# Steps to identify member(s) who have not paid monthly premium

1. Log in the broker portal as a broker or as an agency.
2. If logged in as Broker, go to **Book of Business → Book of Business Search.** Click search button.
   If logged in as Agency**,** go to **Book of Business → Book of Business Search.** Select **Show All My Agents** as **YES** from the drop down. Click search button.
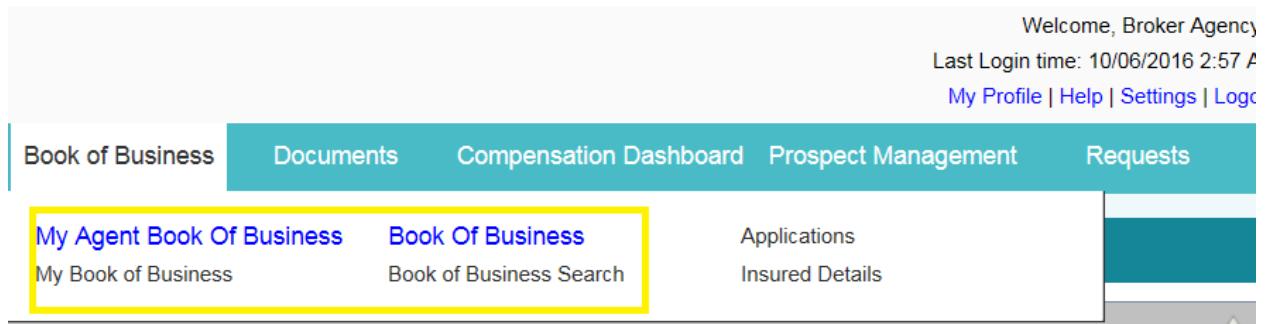
Welcome, Broker Agency
Last Login time: 10/06/2016 2:57 A
My Profile | Help | Settings | Logo

| Book of Business | Documents | Compensation Dashboard | Prospect Management | Requests |

My Agent Book Of Business   Book Of Business   Applications
My Book of Business   Book of Business Search   Insured Details

3. Book of business shows the column "Paid Thru Date". **If this column does not have a date, it indicates that the binder payment has not been made. If this column has a paid thru date that does not reflect the current month's end, this indicates the member is not current on their premium payment.**
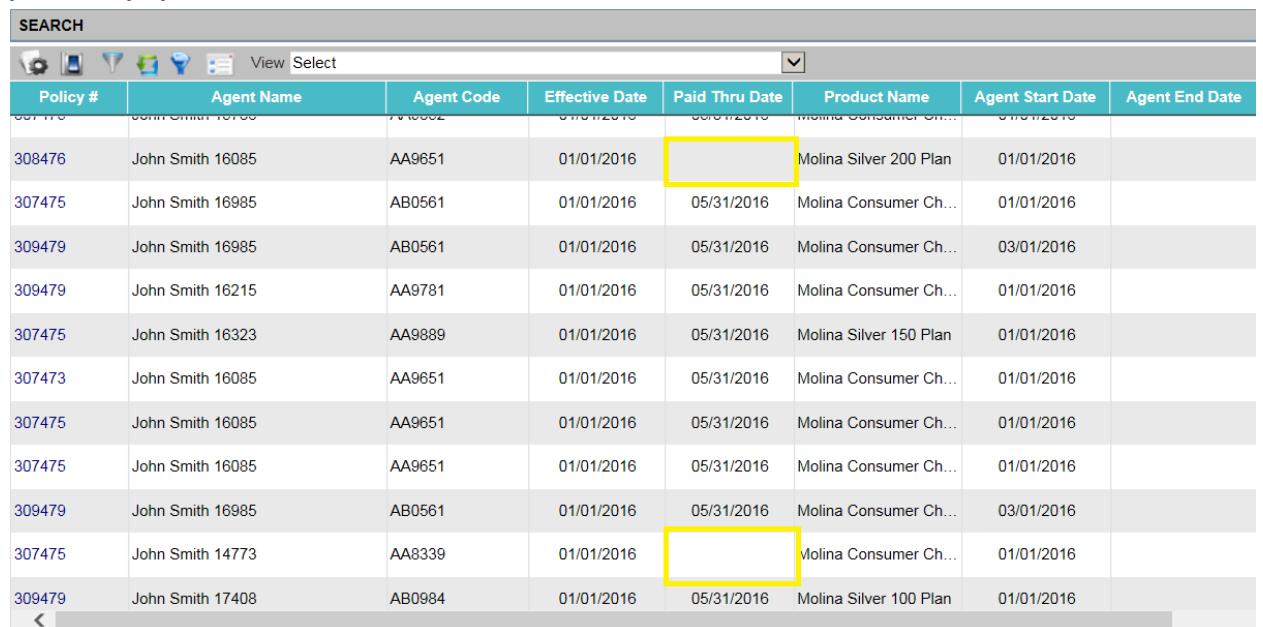
SEARCH

View Select

Policy #	Agent Name	Agent Code	Effective Date	Paid Thru Date	Product Name	Agent Start Date	Agent End Date
307470	John Smith 16185	AA8882	01/01/2016	05/31/2016	Molina Consumer Ch...	01/01/2016	
308476	John Smith 16085	AA9651	01/01/2016		Molina Silver 200 Plan	01/01/2016	
307475	John Smith 16985	AB0561	01/01/2016	05/31/2016	Molina Consumer Ch...	01/01/2016	
309479	John Smith 16985	AB0561	01/01/2016	05/31/2016	Molina Consumer Ch...	03/01/2016	
309479	John Smith 16215	AA9781	01/01/2016	05/31/2016	Molina Consumer Ch...	01/01/2016	
307475	John Smith 16323	AA9889	01/01/2016	05/31/2016	Molina Silver 150 Plan	01/01/2016	
307473	John Smith 16085	AA9651	01/01/2016	05/31/2016	Molina Consumer Ch...	01/01/2016	
307475	John Smith 16085	AA9651	01/01/2016	05/31/2016	Molina Consumer Ch...	01/01/2016	
307475	John Smith 16085	AA9651	01/01/2016	05/31/2016	Molina Consumer Ch...	01/01/2016	
309479	John Smith 16985	AB0561	01/01/2016	05/31/2016	Molina Consumer Ch...	03/01/2016	
307475	John Smith 14773	AA8339	01/01/2016		Molina Consumer Ch...	01/01/2016	
309479	John Smith 17408	AB0984	01/01/2016	05/31/2016	Molina Silver 100 Plan	01/01/2016	

4. There are different ways to filter out the records in BOB where the "paid thru date" is blank.
   - In order to find policies which have "paid thru date" before 1/31/2019, click on the filter icon which will bring up the filter icon in all the columns.

- Click on the filter icon in the column "paid thru date" and enter the criteria as shown in screen shot

5. Another way to filter out records with no values in "paid thru date" is to download the report in excel format using the download icon shown in screen shot.