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

Personnel Cabinet
&
Department of
Employee Insurance

December 2023

Table of Contents

Introduction

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

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

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

Accessing KHRIS Broker Bills

Logging on to KHRIS

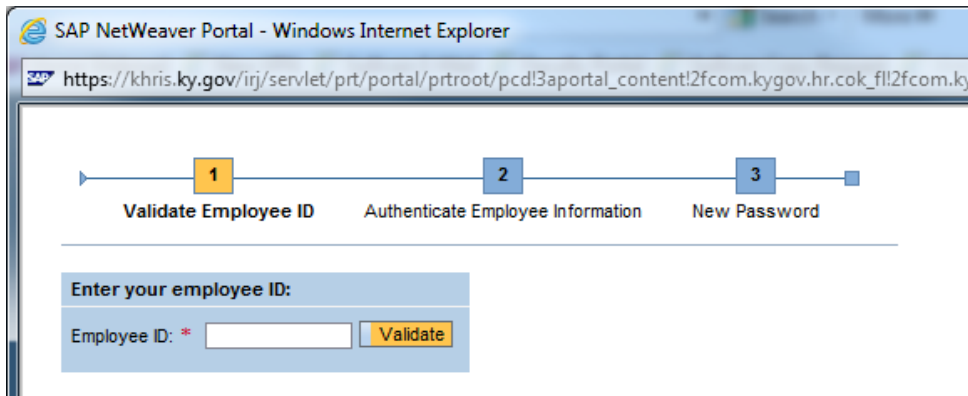Access KHRIS through ESS/MSS portal at https://khris.ky.gov/irj/portal.

- Enter your user ID and password and click Log on.

- Your KHRIS User ID is your 3-letter, 4-digit employee ID (Ex: ABC1234).

*If this is your first time using the KHRIS, select the New User/Reset Password link.
The New User/Reset Password wizard will allow you to create a new password or reset a forgotten password.

Enter your Employee ID and click Validate.

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

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

- Go back to KHRIS initial entry screen and enter your KHRIS User ID.

- Enter your temporary password.

- Click Log In.
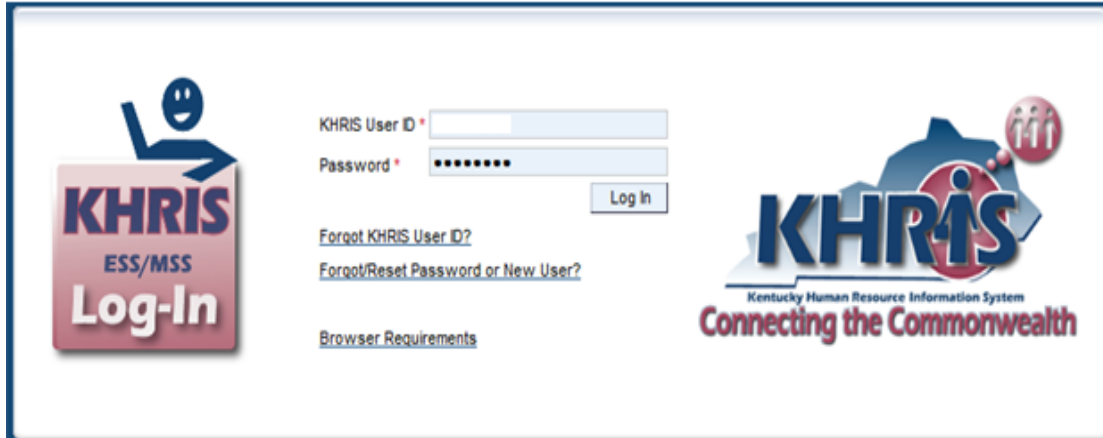
- KHRIS will now prompt you to create a new password.
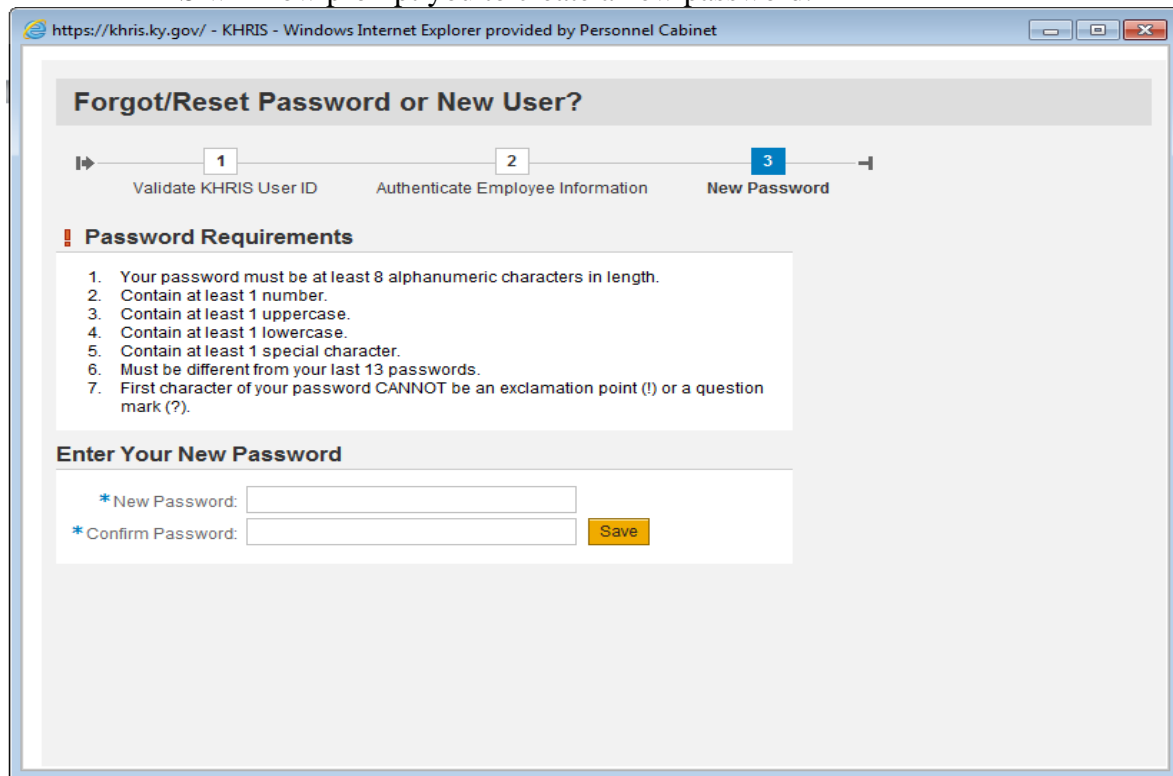
The New password must:
- Be at least 8 alphanumeric characters in length, A – Z and 0 – 9.
- Contain at least one number, one uppercase letter, one lowercase and one special character, !, @, #, $, %, ^, &, *, (,), _, +, <, >, ?, .<, /

Biller Direct and Web Broker Bill

Once logged into KHRIS, you can access Biller Direct.

To access broker reports, click **Biller Direct.**
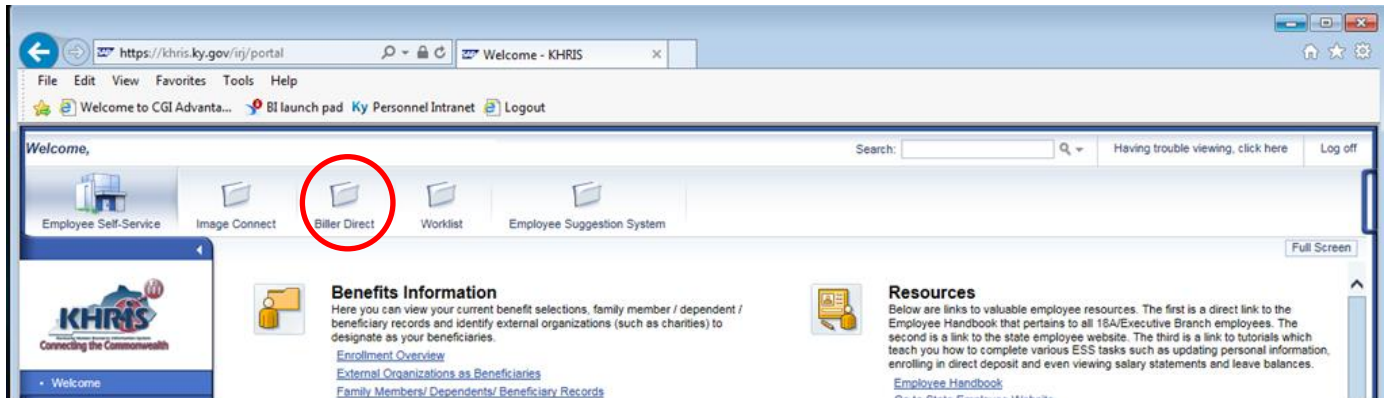
This action will reveal the Biller Direct portion of the Detailed Navigation menu on the left side of the screen.

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

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

Broker Bill Introduction

Broker Report Overview:

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

Agencies that do not participate in Optional Insurance or FSA will have only one broker bill per month.
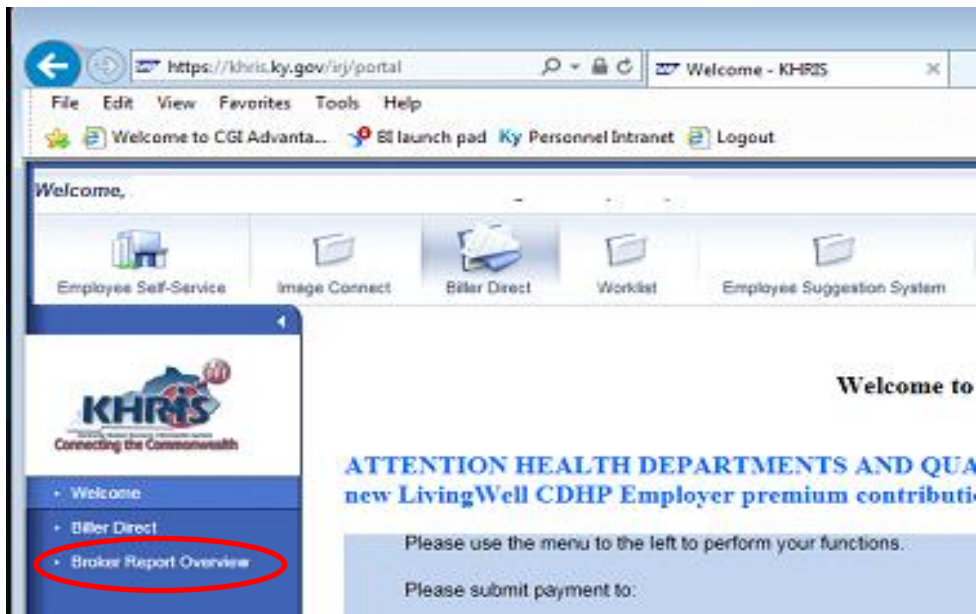
- The bill for invoice period 1st to 15th is for half month of FSA and optional insurance.
- The bill for invoice period 16th to 30th is for a full month of health and life insurance and half month of FSA.

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

Arrears or credits may appear on either bill.

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

The **Open Broker Reports** tab displays only open bills.

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
800000063290	20160510IJT02	Open	05/17/2016	05/31/2016	8000000000000000063	05/10/2016	05/10/2016
800000062815	20160510IJT01	Open	05/03/2016	05/16/2016	8000000000000000063	05/10/2016	05/10/2016

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

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
800000063609	80000	In Clarification	05/01/2016	05/31/2016	8000000000000000344	05/17/2016	06/01/2016
800000062722	80000	In Clarification	04/01/2016	04/30/2016	8000000000000000344	04/12/2016	05/20/2016
800000061774	80000	Posted	03/01/2016	03/31/2016	8000000000000000344	03/11/2016	05/20/2016
800000060385	80000	Posted	02/01/2016	02/29/2016	8000000000000000344	02/11/2016	03/28/2016

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

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

Broker Report Overview

Open Broker Reports	All 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

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

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

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

- **Open -** Open bills have not been worked or have been partially processed. Changes can be made to open bills.

- **Posted -** Posted bills have been worked and released. Released bills have been completely processed and are ready for payment in Biller Direct. Premium amounts listed on the bill for each individual have been applied to the employee. No further changes can be made to broker bills after they have been released.

- **In Clarification -** Bills that are In Clarification have entries that KHRIS did not know how to post. Those amounts will not show up in Biller Direct until the clarification cases have been resolved by PBB. After resolution, those amounts will roll into Biller Direct and there will only be one line per Product, as long as you wait until ALL clarifications items have been resolved then process payment in Biller Direct.

