KENTUCKY PERSONNEL CABINET | Department of Employee Insurance

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!

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.

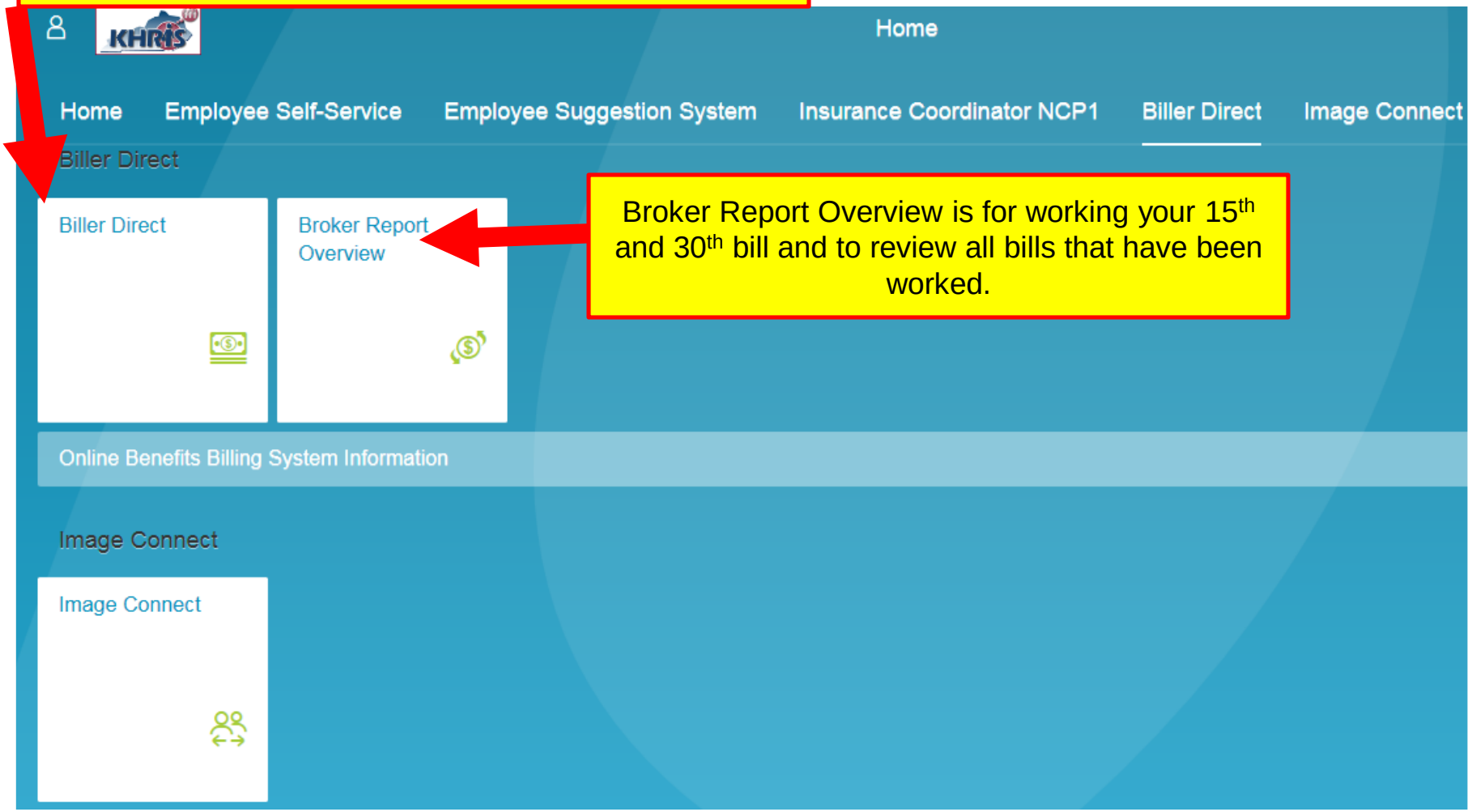
- If an employee is in the system but has termed and deduction was taken, you will need to contact our office. We can correct the dates on the Insurance Object so you will be able to add the employee to the bill.

- 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.

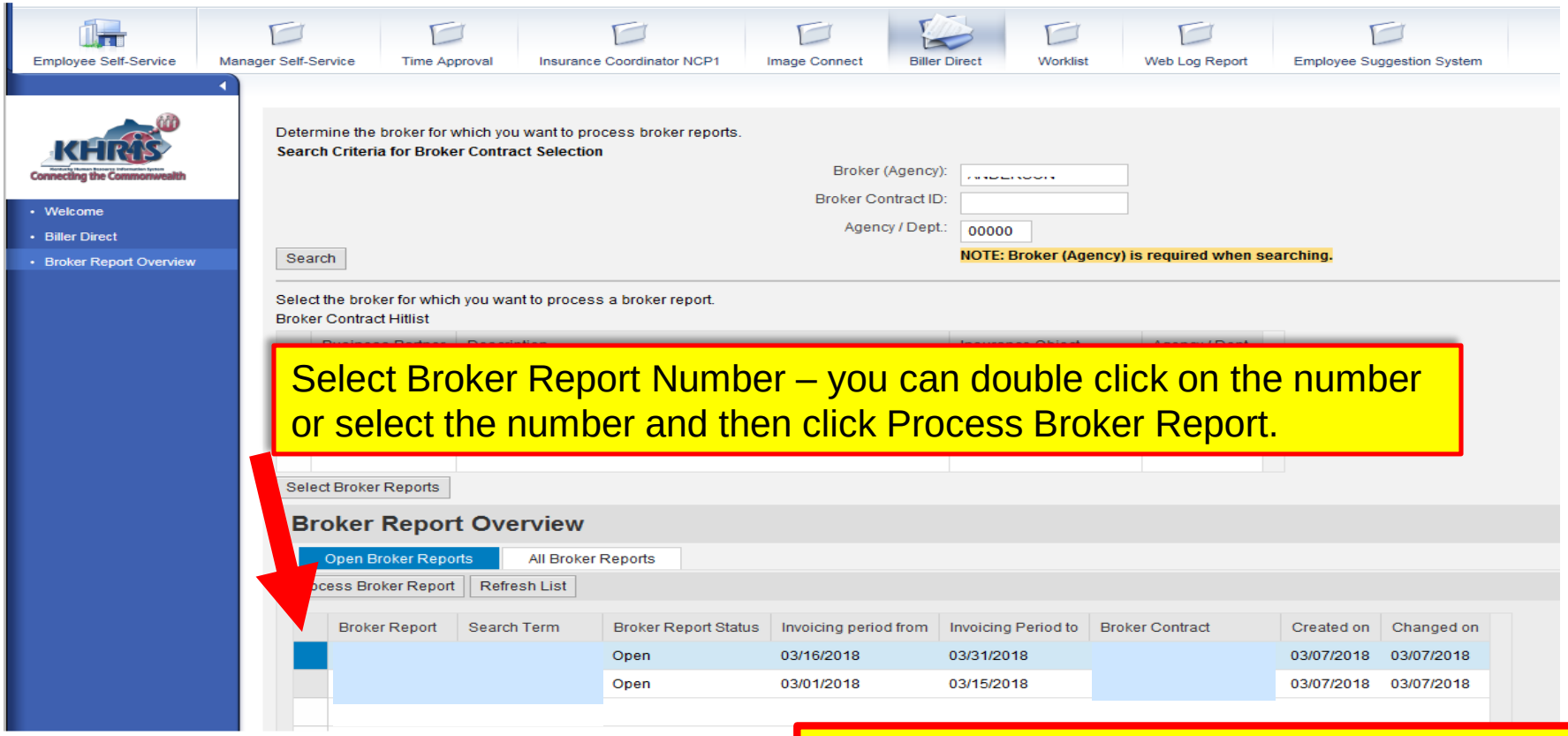
Biller Direct/Broker Report Overview

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.

Biller Direct/Broker Report Overview



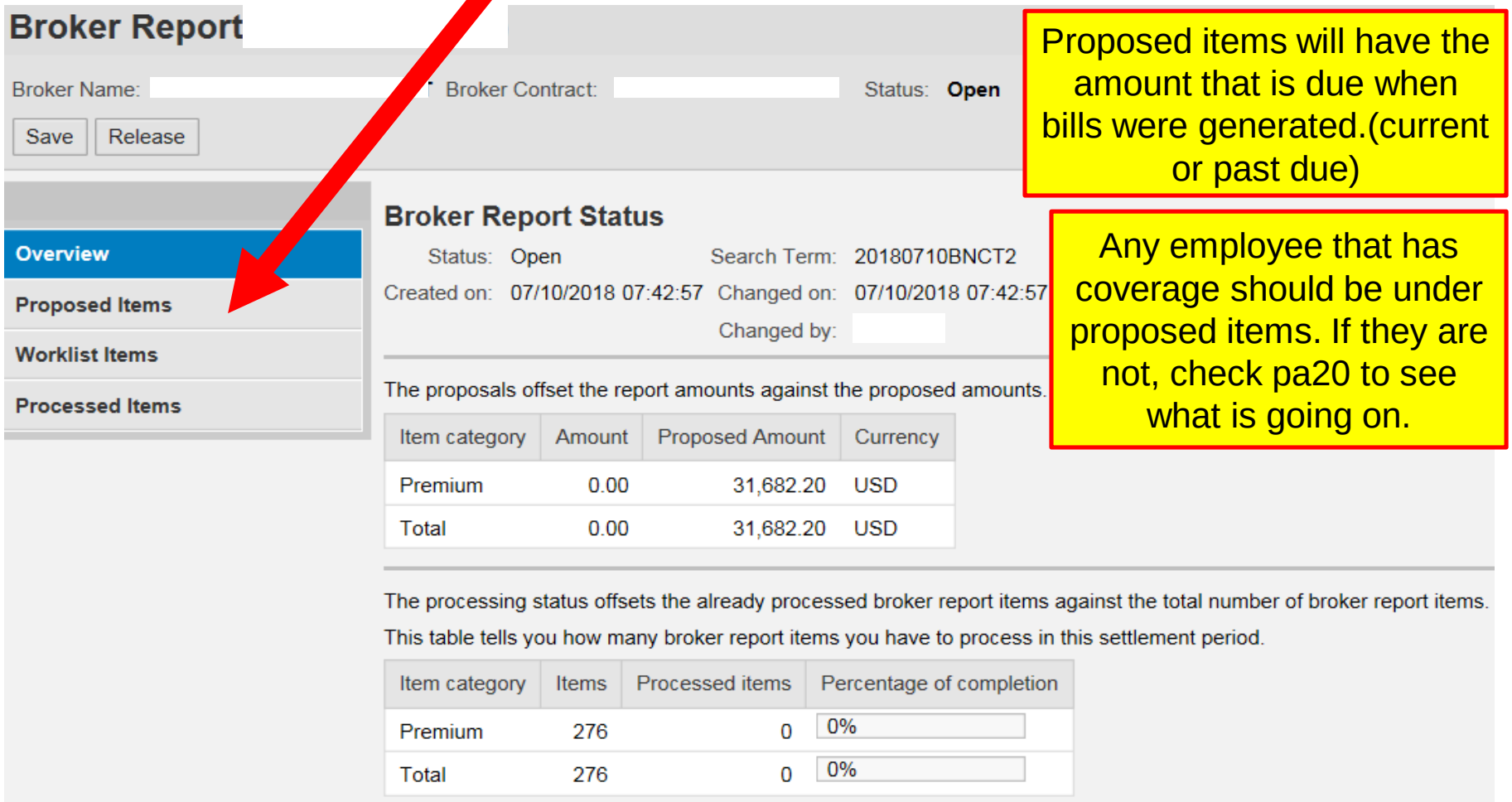
Select Broker Report Number – you can double click on the number or select the number and then click Process Broker Report.

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.

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)

Biller Direct/Broker Report Overview

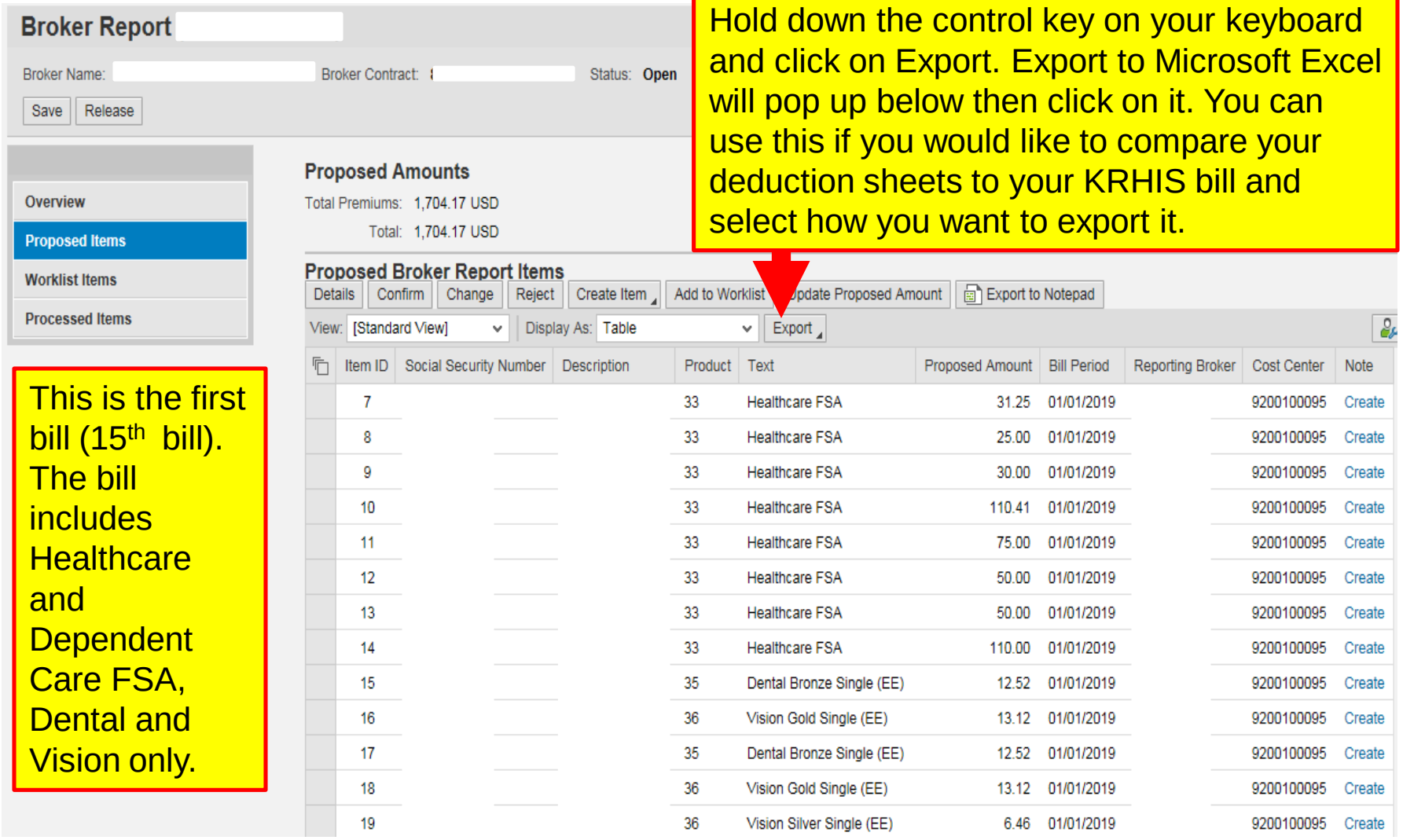
Overview Screen – Select Proposed Items



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.

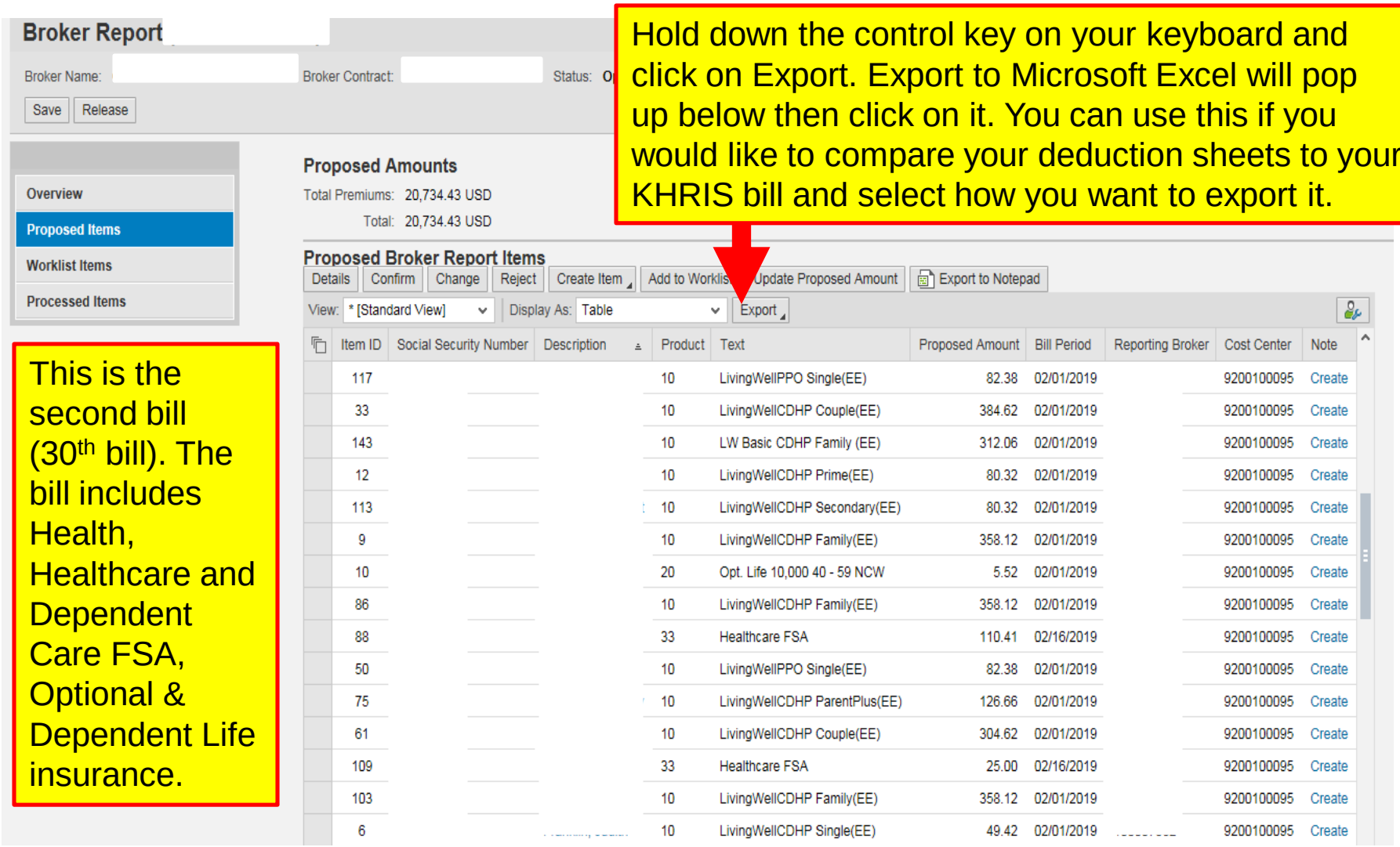
Biller Direct/Broker Report Overview



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.

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

Biller Direct/Broker Report Overview

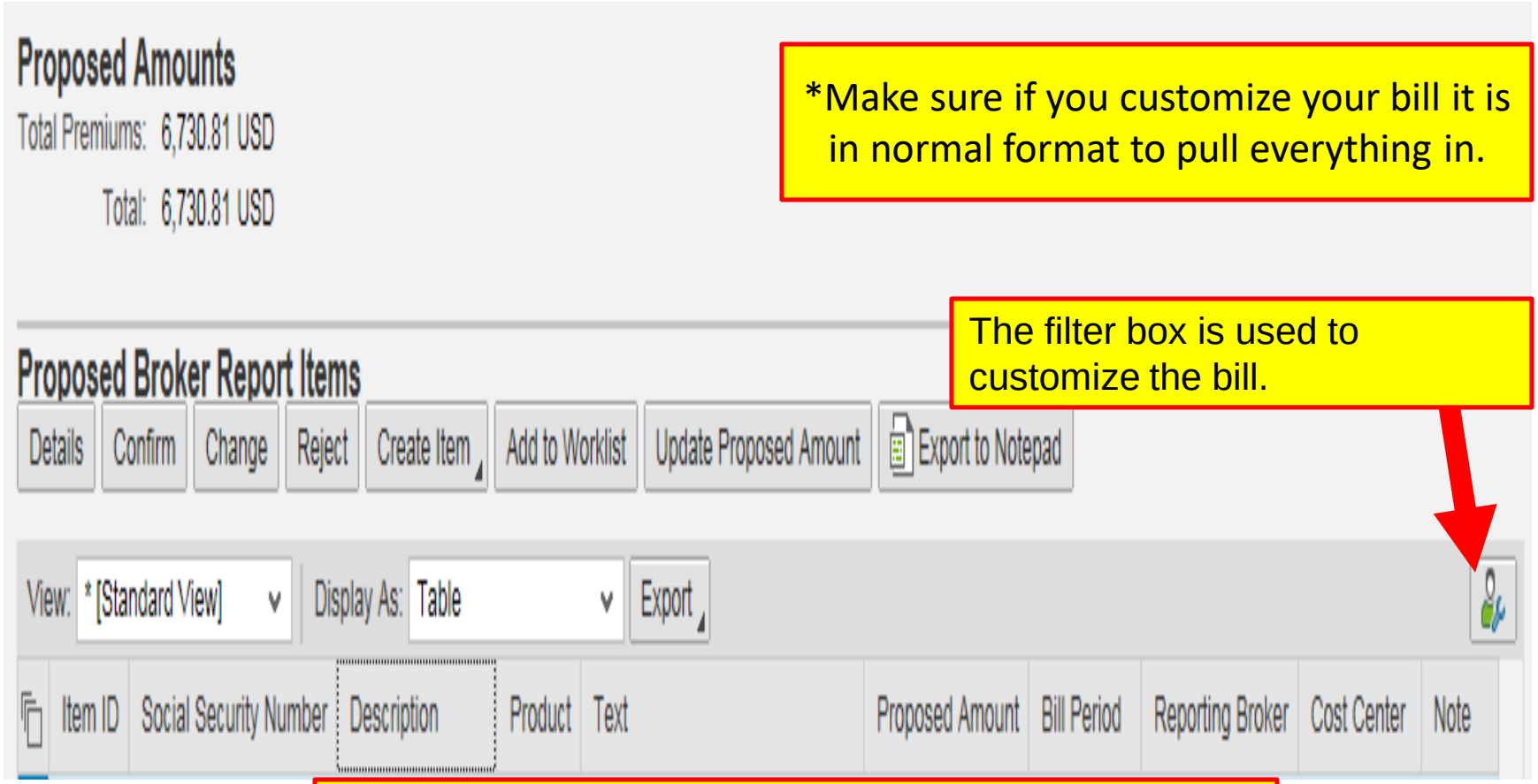


Hold down the control key on your keyboard and click on Export. Export to Microsoft Excel will pop up below then click on it. You can use this if you would like to compare your deduction sheets to your KHRIS bill and select how you want to export it.

