KEHP/OIB PREMIUM BILLING

OVERVIEW

FOR

NEW INSURANCE COORDINATORS &

BILLING LIAISONS

Please:

- Use the sign-in sheet

- Silence all mobile devices

- Refrain from email and internet use

- Leave the room tidy and ready for the next class

- Participate – This is your class!

Kentucky Personnel Cabinet | Department of Employee Insurance
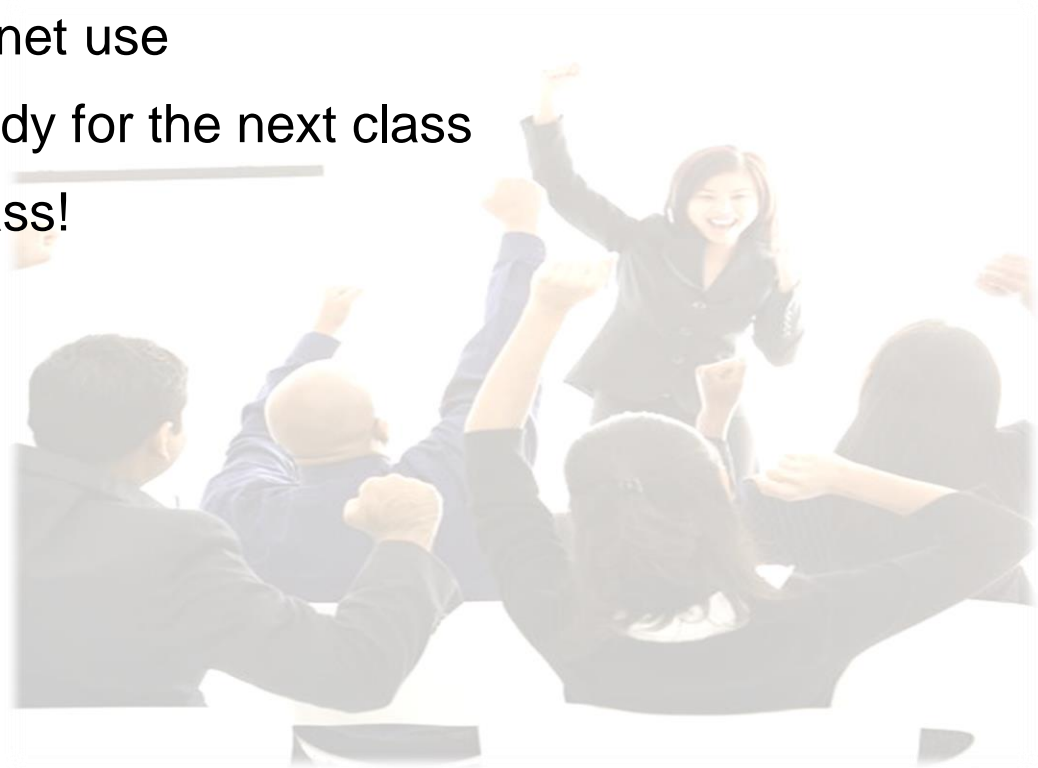
Tell me about yourself:

- Name

- Responsibility and length of service

- What are your class expectations?

Topics of Discussion

•**Biller Direct/Broker Report Overview**

•**Customizing Bill Settings**

•**Adding an Employee to the Bill**

•**Rejecting an Employee from the Bill**

•**Changing Items on the Bill**

•**Confirming Your Bill**

•**Paying Your Bill**

•**Billing Discrepancies**

•**Frequently asked question**

•**Tips & reminders**

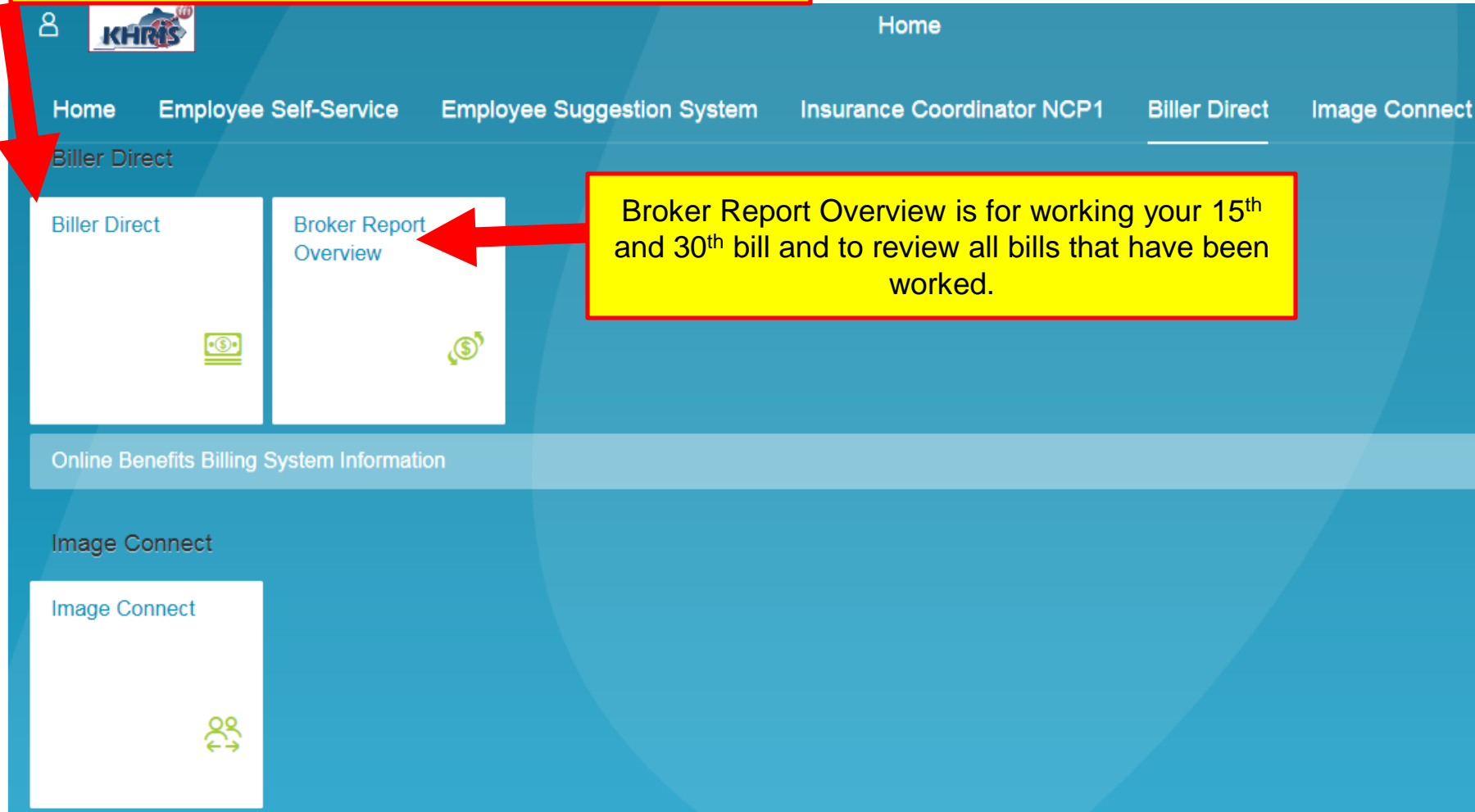•**PBB Representative Contacts**

BILLER DIRECT/BROKER REPORT OVERVIEW

Items to remember before working the bill

- **It is very important to work your bill each month before payroll and bills are generated. If this is not done, then the bill will not be up to date and will take a month to get back on track.**

- **An employee's enrollment must be entered into KRHIS in order for you to add the employee to the bill.**

- **If an employee is in the system but has termed and deduction was taken, you will need to contact our office. We can correct the dates on the Insurance Object so you will be able to add the employee to the bill.**

- **Always save your work when working your bill as often as you can.**

- **Once the bill is released, you cannot make ANY changes to the bill. Make sure all of your entries are correct before you release the bill.**

Department of
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Biller Direct/Broker Report Overview

Biller Direct is for paying your bill and any questions you may have with payments, bills paid and bank information.

Broker Report Overview is for working your 15th and 30th bill and to review all bills that have been worked.

Department of Employee Insurance

Biller Direct/Broker Report Overview

Select Broker Report Number – you can double click on the number or select the number and then click Process Broker Report.

You can review **ALL** bills in the Broker Report Overview box at anytime. (This is something good to refer back to incase there is ever a question in regards to something that was done on the bill)

NOTE: You can't move to the next screen if you have a pop-up blocker. If you get this message, allow the pop-up blocker and the system will allow the next step.

Biller Direct/Broker Report Overview

Overview Screen – Select Proposed Items

Proposed items will have the amount that is due when bills were generated.(current or past due)

Any employee that has coverage should be under proposed items. If they are not, check pa20 to see what is going on.

Broker Report

Broker Name: _____ Broker Contract: _____ Status: **Open**

[Save] [Release]

| Overview |
| Proposed Items |
| Worklist Items |
| Processed Items |

Broker Report Status

Status: Open   Search Term: 20180710BNCT2
Created on: 07/10/2018 07:42:57 Changed on: 07/10/2018 07:42:57
                                  Changed by: _____

The proposals offset the report amounts against the proposed amounts.

Item category	Amount	Proposed Amount	Currency
Premium	0.00	31,682.20	USD
Total	0.00	31,682.20	USD

The processing status offsets the already processed broker report items against the total number of broker report items.
This table tells you how many broker report items you have to process in this settlement period.
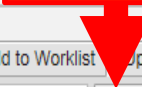
Item category	Items	Processed items	Percentage of completion
Premium	276	0	0%
Total	276	0	0%

Department of Employee Insurance

Biller Direct/Broker Report Overview

Broker Report

Broker Name: _____   Broker Contract: _____   Status: **Open**

[Save] [Release]

Overview
Proposed Items
Worklist Items
Processed Items

Proposed Amounts

Total Premiums: 1,704.17 USD

Total: 1,704.17 USD

Hold down the control key on your keyboard and click on Export. Export to Microsoft Excel will pop up below then click on it. You can use this if you would like to compare your deduction sheets to your KRHIS bill and select how you want to export it.

