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 KAECSES.
- 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 KAECSES. If the beneficiary is disputing the amount of their monthly premium for the current or a prior month, that must be updated in KAECSES to be processed by HP.

iC PB&C – Login

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

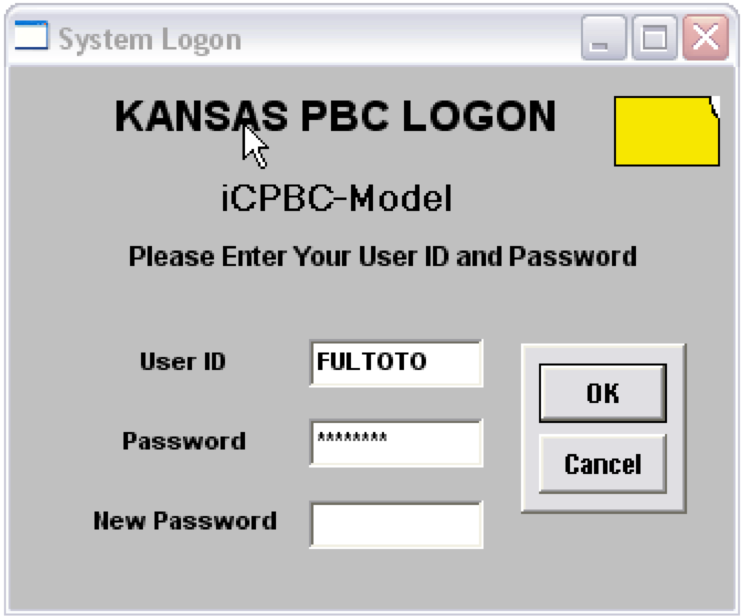
http://citrix.ksxix.hcg.eds.com

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

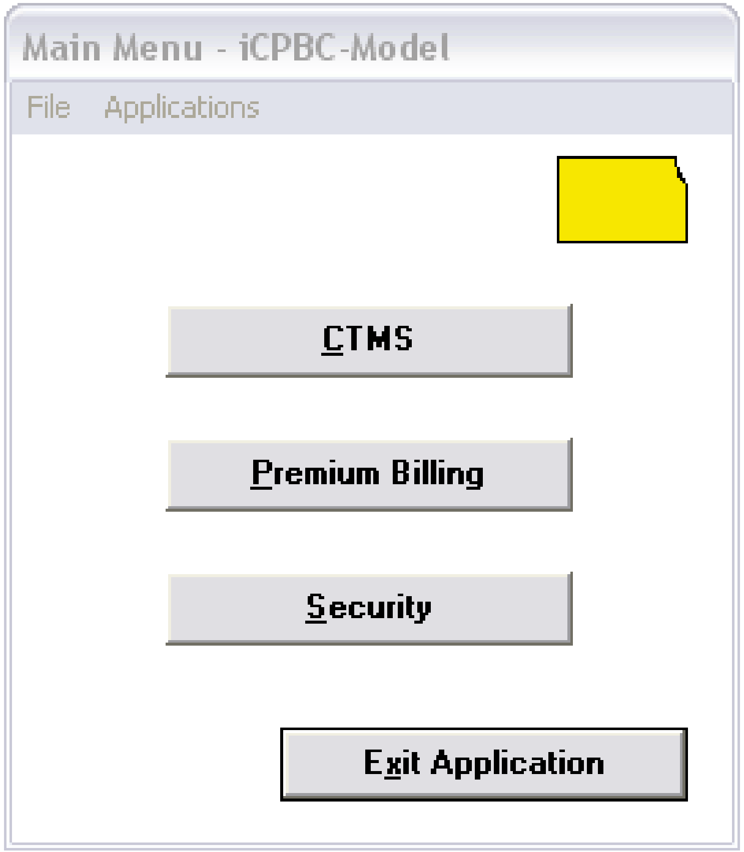
Here you will enter the User ID and password assigned to you. Click “OK” once you have entered the information. To change your password, simply enter a new password consisting of 6 letters followed by 2 numbers and click “OK”. You will be prompted to re-enter your new password for verification.



Congratulations! You have successfully logged in!

iC PB&C – Login

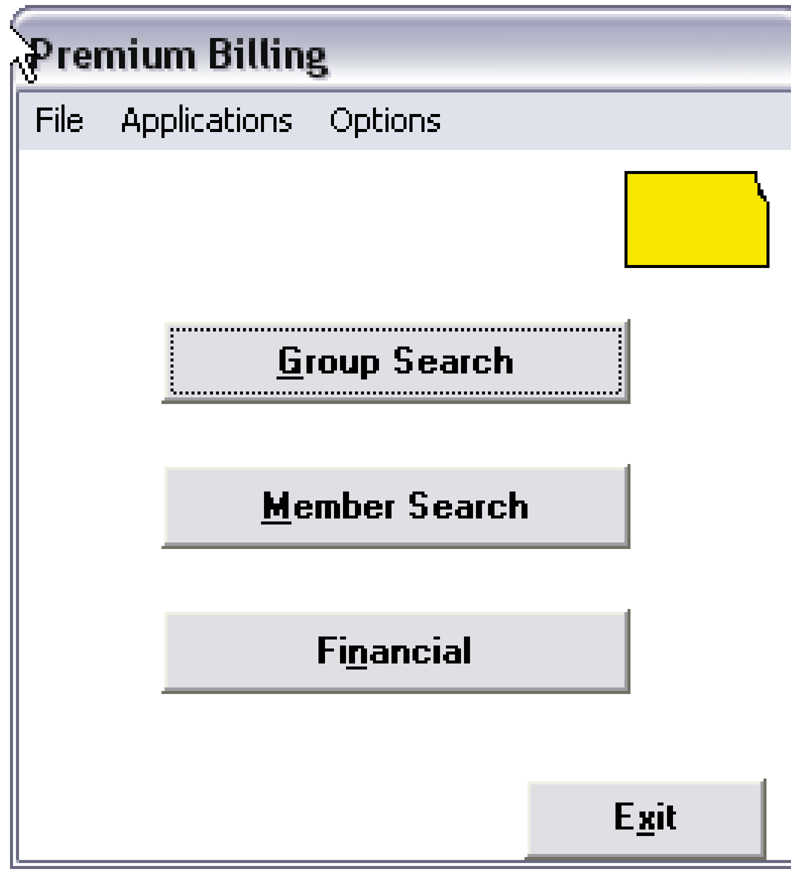
After you have successfully logged in, you simply need to click the “Premium Billing” button to access the application.