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

CUSTOMIZING BILL SETTINGS

Customizing Bill Settings

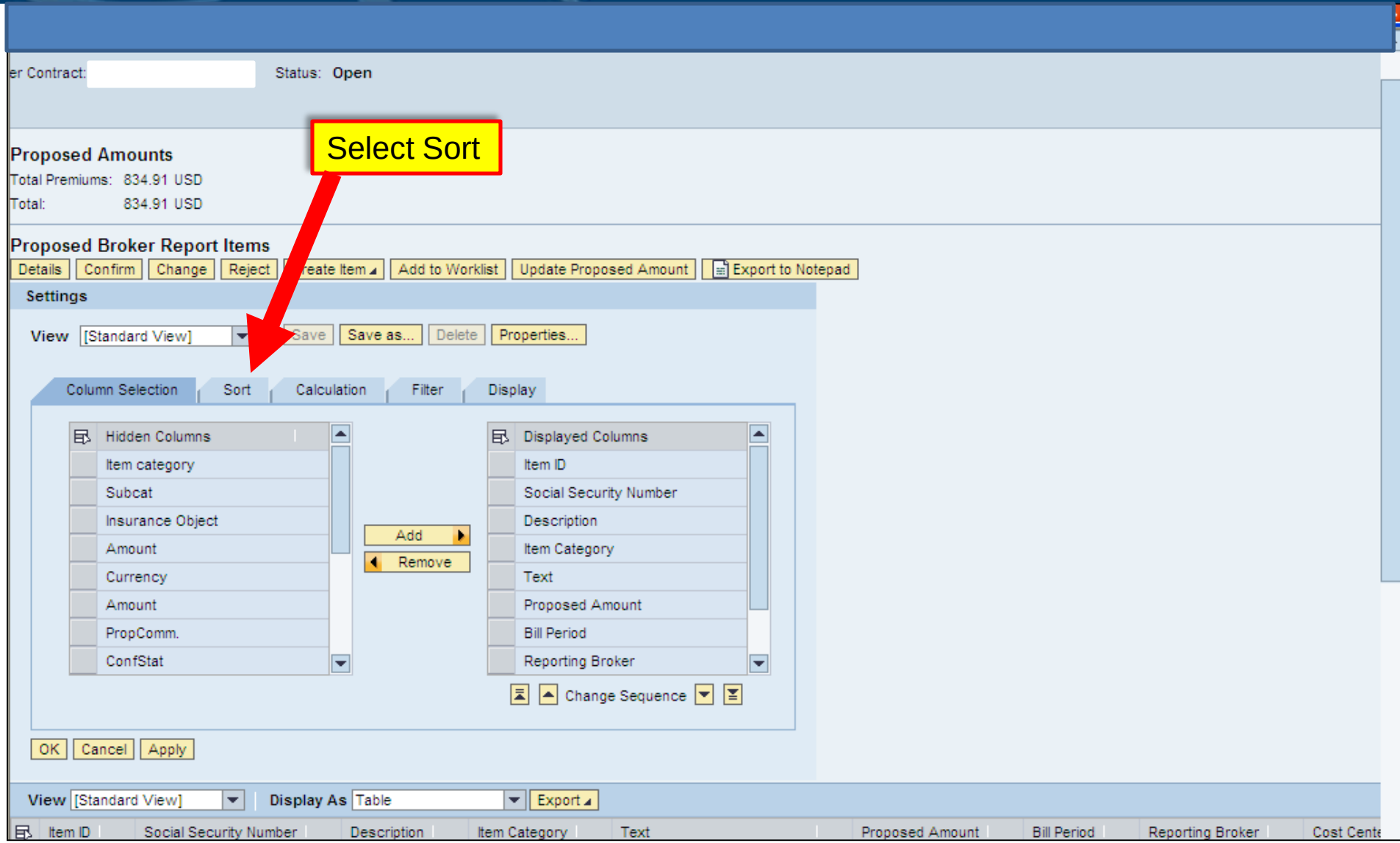


*Make sure if you customize your bill it is in normal format to pull everything in.

The filter box is used to customize the bill.

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.

Customizing Bill Settings



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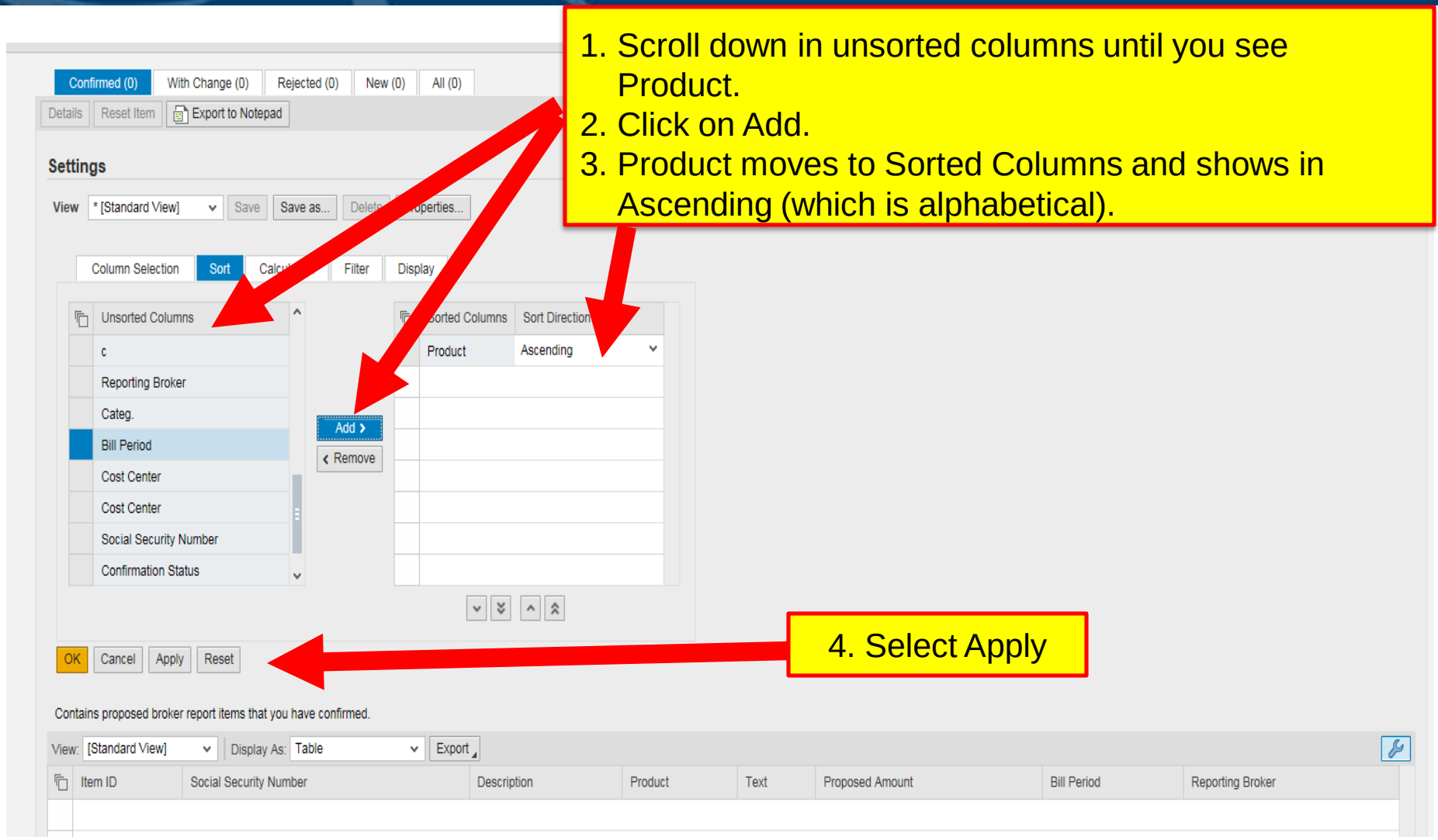

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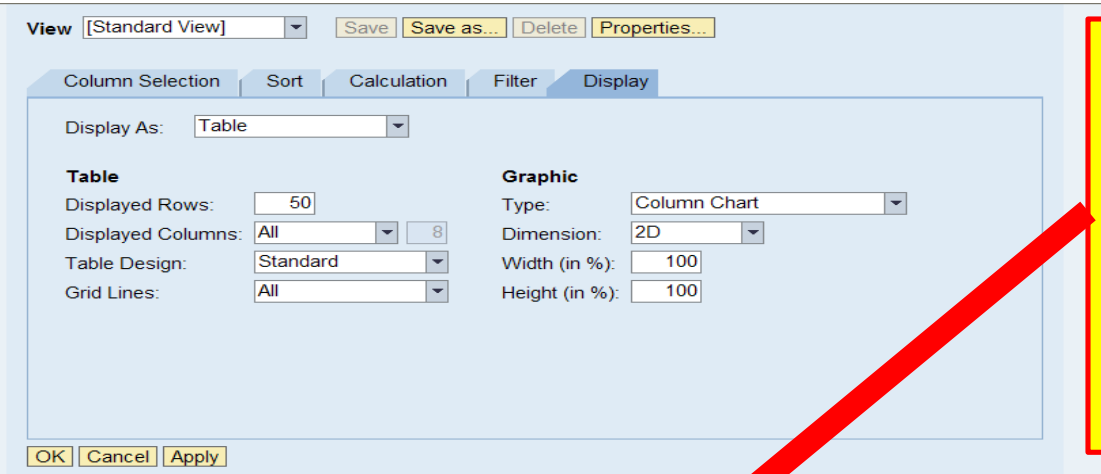

Bill is now sorted by Product:
10 – Health Insurance
20 – Life Insurance
30 – FSA Healthcare & Dependent Care
35 – Dental
36 - Vison

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

Item ID	Social Security Number	Description	Product	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
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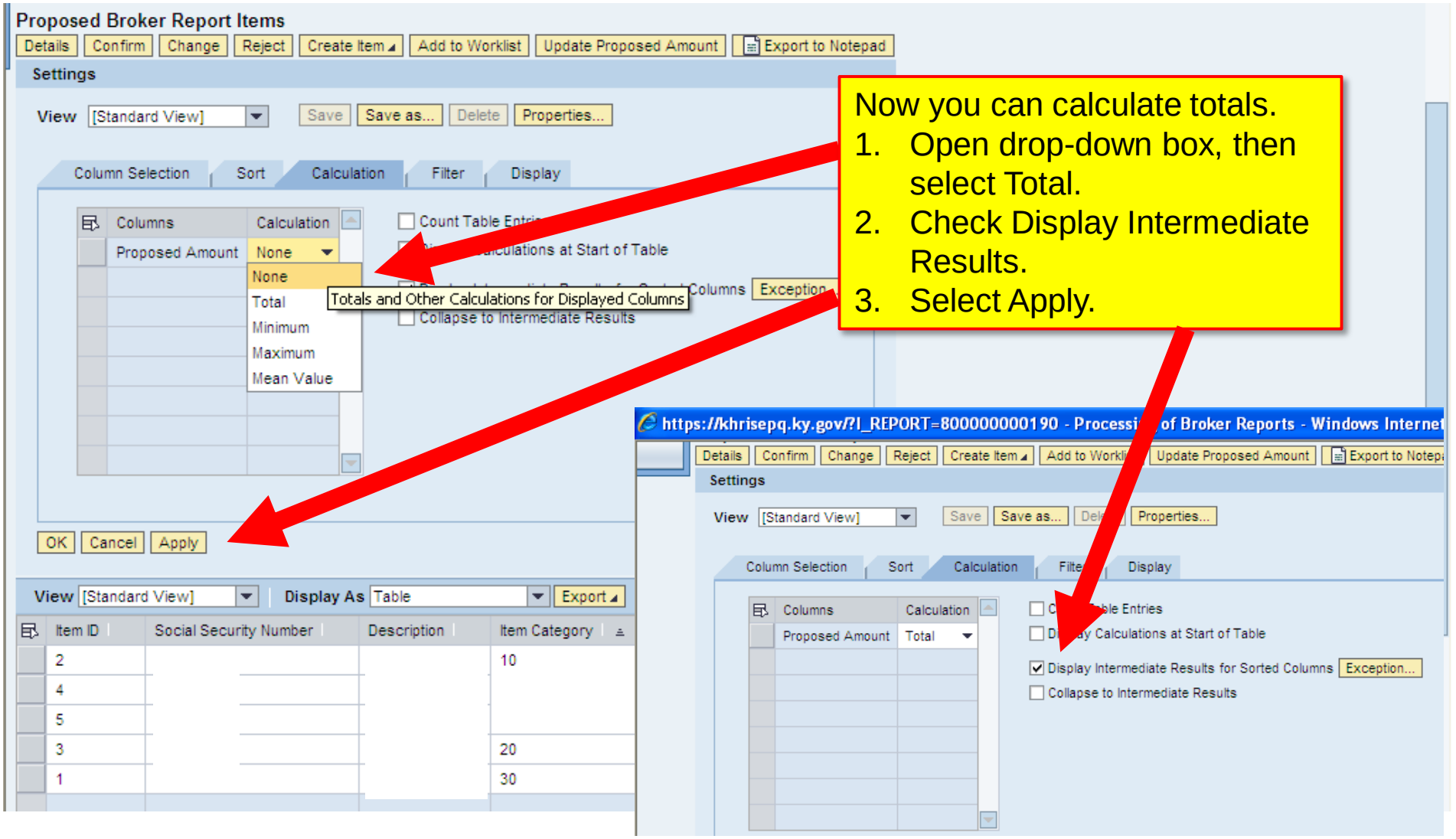
8	777777775	Orchid, Five		CW Capitol Ch NP - Single (EE)	37.24	12/01/2012	100003412	9200100161	Create
9	777777776	Orchid, Six		CW Maximum Chc NP- Single (EE)	30.74	12/01/2012	100003415	9200100161	Create
11	777777778	Orchid, Eight		CW Capitol Ch NP - Single (EE)	63.06	12/01/2012	100003419	9200100161	Create
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				

Customizing Bill Settings



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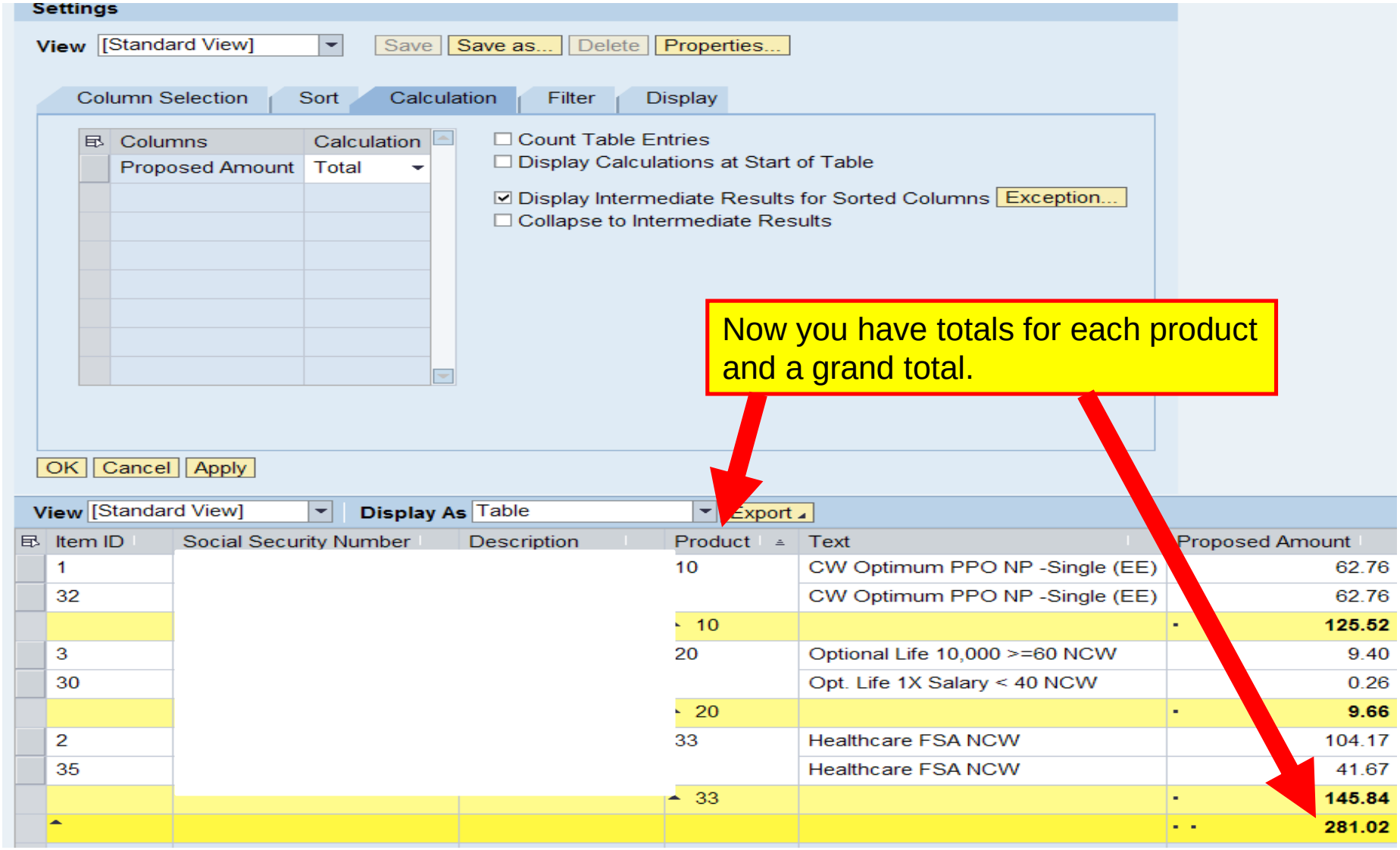

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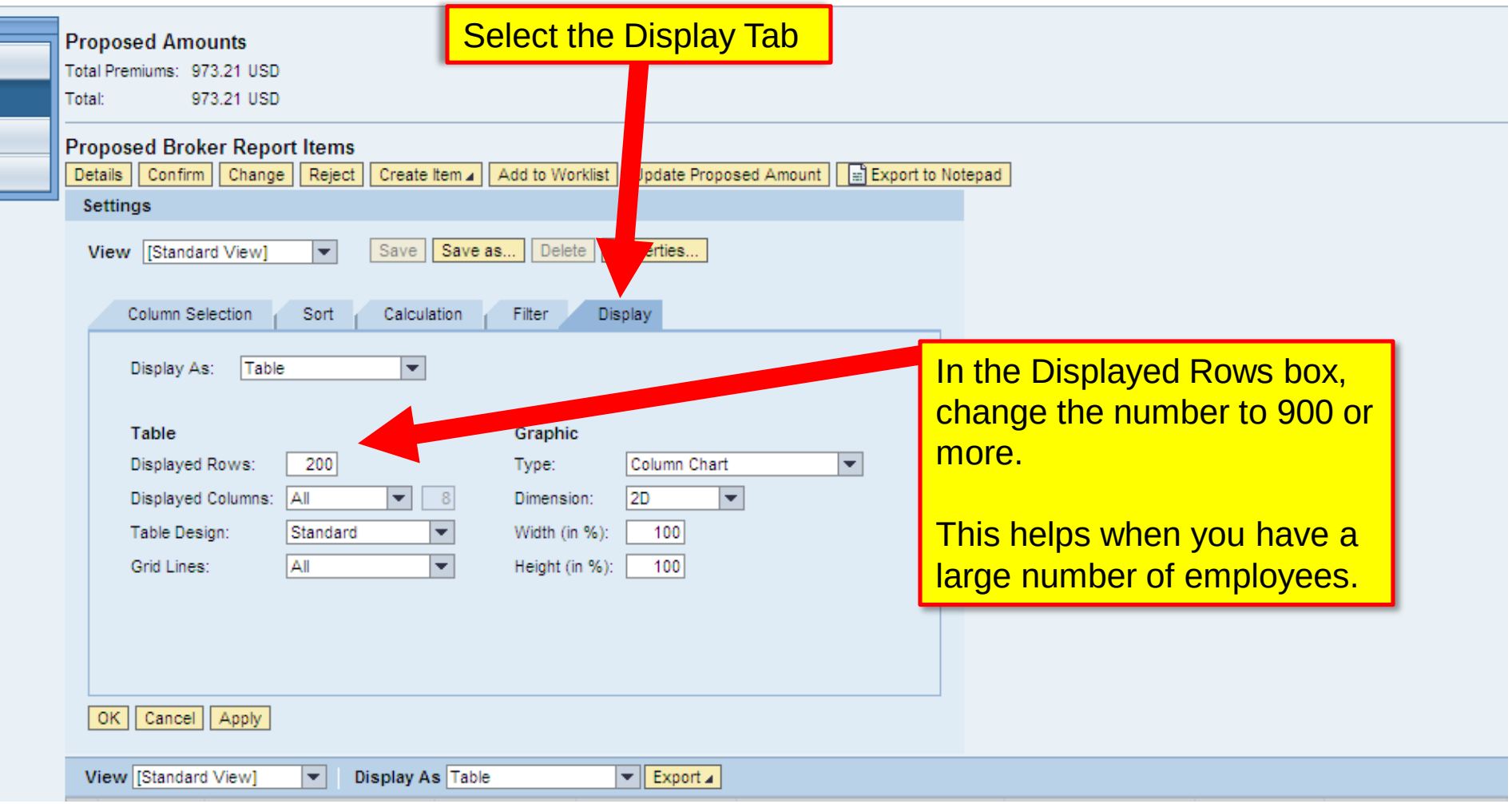


