Correcting a Bill

You might need to correct an invoice because:

a) A participant changed coverage effective in a prior month
b) A participant changed coverage in the current month, but after the invoice was created
c) Part (or all) of a participant’s coverage was cancelled
d) A manually entered bill was incorrect

** Note -- Medical and dental carriers cannot be changed on an invoice. Refer to “Change a Carrier on an Invoice” for steps on how to handle.

To correct an invoice:

1. On Bill Entry screen 641, enter the UIN and invoice for which you need to make changes.
   (You can use the F1 Help key to find the UIN, and with the cursor in the Invoice number spot, do the same to find the invoice number.)
2. Press Enter.
3. Type C (Correct) in function;  
   **Do not** press Enter yet.
4. Blank out the Total (this will be calculated for you).
5. Enter the amounts for what the bill **should** be, not the difference. (Ex. If the medical premium was 100 but should be 125; enter 125).
6. Be sure to update SGIP amounts, too.
7. Fill in the Comment field with whatever might be helpful for you or another processor (ex. Med coverage level change –pjw)
8. Press Enter to save the changes.
9. You may want to see if a refund is due.

To check your work, do **one** of the following. The first is the simplest and is reliable:

- Press Enter (again); this shows you what the final invoice amounts are.
- To see the invoice with its receipt activity, use the Total view by pressing the F8 function key. You’ll see the total billed, receipted, balance due, and SGIP all in one place. Press Enter or F3 function key to exit the Total view.