**Sample Procedure for:**

# INSURANCE BILLING

The insurance billing module in BPP is used to bill Retirees, Surviving Dependents and employees on LWOP for insurance premiums. A billing cycle requires one month to complete. BPP production schedule outlines specific dates for fiscal year.

CYCLE:

1. $20^{th}$ (ex. May 20) of the month bills produced for next month– due on $1^{st}$ of the next month (ex. June 1) BILL0008

2. $1^{st}$ day of month bills due (ex. June1)

3. $5^{th}$ (ex. June 5) of the month Past Dues Printed – insurance will cancel on $15^{th}$ for nonpayment BILL0006

4. $11^{th}$ (ex. June $11^{th}$) preliminary Bank Draft EDIT Report to check for errors (changes can still be made and new ones entered until about the $20^{th}$ when bills produced (i.e. BILL0008 runs). BILL0005

5. $15^{th}$ (ex. June15) of month insurance automatically canceled if not paid. BILL0009

    a. $20th^{th}$ (June $20^{th}$) calculation for next month's bills (July) and bank drafts– have all info in BPP for bills and ACH to be calculated and prepared BILL0008

6. $21^{st}$ (June $23^{rd}$) bank drafts sent to Fed Reserve (these are for the next month's drafts) BILL0049

7. 21st (June 21st) bills printed for next month – due on $1^{st}$ of next month (July 1)

A=Automatically generated bill
R=Manually requested bill

***Monthly Bills***

Available around the $20^{th}$ (ex. May 20) of the month bills are produced for the next month– due on $1^{st}$ of the next month (ex. June 1). Check BPP Production Calendar for job BILL0008.

1. Log into Single Sign On

2. Select “HRC Admin”
3. Under HR Connect System – choose “Download Letters” from the drop down menu and the click “Connect to Selected System”.
4. Choose “Bills” from the drop down menu and click “Get Letter Information”
5. Click “Download New Letters”.
6. Print the letters.

7. Check letter to make sure they look correct and mail. If someone should not be billed, a correction to the bill must be made. Hold the bill for corrections and do not mail.

8. Verify:
    a. BPP 106 screen – billing amounts are correct

9. Make a copy of all bills to be mailed and give to Admin Assist. (AA will attach her copy of the invoice for the invoice numbers for easier posting of payments)

***Past Due Notices***

Log into Single Sign On
Select “HRC Admin”
Under HR Connect System – choose “Download Letters” from the drop down menu and the click “Connect to Selected System”.
Choose “Billing Past Due Notices” from the drop down menu and click “Get Letter Information”
Click “Download New Letters”.
Print the letters.

Before mailing, check to make sure all payments received have been posted. (Do not sent a past due notice if someone has already paid.)_

Verify:
BPP 106 screen – billing amounts are correct
BPP 643 screen – if payment already posted shred past due (if not, mail bill)

***Corrections***

Once set up on bank draft, will always draft that amount unless draft information has been removed from the 118 screen – even if account has a credit balance!!

Example – death of retiree delete bill & return payment to estate

1. 118 screen:
   - Delete bill status
   - Delete draft account information – so won't draft again
   - Enter change date if it doesn't pop up
2. 643 screen
   - Get invoice number to be credited
3. 641 screen (this will show the bill being canceled)
   - Input invoice #
   - Delete all $$ amounts, including SGIP amounts
   - Type comment at bottom
   - Go back up to function and put "C" for corrections.
   - Hit "enter"
4. 643 screen
   - Check to make sure credit is there
   - Print screen
5. 118 screen
   - Check screen and Print screen
6. Send Memo to Accounts Payable with 118 & 643 screens requesting refund payable to estate – be sure to have the check sent back to HR
7. When refund check is received:
   - 118 screen - check:
     - Bill status should be blank
     - Draft info should be blank
   - 643 screen
     - Get invoice number
   - 642 screen (this will show the payment being refunded)
     - Enter invoice number if it didn't carry over
     - Type "C" in function for correction
     - Tab to check # - type "Adjust"
     - Erase all $$
     - Leave date
     - Type comment "Deceased refund ck issued #____<add your initials here>
     - Hit "Enter"
   - Print:
     - 643 & 644 screens
   - Attach screen prints to copy of refund check and file in ee's file
   - Mail check with explanation letter to estate

Example – Returned Draft (NSF)

1. 643 – get invoice number

2. 642 – function (blank)
    a. Enter UIN & invoice # then "Enter"
    b. Type "C" for correction at Function at top of page
    c. Tab to check # and type "NSF"
    d. Erase all other info except for date
    e. Type comment – Draft NSF 00/00/00 <put your initials here>
    f. then "Enter"
3. 643 –
    a. Select line #1 then "Enter"
    b. F7 shows history – print F7 screen
4. Mail NSF letter to retiree – insurance will automatically terminate on BPP 15th of month. If payment not received by that date will have to reinstate coverage once payment is received.
5. Attach NSF letter to F7 screen for file..