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

iC PB&C – Member Search

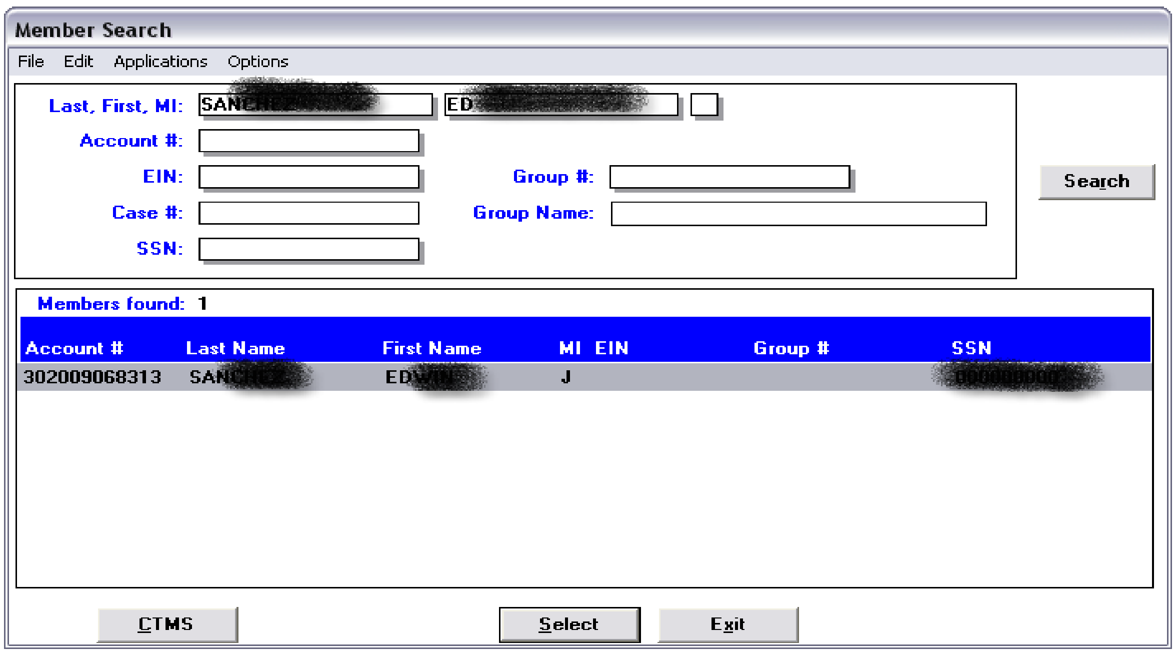
Once you are in the Premium Billing application, to access beneficiary records, click Member Search.



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.