Proposed Broker Report Items

[Details] [Confirm] [Change] [Reject] [Create Item ▾] [Add to Worklist] [Update Proposed Amount] [⊟ Export to Notepad]

View: [Standard View]   Display As: Table ▾   [Export ▾]

This is the first bill (15th bill). The bill includes Healthcare and Dependent Care FSA, Dental and Vision only.

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
7			33	Healthcare FSA	31.25	01/01/2019		9200100095	Create
8			33	Healthcare FSA	25.00	01/01/2019		9200100095	Create
9			33	Healthcare FSA	30.00	01/01/2019		9200100095	Create
10			33	Healthcare FSA	110.41	01/01/2019		9200100095	Create
11			33	Healthcare FSA	75.00	01/01/2019		9200100095	Create
12			33	Healthcare FSA	50.00	01/01/2019		9200100095	Create
13			33	Healthcare FSA	50.00	01/01/2019		9200100095	Create
14			33	Healthcare FSA	110.00	01/01/2019		9200100095	Create
15			35	Dental Bronze Single (EE)	12.52	01/01/2019		9200100095	Create
16			36	Vision Gold Single (EE)	13.12	01/01/2019		9200100095	Create
17			35	Dental Bronze Single (EE)	12.52	01/01/2019		9200100095	Create
18			36	Vision Gold Single (EE)	13.12	01/01/2019		9200100095	Create
19			36	Vision Silver Single (EE)	6.46	01/01/2019		9200100095	Create

Department of Employee Insurance
KENTUCKY PERSONNEL CABINET

Biller Direct/Broker Report Overview

Broker Report

Broker Name: [   ]   Broker Contract: [   ]   Status: Or

[Save] [Release]

Overview	
Proposed Items	
Worklist Items	
Processed Items	

Proposed Amounts

Total Premiums: 20,734.43 USD
Total: 20,734.43 USD

Hold down the control key on your keyboard and click on Export. Export to Microsoft Excel will pop up below then click on it. You can use this if you would like to compare your deduction sheets to your KHRIS bill and select how you want to export it.

Proposed Broker Report Items

[Details] [Confirm] [Change] [Reject] [Create Item ▾] [Add to Worklist] [Update Proposed Amount] [📄 Export to Notepad]

View: * [Standard View] ▾   Display As: Table ▾   [Export ▾]

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
117			10	LivingWellPPO Single(EE)	82.38	02/01/2019		9200100095	Create
33			10	LivingWellCDHP Couple(EE)	384.62	02/01/2019		9200100095	Create
143			10	LW Basic CDHP Family (EE)	312.06	02/01/2019		9200100095	Create
12			10	LivingWellCDHP Prime(EE)	80.32	02/01/2019		9200100095	Create
113			10	LivingWellCDHP Secondary(EE)	80.32	02/01/2019		9200100095	Create
9			10	LivingWellCDHP Family(EE)	358.12	02/01/2019		9200100095	Create
10			20	Opt. Life 10,000 40 - 59 NCW	5.52	02/01/2019		9200100095	Create
86			10	LivingWellCDHP Family(EE)	358.12	02/01/2019		9200100095	Create
88			33	Healthcare FSA	110.41	02/16/2019		9200100095	Create
50			10	LivingWellPPO Single(EE)	82.38	02/01/2019		9200100095	Create
75			10	LivingWellCDHP ParentPlus(EE)	126.66	02/01/2019		9200100095	Create
61			10	LivingWellCDHP Couple(EE)	304.62	02/01/2019		9200100095	Create
109			33	Healthcare FSA	25.00	02/16/2019		9200100095	Create
103			10	LivingWellCDHP Family(EE)	358.12	02/01/2019		9200100095	Create
6			10	LivingWellCDHP Single(EE)	49.42	02/01/2019		9200100095	Create

This is the second bill (30th bill). The bill includes Health, Healthcare and Dependent Care FSA, Optional & Dependent Life insurance.

Department of Employee Insurance
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CUSTOMIZING BILL SETTINGS

Department of
Employee Insurance

Customizing Bill Settings

Proposed Amounts

Total Premiums: 6,730.81 USD

Total: 6,730.81 USD

*Make sure if you customize your bill it is in normal format to pull everything in.

The filter box is used to customize the bill.

Proposed Broker Report Items

| Details | Confirm | Change | Reject | Create Item | Add to Worklist | Update Proposed Amount | Export to Notepad |

View: *[Standard View] Display As: Table Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note

If you would like to customize your bill please contact your presentative or our office at (502)564-9097. It is very important to make sure that your customizations still include all items on the bill.

Department of
Employee Insurance

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Customizing Bill Settings

er Contract: [＿＿＿＿＿＿＿＿＿]　　Status: **Open**

Proposed Amounts
Total Premiums:　834.91 USD
Total:　　　　　834.91 USD

Proposed Broker Report Items

| Details | Confirm | Change | Reject | ＿reate Item ▲ | Add to Worklist | Update Proposed Amount | 📄 Export to Notepad |

Settings

View　[Standard View] ▼　　Save　Save as...　Delete　Properties...

Select Sort

| Column Selection | Sort | Calculation | Filter | Display |

🗒 Hidden Columns		🗒 Displayed Columns
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		Reporting Broker

⏫ 🔼 Change Sequence 🔽 ⏬

| OK | Cancel | Apply |

View [Standard View] ▼　Display As Table ▼　Export ▲

| 🗒 | Item ID | Social Security Number | Description | Item Category | Text | Proposed Amount | Bill Period | Reporting Broker | Cost Cente |

Customizing Bill Settings

1. Scroll down in unsorted columns until you see Product.
2. Click on Add.
3. Product moves to Sorted Columns and shows in Ascending (which is alphabetical).

4. Select Apply

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Customizing Bill Settings

View [Standard View] ▼ | Save | Save as... | Delete | Properties...

Column Selection | Sort | Calculation | Filter | **Display**

Display As: Table ▼

Table
Displayed Rows: 50
Displayed Columns: All ▼ | 8
Table Design: Standard ▼
Grid Lines: All ▼

Graphic
Type: Column Chart ▼
Dimension: 2D ▼
Width (in %): 100
Height (in %): 100

OK | Cancel | Apply

Bill is now sorted by Product:
10 – Health Insurance
20 – Life Insurance
30 – FSA Healthcare & Dependent Care
35 – Dental
36 - Vison

View [Standard View] ▼ | Display As Table ▼ | Export | Filter Settings

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
1	777777771	Orchid, One	10	CW Standard PPO NP-Couple (EE)	334.50	12/01/2012	100003399	9200100161	Create
3	777777772	Orchid, Two		CW Optimum PPO NP-Family (EE)	622.50	12/01/2012	100003400	9200100161	Create
6	777777773	Orchid, Three		CW Optimum PPO NP -Single (EE)	62.74	12/01/2012	100003402	9200100161	Create
7	777777774	Orchid, Four		CW Maximum Chc NP- Single (EE)	30.74	12/01/2012	100003410	9200100161	Create
8	777777775	Orchid, Five		CW Capitol Ch NP - Single (EE)	37.24	12/01/2012	100003412	9200100161	Create
9	777777776	Orchid, Six		CW Maximum Chc NP- Single (EE)	30.74	12/01/2012	100003415	9200100161	Create
11	777777778	Orchid, Eight		CW Capitol Ch NP - Single (EE)	63.06	12/01/2012	100003419	9200100161	Create
12	777777779	Orchid, Student		CW Optimum PPO NP -Single (EE)	62.74	12/01/2012	100003421	9200100161	Create
			▲ 10		· 1,244.26				
4	777777772	Orchid, Two	20	Dependent Plan E NCW	3.78	12/01/2012	100003400	9200100161	Create
			▲ 20		· 3.78				
2	777777771	Orchid, One	33	Healthcare FSA NCW	200.00	12/16/2012	100003399	9200100161	Create
10	777777776	Orchid, Six		Healthcare FSA NCW	100.00	12/16/2012	100003415	9200100161	Create
			▲ 33		· 300.00				
5	777777772	Orchid, Two	34	Dependent Care FSA NCW	500.00	12/16/2012	100003400	9200100161	Create
			▲ 34		· 500.00				
▲					· · 2,048.04				

🌐 Internet

Department of Employee Insurance

Customizing Bill Settings

Now you can calculate totals.
1. Open drop-down box, then select Total.
2. Check Display Intermediate Results.
3. Select Apply.

Department of
Employee Insurance

Customizing Bill Settings

Settings

View [Standard View] ▼ | Save | Save as... | Delete | Properties... |

| Column Selection | Sort | Calculation | Filter | Display |

Columns	Calculation
Proposed Amount	Total ▼

☐ Count Table Entries
☐ Display Calculations at Start of Table

☑ Display Intermediate Results for Sorted Columns | Exception... |
☐ Collapse to Intermediate Results

Now you have totals for each product and a grand total.

| OK | Cancel | Apply |

View [Standard View] ▼ | **Display As** Table ▼ | Export ▾

Item ID	Social Security Number	Description	Product ≜	Text	Proposed Amount
1			10	CW Optimum PPO NP -Single (EE)	62.76
32				CW Optimum PPO NP -Single (EE)	62.76
			‣ 10		· **125.52**
3			20	Optional Life 10,000 >=60 NCW	9.40
30				Opt. Life 1X Salary < 40 NCW	0.26
			‣ 20		· **9.66**
2			33	Healthcare FSA NCW	104.17
35				Healthcare FSA NCW	41.67
			▲ 33		· **145.84**
▲					·· **281.02**

Department of
Employee Insurance
KENTUCKY PERSONNEL CABINET

Customizing Bill Settings

Proposed Amounts

Total Premiums: 973.21 USD

Total: 973.21 USD

Proposed Broker Report Items

| Details | Confirm | Change | Reject | Create Item ▲ | Add to Worklist | Update Proposed Amount | 📄 Export to Notepad |

Settings

View [Standard View] ▼   Save   Save as...   Delete   ...erties...

| Column Selection | Sort | Calculation | Filter | Display |

Display As: Table ▼

Table

Displayed Rows: 200

Displayed Columns: All ▼   8

Table Design: Standard ▼

Grid Lines: All ▼

Graphic

Type: Column Chart ▼

Dimension: 2D ▼

Width (in %):   100

Height (in %):   100

| OK | Cancel | Apply |

View [Standard View] ▼ | Display As Table ▼ | Export ▲

Select the Display Tab

In the Displayed Rows box, change the number to 900 or more.

