# Benefits Accounting User Guide for Health Insurance, Optional Insurance & FSA Billing Liaisons

Personnel Cabinet & Department of Employee Insurance







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## **Table of Contents**

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## Accessing KHRIS Broker Bill

Logging on to KHRIS	4
Biller Direct and Web Broker Bill	7
Broker Bill Introduction	8
Customizing Your View	19

## **Reconciling Bills and Payments**

Working/Processing Broker Bills	35
Adding Employees to the Broker Bill	42
Changing the Broker Bill	47
Rejecting Items from the Broker Bill	51
Confirming Unchanged Proposed Items	53
Resetting Processed Items	55
Placing Items on the Worklist	56
Releasing the Broker Bill	58
Clarifications	60

## Paying Reconciled Bill Using Biller Direct

Biller Direct Explanation	63
Paying Bills in Biller Direct	74
General Information	

# Introduction

The purpose of this guide is to provide step-by-step instruction, guidance and information regarding accessing, reconciling and paying health insurance, optional insurance, and flexible spending bills generated by the Kentucky Human Resource Information System (KHRIS). This guide is designed to serve as a reference for all billing liaisons.

Questions and/or suggestions for improvements to this guide should be directed to the Premium Billing Branch (PBB) Manager at the addresses below:

Department of Employee Insurance Attn: Hannah Stanfield, PBB Manager 501 High Street, 2<sup>nd</sup> Floor Frankfort, KY 40601

# Accessing KHRIS Broker Bills

### Logging on to KHRIS

Access KHRIS through ESS/MSS portal at https://khris.ky.gov/irj/portal.

		- C. A
User D*		
Password *		
	Logion	
Logon Problems? New I	User/Reset Password	
Kentucky	A	Kentucky Human Resource Information System
Construction Shiner		<b>Connecting the Commonwealt</b>

- Enter your user ID and password and click Log on.
- Your KHRIS User ID is your 3-letter, 4-digit employee ID (Ex: ABC1234).

\*If this is your first time using the KHRIS, select the New User/Reset Password link.

The New User/Reset Password wizard will allow you to create a new password or reset a forgotten password.

Enter your Employee ID and click Validate.

0	SAP NetWeaver Portal - Windows Internet Explorer	
20	https://khris.ky.gov/irj/servlet/prt/portal/prtroot/pcd!3aportal_content!2fcom.kygov.hr.cok_fl!2fcc	m.ky
	1     2     3       Validate Employee ID     Authenticate Employee Information     New Password	
	Enter your employee ID:	
	Employee ID: * Validate	

Enter your Last Name, Zip Code, Date of Birth and SSN. Click Authenticate.

Validate Employee ID Authenticate Employee Information Net	3 w Password
Forgot your KHRIS Password?	
Please complete ALL the following questions and you will be able to reset your own password for KHRIS and access the portal immediately:	
<ol> <li>Fill in your last name. Please use your last name as it appears on your social security card – no nicknames or abbreviations.</li> <li>Type in your ZIP Code.</li> <li>Fill in your birthday, using a format of MM/DD/YYYY -or- click on the calendar icon and select it from the calendar.</li> <li>Type in your social security number.</li> <li>Click on Authenticate button.</li> </ol>	
Confirm information to reset password:	
Last Name: * ZIP Code: *	
Date of Birth: *	
Authenticate	

KHRIS will assign you a temporary password. Write down the temporary password <u>exactly</u> as it appears, or highlight the temporary password to copy and paste it.



- Go back to KHRIS initial entry screen and enter your KHRIS User ID.
- Enter your temporary password.
- Click Log In.

KHRIS Ess/Mss Log-In	KHRIS User D * Password * Log In Forgot KHRIS User D? Forgot/Reset Password or New User? Browser Requirements	Image: Constraint of the Commonwealth
----------------------------	--	---------------------------------------

• KHRIS will now prompt you to create a new password.

Attps://khris.ky.gov/ - KHRIS - Windows Internet Explorer provided by Personnel Cabinet	- • •
Forgot/Reset Password or New User?	
Image: Constraint of the second se	
Password Requirements	
<ol> <li>Your password must be at least 8 alphanumeric characters in length.</li> <li>Contain at least 1 number.</li> <li>Contain at least 1 uppercase.</li> <li>Contain at least 1 lowercase.</li> <li>Contain at least 1 special character.</li> <li>Must be different from your last 13 passwords.</li> <li>First character of your password CANNOT be an exclamation point (!) or a question mark (?).</li> </ol>	
Enter Your New Password	
*New Password:	
*Confirm Password: Save	

The New password must:

- Be at least 8 alphanumeric characters in length, A Z and 0 9.
- Contain at least one number, one uppercase letter, one lowercase and one special character, !, @, #, \$, %, ^, &, \*, (, ), \_, +, <, >, ?, .<, /

## **Biller Direct and Web Broker Bill**

Once logged into KHRIS, you can access Biller Direct.

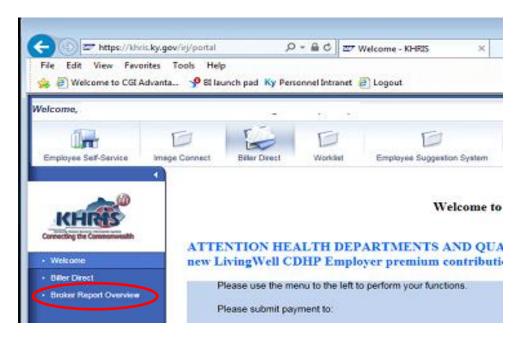
To access broker reports, click **Biller Direct**.



This action will reveal the Biller Direct portion of the Detailed Navigation menu on the left side of the screen.

The **Biller Direct** link will take you to the payment module of KHRIS. You must work and release your broker bill before you can go to Biller Direct to pay it.

The Broker Report Overview link will display the broker reports, or bills, for your agency.



### **Broker Bill Introduction**

#### Broker Report Overview:

Agencies that participate in DEI's Optional Insurance and FSA programs have 2 broker bills each month.

Agencies that do not participate in Optional Insurance or FSA will have only one broker bill per month.

- The bill for invoice period 1<sup>st</sup> to 15<sup>th</sup> is for half month of FSA and optional insurance.
- The bill for invoice period 16<sup>th</sup> to 30<sup>th</sup> is for a full month of health and life insurance and half month of FSA.

*Note:* For months that have 31 days, the due date for the bill will be the 31<sup>st</sup> instead of the 30<sup>th</sup>.

Arrears or credits may appear on either bill.

There are 2 tabs on the **Broker Report Overview**:

The Open Broker Reports tab displays only open bills.

Br	Broker Report Overview							
	Open Broker Reports All Broker Reports							
Proc	cess Broker Repor	t Refresh List						
	Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on
	80000063290	20160510IJT02	Open	05/17/2016	05/31/2016	8000000000000000063	05/10/2016	05/10/2016
	80000062815	20160510IJT01	Open	05/03/2016	05/16/2016	800000000000000063	05/10/2016	05/10/2016

The All Broker Reports displays all your agency's bills.

Br	Broker Report Overview									
	Open Broker Reports All Broker Reports									
Pro	Process Broker Report Refresh List									
	Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on		
	80000063609	80000	In Clarification	05/01/2016	05/31/2016	80000000000000344	05/17/2016	06/01/2016		
	80000062722	80000	In Clarification	04/01/2016	04/30/2016	80000000000000344	04/12/2016	05/20/2016		
	80000061774	80000	Posted	03/01/2016	03/31/2016	80000000000000344	03/11/2016	05/20/2016		
	80000060385	80000	Posted	02/01/2016	02/29/2016	80000000000000344	02/11/2016	03/28/2016		

The Process Broker Report button is used to open your bill.

The **Refresh List** button is used to update the list of bills after a bill has been released.

Broker Report Overview						
Open Broker Reports All Bro	oker Reports					
Process Broker Report Refresh List	]					
Broker Report Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on

The Broker Report column contains the identifying number for the bill.

The **Search Term** column shows the job that created the bill; this column is NOT USED by agencies.

The Broker Report Status column shows the status for each bill, Open, Posted, or In Clarification.

- **Open** Open bills have not been worked or have been partially processed. Changes can be made to open bills.
- **Posted** Posted bills have been worked and released. Released bills have been completely processed and are ready for payment in Biller Direct. Premium amounts listed on the bill for each individual have been applied to the employee. No further changes can be made to broker bills after they have been released.
- In Clarification Bills that are In Clarification have entries that KHRIS did not know how to post. Those amounts will not show up in Biller Direct until the clarification cases have been resolved by PBB. After resolution, those amounts will roll into Biller Direct and there will only be one line per Product, as long as you wait until ALL clarifications items have been resolved then process payment in Biller Direct.

The Invoicing Period from column shows the first day of the bill period.

The **Invoicing Period to** column shows the last day of the bill period.

The **Broker Contract** column is the agency's broker contract number. This number is a constant for each agency.

**Created on** is the date the bill was generated.

Changed on is the date the bill was last changed.

Double-click on a Broker Report number in the Broker Report Column to open a Broker Report. The Broker Report opens in Overview view in a new window. **Overview** 

The bill **Overview** screen displays basic information about the broker bill.

The upper left corner of the screen shows the **Broker Report** number.

The Save and Release buttons are beneath the Broker Report number and Broker Name.

https://khris.ky.gov/?I_REPORT=800000063	290# - Processing of	f Broker R	eports - Windows Int	ernet Explorer p	rovided by F	ersonnel C	
Broker Report (800000	63290)						
Broker Name:	Broker Contract: 8	30000000	00000( Sta	tus: Open			
Save Release							
Overview Proposed Items	Broker Repo Status: Op Created on: 05/	en					
Worklist Items							
Processed Items			eport amounts again		amounts.		
	Item category	Amoun	t Proposed Amour	nt Currency			
	Premium	0.00	) 8,971.3	9 USD			
	Total	0.00	) 8,971.3	9 USD			
			sets the already proc any broker report ite Processed items 0 0		process in t	-	oker report items.

**SAVE YOUR WORK OFTEN.** You may time-out of KHRIS without warning. If you time-out, you will lose all work since your last save.

Directly under the Save and Release Buttons are links to the **Overview**, **Proposed Items**, **Worklist Items** and **Processed items**.

Save Release
Overview
Proposed Items
Worklist Items
Processed Items

Proposed Items - the list of employees for whom payment is expected and the premium amounts your agency is expected to pay.
Worklist Items - Proposed Items that can't be worked immediately can be placed on the Worklist to prevent accidental confirmation.
Processed Items - Confirming, changing, creating or rejecting items places them in Processed Items.

In the center portion of the screen, you will find the **Amount** (or payment amount) and **Proposed Amount**.

Broker Repo Status: Op Created on: 05/	en			_			
The proposals of	fset the rep	ort amounts against t	he proposed am	nounts.			
The proposals of Item category	fset the rep Amount	ort amounts against t Proposed Amount	he proposed am Currency	nounts.			
		-		nounts.			

NOTE: Before the bill has been worked or processed the amount will always be \$0.

After processing or working the bill, the Amount should match the amount to be paid by your agency. The Proposed Amount <u>will not</u> match the Amount after changes, corrections and rejections are made.

The proposals of	fset the repo	ort amounts against th	ne proposed	amounts.
Item category	Amount	Proposed Amount	Currency	
Premium	9,408.04	9,073.41	USD	
Total	9,408.04	9,073.41	USD	

The number of **Items** on the broker bill is located under Amount/Proposed Amount near the middle of the screen.

Before the bill has been worked or processed the percentage of completion will always be 0%.

Item category	Items	Processed items	Percentage of completion
Premium	87	0	0%
Total	87	0	0%

After processing or working the bill, the percentage will be 100%.

Item category	Items	Processed items	Percentage of completion
Premium	91	91	100%
Total	91	91	100%

- **Items** are the total number of items on the bill.
- **Processed Items** is the number of items that have been changed, rejected, added or confirmed.
- **Percentage of completion** is the percentage of the items that have been worked.

As you work the bill and save changes to individual items, the items will be moved from Proposed Items to Processed Items, and the completion rate will change. Working the bill is described in detail in Working/Processing Broker Bills.

Broker bills can be released for payment only after all Proposed Items have been processed.

#### Proposed Items

Clicking the **Proposed Items** button displays the list of employees for whom payment is expected and the premium amounts your agency is expected to pay.

**Proposed Items** are premiums that are owed based off of enrollment at the time the bill was generated, which is not necessarily the amount that will be paid. Employment terminations, new hires, or QEs may cause the actual payment to be different than the Proposed Amount.

Broker Repo	rt (80000000170)
Broker Name: Save Release	Broker Contract: 800000000000 Status: Open
Overview	Proposed Amounts Total Premiums: 11,525.20 USD
Proposed Items Worklist Items	Total: 11,525.20 USD Proposed Broker Report Items
Processed Items	Details Confirm Change Reject Create Item A Add to Worklist Update Proposed Amount Export to Notepad
	View         Health         Image: Table         Export a           Ex         Item ID         Social Security Number         Description         a         Proposed Amount

The **Details** button displays system information related to the selected employee.

**Confirm** is used to process items when the employee is paying their Proposed Amount.

**Change** is used to make corrections to Proposed Amounts that do not match the employee's payment amount. (Note: Proposed Amount does not change when the item goes to Processed Items.)

**Reject** is used to remove employees who are not paying from the bill.

# *Confirming, changing, or rejecting an item moves the item from Proposed Items to Processed Items.*

**Create Item** is used to add employees who are not listed on the broker bill. Creating an item saves the entry directly to Processed Items. The entry will not appear in Proposed Items.