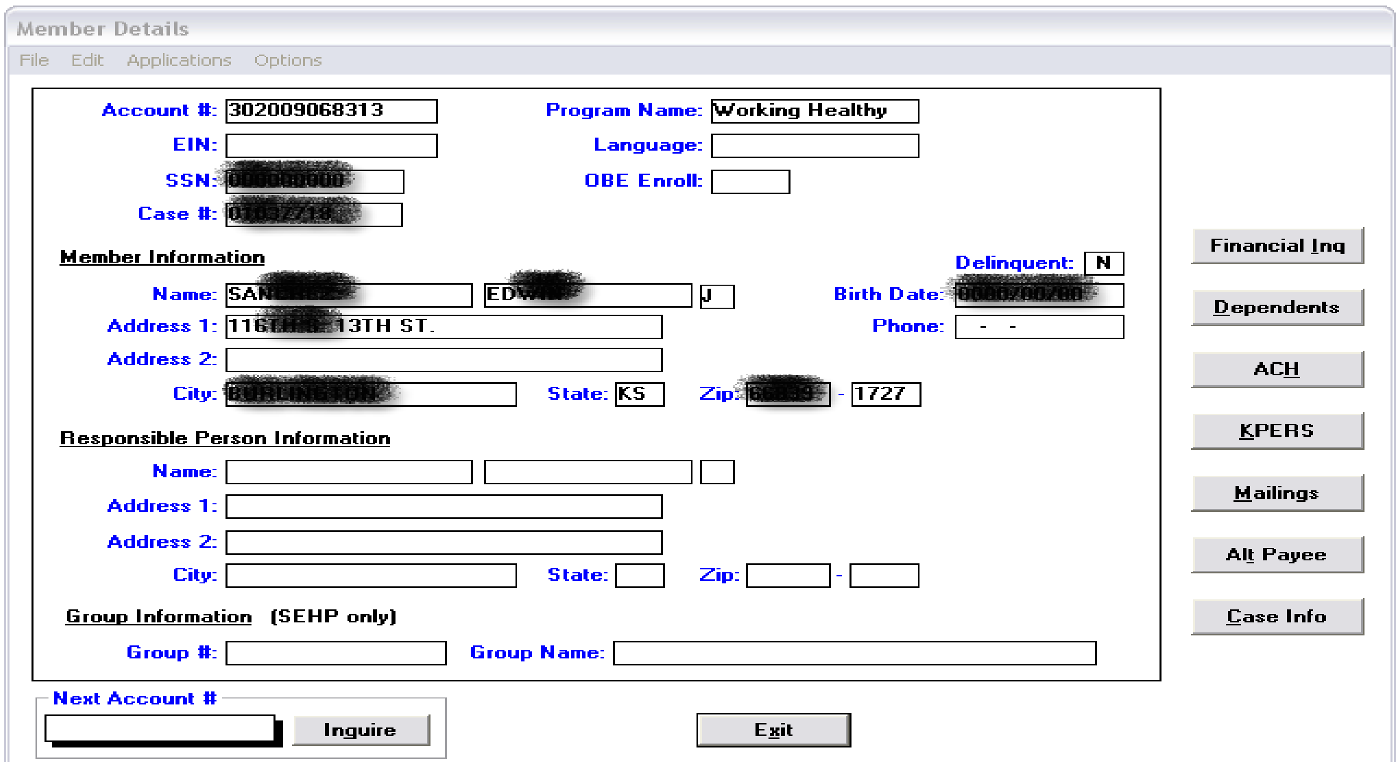


Search by:
•Name
•Account #
•Case #
•SSN

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

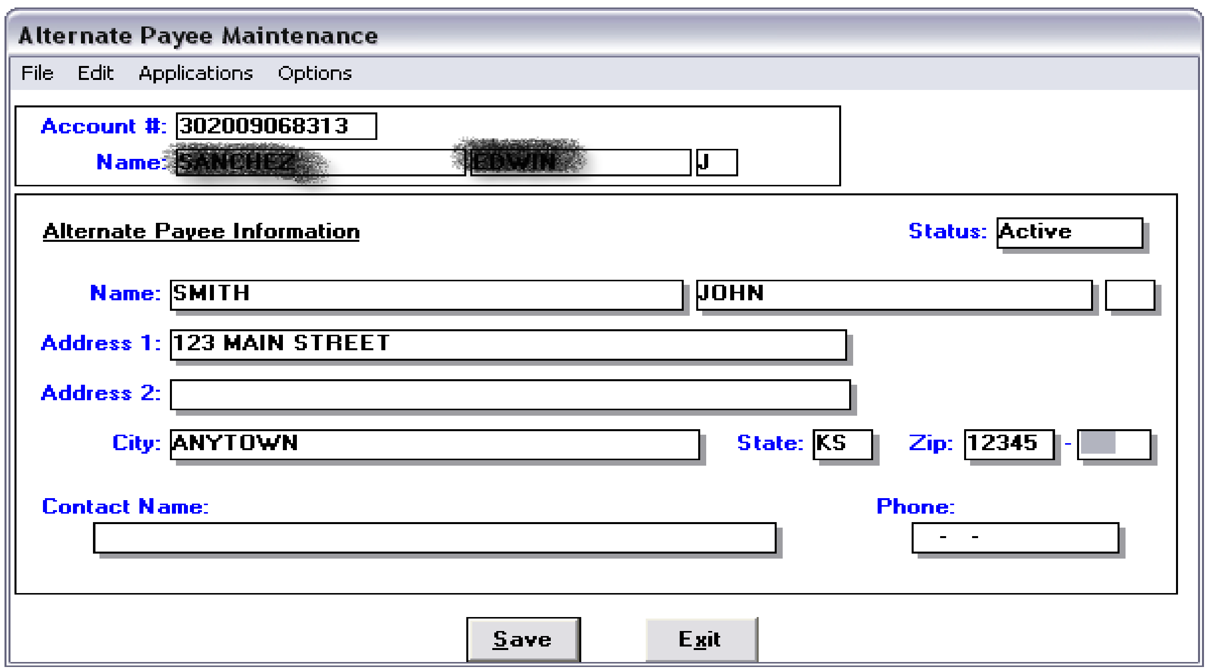
The Member Details window profiles demographic information received from KAECSES.



