



AvMed Agent Portal Invoice Guide

Purpose

This guide provides step-by-step instructions for brokers to access the AvMed Agent Portal, select a group, view outstanding invoices, and submit payments through the Wells Fargo Online Payment Center.

Login to the Agent Web Portal

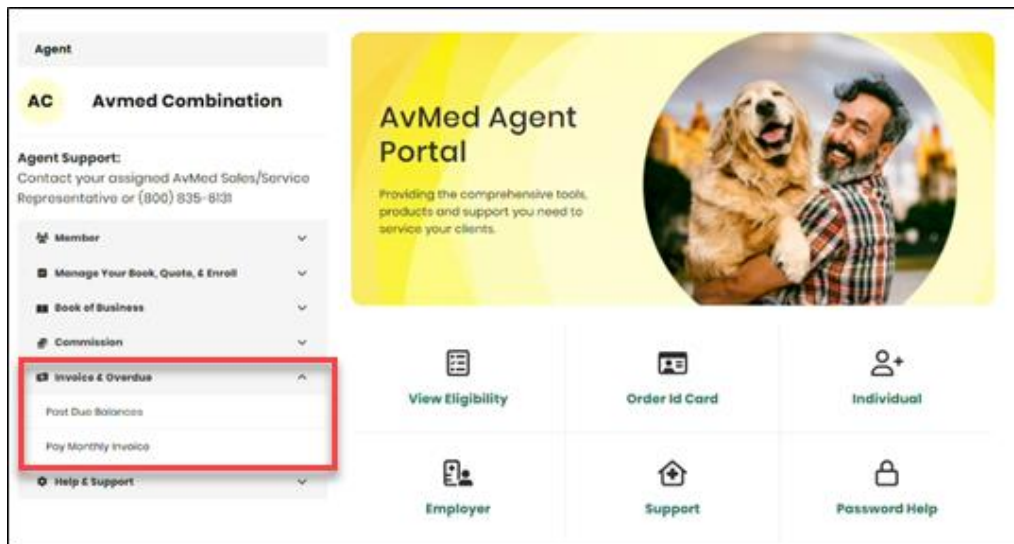
1. Go to www.AvMed.org
2. Select Sign In
3. Select Agents
4. Enter your username and password
5. Complete Microsoft Authenticator verification

You will be directed to the secure AvMed Agent Portal homepage.

Navigate to the Invoices Page

1. From the main navigation menu, select **Invoices & Overdue**.
2. Select **Pay Monthly Invoices**

✓ **Important:** The **Wells Fargo Online Payment Center** opens in a separate browser tab or window. If the page does not open, verify that pop-ups are enabled for the AvMed Agent Portal.





Selecting a Group

On the **Pay My Bills** page, select the appropriate **Reference Number** from the dropdown menu. If you have access to multiple groups, choose the group you want to manage. After a selection is made, the Wells Fargo Online Payment Center will display the invoices, balance due, and payment information associated with that group.

 **Tip:** Always verify the selected **Reference Number** and **Group Name** before proceeding with payment to ensure invoices are applied to the correct account.

To Select a Group:

1. Locate the **Reference Number** dropdown.
2. Select the dropdown arrow to view available groups.
3. Choose the group you wish to manage.



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Understanding the Pay My Bills Page

After selecting a group, the **Pay My Bills** page will display invoice information associated with the selected account.

The page includes the following fields:

Field	Description
Reference Number	The account or group selected for invoice payment.
Group Name	The employer group associated with the invoice.
Invoice Number	The unique invoice identifier.
Invoice Due Date	The date payment is due.
Invoice Amount	The amount billed on the invoice.
Outstanding Balance	The amount currently owed.
Payment Status	Indicates whether an invoice is unpaid, pending, or paid.
Selected Payment Total	The running total of invoices selected for payment.