Add to Worklist moves the selected employee to the Worklist screen.

**Update Proposed Amount** may be used to change the Proposed Amount for employees whose payment history has changed since the bill was generated.

- New employees will not be added to the bill.
- Arrears or credits for QE processed after the bill was generated will not be added.

**Export to Notepad** exports the selected bill view to a notepad as a text file. There is no formatting applied to this type of export and it may be more helpful to export to Excel using the Export button, which is demonstrated later.

**View** allows user to select the customized list they wish to display. Drop down the View list and click the desired view to access customized lists. See Customizing Your Bill View for instructions on setting up customized views.



The **Display As** feature allows the bill to be displayed in different ways, as a table, as a graphic, or as both.

Display As	Table 💌	Export 🖌
mber	Table	osed Amou
	Table and Graphic	osca Amoa
	Graphic	
		44

Table displays items on the bill in a list.

Proposed	Amounts									
	ns: 324.99 U									
Tot	tal: 324.99 U	SD								
	Broker R onfirm Cha			Add to We	orklist Expor	t to Notepad				
View: Stan	idard View]	✓ Dis	play As; Table		✓ Export ,					2.
	dard View] Social Secu		play As: Table Description	Product	✓ Export ∡ Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
				Product 33		Proposed Amount 50.00	Bill Period 05/01/2016	Reporting Broker	Cost Center 9200100186	
					Text			Reporting Broker		Note

*Graphic* display isn't very useful for reconciling the bill, but it can be interesting to see different versions.

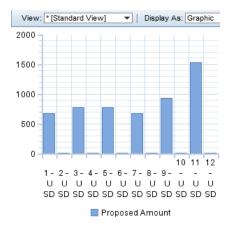
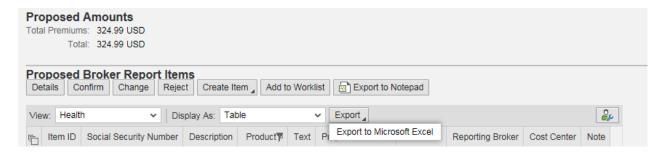


Table and Graphic displays both versions simultaneously.

*Export* is used to export the broker bill to Microsoft Excel to facilitate reconciling.



To the far right of the Export button, you will find the **Settings** link &.

Proposed Amounts Total Premiums: 324.99 USD Total: 324.99 USD						
Proposed Broker Report Items         Details       Confirm       Change       Reject       Create Item       Add to Worklist       Export to Notepad						
View: Health V Display As: Table V Export						
Text Proposed Amount Bill Period Reporting Broker Cost Center M	Note					

The **Settings** link is used to set up customized views.

Vie	w: Healt	n 🗸 Dis	splay As: Tab	le		✓ Export ∡				2
Ē	Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
			F							

The **Table Selection Menu** Can be used to Select or Deselect All items.

The Item ID column is an auto-assigned number assigned to each bill entry.

Social Security Number is the employee's SS#.

**Description** is the employee's name.

**Product** is the code for Health Insurance, Optional Insurance or Flexible Spending Accounts (FSA).

- 10 Employee portion of Health Insurance
- 11 Health Insurance, both employee and employer portion
- 20 Optional or Dependent Life Insurance
- 33 Healthcare Flexible Spending Account (FSH)
- 34 Dependent Care Flexible Spending Account (FSD)
- 35 Dental Insurance
- 36 Vision Insurance
- 70 Admin Fee

**Note:** Not all Product codes will appear on all bills. If your agency is not responsible for paying employer portion of health insurance or admin fees, these will not be listed on your bill.

Text is the name of the employee's health insurance, optional insurance or FSA plan.

The **Proposed Amount** is the amount KHRIS expects will be paid, not necessarily the amount that will be paid.

**Cost Center** is a constant for each agency.

The **Reporting Broker** is the employee's Business Partner number in Benefits Accounting module, equivalent to Personnel Number in Benefits module.

Note is where a note can be added for the broker report item.

### Worklist Items

Proposed Items that can't be worked immediately can be placed on the **Worklist** to prevent accidental confirmation. Items can be confirmed, changed, created or rejected from the Worklist.

Broker Report (80000005768)						
Broker Name: PARIS INDEPENDENT Broker Contract: 8000000000000000135 Status: Open Save Release						
Overview Proposed Items Worklist Items Processed Items	Proposed Amounts         Total Premiums:       0.00 USD         Total:       0.00 USD         Worklist for Broker Report Items         Details       Confirm         Change       Reject         View       [Standard View]         View       Table					

The buttons and columns on this area of the broker report are the same as those described in the Proposed Items section.

#### Processed Items

Confirming, changing, rejecting or creating items places them in **Processed Items**.

Broker Report (80	0000004844)	
Broker Name: PA	roker Contract: 80	itatus: Posted
Overview		Confirmed (98)     With Change (0)     Rejected (4)     New (2)     All (104)       Details     Reset Item
Proposed Items Worklist Items		Contains proposed broker report items that you have confirmed.
Processed Items		View allw/amts   Display As Table  Export   Export

The **Confirmed** tab shows all items that were confirmed without changes.

The With Changes tab shows all items that were changed.

The **Rejected** tab shows all items that were rejected.

The New tab shows all items that were added. These items will not have a Product code.

The **All** tab shows all entries on the bill. It will be helpful to set up customized views on the All tab.

Confirmed (124) With Change (4) Rejected (6) New (1) All (135)										
Details Export to Notepad										
Contains all proposed broker report items that you have confirmed, changed, rejected or created.										
View totals only   Display As Table   Export	View totals only   Display As Table  Export  Delete Filter Settings									
Item ID   Social Security Number   Description   Product   ▲ Amount   Text	Proposed Amount Bill Period									

Item ID, SSN and Description are the same as in Proposed Items.

The **Amount** is the total the employee is paying for health insurance, optional insurance or FSA. In Processed Items, the amount is the important column. This column is located on the far right side of standard view and can be moved to the left for easier viewing when customized views are set up.

Product, Text and Bill Period are the same as in Proposed Items.

C	Confirmed (103) With	h Change (3) F	ejected (2)	New (2) All (1	110)				
De	etails Export to Notepad								
Co	Details Export to Notepad Contains all proposed broker report items that you have confirmed, changed, rejected or created.								
v	iew [Standard View]	<ul> <li>Display As</li> </ul>	s Table	Export 4	I			Delete Filter Settin	ngs
₽	Reporting Broker	Cost Center	Note	Change Reason	Confirmation Status	Currency	Insurance Object	Item category	

The **Reporting Broker** is the employee's Business Partner (BP) # in Benefits Accounting module of KHRIS.

The **Cost Center** is the level at which the bill is paid. For Non-Commonwealth-paid agencies, the last 5 digits of the cost center is the legacy system 5 digit agency #.

**Note** displays explanation for change, rejections or added items. If note was entered, you must click to view note.

Change Reason displays the reason that was selected when the item was changed.

**Confirmation Status** shows whether the entry was confirmed, confirmed with changes, rejected, or added.

Currency should say USD for U.S dollars.

The **Insurance Object** is the identifying number for an employee's health insurance, life insurance or FSA. Each one has a unique identifier that links to each individual.

Item category should say Premium.

### **Customizing Your Bill View**

Customizing views allow the user to see health insurance, optional insurance and FSAs separately.

Standard View is the default view for KHRIS and can be seen by all users. Customized views are user specific and can only be viewed by the user who sets them up.

In Proposed Items, click Settings on the far right of the screen.

Views do not automatically transfer from Proposed to Processed Items. If you want customized views in Processed Items as well as Proposed Items, you will have to set them up on each tab in Processed Items.

Broker Report (800000	
Broker Name:	Broker Contract: 800000000000 Status: Open
Save Release	
	Proposed Amounts
Overview	Total Premiums: 324.99 USD Total: 324.99 USD
Proposed Items	
Worklist Items	Details         Confirm         Change         Reject         Create Item         Add to Worklist         Confirm         Change         Reject         Create Item         Add to Worklist         Confirm         Confirm         Change         Reject         Create Item         Add to Worklist         Confirm         Confirm         Confirm         Change         Reject         Create Item         Add to Worklist         Confirm         Confirm         Confirm         Change         Reject         Create Item         Add to Worklist         Confirm         Confirm <t< th=""></t<>
Processed Items	View: Standard View Visya As: Table View Export
	In tem ID Social Security Number Description Product Text Proposed Amount Bill Period Reporting Broker Cost Center Note

There are 5 tabs in Settings which are used to set up custom views. The tabs are **Column Selection**, **Sort, Calculation, Filter,** and **Display.** 

Colur	nn Selection Sort Calc	ulati	ion Filter	Disp	lay	
₽	Hidden Columns			₽	Displayed Columns	
Item category       Subcat       Insurance Object			Item ID			
	Subcat				Social Security Number	
	Insurance Object	Add  Remove			Description	
	Amount			Item Category		
	Currency		<ul> <li>Remove</li> </ul>		Text	
	Amount				Proposed Amount	
	PropComm.				Bill Period	
	ConfStat	-			Reporting Broker	-

The **Column Selection** tab allows you to select which columns to view. Working with your broker bill for a couple of months will help you decide which columns you prefer to view and in what order you wish to see them.

B	Hidden Columns			B	Displayed Columns	
Item category	Item category				Item ID	
	Subcat				Social Security Number	
	Insurance Object				Description	
	Amount		Add 🕨		Item Category	
	Currency	Remove			Text	
	Amount				Proposed Amount	
	PropComm.				Bill Period	
	ConfStat		1		Reporting Broker	-

To highlight a column name, click on the grey square to the left of the name.

To move a column from *Hidden Columns* to *Displayed Columns*, highlight the desired column and click the **Add** button.

To remove a column from Displayed Columns, highlight it and click **Remove.** This places the selected items on the Hidden Columns list.

# **Note:** Ensure that **Insurance Object** is moved to **Displayed Items** so it can be used to help identify which Products have credits.

To change the column order, highlight the column name in the Displayed Columns list and click the Change Sequence arrows at the bottom of list to move selected items up or down.

- The way to the left of list
- moves column one place to the left
- moves column one place to the right
- moves column all the way to the right

Click **Apply** when columns are in the order you wish them to be.

In this example, we wish to move the Proposed Amount farther to the left so that it appears in a more convenient location.

Settings			
View [S	Standard View]  Save Save as	Delete	Properties
Colu	mn Selection Sort Calculation Filte	r ( C	Display
B	Hidden Columns	ſ	Displayed Columns
	Item category		Item ID
	Subcat		Social Security Number
	Insurance Object Add	<b>_</b>	Description
	Amount Amount	_	Item Category
	Currency		Text
	Amount		Proposed Amount
	PropComm.		Bill Period
	ConfStat 💌		Reporting Broker
			🔳 🔺 Change Sequence 💌 📕
OKC	ancel Apply		
View [St	andard View]   Display As Table		▼ Export ∡
🗈 Item ID	Social Security Number Description	l It	Item Category Text Proposed Amount

Proposed Amount was highlighted and the change sequence button was used to move this item 2 rows up on the table, which will in turn move Proposed Amount, 2 columns to the left.

Sett	ings										
Vie	View [Standard View]  Save Save as Delete Properties										
	Colu	mn Selection   Sort   Calc	ulati	on Filter	Disp	lay					
	₽	Hidden Columns			₽	Displayed Columns					
		Item category				Item ID					
		Subcat				Social Security Number					
	Insurance ( Amount	Insurance Object		Add		Description					
		Amount		Add  Remove		Proposed Amount					
		Currency		<ul> <li>Remove</li> </ul>		Item Category					
		Amount				Text					
		PropComm.				Bill Period					
		ConfStat	-			Reporting Broker 🗨					
						📕 🔺 Change Sequence 💌 🔳					
OF	Ca	incel Apply									
Vie	w [Sta	andard View]   Display	As	Table		Export 4					
	em ID	Social Security Number		Description	Prop	bosed Amount Item Category Text					

The Proposed Amount column has been moved next to employee's name.

**Note:** When setting up views in Processed Items, you will want to move the Amount column to the left so it can be easily viewed.

The **Sort** tab allows you to select how your view is sorted. For instance, sorting by Description will put the list in alphabetical order by employee name.

	tandard View]	Sav		elete		
Colur	mn Selection Sort	Cal	culation Filter		Display	
卧	Unsorted Columns			₽	Sorted Columns	Sort Direction
	Item ID					
	Item category		Add			
	Subcat					
	Description					
	Insurance Object		Remove			
	Text					
	Amount					
	Proposed Amount	-				
					🔳 🔺 Change Sec	quence 💌 🔳

Find the column you wish to sort by in the Unsorted Columns list.

Highlight the column and click **Add** to move the column to the *Sorted Columns* list.

Click Apply.

The **Calculation** tab allows you to total the Proposed Amount column and display the total at the top or bottom of the list.

ils		nfirm Change I	Reject Create It	Add to Worklist Update Proposed Amount
tting	js			
ew	He	alth	▼ Save	Save as Delete Properties
С	olun	nn Selection S	ort Calculat	tion Filter Display
	B	Columns	Calculation	Count Table Entries
		Proposed Amount	None 👻	Display Calculations at Start of Table
	_		None	
			Total	Display Intermediate Results for Sorted Columns Exception
-			Minimum	Collapse to Intermediate Results
-			Maximum	
_			Mean Value	
				Click here to display total at top
				of list. If you want the total to
			-	display at the bottom, do not
				check any of the boxes.
				check any of the bokest

Click in the drop down box and choose **Total**.