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

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

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

Created on is the date the bill was generated.
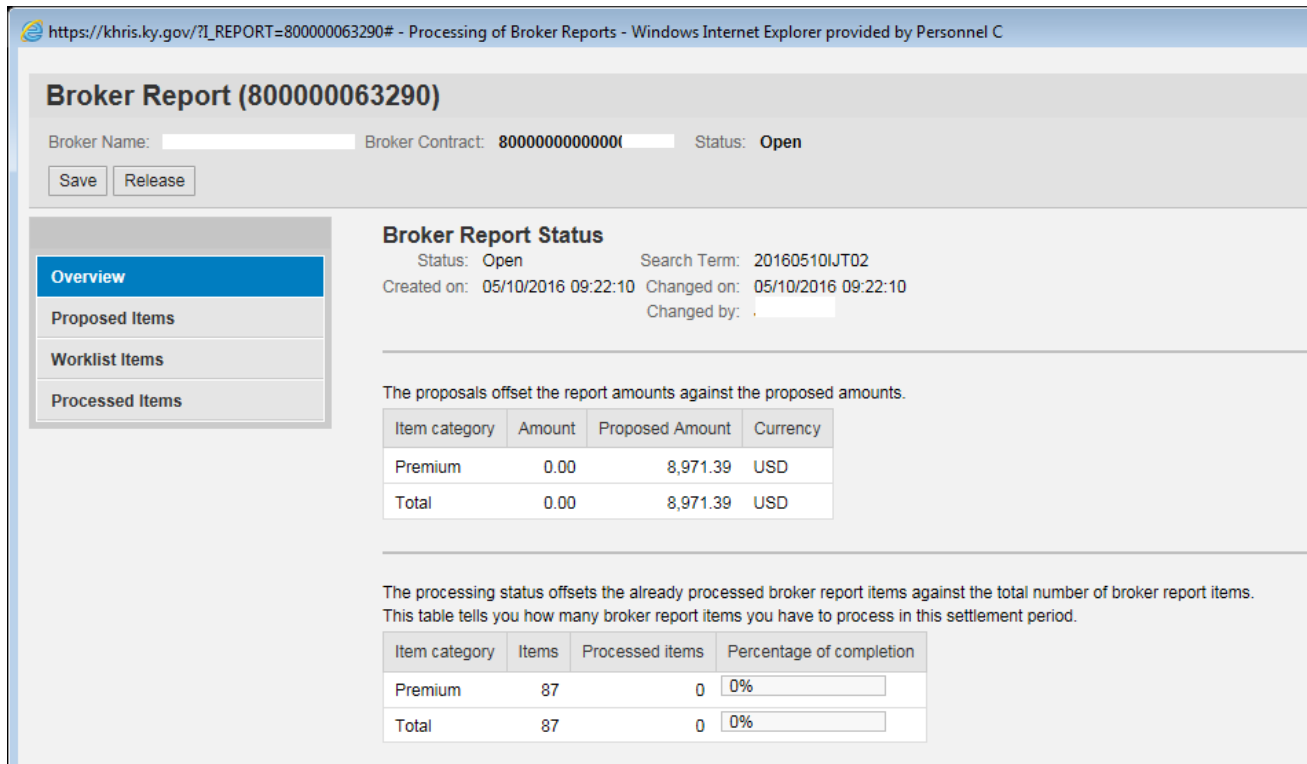
Changed on is the date the bill was last changed.

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

Overview

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

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

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

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

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

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

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

Broker Report Status

Status: Open   Search Term: 20160510IJT02
Created on: 05/10/2016 09:22:10 Changed on: 05/10/2016 09:22:10
                                 Changed by: .

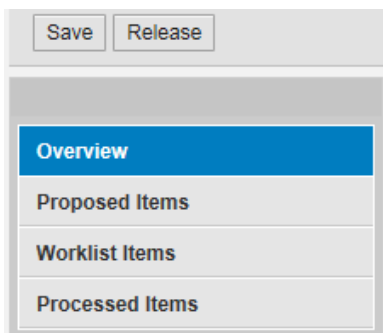The proposals offset the report amounts against the proposed amounts.

Item category	Amount	Proposed Amount	Currency
Premium	0.00	8,971.39	USD
Total	0.00	8,971.39	USD

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

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

The proposals offset the report amounts against the proposed amounts.

Item category	Amount	Proposed Amount	Currency
Premium	9,408.04	9,073.41	USD
Total	9,408.04	9,073.41	USD

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

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

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

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

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

- **Items** are the total number of items on the bill.

- **Processed Items** is the number of items that have been changed, rejected, added or confirmed.

- **Percentage of completion** is the percentage of the items that have been worked.

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

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

Proposed Items

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

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

Broker Report (800000000170)

Broker Name: Broker Contract: 80000000000000   Status: Open
[Save] [Release]

Overview	**Proposed Amounts**
Proposed Items	Total Premiums: 11,525.20 USD
Worklist Items	Total: 11,525.20 USD
Processed Items	**Proposed Broker Report Items**

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

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

Item ID	Social Security Number	Description ▲	Proposed Amount

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

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

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

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

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

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

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

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

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

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

View allows user to select the customized list they wish to display. Drop down the View list and click the desired view to access customized lists. See Customizing Your Bill View for instructions on setting up customized views.
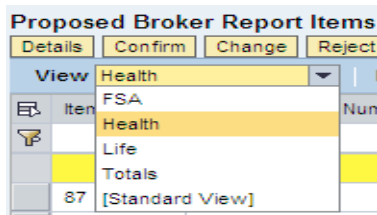
The **Display As** feature allows the bill to be displayed in different ways, as a table, as a graphic, or as both.
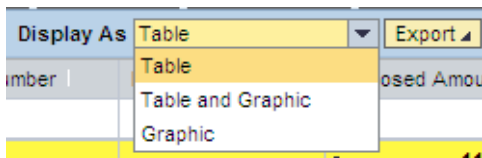
Table displays items on the bill in a list.

Proposed Amounts
Total Premiums: 324.99 USD
　　　　Total: 324.99 USD

Proposed Broker Report Items
Details | Confirm | Change | Reject | Create Item ⌄ | Add to Worklist | 🖹 Export to Notepad

View: [Standard View] ⌄ | Display As: Table ⌄ | Export ⌄

	Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
	1			33	Healthcare FSA	50.00	05/01/2016		9200100186	Create
	2			33	Healthcare FSA	20.83	05/01/2016		9200100186	Create
	3			33	Healthcare FSA	62.50	05/01/2016		9200100186	Create

Graphic display isn't very useful for reconciling the bill, but it can be interesting to see different versions.
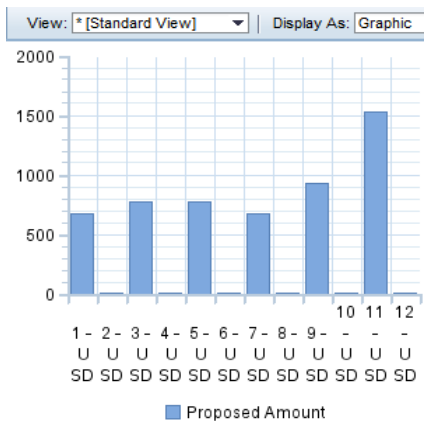
Table and Graphic displays both versions simultaneously.

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

Proposed Amounts
Total Premiums: 324.99 USD
　　　　Total: 324.99 USD

Proposed Broker Report Items
Details | Confirm | Change | Reject | Create Item ⌄ | Add to Worklist | 🖹 Export to Notepad

View: Health ⌄ | Display As: Table ⌄ | Export ⌄
　　　　　　　　　　　　　　　　　Export to Microsoft Excel

| | Item ID | Social Security Number | Description | Product | Text | P... | | Reporting Broker | Cost Center | Note |

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

14

Proposed Amounts
Total Premiums: 324.99 USD
Total: 324.99 USD

Proposed Broker Report Items
| Details | Confirm | Change | Reject | Create Item ▴ | Add to Worklist | 🖹 Export to Notepad |

View: Health ⌄ Display As: Table ⌄ Export ▴

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

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

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

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

Social Security Number is the employee's SS#.

Description is the employee's name.

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

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

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

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

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

Cost Center is a constant for each agency.

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

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

Worklist Items

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

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

Processed Items

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

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

The **With Changes** tab shows all items that were changed.

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

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

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

Confirmed (124)	With Change (4)	Rejected (6)	New (1)	All (135)					

Details | Export to Notepad

Contains all proposed broker report items that you have confirmed, changed, rejected or created.

View [totals only ▼] | Display As [Table ▼] Export ▲ | | | | | | Delete Filter Settings

Item ID	Social Security Number	Description	Product ≜	Amount	Text		Proposed Amount	Bill Period	▲
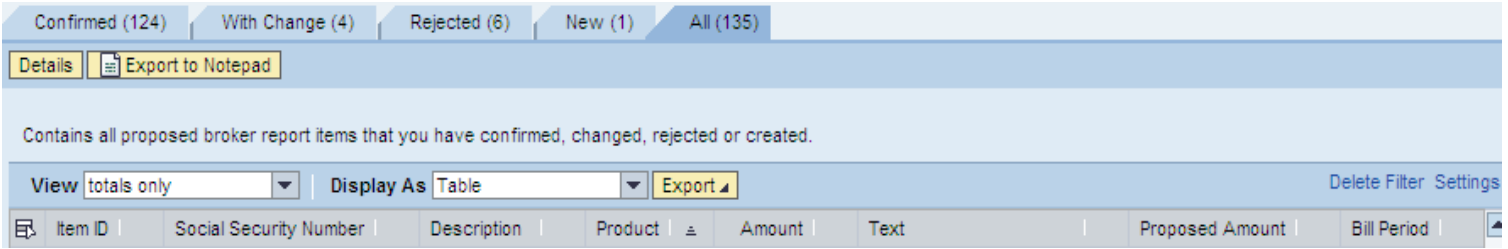
Item ID, SSN and **Description** are the same as in Proposed Items.

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

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

Confirmed (103)	With Change (3)	Rejected (2)	New (2)	All (110)				

Details | Export to Notepad

Contains all proposed broker report items that you have confirmed, changed, rejected or created.

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

Reporting Broker	Cost Center	Note	Change Reason	Confirmation Status	Currency	Insurance Object	Item category	▲
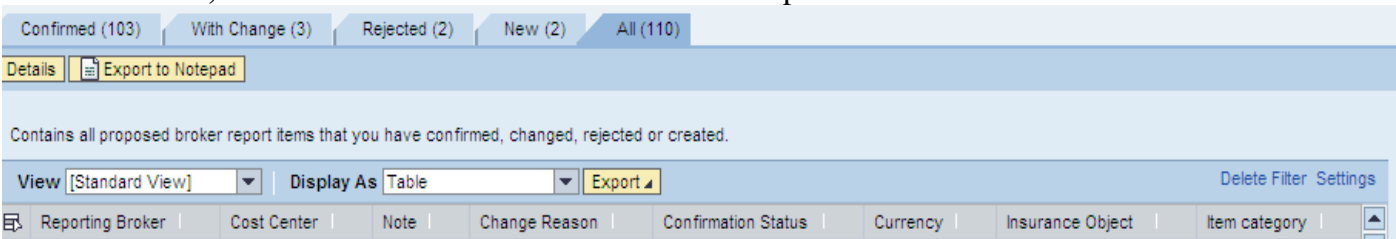
The **Reporting Broker** is the employee's Business Partner (BP) # in Benefits Accounting module of KHRIS.

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

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

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

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

Currency should say USD for U.S dollars.

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

Item category should say Premium.