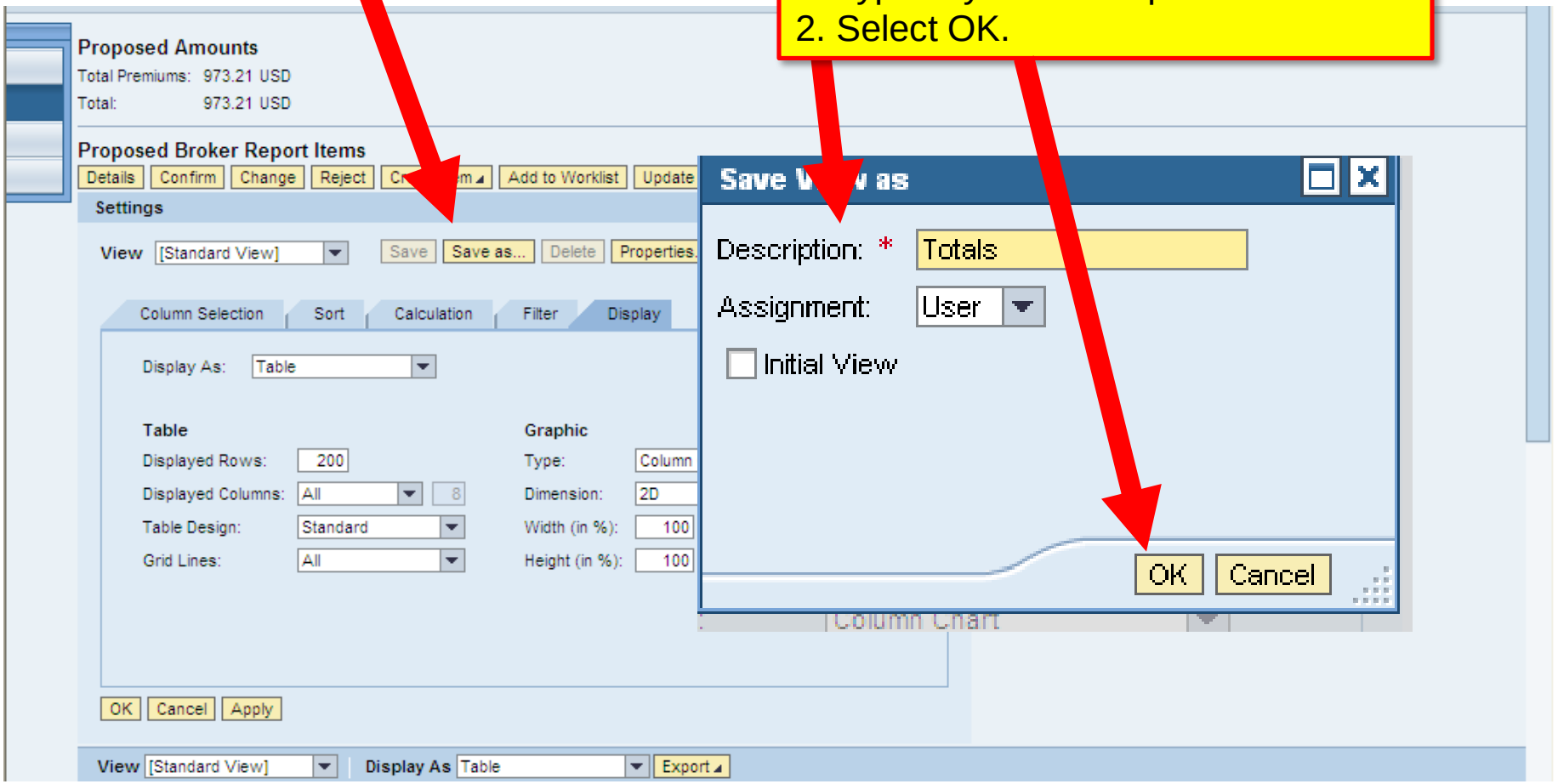
In the Displayed Rows box, change the number to 900 or more.

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.



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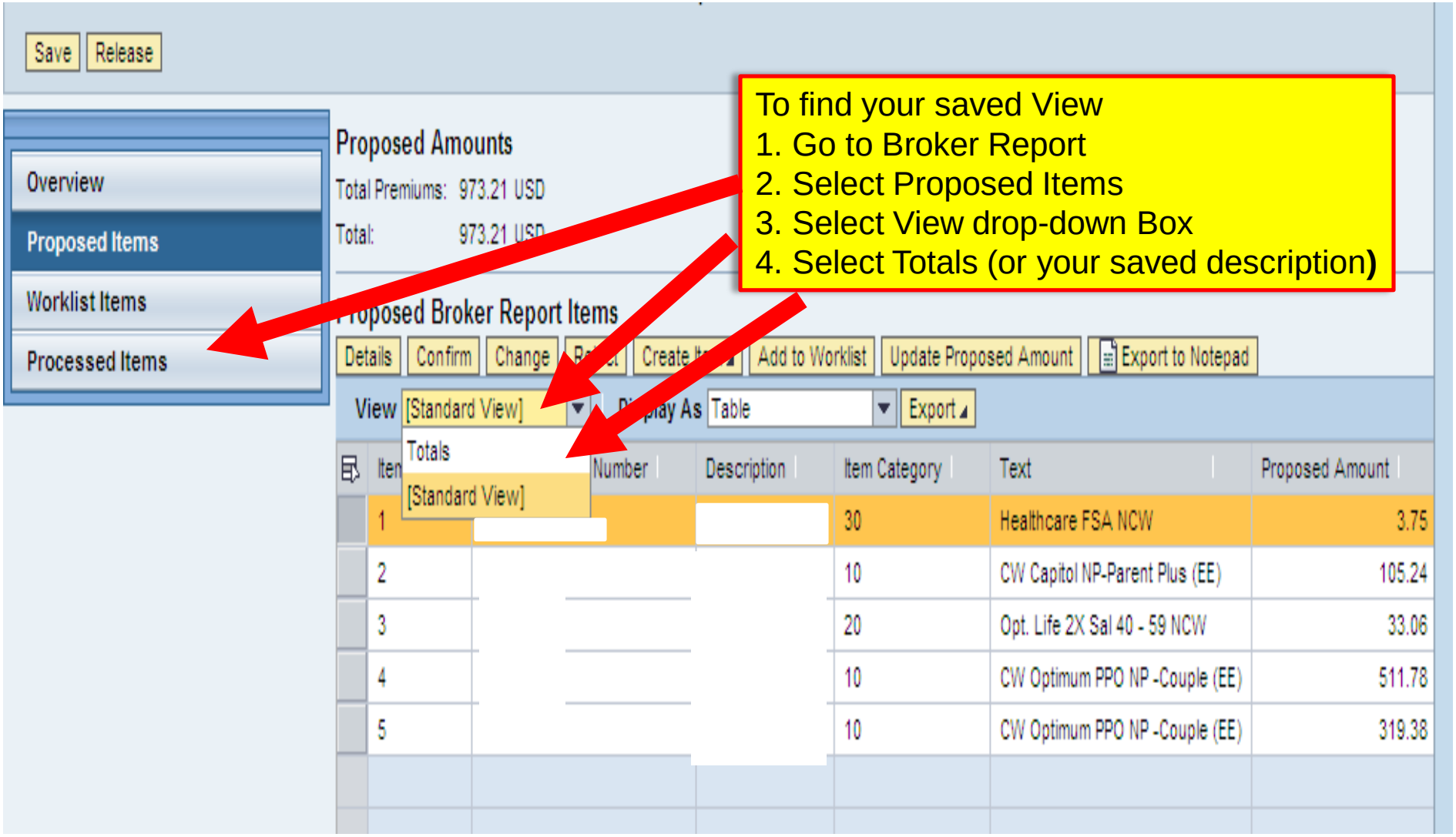


Customizing Bill Settings

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.

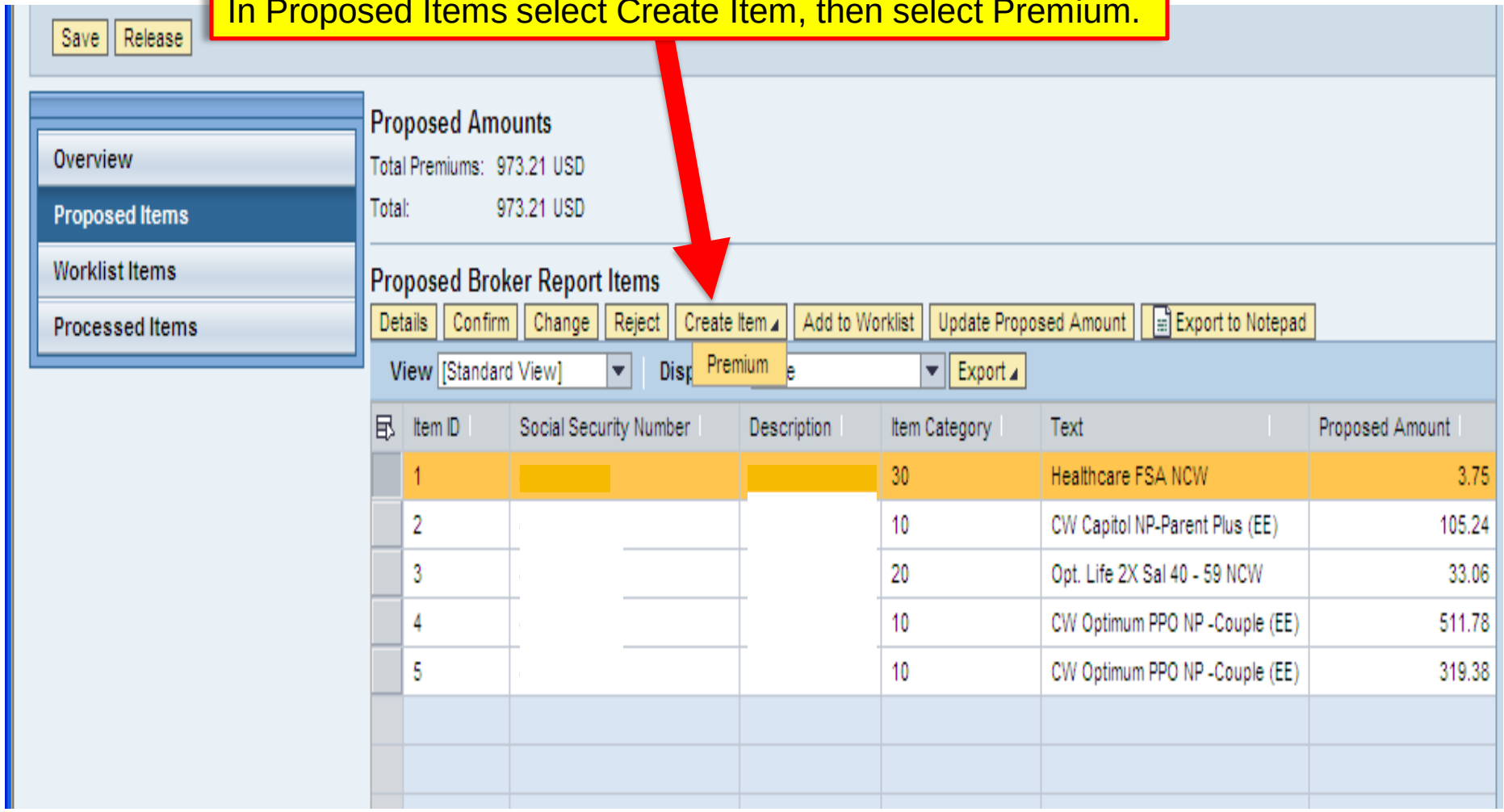
Look at your bill in normal format to make sure everyone is included on your bill.

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

ADDING AN EMPLOYEE TO THE BILL

Adding an Employee to the Bill

In Proposed Items select Create Item, then select Premium.



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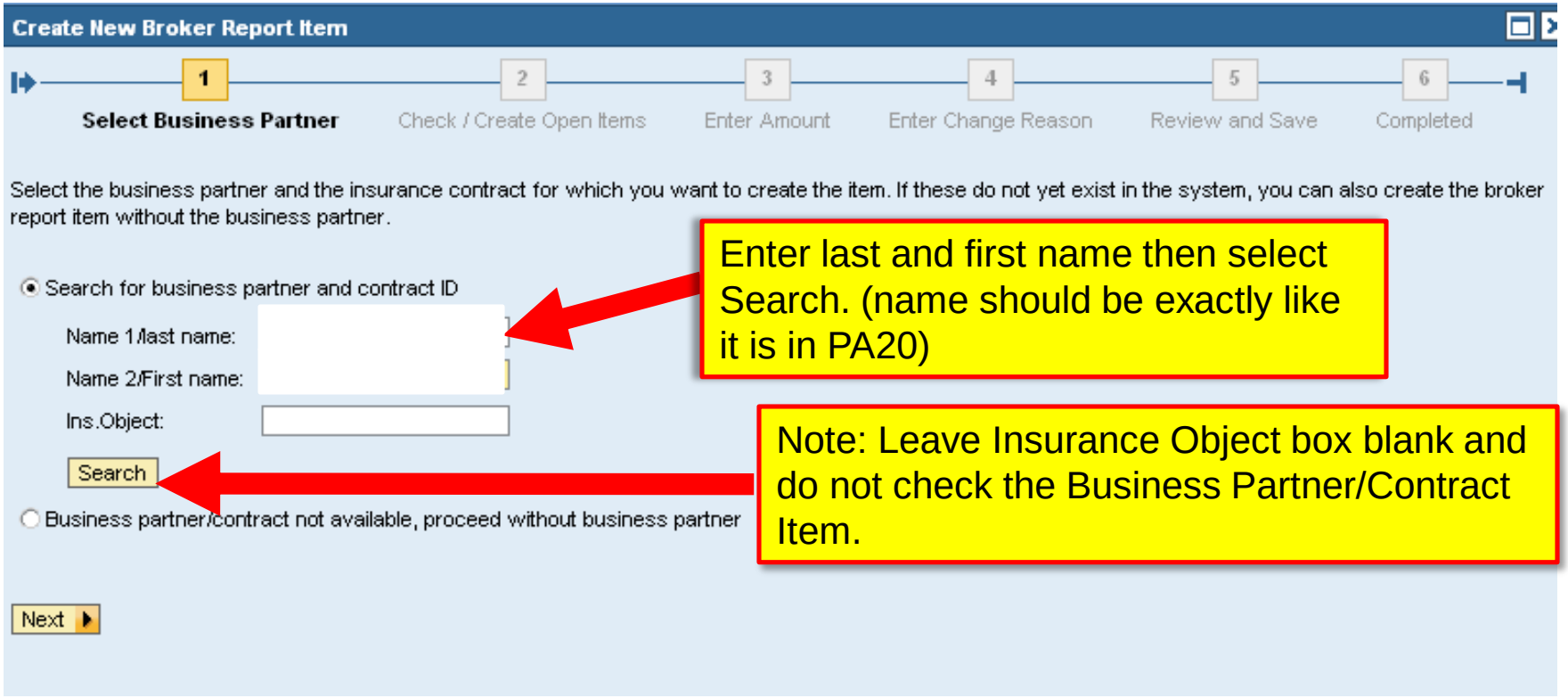

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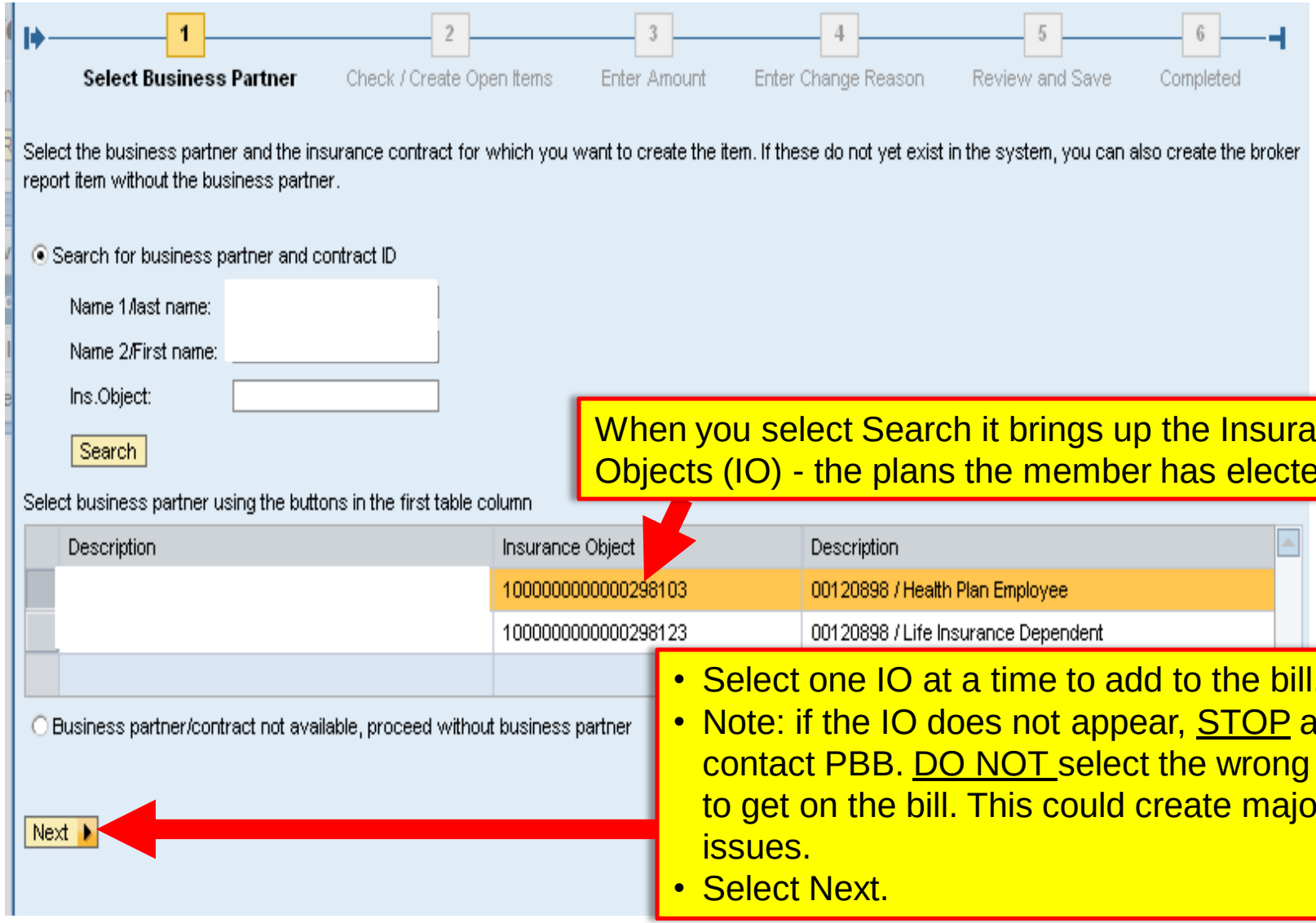
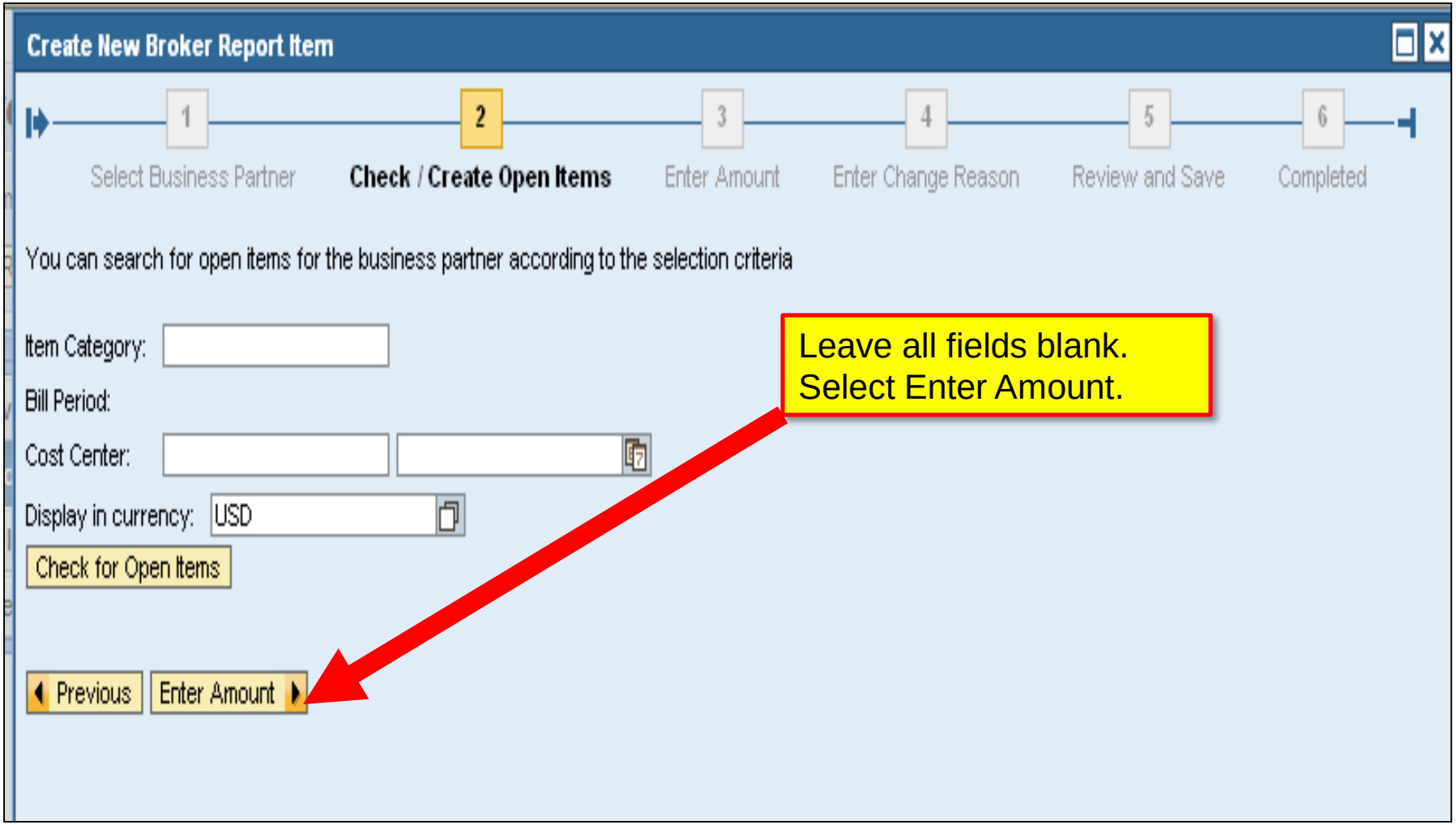


When you select Search it brings up the Insurance Objects (IO) - the plans the member has elected.

