STATE HEALTH PLAN EBILLING GUIDE

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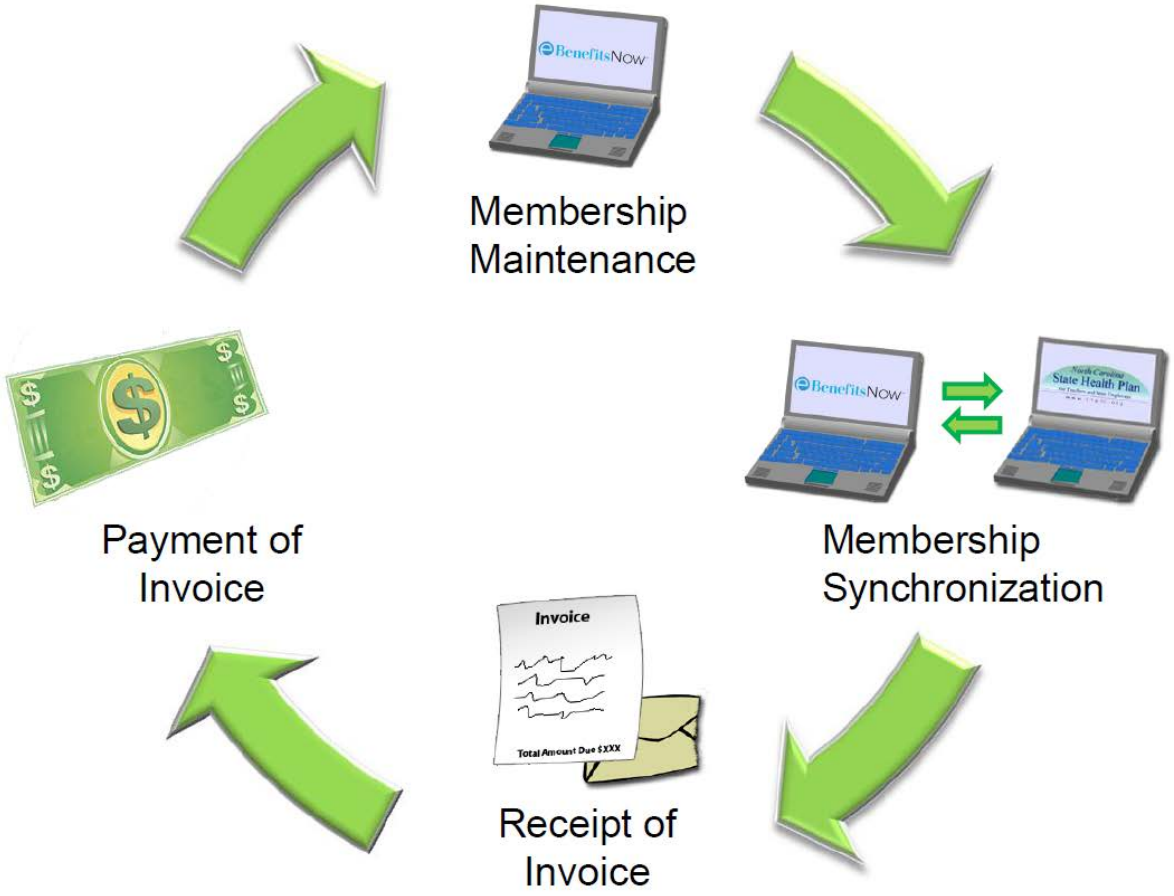
BlueCross BlueShield of North Carolina

Objectives

+ Identify the steps of the Billing Life Cycle
+ Explain the importance of membership maintenance
+ Synchronize your membership
+ Overview of eBilling
+ Identify your payment due date and delinquency
+ Answer FAQ’s

