Researching Insurance Billing Cancellations

It is best to research cancellations immediately after the cancellation letters are produced.

1. Check to see if the cancellation letter for this month or a past month?
   - The cancelled “as of” date shown on the letter indicates the month for which payment was due.
   - For example, a letter produced 10/18 with a cancelled as of date of 9/1 indicates payment was probably due for September coverage.

2. If the letter is for the current month, check screen 118. Search for items that would cause cancellation, such as:
   - Amount owed to an additional medical or dental carrier (shown at bottom of 118)
   - Retiree amount due carrier, even if money is available to pay carrier. If not paid timely (i.e. before cancellation letters run), it might look like there is an amount still due
   - Amount due for one coverage yet credit showing on another. For example, if $30 for medical were mistakenly placed under dental, the medical would still be owed and the coverage cancelled.

3. Check screen 644 for invoice/receipt detail, using Help key to find invoice list. Was the most recent bill paid timely (i.e. before cancellations ran)?

4. Request BILL0014 Invoice History and Transaction Detail, which shows all billing activity for someone.
   - Request this be run by e-mailing BPP-Prod@tamus.edu with the UINs of those for whom you need this report.
   - Look for items still outstanding (balance due).
   - Check the dates of the entries to see what activity was entered after the letters were run. Perhaps adjustments were made on an older bill/receipt that resulted in a balance due at the time the cancellation letters were created.