This helps when you have a large number of employees.

Customizing Bill Settings

Select Save As to save your settings.

1. Type in your Description.
2. Select OK.

Proposed Amounts
Total Premiums: 973.21 USD
Total: 973.21 USD

Proposed Broker Report Items

Details | Confirm | Change | Reject | Cr...m▲ | Add to Worklist | Update

Settings

View [Standard View] ▼   Save | Save as... | Delete | Properties.

Column Selection | Sort | Calculation | Filter | Display

Display As: Table ▼

Table
Displayed Rows: 200
Displayed Columns: All ▼ 8
Table Design: Standard ▼
Grid Lines: All ▼

Graphic
Type: Column
Dimension: 2D
Width (in %): 100
Height (in %): 100

OK | Cancel | Apply

View [Standard View] ▼   Display As Table ▼ | Export▲

Save View as

Description: * Totals

Assignment: User ▼

☐ Initial View

OK | Cancel

Column Chart ▼

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Customizing Bill Settings

Save | Release

Proposed Amounts

Total Premiums: 973.21 USD

Total: 973.21 USD

Overview
Proposed Items
Worklist Items
Processed Items

To find your saved View
1. Go to Broker Report
2. Select Proposed Items
3. Select View drop-down Box
4. Select Totals (or your saved description)

Proposed Broker Report Items

Details | Confirm | Change | Reject | Create It... | Add to Worklist | Update Proposed Amount | Export to Notepad

View [Standard View] ▼   Display As Table ▼   Export⌄

Totals
[Standard View]

Item	Number	Description	Item Category	Text	Proposed Amount
1			30	Healthcare FSA NCW	3.75
2			10	CW Capitol NP-Parent Plus (EE)	105.24
3			20	Opt. Life 2X Sal 40 - 59 NCW	33.06
4			10	CW Optimum PPO NP -Couple (EE)	511.78
5			10	CW Optimum PPO NP -Couple (EE)	319.38

KENTUCKY PERSONNEL CABINET | Department of Employee Insurance

Customizing Bill Settings

When using product codes for custom settings sometimes all totals are not included. If you have arrears or credits on your bill and they are not assigned a product code you will not be able to see them.

Look at your bill in normal format to make sure everyone is included on your bill.

If you would like to customize your bill and need help please contact your representative or main line at 502-564-9097.

Department of
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ADDING AN EMPLOYEE TO THE BILL

Department of
Employee Insurance

Adding an Employee to the Bill

In Proposed Items select Create Item, then select Premium.

Save   Release

Overview

Proposed Items

Worklist Items

Processed Items

Proposed Amounts

Total Premiums: 973.21 USD

Total: 973.21 USD

Proposed Broker Report Items

Details | Confirm | Change | Reject | Create Item ▲ | Add to Worklist | Update Proposed Amount | 📄 Export to Notepad

View [Standard View] ▼ | Disp   Premium e ▼ | Export ▲

🔲	Item ID	Social Security Number	Description	Item Category	Text	Proposed Amount
	1			30	Healthcare FSA NCW	3.75
	2			10	CW Capitol NP-Parent Plus (EE)	105.24
	3			20	Opt. Life 2X Sal 40 - 59 NCW	33.06
	4			10	CW Optimum PPO NP -Couple (EE)	511.78
	5			10	CW Optimum PPO NP -Couple (EE)	319.38

Department of
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Adding an Employee to the Bill

Create New Broker Report Item

1	2	3	4	5	6
Select Business Partner	Check / Create Open Items	Enter Amount	Enter Change Reason	Review and Save	Completed

Select the business partner and the insurance contract for which you want to create the item. If these do not yet exist in the system, you can also create the broker report item without the business partner.

- Search for business partner and contract ID

    Name 1/last name: _____

    Name 2/First name: _____

    Ins.Object: _____

    [Search]

- Business partner/contract not available, proceed without business partner

[Next ▶]

Enter last and first name then select Search. (name should be exactly like it is in PA20)

Note: Leave Insurance Object box blank and do not check the Business Partner/Contract Item.

Department of Employee Insurance
KENTUCKY PERSONNEL CABINET

Adding an Employee to the Bill

When you select Search it brings up the Insurance Objects (IO) - the plans the member has elected.

- Select one IO at a time to add to the bill.
- Note: if the IO does not appear, STOP and contact PBB. DO NOT select the wrong IO just to get on the bill. This could create major issues.
- Select Next.

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Adding an Employee to the Bill

Create New Broker Report Item

1	2	3	4	5	6
Select Business Partner	**Check / Create Open Items**	Enter Amount	Enter Change Reason	Review and Save	Completed

You can search for open items for the business partner according to the selection criteria

Item Category: [   ]

Bill Period:

Cost Center: [   ] [   ]

Display in currency: [USD   ]

[Check for Open Items]

[◀ Previous] [Enter Amount ▶]

Leave all fields blank.
Select Enter Amount.

Adding an Employee to the Bill

Create New Broker Report Item

1	2	3	4	5	6
Select Business Partner	Check / Create Open Items	**Enter Amount**	Enter Change Reason	Review and Save	Completed

Enter the amount that you have collected/disbursed and also enter your retained commission.

Amount: 61.52 USD

Amount Proposal: 0.00 USD

Enter Premium Amount and leave Amount Proposed blank. Select Enter Change Reason to display drop-down box.

◀ Previous   Enter Change Reason ▶

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Adding an Employee to the Bill

Select the appropriate change reason. If none apply, you may select other permitted.

Broker Report (800000082333)

Broker N   Contra

Save Release

Overview

Proposed Items

Worklist Items

Processed Items

Prop

Total P

Prop
Detail

Note:

View:

Create New Broker Report Item   □ X

1	2	3	4	5
Select Business Partner	Check Create Open Items	Enter Amount	**Enter Change Reason**	Review and Save

Select the reason for creating the broker report item. You can also enter a note for yourself or for the insurance processing clerk.

Change Reason: Reinstatement ▾

    Reinstatement
    Change in Cost/Covg
    Other permitted

‹ Previous   Review and Save ›

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Adding an Employee to the Bill

Create New Broker Report Item

1 — Select Business Partner
2 — Check / Create Open Items
3 — Enter Amount
4 — **Enter Change Reason**
5 — Review and Save
6 — Completed

Select the reason for creating the broker report item. You can also enter a note for yourself or for the insurance processing clerk.

Change Reason: Other permitted

Note: Not on bill

Once you select the change reason, please enter a corresponding note. *The note is mandatory.

Click on Review and Save.

◀ Previous   Review and Save ▶

Department of Employee Insurance

KENTUCKY PERSONNEL CABINET

Adding an Employee to the Bill

Create New Broker Report Item

1	2	3	4	5	6
Select Business Partner	Check / Create Open Items	Enter Amount	Enter Change Reason	**Review and Save**	Completed

Check your entries in the overview, and choose 'Save'.

Insurance Object Category:
Social Security Number:

Item cat.:   Premium
Change Reason: Other permitted

Business Partner:
Customer Contract ID:

Item Category:
Bill Period:
Cost Center:

Currency: USD
Reported Amount: 61.52
Total Proposed Amount: 0.00

Note:
Not on bill

◀ Previous | Save |

Click on Save.

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Adding an Employee to the Bill

If you need to add another Insurance Object to the bill, click Create another item from Premium category, and it will take you back to where you created the item.

Enter name and click Search. Highlight the next Insurance Object and select Next.

Department of
Employee Insurance

Adding an Employee to the Bill

Create New Broker Report Item

1	2	3	4	5	6
Select Business Partner	Check / Create Open Items	Enter Amount	Enter Change Reason	Review and Save	Completed

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

Repeat the steps for each insurance option that is elected. Once you are done with this member, "X" out.

What do you want to do next?

Create another item from Premium category

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Adding an Employee to the Bill

Save   Release

Overview

Proposed Items

Worklist Items

Processed Items

Proposed Amounts

Total Premiums: 973.21 USD

Total: 973.21 USD

Proposed Broker Report Items

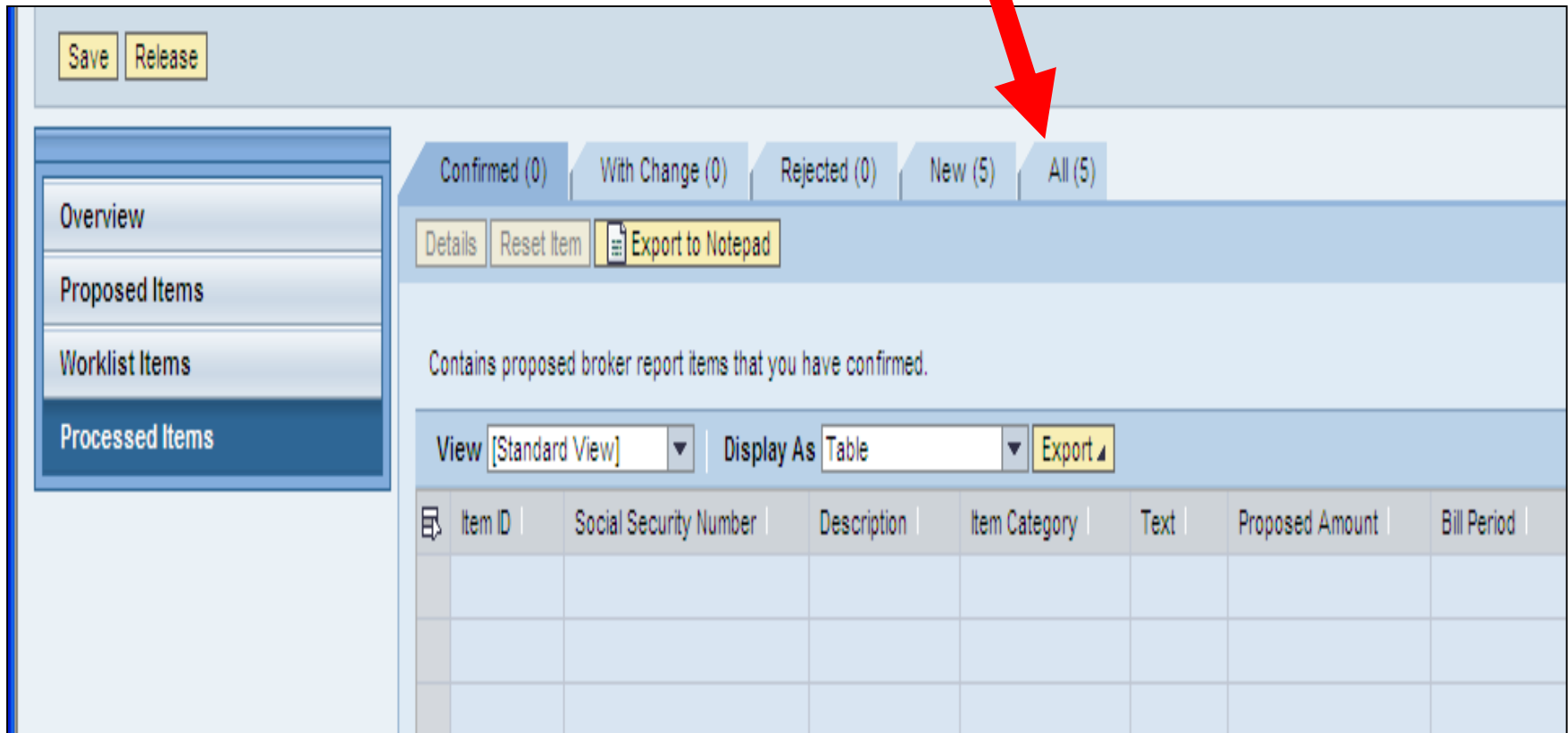Details | Confirm | Change | Reject | Create Item ▲ | Add to Worklist | Update Proposed Amount | 📄 Export to Notepad