- 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.

Adding an Employee to the Bill



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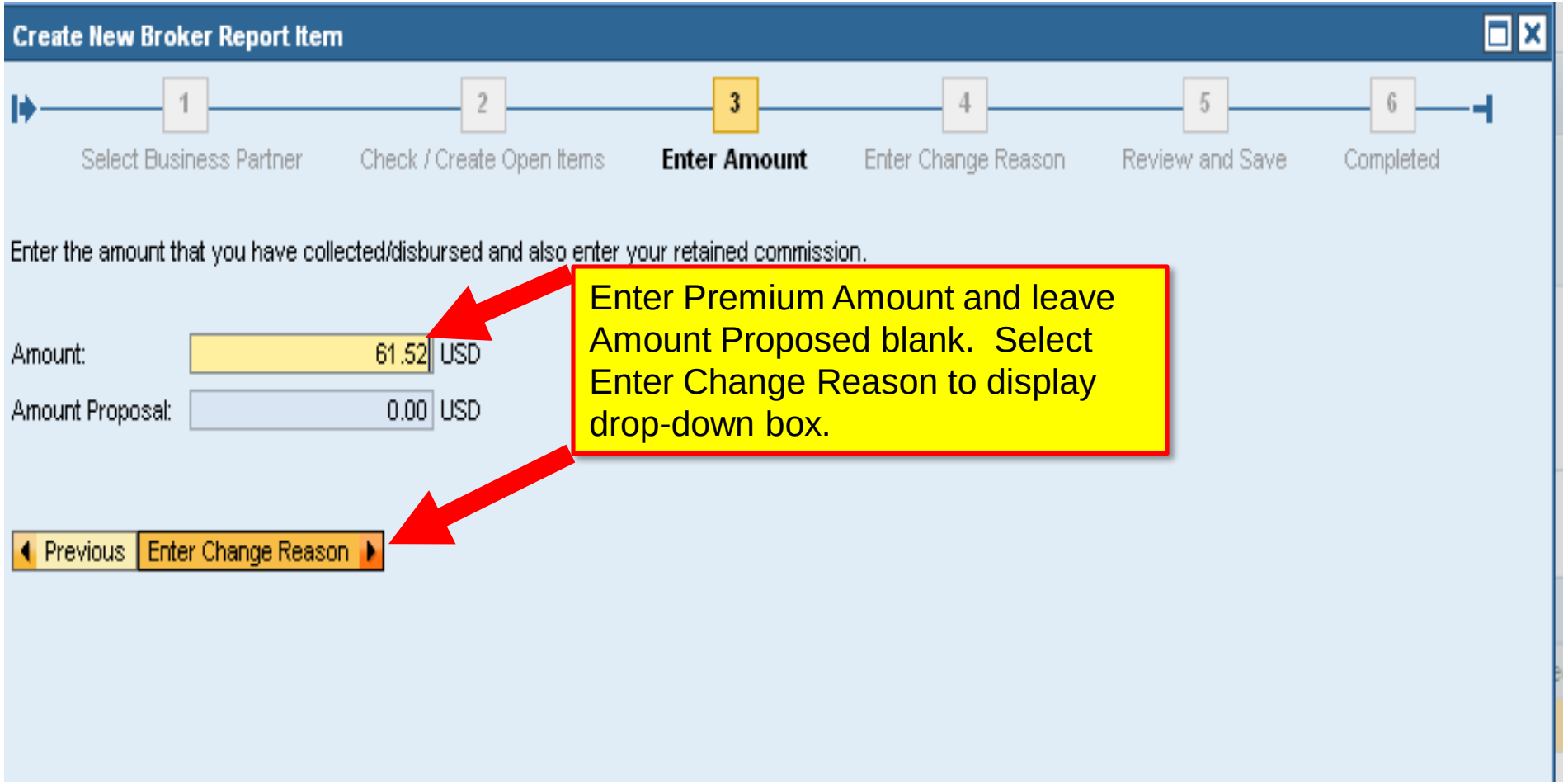
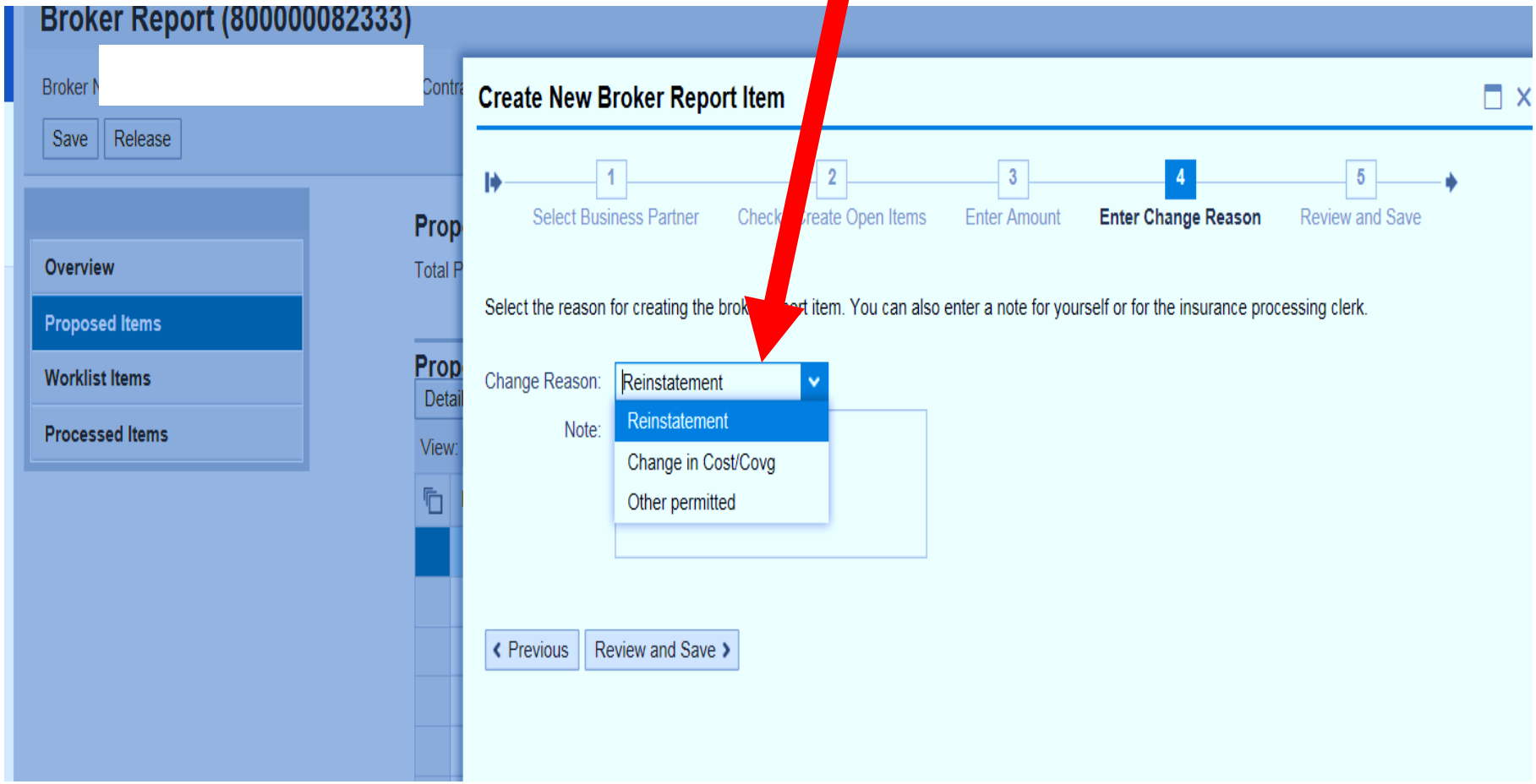


Adding an Employee to the Bill

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



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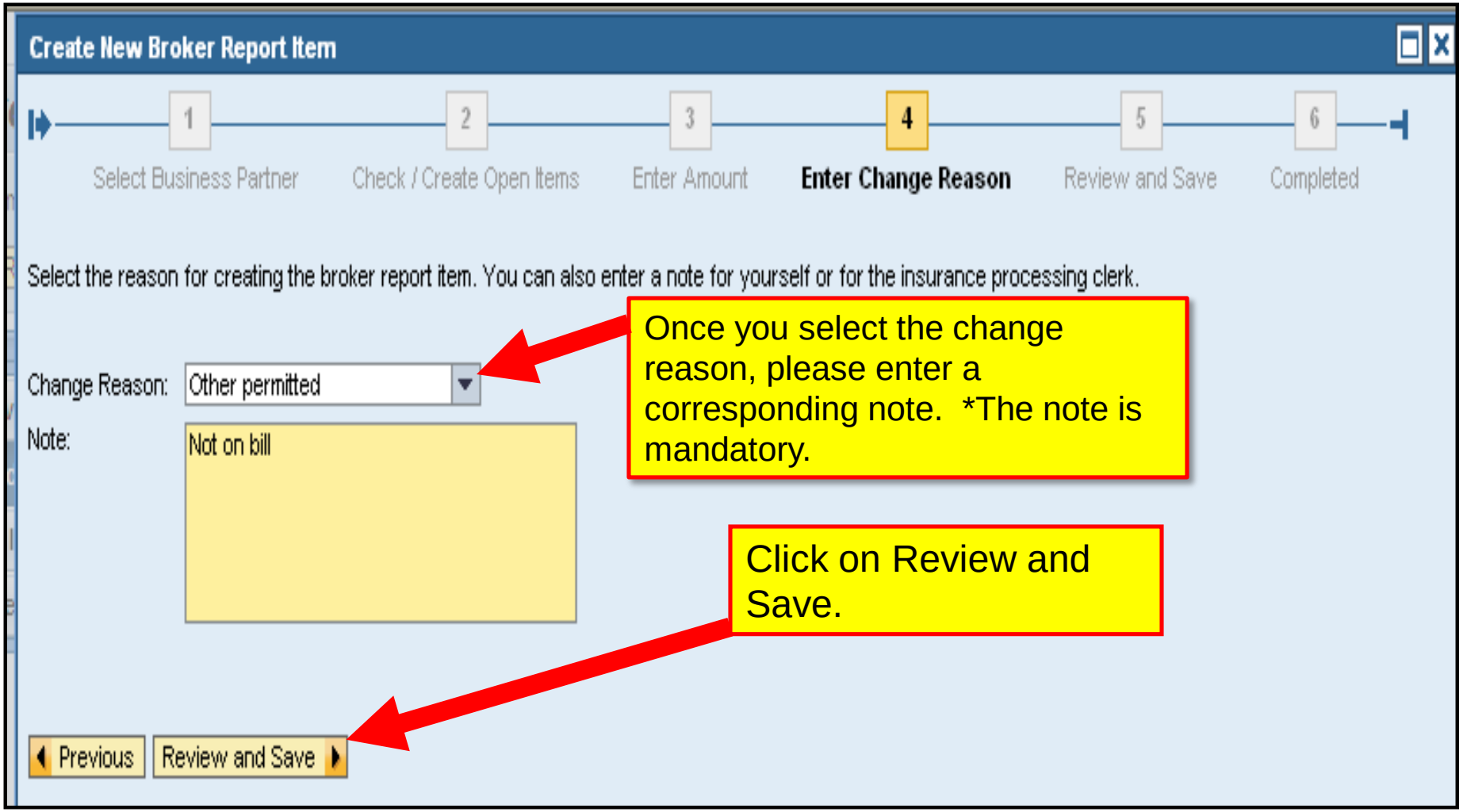

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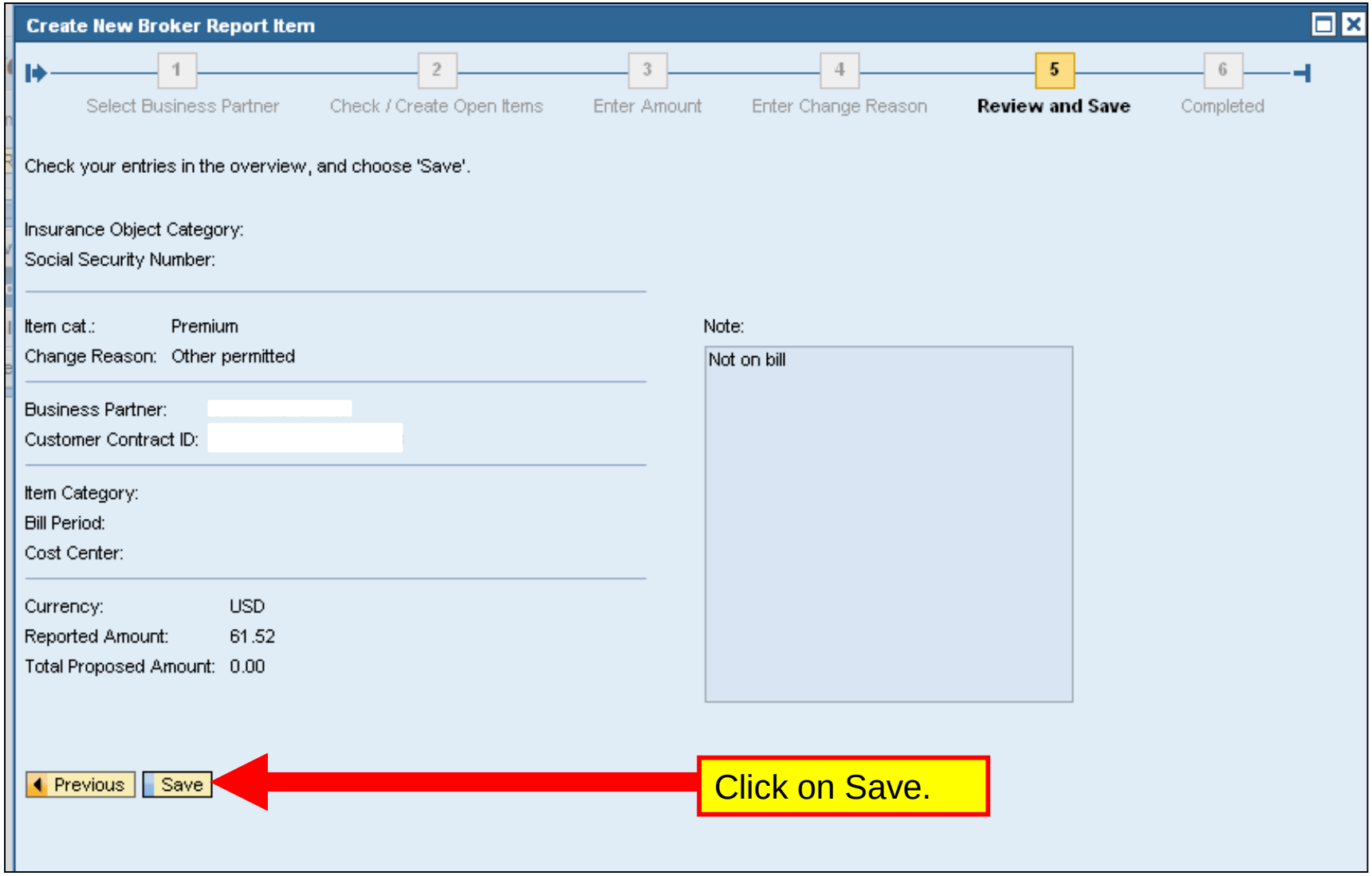

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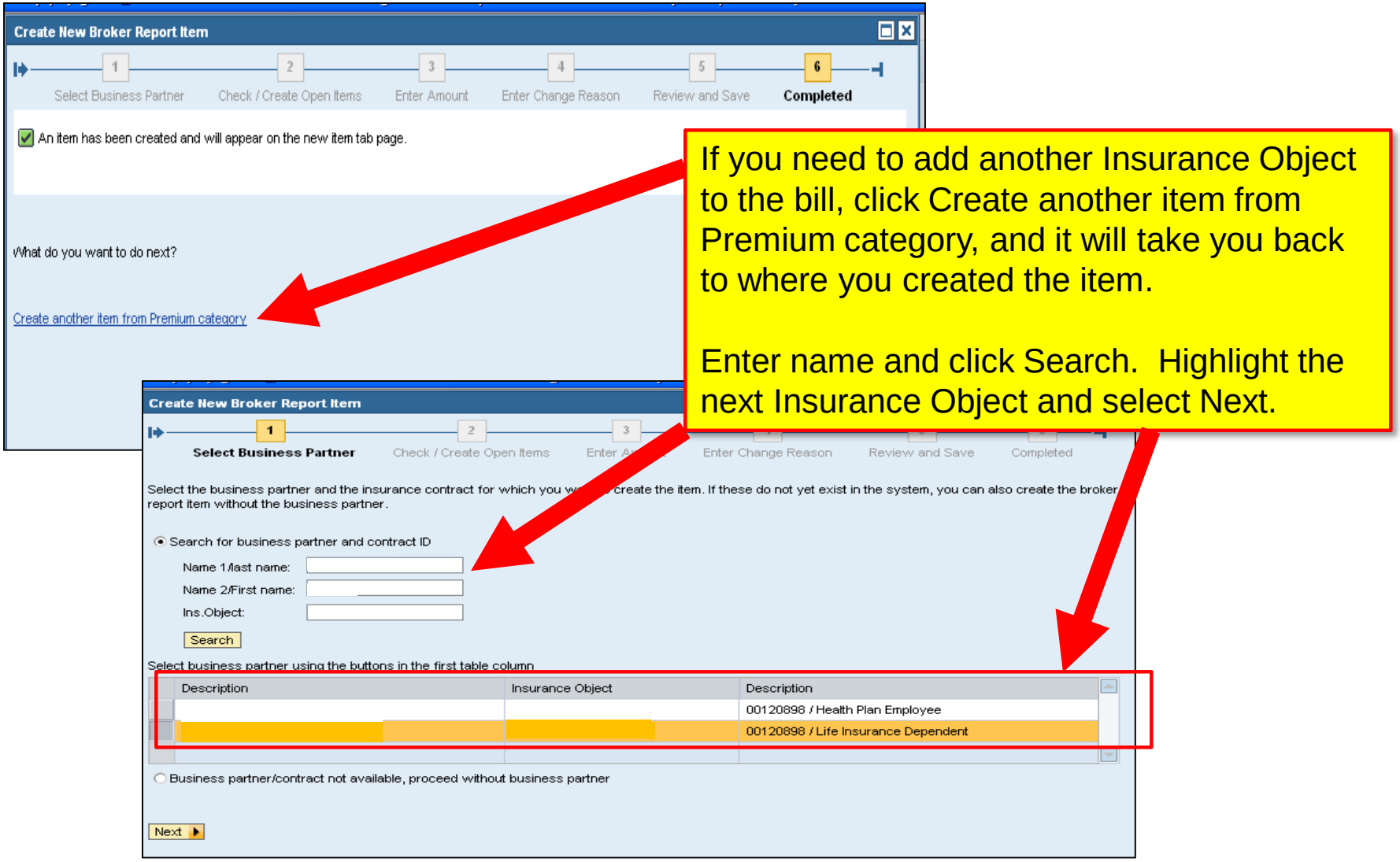
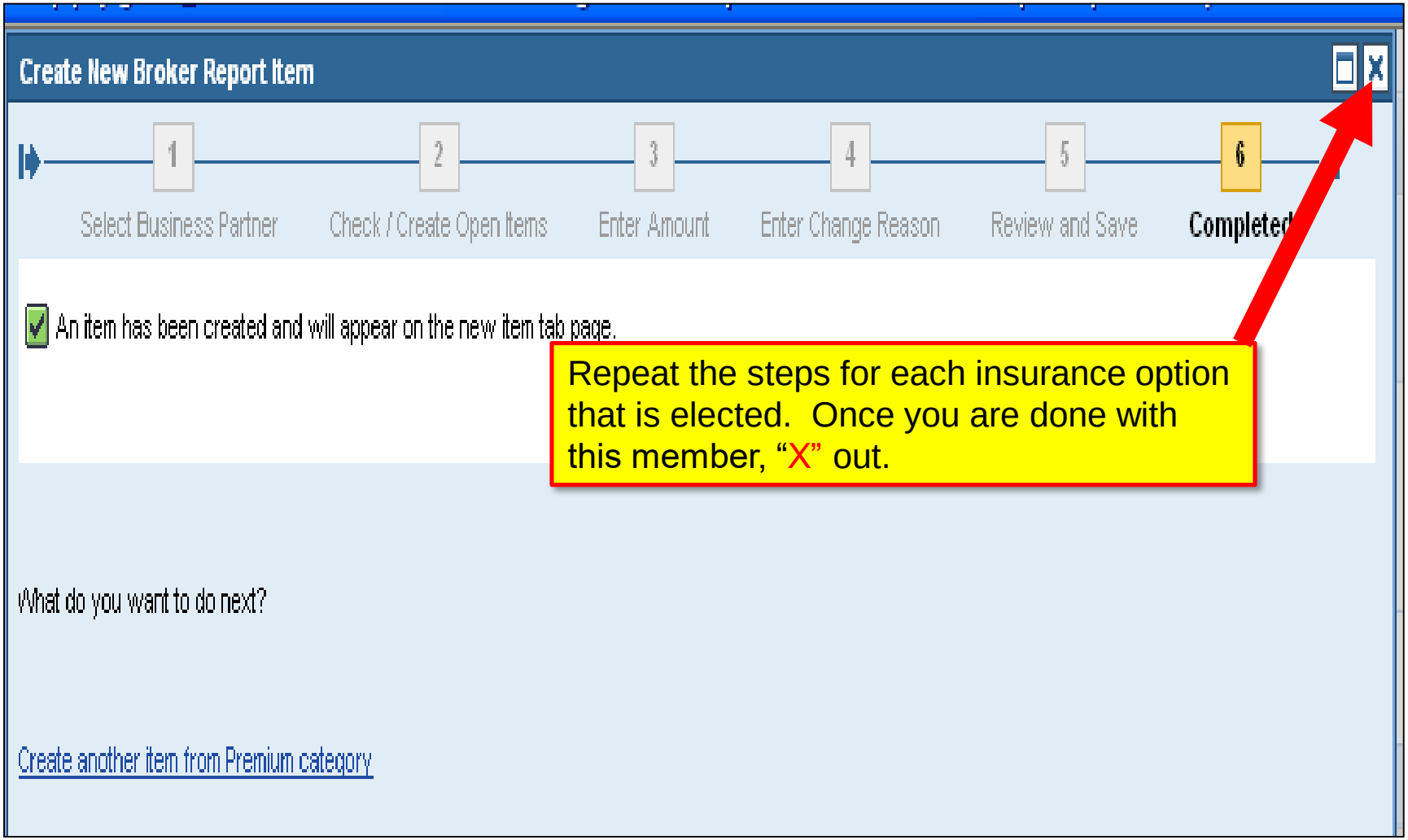


If you need to add another Insurance Object to the bill, click Create another item from Premium category, and it will take you back to where you created the item.

