

# **Benefits Accounting User Guide for Health Insurance, Life Insurance & FSA Billing Liaisons**

Personnel Cabinet  
&  
Department of  
Employee Insurance



March 2017

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## Introduction

The purpose of this guide is to provide step-by-step instruction, guidance and information regarding accessing, reconciling and paying health insurance, life insurance, and flexible spending bills generated by the Kentucky Human Resource Information System (KHRIS). This guide is designed to serve as a reference for all billing liaisons.

Questions and/or suggestions for improvements to this guide should be directed to the Premium Billing Branch (PBB) Manager at the addresses below:

Department of Employee Insurance  
Attn: Hannah Stanfield, PBB Manager  
501 High Street, 2<sup>nd</sup> Floor  
Frankfort, KY 40601

# Accessing KHRIS Broker Bills

## Logging on to KHRIS

Access KHRIS through ESS/MSS portal at <https://khris.ky.gov/irj/portal>.

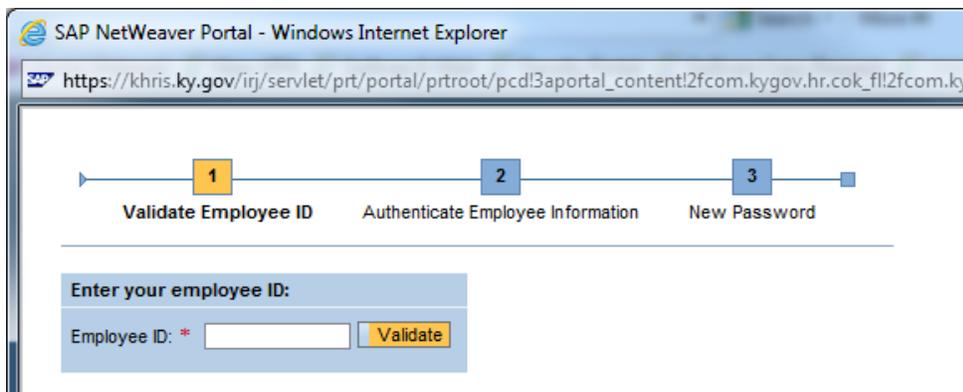


- Enter your user ID and password and click Log on.
- Your KHRIS User ID is your 3-letter, 4-digit employee ID (Ex: ABC1234).

\*If this is your first time using the KHRIS, select the New User/Reset Password link.

The New User/Reset Password wizard will allow you to create a new password or reset a forgotten password.

Enter your Employee ID and click Validate.



Enter your Last Name, Zip Code, Date of Birth and SSN. Click Authenticate.

**Forgot your KHRIS Password?**

Please complete ALL the following questions and you will be able to reset your own password for KHRIS and access the portal immediately:

1. Fill in your last name. Please use your last name as it appears on your social security card – no nicknames or abbreviations.
2. Type in your ZIP Code.
3. Fill in your birthday, using a format of MM/DD/YYYY -or- click on the calendar icon and select it from the calendar.
4. Type in your social security number.
5. Click on **Authenticate** button.

**Confirm information to reset password:**

Last Name: \*

ZIP Code: \*

Date of Birth: \*    
MM/DD/YYYY

Social Security Number: \*

**Authenticate**

KHRIS will assign you a temporary password. Write down the temporary password exactly as it appears, or highlight the temporary password to copy and paste it.

**Forgot/Reset Password or New User?**

**New Temporary Password**

Your temporary password to access KHRIS system is:

**Oqcaec1@**

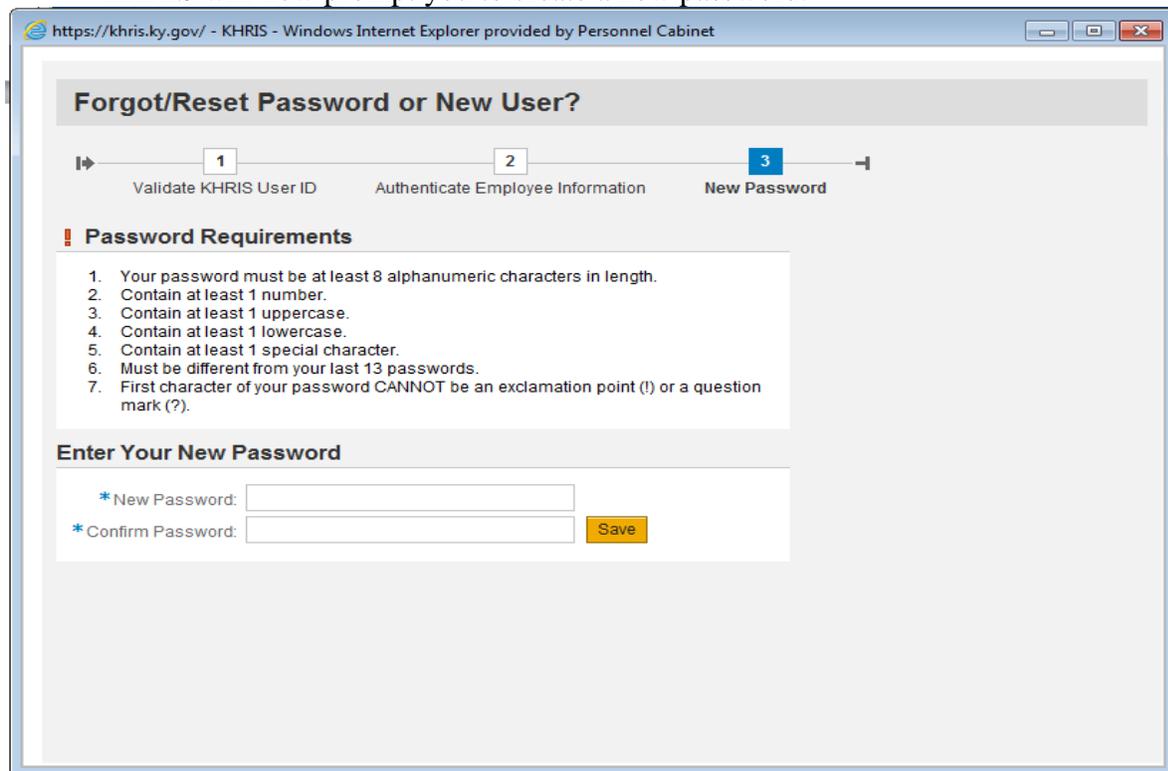
Reminder, your temporary password is case sensitive.

**Exit**

- Go back to KHRIS initial entry screen and enter your KHRIS User ID.
- Enter your temporary password.
- Click Log In.



- KHRIS will now prompt you to create a new password.



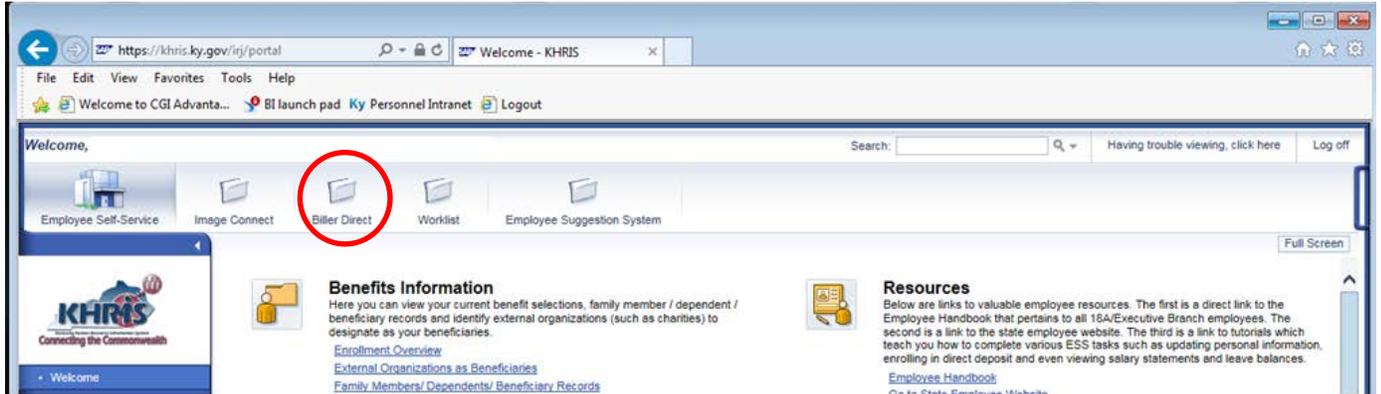
The New password must:

- Be at least 8 alphanumeric characters in length, A – Z and 0 – 9.
- Contain at least one number, one uppercase letter, one lowercase and one special character, !, @, #, \$, %, ^, &, \*, (, ), \_, +, <, >, ?, ., <, /

## Bill Direct and Web Broker Bill

Once logged into KHRIS, you can access Biller Direct.

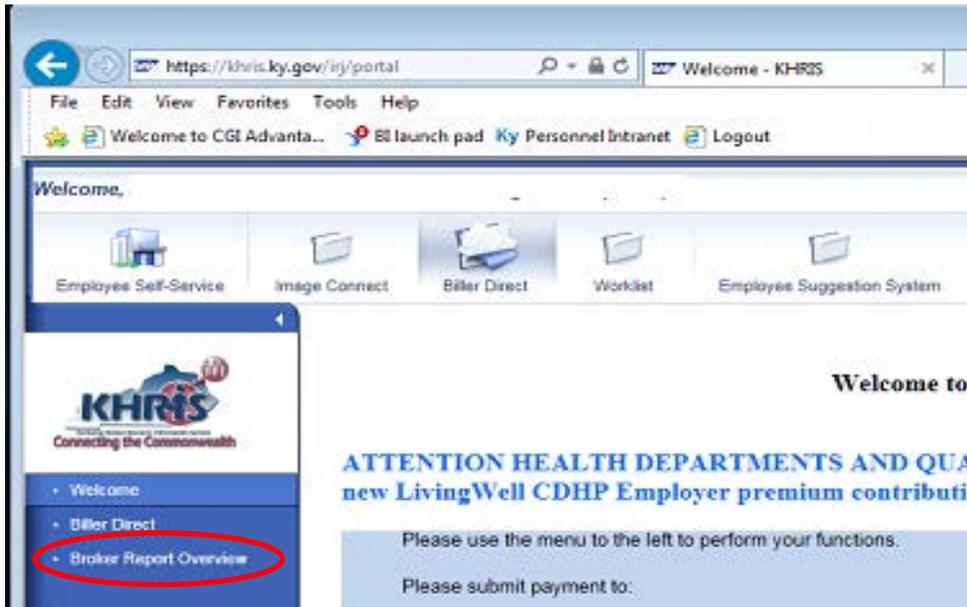
To access broker reports, click **Biller Direct**.



This action will reveal the Biller Direct portion of the Detailed Navigation menu on the left side of the screen.

The **Biller Direct** link will take you to the payment module of KHRIS. You must work and release your broker bill before you can go to Biller Direct to pay it.

The **Broker Report Overview** link will display the broker reports, or bills, for your agency.



## Broker Bill Introduction

### Broker Report Overview:

Agencies that participate in KEHP’s FSA program have 2 broker bills each month. This includes school boards and some QUASI agencies.

Agencies that do not participate in FSA will have only one broker bill per month. This includes health departments and the remaining QUASI agencies.

- The bill for invoice period 1<sup>st</sup> to 15<sup>th</sup> is for half month of FSA.
- The bill for invoice period 16<sup>th</sup> to 30<sup>th</sup> is for a full month of health and life insurance and half month of FSA.

*Note: If the 15th or 30th falls on a holiday or weekend, KHRIS will use the next business day for bill dates.*

Arrears or credits may appear on either bill.

There are 2 tabs on the **Broker Report Overview**:

The **Open Broker Reports** tab displays only open bills.

Broker Report Overview								
Open Broker Reports		All Broker Reports						
Process Broker Report		Refresh List						
Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on	
800000063290	20160510JTO2	Open	05/17/2016	05/31/2016	8000000000000000063	05/10/2016	05/10/2016	
800000062815	20160510JTO1	Open	05/03/2016	05/16/2016	8000000000000000063	05/10/2016	05/10/2016	

The **All Broker Reports** displays all your agency’s bills.

Broker Report Overview								
Open Broker Reports		All Broker Reports						
Process Broker Report		Refresh List						
Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on	
800000063609	80000	In Clarification	05/01/2016	05/31/2016	80000000000000000344	05/17/2016	06/01/2016	
800000062722	80000	In Clarification	04/01/2016	04/30/2016	80000000000000000344	04/12/2016	05/20/2016	
800000061774	80000	Posted	03/01/2016	03/31/2016	80000000000000000344	03/11/2016	05/20/2016	
800000060385	80000	Posted	02/01/2016	02/29/2016	80000000000000000344	02/11/2016	03/28/2016	

The **Process Broker Report** button is used to open your bill.  
The **Refresh List** button is used to update the list of bills after a bill has been released.

Broker Report Overview							
Open Broker Reports		All Broker Reports					
Process Broker Report		Refresh List					
Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on

The **Broker Report** column contains the identifying number for the bill.

The **Search Term** column shows the job that created the bill; this column is NOT USED by agencies.

The **Broker Report Status** column shows the status for each bill, Open, Posted, or In Clarification.

- **Open** - Open bills have not been worked or have been partially processed. Changes can be made to open bills.
- **Posted** - Posted bills have been worked and released. Released bills have been completely processed and are ready for payment in Biller Direct. Premium amounts listed on the bill for each individual have been applied to the employee. No further changes can be made to broker bills after they have been released.
- **In Clarification** - Bills that are In Clarification have entries that KHRIS did not know how to post. Those amounts will not show up in Biller Direct until the clarification cases have been resolved by PBB. After resolution, those amounts will roll into Biller Direct and there will only be one line per Product, as long as you wait until ALL clarifications items have been resolved then process payment in Biller Direct.

The **Invoicing Period from** column shows the first day of the bill period.

The **Invoicing Period to** column shows the last day of the bill period.

The **Broker Contract** column is the agency's broker contract number. This number is a constant for each agency.

**Created on** is the date the bill was generated.

**Changed on** is the date the bill was last changed.

Double-click on a Broker Report number in the Broker Report Column to open a Broker Report. The Broker Report opens in Overview view in a new window.

## Overview

The bill **Overview** screen displays basic information about the broker bill.

The upper left corner of the screen shows the **Broker Report** number.

The **Save** and **Release** buttons are beneath the Broker Report number and Broker Name.

https://khris.ky.gov/?I\_REPORT=800000063290# - Processing of Broker Reports - Windows Internet Explorer provided by Personnel C

### Broker Report (800000063290)

Broker Name:  Broker Contract: 80000000000000000000 Status: Open

- Overview
- Proposed Items
- Worklist Items
- Processed Items

#### Broker Report Status

Status: Open Search Term: 20160510JT02  
Created on: 05/10/2016 09:22:10 Changed on: 05/10/2016 09:22:10  
Changed by:

The proposals offset the report amounts against the proposed amounts.