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

iC PB&C – Alternate Payee

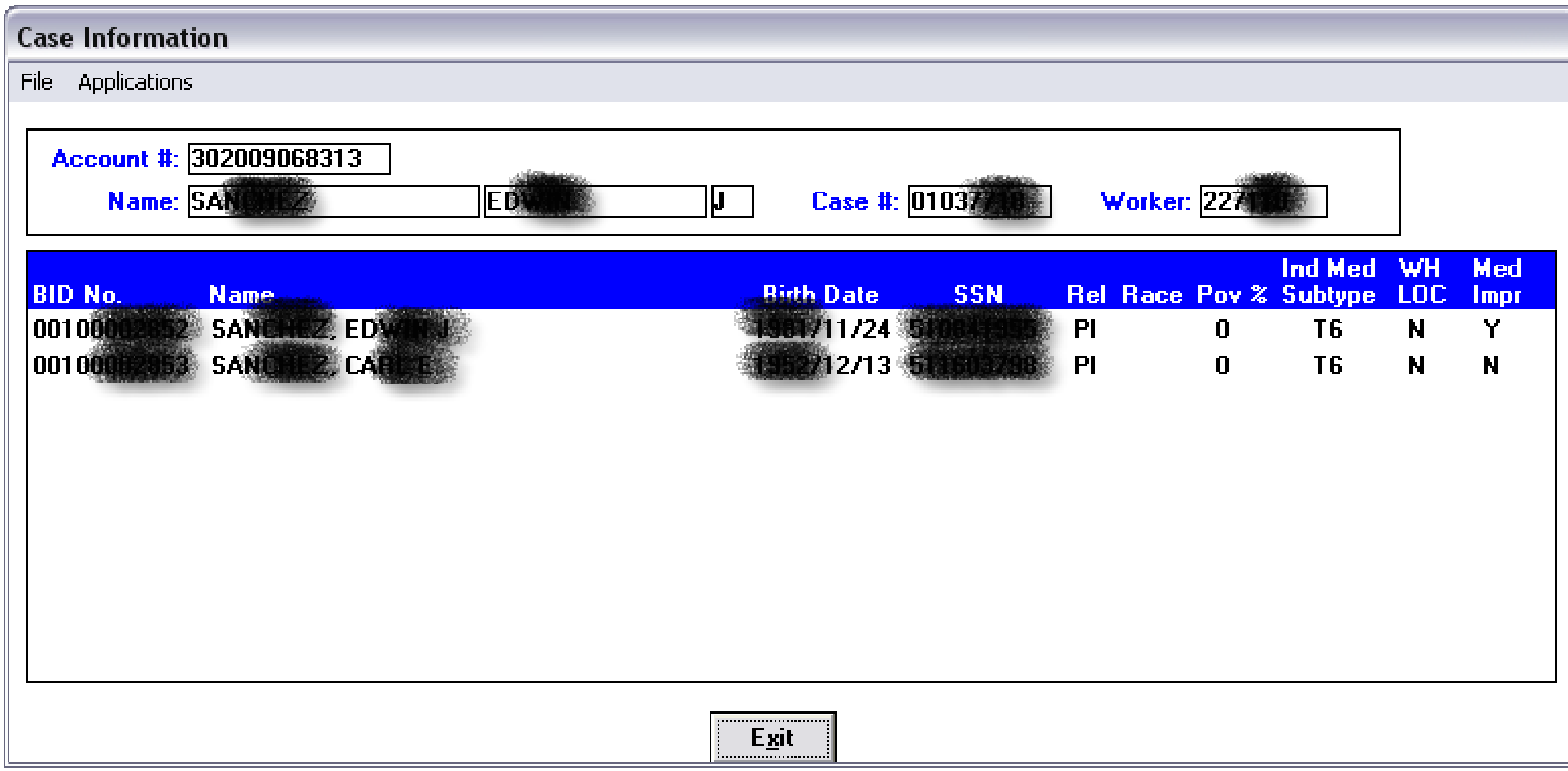
If the beneficiary has established an Alternate Payee to receive their bills that information is presented here. You access this window by clicking the Alt Payee button on the Member Details window.



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

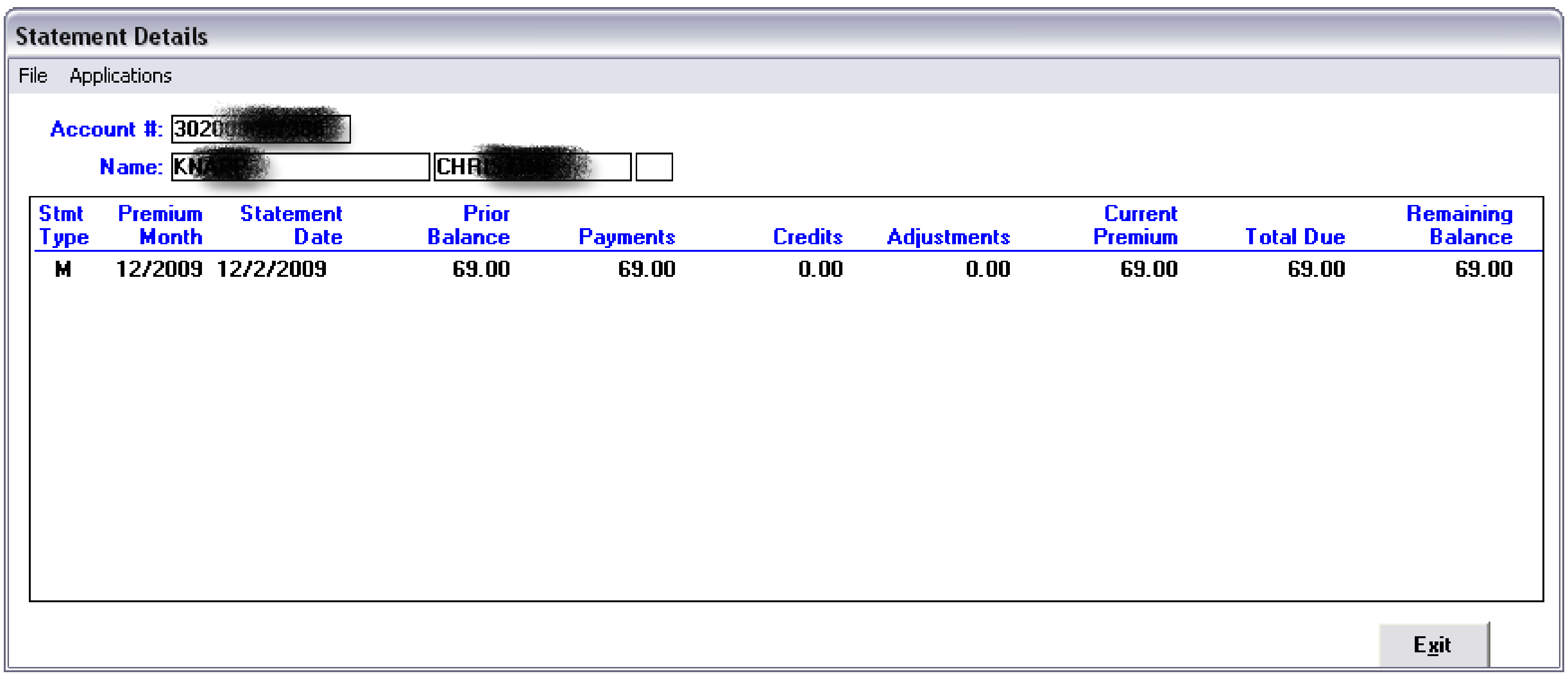
If the beneficiary has additional case members, you will be able to see them here.