To see the total at the top of your list, click on *Display Calculations at Start of Table*. Remove the checks from all other selections.

If you wish to display the total at the end of your list, remove the checks from all boxes.

### Click Apply.

When entries are sorted and calculated, intermediate results may be displayed.

The Exception button allows you to choose the column for which you wish to see intermediate results when the list is sorted by more than one column.

In this example, the entries are sorted by Description (employee name) and Product. Intermediate results for both are displayed.

Details	oposed Broker Report Items etails Confirm Change Reject Create Item Add to Worklist Export to Notepad Settings									
View	ew * [Standard View]  Save Save as Delete Properties									
_	Column Selection	Sort	Calculation Filter Display							
	Columns Proposed Amount	Calculation 🔄 Total 💌	Count Table Entries Display Calculations at Start of Table							
			✓ Display Intermediate Results for Sorted Columns Exception Collapse to Intermediate Results							
		-								

	OK C	ancel Apply Reset									
V	View: * [Standard View] View: Table Export A								8	ß	
ĥ	Item ID	Social Security Number	Description	≜	Product 🔺	Text	Proposed Amount	Cost Center	Reporting Broker	Note	
			<b>^</b>				•• 1,423.40				
	24				04/01/2014	Waive Coverage with HRA	175.00	9200496697		Create	
	25					Admin Provider Fee	5.36	9200496697		Create	
			1		<ul> <li>04/01/2014</li> </ul>		• 180.36				
			<b>^</b>				• • 180.36				
	31				03/01/2014	LivingWellPPO Single(ER)	10.72	9200496697	1	Create	
					<ul> <li>03/01/2014</li> </ul>		• 10.72				
	32				04/01/2014	LivingWellPPO Single(ER)	699.28	9200496697		Create	
	33					Admin Provider Fee	5.36	9200496697		Create	
					<ul> <li>04/01/2014</li> </ul>		• 704.64				
			·				• • 715.36				

The **Filter** tab allows you to display selected insurance types.

Proposed Broker Report Items         Details       Confirm       Change       Reject       Create Item <ul> <li>Add to Worklist</li> <li>Export to Notepad</li> </ul> Settings
View * [Standard View] Save Save as Delete Properties
Column Selection Sort Calculation Filter Display
✓ Ignore Uppercase and Lowercase Distinction when Filtering
Filter Column: Add Reset all
Cost Center
Cost Center
Currency
Description
Insurance Object
Item ID
Item category
Note
Product
OK Cancel Apply Reset

Scroll down in the Filter Column box, and click on **Product**.

Settings
View [Standard View]  Save Save as Delete Properties
Column Selection Sort Calculation Filter Display
✓ Ignore Uppercase and Lowercase Distinction when Filtering       Filter Column:     Product     Add     Reset all

Click Add. Product will disappear from the Filter Column box, 2 boxes will open.

Settings
View * [Standard View]  Save Save as Delete Properties
Column Selection Sort Calculation Filter Display
✓ Ignore Uppercase and Lowercase Distinction when Filtering
Filter Column:
Product: $\diamond$ 🗖 To $\square$

In the first box to the right of **Product**:  $\diamond$ , type the number **10** to show only health insurance.

Settings	
View [Standard View]  Save Save as Delete Properties	
Column Selection Sort Calculation Filter Display	Product Codes
✓ Ignore Uppercase and Lowercase Distinction when Filtering Filter Column: ▲ Add Reset all Product: ◇ 10	<ul> <li>10 Health Insurance – Employee Portion*</li> <li>11 Health Insurance –Employer Portion*</li> <li>20 Life Insurance</li> <li>33 Healthcare FSA</li> <li>34 Dependent Care FSA</li> <li>35 Dental Insurance</li> <li>36 Vision Insurance</li> <li>70 Admin Fee</li> </ul>
OK Cancel Apply	

### Click Apply.

Click **Save As** to save the view. Enter a name into the Description box. In this case, we named the view "Health," and click OK.

Settings	
View *[Standard View]  Save Save as Delet	Properties
Column Selection Sort Calculation	Filter Display
✓ Ignore Uppercase and Lowercase Distinction when F         Filter Column:       ▼	
Product: 📕 10	d to 🗾 🗗 🕈
Save View as	
Description: *	Clicking the <b>Initial View</b> checkbox will set this as user's
Initial View	initial view. Whenever you open Proposed Items, this view will be
	the first view you see.
OK Cancel	

To show only life insurance, change the 10 to **20**. Click **Apply** and **Save As** and enter an appropriate name in the Description Box, which will pop up after clicking Save As.

Settings
View [Standard View]  Save Save as Delete Properties
Online Online Conta Online Films Disalar
Column Selection Sort Calculation Filter Display
✓ Ignore Uppercase and Lowercase Distinction when Filtering
Filter Column:
Product: 🔷 20 🗇 To 👘 🛱
OK Cancel Apply

To show only FSA, change the 20 to **30**. In the "To" box, type 34. Click **Apply** and **Save As** and enter an appropriate name in the Description Box, which will pop up after clicking Save As.

Settings
View FSA Save Save as Delete Properties
Column Selection Sort Calculation Filter Display
☑ Ignore Uppercase and Lowercase Distinction when Filtering
Filter Column:
Product: 🚺 30 🗇 To 34 🗇 🖻
OK Cancel Apply

Next, set up a view that shows a summary of Proposed Amounts.

Click the **Sort** tab. If there are entries in the **Sorted Columns** field on the right side of the screen (as below), highlight the entry by clicking the gray box to the left and clicking on the **Remove** button.

Settings						
View [S	Standard View]	Sav	e Save as De	lete	Properties	
Calu	mn Selection Sort	Cal	culation Filter		Display	
Colu	min Selection Soft	Cal			Display	
E.	Unsorted Columns 🛛 🔺			₽	Sorted Columns	Sort Direction
	Amount				Description	Ascending 🔹 💌
	Amount					
	Bill Period		Add			
	с					
	Categ.					
	Change Reason		Remove S	elec	ted Columns from Sor	t
	ChgeReas					
	Confirmation Status	-				-
					🔳 🔺 Change Se	quence 💌 🔳
OK Ca	ancel Apply					

Scroll down in the Unsorted Columns on the left side and highlight Product. Click Add.

ew [S	itandard View]	Sav	/e Save as De	elete	Properties	
Colu	mn Selection Sort	Cal	Iculation Filter		Display	
Ð	Unsorted Columns		]	昆	Sorted Columns	Sort Direction
	Note					
	Product					
	PropComm.					
	Proposed Amount		Add 🕨			
	Reporting Broker		Add Sel	ecte	d Columns to Sort	
	Social Security Number					
	Subcat					
	Text	-				
					📕 🔺 Change Sec	quence 💌 🔳
K Ca	ancel Apply					

Entries will be sorted by Product code.

		Sav		lete			
Colu	mn Selection Sort	Cal	culation Filter		Display		
₽	Unsorted Columns 🔺			₽	Sorted Columns	Sort Direction	
	Item ID				Product	Ascending -	
	Note						
	PropComm.						
	Proposed Amount		Add 🕨				
	Reporting Broker		Remove				
	Social Security Number						
	Subcat						
	Text	-					-
					🔳 🔺 Change Se	equence 💌 🔳	
OK Ca	ancel Apply						

Click the **Calculation** tab. Check the *Display Intermediate Results for Sorted Columns* and the *Collapse to Intermediate Results* check boxes. Uncheck all other check boxes.

Settings
View Health Save Save as Delete Properties
Column Selection Sort Calculation Filter Display
Columns Calculation   Proposed Amount Total   Total Image: Columns at Start of Table   Image: Colum
OK Cancel Apply

Click the **Filter** tab. Click *Reset All* to remove any filters.

Click Apply.

Settings
View [Standard View]  Save Save as Delete Properties
Column Selection Sort Calculation Filter Display
✓ Ignore Uppercase and Lowercase Distinction when Filtering     Filter Column:   ▲       Add   Reset all
Product:
OK Cancel Apply OK Cancel

Click **Save As** and enter an appropriate name in the Description field of the box that pops up. This view shows totals for each Product.

Dre	need Ame						
	posed Amo						
Tota	I Premiums: 64	4,365.75 USD					
Tota	l: 64	4,365.75 USD					
_							
Pro		er Report Items					
Det	tails Confirm	Change Reject Create	Item 🖌 Add to Wo	orklist 🛛 🖃 Exp	ort to Notepa	d	
v	iew totals only	y 🔻 Display A	s Table	<ul> <li>Expo</li> </ul>	rt 🖌		
B	Item ID	Social Security Number	Description	Product ≜	Text	Proposed Amount	В
-	itoin ib	Social Security Hamber	Description	11000001 2	1 WAL	r roposou Amount	
P							
				•		• 4.71-	
				▶ 10		• 60,205.26	
				▶ 20		• 911.80	
				▶ 30		• 2,236.90	
				▶ 33		• 683.17	
				▶ 34		• 333.33	
	۱.					• • 64,365.75	

Credits are not associated with a Product code. They are on a separate line from Health, Optional or FSA.

Insurance Object can be used to identify which Products have credits.

In Proposed Items this view can be used to get a quick idea of where the bill is off after you have finished working it.

In Processed items, if new items have been added to the broker bill, KHRIS will not know which Product they belong to. These items will be in a separate line in the Totals view and you'll have

to determine which category they belong with and add them to that total. These items will appear in the processed view on the New Tab.

In Processed Items on the All tab, customized views can be used to ensure that payment amounts for each Product, health insurance, optional insurance and FSA match the amounts of the individual checks. Remember that each customized view must be created in each area (Proposed, Worklist, and Processed) that you wish to have customized views. The steps remain the same for each area.

To switch between customized views, drop down the View box and click desired view.

v	iew	Health 💌	
B	lten	FSA	Nur
	i toon	Health	
P		Life	
		Totals	
	87	[Standard View]	

### Finding Credits on Broker Bills - Payment from Agency or Payment on Account

It may be useful to set up a view that will show only Payments from Agency or Payments on Account in your Proposed Items.

Payments from Agency and Payments On Account entries are either credits or arrears.

1217	Payment from Agency	255.92-	10000000000087107	10/18/2011
1218	Payment from Agency	345.48	10000000000087107	11/16/2011

To set up this view, pull up Standard View in Proposed Items and click on Settings.

Broker Report (800	000( )
Broker Name:	Broker Contract: 800000000000 Status: Open
Save Release	
	Proposed Amounts
Overview	Total Premiums: 324.99 USD Total: 324.99 USD
Proposed Items	
Worklist Items	Details         Confirm         Change         Reject         Create Item         Add to Worklist         Export to Notepad
Processed Items	View: [Standard View] V Display As: Table V Export
	Item ID Social Security Number Description Product Text Proposed Amount Bill Period Reporting Broker Cost Center Note

On Column Selection tab, make sure Insurance Object is listed in the Displayed Columns.

To add **Insurance Object** to Displayed Items:

- Click on Insurance Object in Hidden Columns list
- Click Add

• Click Apply

ew Heal	th 💌 Sa	/e Save	as Delete	Pro	operties
Column	Selection Sort Ca	lculation	Filter	Disp	lay
B H	lidden Columns			卧	Displayed Columns
It	tem category				Item ID
S	Subcat				Product
C	)escription				Text
Ir	nsurance Object		Add 🕨		Proposed Amount
A	Amount		Add Selec	ted C	olumns to Selection
C	Currency				Cost Center
A	Amount				Note
F	PropComm.	-			~

Since credits are not associated with a Product code, including **Insurance Object** on your view will help determine which Product the credit is for, health insurance, optional insurance or FSA.

oposed Broker Report Items etails Confirm Change Reject Create Item ∡ Add to W	/orklist Export to Notepad
Settings	
View Health Save Save as Dele	ete Properties
Column Selection Sort Calculation Filter	Display
🖪 Hidden Columns	Displayed Columns
Item category	Item ID
Subcat	Product
Description	Text
Amount Add	Proposed Amount
Currency	Insurance Object
Amount	Bill Period
PropComm.	Cost Center
ConfStat	Note
	Change Sequence
OK Cancel Apply	
View Health   Display As Table	✓ Export ∡
Item ID Product Text Prop	oosed Amount Insurance Object Bill Period

- Click on **Filter** tab
- Drop down **Filter Column** box
- Scroll down to **Text** and click on it
- Click Add

Proposed Amounts           Total Premiums:         673,093.00 USD           Total:         673,093.00 USD
Proposed Broker Report Items          Details       Confirm       Change       Reject       Create Item         Add to Worklist
Settings       View [Standard View]       Save       Save       Belete       Properties
Column Selection Sort Calculation Filter Display          Ignore Uppercase and Lowercase Distinction when Filtering         Filter Column:
Item category Note Product PropComm. Proposed Amount
Reporting Broker Social Security Number Subcat Text
OK Cancel Apply
View [Standard View]     Display As Table     Export a       Item ID     Product     Text     Proposed Amount     Bill Period     Cost Cert

- In the Text field, type "p\*"
  Click Apply
  Click Save As and enter a new name to save this view

	tails Confirm ettings /iew Health Column Se	lection So Uppercase and nn:	eject Create Ite Save S rt Calculatio Lowercase Distin	ave as on I	Filter Display nen Filtering Add Reset all		o Notepad		
v	iew Health	T	Display As	Table	▼ Ex	kport 🖌	]		
B.	Item ID	Product	Text		Proposed Amount	1	Insurance Object		Bill Period
F			p*						
	1217		Payment from A		255	5.92-	100000000000087		10/18/2011
	1218		Payment from A	Agency	345	5.48-	10000000000087	7107	11/16/2011

Payments from Agency credits or arrears on broker bills are **NOT** tied to a specific Product: health insurance, optional insurance or FSA. Adding Insurance Object to your view can help determine which Product has a credit.

