



HealthWave
Premium Billing
and Payment Services

Kansas Health Policy Authority /
HP Kansas Team

New Premium Billing Administrator

- HP Enterprise Services assumes responsibility from MAXIMUS effective 1/1/2010.
- HP is responsible for:
 - Sending bills on either the 1st or 15th
 - Managing receipt of payments
 - Receiving online payments
 - Conducting automated drafts
 - Reporting payment/non-payment to KHPA
 - Supporting beneficiaries through Member Services

Payment Options Supported by HP

- Beneficiaries can pay premiums by:
 - Mailing a check or money order
 - Calling HP Member Services
 - Sending in an enrollment form for a recurring draft from a checking/savings account
 - Making an immediate payment on the Internet
 - Creating a secure account online and setting up recurring payments via credit/debit card or checking/savings drafts.

Eligibility Staff Responsibilities

- Access interChange Premium Billing and Collections system (iC PB&C) for account status.
- Establish eligibility and premium amounts in KAECSSES.
- Direct beneficiaries to contact HP Member Services at 1-866-688-5009 if the beneficiary is disputing their payment activity.

Note: HP does not change premium amounts as the amounts come from KAECSSES. If the beneficiary is disputing the amount of their monthly premium for the current or a prior month, that must be updated in KAECSSES to be processed by HP.

iC PB&C – Login

Field staff will access the iC PB&C system through the existing KHPA Citrix site:

<http://citrix.ksxix.hcg.eds.com>

Upon clicking the link above, the user's system will open a new Internet Explorer session and navigate to the Citrix page. The page will look like the example below.

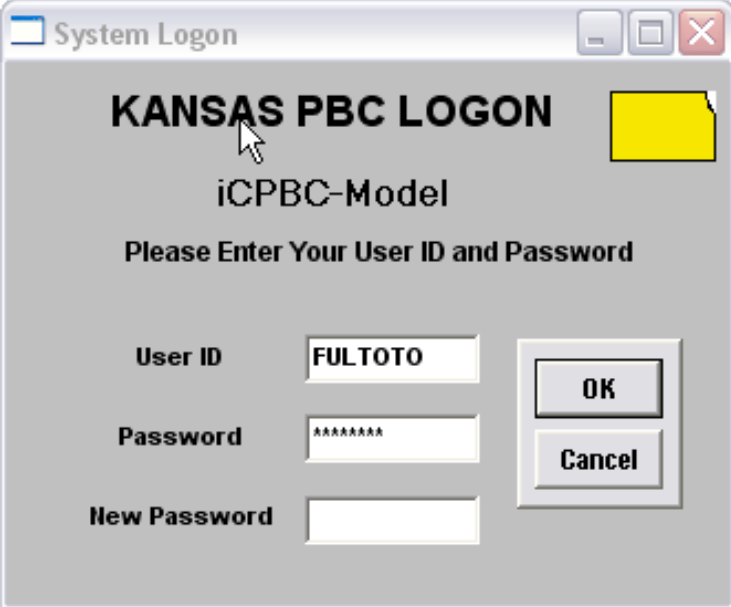
Staff access iC PB&C by clicking on the Premium Billing ICON.



iC PB&C – Login

Here you will enter the User ID and password assigned to you. Click “OK” once you have entered the information. To change your password, simply enter a new password consisting of 6 letters followed by 2 numbers and click “OK”. You will be prompted to re-enter your new password for verification.