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

Adding an Employee to the Bill



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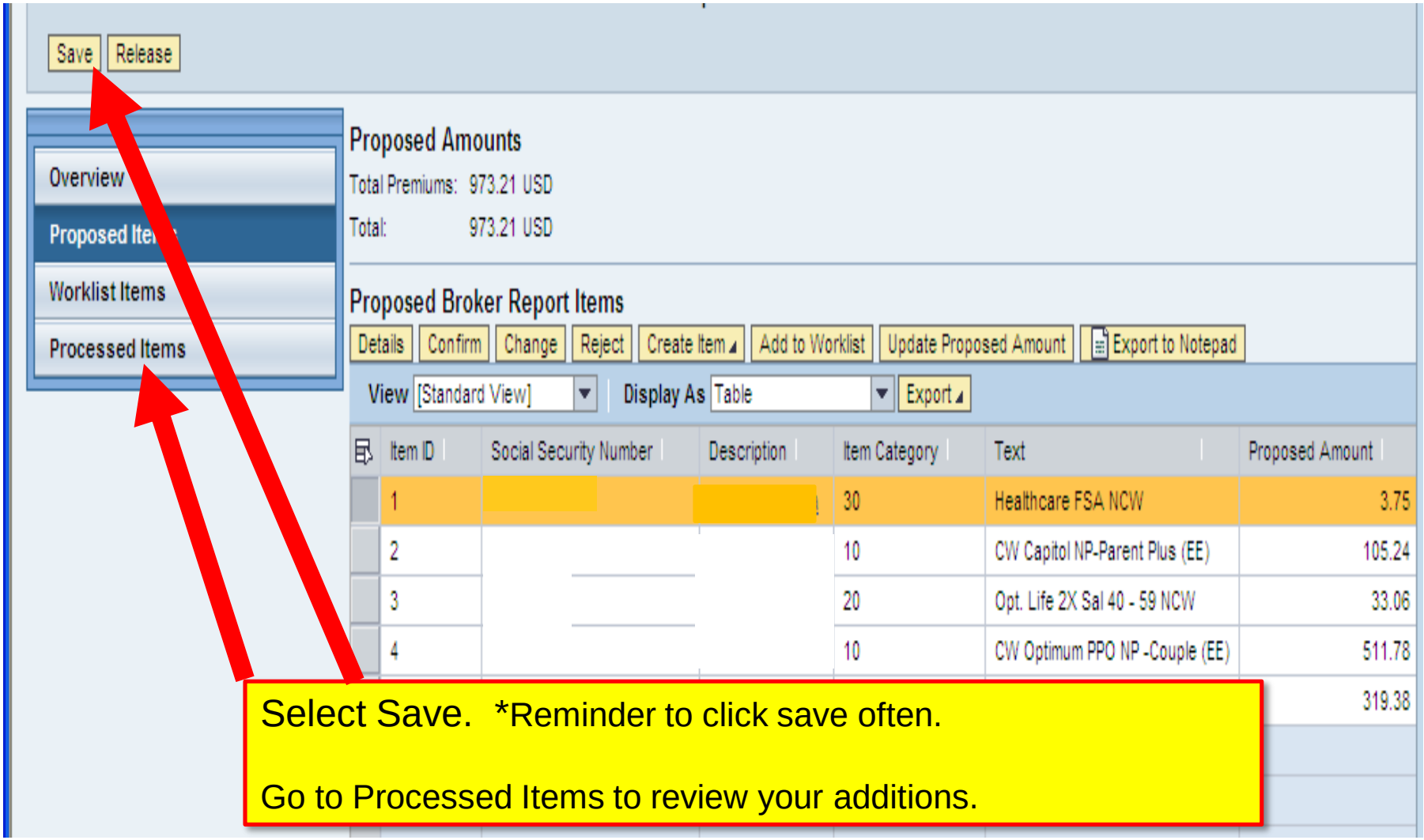
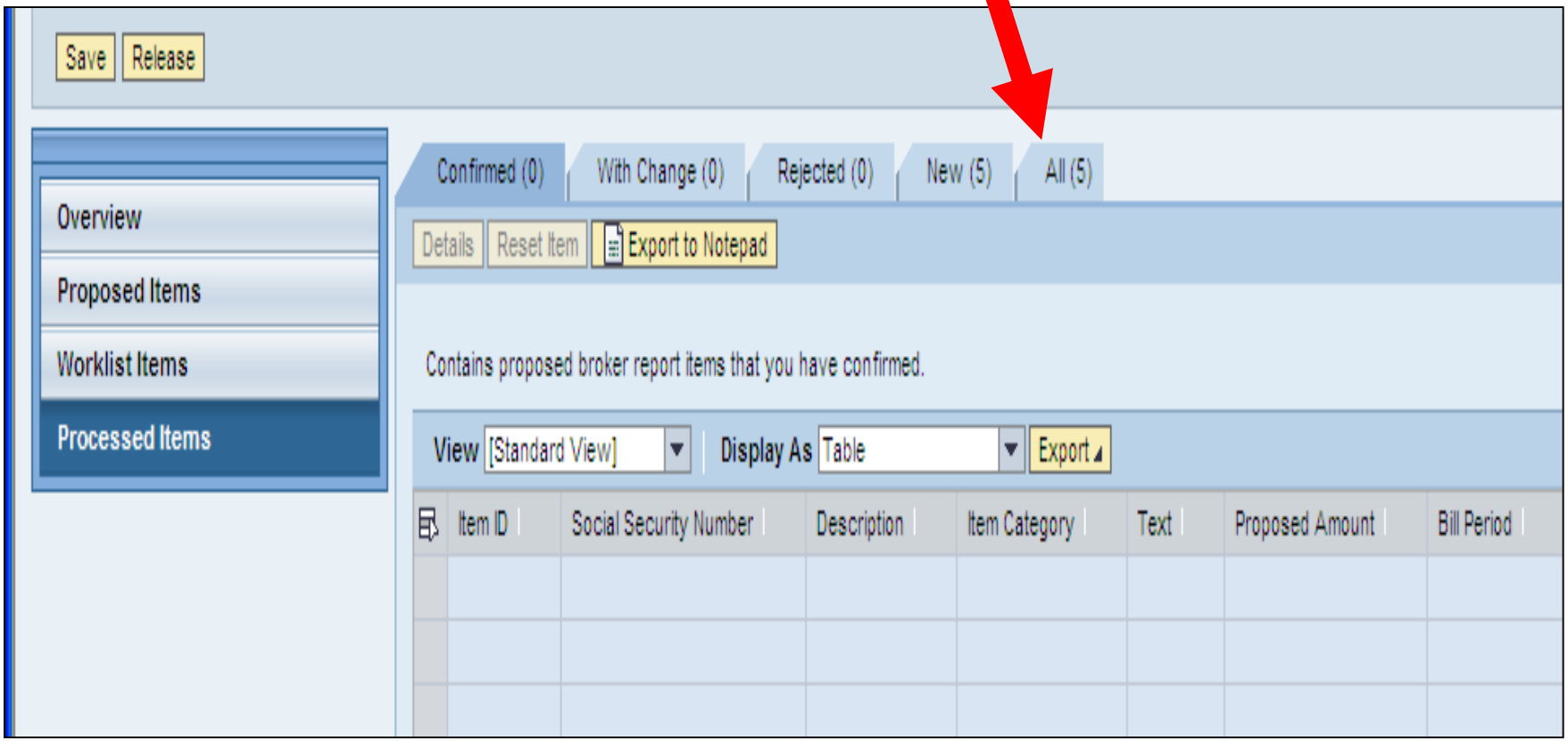


Adding an Employee to the Bill

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.



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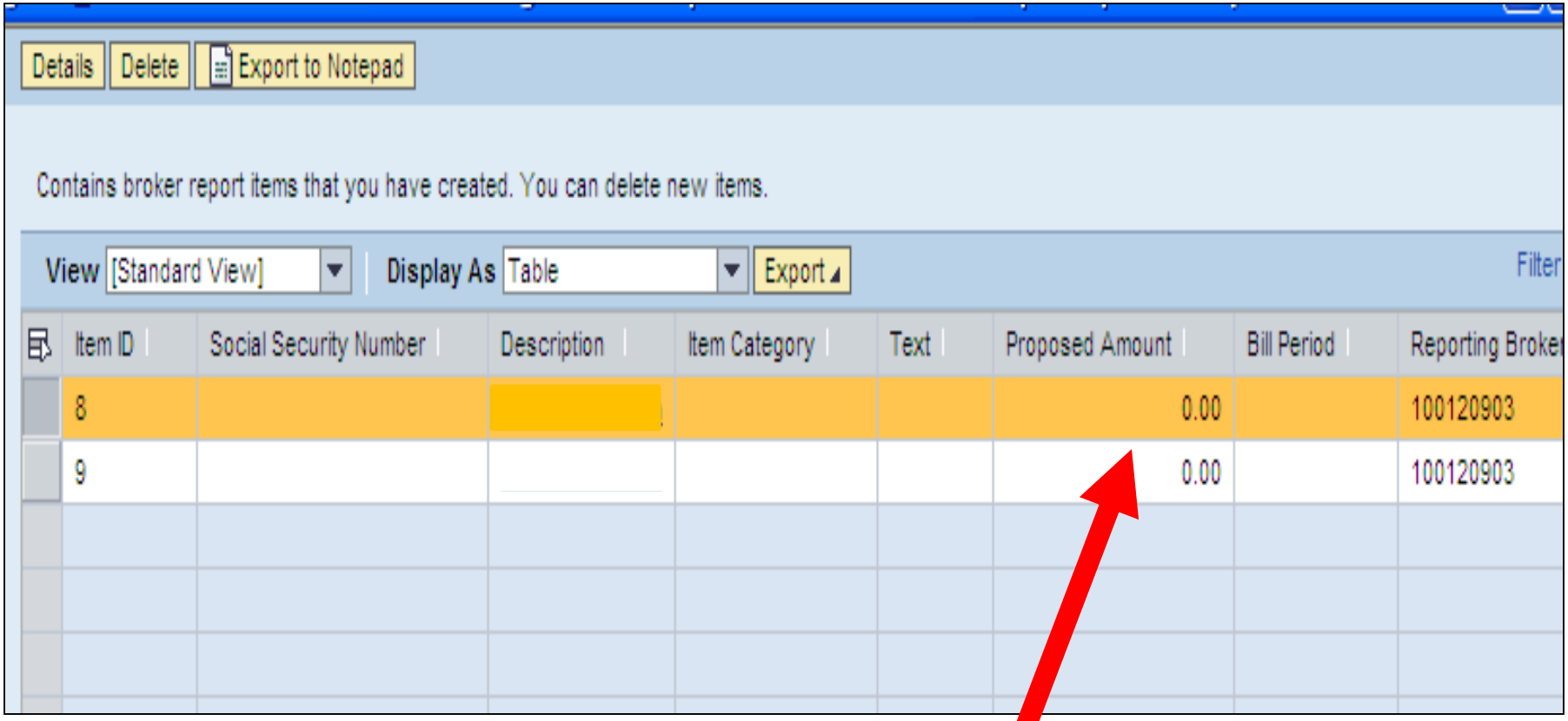
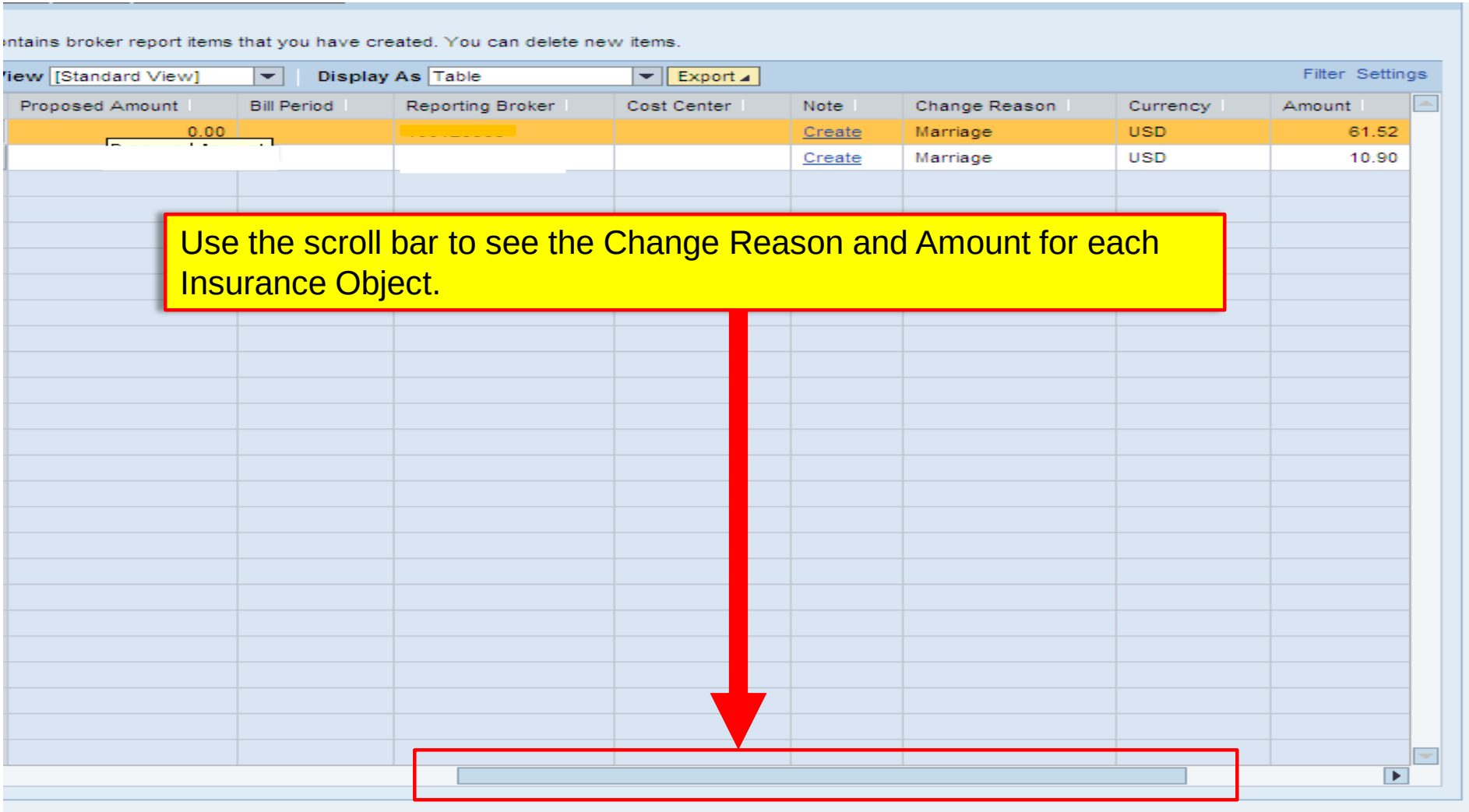


This shows the member you added to the bill. The Proposed Amount shows $0 because the person was not on the bill and was added.

Adding an Employee to the Bill

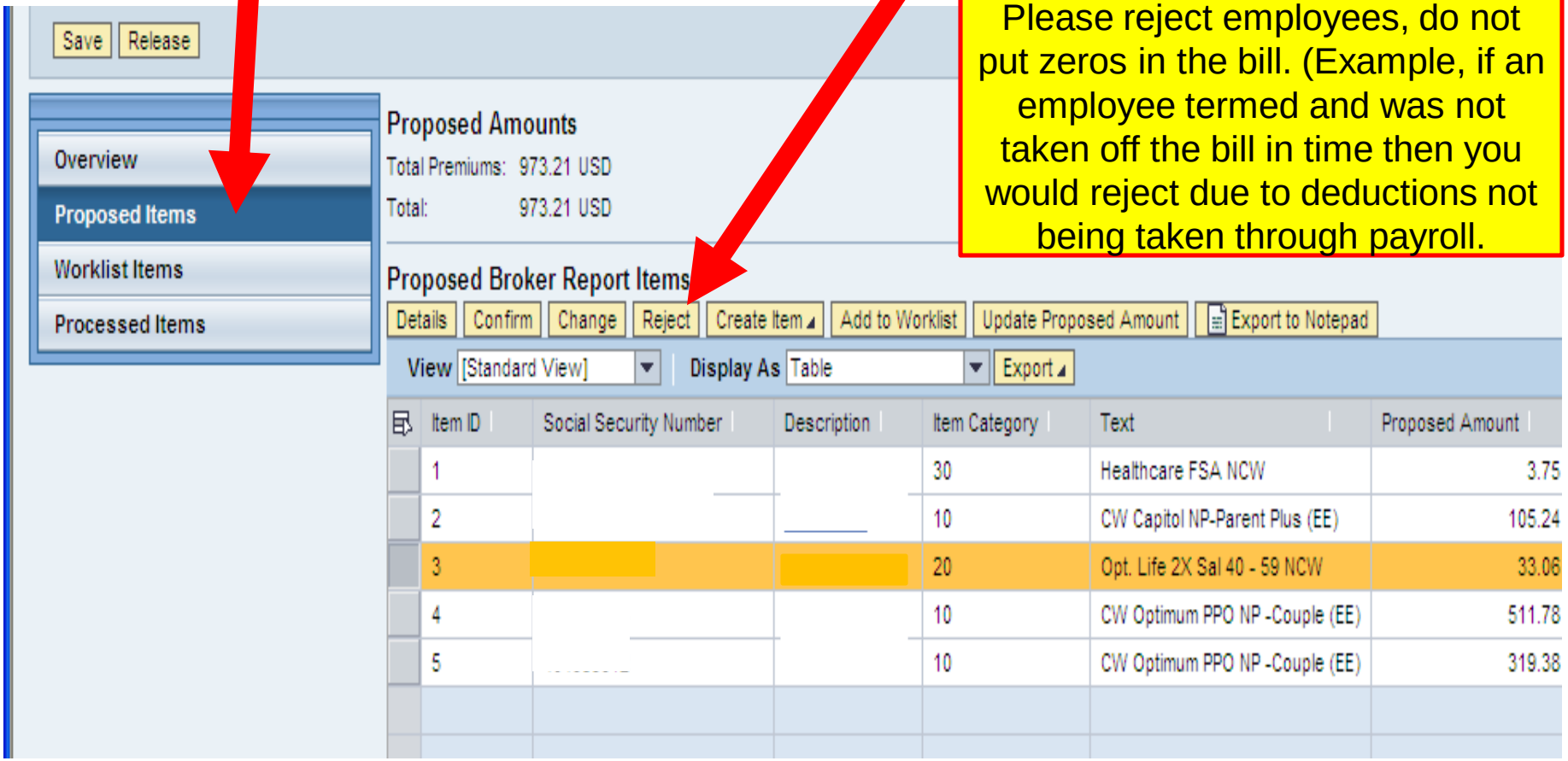


REJECTING AN EMPLOYEE FROM THE BILL

Rejecting an Employee from the Bill

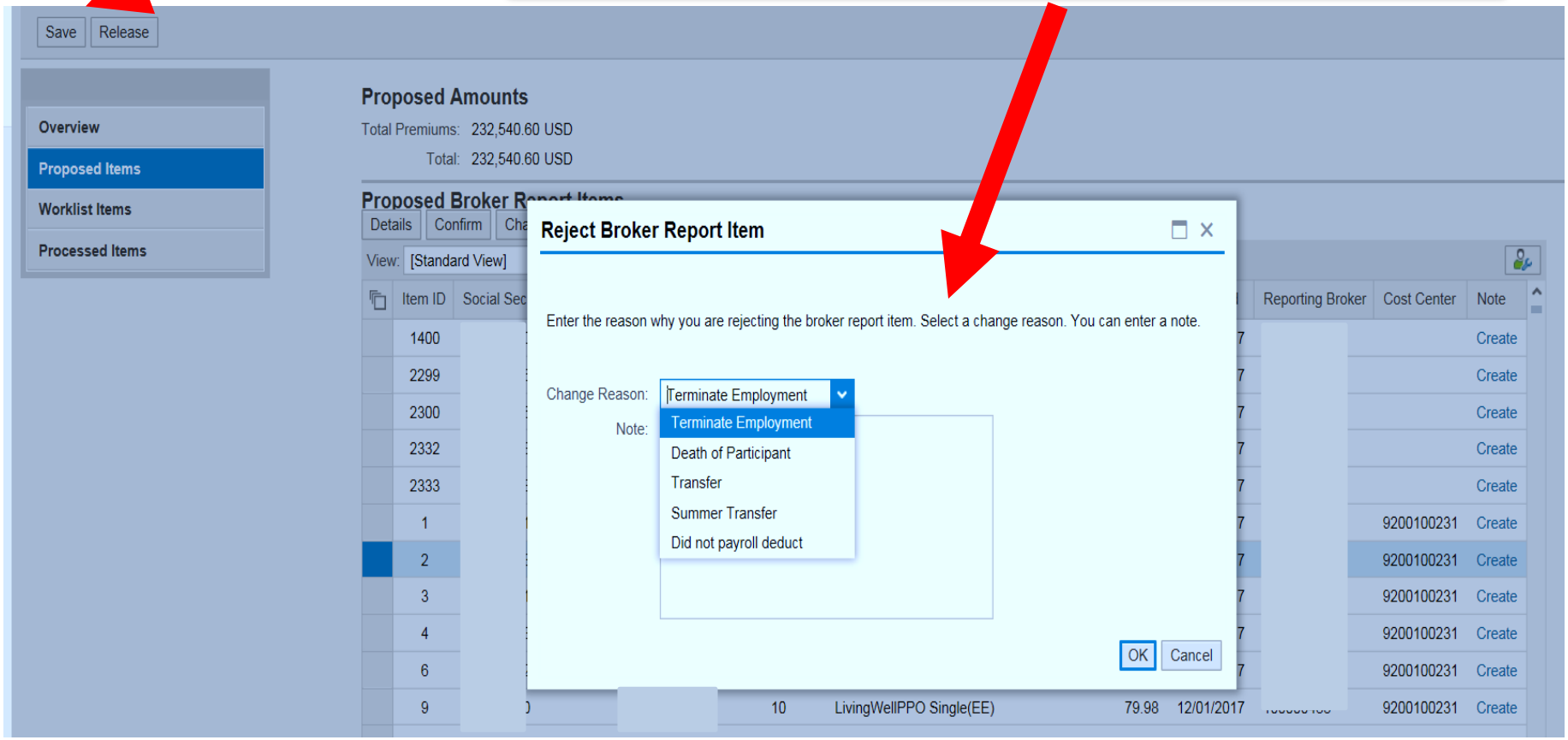
Go to Proposed Items. Search for the employee you want to reject and select the correct line item. Select Reject.