Credits **are** tied to *individual employees*. Employee Names, SSN and Business Partner Numbers are not shown in the screen shot for purposes of HIPAA compliance.

It may also be helpful to set up this "credit only" view in **Processed Items** on the **Confirmed** or **All** tab.

# **Reconciling Bills and Payments**

### Working/Processing Broker Bills

The KHRIS Operations Calendar lists all important events related to KHRIS, down times, payroll runs, bill generation dates, etc. The calendar can be accessed through the following link: https://personnel.ky.gov/DHRA/OpsCalendar.pdf

Working or processing the broker bill involves adding new entries or changing, rejecting, adding and confirming **Proposed Items** to move them to **Processed Items**. You must compare the bill entries to your payroll deduction file and make all changes, additions, or rejections so that the bill amount and the payment for health insurance, optional insurance, and FSA are the same.

Work your broker bills in date order. Working bills out of date order may cause payments to be posted incorrectly.

The recommended method of working your bills is an employee-by-employee comparison of the broker bill and remittance/deduction amounts. This is the best method for finding differences. Compare each employee on the broker bill directly to the remittance/payroll deduction list to determine what changes will be needed to balance the broker bill and payment amount. Simply comparing the bill totals for health insurance, optional insurance and FSA to the payment amounts for each does not guarantee that each employee's premium will be paid correctly when the payment is posted.

As you work the bill and save changes to individual items, they will be moved from Proposed Items to Processed Items, and the completion rate will change.

After all changes have been made and all other items confirmed, the **Overview** screen will also show the total payment Amount. The payment amount may not match the Proposed Amount.

All items on the broker report must be processed before the bill can be released.

It is imperative that payment amounts listed on the broker bill for each employee match the amount deducted from payroll for that employee or the amount that employee is paying by personal check. To choose the bill that you wish to process, click in the gray square to the left of the report number, then click Process Broker Report to open bill.

\*If you prefer one-step opening, click on the Broker Report Number.

Br	oker Repor	t Overview						
	Open Broker Repo	orts All Broker	Reports					
Pro	cess Broker Repor	t Refresh List						
	Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on
	80000063290	20160510IJT02	Open	05/17/2016	05/31/2016	8000000000000000063	05/10/2016	05/10/2016
	80000062815	20160510IJT01	Open	05/03/2016	05/16/2016	800000000000000063	05/10/2016	05/10/2016

The broker bill will open in a new window on the Overview screen.

Broker Report (80)	000063309)						
Broker Name:	Broker Contract. 80000	000000	Status: Open				
Save Release							
Overview Proposed Items	Broker Report Sta Status: Open Created on: 05/10/2016	Search Te 09:25:27 Changed	rm: 20160510IJT02 on: 05/10/2016 09:25:2 by: JWW0069	17			
Worklist Items	The proposals offset the report amounts against the proposed amounts.						
Processed Items	Item category Amoun						
	Premium 0.00	67,516.2	7 USD				
	Total 0.00	67,516.2	7 USD				
	The processing status off This table tells you how m Item category Items Premium 706	any broker report ite	ms you have to process Percentage of complet 0%				
	Total 706	0	0%				

To begin working the bill, click on **Proposed Items** on left side of screen.

Overview		Amounts ns: 67,516.27 USD al: 67,516.27 USD								
Proposed Items										
Worklist Items	Details C	Broker Report Iter onfirm Change Reje		dd to Worklis	Export to Notepad					
Processed Items	View: Healt	h 🗸 Dis	splay As: Table	~	Export					2
	Tem ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
						• 65,072.19				
	1			10	LivingWellPPO Single(EE)	119.98	05/01/2016		9200100485	Create
	4			10	LivingWellCDHP Family(EE)	337.98	05/01/2016		9200100485	Create
	5			10	LivingWellPPO Single(EE)	79.98	05/01/2016		9200100485	Create
	7			10	LivingWellPPO Single(EE)	23.97	04/01/2016		9200100485	Create
	8			10	LivingWellPPO Single(EE)	79.98	05/01/2016		9200100485	Create
	9			10	LivingWellCDHP Single(EE)	47.98	05/01/2016		9200100485	Create

The broker bill can be worked in any order you wish. You may work FSA first, then optional insurance and leave health insurance for last. You may want to make all the necessary changes first, and then reject employees who are not paying and add new entries. Confirming all unchanged entries can be saved for last or you can confirm all unchanged entries line by line first, and then make changes. Rejections and additions can be done last. The order in which you work your bill is up to you.

Bills can be viewed in the Standard View, which shows all entries or customized so that only health, optional or FSA is displayed. It may be beneficial to set up customized views of your bill if you have more than one type of billing. The views you set up will only apply to you. Each user must set up their customized views. No other user can see your views.

## SAVE YOUR WORK OFTEN

Click the **Save** button at the top left of the screen <u>often</u>. It doesn't hurt to Save after each change, addition or rejection. The KHRIS portal may time out after periods of inactivity (or during periods of activity). Unsaved changes will be lost. **Always** save before you close the broker report.

**School board** employees and board members who do not pay an employee contribution for health insurance or who waive coverage will not be listed on the board's broker bills. KDE pays the state contribution and admin fees for school board employees. Please do not add these employees.

For **Health Departments** and **QUASI agencies**, all eligible employees, including those who do not pay an employee contribution and those who waive coverage should appear on the broker bill. For employees who waive coverage with no HRA, only an administrative fee will be listed on the broker bill. If these employees do not appear on the bill, please add them. Any employee who pays ahead in full will not appear on the bill for the month that was paid in advance.

Payments from Agency or Payments on Account on your broker bills are one of two things:

- 1. **Credits** for overpayments KHRIS thinks an employee has made.
  - Credits will be shown as negative amounts, such as -30.76, -192.40
- 2. Arrears that are caused by credits taken in error or that are not due back to employee.
  - <u>Arrears of this type will be positive amounts</u>, such as 36.54, 96.20, not negative amounts.

KHRIS automatically applies any credit amount to the next month's premium. In KHRIS, this is known as "clearing" the credit.

When KHRIS uses an employee's overpayment to clear their next bill, if there is a balance left and that balance is not enough to cover a full month's premium, that amount will be listed on the broker bill as a Payment from Agency or Payment on Account (credit).

## Payments from Agency and Payments on Account are NOT assigned a Product code.

Payments from Agency and Payments on Account are not identified as health insurance, optional insurance or FSA. The entries are tied to individual employees, but not to a specific Product. The Insurance Object can be used to identify which Products have credits.

If you export your customized views for health insurance, optional insurance, or FSA to Excel, the credits will not be exported because they have no Product code.

Credits can easily be confirmed in error if you work all your changes, additions and rejections then confirm all remaining entries in the Standard View.

# Be sure to check Proposed Items to see if there are credits on your broker bill before you work it. Before you release your bill, check the Confirmed tab in Processed Items to ensure that no credits have been confirmed by mistake.

There is an easy way to check for credits on broker bills if you do not wish to have a separate credit only view:

- In Proposed Items, pull up Standard View
- Click on the column heading for Text
- Click (User Defined Filter)

Proposed Amounts								
Total Premiums: 0.00 USD								
Total: 0.00 USD								
Proposed Broker Report Items								
	Reject Create It	em Ado	l to Wo	rklist Export to	Notepad			
View; [Standard View]	Display As: Tat	ale		<ul> <li>Export _</li> </ul>				2
view. [otandard view]	Display As.	210		<pre>Lxpoit_A</pre>				
Them ID Social Security Num	ber Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
	Sort in Ascending	Order						
		-						
	Sort in Descending Order							
	(All)							
	(User-Defined Fi	iter)						

• Type "p\*" and hit enter or click Filter.

and the second sec	I Premium	Amounts IS: 67,516.27 USD al: 67,516.27 USD									
and the lot of the lot	and the second second second	Broker Repor	t Items Reject		ate Item "	Add to Worklist		Export to Notepad	]		
Vie	w; Healt	n v	Displ	ay As:	Table	~	Exp	port_			
Ð	Item ID	Social Security Nu	mber [	Descrip	tion	Product	Text			Proposed	Amount
										• 65	,072.19
	1					Custom F	ilter	-		×	19.98
	4					Lize 1 to Ren	rasant	Character Strings			37.98
	5					Filter By	(esent	Gridiacter Sungs			79.98
	7						Text:	p1			23.97
	8							No. 9			79.98
	9								Filter	Cancel	47.98
	11										07 09

The screenshot below shows Payments from Agency in Proposed Items on the bill.

Proposed Amounts Total Premiums: 67,516.27 USD Total: 67,516.27 USD								
Proposed Broker Report Items								
Details Co	onfirm Change Reject	ct Create Item	Add to Worklist Export to	Notepad				
View: *[Standard View] v Display As: Table v Export								
Tem ID	Social Security Number	Description	Product Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
189			Payment from Age	ncy 79.98-	03/16/2016			Create
568			Payment from Age	ncy 12.98-	03/16/2016			Create
612			Payment from Age	ncy 12.98-	03/16/2016			Create
628			Payment from Age	ncy 12.98-	03/16/2016			Create
668			Payment from Age	ncy 12.98-	03/16/2016			Create
676			Payment from Age	ncy 2.13-	03/16/2016			Create

"Payment from Agency" entries are credits. Notice that there is no Product code.

Research credits to confirm that the employee did in fact overpay before refunding the employee and taking credits on your broker bill. PBB will not be able to issue refunds for any credits that are taken on broker bills.

Taking a credit for employees who KHRIS thinks did not overpay will cause arrears to show on broker bills. This can happen for different reasons, but may be caused by QEs.

#### Example:

An employee has LivingWell CDHP Family coverage. His spouse gains employment and becomes eligible for KEHP. They begin the cross-reference payment option on 5/1/16.

- There is a problem which delays processing of the cross-reference application and the change is not entered in KHRIS until 7/14/16, even though cross-reference became effective 5/1/16.
- For May, the employee pays the full Family rate, \$337.98.
- For June the employee pays the cross-reference rate, \$79.98, and the agency refunds him \$258 for the difference between full Family and cross-reference for May.
- At the time the June bill is released and payment is made, KHRIS does not know the employee has changed from full Family to cross-reference payment option so the system expects a payment of \$337.98 for both May and June.
- KHRIS thinks the employee was not due a refund. Arrears will show on the July broker bill as a Payment from Agency in the amount of \$258.
- IC/BL should reject those arrears Payment from Agency entries until enrollment is corrected and billing catches up with enrollment.

## Remember that billing is driven by enrollment and past broker bill entries.

- When changes such as QEs, terminations, reinstatements, or corrections are made in Benefits Administration, i.e. enrollment information, changes may occur on broker bills.
- Errors in enrollment will cause errors on broker bills.
  - Incorrect dates in enrollment will cause employees to be listed incorrectly on broker bills.
  - Processing plans "out of sequence" will cause employees to be listed incorrectly on broker bills.
- Incorrect entries on prior broker bills will cause inaccurate credits or arrears.

## *It is very important for each agency to closely check their broker bill each month to determine that individual employees are billed the correct premium amount.*

Reconciling your broker bill to the remittance file or payroll deduction list involves comparing the amounts deducted from employee's pay to the Proposed Amounts listed on the broker bill to determine changes that need to be made to the bill.

- School boards will need to reconcile broker bills to their MUNIS remittance file.
- Health departments or QUASI agencies will need to reconcile their payroll deduction list to their payroll broker bill.

After you have compared the remittance or payroll deduction list to the broker bill export, it's time to work the broker bill.

## Adding Employees to the Broker Bill

Open the Broker Report for your agency.

#### Select Proposed Items.

Click the Create Item button. A small tag will appear that says "Premium." Click Premium.

Proposed Amounts Total Premiums: 67,516.27 USD Total: 67,516.27 USD Premium								
Proposed Broker Report Items         Details       Confirm         Change       Reject         Create Item       Add to Worklist         Export to Notepad								
View: totals only Visplay As: Table V Export								
Text Proposed Amount	Bill Period         Reporting Broker         Cost Center         Note							

The screen shown below will open. Click in **Name 1/last name** and type the last name of the employee you wish to add to the bill. Tab and type employee's first name in **Name 2/first name**.

- Do not enter Ins Object. Leave field blank.
- Do not click the "Business partner/contract not available" radio button.

Click Search and follow the wizard through the process

Create New Broker Rep	oort Item					
I)1		2	3	4	5	6
Select Business	Partner Chec	k / Create Open Items	Enter Amount	Enter Change Reason	Review and Save	Completed
Select the business partne report item without the bus		contract for which you w	vant to create the ite	m. If these do not yet exist ir	n the system, you can als	o create the broker
Search for business p	artner and contract li	þ				
Name 1/last name:						
Name 2/First name:						
Ins.Object:						
Search						
O Business partner/cont	ract not available, pro	ceed without business p	artner			
Next 🕨						

Note: Employee's names may be spelled differently in your payroll system than in KHRIS. Names may be hyphenated or contain apostrophes or spaces between syllables. Some employees may use maiden name in one system and married name in the other. Searches that are too restricted may not produce the desired result.