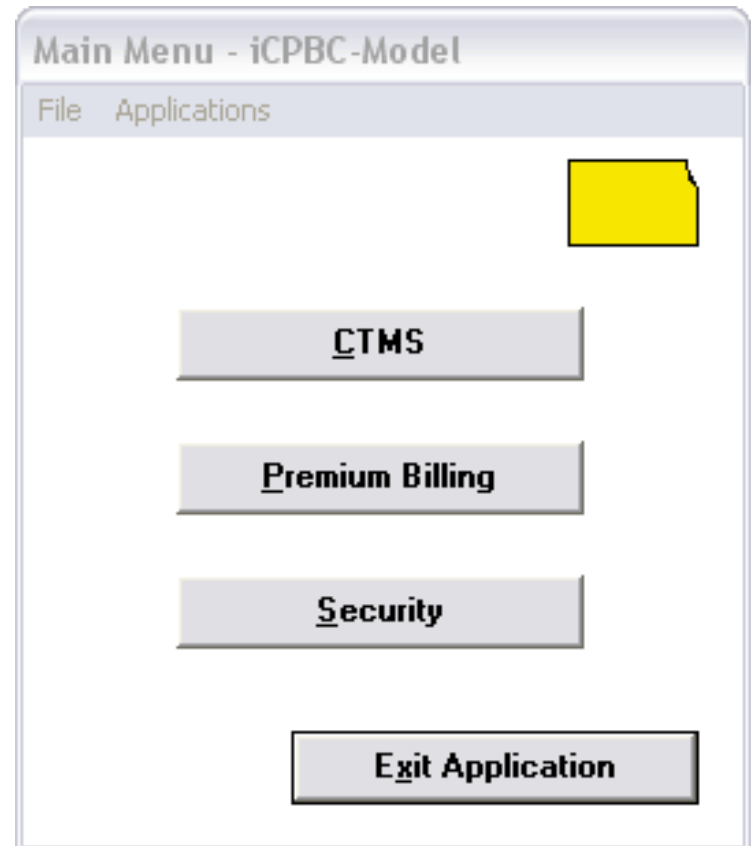
Congratulations! You have successfully logged in!



The image shows a Windows-style dialog box titled "System Logon". The main heading is "KANSAS PBC LOGON" with a yellow map of Kansas to its right. Below this is the text "iCPBC-Model" and "Please Enter Your User ID and Password". There are three input fields: "User ID" containing "FULTOTO", "Password" containing "*****", and "New Password" which is empty. To the right of these fields are two buttons: "OK" and "Cancel".

iC PB&C – Login

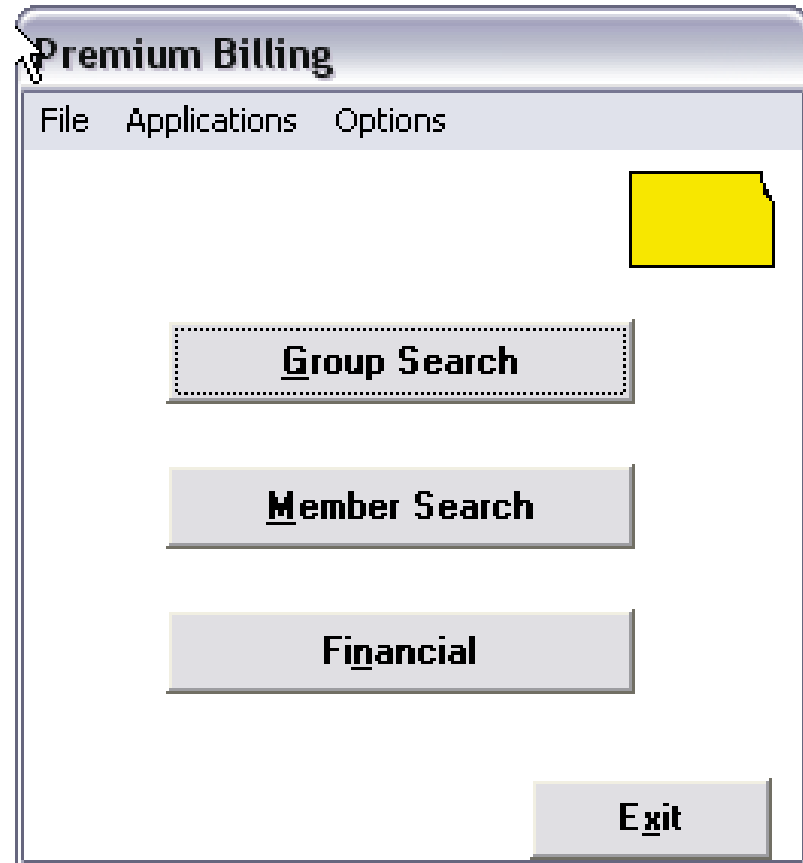
After you have successfully logged in, you simply need to click the “Premium Billing” button to access the application.



Note: Staff will only have access to the Premium Billing area. All other buttons will be disabled.

iC PB&C – Member Search

Once you are in the Premium Billing application, to access beneficiary records, click Member Search.



Note: Staff will only have access to the Member Search area. All other buttons will be disabled.

iC PB&C – Member Search

To access a particular beneficiary, enter the information you know and click “Search”. If you do not know the correct spelling of the last name, you can search by just entering the first few letters. Once the search is complete, double click on the beneficiary you want to select.