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.



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.

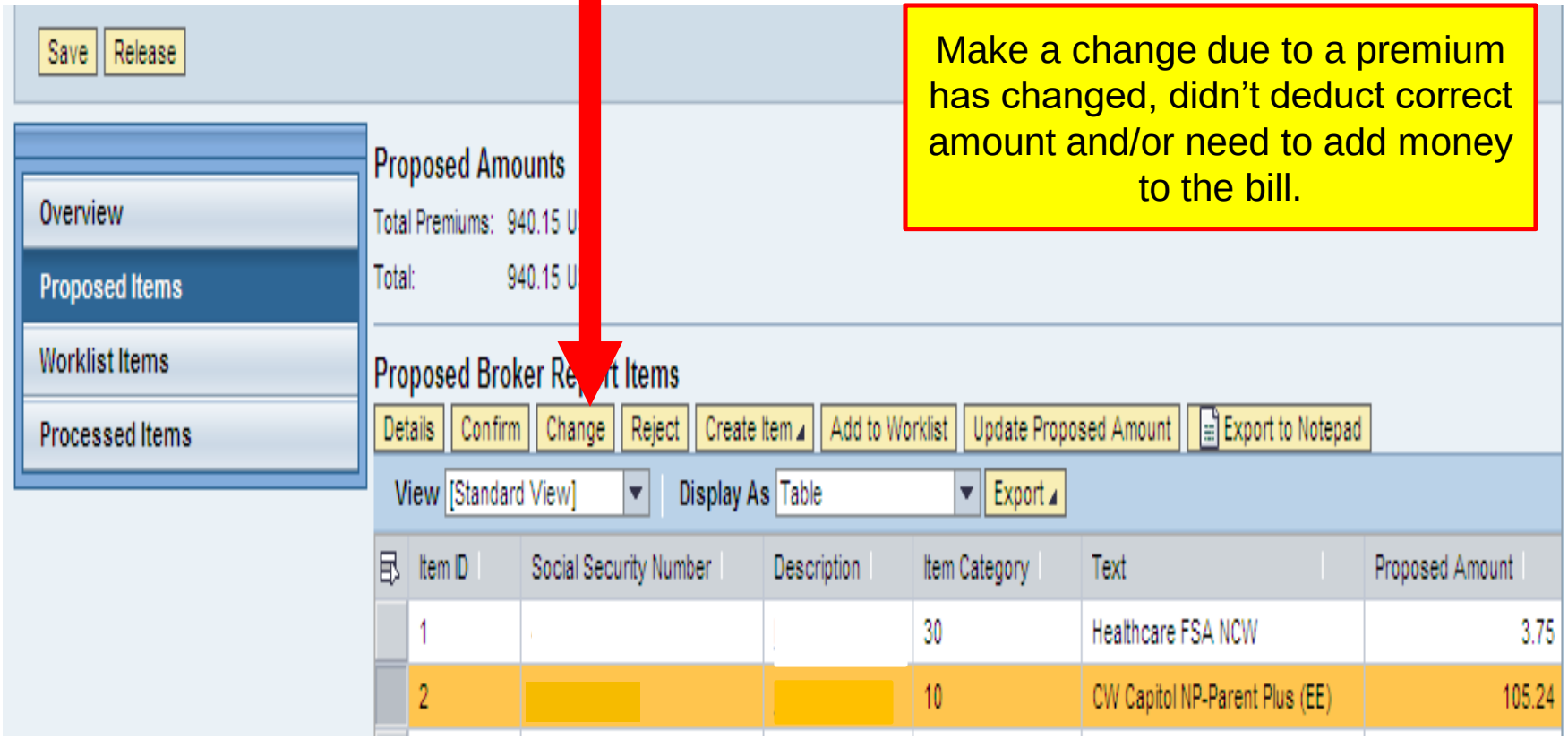


CHANGING ITEMS ON THE BILL

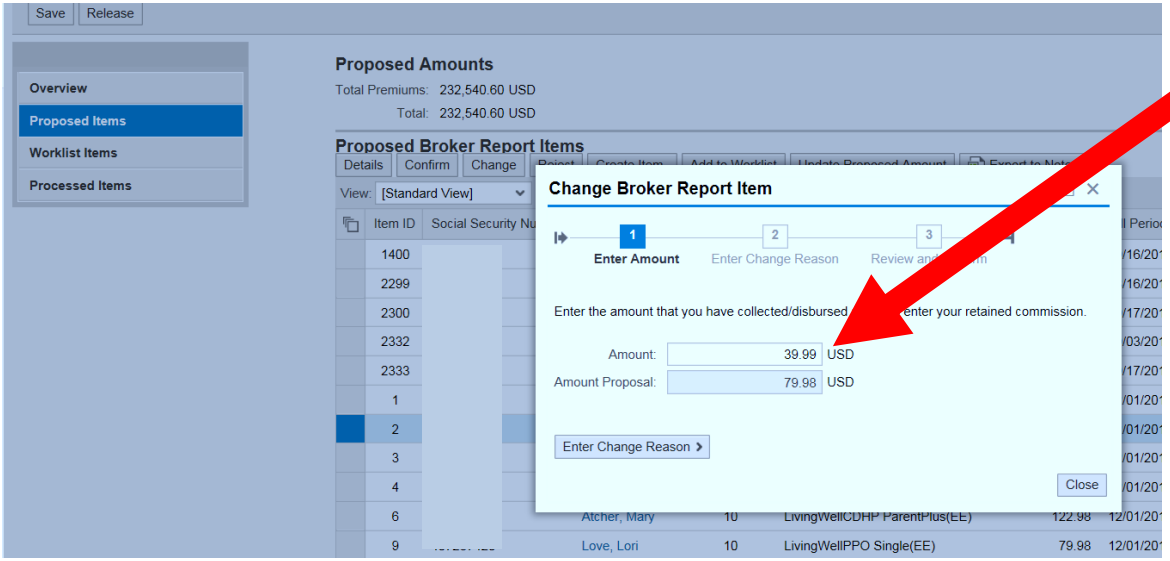
Changing an Item on the Bill

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

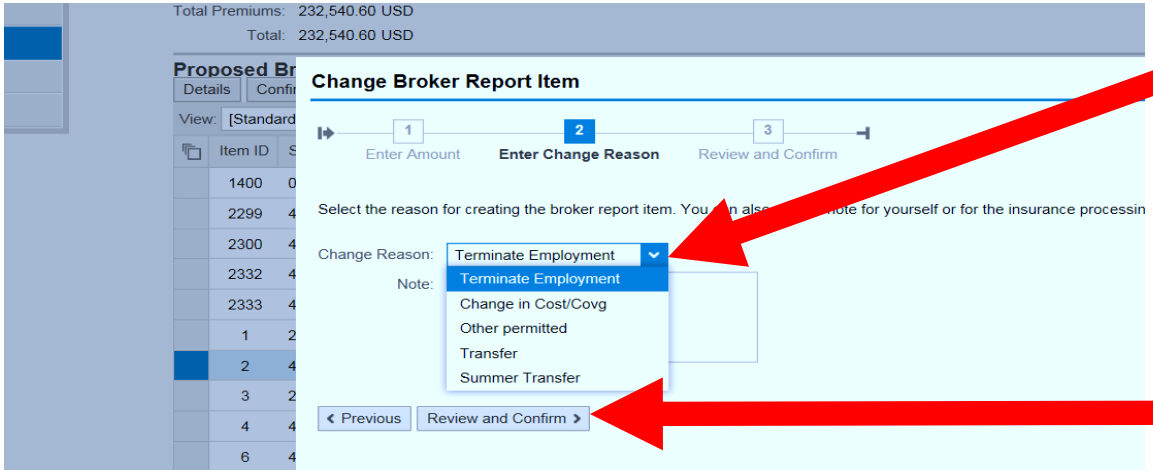
Make a change due to a premium has changed, didn't deduct correct amount and/or need to add money to the bill.



Changing an Item on the Bill



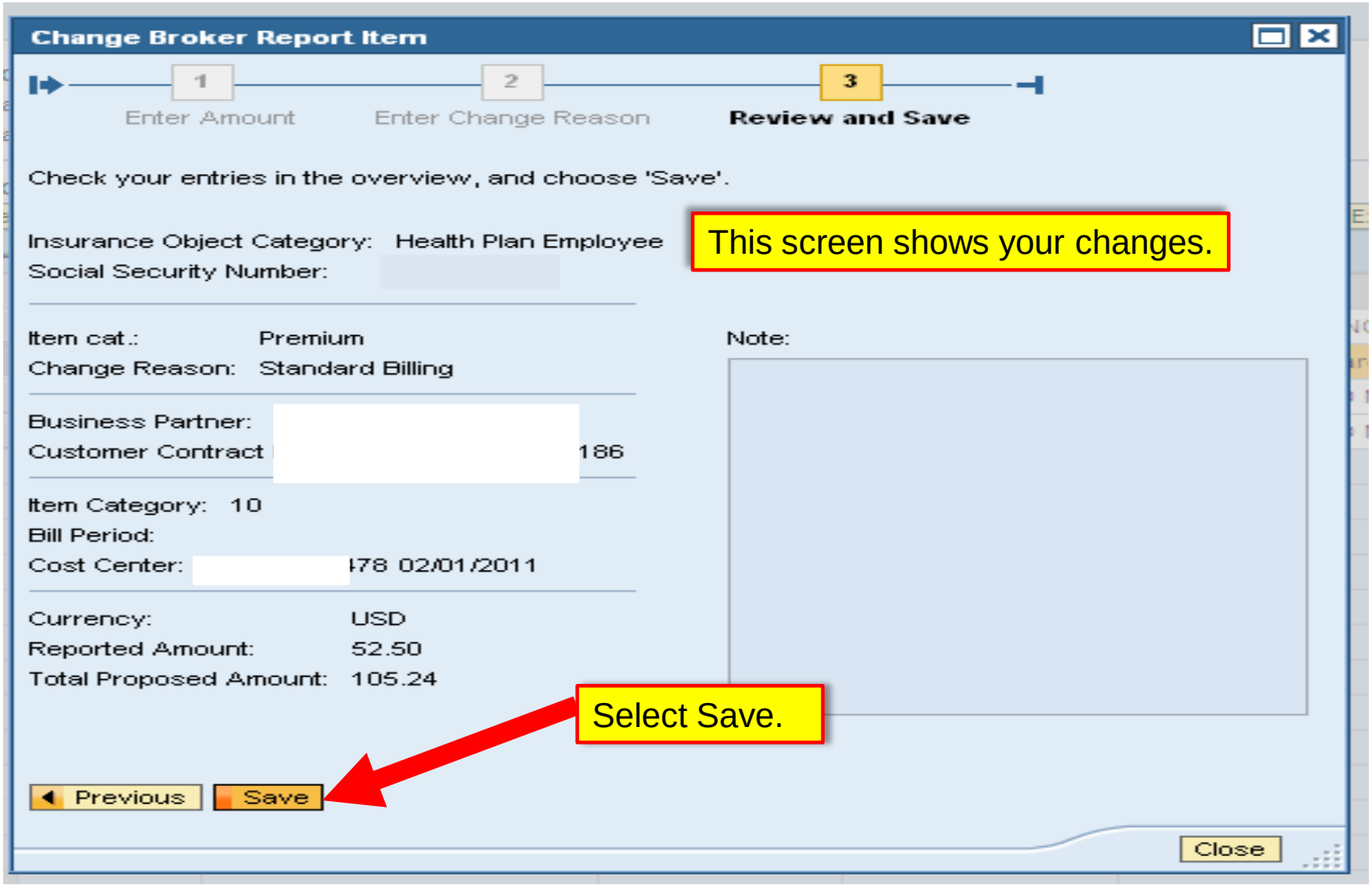
Enter the correct amount for the premium.



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.

Changing an Item on the Bill



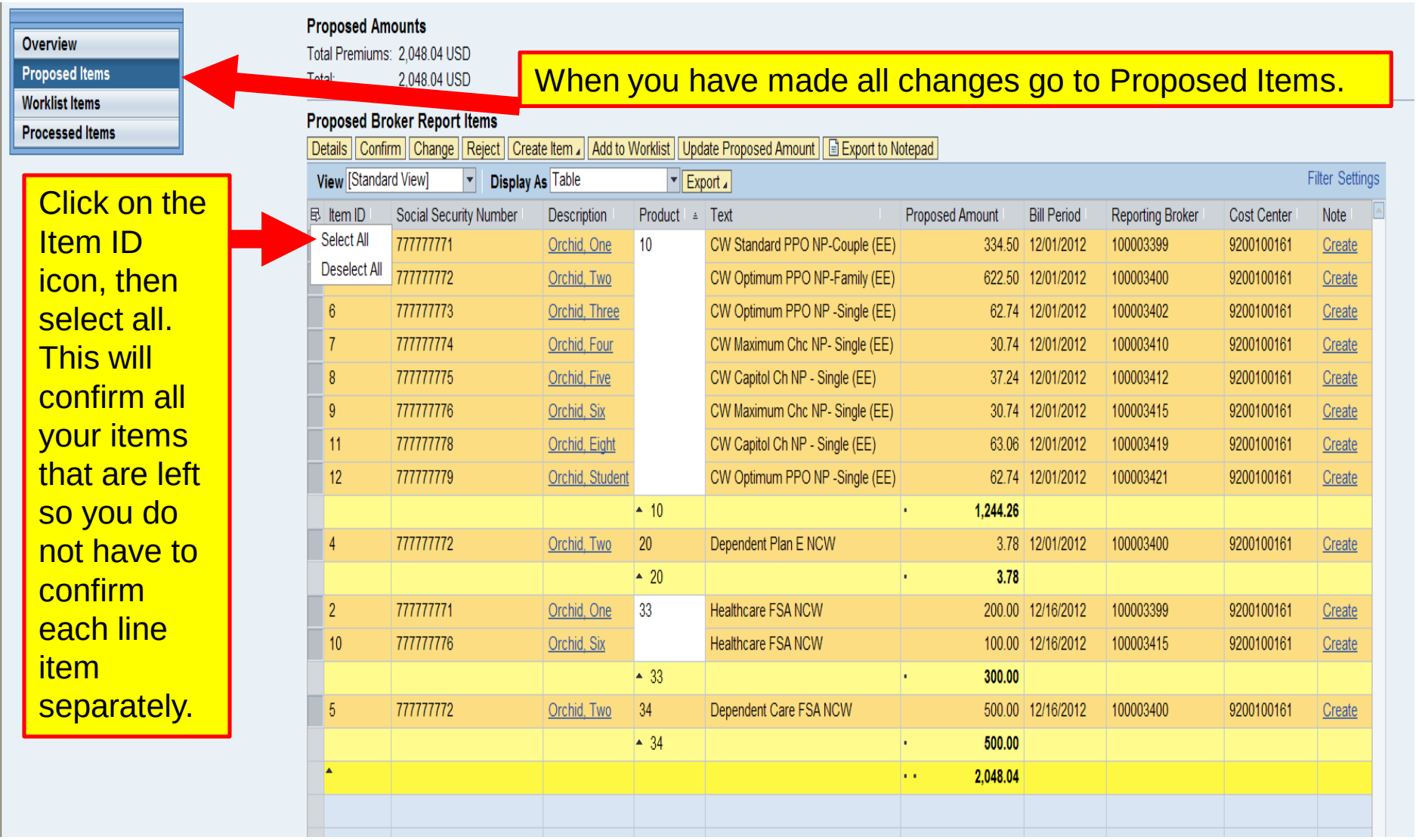
Billing Discrepancies

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)

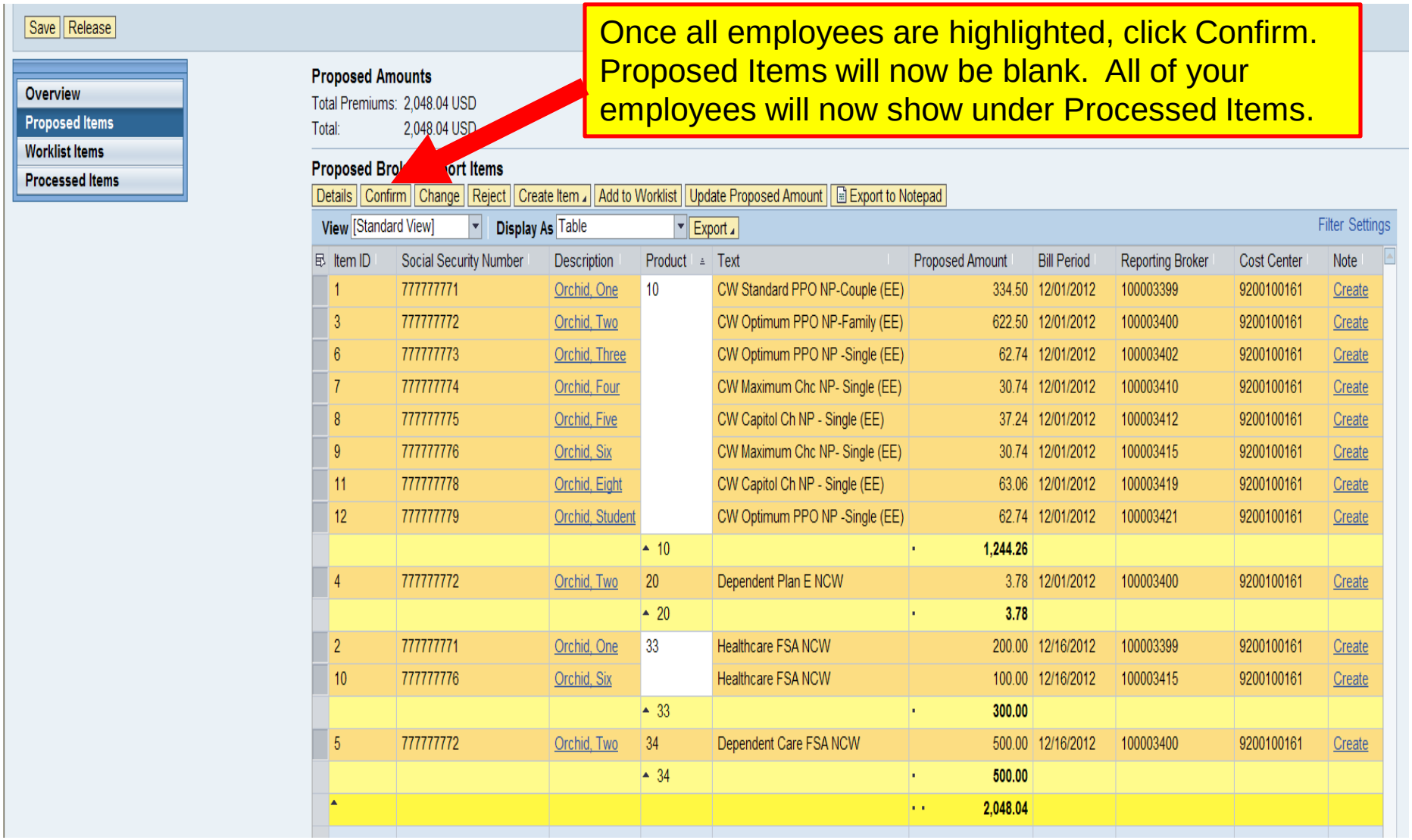
CONFIRMING YOUR BILL

Confirming Your Bill



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.