- You may search last name by entering at least the first 3 letters of the name followed by an asterisk(\*), i.e. for Madison Jones, search Mad\* Jon\*. Searches that contain only the first three characters of a first or last name and an asterisk may time out. If at all possible, use both a first and last name.
- If searching for employee's first and last name doesn't find the correct employee, search only the employee's last name. If you have several employees with the same last name, you'll have to scroll through the list to find the correct one.

Verify that the correct employee and insurance object (IO) are selected. If you need to pick a different employee or IO, click the grey square to the left of name to highlight correct employee and insurance object.

Click Next.

Create New Broker Report Item				
1 2	3	4	5	6
Select Business Partner Check / Create Op	pen Items Enter Amount	Enter Change Reason	Review and Save	Completed
Select the business partner and the insurance contract for report item without the business partner.	which you want to create the ite	m. If these do not yet exist in	the system, you can als	so create the broker
Search for business partner and contract ID				
Name 1/last name:				
Name 2/First name:				
Ins.Object:				
Search				
Select business partner using the buttons in the first table of	olumn			
Description	Insurance Object	Description		
John Doe	10000000123456	00146886 / Healt	h Plan Employee	
C Business partner/contract not available, proceed without	ut business partner			
Next 🕨				

It is very important to select the correct insurance object for the product you wish to add. DO NOT select an incorrect insurance object just to get the employee's money on the bill.

Click Enter Amount. You can leave all fields blanks on this scree	Click Enter Amount.	You can leave all	l fields blanks on this	screen.
---	---------------------	-------------------	-------------------------	---------

Create New Broker Report Item					
Select Business Partner	2 Check / Create Open Items	3 Enter Amount	4 Enter Change Reason	5 →	
You can search for open items for the l	business partner according to the se	lection criteria			
Item Category: Bill Period: Cost Center: Display in currency: Check for Open Items Previous Enter Amount	 				

Click in **Amount** and enter payment amount. Do not enter any amount in Proposed Items (box should be grayed out). Click **Enter Change Reason**.

Create New Broker Report Item		
Select Business Partner Check / Create Open Items Er	3 4 nter Amount Enter Change Reason	5 6
Enter the amount that you have collected/disbursed and also enter your r	retained commission.	
Amount: 61.52 USD		
Amount Proposal: 0.00 USD		
Previous Enter Change Reason		

Drop down **Change Reason** and select the reason that best fits the situation. If none of the options fit the situation, click Other Permitted. You may enter a brief note.

Click Review and Save.

Create New Bro	oker Report Item					□ ×
Select Bu	1 siness Partner	2 Check / Create Open Items	3 Enter Amount	4 Enter Change Reason	5 Review and Save	Completed
Select the reasor	) for creating the b	roker report item. You can also e	enter a note for your	self or for the insurance proce	essing clerk.	
Change Reason:	Other permitted	•				
Note:	Not on bill					
Previous     R	eview and Save					

**Review** entry for accuracy, Check Employee's name (next to Business Partner) and Payment amount (next to Reported Amount).

If entry is correct, click **Save**.

Create New Broker Report Item			
Select Business Partner Check / Create Open Items Enter Au	4 nount Enter Change Reason	5 Review and Save	Completed
Check your entries in the overview, and choose 'Save'.			
Insurance Object Category: Social Security Number:			
item cat.: Premium	Note:		
Change Reason: Other permitted	Not on bill		
Business Partner:			
Customer Contract ID:			
Item Category:			
Bill Period:			
Cost Center:			
Currency: USD			
Reported Amount: 61.52			
Total Proposed Amount: 0.00			
Previous     Save			

Do not Close or  $\mathbf{X}$  out of screen until you see message verifying that an entry has been added.

📝 An item has been created and will appear on the new item tab page.

At this point, you may click <u>Create another item from Premium category</u> to add further entries. Or you may close Create New Broker Report item by clicking the in top right corner.

Create New Broker Report Iten	n .				
Select Business Partner	2 Check / Create Open Items	Bnter Amount	4 Enter Change Reason	5 Review and Save	6 – – – Completed
An item has been created and	will appear on the new item tab (	page.			
What do you want to do next? Create another item from Premium c		reate anot	her item from	Premium cate	eqory

New (added) items can be found on the New tab in Processed Items.

C	Confirmed (0)	With Change (0)	Rejected (0)	) New (	(1)	All (1)
Det	tails Delete	Export to Notepad	i			
Co	ntains broker re	port items that you ha	ave created. You	can delete ne	ew items.	
v	iew New	<b>v</b> D	isplay As Table		▼ E)	kport 🖌
v B	iew New Item ID	Description	isplay As Table Amount	Product	▼ Đ	xport∡ Text
				Product	▼ E	

## **Changing the Broker Bill**

When an employee's payment amount is different from the Proposed Amount on the broker bill, their bill entry should be changed.

Changing an item removes the Proposed Item and places the item in Processed Items on the With Change tab.

- Proposed amounts may be increased due to QEs or if an employee wishes to pay ahead.
  - If an employee pays one month in advance, they will not be listed on the next broker bill. KHRIS will automatically credit the payment to the next month.
- Proposed amounts may be decreased due to QEs or partial payroll deductions.

**Note:** No change to the broker bill is necessary for an employee who wishes to make a partial payment by payroll deduction and pay the balance of their premium by personal check. Ensure that the total of the deduction and personal check add up to the full premium due and confirm their entry.

If the employee is only making a partial payment, their broker bill entry should be changed to reflect the actual amount you will be sending for them.

#### To change a **Proposed Amount**:

- Click on **Description**
- Click (User-Defined Filter...)

	Proposed Amounts								
Overview	Total Premiums: 67,406.76 US Total: 67,406.76 US								
Proposed Items									
Worklist Items	Details Confirm Change		Add to Wor	klist Export to Notepad					
Processed Items	View: [Standard View]	<ul> <li>Display As: Table</li> </ul>		✓ Export _					2
	Tem ID Social Security N	Number Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	
	1	Sort in Ascending Order	10	LivingWellPPO Single(EE)	119.98	06/01/2016		9200100485	Create
	2	Sort in Descending Order	20	Opt. Life 10,000 40 - 59 NCW	6.00	06/01/2016		9200100485	Create
	3	(All)	10	LivingWellCDHP Family(EE)	337.98	06/01/2016		9200100485	Create
	4	(User-Defined Filter)	10	LivingWellPPO Single(EE)	79.98	06/01/2016		9200100485	Create
	5	(too many entries)	33	Healthcare FSA	35.00	06/16/2016		9200100485	Create

• Type employee's last name and an (\*), for example, Doe\* and hit Filter.

	Proposed Amounts	
Overview	Total Premiums: 67,406.76 USD Total: 67,406.76 USD	
Proposed Items		
Worklist Items	Proposed Broker Report Items           Details         Confirm           Change         Reject           Create Item         Add to Worklist           Export to Notepad	
Processed Items	View: [Standard View] V Display As: Table VExport	
	Text Item ID Social Security Number Description Product Text	Proposed Amount
	Custom Filter × VellPPO Single(EE)	119.98 (
	2 Use * to Represent Character Strings fe 10,000 40 - 59 NCW	6.00 (
	3         Filter By         VellCDHP Family(EE)	337.98 (
	4 Description: Doe* VellPPO Single(EE)	79.98 (
	5 care FSA	35.00 (
	6 Filter Cancel VellPPO Single(EE)	79.98 (
		(7.00 /

Make sure the line is highlighted by clicking on the grey square to the left of their line.

• Click Change

Overview	Proposed Amounts Total Premiums: 67,406.76 USD Total: 67,406.76 USD
Proposed Items	
Worklist Items	Details         Confirm         Change         Reject         Create Item         Add to Worklist         Export to Notepad
Processed Items	View: *[Standard View] V Display As: Table V Export
	Fin Item ID Social Security Number Description 🔻 Product Text Proposed Amount Bill Period Reporting Broker Cost Center Note
	1 Doe, John 10 LivingWellPPO Single(EE) 119.98 06/01/2016 100001978 9200100485 Create

Follow the wizard through change process.

• Click in the Amount box to change **Amount**. Enter the new amount that will be paid and click "Enter Change Reason" button.

Change Broke	r Report Item		
I∳ 1 Enter Amo	unt Enter Change Re	ason Review and Confir	<b></b> I m
Enter the amount th	nat you have collected/disbu	rsed and also enter your retaine	d commission.
Amount:	79.98	USD	
Amount Proposal:	119.98	USD	
Enter Change Rea	ason >		Close

Note: The amount in the Proposed Amount column does not change.

- Select the appropriate **Change Reason** from the dropdown box. You may also enter a short Note if you wish.
- Click **Review and Confirm.**

Change Brok	er Report Item	
Enter Amo	2     3       Jount     Enter Change Reason       Review and Confirm	
Select the reason	for creating the broker report item. You can also enter a note for yourself or for the insurance proces	sing clerk.
Change Reason:	Dep Becomes Inelig V	
Note:	Dep gained other group coverage	
< Previous Re	eview and Confirm >	Close

• **Review** for accuracy, if entry is correct, click **Confirm**.

Change Broker Report Item		
Enter Amount Enter Change Reason	Review and Confirm	
Check your entries in the overview, and choose 'Confirm Insurance Object Category: Health Plan Employee Social Security Number:		
Item cat.: Premium	Note:	
Change Reason: Dep Becomes Inelig	Dep gained other group coverage	
Business Partner: Doe, John Customer Contract ID:		
Item Category: 10 Bill Period: Cost Center: 9200100485 06/01/2016		
Currency: USD Reported Amount: 79.98 Total Proposed Amount: 119.98		
< Previous Confirm		Close

Changed entries can be found on the **With Change** tab in **Processed Items**.

Details Reset Item Export to Notepad
Details Reset item a Expert to Notepad

## **Rejecting Items from Broker Bill**

The **Reject** is used to remove employees who are not paying from the bill.

Rejecting an item removes it from Proposed Items and places it in Processed Items on the Rejected tab.

Employees who do not pay should be rejected from the bill. Use the REJECT button. DO NOT change the amount to \$0.

Go to Proposed Items in your web broker bill (Broker Report)

Highlight the employee's line item by clicking on the grey square to the left of their line. Click Reject and follow the wizard

Det	•		Create Item  Add to V isplay As Table	Vorklist Update	Proposed Amount 📄 Export to No	otepad
₽	Item ID	Description 🚊	Proposed Amount	Product	Text	Bi
7				10		
			• 10,603.94			
	87	Doe, Eddie	511.78	10	CW Optimum PPO NP -Couple (F	EE) 02

Select appropriate Change Reason for rejection and Confirm.

Reject Broker R	eport Item	
Enter the reason v	vhy you are rejecting the broker report item. Select a chan	ge reason. You can enter a note.
Change Reason: Note:	Transfer   Important: When rejecting terminated	
	employees from your broker bill, please enter a note and include date of employment termination and date of health insurance,	
	optional insurance or FSA termination.	
		Confirm Cancel

Rejected Items can be viewed in Processed Items on Rejected tab.

C	confirmed (0)	With Change (	2) Rejected (1)	New (2) All (5)		
De	tails Reset Ite	em 📄 Export to N	lotepad			
Co	ntains propose	ed broker report iten	ns that you have rejec	ted.		
_	iew Rejected		Display As Table	✓ Export ∡		
_					Proposed Amount	Bill Peri
v	iew Rejected	<b>v</b>	Display As Table	▼ Export ⊿		Bill Peri 02/01/2

Items that are rejected in error may be returned to Proposed Items in the same way changed items are reset.

In Processed Items on Rejected tab

- Highlight Item
- Click Reset Item button
- Return to Proposed Items and change or confirm item

## **Confirming Unchanged Proposed Items**

All Proposed Items and Worklist Items must be processed before the broker bill can be released.

Items may be confirmed one at a time or multiple lines may be selected. To select multiple lines, click one line to highlight it, hold down control key and click each additional line to be confirmed. If you wish to select a number of lines that are contiguous to each other, select the first record to be selected, then hold down the Shift key and select the last record to be selected. All records in between will also be selected.

After all necessary changes to Proposed Items/Worklist Items have been made; use the Table Selection Menu to select all remaining line items. Then confirm the entries.

Click Table Selection Menu button

#### Click Select All.

	Proposed Broker Report Items Details Confirm Change Reject Create Item A Add to Worklist Export to Notepad										
View: [Standard View] 🔹   Display As: Table 🔹 Export 🖌 😵 🖉											
tem ID Social Security	Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note		
Select All		Doe, Eddie	10	LivingWellPPO Secondary(EE)	152.98	05/01/2014		9200100071	Create		
Deselect All		Doe, Jeff	10	LivingWellPPO Single(EE)	79.98	05/01/2014		9200100071	Create		

All entries have been selected.

Click Confirm.

	-	andard View]	Display As: Table	OC TO VVORKIIST	Export a					8	B
đ	Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note	
	1			10	LivingWellPPO Secondary(EE)	152.98	05/01/2014		9200100071	Create	ľ
	2			10	LivingWellPPO Single(EE)	79.98	05/01/2014		9200100071	Create	
	3			10	LivingWellCDHP Secondary(EE)	77.98	05/01/2014		9200100071	Create	
	4			20	Dependent Plan B NCW	6.20	05/01/2014		9200100071	Create	
1	5			10	LivingWellCDHP Single(EE)	47.98	05/01/2014		9200100071	Create	
1	6			10	LivingWellPPO Secondary(EE)	152.98	05/01/2014		9200100071	Create	
	7			10	LivingWellPPO Prime(EE)	152.98	05/01/2014		9200100071	Create	
1	8			( 10	LivingWellPPO ParentPlus(EE)	227.98	05/01/2014		9200100071	Create	

All items in **Proposed Items** have now been moved to the Confirmed tab in **Processed Items**, this view is now empty.