Customizing Your Bill View

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

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

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

Views do not automatically transfer from Proposed to Processed Items. If you want customized views in Processed Items as well as Proposed Items, you will have to set them up on each tab in Processed Items.
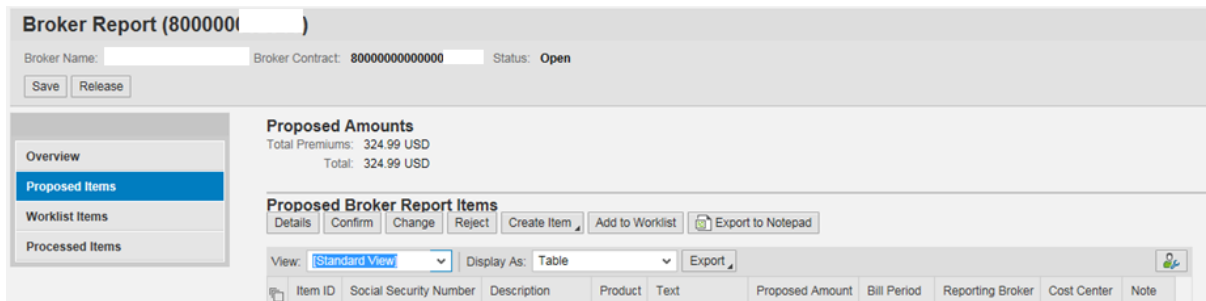
There are 5 tabs in Settings which are used to set up custom views. The tabs are **Column Selection, Sort, Calculation, Filter,** and **Display.**
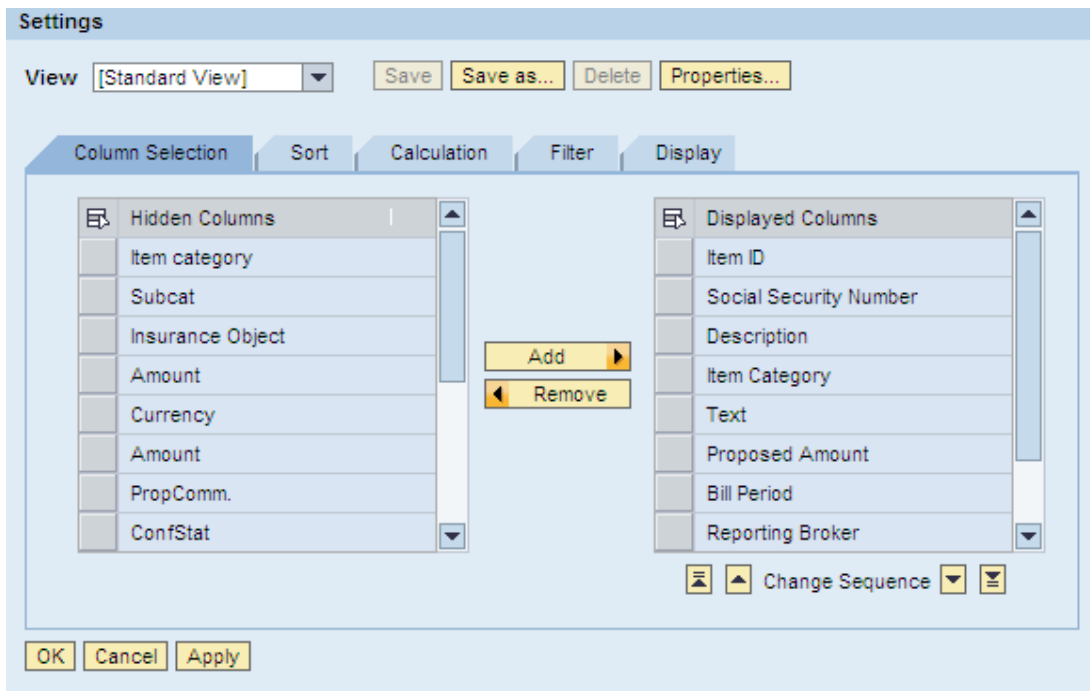
The **Column Selection** tab allows you to select which columns to view. Working with your broker bill for a couple of months will help you decide which columns you prefer to view and in what order you wish to see them.
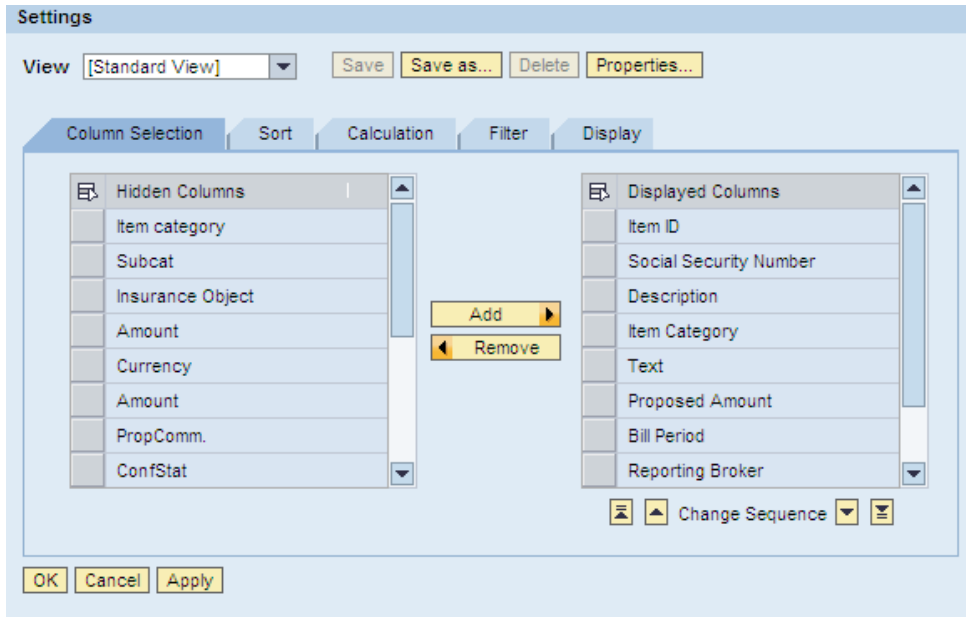
To highlight a column name, click on the grey square to the left of the name.

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

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

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

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

- moves column all the way to the left of list

- moves column one place to the left

- moves column one place to the right

- moves column all the way to the right

Click **Apply** when columns are in the order you wish them to be.
In this example, we wish to move the Proposed Amount farther to the left so that it appears in a more convenient location.
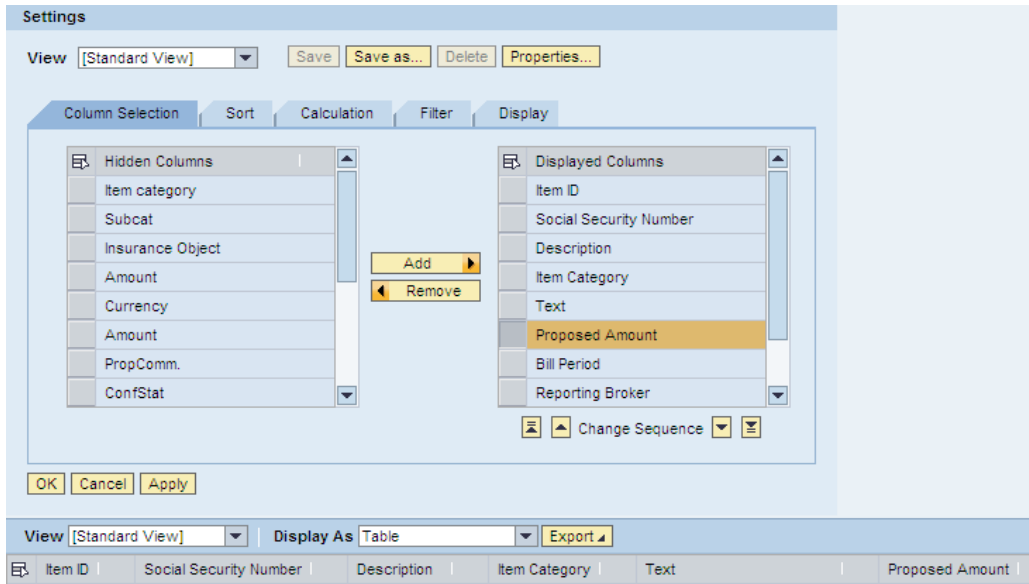
Proposed Amount was highlighted and the change sequence button was used to move this item 2 rows up on the table, which will in turn move Proposed Amount, 2 columns to the left.
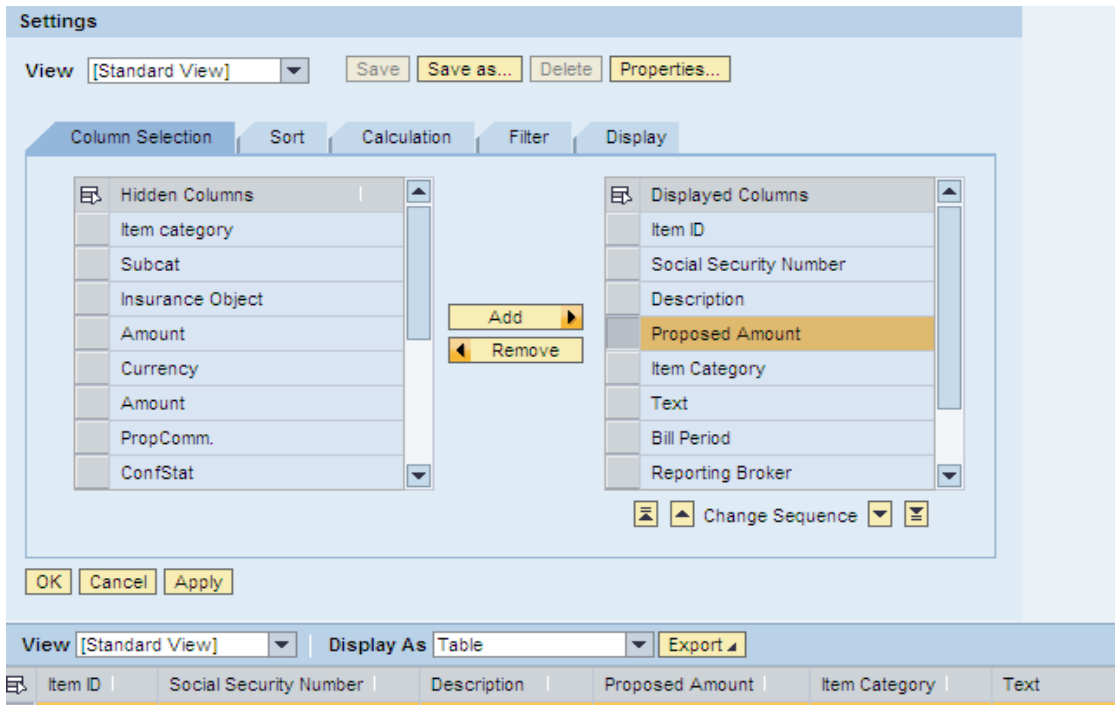
The Proposed Amount column has been moved next to employee's name.

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

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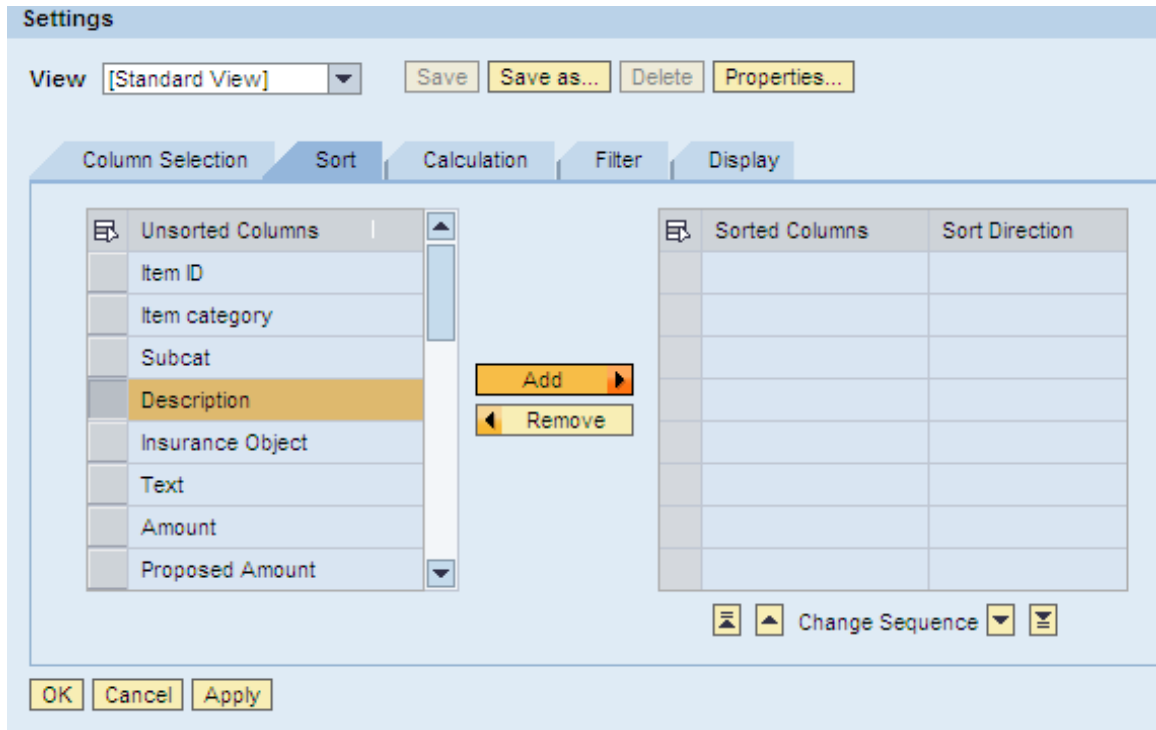
Find the column you wish to sort by in the *Unsorted Columns* list.

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

Click **Apply**.