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Home Pay My Bills Recurring Payments RESHMA MAHARJAN

* Required Fields

Pay My Bills

Due Date Advanced Search

UNPAID AND PARTIALLY PAID HISTORY [Show Account Groupings](#) [Export](#)

☐	Invoice Date	Due Date	Invoice Number	Amount Due	Payment Amount	Payment Code
☐	5/9/2025	6/1/2025	9874354	6,728.86	6,728.86	
☐	5/9/2025	6/1/2025	9874282	111,769.06	111,769.06	
☐	9/5/2024	10/1/2024	9067186	5,943.44	5,943.44	
☐	9/5/2024	10/1/2024	9067105	119,863.85	2,000.00	

MESSAGES [View](#)

Access your member ID card, benefits and claims information, and more—anywhere, anytime, anyplace—with the Sentara Health

[0] PAYMENT SUMMARY

0 Invoices **\$0.00**

[Remove All](#)

* Payment Method [Add](#)

* Pay Date

ONE-TIME payments confirmed before 8PM ET will be posted today, ONE-TIME payments confirmed after 8PM ET will be posted tomorrow. A fee for payments returned for Insufficient Funds will be appropriated.

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

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Selecting Invoices for Payment

On the Pay My Bills page, you have the following filter options to select which invoices you want to view under the **Unpaid and Partially Paid** menu:

- **All** - Displays all invoices
- **Unpaid** - Displays unpaid invoices only
- **Partially Paid** - Displays invoices with a remaining balance
- **Unpaid and Partially Paid** - Displays invoices requiring payment
- **Paid in Full** - Displays invoices that have been fully paid



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[Home](#) [Pay My Bills](#) [Recurring Payments](#) [RESHMA MAHARJAN](#)

* Required Fields

Pay My Bills

Due Date [Advanced Search](#)

UNPAID AND PARTIALLY PAID

HISTORY

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

		Invoice Number	Amount Due	Payment Amount	Payment Code
ALL					
UNPAID					
PARTIALLY PAID					
UNPAID AND PARTIALLY PAID					
PAID IN FULL					
☐		9874354	6,728.86	6,728.86	i
☐		9874282	111,769.06	111,769.06	i
☐	9/5/2024 10/1/2024	9067186	5,943.44	5,943.44	i
☐	9/5/2024 10/1/2024	9067105	119,863.85	2,000.00	i

MESSAGES

Spend your healthcare dollars wisely. Get an estimate before you see the doctor. Sign in at [sentarahealthplans.com](#) and select Treatment

Payment Summary

0 Invoices \$0.00

[Remove All](#)

* Payment Method

* Pay Date

4/1/2026

ONE -TIME payments confirmed before 8PM ET will be posted today. ONE-TIME payments confirmed after 8PM ET will be posted tomorrow. A fee for payments returned for Insufficient Funds will be appropriated.

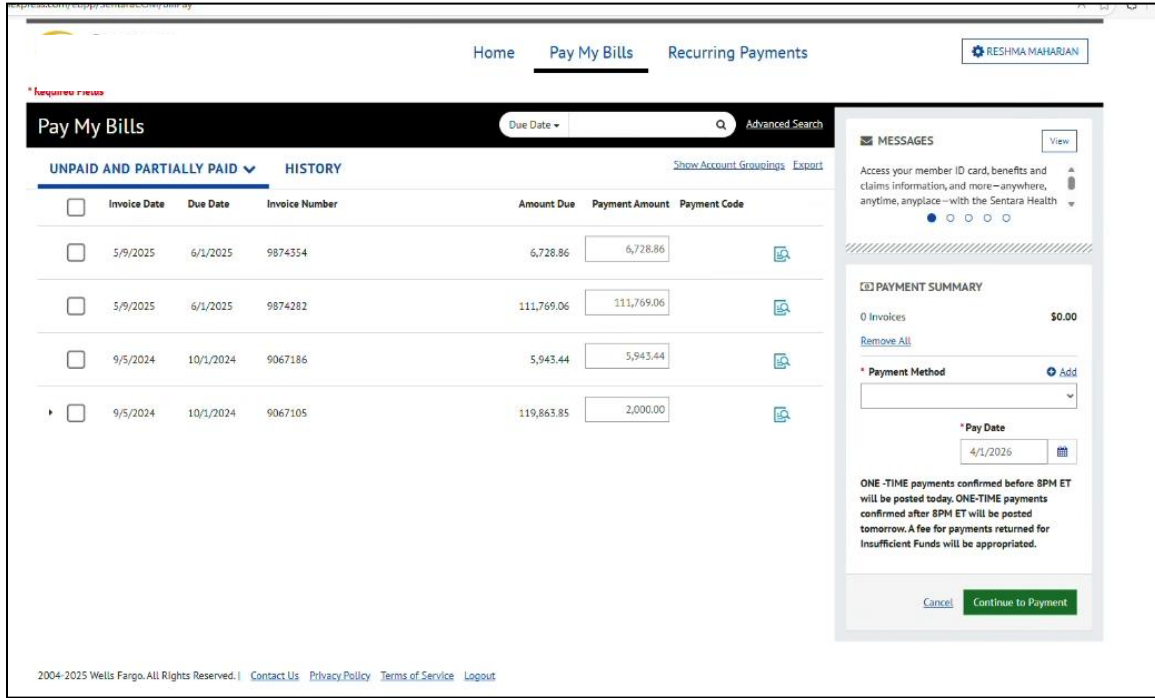
[Cancel](#)