Item category	Amount	Proposed Amount	Currency
Premium	0.00	8,971.39	USD
Total	0.00	8,971.39	USD

The processing status offsets the already processed broker report items against the total number of broker report items. This table tells you how many broker report items you have to process in this settlement period.

Item category	Items	Processed items	Percentage of completion
Premium	87	0	0%
Total	87	0	0%

**SAVE YOUR WORK OFTEN.** You may time-out of KHRIS without warning. If you time-out, you will lose all work since your last save.

Directly under the Save and Release Buttons are links to the **Overview**, **Proposed Items**, **Worklist Items** and **Processed items**.

- Overview
- Proposed Items
- Worklist Items
- Processed Items

**Proposed Items** - the list of employees for whom payment is expected and the premium amounts your agency is expected to pay.

**Worklist Items** - Proposed Items that can't be worked immediately can be placed on the Worklist to prevent accidental confirmation.

**Processed Items** - Confirming, changing, creating or rejecting items places them in Processed Items.

In the center portion of the screen, you will find the **Amount** (or payment amount) and **Proposed Amount**.

**Broker Report Status**  
 Status: Open Search Term: 20160510IJT02  
 Created on: 05/10/2016 09:22:10 Changed on: 05/10/2016 09:22:10  
 Changed by: [redacted]

---

The proposals offset the report amounts against the proposed amounts.

Item category	Amount	Proposed Amount	Currency
Premium	0.00	8,971.39	USD
Total	0.00	8,971.39	USD

**NOTE:** *Before bill has been worked or processed the amount will always be \$0.*

**After processing or working the bill, the Amount should match the amount to be paid by your agency.** The Proposed Amount **will not** match the Amount after changes, corrections and rejections are made.

The proposals offset the report amounts against the proposed amounts.

Item category	Amount	Proposed Amount	Currency
Premium	9,408.04	9,073.41	USD
Total	9,408.04	9,073.41	USD

The number of **Items** on the broker bill is located under Amount/Proposed Amount near the middle of the screen.

**Before the bill has been worked or processed the percentage of completion will always be 0%.**

Item category	Items	Processed items	Percentage of completion
Premium	87	0	0%
Total	87	0	0%

**After processing or working the bill, the percentage will be 100%.**

Item category	Items	Processed items	Percentage of completion
Premium	91	91	100%
Total	91	91	100%

- **Items** are the total number of items on the bill.
- **Processed Items** is the number of items that have been changed, rejected, added or confirmed.
- **Percentage of completion** is the percentage of the items that have been worked.

As you work the bill and save changes to individual items, the items will be moved from Proposed Items to Processed Items, and the completion rate will change. Working the bill is described in detail in Working/Processing Broker Bills.

Broker bills can be released for payment only after all Proposed Items have been processed.

Proposed Items

Clicking the **Proposed Items** button displays the list of employees for whom payment is expected and the premium amounts your agency is expected to pay.

**Proposed Items** are what KHRIS thinks is owed, which is not necessarily the amount that will be paid. Employment terminations, new hires, or QEs may cause the actual payment to be different than the Proposed Amount.



The **Details** button displays system information related to the selected employee.

**Confirm** is used to process items when the employee is paying their Proposed Amount.

**Change** is used to make corrections to Proposed Amounts that do not match the employee’s payment amount. (Note: Proposed Amount does not change when the item goes to Processed Items.)

**Reject** is used to remove employees who are not paying from the bill.

*Confirming, changing, or rejecting an item moves the item from Proposed Items to Processed Items.*

**Create Item** is used to add employees who are not listed on the broker bill. Creating an item saves the entry directly to Processed Items. The entry will not appear in Proposed Items.

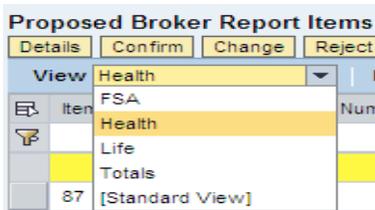
**Add to Worklist** moves the selected employee to the Worklist screen.

**Update Proposed Amount** may be used to change the Proposed Amount for employees whose payment history has changed since the bill was generated.

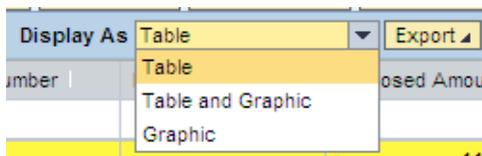
- New employees will not be added to the bill.
- Arrears or credits for QE processed after the bill was generated will not be added.

**Export to Notepad** exports the selected bill view to a notepad as a text file. There is no formatting applied to this type of export and it may be more helpful to export to Excel using the Export button, which is demonstrated later.

**View** allows user to select the customized list they wish to display. Drop down the View list and click the desired view to access customized lists. See Customizing Your Bill View for instructions on setting up customized views.



The **Display As** feature allows the bill to be displayed in different ways, as a table, as a graphic, or as both.



**Table** displays items on the bill in a list.

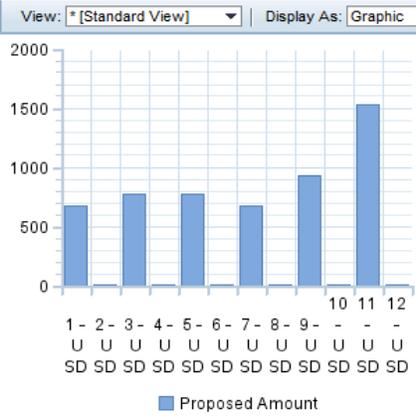
**Proposed Amounts**  
 Total Premiums: 324.99 USD  
 Total: 324.99 USD

**Proposed Broker Report Items**  
 Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

View: Standard View Display As: Table Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
1			33	Healthcare FSA	50.00	05/01/2016		9200100186	Create
2			33	Healthcare FSA	20.83	05/01/2016		9200100186	Create
3			33	Healthcare FSA	62.50	05/01/2016		9200100186	Create

**Graphic** display isn't very useful for reconciling the bill, but it can be interesting to see different versions.



**Table and Graphic** displays both versions simultaneously.

**Export** is used to export the broker bill to Microsoft Excel to facilitate reconciling.

**Proposed Amounts**  
 Total Premiums: 324.99 USD  
 Total: 324.99 USD

**Proposed Broker Report Items**  
 Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

View: Health Display As: Table Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note

To the far right of the Export button, you will find the **Settings** link

## Proposed Amounts

Total Premiums: 324.99 USD

Total: 324.99 USD

## Proposed Broker Report Items

[Details](#) [Confirm](#) [Change](#) [Reject](#) [Create Item](#) [Add to Worklist](#) [Export to Notepad](#)

View: [Health](#) Display As: [Table](#) [Export](#)

	Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
-----------------------------------------------------------------------------------	---------	------------------------	-------------	---------	------	-----------------	-------------	------------------	-------------	------

The **Settings** link is used to set up customized views.



## Worklist Items

Proposed Items that can't be worked immediately can be placed on the **Worklist** to prevent accidental confirmation. Items can be confirmed, changed, created or rejected from the Worklist.



The buttons and columns on this area of the broker report are the same as those described in the Proposed Items section.

## Processed Items

Confirming, changing, rejecting or creating items places them in **Processed Items**.



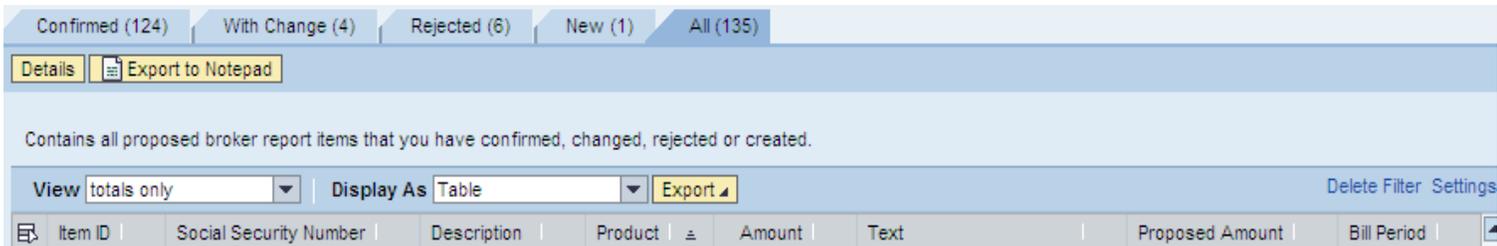
The **Confirmed** tab shows all items that were confirmed without changes.

The **With Changes** tab shows all items that were changed.

The **Rejected** tab shows all items that were rejected.

The **New** tab shows all items that were added. These items will not have a Product code.

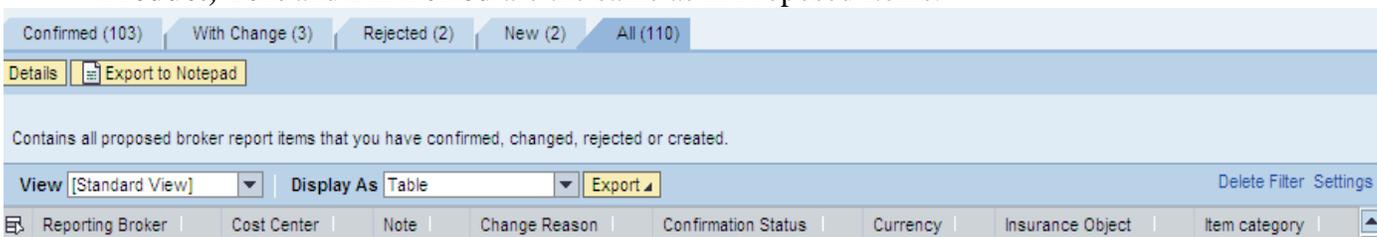
The **All** tab shows all entries on the bill. It will be helpful to set up customized views on the All tab.



**Item ID, SSN and Description** are the same as in Proposed Items.

The **Amount** is the total the employee is paying for health, life or FSA. In Processed Items, the amount is the important column. This column is located on the far right side of standard view and can be moved to the left for easier viewing when customized views are set up.

**Product, Text and Bill Period** are the same as in Proposed Items.



The **Reporting Broker** is the employee's Business Partner (BP) # in Benefits Accounting module of KHRIS.

The **Cost Center** is the level at which the bill is paid. For Non-Commonwealth-paid agencies, the last 5 digits of the cost center is the legacy system 5 digit agency #.

**Note** displays explanation for change, rejections or added items. If note was entered, you must click to view note.

**Change Reason** displays the reason that was selected when the item was changed.

**Confirmation Status** shows whether the entry was confirmed, confirmed with changes, rejected, or added.

**Currency** should say USD for U.S dollars.

The **Insurance Object** is the identifying number for an employee's health insurance, life insurance or FSA. Each one has a unique identifier that links to each individual.

**Item category** should say Premium.

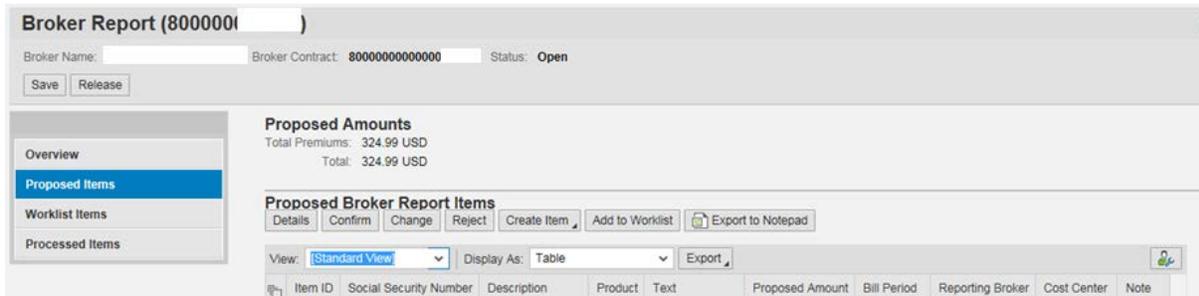
## Customizing Your Bill View

Customizing views allow the user to see health insurance, life insurance and FSAs separately.

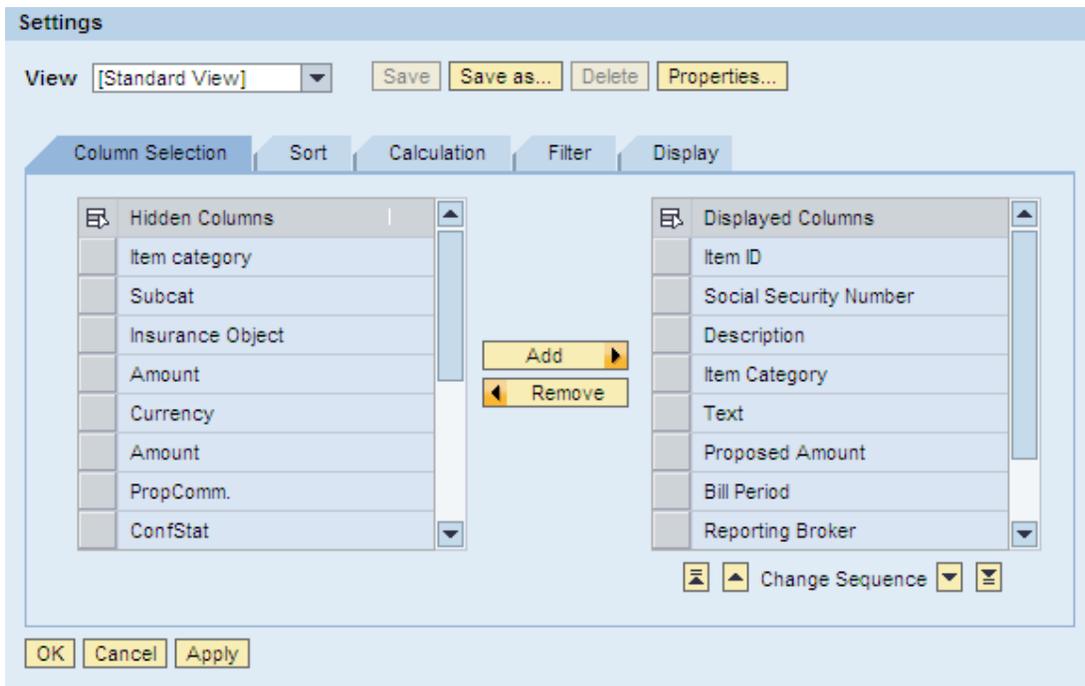
Standard View is the default view for KHRIS and can be seen by all users. Customized views are user specific and can only be viewed by the user who sets them up.

In Proposed Items, click Settings on the far right of the screen.