The **Calculation** tab allows you to total the Proposed Amount column and display the total at the top or bottom of the list.
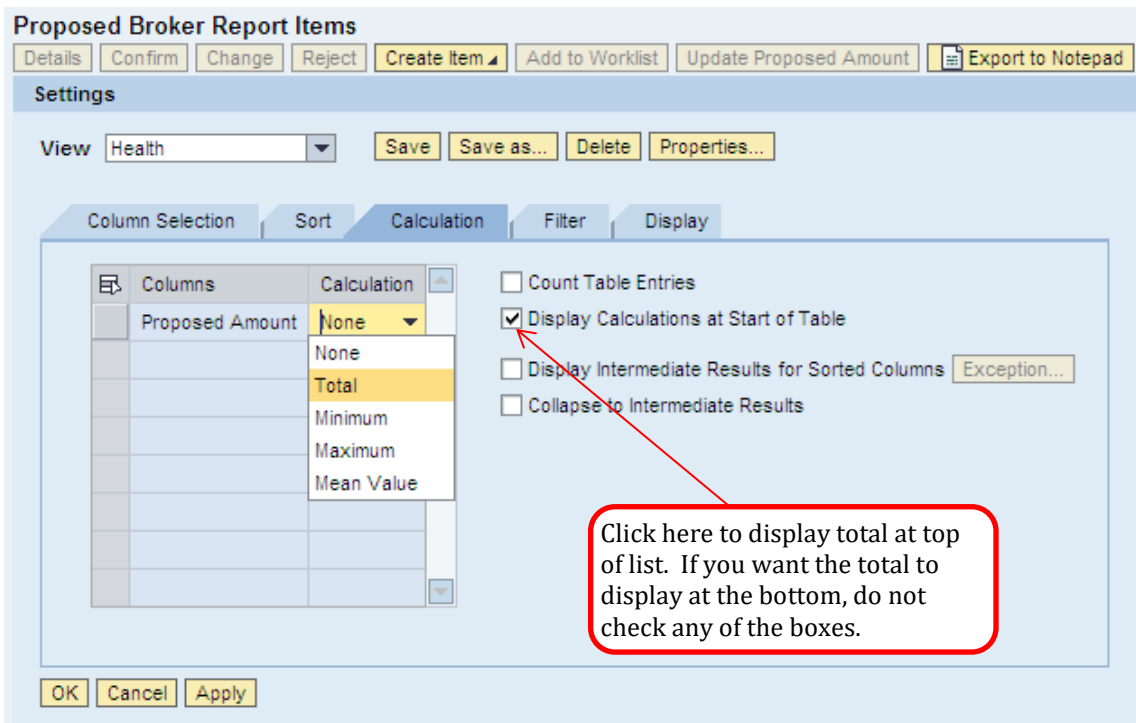
Click in the drop down box and choose **Total**.

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

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

Click **Apply**.

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

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

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

Proposed Broker Report Items

| Details | Confirm | Change | Reject | Create Item ⏷ | Add to Worklist | 📄 Export to Notepad |

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

| OK | Cancel | Apply | Reset |

View: [Standard View] ⏷ | Display As: Table ⏷ Export ⏷

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Cost Center	Reporting Broker	Note
		▲			▪ ▪ 1,423.40			
24			04/01/2014	Waive Coverage with HRA	175.00	9200496697		Create
25				Admin Provider Fee	5.36	9200496697		Create
			▲ 04/01/2014		▪ 180.36			
		▲			▪ ▪ 180.36			
31			03/01/2014	LivingWellPPO Single(ER)	10.72	9200496697	'	Create
			▲ 03/01/2014		▪ 10.72			
32			04/01/2014	LivingWellPPO Single(ER)	699.28	9200496697		Create
33				Admin Provider Fee	5.36	9200496697		Create
			▲ 04/01/2014		▪ 704.64			
		▲			▪ ▪ 715.36			

24

The **Filter** tab allows you to display selected insurance types.
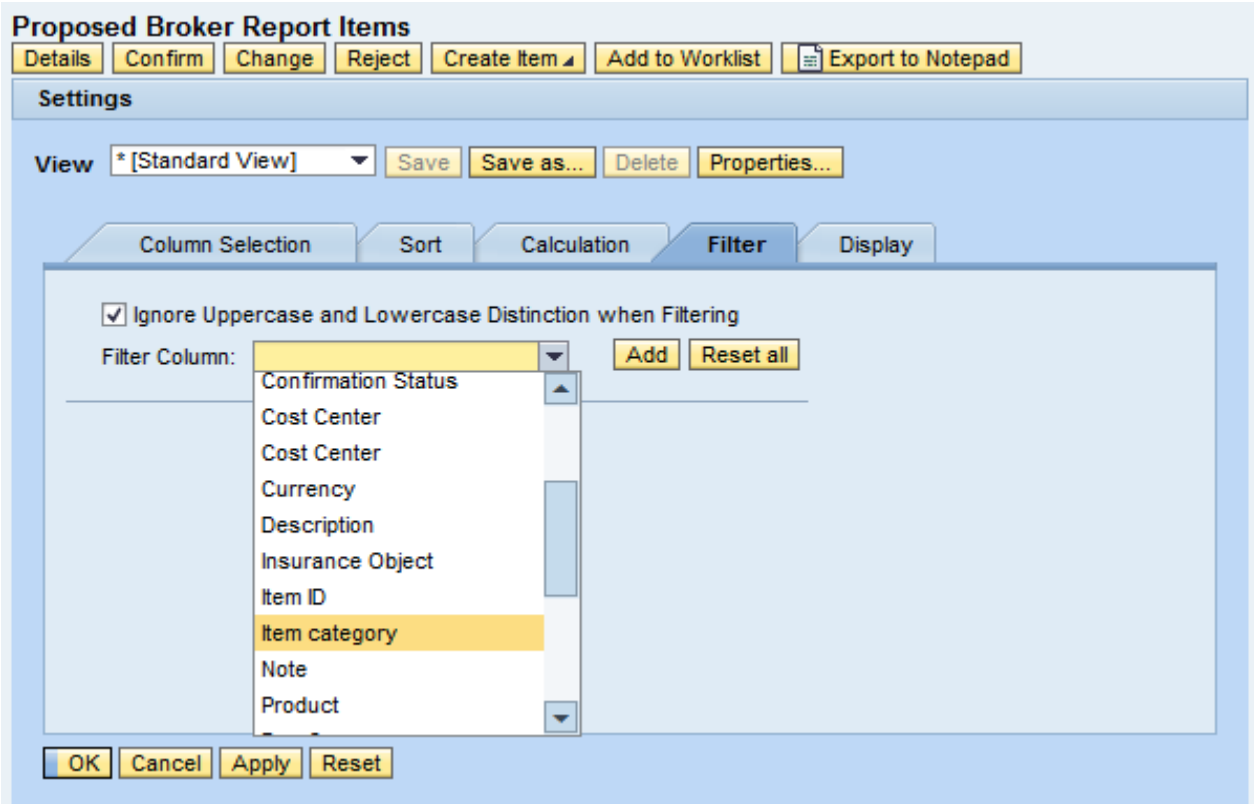
Scroll down in the Filter Column box, and click on **Product**.
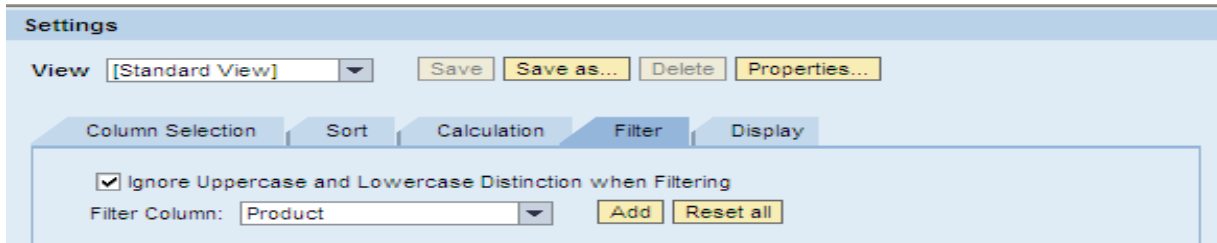
Click Add. Product will disappear from the Filter Column box, 2 boxes will open.
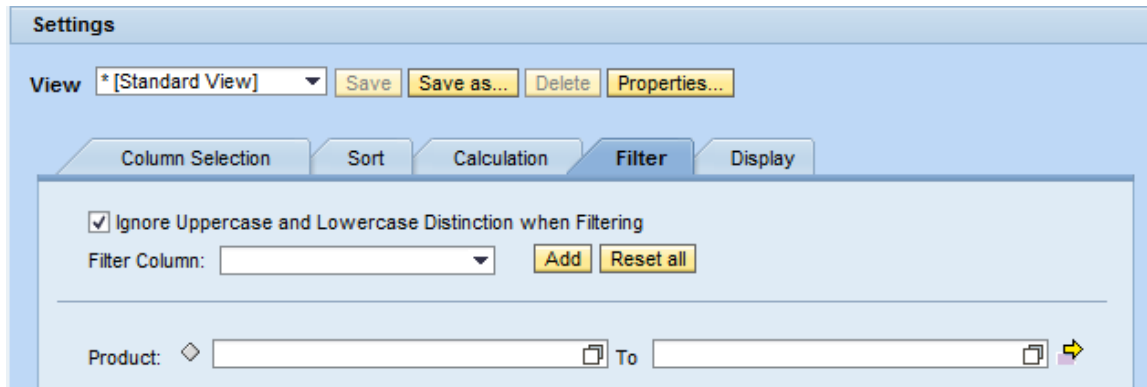
In the first box to the right of Product: ◇ , type the number **10** to show only health insurance.

Product Codes

10 Health Insurance – Employee Portion*
11 Health Insurance –Employer Portion*
20 Life Insurance
33 Healthcare FSA
34 Dependent Care FSA
35 Dental Insurance
36 Vision Insurance
70 Admin Fee
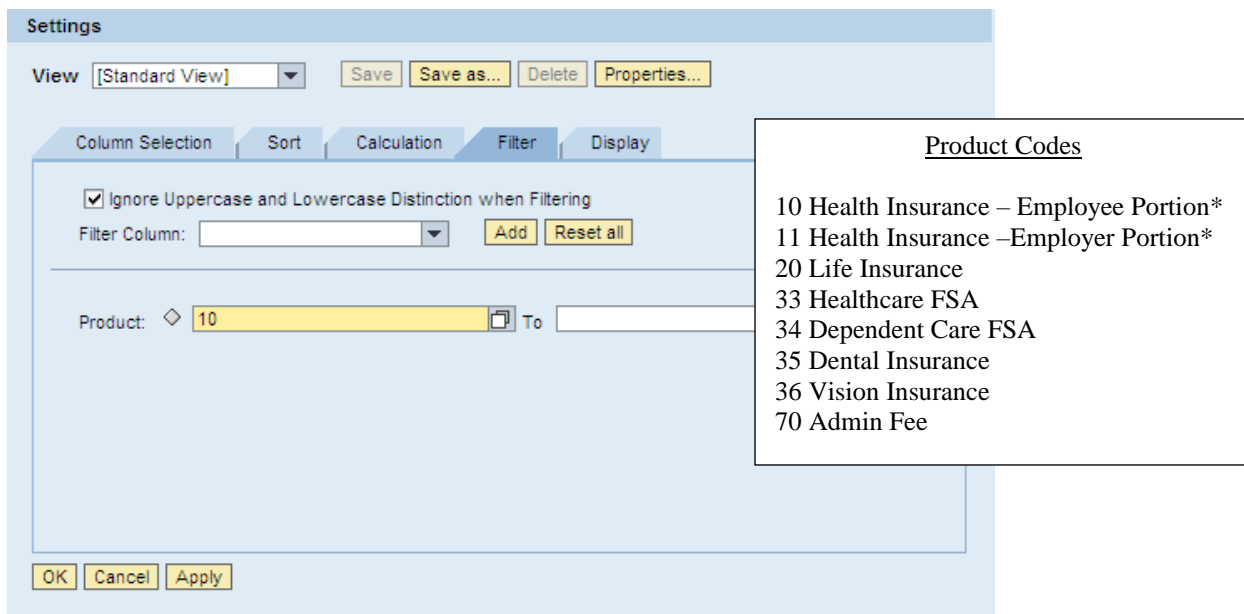
Click **Apply.**

Click **Save As** to save the view. Enter a name into the Description box. In this case, we named the view "Health," and click OK.
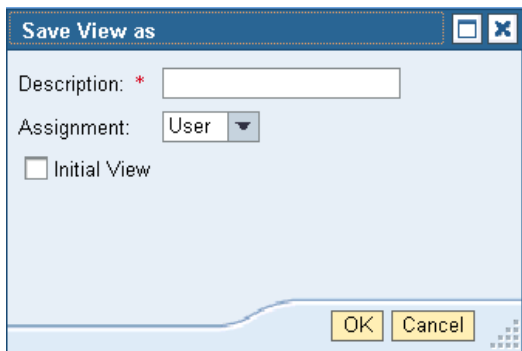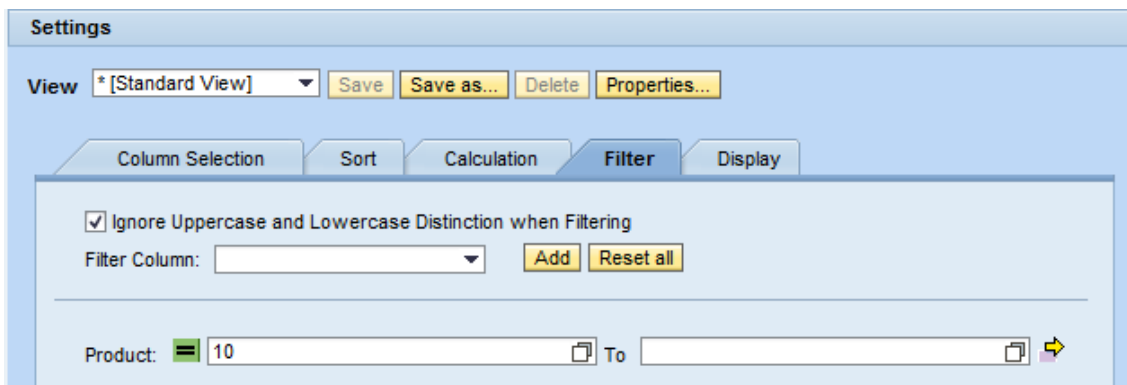
Clicking the **Initial View** checkbox will set this as user's initial view. Whenever you open Proposed Items, this view will be the first view you see.

