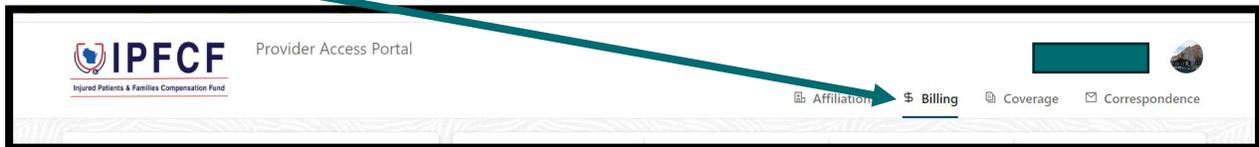


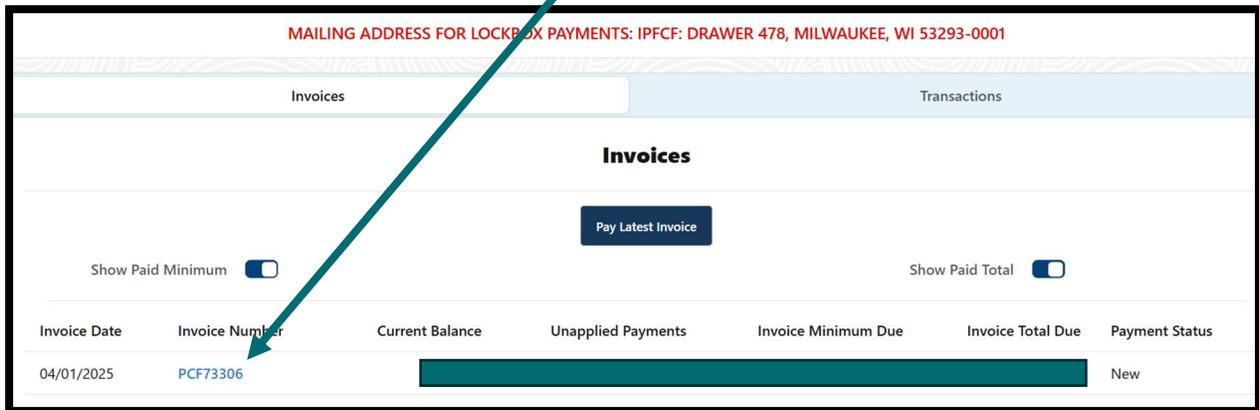
## IPFCF – Provider Portal – Billing Instructions (Individual Providers)

The instructions in this document outline the procedure for individual providers to access and pay IPFCF invoices. These are generally for providers who are NOT linked to a group or employer. If you are linked to a group or employer, please check with your employer prior to submitting any payments.

1. Login to the Provider Portal using your IPFCF account number.
2. Click "Billing".



3. You will be brought to the "Invoices" screen.
4. To view the invoice, click the blue hyperlink for the invoice under the current billing date.



5. This will bring up a document viewer box where you can download and/or print the invoice for your records. This is not a required step for payment.
6. If paying via the lockbox (paper check or money order), print a copy of your invoice to submit with payment. Online payments start at step 9.
7. Submit a copy of this invoice with your payment to the lockbox.
8. Lockbox address: IPFCF, Drawer 478, Milwaukee, WI 53293-0001.
9. Lockbox payments should show on the portal within 3-5 business days after receipt in the lockbox.
10. If paying online (ACH or credit card), click "Pay Latest Invoice".

11. If paying the total due, move the toggle under "Pay Total?". If paying the minimum, leave the toggle as is. Defaults to paying the minimum amount.

**Review Invoices to Pay** Select Payment

Date	Name	Account Number	Minimum Due	Total Due	Pay Total?
2023-10-01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<input type="checkbox"/>

Payment Amount: [REDACTED] Continue Payment

12. Please note: You can only pay the minimum or the total amount due via online payments.

13. When ready to move forward with payment, click "Continue Payment".

**Review Invoices to Pay** Select Payment

Date	Name	Account Number	Minimum Due	Total Due	Pay Total?
2023-10-01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<input type="checkbox"/>

Payment Amount: [REDACTED] Continue Payment

14. This will bring up the payment information window. You will need to enter your email address (for receipt), select payment method (New Card Account or New Bank Account), the credit card or banking information, and the billing address.

15. Select "I agree to the Terms and Conditions".

16. Review payment information and click the orange "Pay \$AMOUNT PAID" box.

17. If the payment is successful, you will receive a receipt at the email address provided. If unsuccessful, you will receive an error message right away.

18. Online payments should be shown on the portal within 3-5 business days after receipt.

19. Please contact our support team at 608-707-5481 or [OCIIPFCF@wisconsin.gov](mailto:OCIIPFCF@wisconsin.gov) for further assistance.