iC PB&C – Statement Display

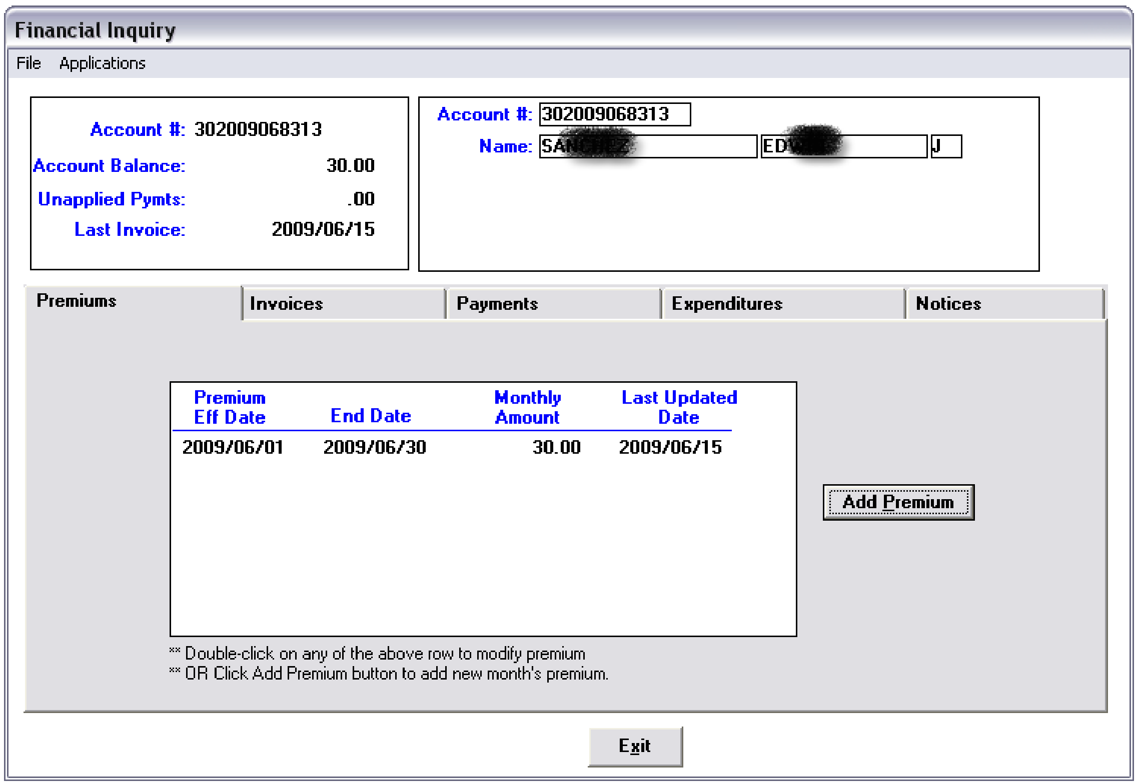
You can see the information that was printed on a member's statement by accessing the Statement Details window. From the Member Details window, choose Options on the toolbar and select Statement Display.

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



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

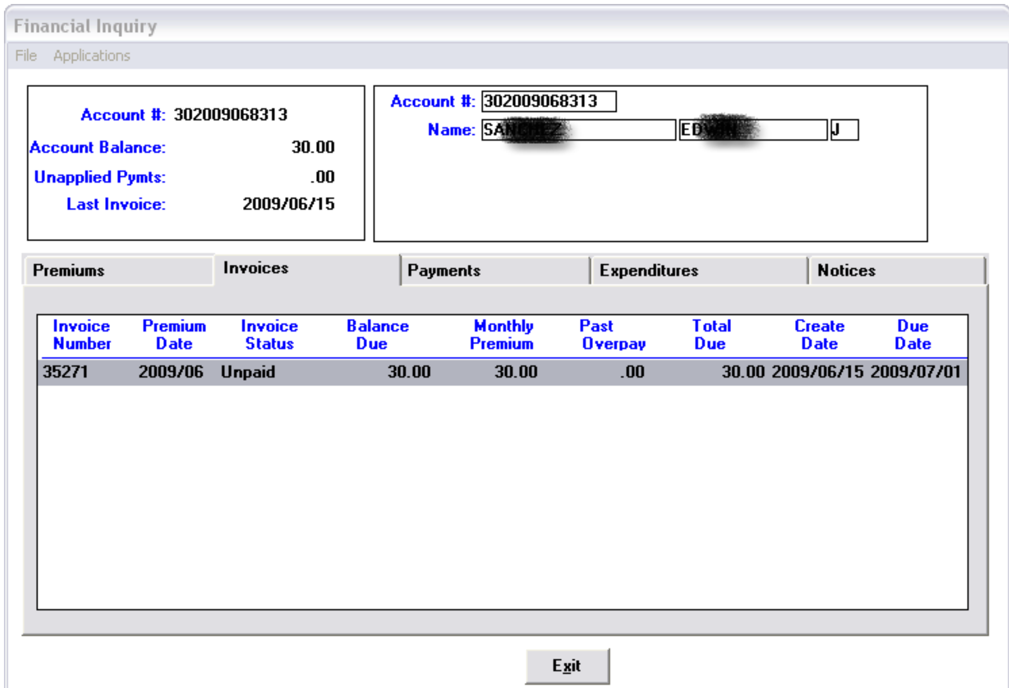


Here you can see:

- 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

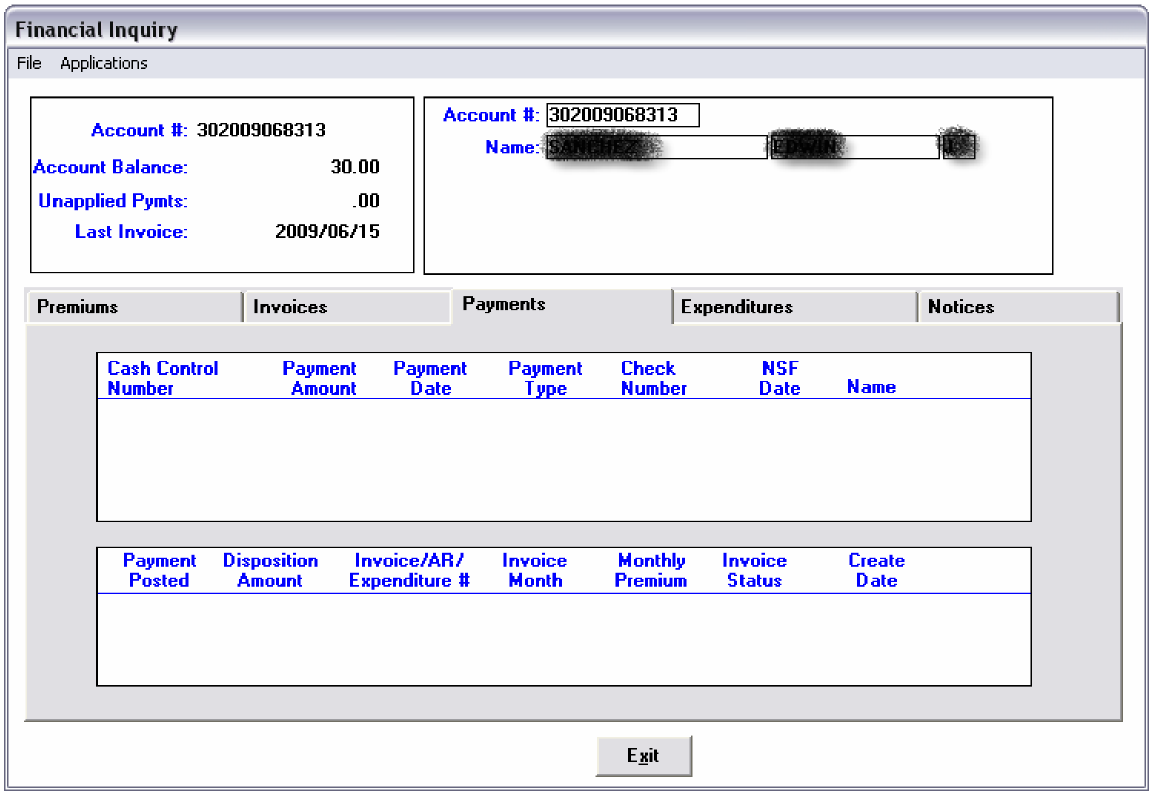


The Invoice tab on the financial inquiry displays data related to:

- 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.