☐ Initial View

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

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

27

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

Click the **Sort** tab. If there are entries in the **Sorted Columns** field on the right side of the screen (as below), highlight the entry by clicking the gray box to the left and clicking on the **Remove** button.
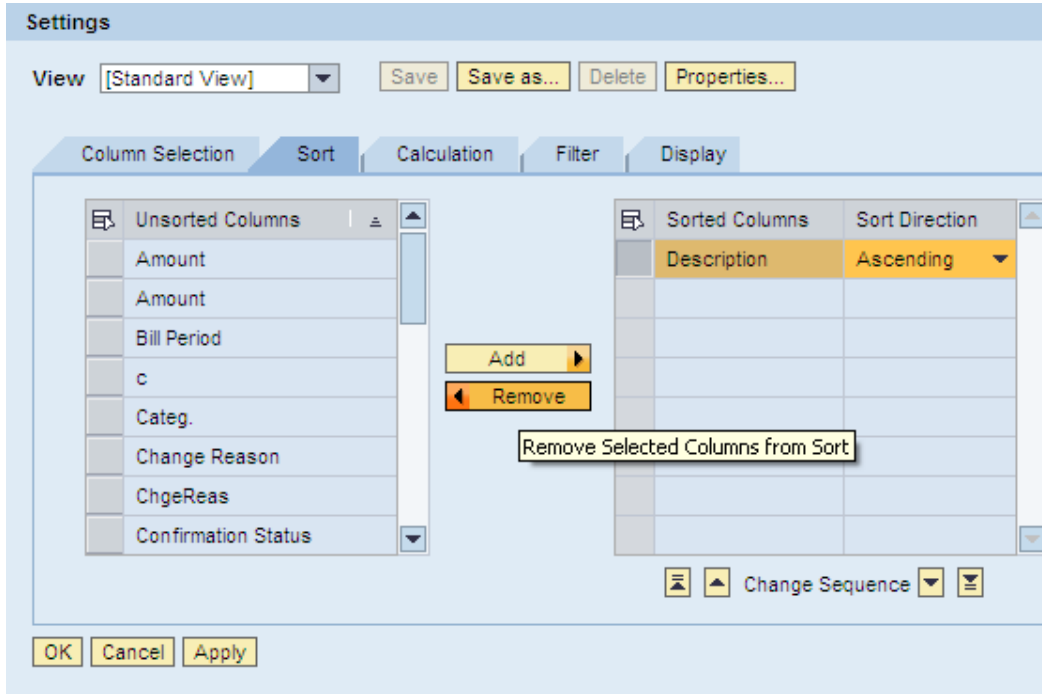
Scroll down in the Unsorted Columns on the left side and highlight **Product**. Click **Add.**
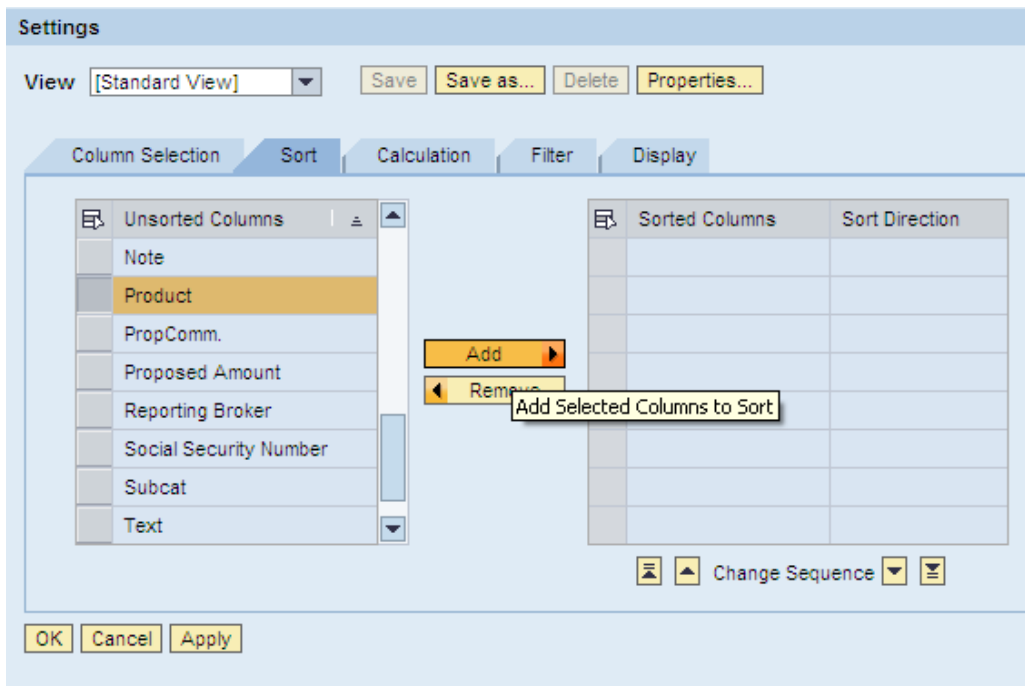
Entries will be sorted by Product code.
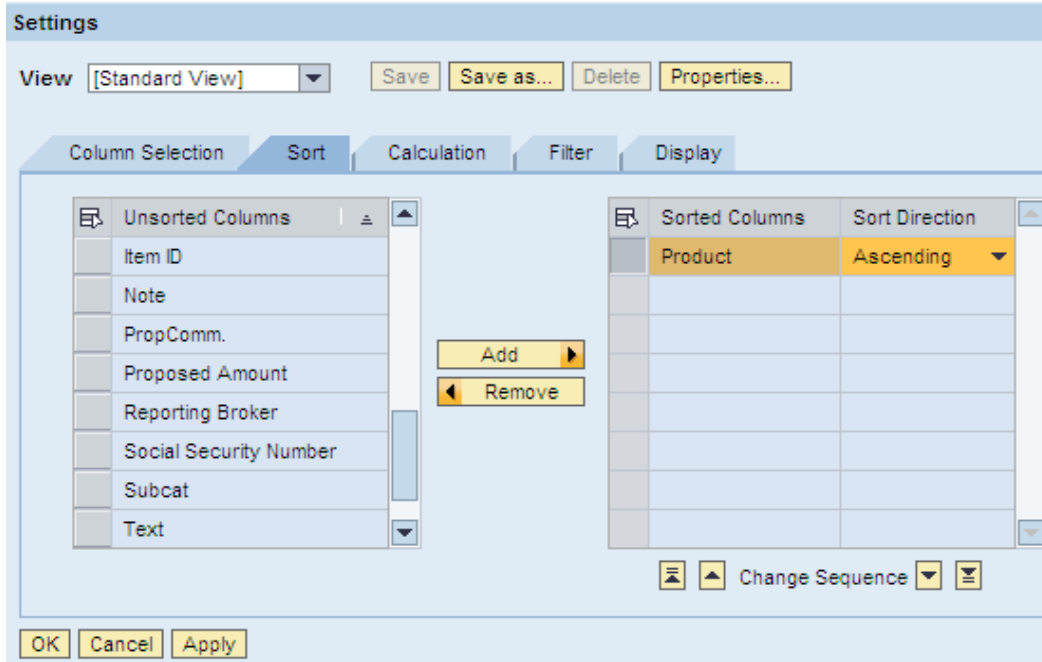
Click the **Calculation** tab. Check the *Display Intermediate Results for Sorted Columns* and the *Collapse to Intermediate Results* check boxes. Uncheck all other check boxes.
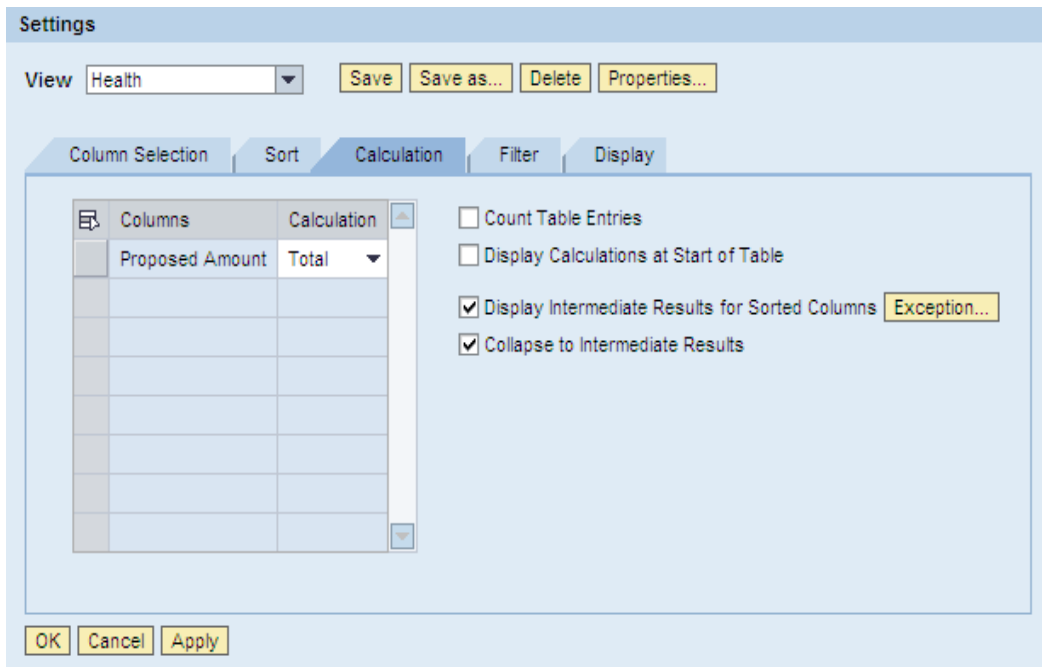
Click the **Filter** tab. Click *Reset All* to remove any filters.

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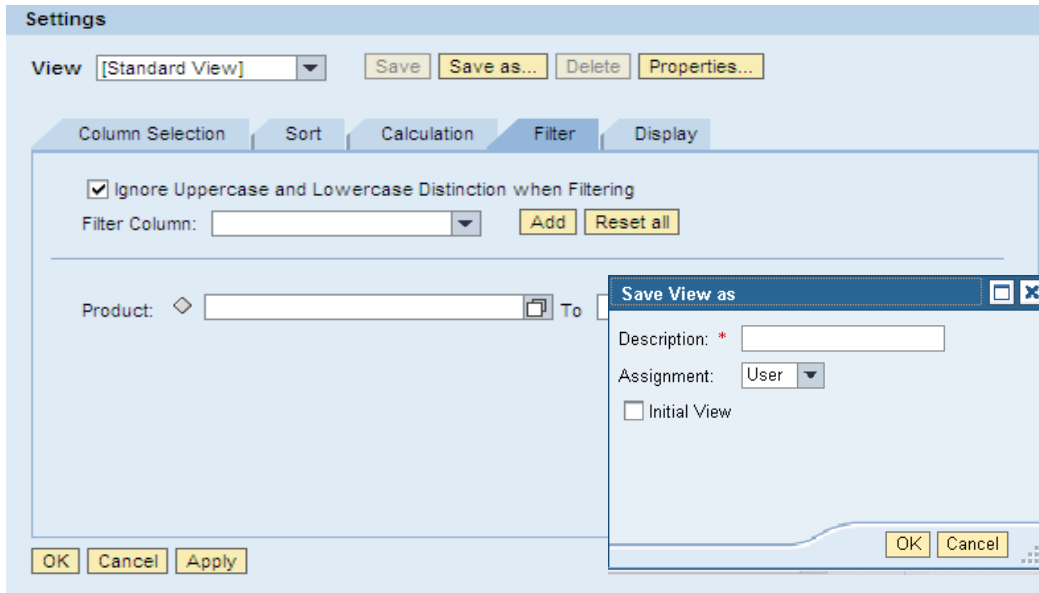
Click **Save As** and enter an appropriate name in the Description field of the box that pops up. This view shows totals for each Product.