		Broker Report Items		n⊿ Add	to Worl	dist Export to N	lotepad						
V	View: [Standard View] Visplay As: Table Export A												
5	Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note			
76													

The "Confirmed" items selected in the previous step can be found in **Processed Items** on the Confirmed tab.

	ills Rese Itains proj	et item 🔄 Export to Notepac							
Vi	iew: [Sta	ndard View] 🔻 Disp	lay As: Table	▼ Export ∡				R	B
6	Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	1
	1			33	Healthcare FSA NCW	15.00	05/01/2014		
	3			34	Dependent Care FSA NCW	208.33	05/01/2014		
	4			33	Healthcare FSA NCW	104.17	05/01/2014		
	5			33	Healthcare FSA NCW	8.33	05/01/2014		
	6			33	Healthcare FSA NCW	37.50	05/01/2014		
	7			33	Healthcare FSA NCW	15.00	05/01/2014		
1	8			33	Healthcare FSA NCW	58.33	05/01/2014		
1	9			33	Healthcare FSA NCW	6.25	05/01/2014		
	10			33	Healthcare FSA NCW	68.75	05/01/2014	-	

**Remember to save your work often by clicking the Save button in upper left corner.** If the portal times out, unsaved changes will be lost.

Broker Report (8	80000000170)
Broker Name: Save Release	Broker Contract: 80000000
Overview	Report is saved

## **Resetting Processed Items**

Processed Items may have been changed incorrectly or confirmed in error. These items can be reset for correction.

Resetting a Processed Item sends it back to Proposed Items.

Items must be reset from the **Confirmed, With Changes, Rejected** or **New tab**. Even though all Items are included on the All tab, items cannot be reset from the All tab.

Go to correct tab in Processed Items.

Highlight the "incorrect".

#### Click Reset Item.

(	Confirmed (0)	With Change (	2) Rejecte	d (0) New (2)	All (4)	
De	tails Reset It	em 📄 Export to N	lotepad			
Co	ontains propos	ed broker report iter	ns for which you	u changed the reporte	d amount.	
١.	/iew Changed	i 🔻	Display As T	able	✓ Export ∡	
₽	Item ID	Description	Amount	Product	Text	Proposed Amount
	53	Doe, Charlie	51.74	10	CW Capitol NP-Parent Plus (EE)	156.98
	96	Doe, Joker	156.98	10	CW Optimum PPO NP -Couple (EE)	511.78

Go back to Proposed Items and make the necessary correction.

Corrected:

Co	ontains prop	osed broker report it	ems for which you	u changed the re	ported amount.	
V	lew Chang	ed 💌	Display As T	able	✓ Export ∡	
183	Contraction in the second					
	Item ID	Description	Amount	Product	Text	Proposed Amount
B		Description Doe, Charlie	Amount 51.74	Product 10	Text CW Capitol NP-Parent Plus (EE)	Proposed Amount 156.9

## **Placing Items on the Worklist**

Proposed Items that can't be worked immediately can be placed on the **Worklist** to prevent accidental confirmation.

If an employee wishes to pay all or a portion of their premium by personal check, that employee can be placed on the worklist until their personal check has been received.

To place an item on the **Worklist**:

- Go to Proposed Items. Highlight the item.
- Click the Add to Worklist button.

Det	•		Create Item Add to V	Vorklist Update Pro	posed Amount 📄 Export to Notep	ad
₽	Item ID	Description 🔺	Proposed Amount	Iter Product	d I	Bill Period
7				10		
			• 10,092.16			
	99	Doe, Jane	61.52	10	CW Optimum PPO NP -Single (EE)	02/01/2011

Worklist items must be processed before the broker bill can be released.

Worklist items can be changed or rejected the same way Proposed Items are changed or rejected.

Wo	rklist for Br	oker Report Items								
De	tails Confirm	n Change Reject Create	Item / Remove fro	m We	orklist Update P	ropo	osed Amount 🛛 🖃 Expor	t to No	tepad	
v	View [Standard View]  Display As Table  Export									
₽.	Item ID	Social Security Number	Description	lter	Product		xt		Proposed Amount	1
	99	123456789	Doe, Jane	10		CV	V Optimum PPO NP -Single	(EE)	(	61.52

Worklist Items can be accessed by clicking on Worklist Items.

Broker Report	Broker Report (80000000190)										
Broker Name: PARI Save Release	er Contract: 8000 s: Open										
Overview Proposed Items	Total Premiums: 3.75 USD Total: 3.75 USD										
Worklist Items Processed Items	Worklist for Broker Report Items         Details       Confirm       Change       Reject       Create Item <ul> <li>Remove from Worklist</li> <li>Update Proposed Amount</li> <li>Export to Notepad</li> </ul> View     [Standard View]										
	Item ID     Social Security Number     Description     Item     Product     Proposed Amount       1     123456789     Description     30     Healthcare FSA NCW     3.75										

To remove and item from the Worklist, click **Remove from Worklist** button.

Broker Report	(800000000190)										
Broker Name: PAF Save Release	er Contract: 800( tus: Open	n									
Overview Proposed Items	Total Premiums: 3.75 USD Total: 3.75 USD	Total Premiums: 3.75 USD									
Worklist Items Processed Items	Worklist for Broker Report Items           Details         Confirm         Change         Reject         Create Item ⊿           View         [Standard View]         ▼         Display As Tab	n 🖌 Remove from Worklist Update Proposed Amount 🔛 Export to Notepad									
		escription I Item Product : Proposed Amount I Doe Jame 30 Healthcare FSA NCW 3.75									

The item will be returned to Proposed Items.

## **Releasing the Broker Bill**

Releasing the broker bill posts the amounts listed for each employee to their payment history and moves the totals to Biller Direct.

When the broker bill is released, the amount listed for each employee is applied, or posted, directly to the employee's account balance. The totals for health insurance, optional insurance and FSA are then rolled into Biller Direct and become the agency's responsibility to pay.

Releasing the broker bill does not "pay" the bill. Processing the payment through Biller Direct notifies KHRIS that the agency is remitting the balance due. As with terming insurance coverage, paying the bill is a two-part process. Releasing the broker bill posts the payment to the individual employee's account balance; processing payment in Biller Direct pays the agency responsibility.

It is imperative that the broker bill entries be as accurate as possible when the bill is released.

After all the changes have been made and all Proposed Items have been processed, verify the broker bill amount matches your payment **before the bill is released**.

#### **Recommended methods:**

Check total payment amount for EACH Product in your Totals view on the All tab in Processed Items to verify that health payment amount matches health check, optional insurance payment matches optional check and FSA payment matches FSA check.

## OR

If your agency pays with a single check, verify that payroll deduction amounts for each Product match the broker bill amounts as well as matching the total on the All tab.

## DO NOT CHECK ONLY YOUR TOTAL AMOUNT ON THE BROKER BILL OVERVIEW.

This may cause you to miss differences in payment amounts for a specific Product. After the bill is released, it is too late to make changes. Check your bill thoroughly to verify that payment amounts match <u>before</u> you release the bill.

The broker bill can be released at any time after

- Verification that all Proposed Items have been worked
- Bill and payment amounts match

<u>Remember to check the Broker Report Status in Broker Report Overview to determine if</u> any items from the broker bill went into clarification before proceeding to Biller Direct to process your payment.

#### **Reminder**:

School board employees who do not pay an employee contribution for health insurance or who waive coverage will not be listed on the board's broker bills. KDE pays the state contribution and admin fees for school board employees. Please do not add these employees.

All eligible Health Department employees should appear on broker bills.

All eligible employees of QUASI agencies, including those who do not pay an employee contribution and those who waive coverage should appear on the broker bill. Employees who waive coverage will only show an admin fee on the broker bill. If these employees are not on your bill, please add them.

Any employee who pays ahead in full will not appear on the bill for the month that was paid in advance.

Employees who make a partial payment for a future month will only show the balance on the bill. KHRIS applies those credits automatically.

## Clarifications

To determine if entries went into clarification when you released your bill, click the **All Broker Reports** tab and the **Refresh List button.** 

Bı	roker Re	port Ove	rview									
	Open Broker Reports All Broker Reports											
Pro	Process Broker Report Refresh List											
	Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on				
	80000039267	20140410CLT02	In Clarification	04/16/2014	04/30/2014	8000000000000000067	04/10/2014	05/15/2014				
	80000039740	20140507VLP01	Posted	05/01/2014	05/15/2014	8000000000000000067	05/07/2014	05/15/2014				
	80000040185	20140507VLP02	Open	05/16/2014	06/02/2014	800000000000000067	05/07/2014	05/07/2014				
	80000038810	20140410CLT01	Posted	04/01/2014	04/15/2014	800000000000000067	04/10/2014	04/15/2014				

- New items must have an accounting template so that the system knows which Product to assign the amount to in Biller Direct.
- Items that have been changed due to account maintenance, automatic clearing, terms/transfers and payments posted may also need additional processing.

These items may not post automatically and will go into broker bill clarifications, also known as the clarification list.

The clarification items, or clarification cases, do not have all the information KHRIS needs to automatically apply the payment correctly

PBB staff will have to resolve, or clarify, these items. Email your agency's PBB contact or call PBB at (502)-564-9097 to request the clarifications for your agency be worked.

*Important:* After the broker bill is released, it may take a few minutes for all entries to be processed or posted to the individual employee's payment history.

If PBB begins working clarification cases while the broker bill entries are still being posted to individual employees can cause the bills to lock up. The bill status remains "in clarification" after all the clarification cases have been resolved and the bill will have to be "pushed" out of clarification by PBB.

If items have gone into clarification, you must wait until all the cases have been resolved before you go to Biller Direct to pay the bill. The payment amounts for the clarification cases will not roll to Biller Direct and the total will <u>not be correct</u> until all clarification cases are resolved.

In the example below, notice that the amount is \$62,236.66.

Broker Name: Save Release	Broker Contract: 8	000000	0000 St	tatus: I	In Clarification			
Dverview Proposed Items Vorklist Items	Broker Repo Status: In 0 Created on: 04	Clarificati	on Search 1	d on: (	20140410CLT02 05/15/2014 11:54:55			
Processed Items	The proposals o	ffset the	report amounts ag	ainst th	e proposed amounts	2		
	item category	Amo	unt Proposed Am	nount	Currency			
	Premium	62,236	66 61,25	94.57	USD			
	Total	62,236	.66 61,25	94.57	USD			
		ou how r	00001003000000000000	items y	ed broker report iter rou have to process intage of completion	CONTRACTOR STATE	f broker rep	ort items

When the bill is "in Clarification" the payment must NOT be processed in Biller Direct. As you can see in the example below the Total Net Payment is \$62,336.66, (A \$100.00 difference from the Total on the example above). Contact PBB and wait until the bill shows posted before processing the bill in Biller Direct.

List of Open Bills					
1. Select all bills that you would like to pay:				Fin	d Bills
Bill Description	Due 🗘	Billed Amount	Open	Payment Amount	Action
Health Premiums	Apr 30, 2014	USD 60,586.21	USD 60,586.21		P
FSA FSA	Apr 30, 2014	USD 1,151.50	USD 1,151.50		
Life Premiums	Apr 30, 2014	USD 598.95	USD 598.95		
Select All Deselect All Download Selected Entries		Grand Total	USD 62,336.66	USD 0.00	-
Credits displayed can be refunded via submission of the refund request form.		Credits	USD 0.00		
		Total Net Payment Amount	USD 62,336.66	USD 0.00	
2. 2. Select the payment method you want to use. You are paying with					
Check/Wire     ACH Payment	Checking 🗸				
3. 3. Choose Continue to check and confirm your payment.					
Continue					

Once PBB works the clarification issue, Go to the **All Broker Reports** tab and Refresh List. The bill now shows "posted".

Broker R	roker Report Overview						
Open Broker F	Open Broker Reports All Broker Reports						
Process Broker Rep	oort Refresh List						
Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on
80000039267	20140410CLT02	Posted	04/16/2014	04/30/2014	8000000000000000067	04/10/2014	05/15/2014
80000039740	20140507VLP01	Posted	05/01/2014	05/15/2014	8000000000000000067	05/07/2014	05/15/2014
80000040185	20140507VLP02	Open	05/16/2014	06/02/2014	800000000000000067	05/07/2014	05/07/2014

## Paying Reconciled Bills Using Biller Direct

## **Biller Direct Explanation**

After the broker bill has been released, payment notification must be made through Biller Direct.

Broker Re	Broker Report Overview				
Open Broker Repor	ts All Broker	Reports			
Process Broker Repo	rt Refresh List				
Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to E	
80000000160	20110829RR001	Posted	02/01/2011	02/15/2011 8	
80000000170	20110829RR002	In Clarification	02/16/2011	02/28/2011 8	

Before proceeding to Biller Direct, check the Broker Report Status of the bill you released on the All Broker Reports tab.

• Click Refresh List button to display current bill status.

**"Posted"** bills have been worked and released. Payment amounts included on Posted bills have been applied to each individual listed on the bill and payment can be made immediately in Biller Direct.