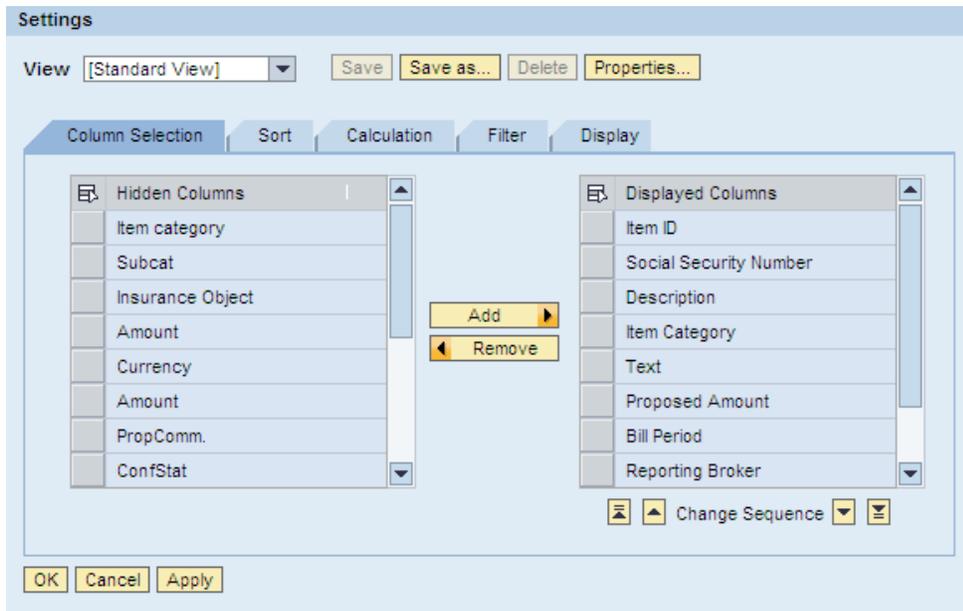
Views do not automatically transfer from Proposed to Processed Items. If you want customized views in Processed Items as well as Proposed Items, you'll have to set them up on each tab in Processed Items.



There are 5 tabs in Settings which are used to set up custom views. The tabs are **Column Selection**, **Sort**, **Calculation**, **Filter**, and **Display**.



The **Column Selection** tab allows you to select which columns to view. Working with your broker bill for a couple of months will help you decide which columns you prefer to view and in what order you wish to see them.



To highlight a column name, click on the grey square to the left of the name.

To move a column from *Hidden Columns* to *Displayed Columns*, highlight the desired column and click the **Add** button.

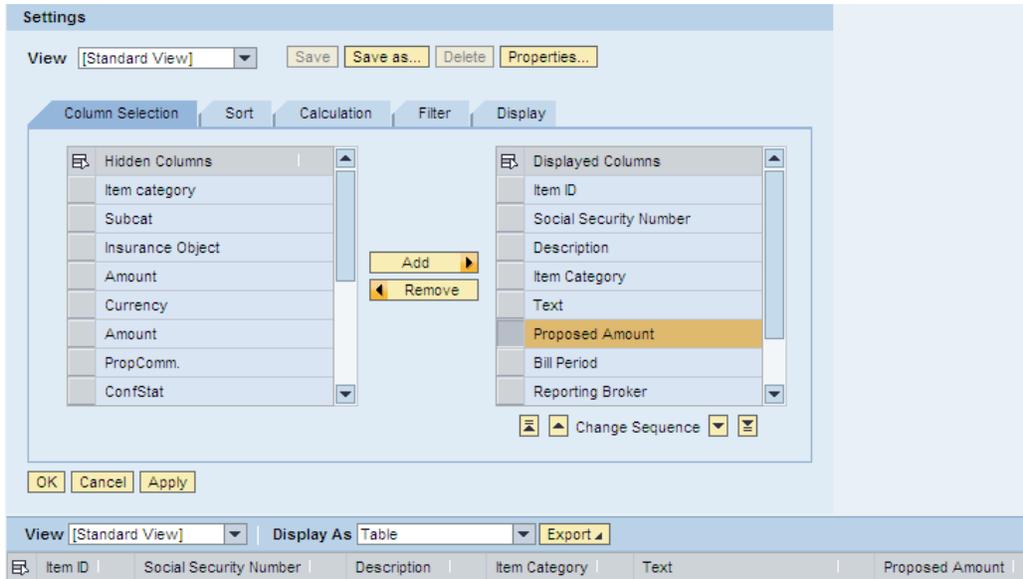
To remove a column from *Displayed Columns*, highlight it and click **Remove**. This places the selected items on the *Hidden Columns* list.

**Note:** Ensure that *Insurance Object* is moved to *Displayed Items* so it can be used to help identify which *Products* have credits.

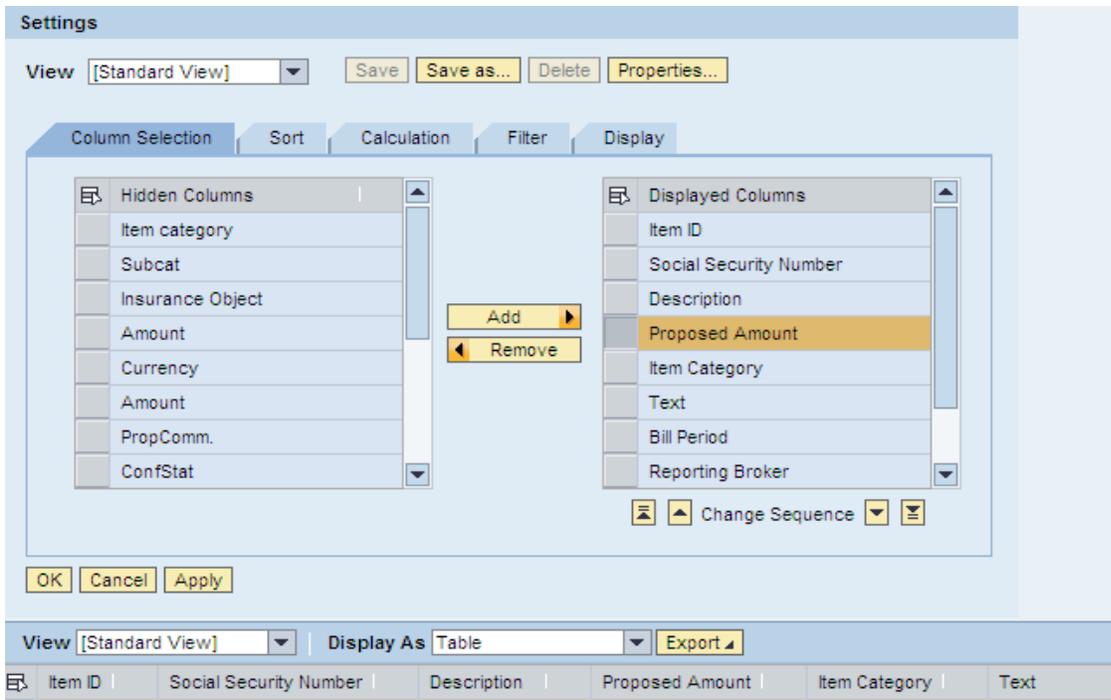
To change the column order, highlight the column name in the *Displayed Columns* list and click the *Change Sequence* arrows at the bottom of list to move selected items up or down.

-  moves column all the way to the left of list
-  moves column one place to the left
-  moves column one place to the right
-  moves column all the way to the right

Click **Apply** when columns are in the order you wish them to be. In this example, we wish to move the Proposed Amount farther to the left so that it appears in a more convenient location.



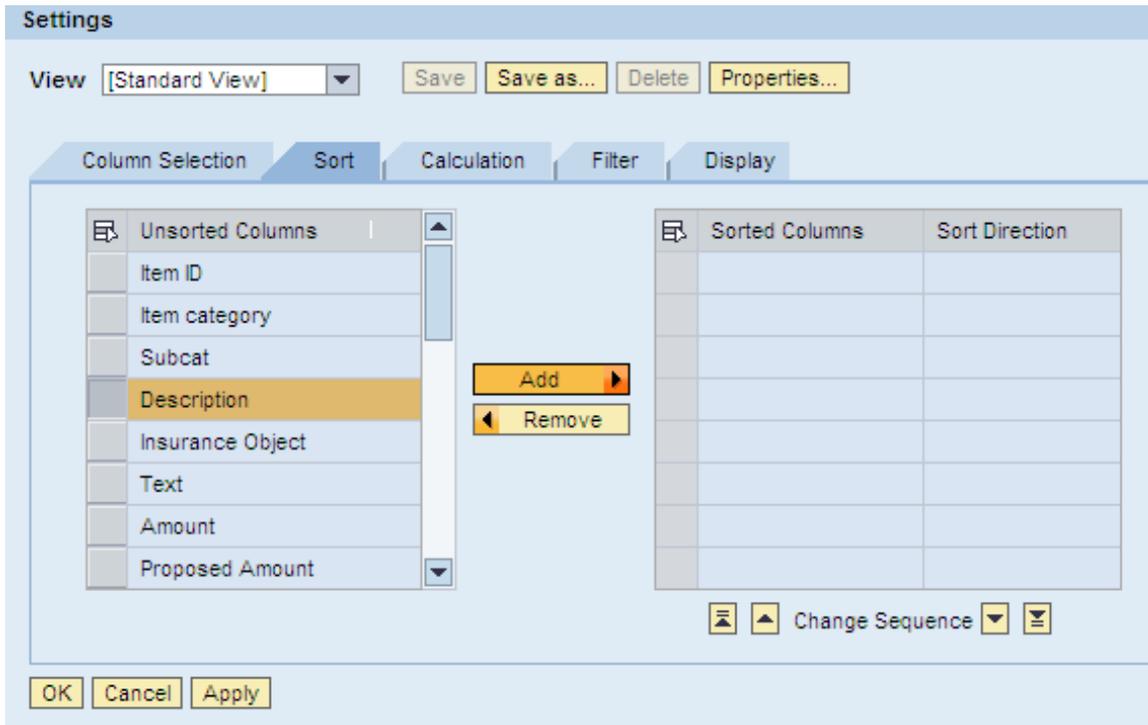
Proposed Amount was highlighted and the change sequence button  was used to move this item 2 rows up on the table, which will in turn move Proposed Amount, 2 columns to the left.



The Proposed Amount column has been moved next to employee's name.

**Note:** When setting up views in Processed Items, you will want to move the Amount column to the left so it can be easily viewed.

The **Sort** tab allows you to select how your view is sorted. For instance, sorting by Description will put the list in alphabetical order by employee name.

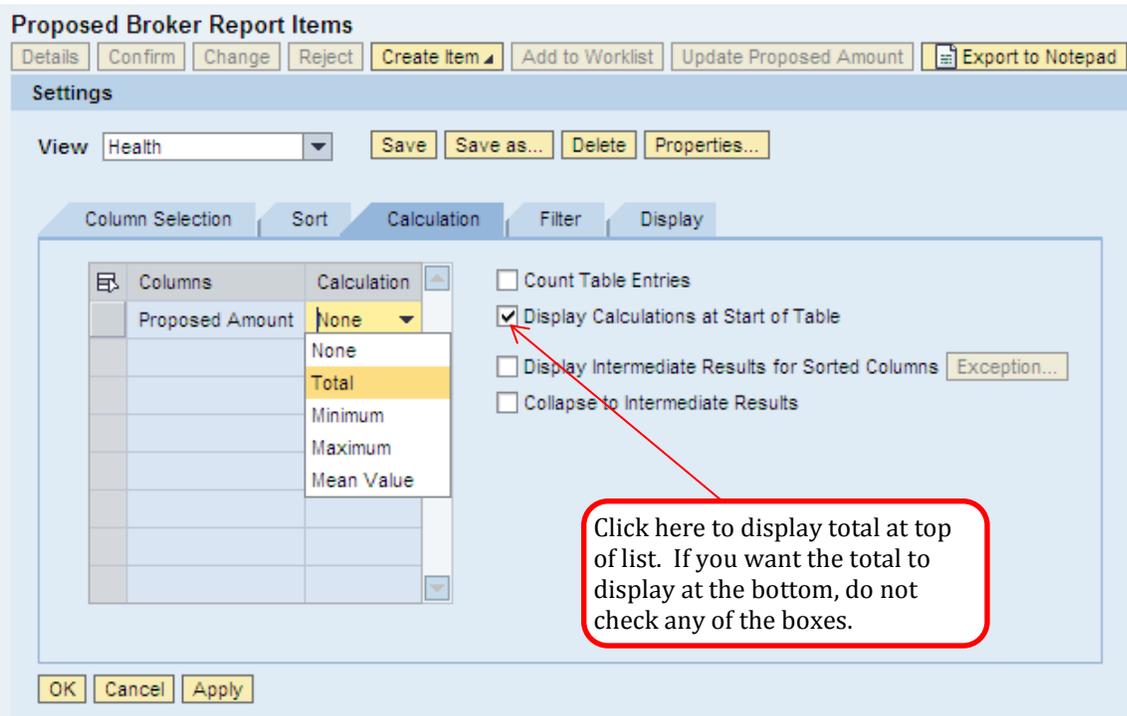


Find the column you wish to sort by in the *Unsorted Columns* list.

Highlight the column and click **Add** to move the column to the *Sorted Columns* list.

Click **Apply**.

The **Calculation** tab allows you to total the Proposed Amount column and display the total at the top or bottom of the list.



Click in the drop down box and choose **Total**.

To see the total at the top of your list, click on *Display Calculations at Start of Table*. Remove the checks from all other selections.

If you wish to display the total at the end of your list, remove the checks from all boxes.

Click **Apply**.

When entries are sorted and calculated, intermediate results may be displayed.

The Exception button allows you to choose the column for which you wish to see intermediate results when the list is sorted by more than one column.

In this example, the entries are sorted by Description (employee name) and Product. Intermediate results for both are displayed.

**Proposed Broker Report Items**

Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

**Settings**

View \* [Standard View] Save Save as... Delete Properties...

