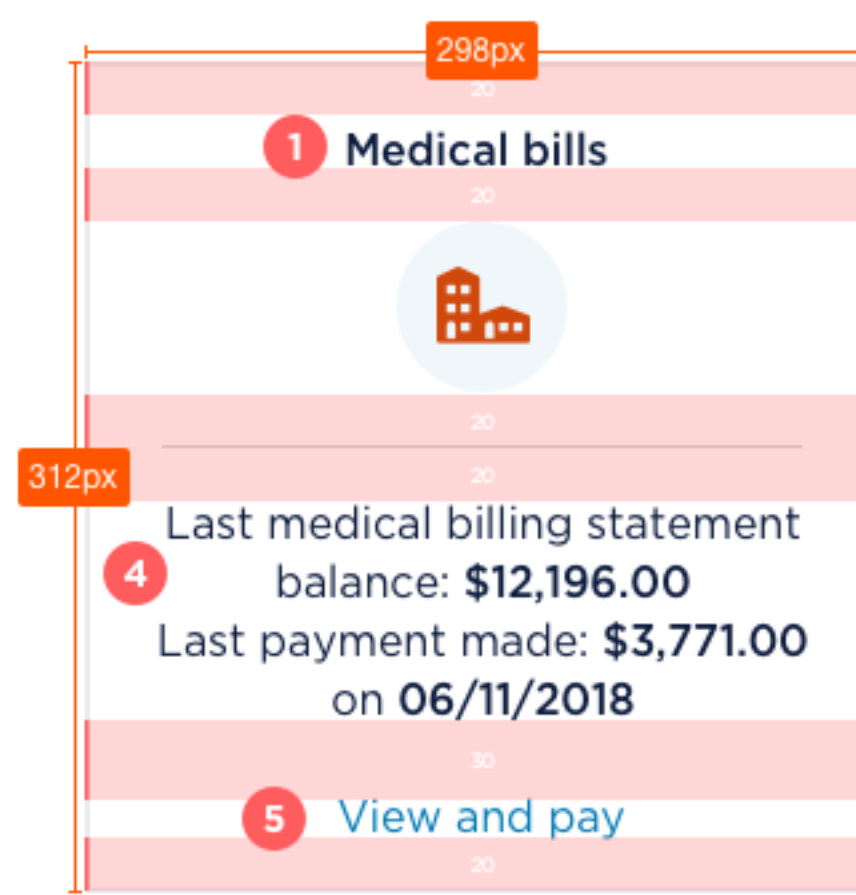


4.2 Multi-Instance members

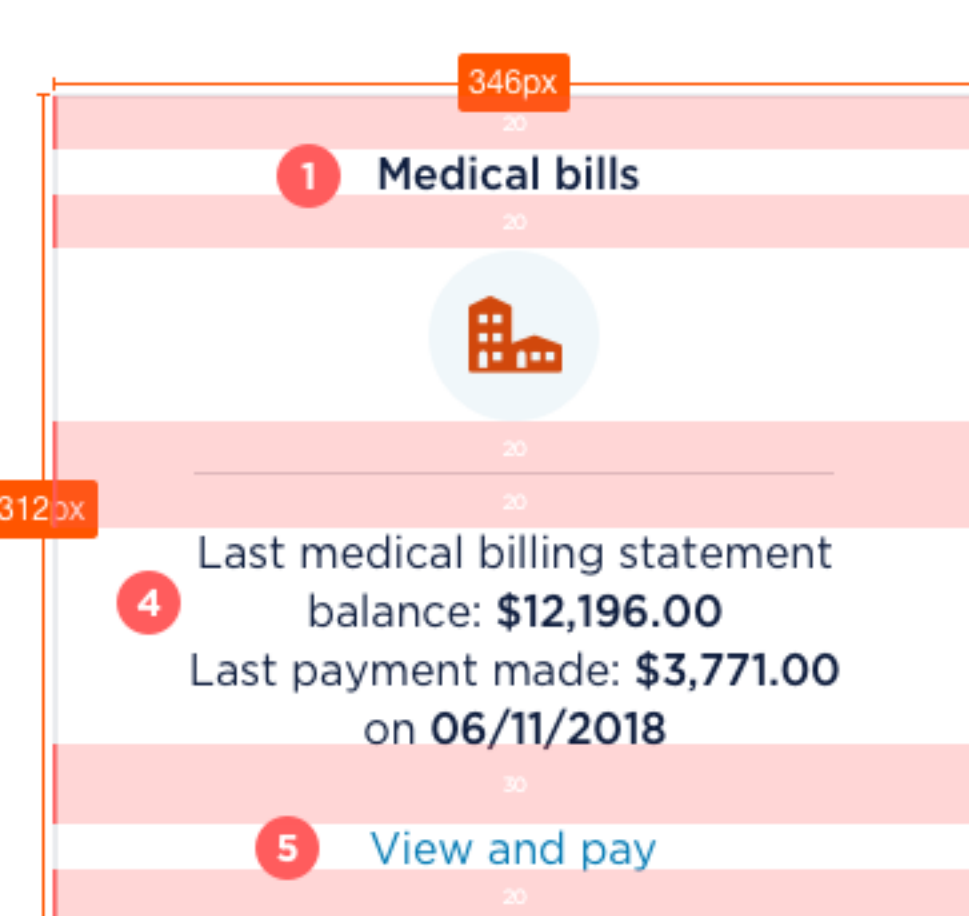
Desktop - 1280



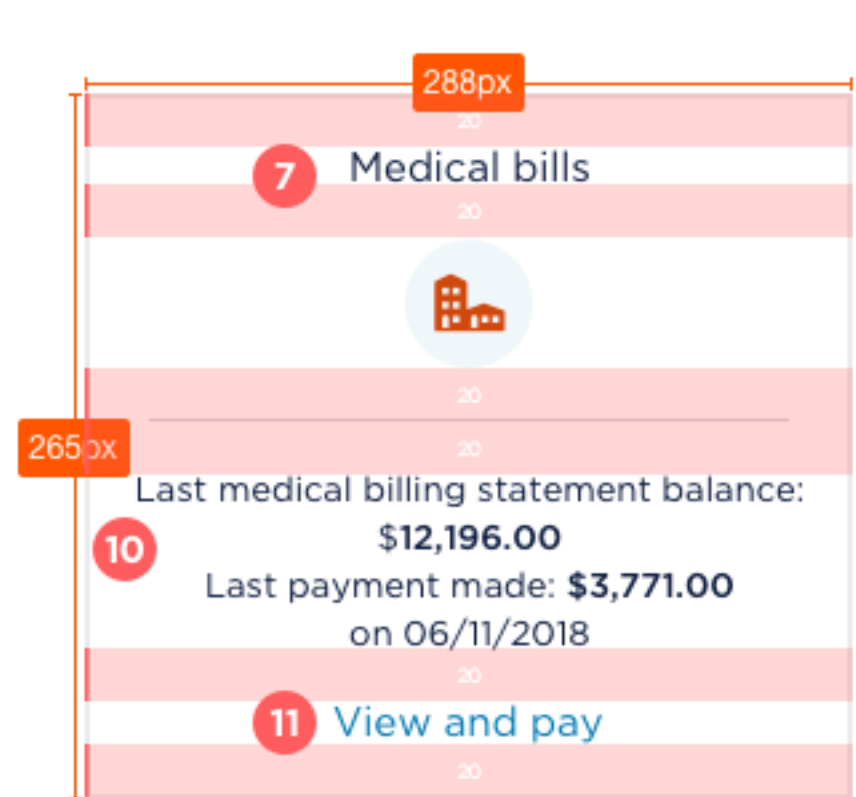
Desktop - 1024



Tablet - 768



Mobile - 320



Desktop & Tablet 1280 / 1024 / 768

- 1 Title
Styling 3 - Medium (Inky)
Gotham-Medium / 16px / #0D1C3D / Line Height: 22
- 2 Dollar amount
Styling 6 - Medium (Inky)
Gotham-Medium / 28px / #0D1C3D / Line Height: 32
- 3 Current amount due
Styling 8 - Book (Inky)
Gotham-Book / 13px / #0D1C3D / Line Height: 18
- 4 Bill amounts
Styling 6 - Book & Medium (Inky)
Gotham-Book / 16px / #0D1C3D / Line Height: 22
- 5 Link
Styling 6 - Book (KP Blue)
Gotham-Book / 16px / #006BA6 / Line Height: 22

Mobile 320

- 7 Title
Styling 7 - Medium (Inky)
Gotham-Medium / 15px / #0D1C3D / Line Height: 20
- 8 Dollar amount
Styling 4 - Medium (Inky)
Gotham-Medium / 20px / #0D1C3D / Line Height: 24
- 9 Current amount due
Styling 8 - Book (Inky)
Gotham-Book / 13px / #0D1C3D / Line Height: 18
- 10 Bill amounts
Styling 7 - Book & Medium (Inky)
Gotham-Book / 15px / #0D1C3D / Line Height: 18
- 11 Link
Styling 7 - Book (KP Blue)
Gotham-Book / 15px / #006BA6 / Line Height: 20

7. ADA Considerations

7.0 ADA

For notifications, you must show “overdue balance” with an icon or another visual indicator. Red text alone is not sufficient.

BILL CARD

8. Version

01.03.2020

Pattern documented

9. Depricated