View [Standard View] ▼   Display As Table ▼   Export ▲

	Item ID	Social Security Number	Description	Item Category	Text	Proposed Amount
	1			30	Healthcare FSA NCW	3.75
	2			10	CW Capitol NP-Parent Plus (EE)	105.24
	3			20	Opt. Life 2X Sal 40 - 59 NCW	33.06
	4			10	CW Optimum PPO NP -Couple (EE)	511.78
						319.38

Select Save. *Reminder to click save often.

Go to Processed Items to review your additions.

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Adding an Employee to the Bill

Processed Items has 5 tabs to show you the changes you have made to your bill. (Confirmed, With Change, Rejected, New, All) If you select the All tab, it will show all changes.

Save | Release

Overview

Proposed Items

Worklist Items

Processed Items

| Confirmed (0) | With Change (0) | Rejected (0) | New (5) | All (5) |

Details | Reset Item | Export to Notepad

Contains proposed broker report items that you have confirmed.

View [Standard View] ▼ | Display As Table ▼ | Export ▲

Item ID	Social Security Number	Description	Item Category	Text	Proposed Amount	Bill Period

Adding an Employee to the Bill

	Item ID	Social Security Number	Description	Item Category	Text	Proposed Amount	Bill Period	Reporting Broker
	8					0.00		100120903
	9					0.00		100120903

Details Delete Export to Notepad

Contains broker report items that you have created. You can delete new items.

View [Standard View] Display As Table Export

Filter

This shows the member you added to the bill. The Proposed Amount shows $0 because the person was not on the bill and was added.

Department of
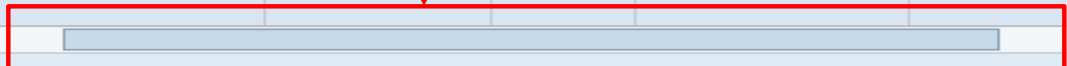Employee Insurance

KENTUCKY
PERSONNEL
CABINET

Adding an Employee to the Bill

ntains broker report items that you have created. You can delete new items.

Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note	Change Reason	Currency	Amount
0.00				Create	Marriage	USD	61.52
				Create	Marriage	USD	10.90

View [Standard View] ▼ | Display As Table ▼ | Export ▲ | Filter Settings

Use the scroll bar to see the Change Reason and Amount for each Insurance Object.

Department of
Employee Insurance

REJECTING AN EMPLOYEE FROM THE BILL

Rejecting an Employee from the Bill

Go to Proposed Items. Search for the employee you want to reject and select the correct line item. Select Reject.

Please reject employees, do not put zeros in the bill. (Example, if an employee termed and was not taken off the bill in time then you would reject due to deductions not being taken through payroll.

Save | Release

Overview
Proposed Items
Worklist Items
Processed Items

Proposed Amounts
Total Premiums: 973.21 USD
Total: 973.21 USD

Proposed Broker Report Items

Details | Confirm | Change | Reject | Create Item ▲ | Add to Worklist | Update Proposed Amount | 📄 Export to Notepad

View [Standard View] ▼ | Display As Table ▼ | Export ▲

	Item ID	Social Security Number	Description	Item Category	Text	Proposed Amount
	1			30	Healthcare FSA NCW	3.75
	2			10	CW Capitol NP-Parent Plus (EE)	105.24
	3			20	Opt. Life 2X Sal 40 - 59 NCW	33.06
	4			10	CW Optimum PPO NP -Couple (EE)	511.78
	5			10	CW Optimum PPO NP -Couple (EE)	319.38

Department of
Employee Insurance

Rejecting an Employee from the Bill

Select Change Reason in drop-down box. Type in note, if termed include date employee termed and the date the insurance termed. Select Save.

Save | Release

Proposed Amounts

Total Premiums: 232,540.60 USD

Total: 232,540.60 USD

Proposed Broker Report Items

Details | Confirm | Cha...

View: [Standard View]

Reject Broker Report Item

Enter the reason why you are rejecting the broker report item. Select a change reason. You can enter a note.

Change Reason: Terminate Employment ▼

Note:

- Terminate Employment
- Death of Participant
- Transfer
- Summer Transfer
- Did not payroll deduct

OK | Cancel

Overview

Proposed Items

Worklist Items

Processed Items

Item ID	Social Sec...					Reporting Broker	Cost Center	Note
1400					7			Create
2299					7			Create
2300					7			Create
2332					7			Create
2333					7			Create
1					7		9200100231	Create
2					7		9200100231	Create
3					7		9200100231	Create
4					7		9200100231	Create
6					7		9200100231	Create
9		10	LivingWellPPO Single(EE)	79.98	12/01/2017		9200100231	Create

Department of
Employee Insurance

KENTUCKY
PERSONNEL
CABINET

CHANGING ITEMS ON THE BILL

Changing an Item on the Bill

Highlight the line item for the employee that you would like to make a change to. Select Change.

Make a change due to a premium has changed, didn't deduct correct amount and/or need to add money to the bill.

Save   Release

Overview

Proposed Items

Worklist Items

Processed Items

Proposed Amounts

Total Premiums: 940.15 U

Total: 940.15 U

Proposed Broker Report Items

Details | Confirm | Change | Reject | Create Item ▲ | Add to Worklist | Update Proposed Amount | 📄 Export to Notepad

View [Standard View] ▼ Display As Table ▼ Export ▲

	Item ID	Social Security Number	Description	Item Category	Text	Proposed Amount
	1			30	Healthcare FSA NCW	3.75
	2			10	CW Capitol NP-Parent Plus (EE)	105.24

Changing an Item on the Bill

Enter the correct amount for the premium.

Use the drop-down box to select the Change Reason. Enter a note in the mandatory Note field.

Select Review and Confirm. Remember this does not save the change to the bill.

Department of
Employee Insurance

Changing an Item on the Bill

Change Broker Report Item

1	2	3
Enter Amount	Enter Change Reason	**Review and Save**

Check your entries in the overview, and choose 'Save'.

Insurance Object Category: Health Plan Employee
Social Security Number:

This screen shows your changes.

Item cat.:   Premium
Change Reason: Standard Billing

Business Partner:
Customer Contract   186

Item Category: 10
Bill Period:
Cost Center: 478 02/01/2011

Currency: USD
Reported Amount: 52.50
Total Proposed Amount: 105.24

Note:

Select Save.

◄ Previous   Save

Close

Department of
Employee Insurance

KENTUCKY
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Billing Discrepancies

PA20 is one of the best research tools for reconciling the broker bill. You can look at any of these tabs and research items on employees without interfering with any information on file. PA20 will give you information such as:

- Infotype 0000 Actions – Hire and Termination Dates
- Infotype 0167 Health Plans, Dental and Vision
- Infotype 0168 Life Insurance Plans
- Infotype 0170 Flexible Spending Accounts
- Infotype 0021 Family Member/Dependents
- Infotype 0376 Benefits Medical Information (smoker status)
- Infotype 0014 Recurring Payments/Deductions (hazardous duty employee)

CONFIRMING YOUR BILL

Confirming Your Bill

Proposed Amounts

Total Premiums: 2,048.04 USD
Total: 2,048.04 USD

When you have made all changes go to Proposed Items.

Proposed Broker Report Items

Details | Confirm | Change | Reject | Create Item ▲ | Add to Worklist | Update Proposed Amount | 📄 Export to Notepad

View [Standard View] ▼ Display As Table ▼ Export ▲   Filter Settings

Overview
Proposed Items
Worklist Items
Processed Items

Click on the Item ID icon, then select all. This will confirm all your items that are left so you do not have to confirm each line item separately.