Column Selection Sort **Calculation** Filter Display

Columns	Calculation
Proposed Amount	Total

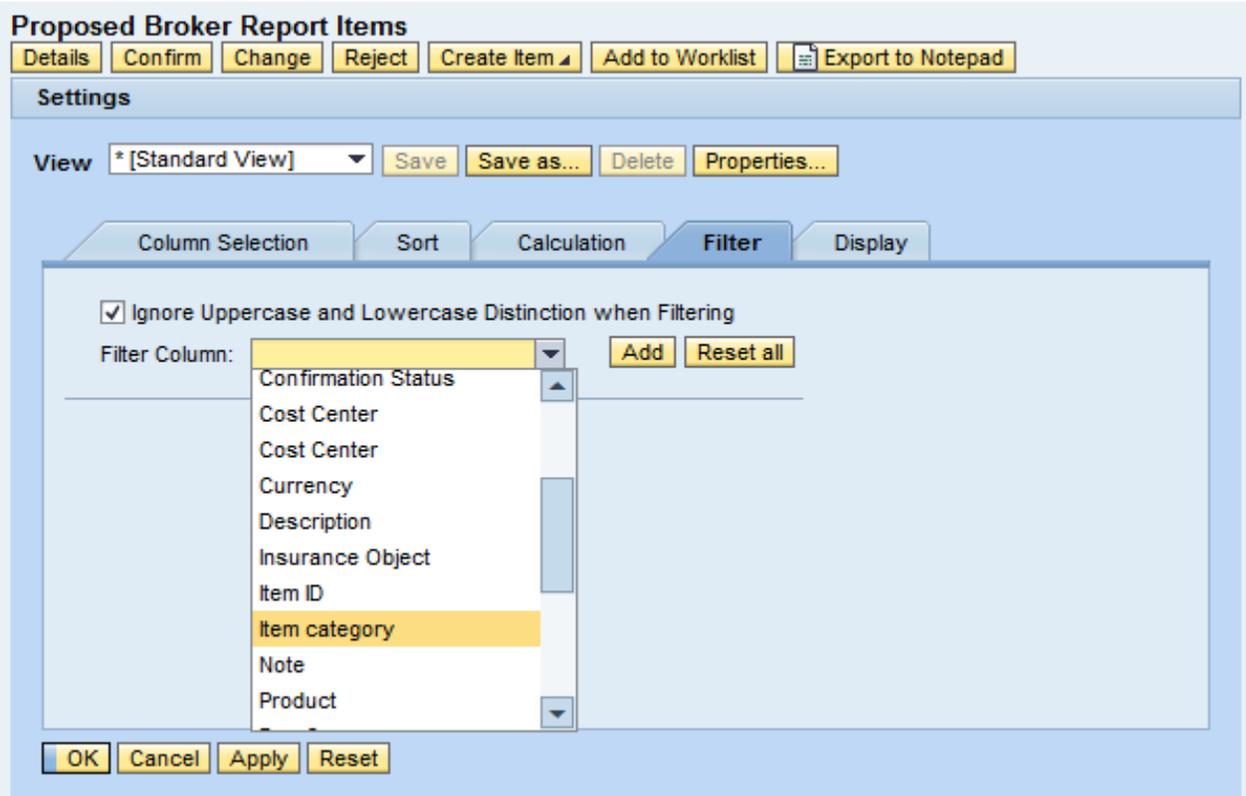
Count Table Entries  
 Display Calculations at Start of Table  
 Display Intermediate Results for Sorted Columns [Exception...](#)  
 Collapse to Intermediate Results

OK Cancel Apply Reset

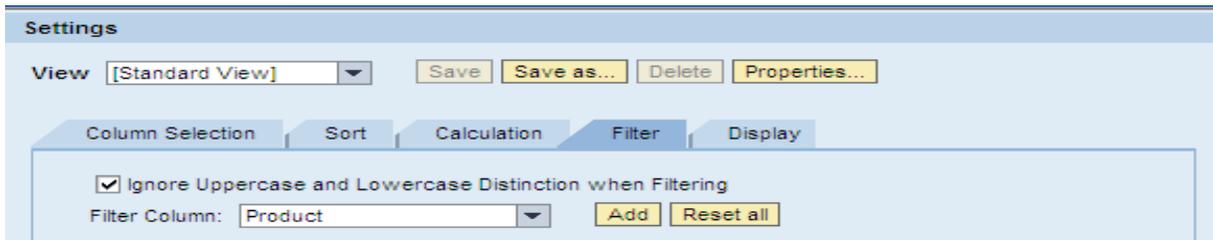
View: \* [Standard View] Display As: Table Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Cost Center	Reporting Broker	Note
		▲ [redacted]			• • 1,423.40			
24			04/01/2014	Waive Coverage with HRA	175.00	9200496697		<a href="#">Create</a>
25				Admin Provider Fee	5.36	9200496697		<a href="#">Create</a>
		▲ [redacted]	▲ 04/01/2014		• 180.36			
		▲ [redacted]			• • 180.36			
31			03/01/2014	LivingWellPPO Single(ER)	10.72	9200496697		<a href="#">Create</a>
		▲ [redacted]	▲ 03/01/2014		• 10.72			
32			04/01/2014	LivingWellPPO Single(ER)	699.28	9200496697		<a href="#">Create</a>
33				Admin Provider Fee	5.36	9200496697		<a href="#">Create</a>
		▲ [redacted]	▲ 04/01/2014		• 704.64			
		▲ [redacted]			• • 715.36			

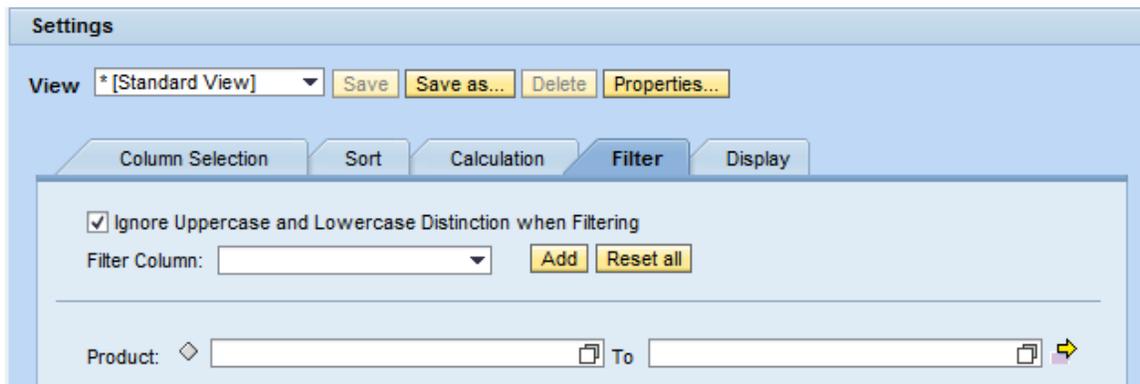
The **Filter** tab allows you to display selected insurance types.



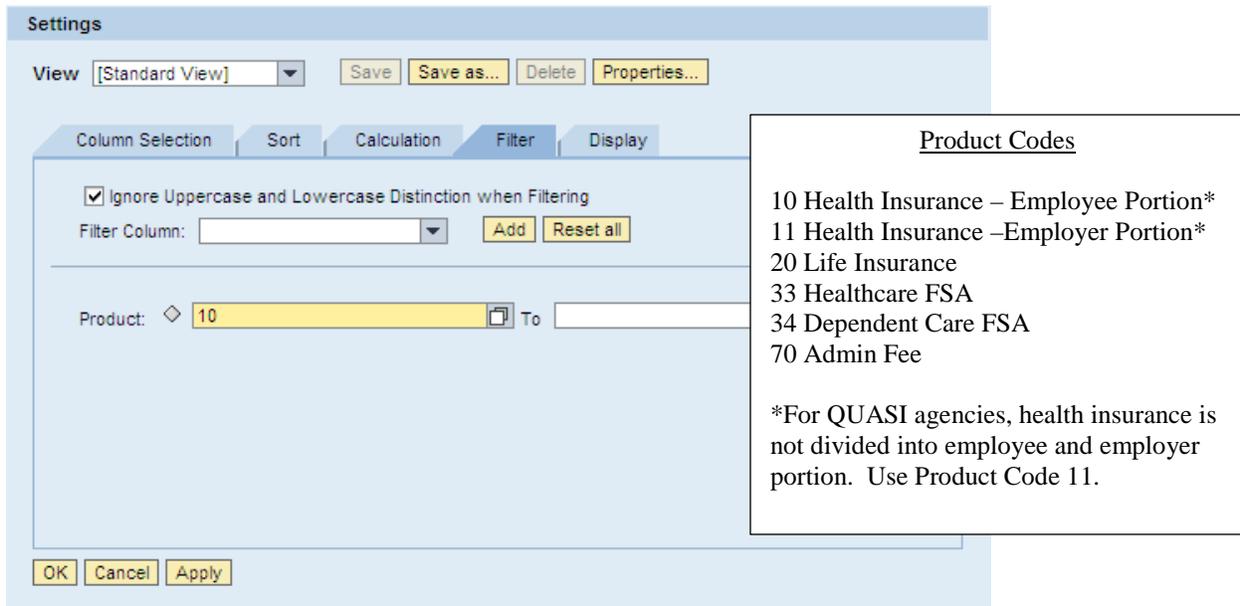
Scroll down in the Filter Column box, and click on **Product**.



Click Add. Product will disappear from the Filter Column box, 2 boxes will open.



In the first box to the right of **Product:** , type the number **10** to show only health insurance.



**Settings**

View [Standard View] Save Save as... Delete Properties...

Column Selection Sort Calculation **Filter** Display

Ignore Uppercase and Lowercase Distinction when Filtering

Filter Column: [ ] Add Reset all

Product:  10 To [ ]

**Product Codes**

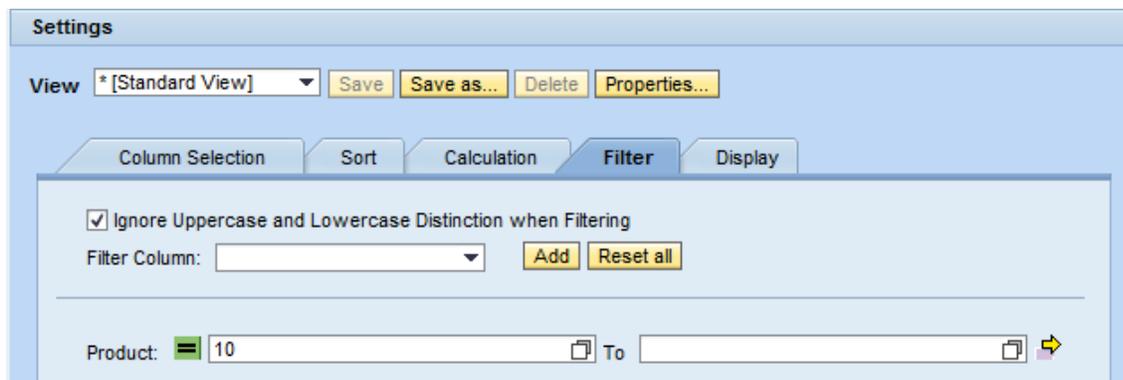
- 10 Health Insurance – Employee Portion\*
- 11 Health Insurance –Employer Portion\*
- 20 Life Insurance
- 33 Healthcare FSA
- 34 Dependent Care FSA
- 70 Admin Fee

\*For QUASI agencies, health insurance is not divided into employee and employer portion. Use Product Code 11.

OK Cancel Apply

Click **Apply**.

Click **Save As** to save the view. Enter a name into the Description box. In this case, we named the view “Health,” and click OK.



**Settings**

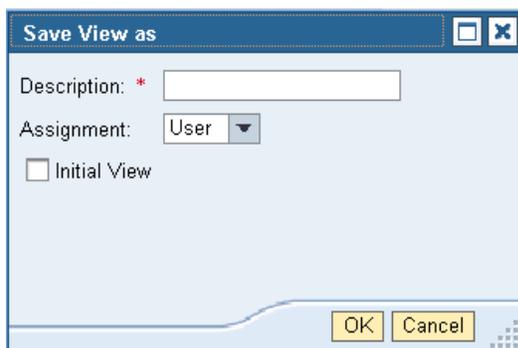
View \*[Standard View] Save Save as... Delete Properties...

Column Selection Sort Calculation **Filter** Display

Ignore Uppercase and Lowercase Distinction when Filtering

Filter Column: [ ] Add Reset all

Product:  10 To [ ] 



**Save View as**

Description: \* [ ]

Assignment: User

Initial View

OK Cancel

Clicking the **Initial View** checkbox will set this as user’s initial view. Whenever you open Proposed Items, this view will be the first view you see.

Initial View

To show only life insurance, change the 10 to **20**. Click **Apply** and **Save As** and enter an appropriate name in the Description Box, which will pop up after clicking Save As.

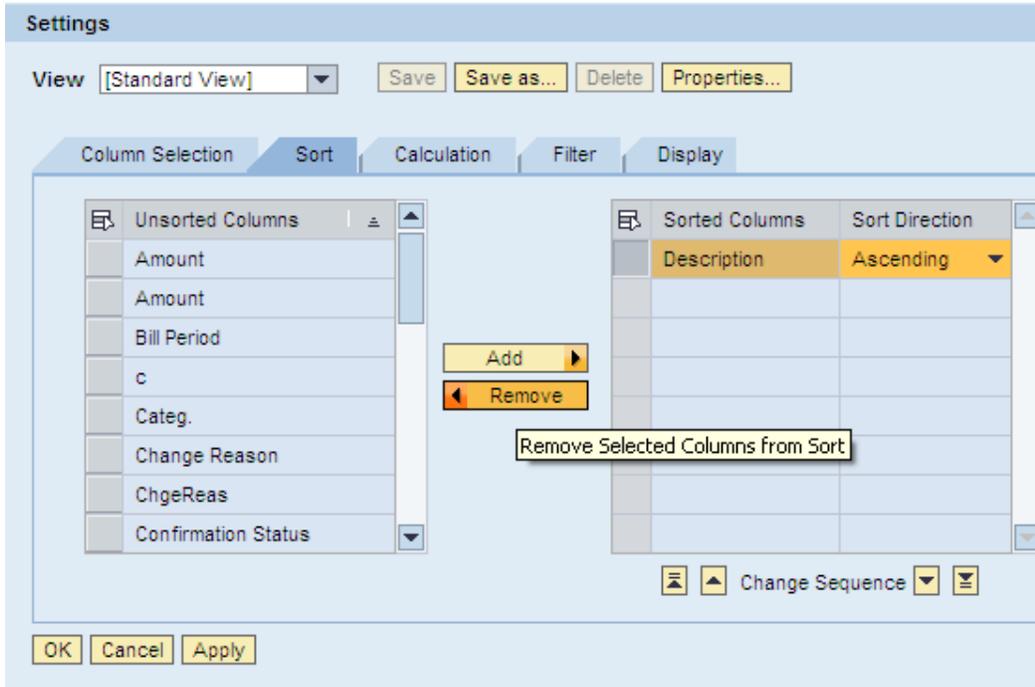
The screenshot shows the 'Settings' dialog box with the 'Filter' tab selected. At the top, there is a 'View' dropdown menu currently set to 'Standard View', followed by buttons for 'Save', 'Save as...', 'Delete', and 'Properties...'. Below this are tabs for 'Column Selection', 'Sort', 'Calculation', 'Filter', and 'Display'. The 'Filter' tab contains a checked checkbox for 'Ignore Uppercase and Lowercase Distinction when Filtering' and a 'Filter Column:' dropdown menu with 'Add' and 'Reset all' buttons. A horizontal line separates this from the 'Product:' section, which features a range selector with a diamond icon, a text box containing '20', a 'To' label, another text box, and a right-pointing arrow icon. At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

To show only FSA, change the 20 to **30**. In the “To” box, type 34. Click **Apply** and **Save As** and enter an appropriate name in the Description Box, which will pop up after clicking Save As.