Confirming Your Bill



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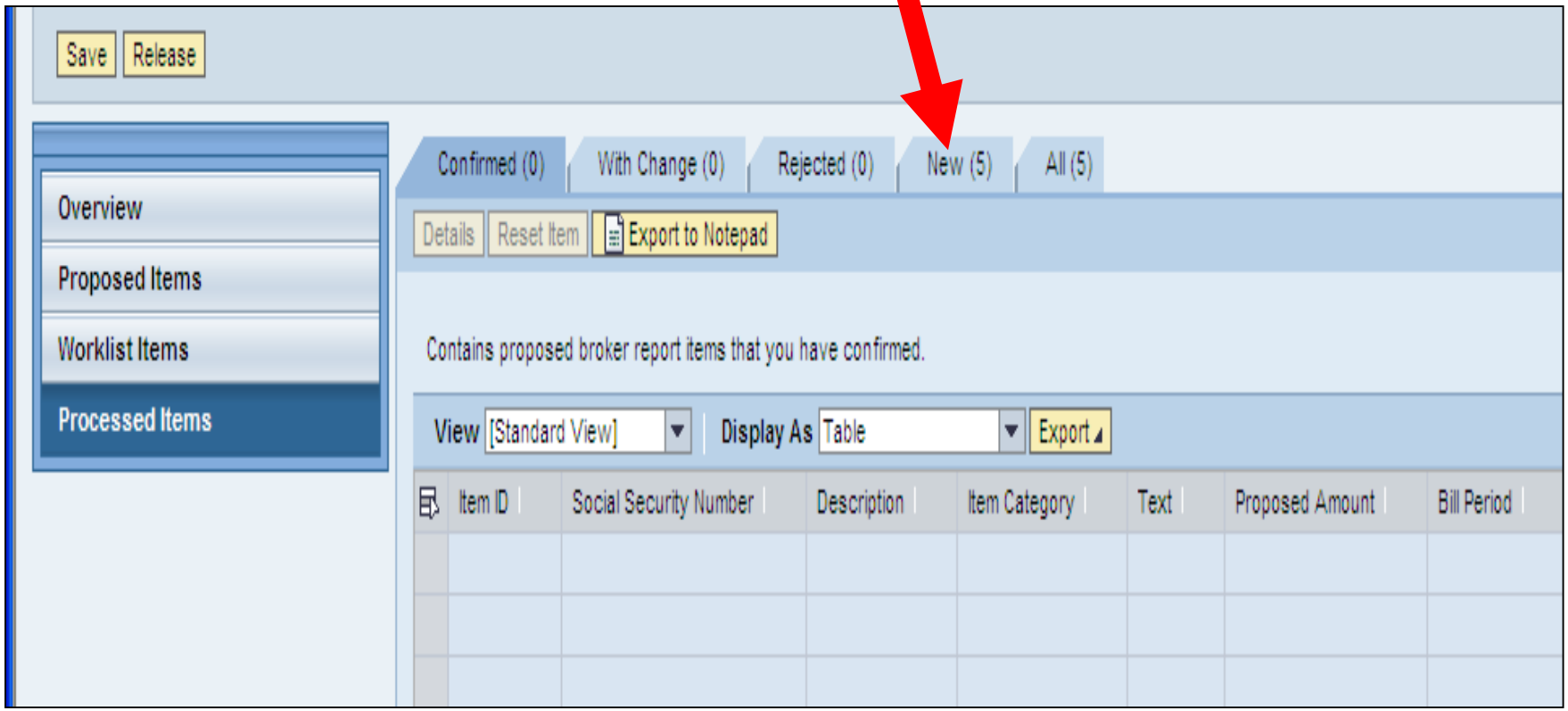
4	777777772	Orchid, Two	20	Dependent Plan E NCW	3.78	12/01/2012	100003400	9200100161	Create
			▲ 20		**3.78**				
2	777777771	Orchid, One	33	Healthcare FSA NCW	200.00	12/16/2012	100003399	9200100161	Create
10	777777776	Orchid, Six		Healthcare FSA NCW	100.00	12/16/2012	100003415	9200100161	Create
			▲ 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**				

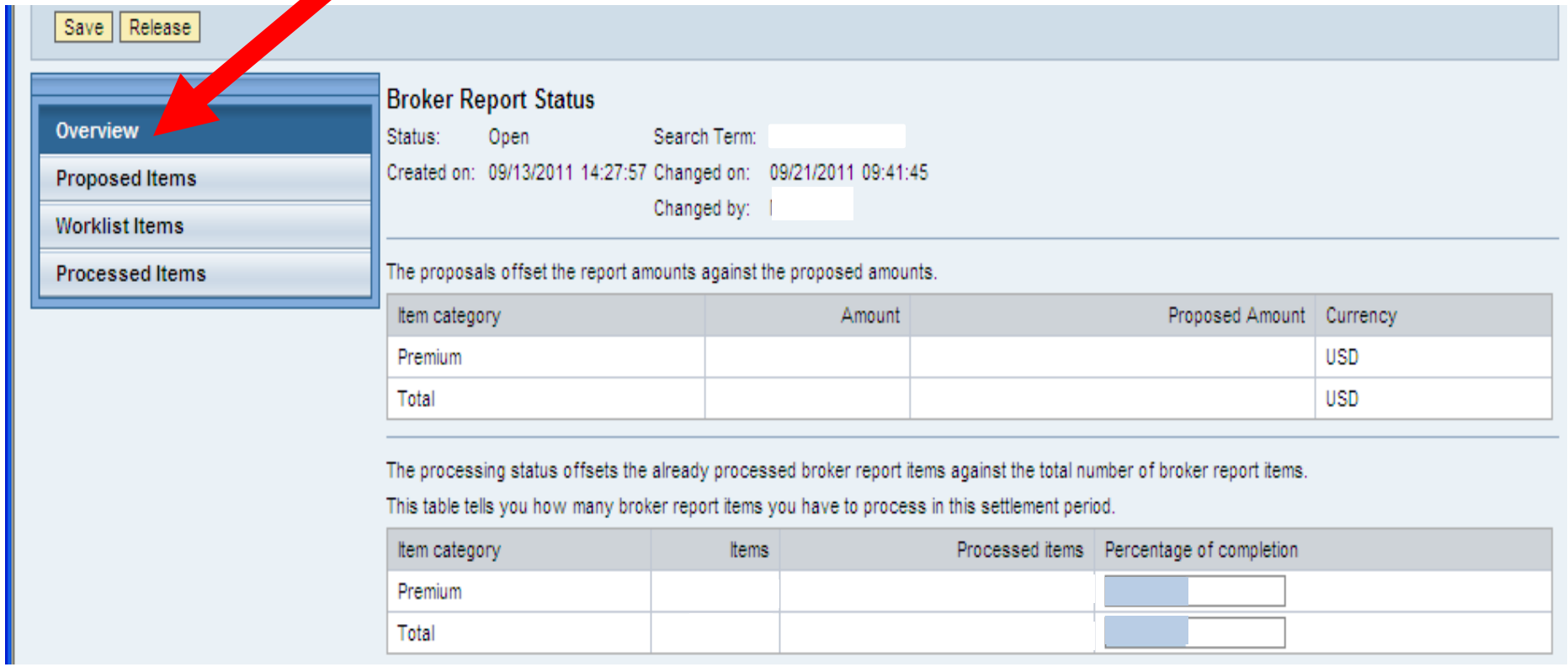
Confirming Your Bill

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.

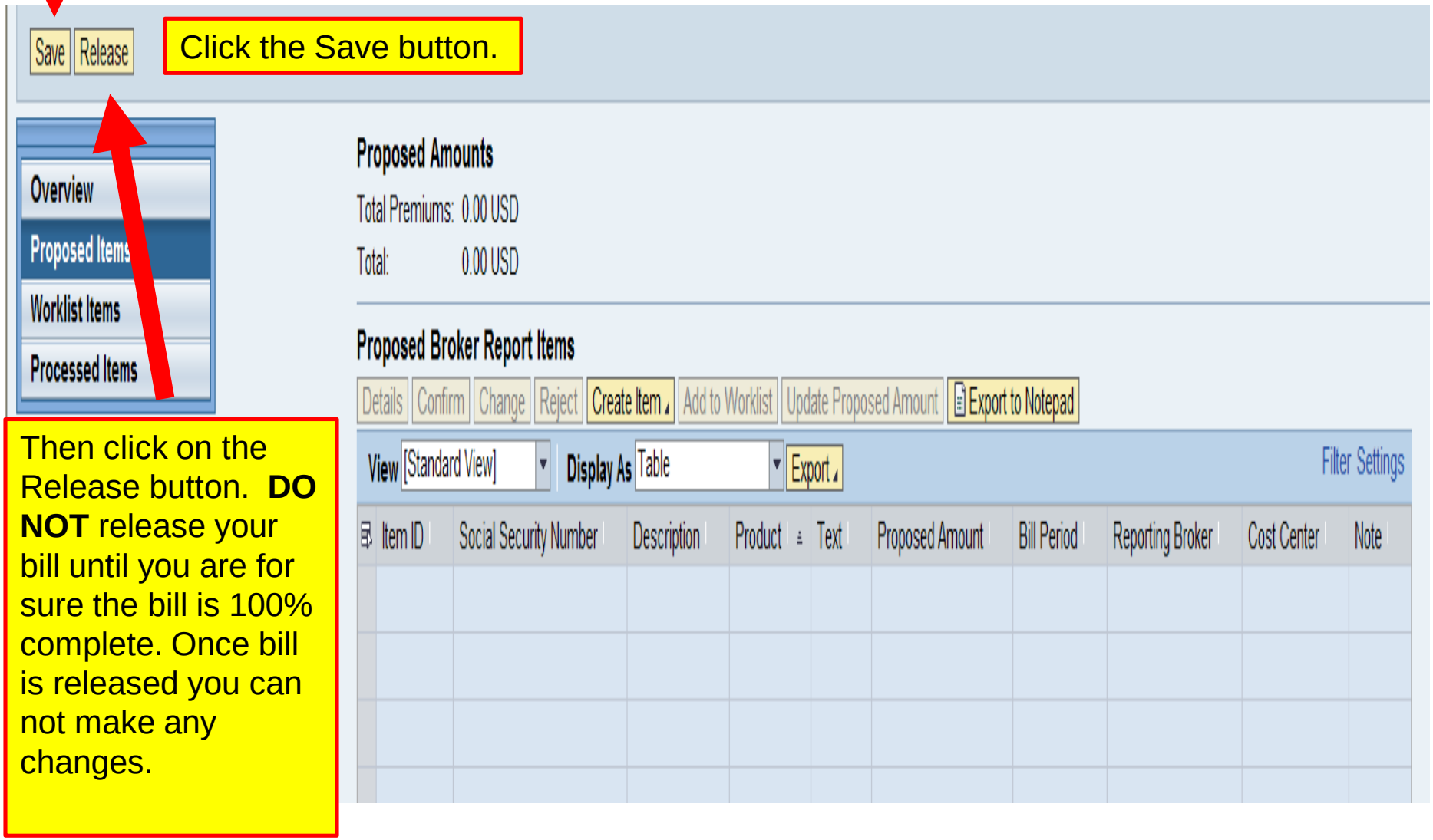


Confirming Your Bill

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

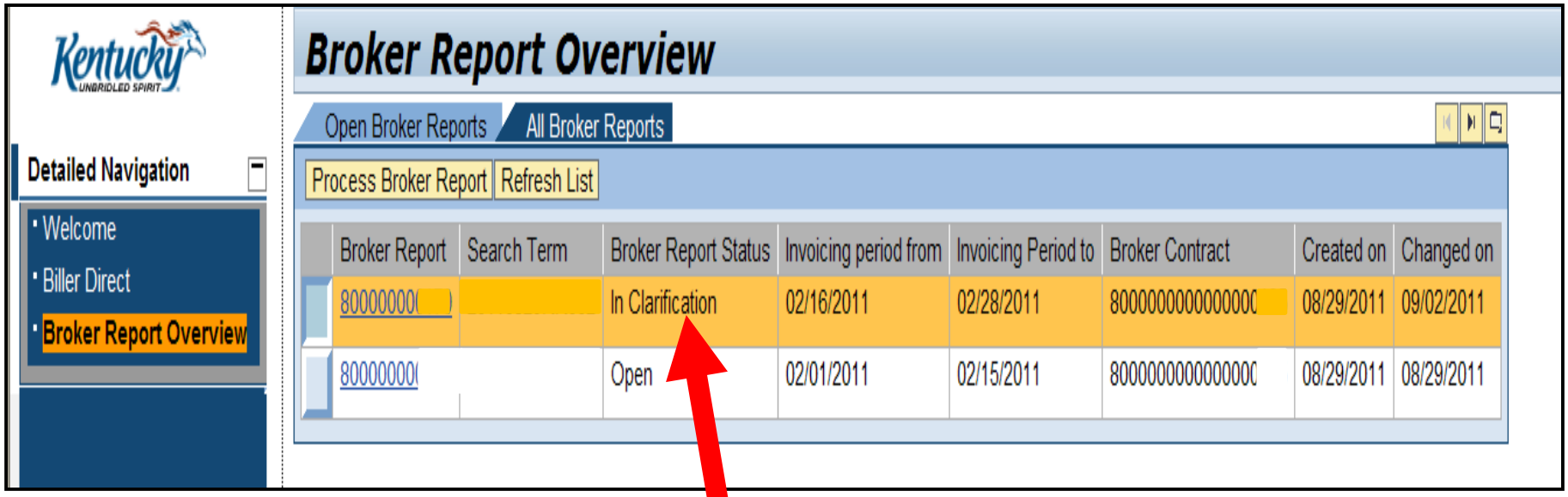


Confirming Your Bill



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.

Confirming Your Bill



- 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.

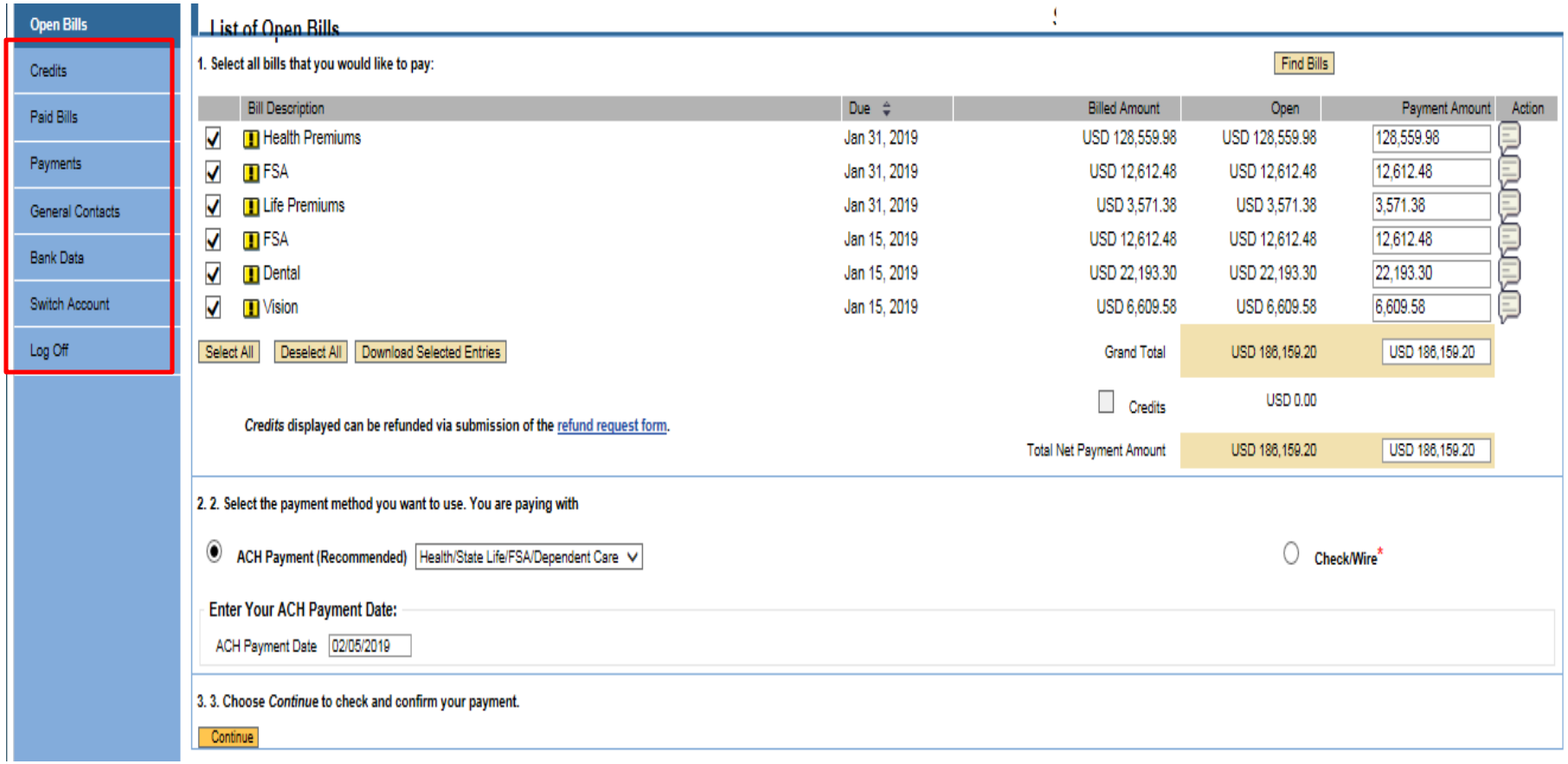
Setting up your bank data in Biller Direct is very simple. To view step by step instructions on how to set up your bank information, use the YouTube link below.

https://youtu.be/pndhXuhFyV4

Paying Your Bill

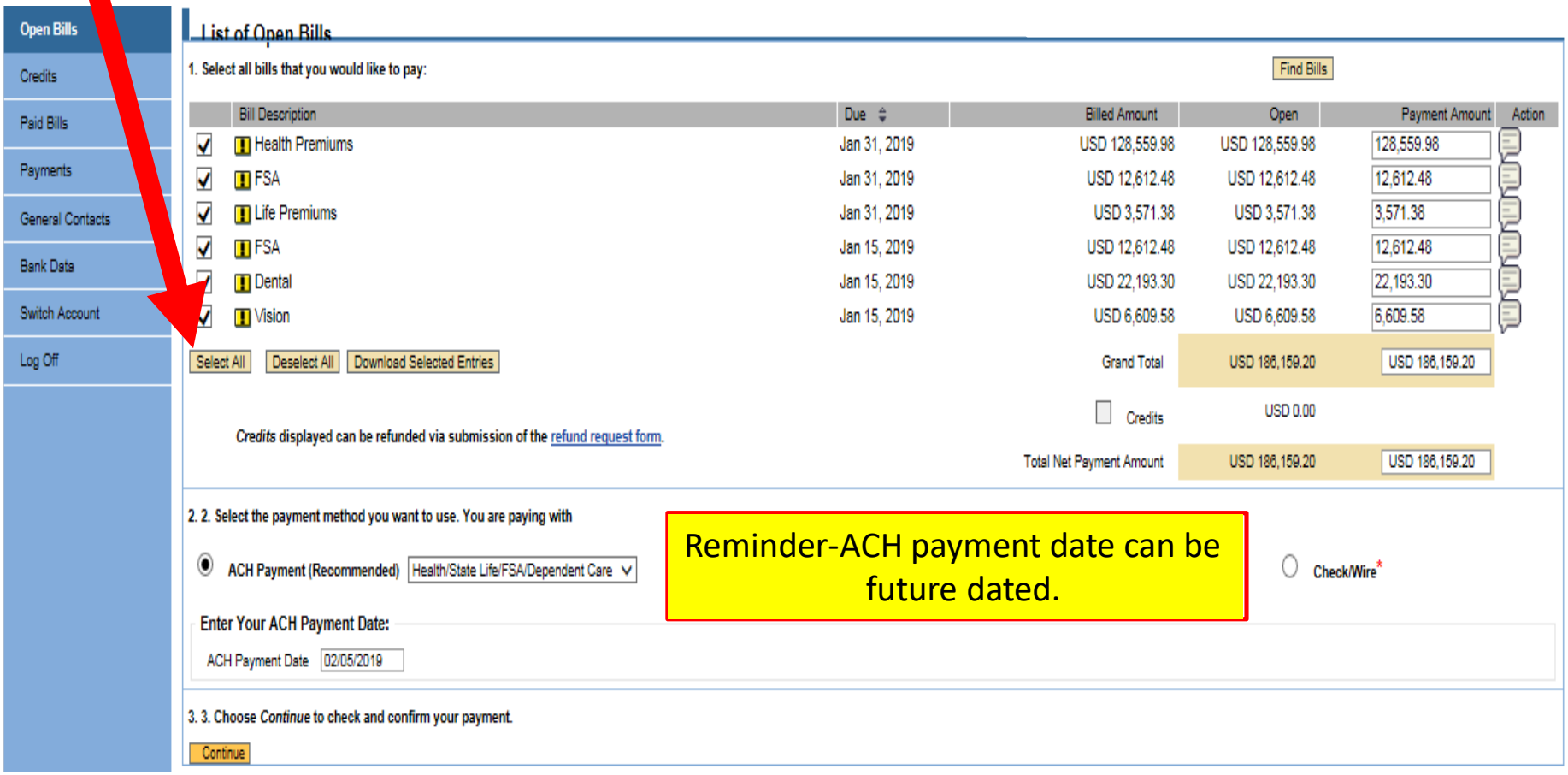
Biller Direct Main Screen

- 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.