The screenshot shows a window titled "Member Search" with a menu bar (File, Edit, Applications, Options). The search criteria section includes fields for "Last, First, MI:", "Account #:", "EIN:", "Case #:", "SSN:", "Group #:", and "Group Name:". A "Search" button is located to the right of these fields. Below the search criteria, it indicates "Members found: 1". A table displays the search results with columns for Account #, Last Name, First Name, MI, EIN, Group #, and SSN. The first row shows the results for the search criteria entered.

Account #	Last Name	First Name	MI	EIN	Group #	SSN
302009068313	SAN	ED	J			

At the bottom of the window, there are buttons for "CTMS", "Select", and "Exit".

Search by:

- Name
- Account #
- Case #
- SSN

Note: HealthWave does not use the EIN or Group # fields. You will not get any results when trying to search using these fields.

iC PB&C – Member Search

The Member Details window profiles demographic information received from KAECSSES.

The screenshot shows a software window titled "Member Details" with a menu bar containing "File", "Edit", "Applications", and "Options". The main content area is divided into several sections:

- Account Information:** Account #: 302009068313, Program Name: Working Healthy, EIN: [redacted], Language: [redacted], SSN: [redacted], OBE Enroll: [redacted], Case #: [redacted].
- Member Information:** Name: SAN [redacted] ED [redacted] J, Birth Date: [redacted], Delinquent: N, Address 1: 1161 [redacted] 13TH ST., Phone: [redacted], Address 2: [redacted], City: [redacted], State: KS, Zip: [redacted] - 1727.
- Responsible Person Information:** Name: [redacted], Address 1: [redacted], Address 2: [redacted], City: [redacted], State: [redacted], Zip: [redacted] - [redacted].
- Group Information (SEHP only):** Group #: [redacted], Group Name: [redacted].

At the bottom left, there is a "Next Account #" field with a redacted value and an "Inquire" button. At the bottom center, there is an "Exit" button. On the right side of the window, there is a vertical stack of buttons: "Financial Inq", "Dependents", "ACH", "KPERS", "Mailings", "Alt Payee", and "Case Info".

Note: HealthWave staff will not have access to the Dependent, ACH, or KPERS buttons.

iC PB&C – Alternate Payee

If the beneficiary has established an Alternate Payee to receive their bills that information is presented here. You access this window by clicking the Alt Payee button on the Member Details window.

Alternate Payee Maintenance
File Edit Applications Options

Account #: 302009068313
Name: SANCHEZ [REDACTED] [REDACTED] J

Alternate Payee Information **Status:** Active

Name: SMITH JOHN
Address 1: 123 MAIN STREET
Address 2:
City: ANYTOWN **State:** KS **Zip:** 12345 -
Contact Name: **Phone:**

Save Exit

Note: Staff will not have update access to the Alternate Payee window. Please instruct beneficiaries to contact 1-866-688-5009 for updates.

iC PB&C – Case Information

If the beneficiary has additional case members, you will be able to see them here.

Case Information

File Applications

Account #: 302009068313

Name: SAN [REDACTED] ED [REDACTED] J **Case #:** 01037 [REDACTED] **Worker:** 227 [REDACTED]

BID No.	Name	Birth Date	SSN	Rel	Race	Pov %	Ind Med Subtype	WH LOC	Med Impr
001000 [REDACTED] 52	SAN [REDACTED] ED [REDACTED] J	[REDACTED] 11/24	[REDACTED]	PI		0	T6	N	Y
001000 [REDACTED] 53	SAN [REDACTED] CAR [REDACTED] E	[REDACTED] 12/13	[REDACTED]	PI		0	T6	N	N

Exit

iC PB&C – Statement Display

You can see the information that was printed on a member's statement by accessing the Statement Details window. From the Member Details window, choose Options on the toolbar and select Statement Display.