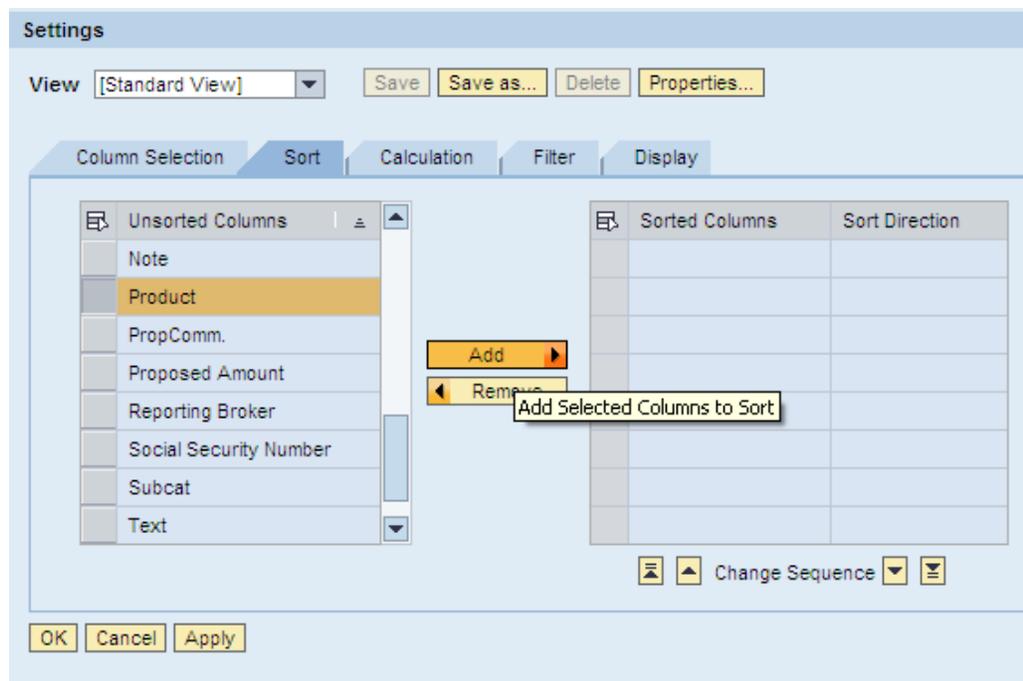
This screenshot shows the 'Settings' dialog box with the 'Filter' tab selected. The 'View' dropdown menu is now set to 'FSA'. The 'Filter Column:' dropdown menu remains empty. In the 'Product:' section, the range selector now shows a green icon, a text box with '30', a 'To' label, a text box with '34', and the right-pointing arrow icon. The 'OK', 'Cancel', and 'Apply' buttons are visible at the bottom.

Next, set up a view that shows a summary of Proposed Amounts.

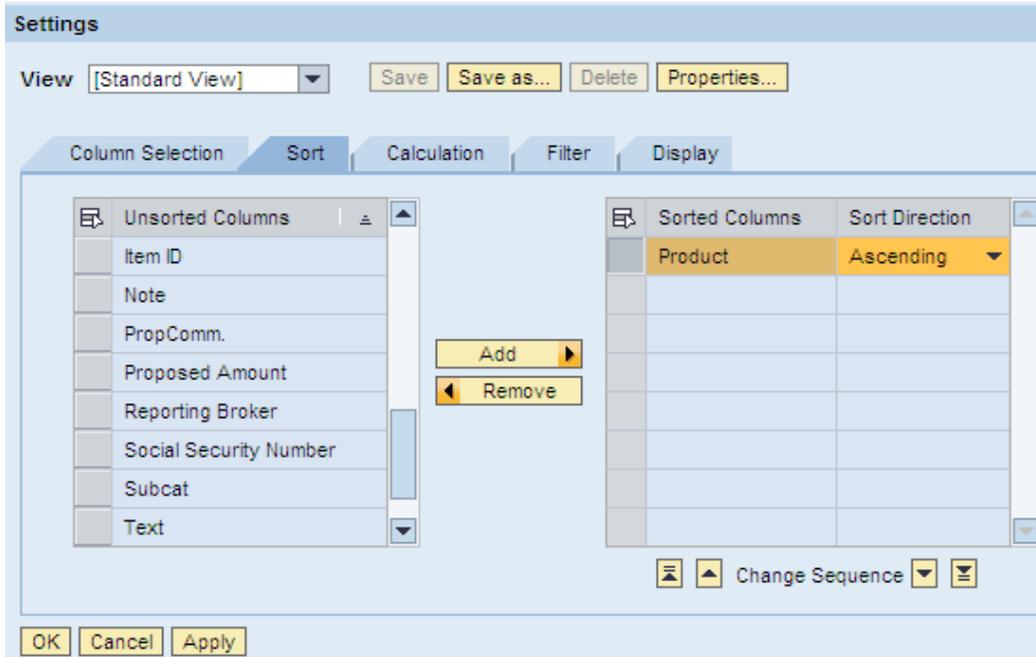
Click the **Sort** tab. If there are entries in the **Sorted Columns** field on the right side of the screen (as below), highlight the entry by clicking the gray box to the left and clicking on the **Remove** button.



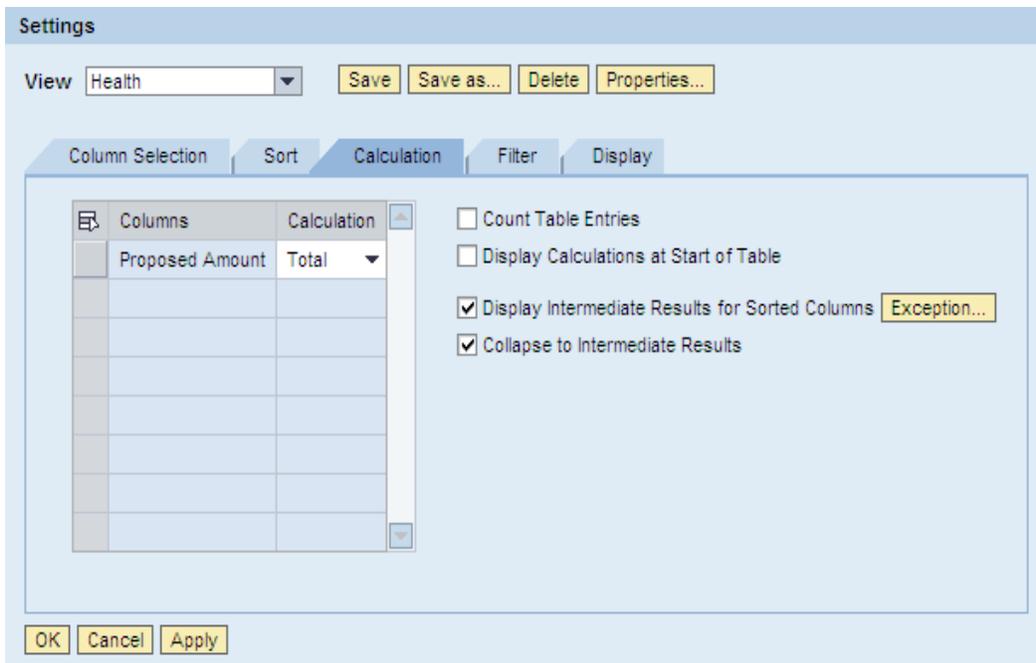
Scroll down in the Unsorted Columns on the left side and highlight **Product**. Click **Add**.



Entries will be sorted by Product code.

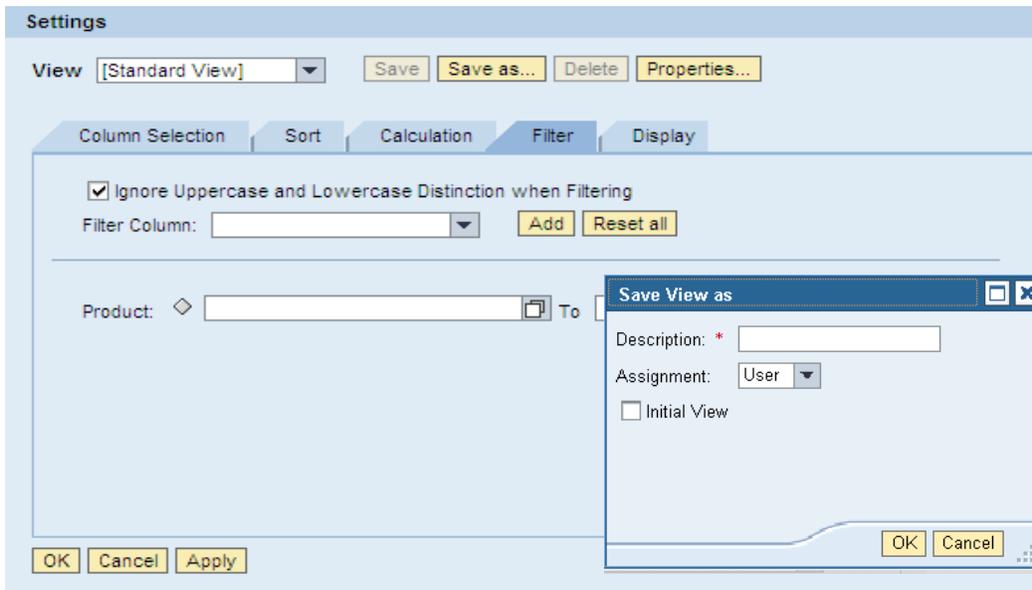


Click the **Calculation** tab. Check the *Display Intermediate Results for Sorted Columns* and the *Collapse to Intermediate Results* check boxes. Uncheck all other check boxes.



Click the **Filter** tab. Click *Reset All* to remove any filters.

Click **Apply**.



Click **Save As** and enter an appropriate name in the Description field of the box that pops up. This view shows totals for each Product.

**Proposed Amounts**  
 Total Premiums: 64,365.75 USD  
 Total: 64,365.75 USD

**Proposed Broker Report Items**  
 Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

View: totals only Display As: Table Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bi
					4.71-	
			10		60,205.26	
			20		911.80	
			30		2,236.90	
			33		683.17	
			34		333.33	
					64,365.75	

**Reminder:**

Credits are not associated with a Product code. They are on a separate line from Health, Life or FSA.

Insurance Object can be used to identify which Products have credits.

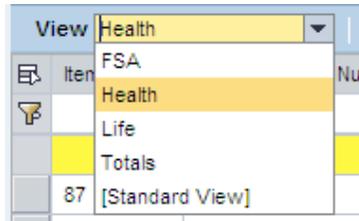
In Proposed Items this view can be used to get a quick idea of where the bill is off after you have finished working it.

In Processed items, if new items have been added to the broker bill, KHRIS will not know which Product they belong to. These items will be in a separate line in the Totals view and you'll have

to determine which category they belong with and add them to that total. These items will appear in the processed view on the New Tab.

In Processed Items on the All tab, customized views can be used to ensure that payment amounts for each Product, health insurance, life insurance and FSA match the amounts of the individual checks. Remember that each customized view must be created in each area (Proposed, Worklist, and Processed) that you wish to have customized views. The steps remain the same for each area.

To switch between customized views, drop down the View box and click desired view.



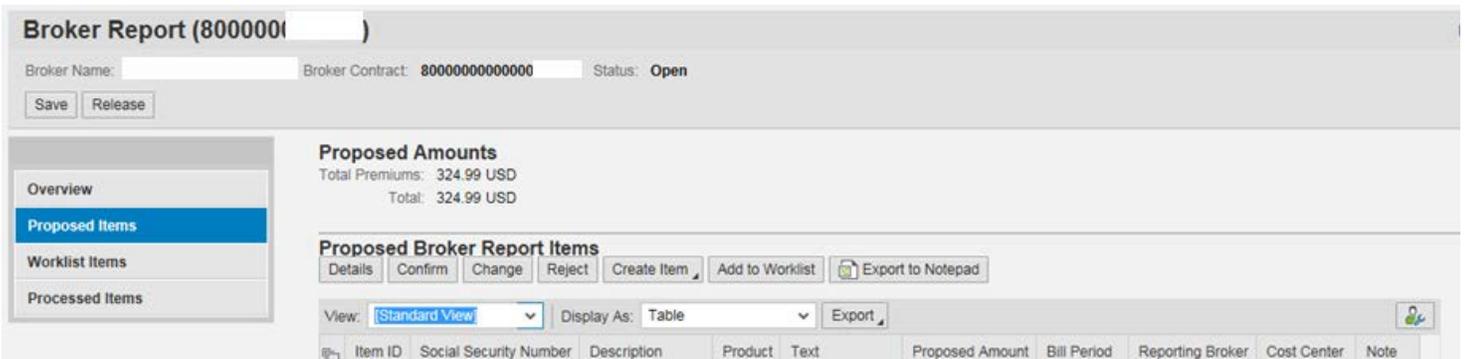
### ***Finding Credits on Broker Bills – Payment from Agency or Payment on Account***

It may be useful to set up a view that will show only Payments from Agency or Payments on Account in your Proposed Items.

Payments from Agency and Payments On Account entries are either credits or arrears.

1217		Payment from Agency	255.92-	1000000000000087107	10/18/2011
1218		Payment from Agency	345.48	1000000000000087107	11/16/2011

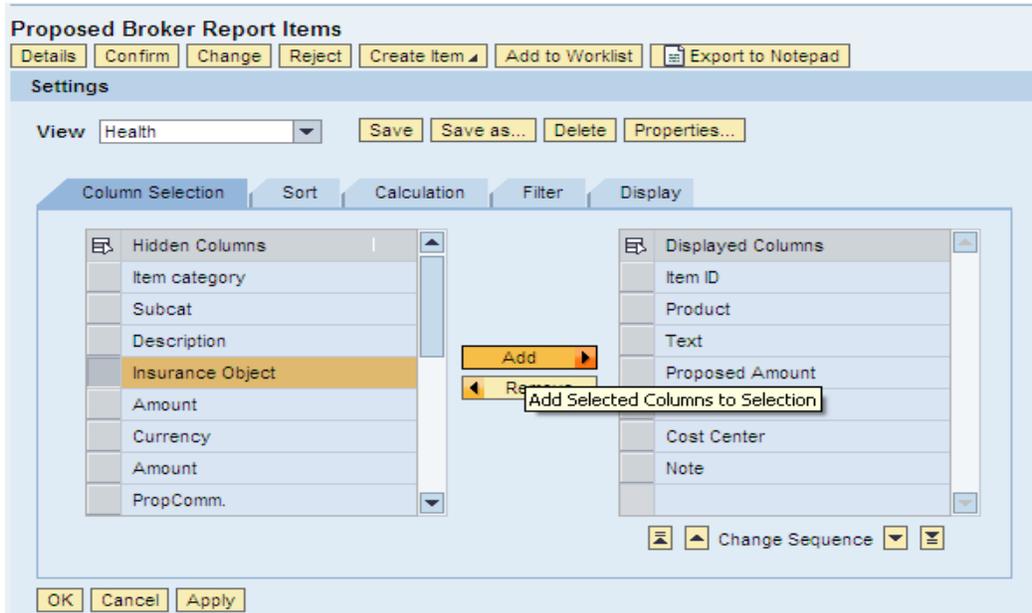
To set up this view, pull up **Standard View** in Proposed Items and click on **Settings**.