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1. From the displayed list, **select the checkbox** next to each invoice you want to manage.
2. Enter payment amounts in the **Payment Amount** Field.

 **Tip:** You can select multiple invoices at one time if paying in bulk.



Home Pay My Bills Recurring Payments RESHMA MAHARJAN

Pay My Bills Due Date: Advanced Search

UNPAID AND PARTIALLY PAID HISTORY Show Account Groupings Export

☐	Invoice Date	Due Date	Invoice Number	Amount Due	Payment Amount	Payment Code
☐	5/9/2025	6/1/2025	9874354	6,728.86	6,728.86	
☐	5/9/2025	6/1/2025	9874282	111,769.06	111,769.06	
☐	9/5/2024	10/1/2024	9067186	5,943.44	5,943.44	
☐	9/5/2024	10/1/2024	9067105	119,863.85	2,000.00	

MESSAGES View

Access your member ID card, benefits and claims information, and more—anywhere, anytime, anyplace—with the Sentara Health

PAYMENT SUMMARY

0 Invoices \$0.00

[Remove All](#)

Payment Method Add

Pay Date 4/1/2026

ONE -TIME payments confirmed before 8PM ET will be posted today. ONE-TIME payments confirmed after 8PM ET will be posted tomorrow. A fee for payments returned for Insufficient Funds will be appropriated.

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Payment Details

Before submitting payments:

- Verify the **invoice numbers**
- Confirm the **total amount due**
- Ensure you selected the **correct client or group**

If changes are needed:

- Uncheck invoices you do not want to include
- Select additional invoices if required

The screenshot shows the AvMed Agent Portal Home page. The user is logged in as RESHMA MAHARJAN. The page displays a summary of 4 invoices with a total amount due of \$126,441.36. A dropdown menu for 'Reference Number' is open, showing two options: 'Reference Number 00147-COBRA AII VARGHESE' and 'Reference Number 00244-COBRA AII VARGHESE'. The 'Payment Amount' field shows \$126,441.36, and the 'Payment Method' is set to 'Add'. The 'Pay Date' is 4/1/2026. A green 'Pay All' button is visible. The footer includes the text '2004-2025 Wells Fargo. All Rights Reserved.' and links for 'Contact Us', 'Privacy Policy', 'Terms of Service', and 'Logout'.

The screenshot shows the AvMed Agent Portal Pay My Bills page. A modal window is open, displaying invoice details for Reference Number 6402. The modal includes the following information:

Sentara Health Plans Finance	
1300 Sentara Park	
Virginia Beach, VA 23664	
Reference Number	6402
Current Balance	\$6,728.86
Invoice Number	9874354
Retire Adjustments	\$0.00
Invoice Date	3/9/2025
Amount Due	\$6,728.86
Due Date	6/5/2025

Thank you for making your monthly insurance premium payment. For Billing Questions: (757)532-8349
option 1. Questions regarding eligibility and enrollment, option 2. If premiums paid are different than billed, fax the reconciliation page to (757)227-5162. Enrollment changes can be emailed to Large_Group_Enrollment@sentara.com.