- Monthly statements are indicated by an “M” for the Stmt Type.
- Semi-annual statements are indicated by an “S” for the Stmt Type

Statement Details

File Applications

Account #: 3020 [REDACTED]

Name: KN [REDACTED] CHR [REDACTED] [REDACTED]

Stmt Type	Premium Month	Statement Date	Prior Balance	Payments	Credits	Adjustments	Current Premium	Total Due	Remaining Balance
M	12/2009	12/2/2009	69.00	69.00	0.00	0.00	69.00	69.00	69.00

Exit

iC PB&C – Premium Information

To see the beneficiary's premium account information you will click on the Financial Inq button on the Member Details window. This will take you to a panel with a series of tabs called Premiums, Invoices and Payments

The screenshot shows a window titled "Financial Inquiry" with a menu bar containing "File" and "Applications". The window is divided into two main sections. The top section contains account information: "Account #: 302009068313", "Account Balance: 30.00", "Unapplied Pymts: .00", and "Last Invoice: 2009/06/15". To the right, there are input fields for "Account #: 302009068313" and "Name: SA [redacted] ED [redacted] J". Below this is a tabbed interface with tabs for "Premiums", "Invoices", "Payments", "Expenditures", and "Notices". The "Premiums" tab is active, displaying a table with the following data:

Premium Eff Date	End Date	Monthly Amount	Last Updated Date
2009/06/01	2009/06/30	30.00	2009/06/15

Below the table is an "Add Premium" button. At the bottom of the window is an "Exit" button. A note at the bottom left of the window reads: "xx Double-click on any of the above row to modify premium. xx OR Click Add Premium button to add new month's premium."

Here you can see:

- Account Balance
- Last Invoice
- Premium History
- Current Premium Amount
- Last Update Date

Note: Staff will not have update access to add premiums.

iC PB&C – Invoice Information

Financial Inquiry

File Applications

Account #: 302009068313	Account #: 302009068313
Account Balance: 30.00	Name: SA [REDACTED] EB [REDACTED] J
Unapplied Pymts: .00	
Last Invoice: 2009/06/15	

Premiums Invoices Payments Expenditures Notices

Invoice Number	Premium Date	Invoice Status	Balance Due	Monthly Premium	Past Overpay	Total Due	Create Date	Due Date
35271	2009/06	Unpaid	30.00	30.00	.00	30.00	2009/06/15	2009/07/01

Exit

- The Invoice tab on the financial inquiry displays data related to:
- Date the invoice was produced
 - Total due printed on the invoice
 - Date the payment was due
 - Current balance outstanding for the invoice.

iC PB&C – Payment Information

To see the beneficiary's payment history, you will click on the Payments tab.

The screenshot shows a software window titled "Financial Inquiry" with a menu bar containing "File" and "Applications". The window is divided into several sections:

- Account Information:** Account #: 302009068313, Account Balance: 30.00, Unapplied Pymts: .00, Last Invoice: 2009/06/15.
- Search Fields:** Account #: 302009068313, Name: [Redacted]
- Navigation Tabs:** Premiums, Invoices, Payments (selected), Expenditures, Notices.
- Payment History Table:**

Cash Control Number	Payment Amount	Payment Date	Payment Type	Check Number	NSF Date	Name
- Invoice/AR/Expenditure Table:**

Payment Posted	Disposition Amount	Invoice/AR/Expenditure #	Invoice Month	Monthly Premium	Invoice Status	Create Date
- Buttons:** Exit

If the member is disputing the balance of their account or receipt of a recent payment, the member should be instructed to call HP Member Services at 1-866-688-5009.

How do I ?.....

....see if a beneficiary is delinquent?

Conduct a member search and pull up the Member Details window. If the Delinquent Indicator is N, the beneficiary is current on their premiums. If the indicator is "Y", the beneficiary is considered delinquent according to HealthWave program policy.

The screenshot shows a software window titled "Member Details" with a menu bar (File, Edit, Applications, Options). The main area contains several sections of data entry fields:

- Account Information:** Account #: 302009068313, Program Name: Working Healthy, EIN, SSN, Case #, Language, OBE Enroll.
- Member Information:** Name: SAN [redacted] EDW [redacted] J, Birth Date: [redacted], Address 1: 1161 [redacted] 13TH ST., Address 2, City: [redacted], State: KS, Zip: [redacted] - 1727, Phone.
- Responsible Person Information:** Name, Address 1, Address 2, City, State, Zip.
- Group Information (SEHP only):** Group #, Group Name.

At the bottom left, there is a "Next Account #" field and an "Inquire" button. At the bottom center, there is an "Exit" button. On the right side, there is a vertical list of buttons: Financial Inq, Dependents, ACH, KPERS, Mailings, Alt Payee, and Case Info.

A red arrow points from the text in the paragraph above to the "Delinquent: N" field, which is circled in red.

....see where a beneficiary's statements are being mailed?

