



Billing Overview

For IBX Core Fully Insured Clients Only

Independence 

Version 2.0

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Overview of Billing

We are pleased to present the billed invoice summary and supporting reports used to communicate billing data to billed customers.

On the following pages, you will find information about Billing systems and each section of your Invoice Summary along with examples of summary-level reports. Each summary-level report matches the corresponding dollar amount in the current charges section of your invoice.

About EBPP

The Electronic Billing Presentment & Payment system (EBPP) is an optimized payment system that is user-friendly, convenient, and easy to navigate. It will create a streamlined payment process that offers increased operational efficiency, ultimately enhancing the customer's overall portal experience.

Key features

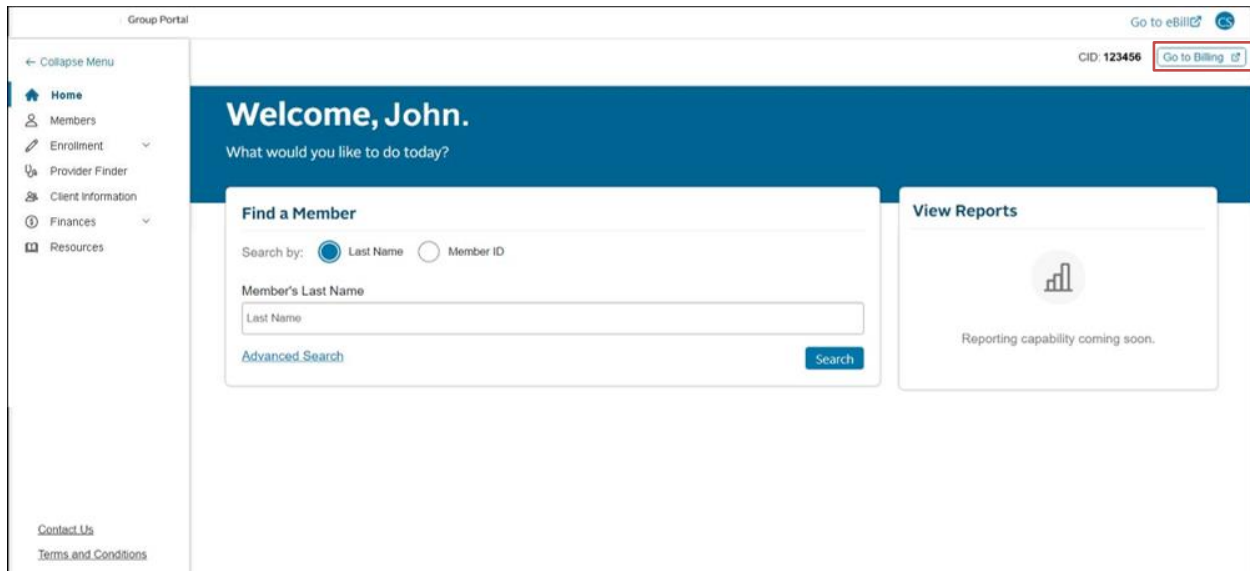
- View and pay multiple invoices from one screen.
- View and pay total balance.

Timing

Implementation of the electronic billing system is in alignment with new groups gaining access to the Group Portal and the EBPP system upon a specified date based on their segment and line of business (LOB).

Access

You can easily access EBPP through the Group Portal. On the Group Portal homepage, you can navigate to the **EBPP** system by clicking the **Go to Billing** button on the top toolbar.



In accordance with HIPAA and HITECH regulations, as detailed in the Standard Contract Terms section, specific contract requirements are necessary to assign your security level.

Provisioning

Client advisors and sales representatives can request access and provisioning on behalf of clients that can include:

- Pay Bill
- View Invoices (PHI)
- View Invoices (Non-PHI)

Clients should contact their client advisor or sales representative to request the above access. The client advisor or sales representative will initiate the provisioning on the client's behalf.

The provisioning process generates an approval form to be completed by the client requestor. Once the client requestor approves the form, the approval will be sent to Client Setup.