Reminder:

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

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

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

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

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

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

To switch between customized views, drop down the View box and click desired view.
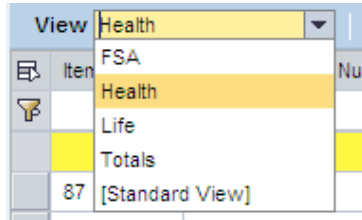
Finding Credits on Broker Bills – **Payment from Agency or Payment on Account**

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

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

To set up this view, pull up **Standard View** in Proposed Items and click on **Settings.**
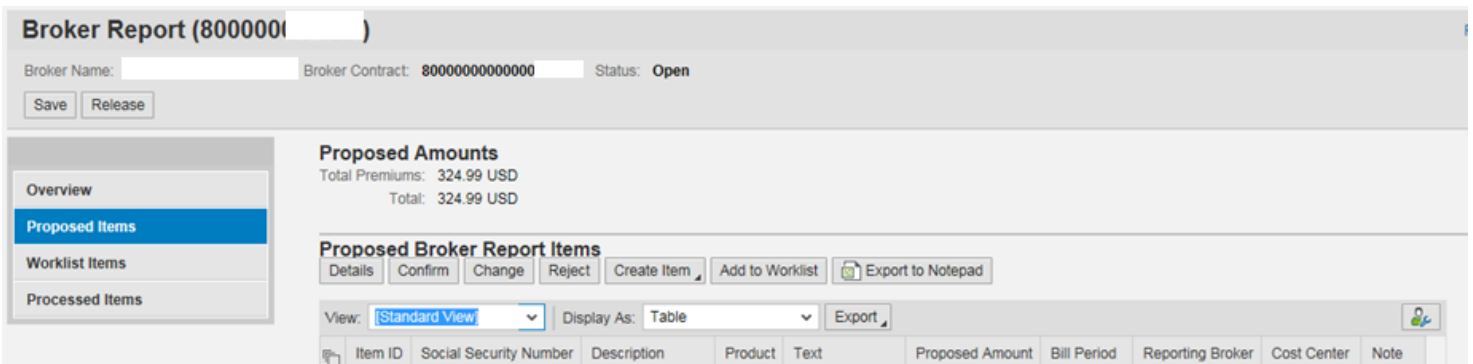
On **Column Selection** tab, make sure **Insurance Object** is listed in the *Displayed Columns.*

To add **Insurance Object** to Displayed Items:
- Click on **Insurance Object** in Hidden Columns list
- Click **Add**

31

- Click **Apply**
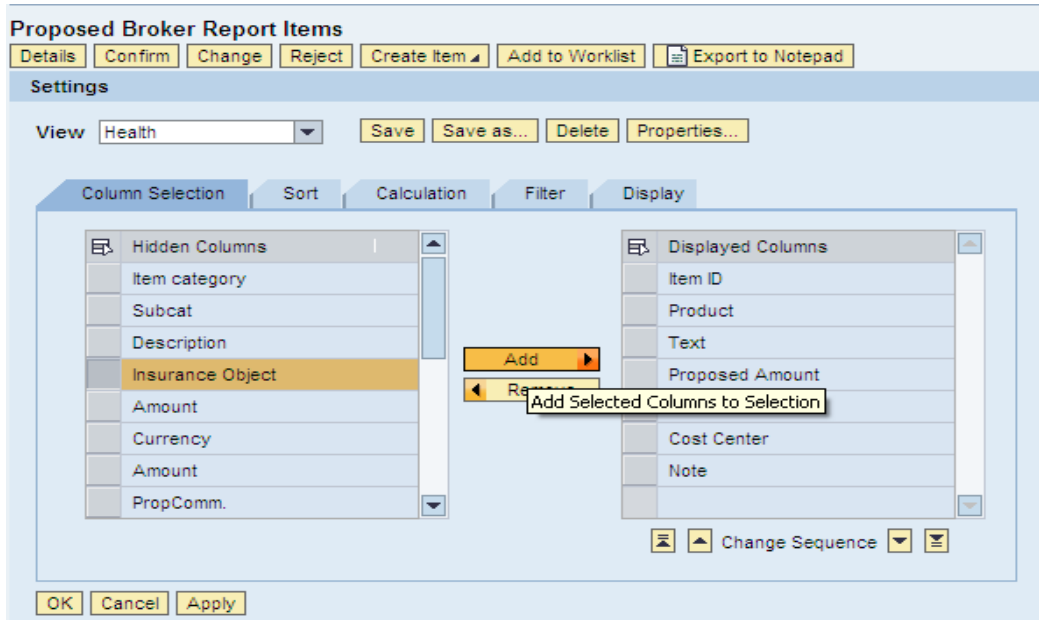
Since credits are not associated with a Product code, including **Insurance Object** on your view will help determine which Product the credit is for, health insurance, optional insurance or FSA.
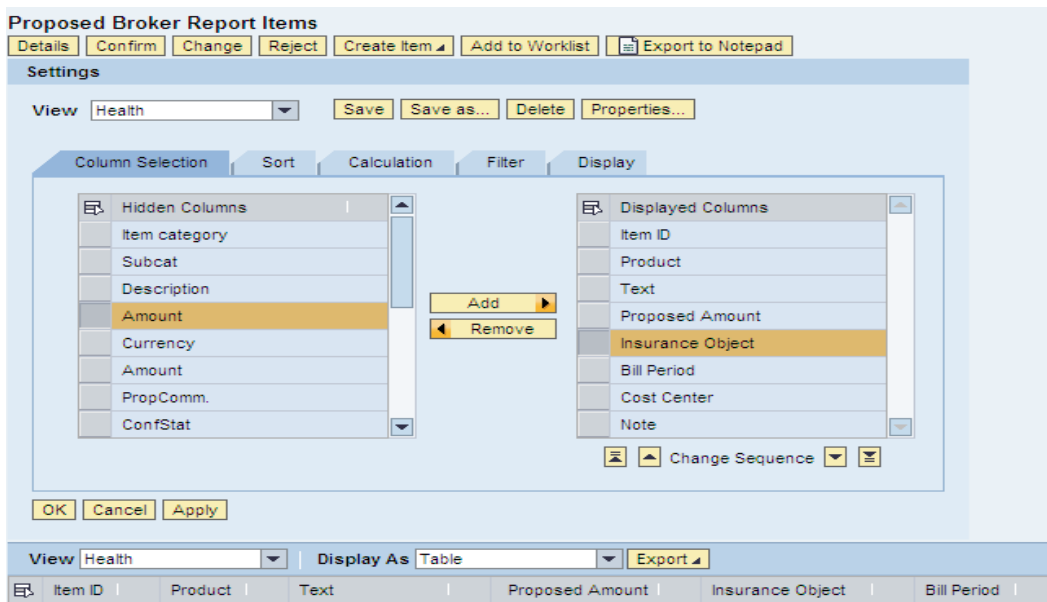
- Click on **Filter** tab
- Drop down **Filter Column** box
- Scroll down to **Text** and click on it
- Click **Add**

Proposed Amounts
Total Premiums: 673,093.00 USD
Total: 673,093.00 USD

Proposed Broker Report Items

| Details | Confirm | Change | Reject | Create Item ◢ | Add to Worklist | 🗐 Export to Notepad |

Settings

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

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

☑ Ignore Uppercase and Lowercase Distinction when Filtering

Filter Column: [▼]   Add | Reset all

- Item category
- Note
- Product
- PropComm.
- Proposed Amount
- Reporting Broker
- Social Security Number
- Subcat
- Text
- Worklist

OK | Cancel | Apply

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

| 🗐 | Item ID | Product | Text | Proposed Amount | Bill Period | Cost Cen |

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

Proposed Broker Report Items

| Details | Confirm | Change | Reject | Create Item ◢ | Add to Worklist | 🗐 Export to Notepad |

Settings

View Health   ▼   Save | Save as... | Delete | Properties...

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

☑ Ignore Uppercase and Lowercase Distinction when Filtering

Filter Column: [▼]   Add | Reset all

Text: [⊠] p*   🗐   To [   ] 🗐 ➡

OK | Cancel | Apply

View Health ▼ | Display As Table ▼ | Export ◢

🗐	Item ID	Product	Text	Proposed Amount	Insurance Object	Bill Period
🔻			p*			
	1217		Payment from Agency	255.92-	1000000000000087107	10/18/2011
	1218		Payment from Agency	345.48-	1000000000000087107	11/16/2011

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

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

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

Reconciling Bills and Payments

Working/Processing Broker Bills

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

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

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

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

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

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

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

> *It is imperative that payment amounts listed on the broker bill for each employee match the amount deducted from payroll for that employee or the amount that employee is paying by personal check.*

To choose the bill that you wish to process, click in the gray square to the left of the report number, then click Process Broker Report to open bill.

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

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
	800000063290	20160510IJT02	Open	05/17/2016	05/31/2016	8000000000000000063	05/10/2016	05/10/2016
	800000062815	20160510IJT01	Open	05/03/2016	05/16/2016	8000000000000000063	05/10/2016	05/10/2016

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

https://khris.ky.gov/?I_REPORT=800000063309# - Processing of Broker Reports - Windows Internet Explorer provided by Personnel C

Broker Report (800000063309)

Broker Name: _____   Broker Contract: **80000000000**   Status: **Open**

Save	Release

Overview
Proposed Items
Worklist Items
Processed Items

Broker Report Status

Status: Open   Search Term: 20160510IJT02
Created on: 05/10/2016 09:25:27   Changed on: 05/10/2016 09:25:27
Changed by: JWW0069

The proposals offset the report amounts against the proposed amounts.

Item category	Amount	Proposed Amount	Currency
Premium	0.00	67,516.27	USD
Total	0.00	67,516.27	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	706	0	0%
Total	706	0	0%

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

Proposed Amounts
Total Premiums: 67,516.27 USD
Total: 67,516.27 USD

Proposed Broker Report Items
Details | Confirm | Change | Reject | Create Item | Add to Worklist | Export to Notepad

View: Health   Display As: Table   Export

	Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
						65,072.19				
	1			10	LivingWellPPO Single(EE)	119.98	05/01/2016		9200100485	Create
	4			10	LivingWellCDHP Family(EE)	337.98	05/01/2016		9200100485	Create
	5			10	LivingWellPPO Single(EE)	79.98	05/01/2016		9200100485	Create
	7			10	LivingWellPPO Single(EE)	23.97	04/01/2016		9200100485	Create
	8			10	LivingWellPPO Single(EE)	79.98	05/01/2016		9200100485	Create
	9			10	LivingWellCDHP Single(EE)	47.98	05/01/2016		9200100485	Create

Sidebar menu:
- Overview
- Proposed Items
- Worklist Items
- Processed Items

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

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

<u>**SAVE YOUR WORK OFTEN**</u>

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

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

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

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

1. **Credits** for overpayments KHRIS thinks an employee has made.
   - Credits will be shown as negative amounts, such as -30.76, -192.40

2. **Arrears** that are caused by **credits taken in error or that are not due back to employee**.
   - Arrears of this type will be positive amounts, such as 36.54, 96.20, not negative amounts.

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

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

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

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

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

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

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

There is an easy way to check for credits on broker bills if you do not wish to have a separate credit only view:
   - In Proposed Items, pull up Standard View
   - Click on the column heading for Text
   - Click (User Defined Filter)

- Type "p*" and hit enter or click Filter.

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

Proposed Amounts
Total Premiums: 67,516.27 USD
Total: 67,516.27 USD

Proposed Broker Report Items
Details | Confirm | Change | Reject | Create Item | Add to Worklist | 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
189				Payment from Agency	79.98-	03/16/2016			Create
568				Payment from Agency	12.98-	03/16/2016			Create
612				Payment from Agency	12.98-	03/16/2016			Create
628				Payment from Agency	12.98-	03/16/2016			Create
668				Payment from Agency	12.98-	03/16/2016			Create
676				Payment from Agency	2.13-	03/16/2016			Create

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

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

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

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

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

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

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

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

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

- School boards will need to reconcile broker bills to their MUNIS remittance file.

- Health departments or QUASI agencies will need to reconcile their payroll deduction list to their payroll broker bill.
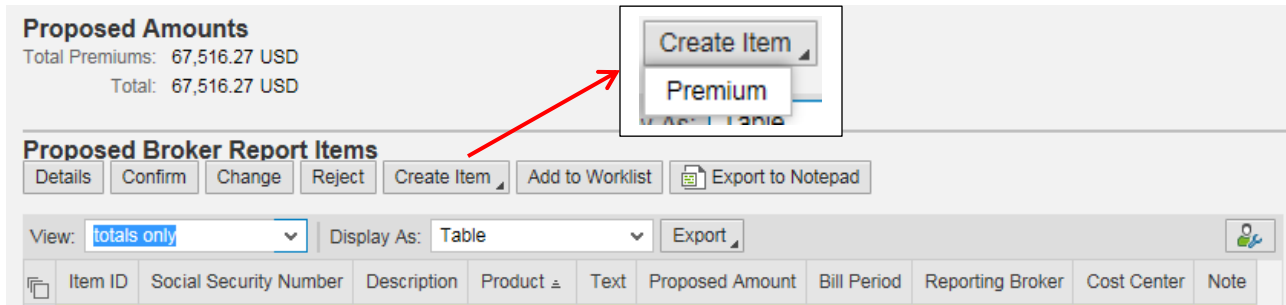
After you have compared the remittance or payroll deduction list to the broker bill export, it's time to work the broker bill.

Adding Employees to the Broker Bill

Open the Broker Report for your agency.

Select **Proposed Items.**

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

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

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

Click **Search** and follow the wizard through the process

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

- *You may search last name by entering at least the first 3 letters of the name followed by an asterisk(*), i.e. for Madison Jones, search Mad* Jon*. Searches that contain only the first three characters of a first or last name and an asterisk may time out. If at all possible, use both a first and last name.*

- *If searching for employee's first and last name doesn't find the correct employee, search only the employee's last name. If you have several employees with the same last name, you'll have to scroll through the list to find the correct one.*

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

Click **Next.**

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

Click **Enter Amount**. You can leave all fields blanks on this screen.

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

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

Click **Review and Save**.

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

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

Do not Close or ✖ out of screen until you see message verifying that an entry has been added.