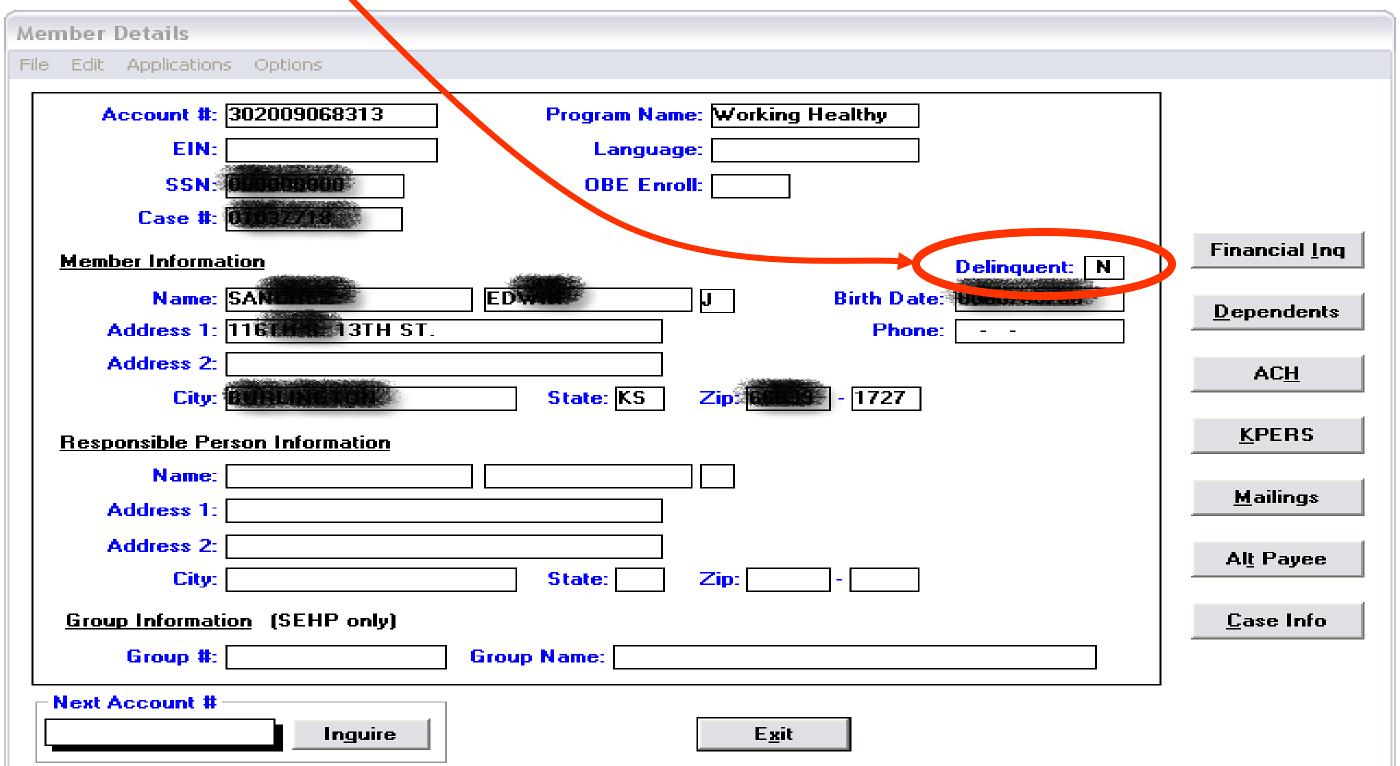


If the member is disputing the balance of their account or receipt of a recent payment, the member should be instructed to call HP Member Services at 1-866-688-5009.

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.


Member Details

File Edit Applications Options

Account #: 302009068313
Program Name: Working Healthy
EIN:
Language:
SSN: [redacted]
OBE Enroll:
Case #: [redacted]

Member Information

Delinquent: N

Name: SAN[redacted] ED[redacted] J
Birth Date: [redacted]
Address 1: 116[redacted] 13TH ST.
Phone: - -
Address 2:
City: [redacted] State: KS Zip: [redacted] - 1727

Responsible Person Information

Name:
Address 1:
Address 2:
City: State: Zip: -

Group Information (SEHP only)

Group #: Group Name:

Next Account #

Inquire

Exit

Financial Inq

Dependents

ACH

KPERS

Mailings

Alt Payee

Case Info

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

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

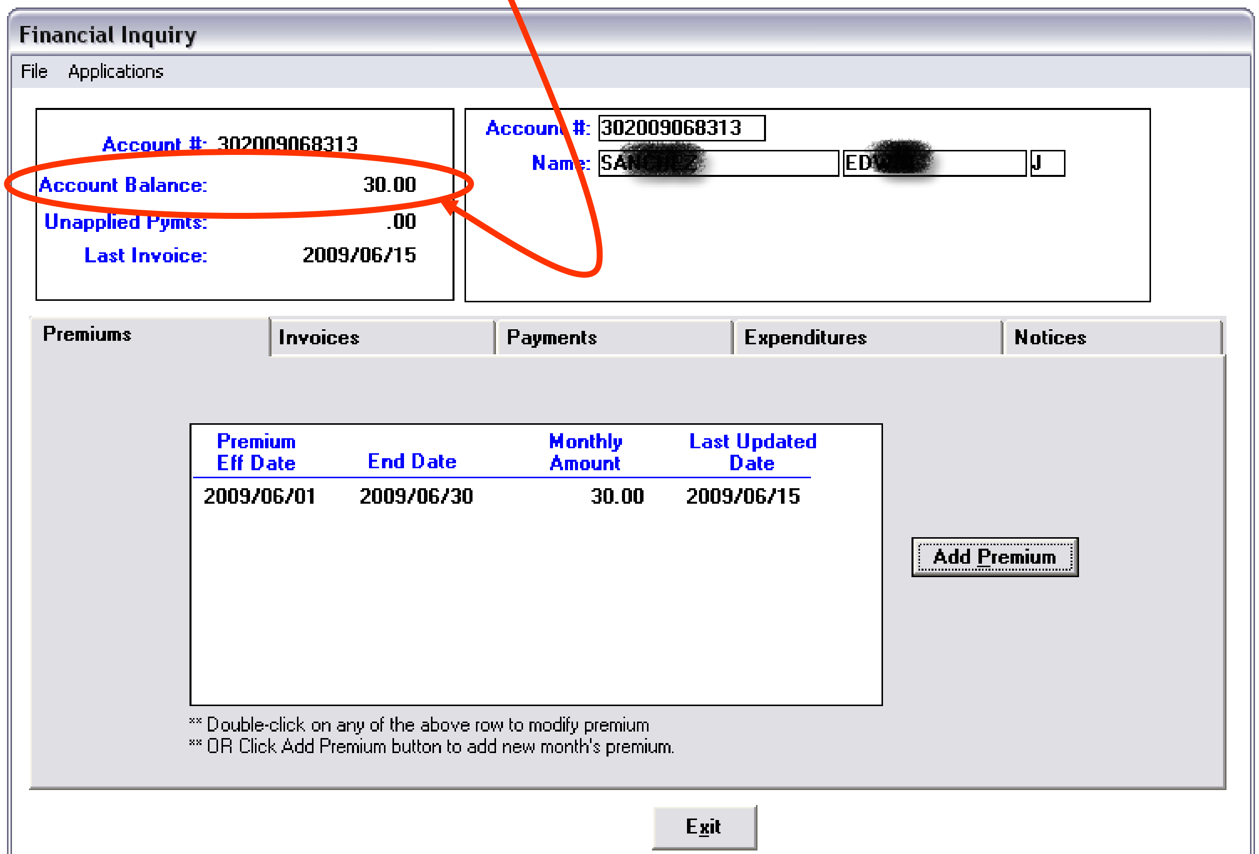
Alternate Payee (if present): Find the address of the alternate payee by clicking on the Alt Payee button from the Member Details window.