The access requested should be granted within 72 hours of Client Setup receiving the client approval form.



Clients are encouraged to reach out to client advisors or sales representatives to request access on their behalf. On rare occasions, clients will contact Customer Service to request access. This should be avoided.

Operations

FI clients can use EBPP to perform the following operations:

1. Establish Recurring Payments
2. Make a One Time Payment
3. Add More Accounts
4. Download Billing Statements
5. View Payment Activity
6. View Profile Details



- Refer to the Group Portal User Guide to learn more about the Group Portal and various activities you can perform there.
 - Refer to the EBPP User Guide for more detailed information on how to navigate EBPP.
-

Key Billing Information

1. Bill to Account Number

- The Bill to Account Number is comprised of the Bill to Account Digit, the Customer Identification Number (CID), and the Incremental Count of Bill to Accounts.
- The Bill to Account digit for FI clients is 4.
- These 15 digits combined will indicate which platform it is being billed out of.

Here is an example of the new bill to account number:

Bill to Account Number = Bill to Account Digit (1 Digit) + CID with leading zeros (10 digits) + Incremental Count of Bill to Accounts leading zeros (4 digits)

Bill to Account Digit	CID	Incremental Count of Bill to Accounts												
4	0	0	0	0	0	1	1	1	1	1	0	0	0	2
4	0	0	0	0	0	1	1	1	1	1	0	0	0	3

2. Invoice Timing

- The plan is a pre-billed health plan, and the first invoice sent approximately the 5th of the month, or 25 days before the coverage period starts.
- Electronic billing is recommended to ensure timely receipt of billing. Making premium payments through Electronic Bill Presentment and Payments (EBPP) platform provides the most efficient way to ensure the account is up to date. Please visit our EBPP platform to set up automatic premium payments or one-time premium payments.

3. Roster Bill Summary Report

- Provides clarity to the customer on the amount due and the membership it correlates to.
- Current charges and retroactive activity are separate sections of the roster, as well as retroactive rate changes.
- Retroactive credits or charges related to transactions from previous platform will be reflected as adjustments.

4. Premium-charge Methodology

- Daily pro-rated billing for all FI lines of business.

Payment capabilities

Payments in EBPP enable a smoother and more advanced payment process. Some of the capability areas in the payment process are:

- The system will pay the current balance amount rather than the current statement amount on recurring payments to reduce overdraft.
- The supporting invoice will be available in a CSV format to all groups.
- Payments
 - The new system will use calendar day methodology, meaning payment will occur on a specific date of the month.
 - The initial date will be established based on the pre-transition cadence.
 - Groups may change the payment date.
 - For all existing/transitioning and new clients, July and August payments are required. There will be a 30-day grace period for delayed payments that will mitigate account termination due to invoice delays.



If there is a recurring payment based on the date and the invoice is delayed, the payment will still come out, therefore, the client will have to pay early.

- Calendar date payments must be selected for recurring payments.

Payment Options

Financial Terms

Your billing frequency and contractual arrangement will determine your financial terms. Please follow the appropriate payment terms as they relate to your organization.

Automated Clearing House (ACH) Debit Instructions:

- Payments are made via the EBPP system.
- Banking information is entered into EBPP, where it is encrypted for ultimate security.
- Options include the ability to electronically authorize the ACH Debit each billing cycle or to set up a recurring debit.
- The designated bank account is debited and EBPP supplies immediate verification that the transaction has been processed.
- ACH Debits are initiated on the due date so that payment transactions may be completed in compliance with the contractual due date timelines.

Credit Cards (FI Only):

- Credit card payment will be available for small groups who have a population of 2 – 50 with a 3% convenience fee.

How to get Support

The EBPP Operations team is responsible for billing support. Clients should contact their Client Advisors when billing questions or concerns arise.

Invoice Summary

The Invoice Summary is a consolidated document that represents the total charges due for the current period as well as any outstanding balances from the previous billing periods.

The Invoice Summary consists of the following sections:

1. **Client and Invoice Data:** Contains all information regarding your organization, including the Bill to Account Number, Bill to Account Name, CID Number, CID Name, Invoice Number, and Date Information.



