

# Itemized Bills and Paying Online

## ① Find your current “Access code”

- This is included in the email notification
- This is also located on page 6 of your paper bill
- Each adult family member will have a different account

## ② Go to [www.pay.gov/public/accesscode](http://www.pay.gov/public/accesscode)

- Then enter the access code and 5-digit ZIP code

## ③ Click “View Bill” (before paying!)

- The bill will disappear after paying in step ⑤
- This will let you download your itemized bill
- **DO NOT** click “view pdf or excel” (it does not work)
- Click “Select attachment to view” and then “Demand With Due Process Letter”

## ④ Click the browser’s back button

- To go back to the list of bills

## ⑤ Click “Pay Bill”

- Get your itemized bill (step ③) **BEFORE** paying
- Save your card information to avoid entering it twice
- For the address, “AP” is under “Military Pacific...”

## ⑥ Click the browser’s back button

- If you have more than one bill to pay

INVOICE  
Centralized Receivables Service  
CRS INVOICE NUMBER: 10912345678  
AGENCY REFERENCE: YK19123456  
ISSUE DATE: 01/01/19

TOTAL AMOUNT DUE \$32.40

Select Attachment to View  
Demand With Due Process Letter - 07/19/2019

View PDF or Excel

If you need assistance following these steps, contact the UBO at **243-7090**

Do not click “PDF” or “Excel” which do not work

Q: I cannot find “AP” when entering my address

A: It is in the list of States as “Military Pacific (AP)”

Q: I cannot find the itemized bill

A: Make sure you did not click “pdf” or “excel” but click “select attachment to view” and then demand with due process letter. Once the pdf is downloaded, scroll to the last pages for the medical claim forms which contact itemization.

## FAQ

Q: I clicked “pdf” but cannot find the itemized bill

A: Please do not use the “pdf” or “excel” button which do not work. When you are on the screen, use the drop-down on the left that says “select attachment to view” and then choose “demand with due process letter”

Q: How do I get email notifications?

A: We need to add your email to your billing profile. Please contact the UBO at 243-7090 or contact CRS directly at 1-855-549-2684. Make sure to do this once for each adult in your family.

Q: I never receive my bills

A: Make sure your DEERS is updated. The physical address is the portion that gets used for billing. Visit [www.go.usa.gov/xnrmx](http://www.go.usa.gov/xnrmx) or a PSD near you. The listed address must be a US address or a military post box. Not a Japanese or other foreign address.