The background shows the 'Pay My Bills' section with a table of unpaid and partially paid invoices. The table has columns for 'Invoice Date', 'Due Date', and 'Invoice Number'. The first row shows an invoice dated 3/9/2025 with a due date of 6/5/2025 and an invoice number of 9874354. The second row shows an invoice dated 3/9/2025 with a due date of 6/5/2025 and an invoice number of 9874354. The third row shows an invoice dated 3/9/2025 with a due date of 6/5/2025 and an invoice number of 9874354. The fourth row shows an invoice dated 3/9/2025 with a due date of 6/5/2025 and an invoice number of 9874354.



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Submitting Payment

1. After selecting the desired invoices, click **Pay** or **Continue** (button label may vary).
2. Review the payment summary screen.
3. Confirm the payment details.
4. Select **Submit Payment**.

billxpress.com/ebpp/sentara.com/BillPay

Home Pay My Bills Recurring Payments RESHMA MAHARIAN

* Required Fields

Pay My Bills

Due Date: [dropdown] PLEASE ENTER DESCRIPTION [input] [Cancel] [OK]

Advanced Search [input] [Generate] [Export]

UNPAID AND PARTIALLY PAID	HISTORY
☐ Invoice Date Due Date Invoice Number	
☒ 5/9/2025 6/1/2025 9874354	
Coverage Period 06/01/2025 TO 06/30/2025	
No payments made against this invoice:	
☐ 5/9/2025 6/1/2025 9874282	111,769.06 111,769.06
☐ 9/5/2024 10/1/2024 9067186	5,943.44 5,943.44
☐ 9/5/2024 10/1/2024 9067105	119,863.85 2,000.00

MESSAGES View

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PAYMENT SUMMARY

1 Invoice \$6,728.86

[Remove All](#)

* Payment Method [dropdown] [Add]

* Pay Date 4/1/2026 [calendar]

ONE-TIME payments confirmed before 8PM ET will be posted today. ONE-TIME payments confirmed after 8PM ET will be posted tomorrow. A fee for payments returned for Insufficient Funds will be appropriated.

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Payment Confirmation

After payment is submitted:

- A **confirmation message** appears on screen
- Paid invoices may no longer appear as outstanding

It is recommended that you:

- Save or print the confirmation
- Take note of the confirmation number for your records

Pay My Bills

Due Date: [dropdown] Advanced Search

UNPAID AND PARTIALLY PAID | **HISTORY**

Invoice Date	Due Date	Invoice Number	Amount Due	Payment Amount	Payment Code
5/9/2025	6/1/2025	9874354	6,728.86	6,728.86	Select Op
Coverage Period: 06/01/2025 TO 06/30/2025					
5/9/2025	6/1/2025	9874282	111,769.06	111,769.06	
9/5/2024	10/1/2024	9067186	5,943.44	5,943.44	
9/5/2024	10/1/2024	9067105	119,863.85	2,000.00	

Confirmation # | **Payment Method** | **Name** | **Payment Date** | **Total Amount** | **Status**

3100214295	ACH	Other	9/5/2024	117,863.85	Paid
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MESSAGES

Sentara Health Plans has you covered 24 hours a day with MD/LIVE. Talk to a board-certified doctor via phone or video, wherever.

PAYMENT SUMMARY

1 Invoice: \$6,728.86

Remove All

* Payment Method: [dropdown]

* Pay Date: 4/1/2026

ONE-TIME payments confirmed before BPM ET will be posted today. ONE-TIME payments confirmed after BPM ET will be posted tomorrow. A fee for payments returned for Insufficient Funds will be appropriated.

Cancel | Continue to Payment

When finished, you can close the Wells Fargo Online Payment Center tab and return to the AvMed Agent Portal.