The CID number is always embedded in the Bill to Account number. If a customer has multiple Bill to Accounts, the last few digits of each Bill to Account Number may differ. Additionally, the Bill Account name might vary slightly depending on the number of bill-to accounts associated with the customer.

2. **Prior Billing Information:** Displays a detailed breakdown of the past billing data including the Last Bill Amount, Payments Received, and Adjustments.
3. **Balance Forward:** Displays any payment that is still owed from the previous billing periods, including unpaid premiums, fees etc.
4. **Current Charges:** Provides insights into the charges for the current billing period including Current Premium Charges, Retroactive Premium Charges, Retroactive Rate Changes, Additional Items, and Spending Account Administrative Fees.



- All categories listed under the Current Charges section are detailed further in the reports provided on the subsequent pages of the invoice.
 - Retroactivity is capped for 12 months.
-

5. **Total Current Charges:** Displays the total amount of the charges that have been incurred during the current billing period.
6. **Total Due:** Displays the total amount of payment that the policyholder is required to pay for the coverage period. It is a sum of the Total Current Charges and Balance Forward.

REGULAR
INVOICE SUMMARY

ABC VETERINARY EMERGENCY & SPECIALTY
2001, TEST STREET, PHILADELPHIA, PA 19104,
UNITED STATES OF AMERICA

1	BILL TO ACCOUNT NUMBER: 400098765400001	INVOICE NUMBER: 1234509876002
2	BILL TO ACCOUNT NAME: ABC VETERINARY SERVICES	INVOICE MONTH: APRIL 2024
3	CID NUMBER: 000987654	PREPARED DATE: 03/05/2024
4	CID NAME: ABC VETERINARY EMERGENCY & SPECIALTY	PAYMENT DUE DATE: 04/01/2024
5	Prior Billing Information Last Bill Amount \$58,669.00 Payments Received Through 03/05/2024 -\$7,850.84 Adjustments \$0.00 Balance Forward \$50,818.16	
6	Current Charges Current Premium Charges \$8,053.06 Retroactive Premium Charges Through 03/05/2024 \$2,714.40 Retroactive Rate Changes -\$10,725.84 Additional Items \$0.00 Spending Account Administrative Fees \$0.00 Total Current Charges \$41.62 Total Due \$50,859.78	

Making premium payments through our Electronic Bill Presentment and Payments (EBPP) platform provides the most efficient way to ensure your account is up to date. Please visit our EBPP platform to set up automatic premium payments or one time premium payments.

The Invoice Summary also includes an attached coupon for offline transactions. To complete the payment, remove the coupon, complete the necessary information, and send it back with your check.

DETACH AND RETURN THIS PORTION WITH PAYMENT

INVOICE NUMBER: 1234509876002

BILL TO ACCOUNT NUMBER: 400098765400001

ABC VETERINARY EMERGENCY & SPECIALTY
2001, TEST STREET, PHILADELPHIA, PA 19104,
UNITED STATES OF AMERICA

DO NOT WRITE BELOW THIS LINE

2851220419505004000262866600010005085978627608

MAKE CHECK PAYABLE TO Our Insurance Provider

Remit payment to:
Our Insurance Provider
PO Box 123455,
Philadelphia, PA 12345 - 1025

AMOUNT PAID \$

INVOICE MONTH: APRIL 2024
PAYMENT DUE DATE: 04/01/2024
TOTAL AMOUNT DUE: \$50,859.78

The subsequent pages of the document contains detailed reports related to the Current Charges section. These reports are also available in excel format. Refer to the [Supporting Files for Invoices](#) section for more details on these reports.

The invoices can also be accessed via EBPP.

TPACs invoices are not mailed directly to the customers. Instead, they are available to the TPAC master account via EBPP, who then distributes the invoice to each individual client.



Appropriate remittance information will be provided based on your billing frequency and contractual arrangement.

Supporting Files for Invoices

Summary Level Reports contain data that support the current charges section of the Invoice Summary and are only produced when there is activity.