⊟ Item ID	Social Security Number	Description	Product ▲	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
Select All	777777771	Orchid, One	10	CW Standard PPO NP-Couple (EE)	334.50	12/01/2012	100003399	9200100161	Create
Deselect All	777777772	Orchid, Two		CW Optimum PPO NP-Family (EE)	622.50	12/01/2012	100003400	9200100161	Create
6	777777773	Orchid, Three		CW Optimum PPO NP -Single (EE)	62.74	12/01/2012	100003402	9200100161	Create
7	777777774	Orchid, Four		CW Maximum Chc NP- Single (EE)	30.74	12/01/2012	100003410	9200100161	Create
8	777777775	Orchid, Five		CW Capitol Ch NP - Single (EE)	37.24	12/01/2012	100003412	9200100161	Create
9	777777776	Orchid, Six		CW Maximum Chc NP- Single (EE)	30.74	12/01/2012	100003415	9200100161	Create
11	777777778	Orchid, Eight		CW Capitol Ch NP - Single (EE)	63.06	12/01/2012	100003419	9200100161	Create
12	777777779	Orchid, Student		CW Optimum PPO NP -Single (EE)	62.74	12/01/2012	100003421	9200100161	Create
			▲ 10		· 1,244.26				
4	777777772	Orchid, Two	20	Dependent Plan E NCW	3.78	12/01/2012	100003400	9200100161	Create
			▲ 20		· 3.78				
2	777777771	Orchid, One	33	Healthcare FSA NCW	200.00	12/16/2012	100003399	9200100161	Create
10	777777776	Orchid, Six		Healthcare FSA NCW	100.00	12/16/2012	100003415	9200100161	Create
			▲ 33		· 300.00				
5	777777772	Orchid, Two	34	Dependent Care FSA NCW	500.00	12/16/2012	100003400	9200100161	Create
			▲ 34		· 500.00				
▲					· · 2,048.04				

Department of
Employee Insurance
KENTUCKY
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CABINET

Confirming Your Bill

Save | Release

- Overview
- Proposed Items
- Worklist Items
- Processed Items

Proposed Amounts

Total Premiums: 2,048.04 USD
Total: 2,048.04 USD

Once all employees are highlighted, click Confirm. Proposed Items will now be blank. All of your employees will now show under Processed Items.

Proposed Brok... ...ort Items

Details | Confirm | Change | Reject | Create Item ▾ | Add to Worklist | Update Proposed Amount | 📄 Export to Notepad

View [Standard View] ▾   Display As Table ▾   Export ▾   Filter Settings
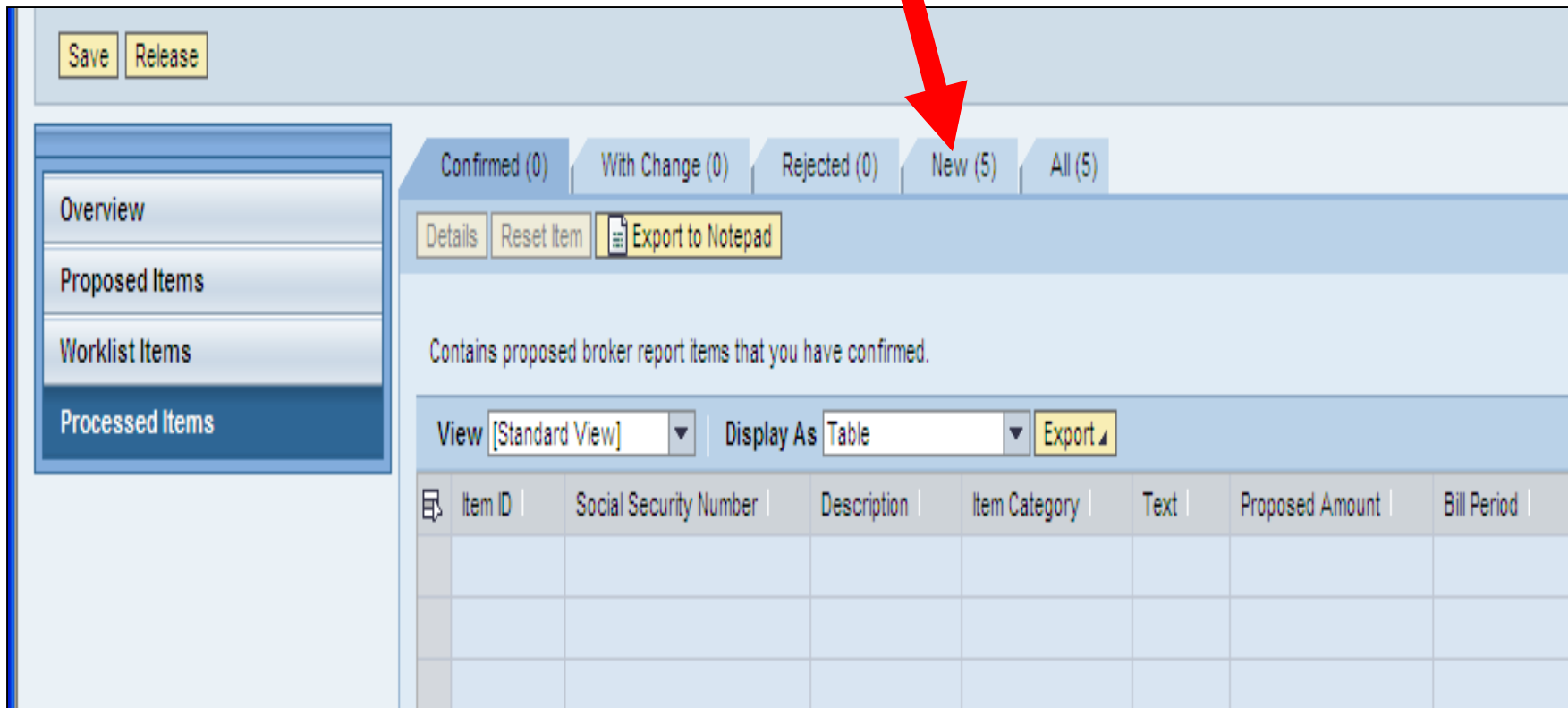
Item ID	Social Security Number	Description	Product ≐	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
1	777777771	Orchid, One	10	CW Standard PPO NP-Couple (EE)	334.50	12/01/2012	100003399	9200100161	Create
3	777777772	Orchid, Two		CW Optimum PPO NP-Family (EE)	622.50	12/01/2012	100003400	9200100161	Create
6	777777773	Orchid, Three		CW Optimum PPO NP -Single (EE)	62.74	12/01/2012	100003402	9200100161	Create
7	777777774	Orchid, Four		CW Maximum Chc NP- Single (EE)	30.74	12/01/2012	100003410	9200100161	Create
8	777777775	Orchid, Five		CW Capitol Ch NP - Single (EE)	37.24	12/01/2012	100003412	9200100161	Create
9	777777776	Orchid, Six		CW Maximum Chc NP- Single (EE)	30.74	12/01/2012	100003415	9200100161	Create
11	777777778	Orchid, Eight		CW Capitol Ch NP - Single (EE)	63.06	12/01/2012	100003419	9200100161	Create
12	777777779	Orchid, Student		CW Optimum PPO NP -Single (EE)	62.74	12/01/2012	100003421	9200100161	Create
			▲ 10		▪ 1,244.26				
4	777777772	Orchid, Two	20	Dependent Plan E NCW	3.78	12/01/2012	100003400	9200100161	Create
			▲ 20		▪ 3.78				
2	777777771	Orchid, One	33	Healthcare FSA NCW	200.00	12/16/2012	100003399	9200100161	Create
10	777777776	Orchid, Six		Healthcare FSA NCW	100.00	12/16/2012	100003415	9200100161	Create
			▲ 33		▪ 300.00				
5	777777772	Orchid, Two	34	Dependent Care FSA NCW	500.00	12/16/2012	100003400	9200100161	Create
			▲ 34		▪ 500.00				
▲					▪▪ 2,048.04				

KENTUCKY PERSONNEL CABINET
Department of Employee Insurance

Confirming Your Bill

Processed Items has 5 tabs - Confirmed, With Change, Rejected, New and All. You can select each tab to show what you have done to the bill. Just make sure you select ALL to pull in all information on your bill.
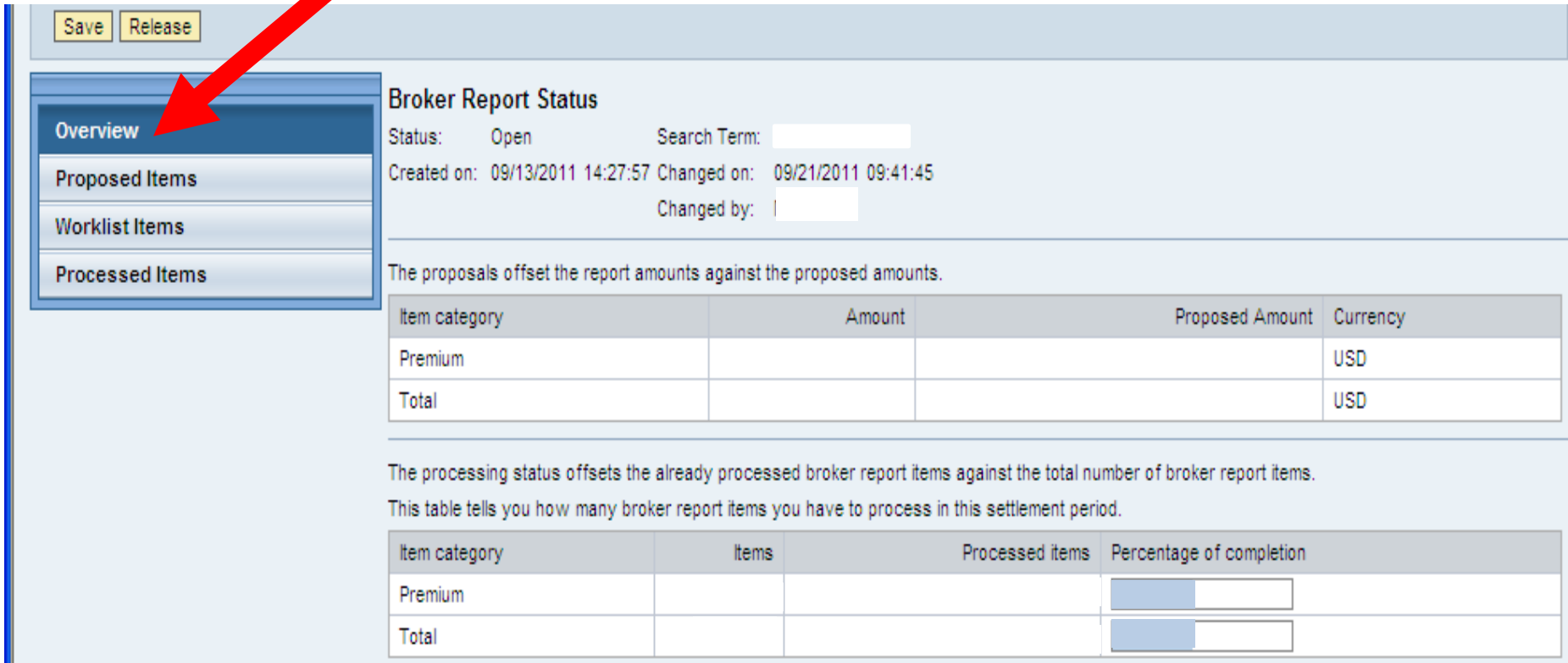
Confirming Your Bill

Go back to Overview Tab to make sure all totals match your payroll and the bill is at 100% complete.