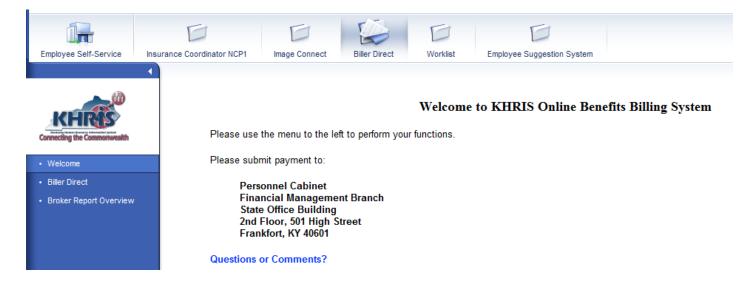
Bills **"In Clarification"** have items that have been added or changed. KHRIS is unable to apply the money appropriately and has placed the items in the clarification queue. PBB must work the clarification items.

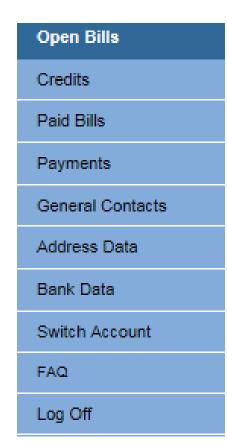
The payment amounts for clarification cases will not be listed in Biller Direct until the clarifications have been worked, or resolved.

When the clarification is resolved the amount goes into biller direct as part of the line item for that Product. When all clarifications are resolved the bill status will change to Posted.

Once the bill status shows **Posted** you may proceed to **Biller Direct**.

To access **Biller Direct** from Broker Report Overview, click on the Biller Direct link above Broker Report overview.





**Open Bills** lists all bills that have been fully processed and released for payment. This is the initial view for Biller Direct.

**Credits** lists of credits for your agency. Be aware that these are not necessarily credits you can take on your bill. The credits could be caused by prior bills and payments not matching or by your PBB contact performing account maintenance.

**Paid Bills** is a list of bills that have been paid or payment that has been arranged.

Payments lists all payments made by your agency.

**General Contacts** is a list of inquiries the agency has made through Biller Direct.

Address Data lists address and contact data for your agency.

**Bank Data** lists bank data for your agency. Primarily used by agencies that pays by ACH.

**Switch Account** allows users who are responsible for more than one agency to switch from one to another.

**FAQ** is a list of Frequently Asked Questions.

The List of Open Bills displays all bills that have been released and are ready to be paid.

List of Open Bills				
1. Select all bills that you would like to pay:				Find Bills
Bill Description	Due 🗘	Billed Amount	Open	Payment Amount Action
Health Premiums	Apr 30, 2014	USD 14,086.16	USD 14,086.16	<b></b>
Admin Fees	Apr 30, 2014	USD 57.24	USD 57.24	
Life Premiums	Apr 30, 2014	USD 75.18	USD 75.18	
Health Premiums	Mar 31, 2014	USD 14,086.16	USD 14,086.16	
Admin Fees	Mar 31, 2014	USD 57.24	USD 57.24	
Life Premiums	Mar 31, 2014	USD 75.18	USD 75.18	
Select All Deselect All Download Selected Entries		Grand Total	USD 28,437.16	USD 0.00
		Credits	USD 0.00	
Credits displayed can be refunded via submission of the <u>refund request form</u> .		Total Net Payment Amount	USD 28,437.16	USD 0.00
2. 2. Select the payment method you want to use. You are paying with				
Check/Wire     ACH Payment Che	icking-O&M 🗸			
3. 3. Choose Continue to check and confirm your payment.				
Continue				

Items that have been processed through bill clarification will show as part of the lump sum line for that particular Product in Biller Direct.

Open Bills	List of Open Bills				
Credits	1. Select all bills that you would like to pay:				Find Bills
Paid Bills	Bill Description	Due ÷	Billed Amount	Open	Payment Amount Action
Payments		Apr 30, 2014 Apr 30, 2014	USD 14,086.16 USD 57.24	USD 14,086.16 USD 57.24	
General Contacts		Apr 30, 2014	USD 75.18		ě
Address Data					-
Bank Data					
Display Activity History	Select All Deselect All Download Selected Entries		Grand Total	USD 14,218.58	USD 0.00
Switch Account			Credits	USD 0.00	
FAQ	Credits displayed can be refunded via submission of the refund request form.		Total Net Payment Amount	USD 14,218.58	USD 0.00
Log Off	2. 2. Select the payment method you want to use. You are paying with				
	Check/Wire     ACH Payment Check	king-O&M 🗸			
	3. 3. Choose Continue to check and confirm your payment. Continue				

Open Bills	Download of Bills	) KY 41701
Credits	Choose the Format for Downloading the Bills	
Paid Bills	To process the bill overview in a spreadsheet program, use the CSV download.	
Payments	Back	
General Contacts		
Address Data		
Bank Data		
Display Activity History	Windows Internet Explorer	
Switch Account	What do you want to do with openBillsAsCSV.csv?	
FAQ		
Log Off	Size: 159 bytes From: khris.ky.gov	
	🤣 Open	
	The file won't be saved automatically.	
	→ Save	
	→ Save as	
	Cancel	

This is what the Download Selected Entries button does:

If you click Open, this is what opens:

-	Home Insert Page Layout Formulas	Data Review	w View D	Developer			🕜 – 🗖 X
		General • \$ • % •	Format as Tab	ole -	- ₽¥ Delete ▼		Zi uiu
	aste ▼ ダ 🖽 ▼ 🂁 × 🛕 ▼ 🕴 潭 潭 🗞 ▼	•.0 .00 .00 →.0	🚽 Cell Styles 🔹		- Format -		Sort & Find & Filter * Select *
Clip	oboard 🗟 🛛 Font 🕞 Alignment 🗟	Number 🕞	Styles	s	Cells		Editing
	A1 • (• <i>f</i> <sub>x</sub>						×
	А		В	С	D	E	F
1		1					
2	Bill;"Due On";"Billed Amount";"Open";"Currency"						
3							
4	Health Premiums;"Feb 28	2011";611.6	6;611.66;"USD"				
5							

Credits page shows a list of agency credits.

Open Bills	List of Available Credits			
Credits				Find Credits
Paid Bills	Credit Description	Valid from 🗘	Credit Amount	Available Action
Paid Bills	Admin Fees	Feb 27, 2014	USD 10.72	USD 10.72 💭
Payments			Grand Total	USD 10.72
General Contacts			Grand Todal	030 10.72
Address Data				

This page shows an overview of your credits.

• On the Open Bills screen you can see the total of all credits that can be deducted from the payment amount for the bills selected in the Credits field.

Paid Bills contains a list of bills that have been processed through biller direct.

Open Bills	List of Bills Pa	aid or Payment	t Arranged				
Credits	To display paid bills,		te search criteria:				
Paid Bills		Period Last 12 Months V	Find			Exten	d Search
Payments							
General Contacts	Bill Description	Due 🗘	Billed Amount	Arranged	Status	Payment Method	Action
Address Data	Health Premiums	Jul 31, 2013	USD 1,328.56	USD 1,328.56	Payment of the amount is to be arranged by the customer.	Payment Notified by Check	P
Bank Data	Download						

This page will show bills that are **In Process** and those that have been **Processed**.

- Processed bills are bill which have been paid through Biller Direct and for which PBB has received payments.
- In process could mean several different things.
  - Payment has been arranged in Biller Direct but PBB has not yet received payment.
  - Payment has been arranged, but PBB has not yet debited the amount from your bank account.
  - Your check has not yet been entered in PBB incoming payments.

**Payments** page contains a list of payments that have been made.

Open Bills	List of Payments							
Credits	To display the list of payment		propriate search crit	eria:				
Paid Bills	Status Perio	a Months V	Find					Extend Search
Payments	Payment Details Hide V	-						
General Contacts	Payment Description	Used On 🗘	Payment Amount	Payment Method	Action	Invoice	Transaction Number	ACH Transaction Number
Address Data	Payment Notified: Payment			Payment Notified: Payment		-		140 mores
Bank Data	Notified by Check	Jul 31, 2013	USD 4,156.74	Notified by Check	Cancel Payment Return Payment	*	XX073113BU9643	
Display Activity History	Download CSV							

This page will show a list of payments that have been received and are In Process or have been Processed. Clicking on the Status drop down allows you to choose from In Process and Processed bills. The Period drop down allows you to choose the tie period.

Invoices can be printed from this page, if the invoice icon B appears in the invoice column by clicking on the icon.

General Contacts is a list of inquiries the agency has made through Biller Direct.

Open Bills	General Contacts
Credits	To display the list of general contacts, select the appropriate search criteria:
Paid Bills	Period Unlimited V Find
Payments	Date 🗢 Time 🗢 Notification Reason: Text
General Contacts	There are either no contacts available or no contacts were found that matched your search criteria.
Address Data	
Bank Data	Add Reply/Inquiry
Display Activity History	Comment
Switch Account	
FAQ	^
Log Off	
	~
	Send

This page displays inquiries that agency has made. PBB will answer these inquiries through customer diary.

Address Data shows the agency's address and email addresses for contacts.

- The agency's address will be listed under Address.
- IC/BL information should be listed under Contact Data.

Open Bills	Address Data	
Credits	Address Contact Data	
Paid Bills	ALLEN COUNTY BD OF ED	
Payments		
General Contacts		
Address Data		
Bank Data		
Display Activity History		
Switch Account	Edit	
FAQ		

This page shows your agencies address, phone number, fax number and email address. Agencies should be sure to inform PBB any time this contact information changes.

**Bank Data** contains the banking information for agencies that pay by ACH (Automated Clearing House).

Open Bills	Bank	Details						
Credits	Country	Bank Number	Account Number	IBAN	Bank Name	BIC/SWIFT	Account Holder	Account Description
Paid Bills	US							
Payments	Edit							
General Contacts								
Address Data								
Bank Data								
Display Activity History								
Switch Account								
FAQ								

This tab shows the available accounts that you are using to pay your monthly bill.

In order to pay your bill by electronic payment, or TPE (payment engine for processing ACH payments), banking details for the account(s) which you will use must first be stored in Biller Direct on the Bank Data screen.

Each agency is responsible for entering and updating their banking information.

To enter Bank Details on Bank Data screen, click edit to begin.

Complete required fields. \* Denotes required field.

Name entered as Account Holder should match the name on the agencies checking account.

Click Save

Bank Deta	ils						
	Routing		Account				
Country	Number	BIC/SWIFT	Number	IBAN	Account Holder	Account Description	Delete
US	•		•		•		
New entry USA	•		•		•		
Save B	ack						

Some agencies pay health insurance, optional insurance and FSA from separate accounts. Your agency can enter as many separate accounts as necessary.

KHRIS will confirm that the routing number is valid. Routing numbers are updated monthly.

If it is ever necessary to change Bank Data, delete Bank Data or add another account,

- On Bank Data screen
- Click Edit
  - Enter change account information, click in the box and type over the wrong info.
  - Click Save

Bank Detai	ls						
Country	Routing Number	BIC/SWIFT	Account Number	IBAN	Account Holder	Account Description	Delete
US	•		•		• .		
New entry							
USA	•		•		•		
Save B	ack						

To delete Bank Data:

- Click in the delete box
- Click Save

Bank Deta	ils				1		
Country	Routing Number	BIC/SWIFT	Account Number	IBAN	Account Holder	Account Description	Delete
US	•		•		Ì•		
New entry USA	•		•		•		$\smile$
Save	Back						

Changed information, all bank info is now deleted:

Bank Details							
Country	Bank Number	Account Number	IBAN	Bank Name	BIC/SWIFT	Account Holder	Account Description
Edit							

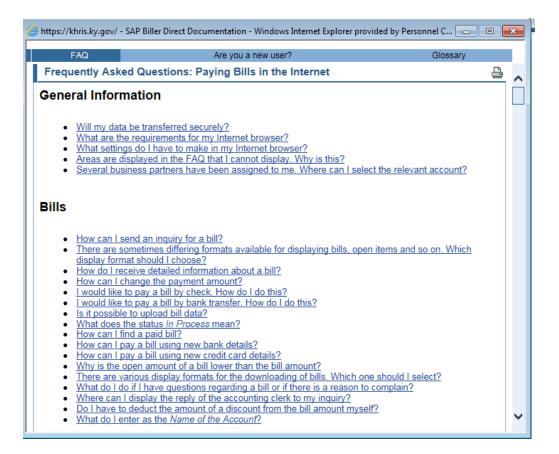
To add additional Bank Data:

- Enter additional Bank account information on the second line.
- Click Save.

Bank Deta	ils						
Country	Routing Number	BIC/SWIFT	Account Number	IBAN	Account Holder	Account Description	Delete
US	•		•				
New entry							
USA	•		•		•		
Save B	ack						

## FAQ is a list of Frequently Asked Questions

Clicking on the FAQ link does not highlight it. The FAQ list pops up in a new window.



This page shows commonly asked questions and answers to help you understand and pay your monthly bills. Click on a question to see the response.