Current Premium Charges

Current Premium Charges report provides a detailed breakdown of the premium charges applicable for the current period. Large groups are tier-rated customers and small group are age-banded rated customers. The charges are applied, either based on the Contract type, or the Age of the member.

Current Premium Charges														
BILL TO ACCOUNT NUMBER: 400098765400001					INVOICE NUMBER: 1234509876002									
BILL TO ACCOUNT NAME: ABC VETERINARY SERVICES					INVOICE MONTH: APRIL 2024									
CID NUMBER: 000987654					PREPARED DATE: 03/05/2024									
CID NAME: ABC VETERINARY EMERGENCY & SPECIALTY					PAYMENT DUE DATE: 04/01/2024									
Name	Member ID	SubAccount ID	Subaccount Name	Benefit Plan ID	Benefit Plan Name	Payroll Location	Contract Type	Age	Tobacco Surcharge	Activity Type	Coverage Period	Effective Date	End Date	Amount
SMITH,JOHN	6000123456	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			29	N	Current Premium	APRIL 2024	04/01/2024	04/30/2024	\$316.92
SMITH,JOHN	6000123456	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			29	N	Current Premium	APRIL 2024	04/01/2024	04/30/2024	\$335.05
BROWN,BOB	6000123451	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			51	N	Current Premium	APRIL 2024	04/01/2024	04/30/2024	\$528.21
BROWN,BOB	6000123451	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			51	N	Current Premium	APRIL 2024	04/01/2024	04/30/2024	\$505.83
WHITE,ALICE	6000123458	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			32	N	Current Premium	APRIL 2024	04/01/2024	04/30/2024	\$243.29
WHITE,ALICE	6000123458	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			32	N	Current Premium	APRIL 2024	04/01/2024	04/30/2024	\$216.66

Retroactive Premium Charges

The Retroactive Premium Charges report provides a detailed breakdown of the premium charges applicable for retroactive invoices.

Retroactive Premium Charges														
BILL TO ACCOUNT NUMBER: 400098765400001					INVOICE NUMBER: 1234509876002									
BILL TO ACCOUNT NAME: ABC VETERINARY SERVICES					INVOICE MONTH: APRIL 2024									
CID NUMBER: 000987654					PREPARED DATE: 03/05/2024									
CID NAME: ABC VETERINARY EMERGENCY & SPECIALTY					PAYMENT DUE DATE: 04/01/2024									
Name	Member ID	SubAccount ID	Subaccount Name	Benefit Plan ID	Benefit Plan Name	Payroll Location	Contract Type	Age	Tobacco Surcharge	Activity Type	Coverage Period	Effective Date	End Date	Amount
SMITH,JOHN	6000123456	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			29	N	Change	MARCH 2024	03/01/2024	03/31/2024	\$339.30
SMITH,JOHN	6000123456	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			29	N	Change	MARCH 2024	03/01/2024	03/31/2024	\$0.00
SMITH,JOHN	6000123456	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			29	N	Change	FEBRUARY 2024	02/01/2024	02/29/2024	\$339.30
SMITH,JOHN	6000123456	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			29	N	Change	FEBRUARY 2024	02/01/2024	02/29/2024	\$0.00
SMITH,JOHN	6000123456	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			29	N	Change	JANUARY 2024	01/01/2024	01/31/2024	\$339.30
SMITH,JOHN	6000123456	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE			29	N	Change	JANUARY 2024	01/01/2024	01/31/2024	\$0.00

Retro Rate Changes

This report provides details of the charges that arises from any retroactive change in the rate applied to the client. Large groups are tier-rated customers and small group are age-banded rated customers.