Billing Lifecycle



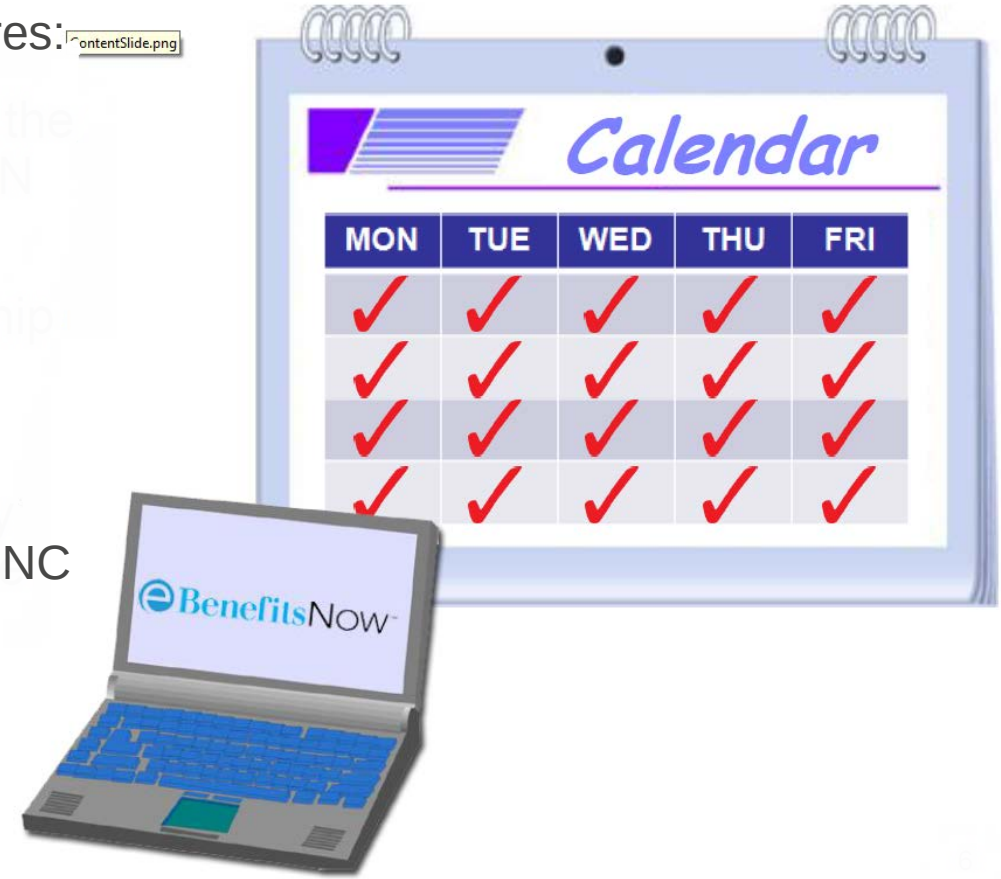
Benefits of Timely Membership Maintenance

Performing updates daily, ensures:

+ Your payroll matches the enrollment data in eBN

+ Your entire membership enrollment is current

+ Invoices generated by BCBSNC are accurate



Member Synchronization

+ Member Synchronization is the *comparison* of all membership deductions in your payroll system with the enrollment data in eBN.

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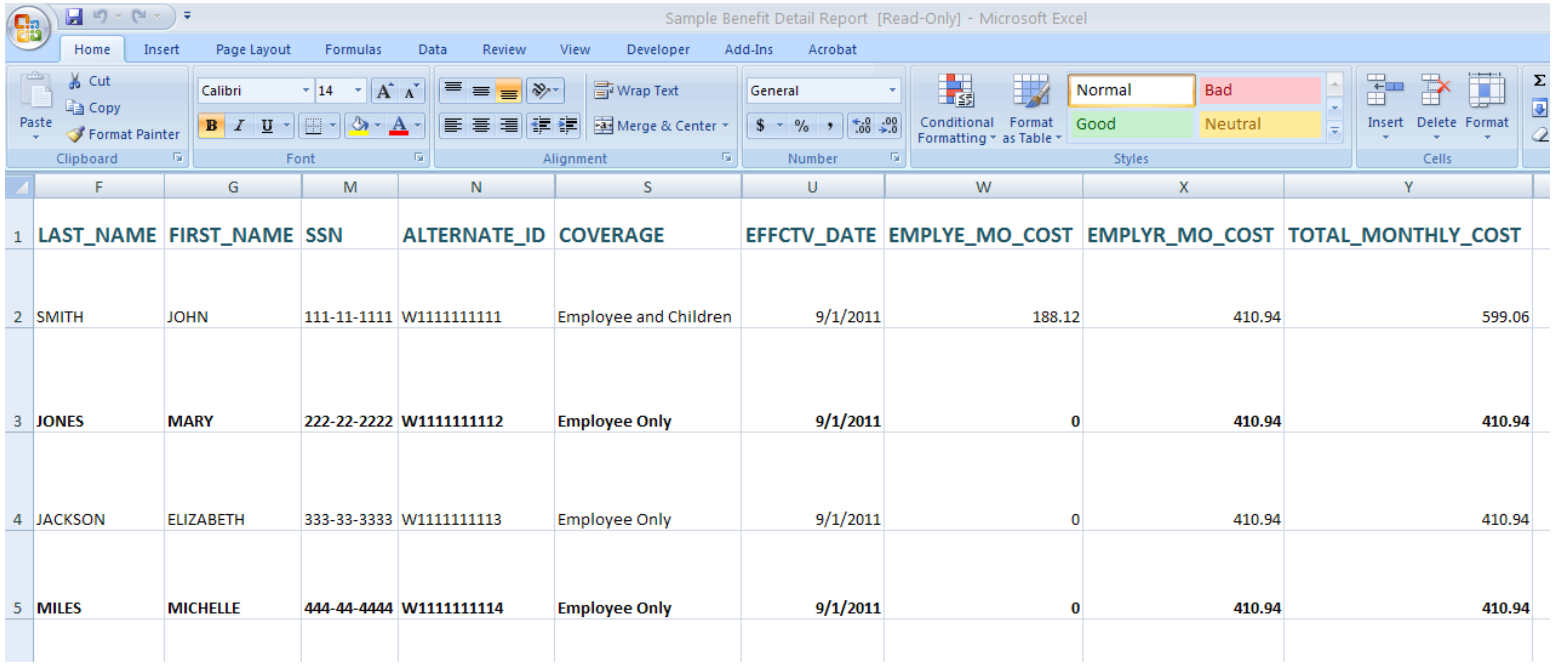
Comparing the Data from the Benefit Detail Report