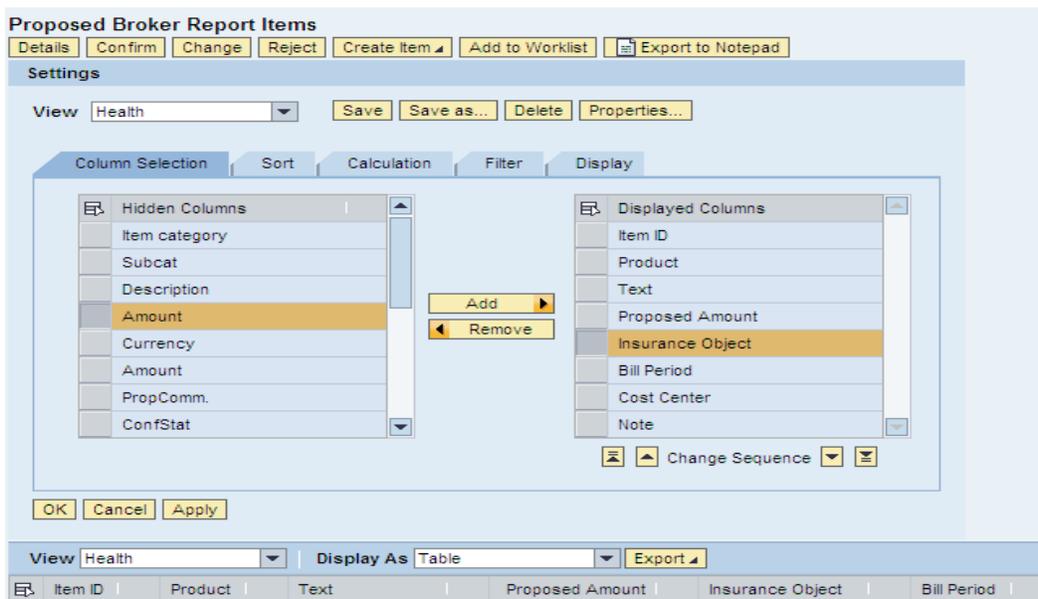
On **Column Selection** tab, make sure **Insurance Object** is listed in the *Displayed Columns*.

To add **Insurance Object** to Displayed Items:

- Click on **Insurance Object** in Hidden Columns list
- Click **Add**
- Click **Apply**



Since credits are not associated with a Product code, including **Insurance Object** on your view will help determine which Product the credit is for, health insurance, life insurance or FSA.



- Click on **Filter** tab
- Drop down **Filter Column** box
- Scroll down to **Text** and click on it
- Click **Add**

### Proposed Amounts

Total Premiums: 673,093.00 USD  
Total: 673,093.00 USD

### Proposed Broker Report Items

Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

#### Settings

View [Standard View] Save Save as... Delete Properties...

Column Selection Sort Calculation Filter Display

Ignore Uppercase and Lowercase Distinction when Filtering

Filter Column: [Dropdown] Add Reset all

- Item category
- Note
- Product
- PropComm.
- Proposed Amount
- Reporting Broker
- Social Security Number
- Subcat
- Text**
- Worklist

OK Cancel Apply

View [Standard View] Display As Table Export

Item ID	Product	Text	Proposed Amount	Bill Period	Cost Cen
---------	---------	------	-----------------	-------------	----------

- In the **Text** field, type “p\*”
- Click **Apply**
- Click **Save As** and enter a new name to save this view

### Proposed Broker Report Items

Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

#### Settings

View Health Save Save as... Delete Properties...

Column Selection Sort Calculation Filter Display

Ignore Uppercase and Lowercase Distinction when Filtering

Filter Column: [Dropdown] Add Reset all

Text: [p\*] To [ ]

OK Cancel Apply

View Health Display As Table Export

Item ID	Product	Text	Proposed Amount	Insurance Object	Bill Period
		p*			
1217		Payment from Agency	255.92-	1000000000000087107	10/18/2011
1218		Payment from Agency	345.48-	1000000000000087107	11/16/2011

Payments from Agency credits or arrears on broker bills are **NOT** tied to a specific Product: health insurance, life insurance or FSA. Adding Insurance Object to your view can help determine which Product has a credit.

Credits **are** tied to *individual employees*. Employee Names, SSN and Business Partner Numbers are not shown in the screen shot for purposes of HIPAA compliance.

It may also be helpful to set up this “credit only” view in **Processed Items** on the **Confirmed** or **All** tab.

# Reconciling Bills and Payments

## **Working/Processing Broker Bills**

The NCP KHRIS Operations Calendar lists all important events related to KHRIS, down times, payroll runs, bill generation dates, etc. The calendar can be accessed through the following link: <https://personnel.ky.gov/DHRA/OpsCalendar.pdf>

Working or processing the broker bill involves adding new entries or changing, rejecting, adding and confirming **Proposed Items** to move them to **Processed Items**. You must compare the bill entries to your payroll deduction file and make all changes, additions, or rejections so that the bill amount and the payment for health insurance, life insurance, and FSA are the same.

Work your broker bills in date order. Working bills out of date order may cause payments to be posted incorrectly.

The recommended method of working your bills is an employee-by-employee comparison of the broker bill and remittance/deduction amounts. This is the best method for finding differences. Compare each employee on the broker bill directly to the remittance/payroll deduction list to determine what changes will be needed to balance the broker bill and payment amount. Simply comparing the bill totals for health insurance, life insurance and FSA to the payment amounts for each does not guarantee that each employee's premium will be paid correctly when the payment is posted.

As you work the bill and save changes to individual items, they will be moved from Proposed Items to Processed Items, and the completion rate will change.

After all changes have been made and all other items confirmed, the **Overview** screen will also show the total payment Amount. The payment amount may not match the Proposed Amount.

All items on the broker report must be processed before the bill can be released.

***It is imperative that payment amounts listed on the broker bill for each employee match the amount deducted from payroll for that employee or the amount that employee is paying by personal check.***

To choose the bill that you wish to process, click in the gray square to the left of the report number, then click Process Broker Report to open bill.

\*If you prefer one-step opening, click on the Broker Report Number.

Broker Report Overview							
Open Broker Reports		All Broker Reports					
Process Broker Report		Refresh List					
Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on
800000063290	20160510JT02	Open	05/17/2016	05/31/2016	8000000000000000063	05/10/2016	05/10/2016
800000062815	20160510JT01	Open	05/03/2016	05/16/2016	8000000000000000063	05/10/2016	05/10/2016

The broker bill will open in a new window on the Overview screen.

https://khris.ky.gov/?I\_REPORT=800000063309# - Processing of Broker Reports - Windows Internet Explorer provided by Personnel C

### Broker Report (800000063309)

Broker Name:  Broker Contract: 8000000000000000063 Status: **Open**

**Overview**

Proposed Items

Worklist Items

Processed Items

#### Broker Report Status

Status: Open Search Term: 20160510JT02  
 Created on: 05/10/2016 09:25:27 Changed on: 05/10/2016 09:25:27  
 Changed by: JWW0069

---

The proposals offset the report amounts against the proposed amounts.

Item category	Amount	Proposed Amount	Currency
Premium	0.00	67,516.27	USD
<b>Total</b>	<b>0.00</b>	<b>67,516.27</b>	<b>USD</b>

---

The processing status offsets the already processed broker report items against the total number of broker report items. This table tells you how many broker report items you have to process in this settlement period.

Item category	Items	Processed Items	Percentage of completion
Premium	706	0	0% <input type="text"/>
<b>Total</b>	<b>706</b>	<b>0</b>	<b>0%</b> <input type="text"/>

To begin working the bill, click on **Proposed Items** on left side of screen.

**Proposed Amounts**  
 Total Premiums: 67,516.27 USD  
 Total: 67,516.27 USD

**Proposed Broker Report Items**  
 Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

View: Health Display As: Table Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
					<b>65,072.19</b>				
1			10	LivingWellPPO Single(EE)	119.98	05/01/2016		9200100485	Create
4			10	LivingWellCDHP Family(EE)	337.98	05/01/2016		9200100485	Create
5			10	LivingWellPPO Single(EE)	79.98	05/01/2016		9200100485	Create
7			10	LivingWellPPO Single(EE)	23.97	04/01/2016		9200100485	Create
8			10	LivingWellPPO Single(EE)	79.98	05/01/2016		9200100485	Create
9			10	LivingWellCDHP Single(EE)	47.98	05/01/2016		9200100485	Create

The broker bill can be worked in any order you wish. You may work FSA first, then life insurance and leave health insurance for last. You may want to make all the necessary changes first, and then reject employees who are not paying and add new entries. Confirming all unchanged entries can be saved for last. Or you can confirm all unchanged entries line by line first, and then make changes. Rejections and additions can be done last. The order in which you work your bill is up to you.

Bills can be viewed in the Standard View which shows all entries or customized so that only health, life or FSA is displayed. It may be beneficial to set up customized views of your bill if you have more than one type of billing. The views you set up will only apply to you. Each user must set up their customized views. No other user can see your views.

### **SAVE YOUR WORK OFTEN**

Click the **Save** button at the top left of the screen often. It doesn't hurt to Save after each change, addition or rejection. The KHRIS portal may time out after periods of inactivity (or during periods of activity). Unsaved changes will be lost. **Always** save before you close the broker report.

**School board** employees and board members who do not pay an employee contribution for health insurance or who waive coverage will not be listed on the board's broker bills. KDE pays the state contribution and admin fees for school board employees. Please do not add these employees.

For **Health Departments** and **QUASI agencies**, all eligible employees, including those who do not pay an employee contribution and those who waive coverage should appear on the broker bill. For employees who waive coverage with no HRA, only an administrative fee will be listed on the broker bill. If these employees do not appear on the bill, please add them. Any employee who pays ahead in full will not appear on the bill for the month that was paid in advance.

Employees who make a partial payment for a future month will only show the balance on the bill. KHRIS applies those credits automatically.

Payments from Agency or Payments on Account on your broker bills are one of two things:

1. **Credits** for overpayments KHRIS thinks an employee has made.
  - Credits will be shown as negative amounts, such as -30.76, -192.40
2. **Arrears** that are caused by **credits taken in error or that are not due back to employee**.
  - Arrears of this type will be positive amounts, such as 36.54, 96.20, not negative amounts.

KHRIS automatically applies any credit amount to the next month's premium. In KHRIS, this is known as "clearing" the credit.

When KHRIS uses an employee's overpayment to clear their next bill, if there is a balance left and that balance is not enough to cover a full month's premium, that amount will be listed on the broker bill as a Payment from Agency or Payment on Account (credit).

**Payments from Agency and Payments on Account are NOT assigned a Product code.**

Payments from Agency and Payments on Account are not identified as health insurance, life insurance or FSA. The entries are tied to individual employees, but not to a specific Product. The Insurance Object can be used to identify which Products have credits.

If you export your customized views for health insurance, life insurance, or FSA to Excel, the credits will not be exported because they have no Product code.

Credits can easily be confirmed in error if you work all your changes, additions and rejections then confirm all remaining entries in the Standard View.

**Be sure to check Proposed Items to see if there are credits on your broker bill before you work it. Before you release your bill, check the Confirmed tab in Processed Items to ensure that no credits have been confirmed by mistake.**

There is an easy way to check for credits on broker bills if you do not wish to have a separate credit only view:

- In Proposed Items, pull up Standard View
- Click on the column heading for Text
- Click (User Defined Filter)

### Proposed Amounts

Total Premiums: 0.00 USD  
Total: 0.00 USD

### Proposed Broker Report Items

Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

View: [Standard View] Display As: Table Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note

Sort in Ascending Order  
Sort in Descending Order  
(All)  
(User-Defined Filter...)

- Type "p\*" and hit enter or click Filter.

### Proposed Amounts

Total Premiums: 67,516.27 USD  
Total: 67,516.27 USD

### Proposed Broker Report Items

Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

View: Health Display As: Table Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount
					65,072.19
1					19.98
4					37.98
5					79.98
7					23.97
8					79.98
9					47.98
11					87.98

#### Custom Filter

Use \* to Represent Character Strings

Filter By

Text: p\*

Filter Cancel

The screenshot below shows Payments from Agency in Proposed Items on the bill.

**Proposed Amounts**  
 Total Premiums: 67,516.27 USD  
 Total: 67,516.27 USD

**Proposed Broker Report Items**  
 Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

View: \* [Standard View] Display As: Table Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
189				Payment from Agency	79.98-	03/16/2016			Create
568				Payment from Agency	12.98-	03/16/2016			Create
612				Payment from Agency	12.98-	03/16/2016			Create
628				Payment from Agency	12.98-	03/16/2016			Create
668				Payment from Agency	12.98-	03/16/2016			Create
676				Payment from Agency	2.13-	03/16/2016			Create

“Payment from Agency” entries are credits. Notice that there is no Product code.

*Research credits to confirm that the employee did in fact overpay before refunding the employee and taking credits on your broker bill. PBB will not be able to issue refunds for any credits that are taken on broker bills.*

Taking a credit for employees who KHRIS thinks did not overpay will cause arrears to show on broker bills. This can happen for different reasons, but may be caused by QEs.

Example:

An employee has LivingWell CDHP-Family coverage. His spouse gains employment and becomes eligible for KEHP. They begin the cross-reference payment option on 5/1/16.

- There is a problem which delays processing of the cross-reference application and the change is not entered in KHRIS until 7/14/16, even though cross-reference became effective 5/1/16.
- For May, the employee pays the full Family rate, \$337.98.
- For June the employee pays the cross-reference rate, \$79.98, and the agency refunds him \$258 for the difference between full Family and cross-reference for May.
- At the time the June bill is released and payment is made, KHRIS does not know the employee has changed from full Family to cross-reference payment option so the system expects a payment of \$337.98 for both May and June.
- KHRIS thinks the employee was not due a refund. Arrears will show on the July broker bill as a Payment from Agency in the amount of \$258.
- IC/BL should reject those arrears Payment from Agency entries until enrollment is corrected and billing catches up with enrollment.

**Remember that billing is driven by enrollment and past broker bill entries.**

- When changes such as QEs, terminations, reinstatements, or corrections are made in Benefits Administration, i.e. enrollment information, changes may occur on broker bills.
- Errors in enrollment will cause errors on broker bills.
  - Incorrect dates in enrollment will cause employees to be listed incorrectly on broker bills.
  - Processing plans “out of sequence” will cause employees to be listed incorrectly on broker bills.
- Incorrect entries on prior broker bills will cause inaccurate credits or arrears.

*It is very important for each agency to closely check their broker bill each month to determine that individual employees are billed the correct premium amount.*

Reconciling your broker bill to the remittance file or payroll deduction list involves comparing the amounts deducted from employee’s pay to the Proposed Amounts listed on the broker bill to determine changes that need to be made to the bill.