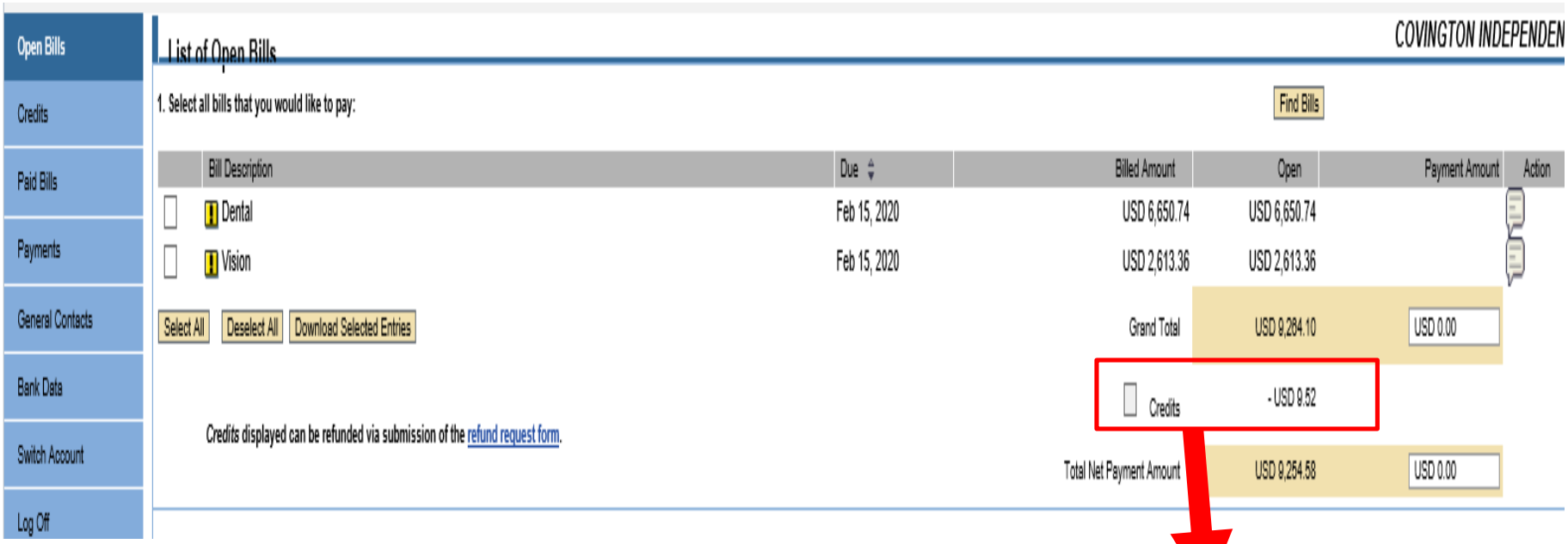


Paying Your Bill

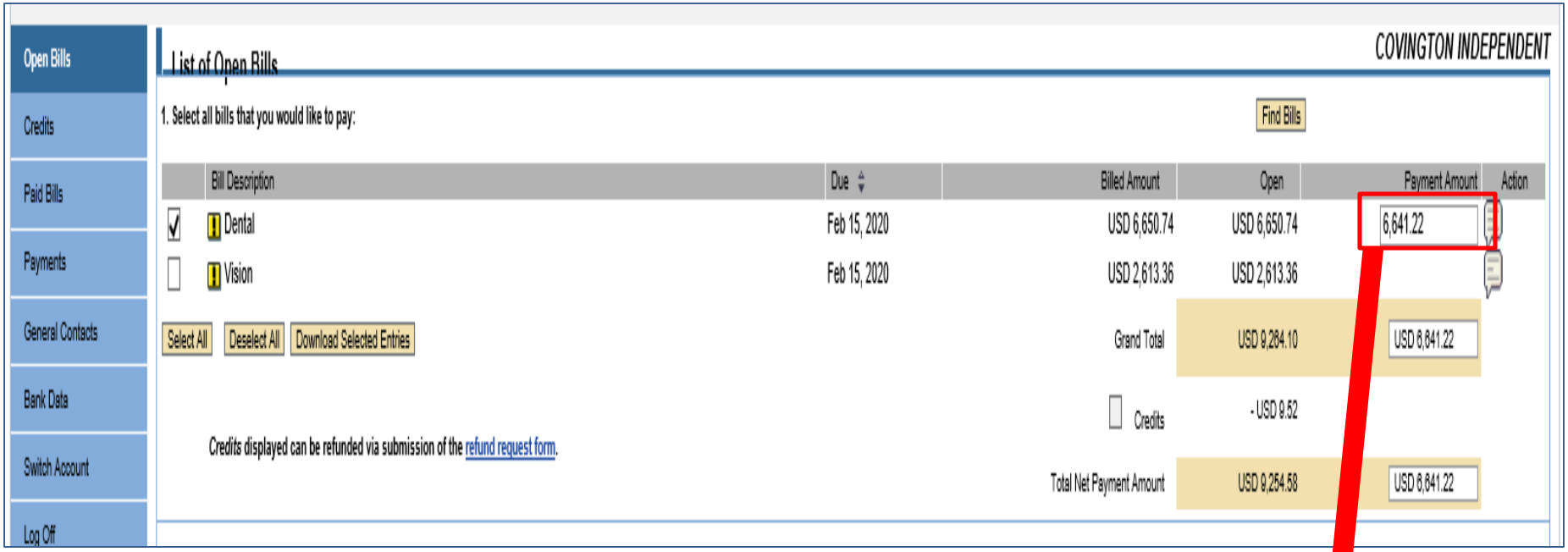
1. Click on Select All or select the bills you wish to pay.
2. Click on ACH or Check/Wire only if preapproved by PBB department.
3. Choose Continue to check and confirm your payment.



Reminder-ACH payment date can be future dated.



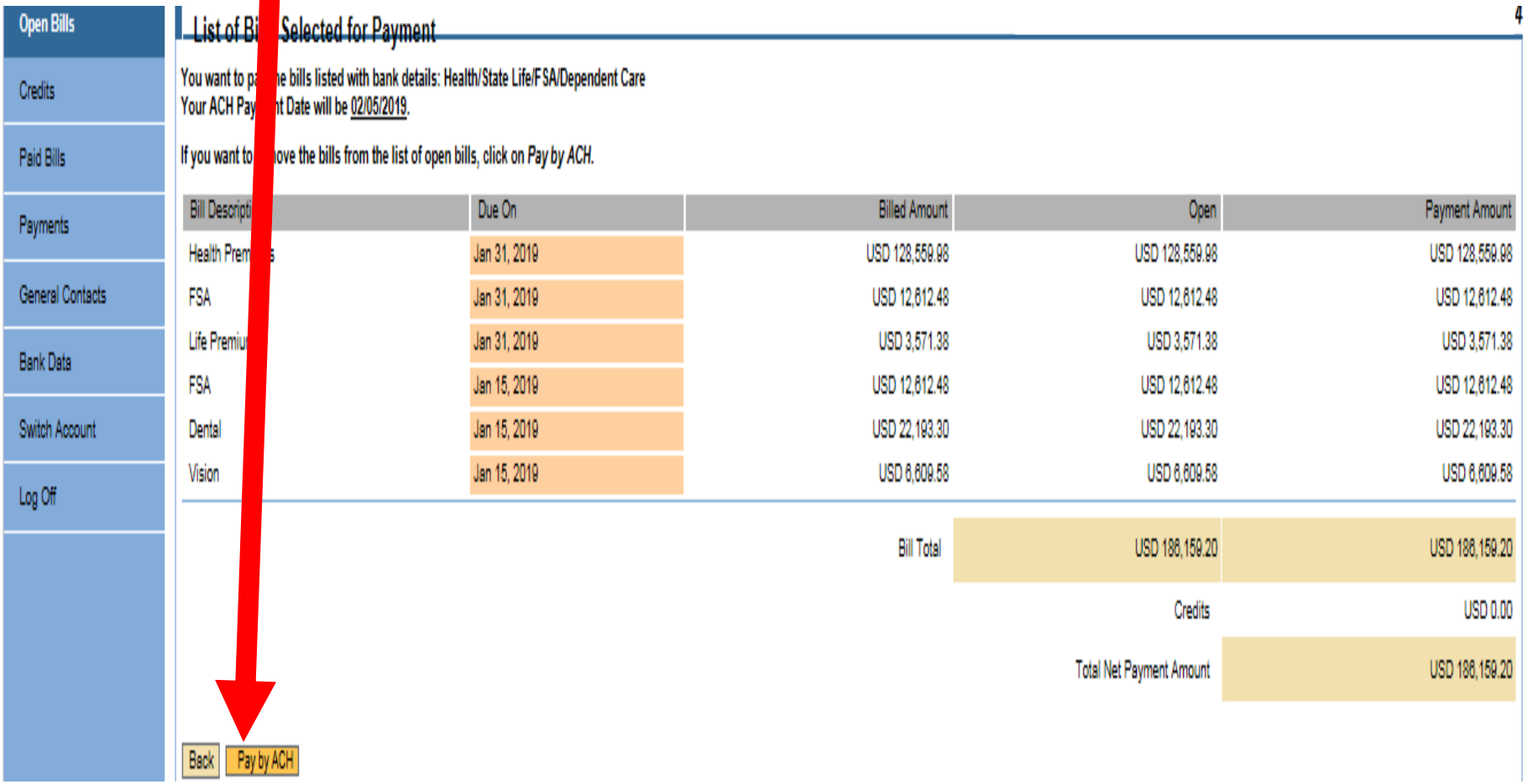
Before paying your bill please check to make sure you do not see a credit. If you should see a one, use that credit on the bill it should reflect on.



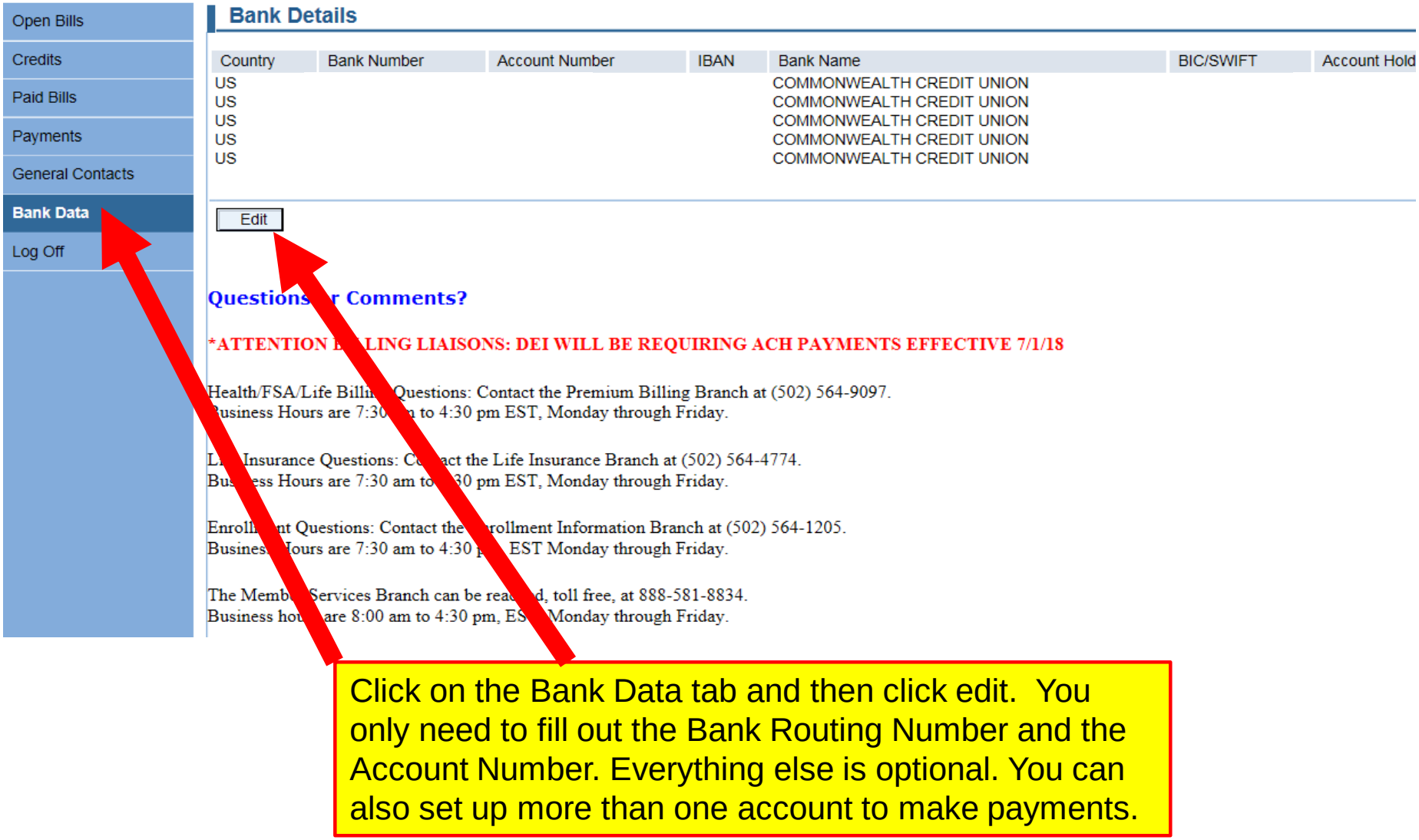
To use a credit you **must** change the amount in the Payment Amount Box once you have selected what plan the credit will be used on. Please do not check the box.

Paying the Bill

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

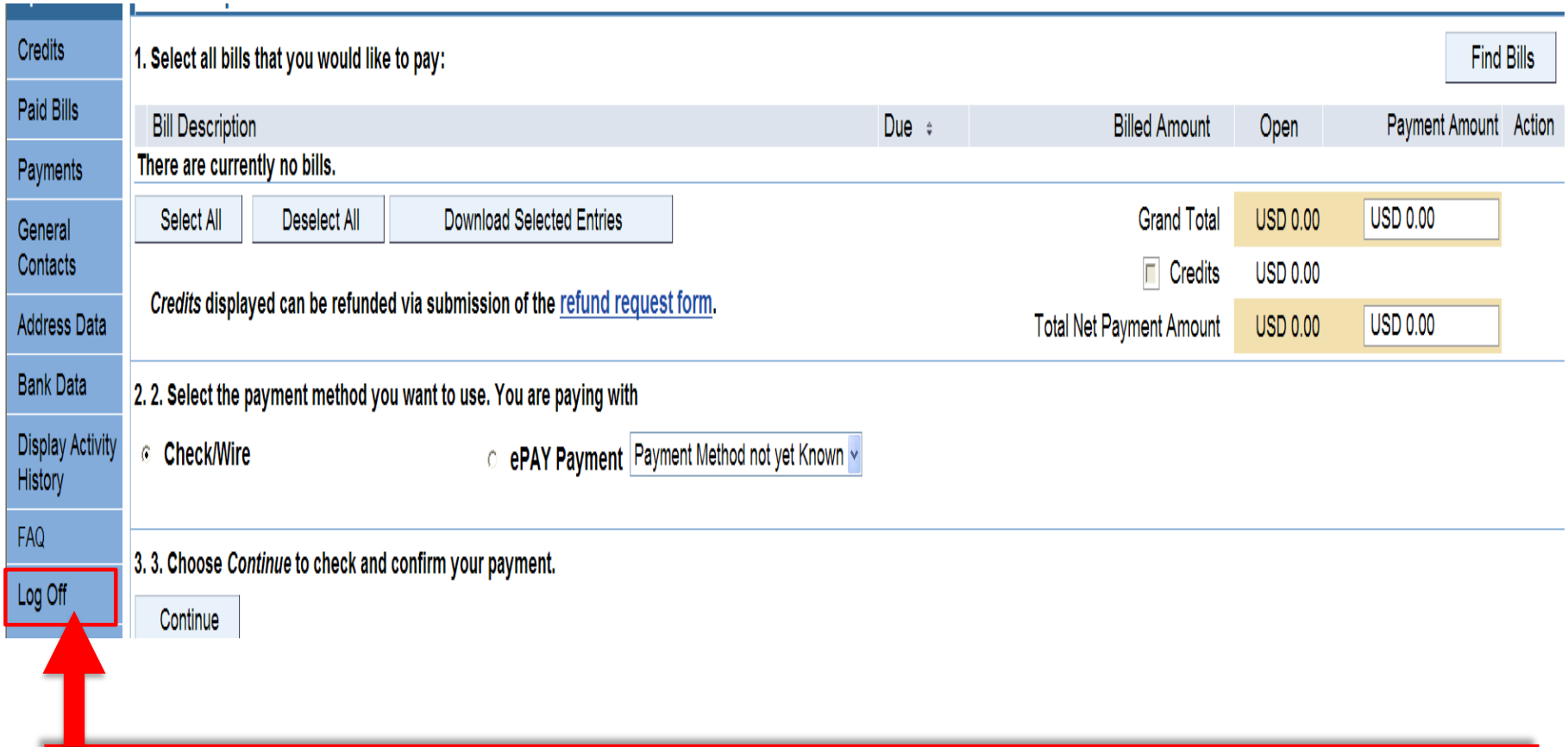


Paying Your Bill



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.

Paying Your Bill



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.

30 day Delinquent Letter

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.

60 Day Termination Letter

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: 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

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

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.

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**.**

Frequently Asked Questions

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

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.

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

Michele Ellis (michele.ellis@ky.gov)
502-564-5592
00275, 00461, 00471, 00472, 00475, 00476, 00477, 00478, 00481, 00485, 00491, 00492, 00493, 00495, 00501, 00502, 00505, 00511, 00515, 00521, 00522, 00523, 00524, 00593, 00595, 00601, 00616, 00622, 00630, 00700, 00701, 00703, 00704, 00705, 70001, 70002, 70003, 70004, 70005, 70006, 70009, 70018, 70020 – 70022, 83000, 87000, 90002, 90003, 90009, 90011, 90014, 90015, 90024, 90025, 90033, 90035, 95010, 96340, 96566, 96583, 96585, 96598, 96600, 96601, 96629, 96636, 96637, 96638, 96641, 96642, 96646, 96647, 96648, 96649, 96651, 96652, 96653, 96656, 96657, 96658, 96660 - 96665, 96667 - 96669, 96728,

Debbie Fraley (debbie.fraley@ky.gov)
502-564-5602
00157, 00161, 00181, 00197, 00215, 00225, 00235, 00241, 00245, 00281, 00311, 00335, 00341, 00345, 00351, 00361, 00371, 00375, 00381, 00385, 00401, 00405, 00425, 00431, 00435 00446, 00535 00536, 00545, 00551, 00567 00571, 00575, 00581, 00585, 00586, 90310, 90311, 90312, 90313, 90314, 90315, 90316, 90317, 93000, 95030, 95040, 95070, 96000, 96370, 96385, 96400, 96405, 96435, 96440, 96540, 96545, 96550, 96552, 96553, 96554, 96555, 96557, 96564, 96620 - 96628, 96630, 96632 - 96635, 96639, 96640, 96659, 96689, 96711

Lauren Gash (laurens.gash@ky.gov)
502-564-0977
00113, 00115, 00125, 00131, 00132, 00133, 00135, 00141, 00143, 00146, 00147, 00149, 00151, 00152, 00186, 00191, 00195, 00201, 00205, 00211, 00221, 00276, 00285, 00301, 00365, 00421, 00452, 00531, 00541, 00555, 70019, 90303, 90305, 90309, 90318, 90321, 90322, 90323, 96040, 96050, 96060, 96080, 96090, 96130, 96180, 96190, 96220, 96250, 96280, 96300, 96310, 96315, 96320, 96345, 96365, 96415, 96420, 96425, 96445, 96455, 96475, 96485, 96520, 96535, 96571-96573, 96575, 96727

PBB Representative Contacts

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

Beth Gebhart (beth.gebhart@ky.gov)
502-564-5713
00165, 00533, 45470, 80000, 81000, 85000, 88000, 89000, 90054, 90057, 90058, 90061, 90063, 90068, 90120, 90301, 90302, 90303, 90304, 96568, 96604, 96605, 96608, 90609, 96616, 96618, 96619, 96709, 96729

Sherry Quinn (sherry.quinn@ky.gov)
502-564-5643
00041, 00042, 00045, 00055, 00065, 00071, 00085, 00171, 00175, 00176, 00177, 00231, 00251, 00261, 00265, 00271, 00272, 00291, 00295, 00305, 00315, 00321, 00325, 00331, 00391, 00392, 00395, 00411, 00415, 00537, 00561, 00565, 00591, 70008, 90012, 90013, 90036, 90037, 90040, 90045, 90069, 90076, 90077, 90079, 90324 – 90327, 96562, 96567, 96671, 96672, 96674, 96676, 96678 – 96684, 96686 – 96688, 96690, 96710 – 96716, 96718 – 96719, 96732, 96733

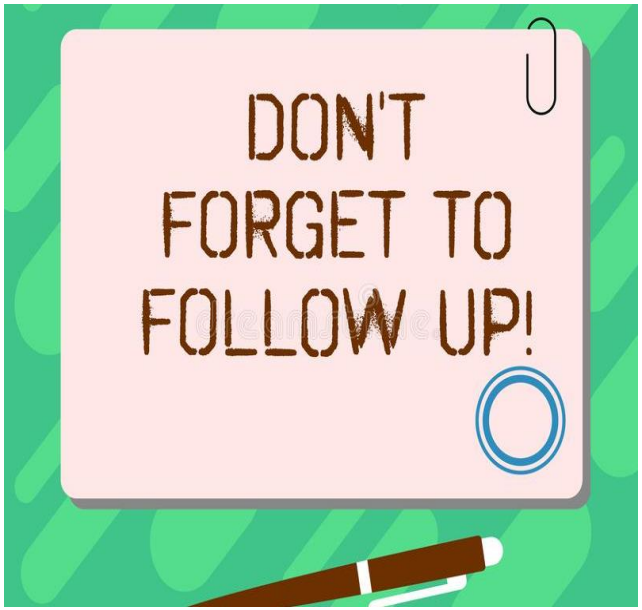
Madona Thompson (madona.thompson@ky.gov)
502-564-7826
00001, 00005, 00006, 00013, 00015, 00016, 00017, 00021, 00025, 00026, 00031, 00032, 00034, 00072, 00075, 00081, 00134, 00145, 00155, 00156, 00162, 00185, 00236, 00246, 00255, 00354, 00426, 00441, 00445, 00451, 00455, 00465, 00592, 86000, 90080, 90084, 90086, 90087, 90089, 90110, 90118, 96490, 96577, 96579, 96580, 96581, 96587, 96589, 96591, 96593, 96594, 96595, 96692, 96693, 96694, 96697, 96698, 96700, 96702 - 96708, 96721 - 96726, 96730, 96735 – 96737

Teresa Lancaster (Teresa.Lancaster@ky.gov)
502-564-5683
All State Agencies
00011, 00012, 00051, 00061, 00121, 39627, 92000, 95020, 96569, 96570, 96599, 96602, 96603, 96734, 96738, 96739

DEI Premium Billing Branch

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.



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.

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.

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.

2021 Monthly NCP Payroll Run/Billing

- 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.

- 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
- Beth Gebhart (beth.gebhart@ky.gov) 502-564-5713
- Teresa Lancaster (teresa.lancaster@ky.gov) 502-564-5683
- Sherry Quinn (sherry.quinn@ky.gov) 502-564-5643
- Madona Thompson (madona.thompson@ky.gov) 502-564-7826