Using a unique member identifier (for example, *social security number* or *name*) *common* to both systems (*eBN* and *payroll*), compare the following:

+ Matching amount to Employer Monthly Cost
+ Deduction amount to Employee Monthly Cost



	F	G	M	N	S	U	W	X	Y
1	LAST_NAME	FIRST_NAME	SSN	ALTERNATE_ID	COVERAGE	EFFCTV_DATE	EMPLYE_MO_COST	EMPLYR_MO_COST	TOTAL_MONTHLY_COST
2	SMITH	JOHN	111-11-1111	W1111111111	Employee and Children	9/1/2011	188.12	410.94	599.06
3	JONES	MARY	222-22-2222	W1111111112	Employee Only	9/1/2011	0	410.94	410.94
4	JACKSON	ELIZABETH	333-33-3333	W1111111113	Employee Only	9/1/2011	0	410.94	410.94
5	MILES	MICHELLE	444-44-4444	W1111111114	Employee Only	9/1/2011	0	410.94	410.94

Identified Discrepancies

What if you find a discrepancy?

+ Perform the necessary maintenance in eBN
+ Generate another benefit detail report which should be in sync with your payroll
+ Reach out to your Account Manager if the above actions don’t resolve the discrepancy

What is eBilling?

BlueCross BlueShield of North Carolina

North Carolina State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

eBilling

Home | Billing | Reports | Setup

My Account | Enroll | Help | Logout

Your last login was 04/24/2013 at 01:19:51 PM EST

Payments

Search and review your recent payments
Payment History

View your pending payments
Pending Payments

View your payment accounts
Payment Accounts

Scheduled Reports

View your scheduled reports
Scheduled Reports

Create a new scheduled report
Create Report

Your Current 04/30/2013 Invoice

Payment Due	04/30/2013
Bill Date	04/10/2013
Billing Period	05/01/2013-05/31/2013

Amount Due

Pay Now

Print Now

View details

eBilling Features

+ Paperless online environment
+ Invoice Comparison Report
+ Electronic one-time and recurring payments
+ Ability to review current and past invoices
+ Automated email notifications
+ On-demand and scheduled reporting

THE FIRST OPTION FOR VIEWING YOUR INVOICE

BlueCross BlueShield of North Carolina

North Carolina State Health Plan
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eBilling

Home | Billing | Reports | Setup

My Account | Enroll | Help | Logout

From your groups home page click on the billing tab.

Home > Search Invoices > Search Results > Home

Reset Client

Your last login was 02/11/2016 at 02:31:42 PM EST

Other Invoices

You have no delinquent invoices.

Payments

Search and review your recent payments
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Your Current 02/01/2016 Invoice

Payment Due	02/01/2016
Bill Date	01/15/2016
Billing Period	02/01/2016-02/29/2016
Updated Paid Through Date	02/29/2016

Updated Amount Due $0.00

Pay Now

Print Now

View Details

Messages

Did you know?

For Auto-draft payments, bank pre-authorizations are required. Prior to enabling Auto-draft please contact your Financial Institution to ensure they have the appropriate information for payment acceptance.

This could include, but is not limited to the following:

- Immediate Origin or File ID: 7560894904
- Immediate Origin Name or Company Name: BCBSNC SHP
- Company Name: StateHealthPlan

There may be a delay of one or two days for invoice data to display in eBilling.