P.O. Box 8240
Philadelphia, PA 19101
Phone: (877)347-3151

Retro Rate Changes

BILL TO ACCOUNT NUMBER:400098765400001
BILL TO ACCOUNT NAME: ABC VETERINARY SERVICES
CID NUMBER: 000987654
CID NAME: ABC VETERINARY EMERGENCY & SPECIALTY

INVOICE NUMBER: 1234509876002
INVOICE MONTH(S): Month YYYY
PREPARED DATE: MM/DD/YYYY
PAYMENT DUE DATE: MM/DD/YYYY

Member Name	Member ID	Subaccount ID	SubAccount Name	Benefit plan ID	Benefit plan name	Payroll location	Contract type	Coverage period	Rate Change Effective Date	Effective date	End Date	Amount
SMITH,JOHN	6000123456	3155801	ABC Veterinary Services	12347	Benefit Plan 12347	01 - Services	Family	January 2024	1/1/2024	1/1/2024	1/31/2024	\$ (5436)
SMITH,JOHN	6000123456	3155801	ABC Veterinary Services	12347	Benefit Plan 12347	01 - Services	Family	January 2024	1/1/2024	1/1/2024	1/31/2024	\$300
Member Name	Member ID	Subaccount ID	SubAccount Name	Benefit plan ID	Benefit plan name	Payroll location	Contract type	Coverage period	Rate Change Effective Date	Effective date	End Date	Amount
BROWN,BOB	6000123451	3155801	ABC Veterinary Services	12347	Benefit Plan 12347		Family	January 2024	1/1/2024	1/1/2024	1/31/2024	\$ (755.55)
BROWN,BOB	6000123451	3155801	ABC Veterinary Services	12347	Benefit Plan 12347		Family	January 2024	1/1/2024	1/1/2024	1/31/2024	\$ 899.50

Additional Items

The Additional Items report lists any miscellaneous adjustments made to the invoice for the current period along with a description of the adjustment. Manual adjustments for prior periods will appear as a single line item in the Prior Billing Information section of the first page of the invoice. During the run-out period of the transition, retroactive rate changes and retroactive premium charges that are sent by the prior platform will be included in the invoices as manual adjustments in the additional items section.

Additional Items (Misc Billing Adjustments)

BILL TO ACCOUNT NUMBER: 400098765400001

BILL TO ACCOUNT NAME: ABC VETERINARY SERVICES

CID NUMBER: 000987654

CID NAME: ABC VETERINARY EMERGENCY & SPECIALTY

INVOICE NUMBER: 1234509876002

INVOICE MONTH(S): APRIL 2024

PREPARED DATE: 03/05/2024

PAYMENT DUE DATE: 04/01/2024

Process Date	Subaccount ID	Subaccount Name	Benefit Plan ID	Benefit Plan Name	Description	Coverage Period	Amount
03/20/2024	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE	Premium Holiday: Premium Abatement	MARCH-24	\$100
03/10/2024	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE	Premium Holiday: Premium Abatement	MARCH-24	\$50
Additional Items Total							\$150

Spending Account Administrative Fees

The Spending Account Administrative Fees report shows the fees charged for administering an HSA for each member of the plan.

Spending Account Administrative Fees							
BILL TO ACCOUNT NUMBER: 400098765400001				INVOICE NUMBER: 1234509876002			
BILL TO ACCOUNT NAME: ABC VETERINARY SERVICES				INVOICE MONTH(S): APRIL 2024			
CID NUMBER: 000987654				PREPARED DATE: 03/05/2024			
CID NAME: ABC VETERINARY EMERGENCY & SPECIALTY				PAYMENT DUE DATE: 04/01/2024			
Name	Member #	Subaccount ID	Subaccount Name	Benefit Plan ID	Benefit Plan Name	Coverage Period	Amount
John Doe	6000121001	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE	Mar-24	\$100
John Doe	6000121001	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE	Feb-24	\$100
John Doe	6000121001	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE	Jan-24	\$10
Amelia Earhart	6000121003	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE	Mar-24	\$400
Fred Flintstone	6000121002	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE	Mar-24	\$100
George Washington	6000121004	3155801	ABC Veterinary Services	12347	HMO S PRO VALUE	Mar-24	\$10

Reporting

Index Reports

The organization offers the Index reporting platform to help customers monitor and better understand their healthcare membership and expenses. Index Reports are available directly through the Group Portal.