- School boards will need to reconcile broker bills to their MUNIS remittance file.
- Health departments or QUASI agencies will need to reconcile their payroll deduction list to their payroll broker bill.

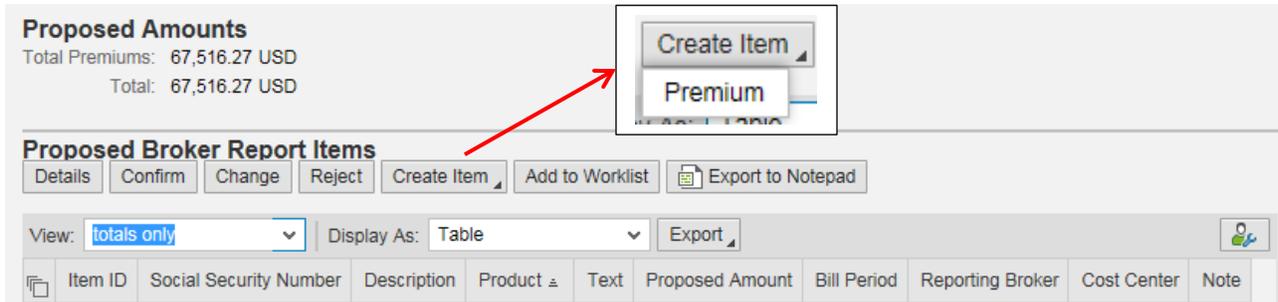
After you have compared the remittance or payroll deduction list to the broker bill export, it’s time to work the broker bill.

## Adding Employees to the Broker Bill

Open the Broker Report for your agency.

Select **Proposed Items**.

Click the **Create Item** button. A small tag will appear that says “Premium.” Click **Premium**.

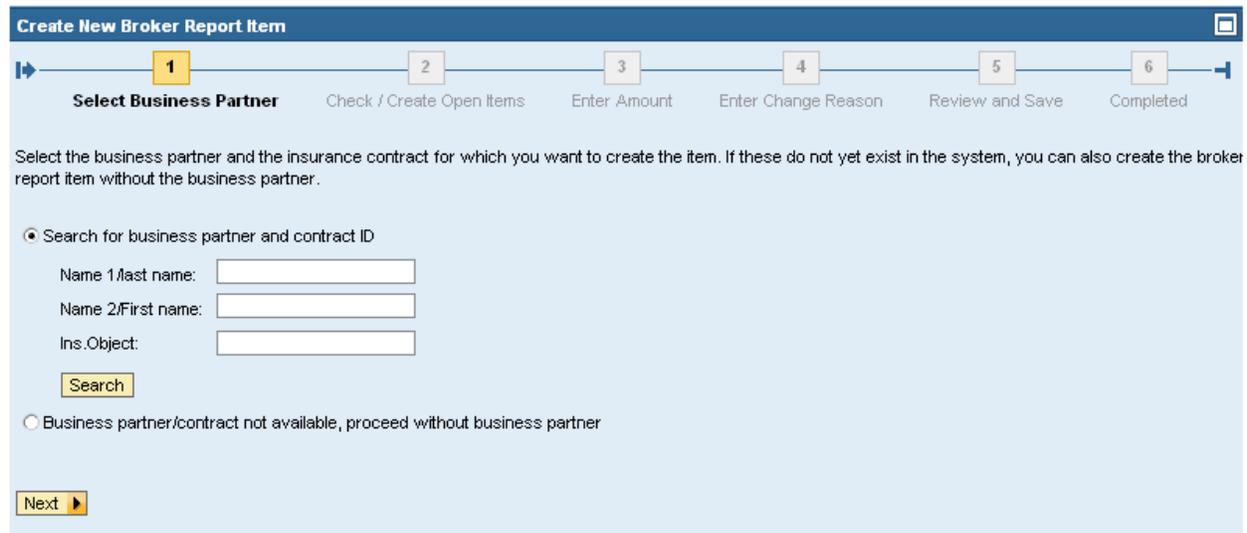


The screenshot shows a software interface with two main sections. The top section, titled "Proposed Amounts", displays "Total Premiums: 67,516.27 USD" and "Total: 67,516.27 USD". Below this is a section titled "Proposed Broker Report Items" with a toolbar containing buttons for "Details", "Confirm", "Change", "Reject", "Create Item", "Add to Worklist", and "Export to Notepad". A red arrow points to the "Create Item" button, which has a small dropdown menu showing "Premium". Below the toolbar are dropdown menus for "View: totals only" and "Display As: Table", along with an "Export" button. At the bottom, a table header is visible with columns: Item ID, Social Security Number, Description, Product, Text, Proposed Amount, Bill Period, Reporting Broker, Cost Center, and Note.

The screen shown below will open. Click in **Name 1/last name** and type the last name of the employee you wish to add to the bill. Tab and type employee’s first name in **Name 2/first name**.

- Do not enter Ins Object. Leave field blank.
- Do not click the “Business partner/contract not available” radio button.

Click **Search** and follow the wizard through the process



The screenshot shows a wizard titled "Create New Broker Report Item" with a progress bar at the top indicating six steps: 1. Select Business Partner, 2. Check / Create Open Items, 3. Enter Amount, 4. Enter Change Reason, 5. Review and Save, and 6. Completed. Step 1 is currently active. Below the progress bar, there is a text instruction: "Select the business partner and the insurance contract for which you want to create the item. If these do not yet exist in the system, you can also create the broker report item without the business partner." There are two radio button options: "Search for business partner and contract ID" (which is selected) and "Business partner/contract not available, proceed without business partner". Under the first option, there are three text input fields: "Name 1/last name:", "Name 2/First name:", and "Ins.Object:". A yellow "Search" button is located below these fields. At the bottom left, there is a "Next" button with a right-pointing arrow.

*Note: Employee’s names may be spelled differently in your payroll system than in KHRIS. Names may be hyphenated or contain apostrophes or spaces between syllables. Some employees may use maiden name in one system and married name in the other. Searches that are too restricted may not produce the desired result.*

- You may search last name by entering at least the first 3 letters of the name followed by an asterisk(\*), i.e. for Madison Jones, search Mad\* Jon\*. Searches that contain only the first three characters of a first or last name and an asterisk may time out. If at all possible, use both a first and last name.
- If searching for employee's first and last name doesn't find the correct employee, search only the employee's last name. If you have several employees with the same last name, you'll have to scroll through the list to find the correct one.

Verify that the correct employee and insurance object (IO) are selected. If you need to pick a different employee or IO, click the grey square to the left of name to highlight correct employee and insurance object.

Click **Next**.

**Create New Broker Report Item**

1 **Select Business Partner** 2 Check / Create Open Items 3 Enter Amount 4 Enter Change Reason 5 Review and Save 6 Completed

Select the business partner and the insurance contract for which you want to create the item. If these do not yet exist in the system, you can also create the broker report item without the business partner.

Search for business partner and contract ID

Name 1/last name:

Name 2/First name:

Ins.Object:

Select business partner using the buttons in the first table column

Description	Insurance Object	Description
John Doe	100000000123456	00146886 / Health Plan Employee

Business partner/contract not available, proceed without business partner

**It is very important to select the correct insurance object for the product you wish to add. DO NOT select an incorrect insurance object just to get the employee's money on the bill.**

Click **Enter Amount**. You can leave all fields blanks on this screen.

The screenshot shows the 'Create New Broker Report Item' window with a progress bar at the top. Step 2, 'Check / Create Open Items', is highlighted in yellow. Below the progress bar, there is a text prompt: 'You can search for open items for the business partner according to the selection criteria'. The form contains several input fields: 'Item Category', 'Bill Period', 'Cost Center' (with a search icon), and 'Display in currency' (set to 'USD'). A yellow button labeled 'Check for Open Items' is positioned below these fields. At the bottom, there are two navigation buttons: 'Previous' and 'Enter Amount'.

Click in **Amount** and enter payment amount. Do not enter any amount in Proposed Items (box should be grayed out). Click **Enter Change Reason**.

The screenshot shows the 'Create New Broker Report Item' window with the progress bar now at step 3, 'Enter Amount', which is highlighted in yellow. The text prompt reads: 'Enter the amount that you have collected/disbursed and also enter your retained commission.' There are two input fields: 'Amount' with the value '61.52' and 'USD', and 'Amount Proposal' with the value '0.00' and 'USD'. The 'Amount Proposal' field is grayed out. At the bottom, there are two navigation buttons: 'Previous' and 'Enter Change Reason'.

Drop down **Change Reason** and select the reason that best fits the situation. If none of the options fit the situation, click Other Permitted. You may enter a brief note.

Click **Review and Save**.

The screenshot shows the 'Create New Broker Report Item' window with the progress bar at step 4, 'Enter Change Reason', highlighted in yellow. The text prompt says: 'Select the reason for creating the broker report item. You can also enter a note for yourself or for the insurance processing clerk.' There is a dropdown menu for 'Change Reason' with 'Other permitted' selected. Below it is a text area for 'Note' containing the text 'Not on bill'. At the bottom, there are two navigation buttons: 'Previous' and 'Review and Save'.

**Review** entry for accuracy, Check Employee's name (next to Business Partner) and Payment amount (next to Reported Amount).

If entry is correct, click **Save**.

The screenshot shows a software window titled "Create New Broker Report Item" with a progress bar at the top. The progress bar has six steps: 1. Select Business Partner, 2. Check / Create Open Items, 3. Enter Amount, 4. Enter Change Reason, 5. Review and Save (highlighted in yellow), and 6. Completed. Below the progress bar, there is a message: "Check your entries in the overview, and choose 'Save'." The main area contains several fields: "Insurance Object Category:" and "Social Security Number:" (both empty); "Item cat.: Premium" and "Change Reason: Other permitted"; "Business Partner:" (with a white input box) and "Customer Contract ID:" (with a white input box); "Item Category:", "Bill Period:", and "Cost Center:" (all empty); "Currency: USD", "Reported Amount: 61.52", and "Total Proposed Amount: 0.00". On the right, there is a "Note:" field containing the text "Not on bill". At the bottom left, there are two buttons: "Previous" and "Save".

Do not Close or  out of screen until you see message verifying that an entry has been added.

 An item has been created and will appear on the new item tab page.

At this point, you may click [Create another item from Premium category](#) to add further entries. Or you may close Create New Broker Report item by clicking the  in top right corner.

The screenshot shows the same software window, but now the progress bar step 6 "Completed" is highlighted in yellow. The message "An item has been created and will appear on the new item tab page." is displayed at the top. Below this, the text "What do you want to do next?" is shown. A red arrow points to a button labeled "Create another item from Premium category" which is highlighted with a white border. At the bottom left, there is a smaller, dimmed version of the same button labeled "Create another item from Premium category".

**New** (added) items can be found on the **New** tab in Processed Items.

The screenshot shows a software interface with a tabbed menu at the top. The tabs are: Confirmed (0), With Change (0), Rejected (0), **New (1)**, and All (1). Below the tabs is a toolbar with buttons for Details, Delete, and Export to Notepad. A message states: "Contains broker report items that you have created. You can delete new items." Below this is a control bar with "View" set to "New", "Display As" set to "Table", and an "Export" button. A table below contains one row of data:

Item ID	Description	Amount	Product	Text
109	<a href="#">John Doe</a>	61.52		

## Changing the Broker Bill

When an employee's payment amount is different from the Proposed Amount on the broker bill, their bill entry should be changed.

Changing an item removes the Proposed Item and places the item in Processed Items on the With Change tab.

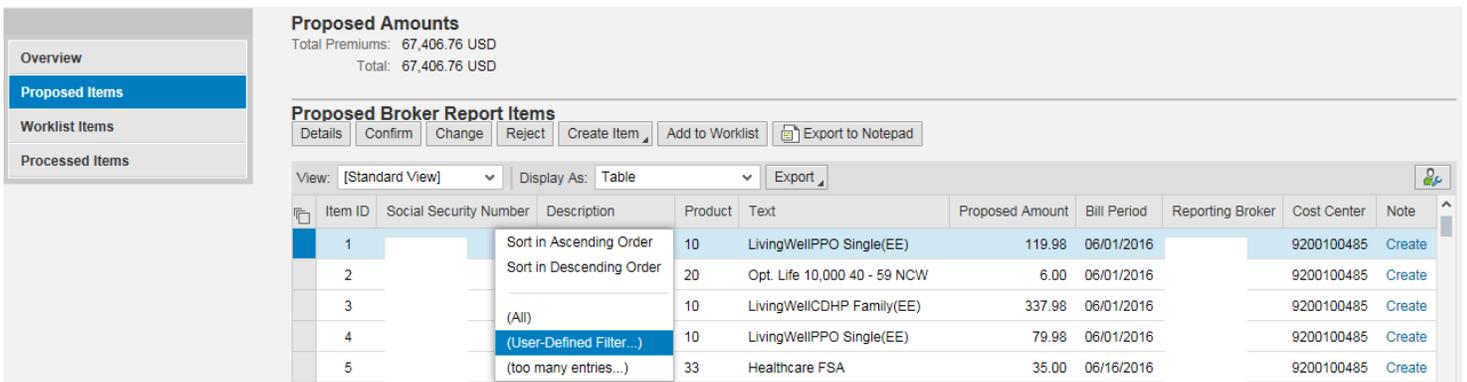
- Proposed amounts may be increased due to QEs or if an employee wishes to pay ahead.
  - If an employee pays one month in advance, they will not be listed on the next broker bill. KHRIS will automatically credit the payment to the next month.
- Proposed amounts may be decreased due to QEs or partial payroll deductions.

**Note:** No change to the broker bill is necessary for an employee who wishes to make a partial payment by payroll deduction and pay the balance of their premium by personal check. Ensure that the total of the deduction and personal check add up to the full premium due and confirm their entry.

If the employee is only making a partial payment, their broker bill entry should be changed to reflect the actual amount you will be sending for them.

To change a **Proposed Amount**:

- Click on **Description**
- Click **(User-Defined Filter...)**



The screenshot displays the 'Proposed Amounts' section of a software interface. On the left, a sidebar contains navigation tabs: 'Overview', 'Proposed Items' (highlighted), 'Worklist Items', and 'Processed Items'. The main area is titled 'Proposed Amounts' and shows 'Total Premiums: 67,406.76 USD' and 'Total: 67,406.76 USD'. Below this is a section for 'Proposed Broker Report Items' with buttons for 'Details', 'Confirm', 'Change', 'Reject', 'Create Item', 'Add to Worklist', and 'Export to Notepad'. A table is shown with columns: Item ID, Social Security Number, Description, Product, Text, Proposed Amount, Bill Period, Reporting Broker, Cost Center, and Note. A context menu is open over the 'Description' column, showing options: 'Sort in Ascending Order', 'Sort in Descending Order', '(All)', '(User-Defined Filter...)' (highlighted), and '(too many entries...)'. The table contains five rows of data.