Save | Release

Overview
Proposed Items
Worklist Items
Processed Items

Broker Report Status

Status: Open   Search Term:
Created on: 09/13/2011 14:27:57 Changed on: 09/21/2011 09:41:45
                              Changed by:

The proposals offset the report amounts against the proposed amounts.

Item category	Amount	Proposed Amount	Currency
Premium			USD
Total			USD

The processing status offsets the already processed broker report items against the total number of broker report items.

This table tells you how many broker report items you have to process in this settlement period.

Item category	Items	Processed items	Percentage of completion
Premium			
Total			

Department of
Employee Insurance

Confirming Your Bill

Save | Release

Click the Save button.

Overview

Proposed Items

Worklist Items

Processed Items

Then click on the Release button. **DO NOT** release your bill until you are for sure the bill is 100% complete. Once bill is released you can not make any changes.

Proposed Amounts

Total Premiums: 0.00 USD

Total: 0.00 USD

Proposed Broker Report Items

Details | Confirm | Change | Reject | Create Item ⌄ | Add to Worklist | Update Proposed Amount | 📄 Export to Notepad

View [Standard View] ▼ | Display As Table ▼ | Export ⌄   Filter Settings

Item ID	Social Security Number	Description	Product ≐	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note

Department of Employee Insurance

Confirming Your Bill

Broker Report Overview

Open Broker Reports | All Broker 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
80000000( )		In Clarification	02/16/2011	02/28/2011	8000000000000000	08/29/2011	09/02/2011
80000000(		Open	02/01/2011	02/15/2011	8000000000000000	08/29/2011	08/29/2011

- If the broker bill status shows **In Clarification**, payment amounts for clarification items will not be listed in biller direct until the clarification items have been resolved by PBB.

- Clarification items are items that you have added or changed that don't have all the information that is needed in order to apply the money appropriately. PBB staff must complete the missing information in order to clarify or resolve the item. PBB staff members check the clarification list several times daily to resolve open clarifications. BL should email or call PBB to get items out of clarification if this has not been taken care of. When the clarification is resolved the amount goes into biller direct as a separate line item. When all clarifications are resolved the status will change to posted.

PAYING YOUR BILL

Paying Your Bill

Effective July 1st, 2018, all agencies were required to pay by ACH payments. You will still be able to add checks for employees who are on leave or are in danger of being termed for non-payment.

Setting up your bank data in Biller Direct is very simple. To view step by step instructions on how to set up your bank information, use the YouTube link below.

https://youtu.be/pndhXuhFyV4

Department of
Employee Insurance

Paying Your Bill

Biller Direct Main Screen
- This is the screen you will come to after you reconcile and release your bill.
- In the blue area on the left, you will see a list of tabs. If for some reason you are unable to see these tabs, you will need to click on the F5 button on your keyboard.

Open Bills

Credits

Paid Bills

Payments

General Contacts

Bank Data

Switch Account

Log Off

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	Jan 31, 2019	USD 128,559.98	USD 128,559.98	128,559.98	
✓	FSA	Jan 31, 2019	USD 12,612.48	USD 12,612.48	12,612.48	
✓	Life Premiums	Jan 31, 2019	USD 3,571.38	USD 3,571.38	3,571.38	
✓	FSA	Jan 15, 2019	USD 12,612.48	USD 12,612.48	12,612.48	
✓	Dental	Jan 15, 2019	USD 22,193.30	USD 22,193.30	22,193.30	
✓	Vision	Jan 15, 2019	USD 6,609.58	USD 6,609.58	6,609.58	

Select All   Deselect All   Download Selected Entries   Grand Total   USD 186,159.20   USD 186,159.20

☐ Credits   USD 0.00

Credits displayed can be refunded via submission of the refund request form.

Total Net Payment Amount   USD 186,159.20   USD 186,159.20

2. 2. Select the payment method you want to use. You are paying with

● ACH Payment (Recommended) [Health/State Life/FSA/Dependent Care ▼]   ○ Check/Wire*

Enter Your ACH Payment Date:

ACH Payment Date 02/05/2019

3. 3. Choose *Continue* to check and confirm your payment.

Continue

Department of Employee Insurance
KENTUCKY PERSONNEL CABINET

Paying Your Bill

1. Click on Select All or select the bills you wish to pay.
2. Click on ACH or Check/Wire only if preapproved by PBB department.
3. Choose Continue to check and confirm your payment.

Open Bills
Credits
Paid Bills
Payments
General Contacts
Bank Data
Switch Account
Log Off

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	Jan 31, 2019	USD 128,559.98	USD 128,559.98	128,559.98	
✓	FSA	Jan 31, 2019	USD 12,612.48	USD 12,612.48	12,612.48	
✓	Life Premiums	Jan 31, 2019	USD 3,571.38	USD 3,571.38	3,571.38	
✓	FSA	Jan 15, 2019	USD 12,612.48	USD 12,612.48	12,612.48	
✓	Dental	Jan 15, 2019	USD 22,193.30	USD 22,193.30	22,193.30	
✓	Vision	Jan 15, 2019	USD 6,609.58	USD 6,609.58	6,609.58	

[Select All] [Deselect All] [Download Selected Entries]

Grand Total — USD 186,159.20 — USD 186,159.20

☐ Credits — USD 0.00

Credits displayed can be refunded via submission of the refund request form.

Total Net Payment Amount — USD 186,159.20 — USD 186,159.20

2. 2. Select the payment method you want to use. You are paying with

◉ ACH Payment (Recommended) [Health/State Life/FSA/Dependent Care ▼]

○ Check/Wire*
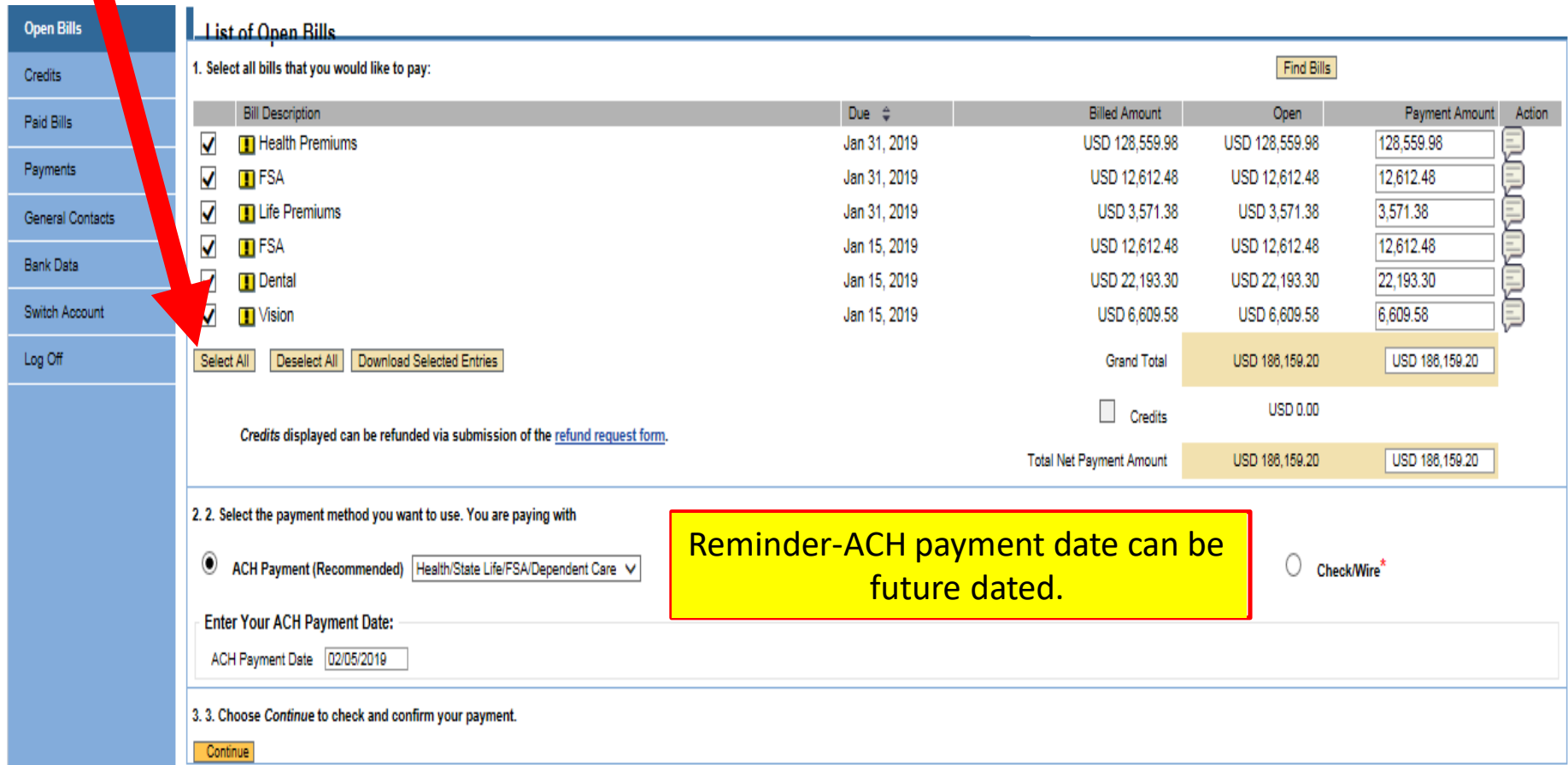
Reminder-ACH payment date can be future dated.