***New Retiree Bill Set Up***

*Be Careful of the timing for setting up a new retiree on billing. A manual bill will NOT need to be created if the retirement is for the following month and the next month's bills have not been generated yet.

BPP main screen "C" for correction

1. 106 screen – update coverages to retiree & dates
2. 118 screen – enter information
    a. Bill Status "D" (draft)
    b. Bank Draft "C" (checking) or "S" (savings)
    c. Acct # (enter routing # & acct#)
    d. Print out screen & place in ee's file
3. 641 screen – "N" for new bill and "Enter"
    a. Correct or enter due date, invoice total, coverage date & comment
    b. Tab to Function at top of page type "A" and "Enter" (invoice is now added)
4. 643 – bill is there now
5. Log on to Single Sign On
6. Select to "HRC Admin"
7. Under HR Connect System – choose "Print Billing Invoices" from the drop down menu and enter the UIN and invoice number to print
8. Print 2 copies:
    a. Employee/retiree
    b. HR

***Entering a Payment***

1. 642 screen:
   - Function “N” to add a new payment and tab
   - Enter the retiree/employee UIN and tab
   - Invoice # - enter the invoice number to apply the money towards. If you do not have the invoice number, search the invoice history on screen 643.
   - Hit “Enter”
   - Enter Receipt Number from Receipt book in the Check Number area and tab
   - Enter total $$ received- (+ number, not a -)
   - Enter/change amounts for each type of coverage if necessary. Totals for coverage must match total $$ received and tab.
   - Enter a comment if desired.
   - Function “A” to add and hit “Enter”.
   - Write batch number on receipt for easy audit trail.
   - Enter all payments then run 645 screen.

2. 645 screen:
   - Type the batch number you just finished entering.
   - Print batch report.
   - Run a calculator tape of all receipts and make sure batch total report and calculator tape match.

***Correcting a Payment***

1. Print 118 screen first for reference before any changes made.
2. 642 screen:
   - Function leave blank
   - Enter UIN and Invoice numbers
   - Hit “Enter” and Invoice will be brought up on screen
   - Type “ADJ” in Check Number to signify this entry is an adjustment.
   - Tab to correct totals to what entry SHOULD BE. DO NOT ENTER THE DIFFERENCE. ENTER THE PAYMENT AS IT SHOULD HAVE BEEN ENTERED THE FIRST TIME. (Your number should be a + not a -).
   - Tab to Comment and enter short comment regarding adjustment.
   - Tab to Function and Type “C” and hit “Enter” for Correction.
3. Check 118 screen to make sure correction are accurate.

***Insurance Reinstatement***

1. 751 screen:
   - Tab to line with benefit history to be reinstated
   - Under Sel column, press F1 to bring up function
   - Place an X beside B to view the benefit screen for that date and hit ENTER, this will take you to the benefit history screen so that you can make sure this is the benefit history that is to be reinstated.
   - To view the dependent benefit history, enter D under Sel column and hit ENTER.
   - Go back to screen 751.
   - Place an R in the Sel line next to the benefit history record to be reinstated and press ENTER which will bring up pop up screen.
   - Enter K beside Function and hit ENTER, this should show this record "Flagged for Reinstatement – keep 106 dates."
   - Go to screen 100, enter C beside Function and press ENTER.
   - Go to screen 115 if there is dependent benefit history to be reinstated.
     a. Press ENTER, a pop up screen reminder should come up showing this record has been flagged for reinstatement, to proceed, press Y and press ENTER.
     b. If you have changes make them now - i.e. remove stop dates where appropriate. Make sure coverages that are to be turned back on are flagged Y, other should be N. Press ENTER, this will take you to screen 106.
   - Screen 106, press ENTER, a pop up screen reminder should come up showing this record is flagged for reinstatement, keeping 106 dates.
     a. Press Y for yes, this will populate the screen with the benefit history. Changes can now be made
        1. remove stop date to re-active those coverages appropriate
        2. Check Cover Amount as number covered may need to be updated and changed. Make sure everything looks correct.
        3. Press Enter when all changes are entered and accurate.
     b. If there are errors, you will see an error message, otherwise you will see a message that the database has been updated.
   - If for some reason you do not want the record reinstated, go back to screen 751 and put U (unmark) under Sel column by the record flagged for reinstatement and press ENTER.

**SEE  HOP 547 for further instructions/details**