FAQ	Are you a new user?	Glossary
Will my dat	a be transferred securely?	
Sockets Layer). TI	ne address in your browser is of the type <i>https://</i> . We use the encryphis protects all data, such as credit card number, bank number, banese cannot be decoded by unauthorized persons when being trans	nk account number, name and
What are the second	ne requirements for my Internet browser?	
Explorer from vers	<i>iller Direct</i> functions you require a current Internet browser. We rec sion 5.0 or Netscape Navigator from version 6.1 (or successor proc ollowing prerequisites:	
	SL is supported t is enabled are activated	

### Log Off closes Biller Direct.

Pe 🥻 Pe	tucky <b>ITSONNEL Cabinet</b> Ig the People Who Serve the People
Open Bills	List of Open Bills
Credits	1. Select all bills that you would like to pay:■
Paid Bills	Bill Description Due +
Payments	There are currently no bills.
General Contacts	Select All         Deselect All         Download Selected Entries
Address Data	<i>Credits</i> displayed can be refunded via submission of the <u>refund request form</u> .
Bank Data	2. 2. Select the payment method you want to use. You are paying with
Display Activity History	Check/Wire     c ePAY Payment Payment Method not yet Known
FAQ	3. 3. Choose <i>Continue</i> to check and confirm your payment.
Log Off	Continue

After you pay your bill through Biller Direct, you may log off Biller Direct by clicking Log Off.

### **Paying Bills in Biller Direct**

ACH (Automated Clearing House) is the preferred payment method for paying all DEI bills. It's fast and free, so you save money and time.

Select the bills to be paid by clicking **Select All** or putting a check mark in the appropriate box.

- You may pay multiple Products by a single check or each Product may be paid by a separate check. This is your agency's decision.
- You may pay multiple line items on a single invoice or each item may be paid on a separate invoice. The choice is yours.

### To Pay by Check or Wire:

List of Open Bills				
1. Select all bills that you would like to pay:				Find Bills
Bill Description	Due 🗘	Billed Amount	Open	Payment Amount Action
Life Premiums	Jan 31, 2014	USD 20.54	USD 20.54	20.54
Select All Deselect All Download Selected E	intries	Grand Total	USD 20.54	USD 20.54
Credits displayed can be refunded via submission of the	Credits	- USD 591.05		
refund request form.		Total Net Payment Amount	- USD 570.51	USD 20.54

**Note:** It is not possible to select the Credit box in order to take credits on the bill. If you wish to take a credit that is listed on the Credits tab, contact your PBB contact to make sure they know you do want to take the credit.

Choose Check/Wire.

Click Continue to check and confirm your payment.

2. 2. Select the payment method you wa	nt to use. You are	baying with
Check/Wire	C ACH Payme	nt Payment Method not yet Known 🔻
3. 3. Choose <i>Continu</i> e to check and conf	irm your payment.	

### Click Pay by Check.

You would like to pay th f you want to remove th	e bills listed by check. he bills from the list of open bills, click	on Pay by Check.		
Bill Description	Due On	Billed Amount	Open	Payment Amount
Life Premiums	Jan 31, 2014	USD 20.54	USD 20.54	USD 20.54
		Bill Total	USD 20.54	USD 20.54
			Credits	USD 0.00
		Total Net Pa	ayment Amount	USD 20.54
Back Pay by C	Check			

The screen below shows your transaction number. It may be a good idea to keep a copy of this screen for your records. Click **Print Screen** to do so, or you may wish to keep a copy of the invoice which is mailed with payment.

Click **Print Invoice** to print a payment coupon to be mailed with payment.

Confirmation payment	of			24
The system has say		k. Please forward a ch ification under transac k to Bill List.		
Bill Description	Due On	Billed Amount	Open	Payment Amount
Health Premiums	Feb 28, 2011	USD 10,336.30	USD 0.00	USD 10,336.30
FSA	Feb 28, 2011	USD 18.33	USD 0.00	USD 18.33
Life Premiums	Feb 28, 2011	USD 202.46	USD 0.00	USD 202.46
			Grand Total	USD 10,557.09
			Credits	USD 0.00
		Total Net Pay	ment Amount	USD 10,557.09
Back to Bill List	Print Scree	en Print Invoice		

- Click printer icon to print invoice/payment coupon.
- Click red X to close.

P & GLI se print this	_	-		send in wi	th your payment	1		
🗎 🄬 -	<b>S</b>	1	/ 1 🕘 🖲 78	.4% • 🔚	Find	•		
							<b>^</b>	
KEH	P & GLI	Billing C	Coupon					
	Payment to	):	Agency Number:					
Financia	el Cabinet I Management or, 501 High Sti							
	t, KY 40601	icet	Business Partner	Number:				
			Payment Advice		(090211PA0911			
	Premiums	PHA259	10,336.3	FSA	PPAY03	\$18.33		
Life Pr	emiums	PPAY05	\$202.46					
Grand	Total		10,557.09	Due Date:0	2/28/2011			
	f Payment Due ts are due at th		rrent bill month M	ETURN THIS V lake Checks Paya entucky State Tr	able to:			
	NORY EMPLOY					Group Life Insur		
	<u>~</u> ^		I	HRIS	•	Group Life Insur	RIIDE	
	HEALTH PLAN		Info	ky Human Resource immation System ing the Commonwealth				

The amount on the coupon MUST match the amount of your check/payment.

When printing is complete, close invoice by clicking X in top right corner.

### **PBB** requests that a copy of the invoice accompany each payment. You may print a copy of the invoice for your records.

**Note**: When paying by ACH, there is no invoice. There will be a confirmation number to print out for your records.

You may pay multiple line items on a single invoice. Health, Optional and FSA premiums do not have to be paid on separate invoices unless your agency desires to pay them separately.

## Confirmation of payment

You are paying the bills listed by check. Please forward a check for USD 10,557.09. The system has saved your check notification under transaction number XX090211PA0911. To access the open bills, click on *Back to Bill List*.

Bill Description	Due On	Billed Amount	Open	Payment Amount
Health Premiums	Feb 28, 2011	USD 10,336.30	USD 0.00	USD 10,336.30
FSA	Feb 28, 2011	USD 18.33	USD 0.00	USD 18.33
Life Premiums	Feb 28, 2011	USD 202.46	USD 0.00	USD 202.46
			Grand Total	USD 10,557.09
			Credits	USD 0.00
		Total Net Pa	yment Amount	USD 10,557.09

After all open bills have been paid; Bill Description will show that there are no open bills. You may log off at this point.

C nups://knnisepq.ky	gov/ - SAP Biller Direct - Windows Internet Explorer provided by Personnel Cabinet
Pe	tucky resonnel Cabinet 19 the People Who Serve the People
Open Bills	List of Open Bills
Credits	1. Select all bills that you would like to pay:
Paid Bills	Bill Description Due ÷
Payments	There are currently no bills.
General Contacts	Select All Deselect All Download Selected Entries
Address Data	<i>Credits</i> displayed can be refunded via submission of the <u>refund request form</u> .
Bank Data	2. 2. Select the payment method you want to use. You are paying with
Display Activity History	Check/Wire     Payment Method not yet Known
FAQ	3. 3. Choose <i>Continue</i> to check and confirm your payment.
Log Off	Continue



If you wish to go back to Biller Direct, click Log On Again.

### To Pay by ACH (TPE):

ACH is the preferred payment method for paying all DEI bills. Kentucky Interactive (KI) is KEHP's third party vender for ACH payments. ACH payments are made through TPE, KI's payment engine. ACH payment is fast and free, so you save money and time.

- Select the bills to be paid by clicking **Select All** or putting a check mark in the appropriate box.
- Verify the total is correct.
- Click **ACH Payment** radio button to select ACH.
- If your agency has multiple accounts, verify that the correct account is selected.
  - You may pay multiple Products by a single ACH or each Product may be paid by a separate ACH. This is your agency's decision.
  - You may pay multiple line items on a single invoice or each item may be paid on a separate invoice. The choice is yours.
- If bill is not late, the date can be changed. After the bill due date, the date cannot be changed.
- Click Continue

### List of Open Bills

1. Select all bills that you would like to pay	1			Find	Bills
Bill Description	Due 🗘	Billed Amount	Open	Payment Amount	Action
I Health Premiums	Feb 28, 2014	USD 14,086.16	USD 14,086.16	14,086.16	P
Admin Fees	Feb 28, 2014	USD 57.24	USD 57.24	57.24	P
🔽 🛄 Life Premiums	Feb 28, 2014	USD 75.18	USD 75.18	75.18	
🔽 🖪 Health Premiums	Jan 31, 2014	USD 12,557.82	USD 12,557.82	12,557.82	$\square$
🔽 💶 Admin Fees	Jan 31, 2014	USD 50.88	USD 50.88	50.88	P
🔽 🛄 Life Premiums	Jan 31, 2014	USD 73.84	USD 73.84	73.84	P
Select All Deselect All	Download Selected Entries	Grand Total	USD 26,901.12	USD 26,901.12	
Credits displayed can be refunded vi refund request form.	a submission of the	Credits Total Net Payment Amount	USD 0.00 USD 26,901.12	USD 26,901.12	
2. 2. Select the payment method you want C Check/Wire Enter Your ACH Payment Date: ACH Payment Date 04/08/2014	ACH Payment Checkin     Checkin     Checkin				
3. 3. Choose <i>Continu</i> e to check and confin	m your payment.				

### Check Account and Payment Amount Click Pay by ACH

Your ePAY Payment Date	listed with bank details: Health Ins A will be <u>09/26/2011</u> . e bills from the list of open bills, clic			
Bill Description	Due On	Billed Amount	Open	Payment Amount
Health Premiums	Mar 15, 2011	USD 936.40	USD 936.40	USD 936.40
Health Premiums	Feb 28, 2011	USD 61.52	USD 61.52	USD 61.52
		Bill Total	USD 997.92	USD 997.92
			Credits	USD 0.00
		Total Net F	Payment Amount	USD 997.92

**Note**: When paying by ACH, there is no invoice. There will be a confirmation number to print out for your records.

### **Confirmation of payment**

<u>Print a copy of this page and keep it in your records</u>. DEI will need the ACH confirmation number if you have any problems with the ACH transaction.

At this point you may Log Off or go back to bill list.

ePay Confirmation Numl Your ePAY Payment Date You have paid the bills li	e is: 09/26/2011	ccount Health Ins Acct by: USD 997.92		
The system has saved y	your payment under transaction n	umber \338736161.		
To access the open bills	s, click on Back to Bill List.			
Bill Description	Due On	Billed Amount	Open	Payment Amount
Health Premiums	Mar 15, 2011	USD 936.40	USD 0.00	USD 936.40
Health Premiums	Feb 28, 2011	USD 61.52	USD 0.00	USD 61.52
			Grand Total	USD 997.92
			Credits	USD 0.00
		Total Ne	et Payment Amount	USD 997.92
Back to Bill List	Print Screen			

*IMPORTANT*: If you attempt to pay your bill by ACH and receive this error, CALL YOUR PBB CONTACT IMMEDIATELY or call PBB main line at 502-564-9097.

This error message means that ACH is down and your payment has not been processed correctly.

# SWe regret the service is not currently available. Please try again later.

### To pay by Personal Check and ACH:

Pay the personal check(s) or money order(s) FIRST.

To make a partial payment by personal check:

- 1. Determine the **total amount** to be paid by personal check or money order.
- 2. Change the amount of the correct Product to reflect the amount of the personal check(s).
- 3. Process as you would when paying by check.
- 4. Remember to print invoice and mail with your personal checks.
- 5. Return to Biller Direct and pay the remainder by ACH.

### **General Information**

All questions or concerns regarding Health Insurance, Optional Insurance or Flexible Spending Account billing should be directed to the Premium Billing Branch 502-564-9097, fax 502-564-0715.

Enrollment issues should be directed to EIB (Enrollment Information Branch) at 502-564-1205, fax 502-564-1085.

Member Benefit issues should be directed to MSB (Member Services Branch) at 888-581-8834 or 502-564-6534, fax 502-564-1085.

You may also find helpful information for IC's/HRG's and Billing Liaisons at our website listed below.

### https://personnel.ky.gov/Pages/ICs-and-HRGs.aspx



Home > Health Insurance > Insurance Coordinator, HRG and Billing Liaison Resources

### Resources for Insurance Coordinators, HRGs and Billing Liaisons

The Department of Employee Insurance (DEI) appreciates the support you provide to your employees throughout the year and during the busy annual open enrollment season. KEHP has many aspects to the plan, such as health insurance, flexible spending accounts (FSAs), health reimbursement accounts (HRAs), qualifying events, COBRA, premiums, billing, forms and much more. To assist you in learning the details of the plan, we have created this section just for you! Here you will find the Administration Manual, the KHRIS user guides, various training information, and memos. If you need assistance you may always contact us 888.581.8834 or 502.564.1205.

Resources	User Guides & Manuals	final Training
Forms IC Listing KHRIS Calendar Memos Roles & Responsibilities	Administration Manual Benefits Admin User Guide Benefits Accounting User Guide Quick Reference	COBRA KHRIS HIPAA Spotlight Webinars

### https://personnel.ky.gov/Pages/LifeInsurance.aspx

### Kentucky Group Life Insurance



Team Kentucky provides comprehensive protection for you and your family. State employees, elected officials, and employees of health departments, school boards and quasi-governmental agencies are automatically eligible for basic life insurance and accidental death and dismemberment insurance of \$20,000 free of charge. Contact your human resources office to make sure you are enrolled.

Additional life insurance coverage for you and family members is voluntary. View the options below for members and dependents, and the services and resources available.

### Life Insurance Options

View additional life insurance options for members and dependents

View Options

### Services and Resources

Booklet/Certificate of Coverage Enrolling or Changing Coverage Documents and Forms

#### Ins. Coordinators/HRGs

Memos, Forms & Manuals Spotlight Training KHRIS Training