THE SECOND OPTION TO VIEWING YOUR INVOICE

BlueCross BlueShield of North Carolina

North Carolina State Health Plan FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

eBilling

Home | Billing | Reports | Setup

My Account | Enroll | Help | Logout

From your groups home page click on the view details.

Home > Search Invoices > Search Results > Home

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Updated Paid Through Date	02/29/2016

Updated Amount Due $0.00

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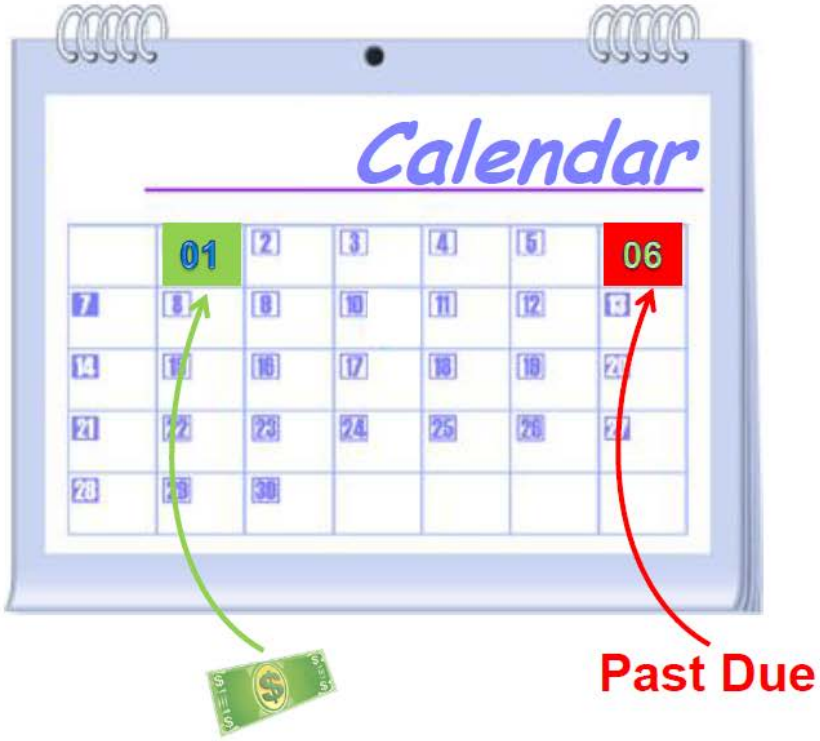
Payment Due Date

PAY YOUR BILL

TIMELY



What makes me delinquent?

1. Not paying by the 1st of the month
   - Payments are always due on the 1st of the month and are considered delinquent after the 5th

2. Not paying the total amount due.
   - The State Health Plan encourages all groups to pay using the eBilling portal. By doing so your invoice will be paid in full. (total amount due equals total amount paid when using the eBilling portal)

FAQ's

- **Where do I review and/or pay my bill?** https://secureebilling.com/ebilling/
- **How do I reset my password?** Send an email to StatePPOInvoice@bcbsnc.com or reach out to your representative at Benefitfocus
- **When does my bill run and can I change that date?** The bill date is on the billing tab under "Bill Date". To request a change to that bill run date the HBR can send an email to StatePPOInvoice@bcbsnc.com
- **I need to update my information as the billing contact for the group. How do I do that?** Send an email to StatePPOInvoice with the name, phone number. Or the HBR can contact their Benefit Focus representative.

- **I paid online (or sent my payment over 3 days ago), but I received a delinquency warning email. Did you get my payment?** Please confirm that the payment cleared the bank account. If so, send this information to StatePPOInvoice for research.
- **What is my paid through date?** Review the billing tab in eBilling to see what the current Paid through date is. A groups paid through date will not advance if these apply:
  - Nonpayment of fees – including whole month payments as well as unpaid balances from previous months
  - Nonpayment of interest

- **I am expecting credits for a member, but I don't see them in eBill. Where are my credits?** Please review the retroactivity tab in eBilling to see if the credits in question are present. If not, an email can be sent to StatePPOInvoice for further research.
- **I was expecting a member to show on my invoice, but they were not there. Why not?** Review the member's history of changes in eEnroll and compare to your invoice date. If the transaction was approved within 48 hours of the bill run date, the transaction was not processed in time to show on the current invoice and will show on the next invoice.
- **I am expecting a member to show multiple wellness credits or some incentive credits are missing?** Verify in eEnroll that credits were entered appropriately and the tier code on the Employee Detail report matches the incentives entered. If all the credits are not showing correctly or they are but the tier code doesn't match, send an email to SHPSupport@benefitfocus.com requesting research and follow up.