Enter Your ACH Payment Date:

ACH Payment Date [02/05/2019]

3. 3. Choose *Continue* to check and confirm your payment.

[Continue]

KENTUCKY PERSONNEL CABINET
Department of Employee Insurance

List of Open Bills

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
	☐ ⚠ Dental	Feb 15, 2020	USD 6,650.74	USD 6,650.74		
Payments	☐ ⚠ Vision	Feb 15, 2020	USD 2,613.36	USD 2,613.36		
General Contacts	Select All Deselect All Download Selected Entries		Grand Total	USD 9,264.10	USD 0.00	
Bank Data			☐ Credits	- USD 9.52		
Switch Account	Credits displayed can be refunded via submission of the refund request form.		Total Net Payment Amount	USD 9,254.58	USD 0.00	
Log Off						

Before paying your bill please check to make sure you do not see a credit. If you should see a one, use that credit on the bill it should reflect on.

Department of
Employee Insurance

To use a credit you **must** change the amount in the Payment Amount Box once you have selected what plan the credit will be used on. Please do not check the box.

Department of
Employee Insurance

Paying the Bill

In this example, we chose to pay by ACH. Click on pay by ACH.

Open Bills

Credits

Paid Bills

Payments

General Contacts

Bank Data

Switch Account

Log Off

List of Bills Selected for Payment

4

You want to pay the bills listed with bank details: Health/State Life/FSA/Dependent Care
Your ACH Payment Date will be 02/05/2019.

If you want to remove the bills from the list of open bills, click on Pay by ACH.

Bill Description	Due On	Billed Amount	Open	Payment Amount
Health Premiums	Jan 31, 2019	USD 128,559.98	USD 128,559.98	USD 128,559.98
FSA	Jan 31, 2019	USD 12,612.48	USD 12,612.48	USD 12,612.48
Life Premium	Jan 31, 2019	USD 3,571.38	USD 3,571.38	USD 3,571.38
FSA	Jan 15, 2019	USD 12,612.48	USD 12,612.48	USD 12,612.48
Dental	Jan 15, 2019	USD 22,193.30	USD 22,193.30	USD 22,193.30
Vision	Jan 15, 2019	USD 6,609.58	USD 6,609.58	USD 6,609.58
		Bill Total	USD 186,159.20	USD 186,159.20
			Credits	USD 0.00
			Total Net Payment Amount	USD 186,159.20

Back   Pay by ACH

Department of
Employee Insurance

KENTUCKY
PERSONNEL
CABINET

Paying Your Bill

Bank Details

Country	Bank Number	Account Number	IBAN	Bank Name		BIC/SWIFT	Account Hold
US				COMMONWEALTH CREDIT UNION			
US				COMMONWEALTH CREDIT UNION			
US				COMMONWEALTH CREDIT UNION			
US				COMMONWEALTH CREDIT UNION			
US				COMMONWEALTH CREDIT UNION			

Open Bills
Credits
Paid Bills
Payments
General Contacts
Bank Data
Log Off

Edit

Questions r Comments?

*ATTENTION B LING LIAISONS: DEI WILL BE REQUIRING ACH PAYMENTS EFFECTIVE 7/1/18

Health/FSA/Life Billin Questions: Contact the Premium Billing Branch at (502) 564-9097.
usiness Hours are 7:30 n to 4:30 pm EST, Monday through Friday.

L Insurance Questions: C act the Life Insurance Branch at (502) 564-4774.
Bus ss Hours are 7:30 am to 30 pm EST, Monday through Friday.

Enroll nt Questions: Contact the rollment Information Branch at (502) 564-1205.
Busines ours are 7:30 am to 4:30 EST Monday through Friday.

The Memb Services Branch can be rea d, toll free, at 888-581-8834.
Business hou are 8:00 am to 4:30 pm, ES Monday through Friday.

> Click on the Bank Data tab and then click edit. You only need to fill out the Bank Routing Number and the Account Number. Everything else is optional. You can also set up more than one account to make payments.

Department of
Employee Insurance
KENTUCKY
PERSONNEL
CABINET

Paying Your Bill

1. Select all bills that you would like to pay:

Bill Description	Due ⬍	Billed Amount	Open	Payment Amount	Action
There are currently no bills.					

Select All	Deselect All	Download Selected Entries	
		Grand Total	USD 0.00	USD 0.00
		☐ Credits	USD 0.00	
		Total Net Payment Amount	USD 0.00	USD 0.00

Credits displayed can be refunded via submission of the refund request form.

2. 2. Select the payment method you want to use. You are paying with

⦿ **Check/Wire**   ⦾ **ePAY Payment** [Payment Method not yet Known ▾]

3. 3. Choose *Continue* to check and confirm your payment.

[Continue]

Sidebar:
- Credits
- Paid Bills
- Payments
- General Contacts
- Address Data
- Bank Data
- Display Activity History
- FAQ
- Log Off
- Find Bills

When your bill is complete or you're done with Biller Direct, please make sure to log off. Do not "X" out of the screen.

Department of Employee Insurance — KENTUCKY PERSONNEL CABINET

ANDY BESHEAR
GOVERNOR

KENTUCKY
PERSONNEL
CABINET

Department of
Employee Insurance

GERINA D. WHETHERS
SECRETARY

501 HIGH STREET, 2ND FLOOR
FRANKFORT, KENTUCKY 40601
HTTPS://PERSONNEL.KY.GOV

April 20, 2020

RE: 30 Day Delinquent Insurance Premiums

Dear !

During a recent review of Kentucky Employees' Health Plan and /or Optional Plan benefits for your organization, our records indicate that members within your agency have delinquent premium payments of at least 30 days. Please see the back of this page for more details. Members with past due premiums of 30 days or greater were sent a delinquent premium letter and told to contact you to make payment.

Your failure to pay past due premiums will result in termination of the member's benefits. Members have 30 days from the date of this letter to make full payment or benefits will be terminated.

Members termed for nonpayment of life insurance premiums are eligible for reinstatement with an approved evidence of insurability (EOI). Members termed for nonpayment of health insurance premiums, dental, vision, or flexible spending account contributions are not eligible to participate until the next open enrollment, with benefits starting January 1 of the next plan year.

Please ensure that your billing invoices are "worked" and paid promptly. The monthly bill amount(s) must match the payment coupon amount(s). Bills worked in KHRIS with no payment submitted are considered delinquent and members will be subject to termination of benefits.

Reminder - Payments must be paid through ACH (Automated Clearing House). We will continue to accept personal checks from members who are on LWOP or who are in jeopardy of being terminated for non-payment of premiums. However, all other personal checks must be made payable to the employer. The employer will deposit the personal check(s), then submit the individual payment(s) with the employer/s overall total ACH payment.

CC: PBB Representative

Broker

AN EQUAL OPPORTUNITY EMPLOYER M/F/D

Pernr	Employee	Plan Information		Amount	Due Date
		Payment from Agency	Health Plan Employee	22.92	2/29/2020
		Healthcare FSA	Flexible Spending Account	68.73	3/15/2020
		LivingWellCDHP ParentPlus(EE)	Health Plan Employee	80.00	2/29/2020
		Anthem Vision Gold Parent Plus	Vision Plans	13.40	3/15/2020
		LivingWellPPO Couple(EE)	Health Plan Employee	272.11	2/29/2020
		LivingWellPPO Couple(EE)	Health Plan Employee	473.93	2/29/2020
		LivingWellPPO Couple(ER)	Health Plan Employer/Fee	305.53	2/29/2020
		LivingWellPPO Couple(ER)	Health Plan Employer/Fee	530.37	2/29/2020

* Over 60 days in arrears

We recommend that employees give personal checks to the agency if a deduction cannot be taken out of payroll. This way the agency can add the premium to their bill. If the bill has already been worked and the employee is in jeopardy of being terming for non-payment, the employee may send in the arrears check to PBB.

Department of
Employee Insurance

ANDY BESHEAR
GOVERNOR

KENTUCKY PERSONNEL CABINET
Department of
Employee Insurance

GERINA D. WHETHERS
SECRETARY

501 HIGH STREET, 2ND FLOOR
FRANKFORT, KENTUCKY 40601
HTTPS://PERSONNEL.KY.GOV

Pernr	Employee	Plan Information		Amount	Due Date	Term Date
		Anthem Dental Gold Family	Dental Plans	90.86	2/15/2020	1/31/2020
		Anthem Dental Gold Family	Dental Plans	90.86	3/15/2020	1/31/2020

April 20, 2020

RE: 60 Day Termination Notice for Delinquent Insurance Benefit Premium

Dear

You recently received correspondence from our office indicating a member(s) within your agency had a premium deficiency greater than 30 days. The member(s) was notified and given 30 days to contact your office and make payment in full to avoid termination of benefits.

Our records indicate that this account(s) is still in arrears. Please reference the attached list for plans termed and the termination date(s). The member(s) whose benefits have been terminated will only be eligible to file claims for expenses incurred prior to the termination date.

Members termed for nonpayment of life insurance premiums are eligible for reinstatement with an approved evidence of insurability (EOI). Members termed for nonpayment of health insurance premiums, dental, vision, or flexible spending account contributions will not be eligible to participate until the next open enrollment, with benefits starting January 1 of the following year.

If you have questions or concerns, please contact your Premium Billing Branch (PBB) representative at (502) 564-9097, between the hours of 8:00 am and 4:30 pm EST.

Sincerely,
Premium Billing Branch
Financial and Data Services Division
Department of Employee Insurance
Commonwealth of Kentucky Personnel

CC: PBB Representative

Broker

AN EQUAL OPPORTUNITY EMPLOYER M/F/D

We recommend that employees give personal checks to the agency if a deduction cannot be taken out of payroll. This way the agency can add the premium to their bill. If the bill has already been worked and the employee is in jeopardy of being terming for non-payment, the employee may send in the arrears check to PBB.

KENTUCKY PERSONNEL CABINET
Department of
Employee Insurance

Frequently Asked Questions

WHAT SHOULD I DO IF I CAN'T ADD AN EMPLOYEE TO THE BILL?
- First, check PA20 to make sure the employee is correctly enrolled in Benefits. If they have not been enrolled in benefits or are incorrect, contact enrollment. If they still cannot be added to the bill after PA20 has been corrected, contact someone in PBB and we will try to correct the IO.