Stop Loss Reporting

A key difference in reporting through the group portal is direct access to Stop Loss Reporting, only applicable for clients with Stop Loss Insurance. This self-service option that will replace the monthly report email distribution. Here are some key points:

- The Stop Loss Reports can be accessed through Index. Based on your role, you can reach Index from Group Portal.
- A Large Case Notification (LCN) report will still be issued on the 1st and 16th of a month.



For more information on Stop Loss Reporting, see the Stop Loss Reporting User Guide.

Additional Reports

Account Representatives and Client Advisors will access existing reports through the Group Portal, including:

- Membership Reports
- Enhanced Membership Reports
- Utilization Reports

Termination/Reinstatement

Independence provides insurance coverage to commercial fully insured groups, including Medigap. These groups are billed an insured premium for their coverage and payments are due on the date stated on the invoice.

Groups that fail to pay their premium by the invoice due date are terminated for non-payment (after allowing for the applicable mandated grace period). The process for group non-payment terminations occurs twice each month through the related dunning event.

Groups that have been terminated for non-payment can be reinstated with no lapse in coverage, if all reinstatement requirements have been met by the group.

Due Dates

- Due dates are always the 1st of the month, unless stated otherwise
- Due dates drive the aging process
- The grace period does not change the due dates. The grace period is a protected period, provided for by the State, during which processing of a termination is prohibited.

Delinquency begins at the close of business on the due date if no payment was posted on that date.

Termination Process

Groups are sent delinquency notices if they fail to pay their group premium by the due date captured on their invoice.

Dunning Process:

- 15th day of delinquency- The group will receive one delinquency notice that informs the group that they are required to pay their outstanding premium; otherwise, they are at risk for being terminated for non-payment. The delinquency notice will identify the invoice and the amount of the invoice that is outstanding.
- 30th day of delinquency- this is the last day of the grace period
- 45th day of delinquency- the group is sent a termination notice and the group will be terminated for non-payment.



Please note that if a payment posts after a letter is mailed but prior to processing a termination, and the termination is still processed. That termination for non-payment is considered valid because the payment was received after the 45th day, therefore; the account must then meet reinstatement guidelines.

The group's termination will be effective 30 days from their due date. For example, if the group was delinquent for their January 2024 invoice and did not make payment, they would be terminated for non-payment effective 2/1/2024.



- This does not apply to TPAC affiliated accounts
 - 1000+ Marketing Segments are excluded from the termination process and will only ever receive dunning notices
-

In the event of a reported Plan Error, clients can request Termination Suppression via customer service.



Please note that if an account is suppressed from the termination process for a temporary 30-day period, the balance must be settled within the 30-days it is suppressed. If not, the account will be scheduled for termination during the same dunning cycle in which it was released, as long as it is released before the letters are generated.

Once a group has been terminated for non-payment, the group must follow the reinstatement guidelines to be reinstated.

Reinstatements

Groups that have been terminated for non-payment can be reinstated with no lapse in coverage, if all reinstatement requirements have been met by the group.

Specific requirements for reinstatement:

- All premium charges through the current premium month must be paid in full
- A request for reinstatement is received within 60 days from the effective date of the non-payment termination
- There were no previous reinstatements for non-payment accounts within the prior rolling 12- month period.

The typical reinstatement request is initiated by the client group via Customer Service, the Sales Team, or through the Client Advisor.

Key Aspects of Reinstatement Policy:

- Only applicable to groups terminated from coverage due to non-payment of premium
- Reinstatement date must be retroactive to the effective date of the termination, i.e. no lapse in coverage period
- Reinstatement request must be within 60 days from the effective date of the non-payment termination.
- Reinstatement will not occur until all outstanding premiums are paid in full through the current premium month
 - If payment is returned by the bank, the reinstatement will be cancelled, and a new reinstatement will be disallowed
 - Limited to one reinstatement per rolling previous 12-month period



Groups that do not meet the above requirements, may return as new business with new insurance coverage and must follow all applicable Underwriting and Client set-up guidelines, including, the issuance of new client number(s) and all new group number(s).

Notifications

A “Bill Ready” notification will be released to clients when their PDF invoices are posted to EBPP.