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

45

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

| Confirmed (0) | With Change (0) | Rejected (0) | New (1) | All (1) |

Details | Delete | Export to Notepad

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

View New ▼ | Display As Table ▼ | Export ▲

Item ID	Description	Amount	Product	Text
109	John Doe	61.52		

Changing the Broker Bill

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

Changing an item removes the Proposed Item and places the item in Processed Items on the With Change tab.
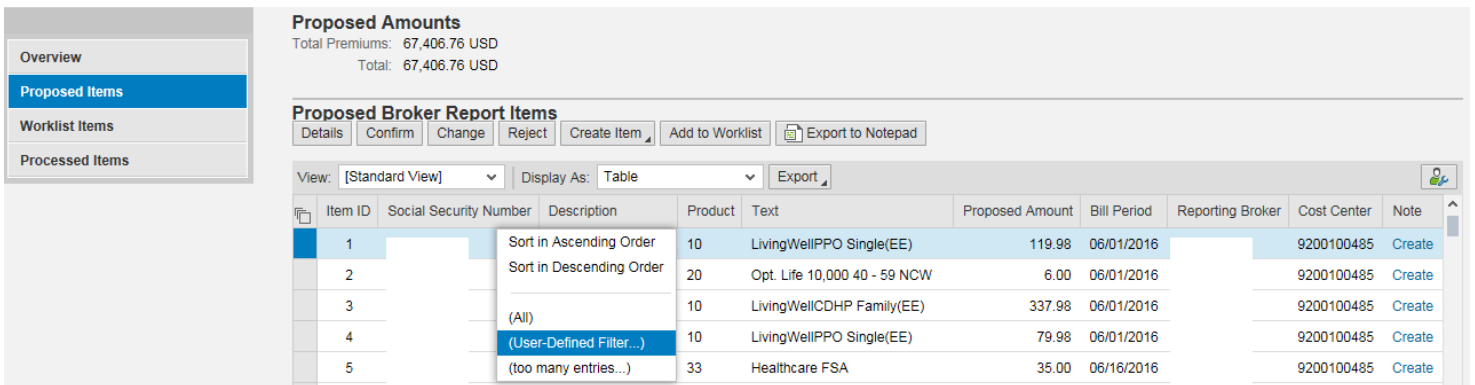
- Proposed amounts may be increased due to QEs or if an employee wishes to pay ahead.

  - If an employee pays one month in advance, they will not be listed on the next broker bill. KHRIS will automatically credit the payment to the next month.

- Proposed amounts may be decreased due to QEs or partial payroll deductions.

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

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

To change a **Proposed Amount**:

- Click on **Description**

- Click (User-Defined Filter...)

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

Proposed Amounts
Total Premiums: 67,406.76 USD
Total: 67,406.76 USD

Proposed Broker Report Items

Overview
Proposed Items
Worklist Items
Processed Items

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

View: [Standard View]   Display As: Table   Export

	Item ID	Social Security Number	Description	Product	Text	Proposed Amount	
	1				WellPPO Single(EE)	119.98	
	2				fe 10,000 40 - 59 NCW	6.00	
	3				WellCDHP Family(EE)	337.98	
	4		Description: Doe*		WellPPO Single(EE)	79.98	
	5				care FSA	35.00	
	6				WellPPO Single(EE)	79.98	

Custom Filter ✕
Use * to Represent Character Strings
Filter By
Description: Doe*

Filter | Cancel

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

- Click **Change**

Proposed Amounts
Total Premiums: 67,406.76 USD
Total: 67,406.76 USD

Proposed Broker Report Items

Overview
Proposed Items
Worklist Items
Processed Items

Details | Confirm | Change | Reject | Create Item | Add to Worklist | 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
	1		Doe, John	10	LivingWellPPO Single(EE)	119.98	06/01/2016	100001978	9200100485	Create

Follow the wizard through change process.

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

Change Broker Report Item

1	2	3
Enter Amount	Enter Change Reason	Review and Confirm

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

Amount: 79.98 USD

Amount Proposal: 119.98 USD

Enter Change Reason >

Close

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

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

- Click **Review and Confirm.**

Change Broker Report Item

1	2	3
Enter Amount	Enter Change Reason	Review and Confirm

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

Change Reason: Dep Becomes Inelig ⌄

Note: Dep gained other group coverage|

< Previous   Review and Confirm >

Close

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

Change Broker Report Item

1. Enter Amount
2. Enter Change Reason
3. Review and Confirm

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

Insurance Object Category: Health Plan Employee
    Social Security Number:

        Item cat.:   Premium
Change Reason: Dep Becomes Inelig

Note:
Dep gained other group coverage

        Business Partner: Doe, John
Customer Contract ID:

Item Category: 10
    Bill Period:
    Cost Center: 9200100485 06/01/2016

            Currency: USD
    Reported Amount: 79.98
Total Proposed Amount: 119.98

‹ Previous   Confirm

Close

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

| Confirmed (0) | With Change (2) | Rejected (0) | New (2) | All (4) |

Details   Reset Item   Export to Notepad

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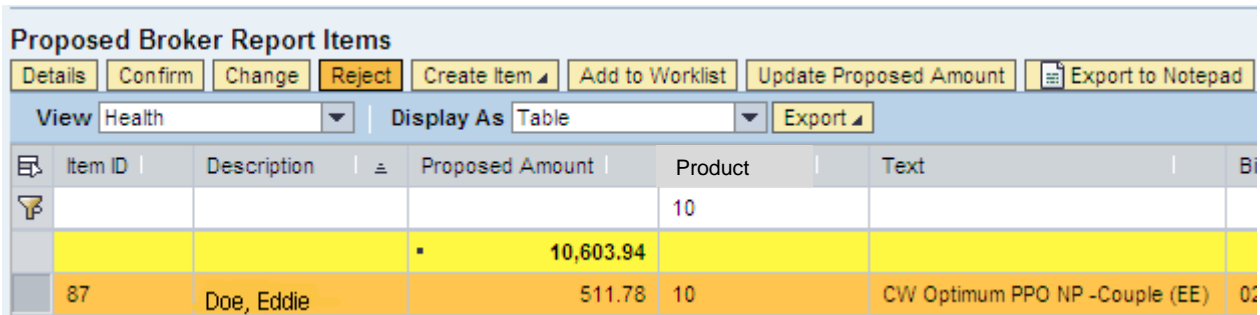
The **Reject** is used to remove employees who are not paying from the bill.

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

> **Employees who do not pay should be rejected from the bill. Use the REJECT button. DO NOT change the amount to $0.**
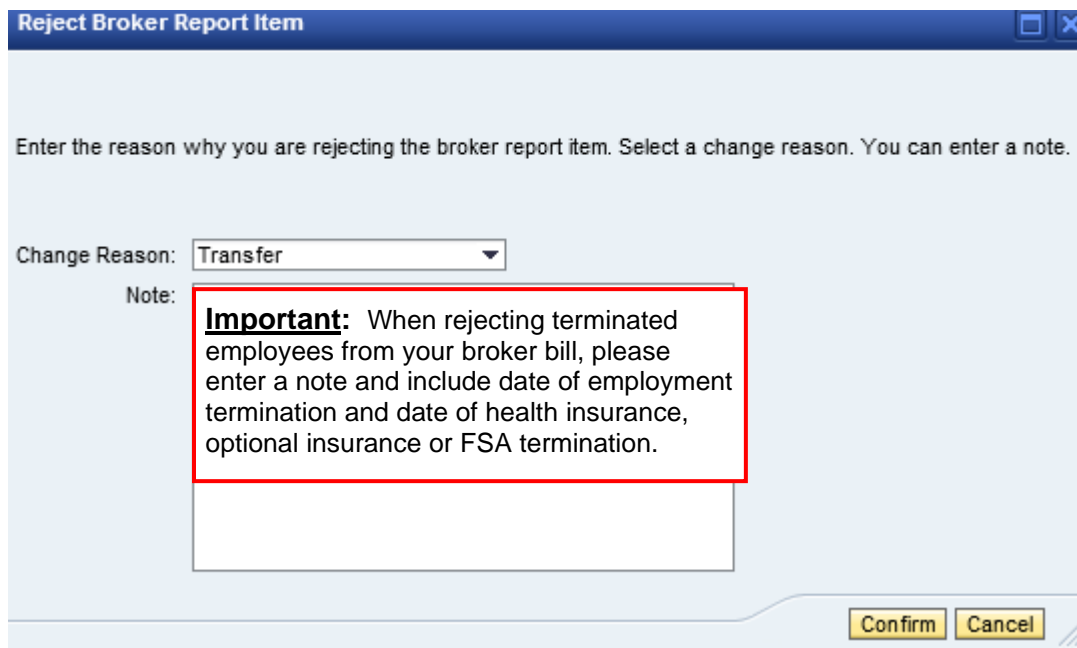
Go to Proposed Items in your web broker bill (Broker Report)

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

Select appropriate Change Reason for rejection and **Confirm**.

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

| Confirmed (0) | With Change (2) | Rejected (1) | New (2) | All (5) |

Details | Reset Item | Export to Notepad

Contains proposed broker report items that you have rejected.

| View | Rejected | ▼ | Display As | Table | ▼ | Export ▲ |

	Item ID	Description	‖ Product	ext		Proposed Amount	Bill Peri
	87	Doe, Eddie	10	CW Optimum PPO NP -Couple (EE)		511.78	02/01/2

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

In Processed Items on Rejected tab
- Highlight Item
- Click Reset Item button
- Return to Proposed Items and change or confirm item

Confirming Unchanged Proposed Items

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

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

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

Click Table Selection Menu button ⬚ .

Click **Select All**.

Proposed Broker Report Items

| Details | Confirm | Change | Reject | Create Item ▲ | Add to Worklist | 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
Select All			Doe, Eddie	10	LivingWellPPO Secondary(EE)	152.98	05/01/2014		9200100071	Create
Deselect All			Doe, Jeff	10	LivingWellPPO Single(EE)	79.98	05/01/2014	....	9200100071	Create

All entries have been selected.

Click Confirm.

Proposed Broker Report Items

| Details | Confirm | Change | Reject | Create Item ▲ | Add to Worklist | 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
	1			10	LivingWellPPO Secondary(EE)	152.98	05/01/2014		9200100071	Create
	2			10	LivingWellPPO Single(EE)	79.98	05/01/2014		9200100071	Create
	3			10	LivingWellCDHP Secondary(EE)	77.98	05/01/2014		9200100071	Create
	4			20	Dependent Plan B NCW	6.20	05/01/2014		9200100071	Create
	5			10	LivingWellCDHP Single(EE)	47.98	05/01/2014		9200100071	Create
	6			10	LivingWellPPO Secondary(EE)	152.98	05/01/2014		9200100071	Create
	7			10	LivingWellPPO Prime(EE)	152.98	05/01/2014		9200100071	Create
	8			10	LivingWellPPO ParentPlus(EE)	227.98	05/01/2014		9200100071	Create

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

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

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

Resetting Processed Items

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

Resetting a Processed Item sends it back to Proposed Items.

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

Go to correct tab in Processed Items.

Highlight the "incorrect".

Click **Reset Item.**

	Item ID	Description	Amount	Product	Text	Proposed Amount
	53	Doe, Charlie	51.74	10	CW Capitol NP-Parent Plus (EE)	156.98
	96	Doe, Joker	156.98	10	CW Optimum PPO NP -Couple (EE)	511.78

Tabs: Confirmed (0), With Change (2), Rejected (0), New (2), All (4)
Details | Reset Item | Export to Notepad
Contains proposed broker report items for which you changed the reported amount.
View Changed | Display As Table | Export

Go back to Proposed Items and make the necessary correction.

Corrected:

Tabs: Confirmed (86), With Change (2), Rejected (1), New (2), All (91)
Details | Reset Item | Export to Notepad
Contains proposed broker report items for which you changed the reported amount.
View Changed | Display As Table | Export

	Item ID	Description	Amount	Product	Text	Proposed Amount
	53	Doe, Charlie	51.74	10	CW Capitol NP-Parent Plus (EE)	156.98
	96	Doe, Joker	192.40	10	CW Optimum PPO NP -Couple (EE)	511.78

Placing Items on the Worklist

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

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

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

- Go to Proposed Items. Highlight the item.

- Click the **Add to Worklist** button.

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

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

Worklist Items can be accessed by clicking on Worklist Items.

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

The item will be returned to Proposed Items.

Releasing the Broker Bill

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

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

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

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

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

Recommended methods:

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

OR

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

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

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

The broker bill can be released at any time after
- Verification that all Proposed Items have been worked
- Bill and payment amounts match

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

Reminder:

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

All eligible Health Department employees should appear on broker bills.

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

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

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

Clarifications

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

Broker Report Overview

	Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on
	800000039267	20140410CLT02	In Clarification	04/16/2014	04/30/2014	8000000000000000067	04/10/2014	05/15/2014
	800000039740	20140507VLP01	Posted	05/01/2014	05/15/2014	8000000000000000067	05/07/2014	05/15/2014
	800000040185	20140507VLP02	Open	05/16/2014	06/02/2014	8000000000000000067	05/07/2014	05/07/2014
	800000038810	20140410CLT01	Posted	04/01/2014	04/15/2014	8000000000000000067	04/10/2014	04/15/2014

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

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

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

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

> *Important:* *After the broker bill is released, it may take a few minutes for all entries to be processed or posted to the individual employee's payment history.*
>
> If PBB begins working clarification cases while the broker bill entries are still being posted to individual employees can cause the bills to lock up. The bill status remains "in clarification" after all the clarification cases have been resolved and the bill will have to be "pushed" out of clarification by PBB.