WHAT SHOULD I DO WHEN A SEARCH IS DONE TO FIND AN EMPLOYEE TO ADD TO THE BILL AND I RECEIVE THE FOLLOWING ERROR MESSAGE, "BROKER REPORT ITEM CANNOT BE CHANGED, BROKER DOES NOT MATCH THE SELECTED ITEM"?
- When the bill is being worked after the term date, the termed employee's Insurance Object will have to be reopened. Call PBB and we will do that for you.

WHAT PHONE NUMBER DO I NEED TO CALL FOR QUESTIONS ON THE BILL?
- Please contact your PBB representative at 502-564-9097. During this time working from home please contact PBB rep. by using personal line or preferably by email.

WHAT DOES IT MEAN WHEN IT SAYS YOUR BILL IS IN CLARIFICATION?
- Clarification is a list of entries, (changes, adds or rejects on bill) that KHRIS is needing further information in order to post accurately. Only PBB staff can resolve.

DO YOU HAVE TO PAY THE FULL AMOUNT ON YOUR 15TH BILL?
- No, you need to work the entire bill as if you were going to pay then when you get to Biller Direct you only need to select the items you are wishing to pay. You must pay FSA for sure so money is dropped into employees accounts for dependent care but as far as Dental and Vision you can pay those amounts when you pay the 30th bill.

DOES MY BILL AND ACH HAVE TO MATCH EXACTLY?
- Yes, if you have worked your bill correctly according to your payroll deductions then your ACH should match your bill exactly. If you had to make changes on your bill, example changing amounts or adding members then your bill more than likely has gone into clarification.

DOES DEI OFFER ANY KHRIS TRAINING?
- Yes, in addition to the New IC training, PBB also offers one-on-one billing training in our office. If you would like to schedule a one-on-one billing training session, please contact your PBB representative to make arrangements. Reminder, you must have the necessary KHRIS user access. If you do not currently have access, please contact Jen Alvis at 502-564-5656**.**
- No in-office training right now but can do conference calls, skype meetings, etc.

The BENEFITS ACCOUNTING USER GUIDE is a GREAT tool for navigating through the KHRIS broker bill.

 Located at: **https://personnel.ky.gov/KEHP/Benefits%20Accounting%20User%20Guide.pdf**

Department of
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Billing Tips & Reminders

SAVE YOUR WORK OFTEN. Click the save button at the top left of the screen often. The KHRIS portal times out after 20 minutes of inactivity. If you have not saved changes, they will be lost. Always save before you close the broker report.

ONLY ONE PERSON AT A TIME CAN WORK THE KHRIS BILL. The first user who opens a bill locks it. Others may view the bill while it is "locked," but only the user who has the bill locked can make changes.

PRINTING BROKER BILLS. Broker Bills cannot be printed directly from KHRIS. If you want to print the bill, it has to be exported to Excel or notepad. To see complete instructions on how to export your broker bill see the **Benefits Accounting User Guide.**

ALWAYS LOG OUT OF THE PORTAL. Do not use the X in the upper right hand corner to close out the portal. If you open your broker bill and get the message that your user ID has been locked, follow these steps:
•Log off the portal.
•Wait 15 minutes and log on again.
If the bill is still locked, close it again and log off. In your internet browser, delete all cookies. This will also delete any User IDs and passwords that you have stored for other applications.

Department of
Employee Insurance

Billing Tips & Reminders

ALWAYS MAKE SURE AFTER YOU RELEASE YOUR BROKER BILL THAT IT IS IN A POSTED STATUS AND NOT IN CLARIFICATION.
Please call or email your PBB contact. For more information on clarifications go to the **Benefits Accounting User Guide.**

WORKING BROKER BILLS ON TIME.
Working a broker bill after the next month's broker bill has already generated may cause reconciliation and payment issues for the new broker bill. Always work broker bills in order, and in a timely manner. ***Bills are due at the end of each month and need to be worked and paid within this timeframe.*** DEI/PBB preferred method of payment is ACH payments. If you need help in setting up your ACH bank details, please contact your PBB representative.

PAST DUE ACCOUNTS.
If you have unpaid benefit premiums, the member and BL will receive a 30 Day Past Due Letter requesting immediate payment, or plan(s) will be terminated for non-payment of premiums. All past due premiums must be paid before the account is 60 days past due. Once the account is 60 days past due, the member and BL will receive a 60 Day Termination Letter stating the term date of coverage.

REMINDERS.
As of 7/1/2018, all payments must be ACH. See KEHP BL Memo 18-04 Mandatory ACH Payments Effective 7-1-18_ FINAL for details.

The Enrollment Information Branch has implemented a 120 day processing policy. If paperwork is submitted past 120 days of the event, it will not be processed. This could create billing issues. All billing issues need to be addressed and corrected within 60 days.

PBB Representative Contacts

Premium Billing Branch
Main Phone: 502-564-9097
Fax: 502-564-0715

Debbie Fraley (debbie.fraley@ky.gov)
502-564-5602
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Department of
Employee Insurance

PBB Representative Contacts

Premium Billing Branch
Main Phone: 502-564-9097
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Department of
Employee Insurance

DEI Premium Billing Branch

Department of
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Follow up on with enrollment as changes are made.

Remember when changes are made on employee's accounts, please follow up with enrollment branch or check pa20 to see if this change has been made and everything is correct. Changes must be entered into the system and if you are unable to do so contact EIB for assistance. Only use note field on billing to put term dates and reason for change on the bill. Bills are generated from EIB information so please make sure all information is correct on employee's when entered and changes have occurred.

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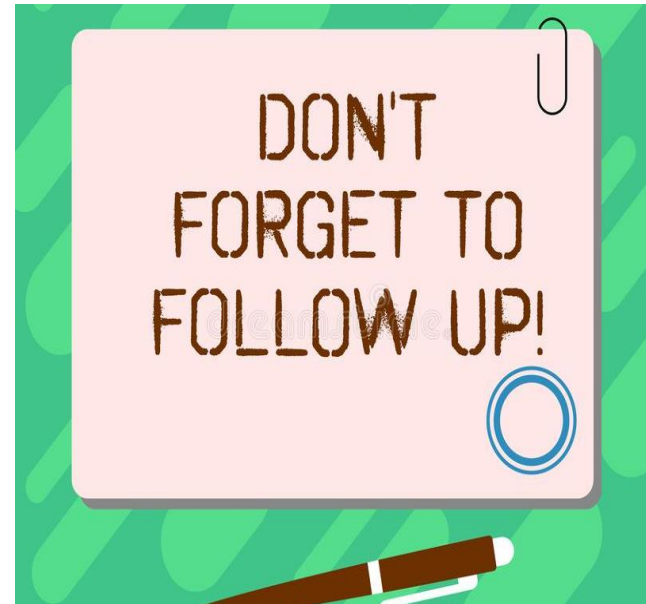
Refund request need to be mailed into our office or scanned in and emailed to your PBB representative. Once the forms are received we will process. Please do not fax forms, we are currently still not working in the office. Reminder, all refund requests must be made within 60 days from the date of the overpayment.

Department of
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KENTUCKY
PERSONNEL
CABINET

IC/BL arrears letters will no longer be sent to agencies in letter form. The IC/BL will be receiving the information in a spreadsheet via email. Employees will continue to receive letters through mail. Remember these letters are very important to review and take care of ASAP so the employee does not lose coverage.

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Pay bills on time. All bills need to be paid by their due dates – 15th of the month and 30th or 31st of the month. Its very important that you pay your 15th bill before or on the 15th so people have access to dependent care funds. Also, if you chose not to pay dental and vision on the 15th bill you must still work the entire bill. Once you go to pay, you can then chose to pay the dental and vision on the 30th or 31st bill. If you do not pay your bill on time, your next bill will not be totally correct and could take until the next month to be correct and up to date.

❖ January NCP payroll - Wednesday, January 6, 2021
    January bills generate – Thursday, January 7, 2021

❖ February NCP payroll – Monday, February 8, 2021
    February bills generate – Tuesday, February 9, 2021

❖ March NCP payroll – Wednesday, March 10, 2021
    March bills generate – Thursday, March 11, 2021

❖ April NCP payroll – Wednesday, April 7, 2021
    April bills generate – Thursday, April 8, 2021

❖ May NCP payroll – Monday, May 10, 2021
    May bills generate – Tuesday, May 11, 2021

❖ June NCP payroll – Monday, June 7, 2021
    June bills generate – Tuesday, June 8, 2021

❖ July NCP payroll – Wednesday, July 7, 2021
    July bills generate – Thursday, July 8, 2021

❖ August NCP payroll – Monday, August 9, 2021
    August bills generate – Tuesday, August 10, 2021

❖ September NCP payroll – Tuesday, September 7, 2021
    September bills generate – Wednesday, September 8, 2021

❖ October NCP payroll – Wednesday, September 29, 2021
    October bills generate – Thursday, September 30, 2021

❖ November NCP payroll – Monday, November 8, 2021
    November bills generate – Tuesday, November 9, 2021

❖ December NCP payroll – Wednesday, December 8, 2021
    December bills generate – Thursday, December 9, 2021

Please make sure all prior bills are worked and paid each month before the new bills are generated.

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- Make sure to reject line items not change the amounts to zeros when you did not deduct for a member on the bill. Changing them to zero will kick them into clarification.

- Optional Insurances (dental, vision & life) are monthly premiums. Do not make them a semi-monthly deduction. Whether employee works one day or the whole month you must pay full premium.

- Discrepancies must be cleared up within 60 days. Arrears must be paid and credits must be taken or refund requested within 60 days.

- IC's please use note field section when working the bill. This will help to know what is going on with employee's account.

Contact us

- Main line 502-564-9097 (currently not working in the office so email or call representative directly)
- Michele Ellis (michele.ellis@ky.gov) 502-564-5592
- Debbie Fraley (debbie.fraley@ky.gov) 502-564-5602
- Lauren Gash (laurens.gash@ky.gov) 502-564-0977
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- Teresa Lancaster (teresa.lancaster@ky.gov) 502-564-5683
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Department of
Employee Insurance