We will mail statements to only one of three addresses in the following order:

Alternate Payee (if present): Find the address of the alternate payee by clicking on the Alt Payee button from the Member Details window.

Responsible Party (if present): Find the address of the Responsible Party on the Member Details window.

Member Information: Find the address on the Member Details window.

....see the beneficiary's current balance?

Conduct a member search and pull up the Member Details window. Click on the Financial Inq button. The current balance is in the upper left hand corner.

The screenshot shows a 'Financial Inquiry' window with a menu bar (File, Applications) and two main data sections. The left section displays account information for account # 302009068313, including a circled 'Account Balance: 30.00', 'Unapplied Pymts: .00', and 'Last Invoice: 2009/06/15'. The right section shows the same account # and a partially redacted name. Below these are tabs for 'Premiums', 'Invoices', 'Payments', 'Expenditures', and 'Notices'. The 'Premiums' tab is active, showing a table with one row of premium data. An 'Add Premium' button is located to the right of the table. At the bottom, there is an 'Exit' button and two asterisked instructions.

Premium Eff Date	End Date	Monthly Amount	Last Updated Date
2009/06/01	2009/06/30	30.00	2009/06/15

** Double-click on any of the above row to modify premium
** OR Click Add Premium button to add new month's premium.

....see the beneficiary's premium for a particular time period?

Conduct a member search and pull up the Member Details window. Click on the Financial Inq button. On the Premiums tab you will see a row for each month the beneficiary had a premium obligation. Find the month you need and the premium amount is in the Monthly Amount column

Financial Inquiry
File Applications

Account #: 302009068313
Account Balance: 30.00
Unapplied Pymts: .00
Last Invoice: 2009/06/15

Account #: 302009068313
Name: SA [REDACTED] ED [REDACTED] J

Premiums | Invoices | Payments | Expenditures | Notices

Premium Eff Date	End Date	Monthly Amount	Last Updated Date
2009/06/01	2009/06/30	30.00	2009/06/15

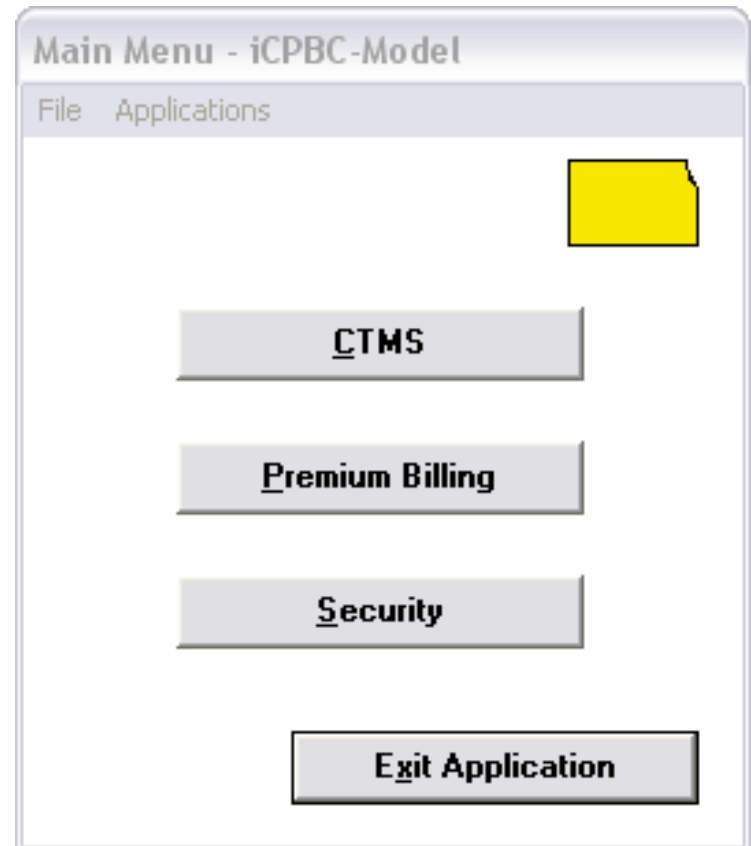
Add Premium

*** Double-click on any of the above row to modify premium
*** OR Click Add Premium button to add new month's premium.

Exit

.....log out of the system?

To exit iC PB&C, pull up the Main Menu window and click the “Exit Application” button.



Note: You will also need to exit Citrix and close Internet Explorer. If your session has been idle for as much as 10 minutes, you will be logged out automatically.