Impact to Group Fully Insured Clients

As part of invoicing process, we provide Group Fully Insured clients with both a PDF Invoicing

statement as well as supporting CSV data files

The “bill ready” email notifications will generate when the PDF invoicing statements are posted to EBPP. In the event the supporting CSV file is posted after the PDF statement, a second notification **will not** generate.

Regardless of funding type, the notification will include the invoice number in the Subject line and/or body of the email notification. Customers can expect to receive the email notification from this Sender/address:

- FI GROUP : Do-NotReplyfullyinsuredbilling@billerpayments.com

Independence

Bill Ready!

Dear [Customer Name]

Your Independence bill dated 05/05/2025 is now available.

Account Number	XXXX0002
Current Statement Balance	\$ 1.00
Minimum Amount Due	\$ 0.00
Billing Date	05/05/2025
Payment Due Date	05/10/2025
To pay by phone	Call 888-879-4891
Invoice Number	BillReadyNotTest_CFIpdf8_

[Pay Now](#)

We appreciate your business.
Independence Customer Service

Glossary

Activity Type

Description of the charges such as the Current Premium, Add, Drop, and Retro Rate Adjustments.

Adjustment

Line item on the invoice where manual charges and credits are applied.

Advance Deposit

Predetermined amount based on the terms of the contract that can be invoiced either as a single amount or over a specified number of billing periods.

Benefit Plan

A single benefit or grouping of benefits offered together.

Benefit Plan ID

The identification number associated with the benefit plan to which the charges in the table are related.

Benefit Plan Name

The name of the benefit plans that charges in the table are related to.

Bill to Account

Additional bill to accounts can be requested for a customer to subdivide their billing for financial purposes.

Bill to Account Number

System generated number used to identify a customer's specific bill account.

Claim ID

Unique number assigned to a claim.

Count

Total number of contracts used to calculate Per Contract/Employee Per Month administrative expenses.

Coverage Period

The time frame of coverage that charges are related to.

Customer ID

Unique identification number assigned to each customer.

Effective Date

The first day of coverage that charges are related to.

Employer Portal

Secured website that enables members, employers, and producers the ability to electronically access and manage data. This website will be phased out during the transition to new Group Portal but can still be used till all the groups associated with a client are not migrated fully.

End Date

The last day of coverage that charges are related to.

Group Portal

A secured, user-friendly platform that facilitates end-to-end client group administration for client users and advisors.

Invoice Created Date

Date the current invoice was produced.

Invoice Due Date

Date payment is due.

Invoice ID

System generated number assigned to an Invoice Summary and supporting reports produced during a particular billing period.

Invoice Summary

Total charges due for the current billing period, as well as adjustments or balances from previous billing period(s).

Member ID

Unique Member Identification Number. A non-Social Security Number Patient ID.

Open Balance

Unpaid balance or credit from a previous billing period(s).

Open Invoices

Total amount of unpaid invoices.

Payments Received Through

Total of all payments received and applied prior to the next invoice period.

Payroll Location

Optional field that allows clients to distinguish Members into unique groups.

Pro Rate Method

In this method members are invoiced for the exact number of days they are actively enrolled. Applies to all lines of business including HMO/POS.

Prospective

Invoicing charges for membership/service to be rendered in the upcoming month.

Retrospective

Invoicing charges for membership/service rendered in the past month.

Sub Account ID

Identification number that identifies the subaccount to a client.

Sub Account Name

Name associated with the numeric Sub Account ID used to enroll members into Employer Group coverage. The Sub Account ID and associated Sub Account Name are intended to represent Employer Group membership categories/groupings (i.e. Active, Cobra, Retiree, Other employer-specific designations like Unions, Divisions, Locations etc.).

Total Current Charges

All available expenses invoiced in a billing period.

Total Due

Sum of the Balance Forward and the Current Charges sections.

Tobacco Surcharge

The members tobacco usage for Age Based plans, will appear as "N/A" when a tobacco surcharge is not allowed in rate calculations.

Wash/Enrollment Count Rule

Members invoiced at a full monthly rate.