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

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

Broker Report (800000039267)

Broker Name: _____ Broker Contract: 800000000000 _____ Status: **In Clarification**

[Save] [Release]

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

Broker Report Status

Status: In Clarification   Search Term: 20140410CLT02
Created on: 04/10/2014 09:01:58   Changed on: 05/15/2014 11:54:55
                                  Changed by: _____

The proposals offset the report amounts against the proposed amounts.

Item category	Amount	Proposed Amount	Currency
Premium	62,236.66	61,294.57	USD
Total	62,236.66	61,294.57	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	529	529	100%
Total	529	529	100%

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

List of Open Bills

1. Select all bills that you would like to pay: [Find Bills]

	Bill Description	Due ⇕	Billed Amount	Open	Payment Amount	Action
☐	Health Premiums	Apr 30, 2014	USD 60,586.21	USD 60,586.21		
☐	FSA	Apr 30, 2014	USD 1,151.50	USD 1,151.50		
☐	Life Premiums	Apr 30, 2014	USD 598.95	USD 598.95		

[Select All] [Deselect All] [Download Selected Entries]   Grand Total   USD 62,336.66   USD 0.00

                                                               ☐ Credits   USD 0.00
Credits displayed can be refunded via submission of the refund request form.

                                        Total Net Payment Amount   USD 62,336.66   USD 0.00

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

● Check/Wire   ○ ACH Payment [Checking ▼]

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

[Continue]

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

Broker 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
	800000039267	20140410CLT02	Posted	04/16/2014	04/30/2014	8000000000000000067	04/10/2014	05/15/2014
	800000039740	20140507VLP01	Posted	05/01/2014	05/15/2014	8000000000000000067	05/07/2014	05/15/2014
	800000040185	20140507VLP02	Open	05/16/2014	06/02/2014	8000000000000000067	05/07/2014	05/07/2014

Paying Reconciled Bills Using Biller Direct

Biller Direct Explanation

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

Before proceeding to Biller Direct, check the Broker Report Status of the bill you released on the All Broker Reports tab.
* Click Refresh List button to display current bill status.

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

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

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

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

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

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

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

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

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

Payments lists all payments made by your agency.

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

Address Data lists address and contact data for your agency.

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

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

FAQ is a list of Frequently Asked Questions.

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

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

This is what the Download Selected Entries button does:

If you click Open, this is what opens:

Credits page shows a list of agency credits.

This page shows an overview of your credits.
- On the Open Bills screen you can see the total of all credits that can be deducted from the payment amount for the bills selected in the Credits field.

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

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

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

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

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

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

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

Address Data shows the agency's address and email addresses for contacts.
- The agency's address will be listed under Address.
- IC/BL information should be listed under Contact Data.

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

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

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

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

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

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

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

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

Complete required fields. *Denotes required field.

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

Click **Save**

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

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

If it is ever necessary to change Bank Data, delete Bank Data or add another account,
- On **Bank Data screen**
- Click **Edit**
  - Enter change account information, click in the box and type over the wrong info.
  - Click **Save**

To delete Bank Data:
- Click in the delete box
- Click **Save**

Changed information, all bank info is now deleted:

To add additional Bank Data:
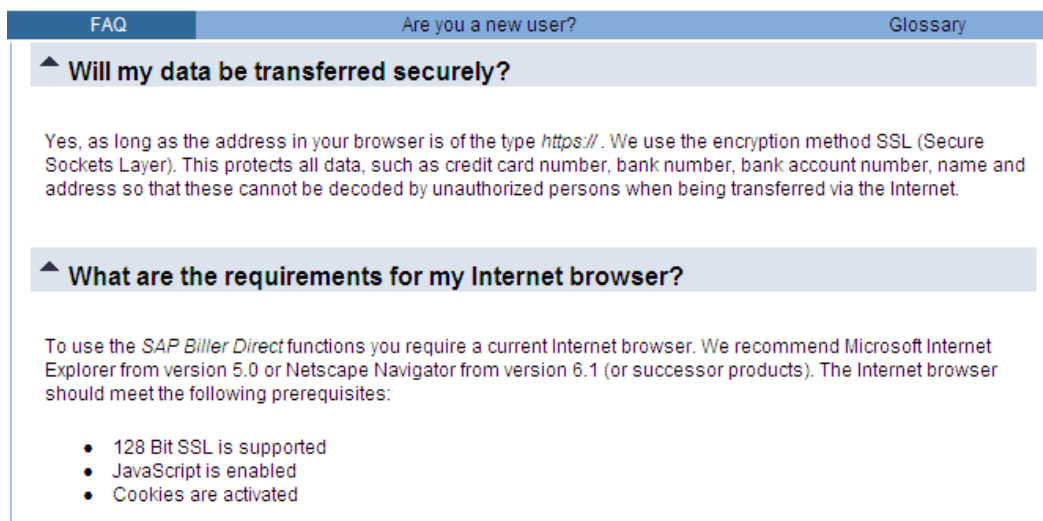- Enter additional Bank account information on the second line.
- Click **Save.**

FAQ is a list of Frequently Asked Questions

Clicking on the FAQ link does not highlight it. The FAQ list pops up in a new window.
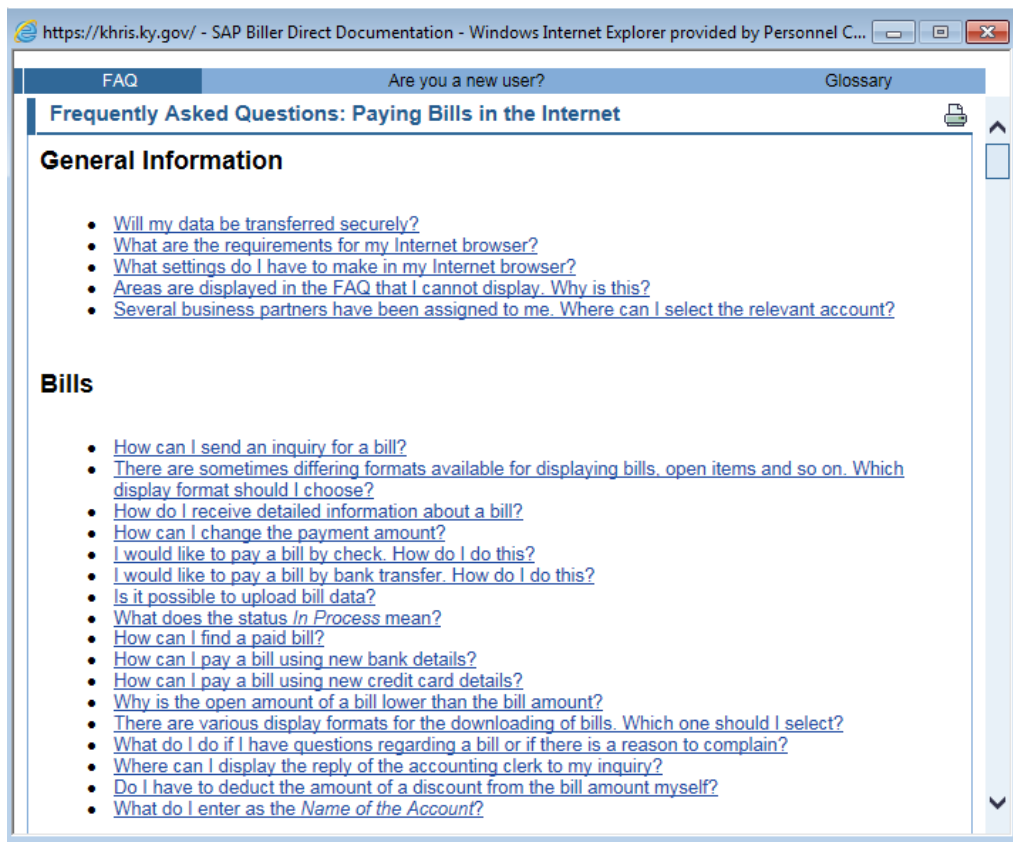
This page shows commonly asked questions and answers to help you understand and pay your monthly bills. Click on a question to see the response.

Log Off closes Biller Direct.

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

Paying Bills in Biller Direct

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

Select the bills to be paid by clicking **Select All** or putting a check mark in the appropriate box.
- o You may pay multiple Products by a single check or each Product may be paid by a separate check. This is your agency's decision.
- o You may pay multiple line items on a single invoice or each item may be paid on a separate invoice. The choice is yours.

To Pay by Check or Wire:

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

Choose **Check/Wire**.

Click **Continue** to check and confirm your payment.

Click **Pay by Check.**

List of Bills Selected for Payment

You would like to pay the bills listed by check.

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

Bill Description	Due On	Billed Amount	Open	Payment Amount
Life Premiums	Jan 31, 2014	USD 20.54	USD 20.54	USD 20.54
		Bill Total	USD 20.54	USD 20.54
		Credits		USD 0.00
		Total Net Payment Amount		USD 20.54

Back   Pay by Check

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

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

Confirmation of payment

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

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

Back to Bill List   Print Screen   Print Invoice

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

<div style="text-align:center">**The amount on the coupon MUST match the amount of your check/payment.**</div>

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

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

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

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

Confirmation of payment

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

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

Back to Bill List	Print Screen	Print Invoice

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

https://khrisepq.ky.gov/ - SAP Biller Direct - Windows Internet Explorer provided by Personnel Cabinet

Kentucky Personnel Cabinet
Serving the People Who Serve the People

| Open Bills |
| Credits |
| Paid Bills |
| Payments |
| General Contacts |
| Address Data |
| Bank Data |
| Display Activity History |
| FAQ |
| Log Off |

List of Open Bills

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

Bill Description	Due ⇕
There are currently no bills.	

Select All	Deselect All	Download Selected Entries

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

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

To Pay by ACH (TPE):

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

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

List of Open Bills

1. Select all bills that you would like to pay: [Find Bills]

	Bill Description	Due ⬍	Billed Amount	Open	Payment Amount	Action
☑	Health Premiums	Feb 28, 2014	USD 14,086.16	USD 14,086.16	14,086.16	💬
☑	Admin Fees	Feb 28, 2014	USD 57.24	USD 57.24	57.24	💬
☑	Life Premiums	Feb 28, 2014	USD 75.18	USD 75.18	75.18	💬
☑	Health Premiums	Jan 31, 2014	USD 12,557.82	USD 12,557.82	12,557.82	💬
☑	Admin Fees	Jan 31, 2014	USD 50.88	USD 50.88	50.88	💬
☑	Life Premiums	Jan 31, 2014	USD 73.84	USD 73.84	73.84	💬

[Select All] [Deselect All] [Download Selected Entries]   Grand Total USD 26,901.12 USD 26,901.12

Credits displayed can be refunded via submission of the
[refund request form](). ☐ Credits USD 0.00

Total Net Payment Amount USD 26,901.12 USD 26,901.12

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

○ Check/Wire   ⦿ ACH Payment Checking-O&M ▼
                                       Checking-O&M
                                       Checking-payroll

Enter Your ACH Payment Date:
ACH Payment Date 04/08/2014

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

[Continue]

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

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

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

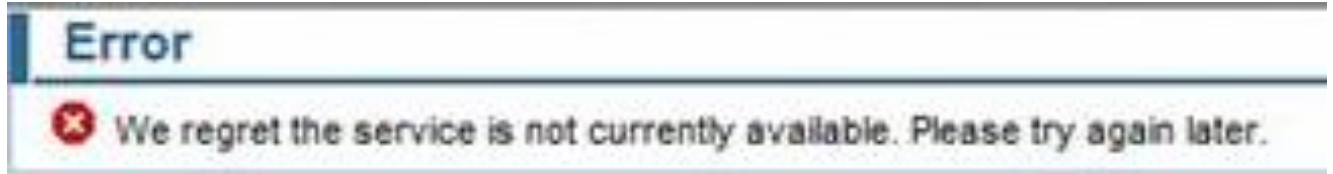At this point you may **Log Off** or go back to bill list.

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

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

Error

❌ We regret the service is not currently available. Please try again later.

To pay by Personal Check and ACH:

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

To make a partial payment by personal check:

1. Determine the **total amount** to be paid by personal check or money order.

2. **Change the amount** of the correct Product to reflect the amount of the personal check(s).

3. Process as you would when paying by check.

4. Remember to print invoice and mail with your personal checks.

5. Return to Biller Direct and pay the remainder by ACH.

General Information

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

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

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

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

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

Benefits ▾	Resources ▾	Find a Job	News		HR Administrators	KHRIS Login

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

Resources for Insurance Coordinators, HRGs and Billing Liaisons

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

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

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

Kentucky Group Life Insurance

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

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

Life Insurance Options

View additional life insurance options for members and dependents

View Options

Services and Resources

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

Ins. Coordinators/HRGs

Memos, Forms & Manuals
Spotlight Training
KHRIS Training