RUNNING A INVOICE COMPARISON REPORT

+ Click on the Reports tab at the top
+ Go to the section that says Invoice Reports
+ Click the drop down arrow next to Invoice Comparison Report to create a report.
+ Under the Filter tab enter a member's W # to search for a particular member or leave blank to get all your changes and click on the date range preference.
+ Under the Format tab change any that apply and then click submit.
+ You will then be taken to a page where the report is running once it is completed you can download it for viewing.

Click on the Reports tab

Home > Invoices > Search Results > Home

Click on Create under the Invoice Comparison Report

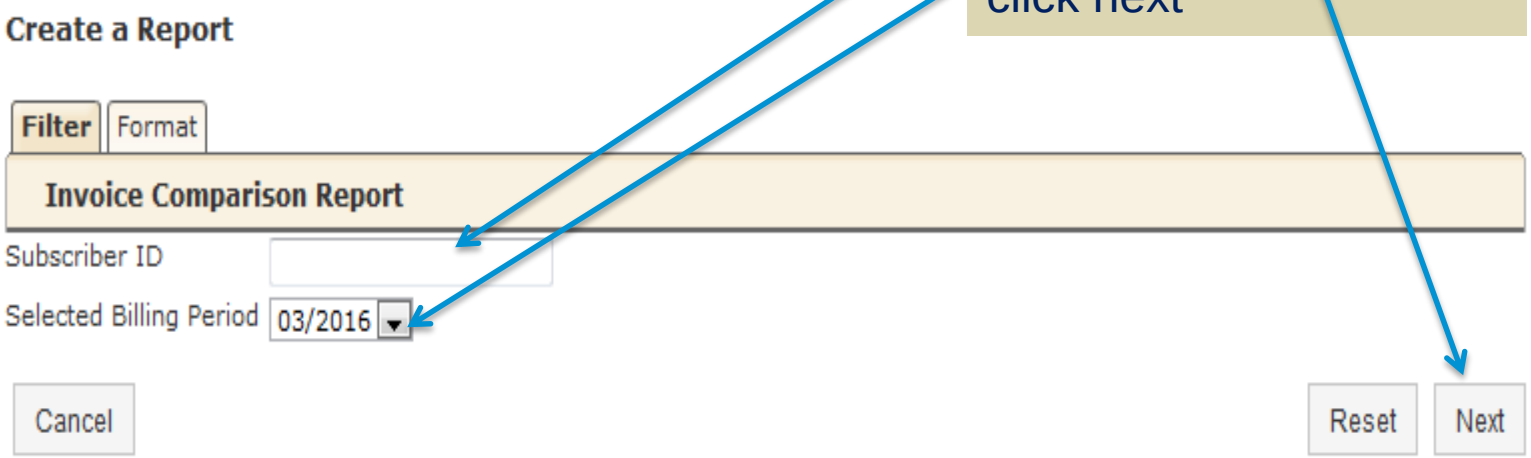
Create Reports

Skip to Invoice Reports | Payment Reports

Invoice Reports		
Options	Invoice Comparison Report	Report comparing subscriber costs for two invoices
Create	en Invoices	A report detailing all open invoices.
Options	Retroactivity Report	A report detailing retroactivity information.

Back to Top

Enter a member W # or leave blank & change the billing period then click next



Change any that apply then click submit

Report Format

Filter | **Format**

Invoice Comparison Report

Report Format: CSV

Sort By: Subscriber ID — Order: Ascending — ☐ Subtotal by sorted column

Then By: — Order: Ascending — ☐ Subtotal by sorted column

☐ Include grand total.

☐ Include totals at the top of the report

Report Name:

Schedule Report (All scheduled reports will be available to review every morning by 8 am ET)

☐ Run this report on a regular schedule

Maintain report duration until

Run report every -- Select --

Cancel | Back | Submit

You can see the status of the report click refresh to see if the status changes, if it says complete click on the download button to download your report.

Completed Reports

Refresh

1 Items | 1 - 1

Status	Date	Report Name	Criteria	Size
RUNNING	02/22/2016 02:12:59 PM ET	Invoice Comparison Report	Format: CSV	0 Kb

1 Items | 1 - 1

Please note: Reports older than 7 days will be automatically deleted.

Completed Reports

Refresh

1 Items | 1 - 1

	Status	Date	Report Name	Criteria	Size
Options	COMPLETE	02/22/2016 02:13:01 PM ET	Invoice Comparison Report	Format: CSV	1 Kb

Download
Delete

P orts older than 7 days will be automatically deleted.