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.

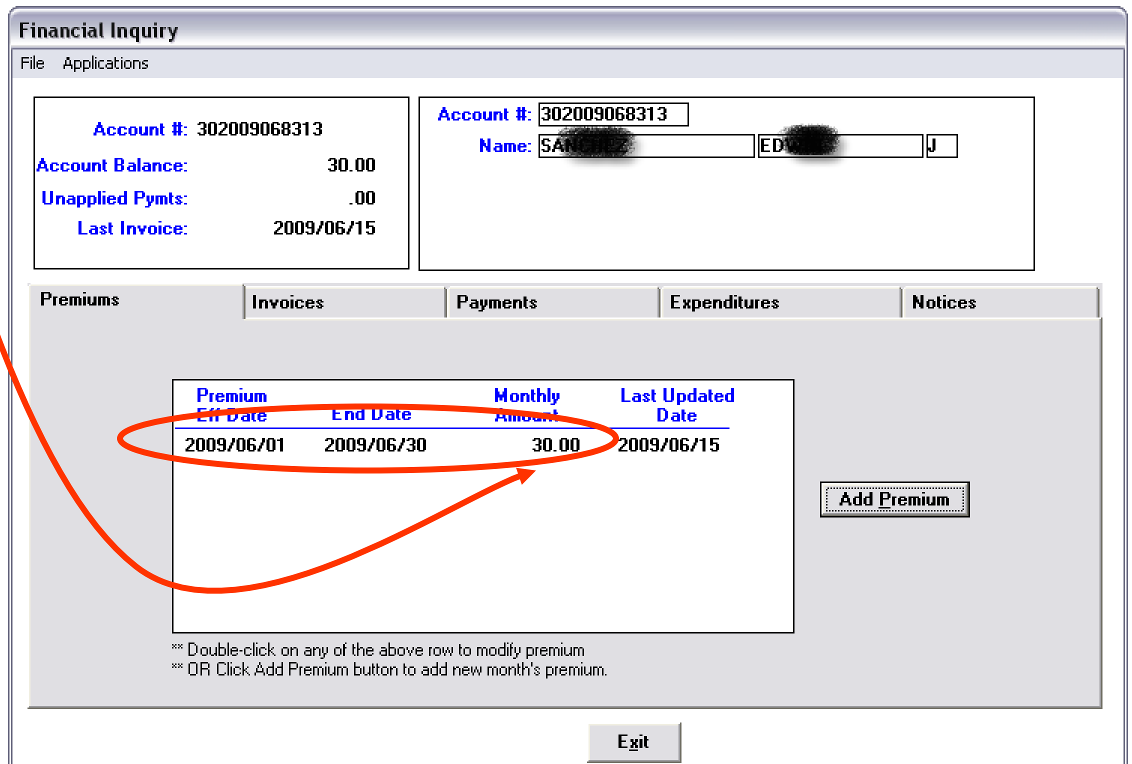
….see the beneficiary's current balance?

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



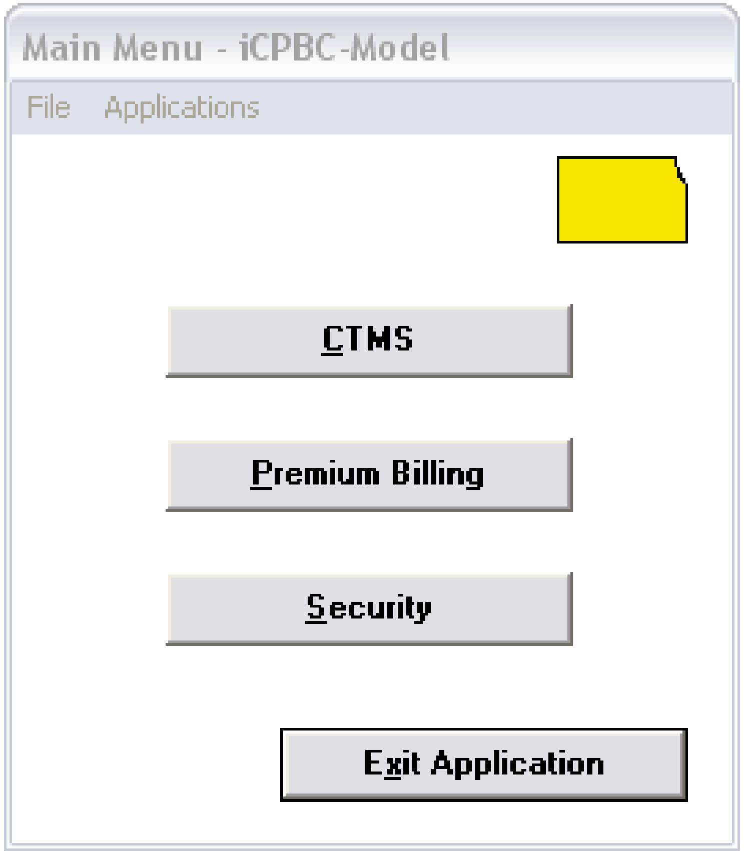
….see the beneficiary's premium for a particular time period?

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 <u>premium amount</u> is in the Monthly Amount column



……..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.