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
1		Sort in Ascending Order	10	LivingWellPPO Single(EE)	119.98	06/01/2016		9200100485	Create
2		Sort in Descending Order	20	Opt. Life 10,000 40 - 59 NCW	6.00	06/01/2016		9200100485	Create
3		(All)	10	LivingWellCDHP Family(EE)	337.98	06/01/2016		9200100485	Create
4		(User-Defined Filter...)	10	LivingWellPPO Single(EE)	79.98	06/01/2016		9200100485	Create
5		(too many entries...)	33	Healthcare FSA	35.00	06/16/2016		9200100485	Create

- Type employee's last name and an (\*), for example, Doe\* and hit Filter.

The screenshot shows the 'Proposed Broker Report Items' section of a software interface. A 'Custom Filter' dialog box is overlaid on the table. The dialog box contains the text 'Use \* to Represent Character Strings' and 'Filter By'. Below this, there is a text input field with the value 'Doe\*'. At the bottom of the dialog box are two buttons: 'Filter' and 'Cancel'. The background table shows columns for Item ID, Social Security Number, Description, Product, Text, and Proposed Amount. The first row is highlighted in blue.

Make sure the line is highlighted by clicking on the grey square to the left of their line.

- Click **Change**

The screenshot shows the 'Proposed Broker Report Items' section of the software interface. The first row of the table is highlighted in blue. The 'Change' button is visible in the top toolbar. The table has columns for Item ID, Social Security Number, Description, Product, Text, Proposed Amount, Bill Period, Reporting Broker, Cost Center, and Note. The first row contains the following data: Item ID: 1, Social Security Number: [blank], Description: Doe, John, Product: 10, Text: LivingWellPPO Single(EE), Proposed Amount: 119.98, Bill Period: 06/01/2016, Reporting Broker: 100001978, Cost Center: 9200100485, Note: Create.

Follow the wizard through change process.

- Click in the Amount box to change **Amount**. Enter the new amount that will be paid and click “Enter Change Reason” button.

**Change Broker Report Item**

1 Enter Amount      2 Enter Change Reason      3 Review and Confirm

Enter the amount that you have collected/disbursed and also enter your retained commission.

Amount:  USD

Amount Proposal:  USD

*Note: The amount in the Proposed Amount column does not change.*

- Select the appropriate **Change Reason** from the dropdown box. You may also enter a short Note if you wish.
- Click **Review and Confirm**.

**Change Broker Report Item**

1 Enter Amount      2 Enter Change Reason      3 Review and Confirm

Select the reason for creating the broker report item. You can also enter a note for yourself or for the insurance processing clerk.

Change Reason:

Note:

- **Review** for accuracy, if entry is correct, click **Confirm**.

**Change Broker Report Item**

1 Enter Amount      2 Enter Change Reason      3 **Review and Confirm**

Check your entries in the overview, and choose 'Confirm'.

Insurance Object Category: Health Plan Employee  
Social Security Number:

---

Item cat.: Premium  
Change Reason: Dep Becomes Inelig

---

Business Partner: Doe, John  
Customer Contract ID:

---

Item Category: 10  
Bill Period:  
Cost Center: 9200100485 06/01/2016

---

Currency: USD  
Reported Amount: 79.98  
Total Proposed Amount: 119.98

Note:  
Dep gained other group coverage

< Previous    Confirm

Close

Changed entries can be found on the **With Change** tab in **Processed Items**.

Confirmed (0)    **With Change (2)**    Rejected (0)    New (2)    All (4)

Details    Reset Item    Export to Notepad

## Rejecting Items from Broker Bill

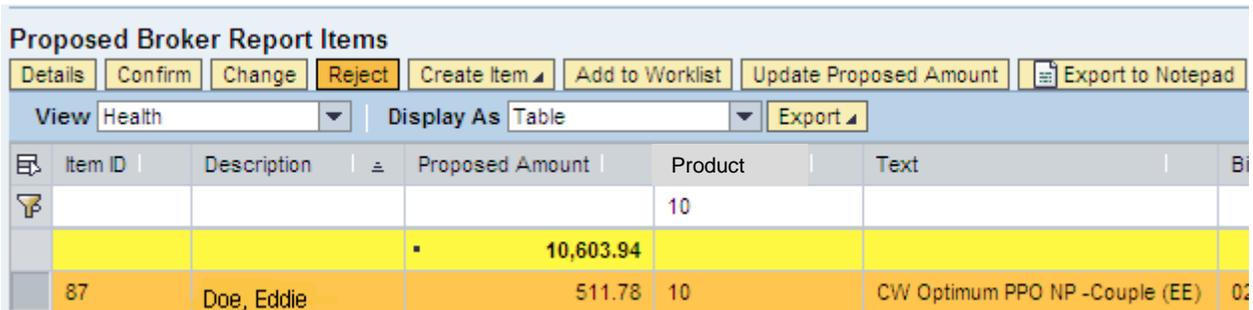
The **Reject** is used to remove employees who are not paying from the bill.

Rejecting an item removes it from Proposed Items and places it in Processed Items on the Rejected tab.

**Employees who do not pay should be rejected from the bill. Use the REJECT button. DO NOT change the amount to \$0.**

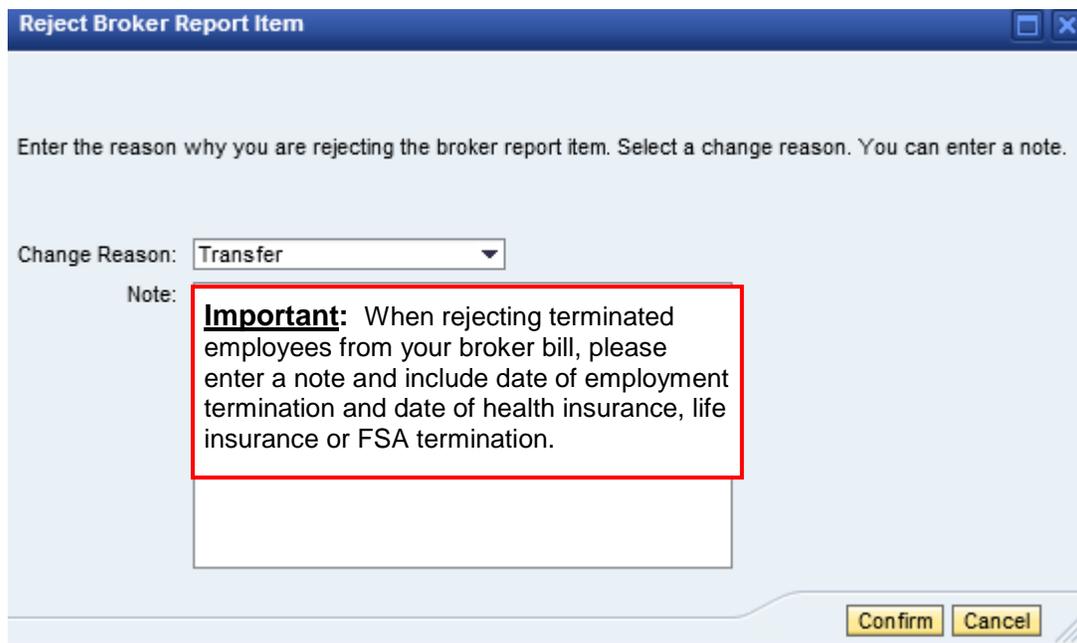
Go to Proposed Items in your web broker bill (Broker Report)

Highlight the employee's line item by clicking on the grey square to the left of their line. Click Reject and follow the wizard



Item ID	Description	Proposed Amount	Product	Text
87	Doe, Eddie	511.78	10	CW Optimum PPO NP -Couple (EE)

Select appropriate Change Reason for rejection and **Confirm**.



Reject Broker Report Item

Enter the reason why you are rejecting the broker report item. Select a change reason. You can enter a note.

Change Reason:

Note: **Important:** When rejecting terminated employees from your broker bill, please enter a note and include date of employment termination and date of health insurance, life insurance or FSA termination.

Rejected Items can be viewed in Processed Items on Rejected tab.

Confirmed (0)   With Change (2)   Rejected (1)   New (2)   All (5)						
Details   Reset Item   Export to Notepad						
Contains proposed broker report items that you have rejected.						
View Rejected   Display As Table   Export						
Item ID	Description	Product	Ext	Proposed Amount	Bill Per	
87	Doe, Eddie	10	CW Optimum PPO NP -Couple (EE)	511.78	02/01/2	

Items that are rejected in error may be returned to Proposed Items in the same way changed items are reset.

#### In Processed Items on Rejected tab

- Highlight Item
- Click Reset Item button
- Return to Proposed Items and change or confirm item

## Confirming Unchanged Proposed Items

All Proposed Items and Worklist Items must be processed before the broker bill can be released.

Items may be confirmed one at a time or multiple lines may be selected. To select multiple lines, click one line to highlight it, hold down control key and click each additional line to be confirmed. If you wish to select a number of lines that are contiguous to each other, select the first record to be selected, then hold down the Shift key and select the last record to be selected. All records in between will also be selected.

After all necessary changes to Proposed Items/Worklist Items have been made; use the Table Selection Menu to select all remaining line items. Then confirm the entries.

Click Table Selection Menu button  .

Click **Select All**.

**Proposed Broker Report Items**

Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

View: [Standard View] Display As: Table Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
Select All		Doe, Eddie	10	LivingWellPPO Secondary(EE)	152.98	05/01/2014		9200100071	Create
Deselect All		Doe, Jeff	10	LivingWellPPO Single(EE)	79.98	05/01/2014		9200100071	Create

All entries have been selected.

Click Confirm.

**Proposed Broker Report Items**

Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

View: [Standard View] Display As: Table Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note
1			10	LivingWellPPO Secondary(EE)	152.98	05/01/2014		9200100071	Create
2			10	LivingWellPPO Single(EE)	79.98	05/01/2014		9200100071	Create
3			10	LivingWellCDHP Secondary(EE)	77.98	05/01/2014		9200100071	Create
4			20	Dependent Plan B NCW	6.20	05/01/2014		9200100071	Create
5			10	LivingWellCDHP Single(EE)	47.98	05/01/2014		9200100071	Create
6			10	LivingWellPPO Secondary(EE)	152.98	05/01/2014		9200100071	Create
7			10	LivingWellPPO Prime(EE)	152.98	05/01/2014		9200100071	Create
8			10	LivingWellPPO ParentPlus(EE)	227.98	05/01/2014		9200100071	Create

All items in **Proposed Items** have now been moved to the Confirmed tab in **Processed Items**, this view is now empty.

**Proposed Broker Report Items**

Details Confirm Change Reject Create Item Add to Worklist Export to Notepad

View: [Standard View] | Display As: Table | Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker	Cost Center	Note

The “Confirmed” items selected in the previous step can be found in **Processed Items** on the Confirmed tab.

**Confirmed (87)** | With Change (4) | Rejected (0) | New (2) | All (93)

Details Reset Item Export to Notepad

Contains proposed broker report items that you have confirmed.

View: [Standard View] | Display As: Table | Export

Item ID	Social Security Number	Description	Product	Text	Proposed Amount	Bill Period	Reporting Broker
1			33	Healthcare FSA NCW	15.00	05/01/2014	
3			34	Dependent Care FSA NCW	208.33	05/01/2014	
4			33	Healthcare FSA NCW	104.17	05/01/2014	
5			33	Healthcare FSA NCW	8.33	05/01/2014	
6			33	Healthcare FSA NCW	37.50	05/01/2014	
7			33	Healthcare FSA NCW	15.00	05/01/2014	
8			33	Healthcare FSA NCW	58.33	05/01/2014	
9			33	Healthcare FSA NCW	6.25	05/01/2014	
10			33	Healthcare FSA NCW	68.75	05/01/2014	

**Remember to save your work often by clicking the Save button in upper left corner.** If the portal times out, unsaved changes will be lost.

**Broker Report (800000000170)**

Broker Name:  Broker Contract: 80000000

---

Report is saved

Overview

## Resetting Processed Items

Processed Items may have been changed incorrectly or confirmed in error. These items can be reset for correction.

Resetting a Processed Item sends it back to Proposed Items.

Items must be reset from the **Confirmed**, **With Changes**, **Rejected** or **New** tab. Even though all Items are included on the All tab, items cannot be reset from the All tab.

Go to correct tab in Processed Items.

Highlight the “incorrect”.

Click **Reset Item**.

Confirmed (0) | **With Change (2)** | Rejected (0) | New (2) | All (4)

Details | **Reset Item** | Export to Notepad

Contains proposed broker report items for which you changed the reported amount.

View Changed | Display As Table | Export

Item ID	Description	Amount	Product	Text	Proposed Amount
53	Doe, Charlie	51.74	10	CW Capitol NP-Parent Plus (EE)	156.98
96	Doe, Joker	156.98	10	CW Optimum PPO NP -Couple (EE)	511.78

Go back to Proposed Items and make the necessary correction.

Corrected:

Confirmed (86) | **With Change (2)** | Rejected (1) | New (2) | All (91)

Details | **Reset Item** | Export to Notepad

Contains proposed broker report items for which you changed the reported amount.

View Changed | Display As Table | Export

Item ID	Description	Amount	Product	Text	Proposed Amount
53	Doe, Charlie	51.74	10	CW Capitol NP-Parent Plus (EE)	156.98
96	Doe, Joker	192.40	10	CW Optimum PPO NP -Couple (EE)	511.78

## Placing Items on the Worklist

Proposed Items that can't be worked immediately can be placed on the **Worklist** to prevent accidental confirmation.

If an employee wishes to pay all or a portion of their premium by personal check, that employee can be placed on the worklist until their personal check has been received.

To place an item on the **Worklist**:

- Go to Proposed Items. Highlight the item.
- Click the **Add to Worklist** button.

**Proposed Broker Report Items**

Details Confirm Change Reject Create Item Add to Worklist Update Proposed Amount Export to Notepad

View Health Display As Table Export

Item ID	Description	Proposed Amount	Item	Product	Bill Period
		10,092.16	10		
99	<a href="#">Doe, Jane</a>	61.52	10	CW Optimum PPO NP -Single (EE)	02/01/2011

Worklist items must be processed before the broker bill can be released.

Worklist items can be changed or rejected the same way Proposed Items are changed or rejected.

**Worklist for Broker Report Items**

Details Confirm Change Reject Create Item Remove from Worklist Update Proposed Amount Export to Notepad

View [Standard View] Display As Table Export

Item ID	Social Security Number	Description	Item	Product	Proposed Amount
99	<a href="#">123456789</a>	<a href="#">Doe, Jane</a>	10	CW Optimum PPO NP -Single (EE)	61.52

**Worklist Items** can be accessed by clicking on Worklist Items.

**Broker Report (800000000190)**

Broker Name: PARI Contract: 8000 Status: Open

Save Release

Overview  
Proposed Items  
**Worklist Items**  
Processed Items

**Proposed Amounts**  
Total Premiums: 3.75 USD  
Total: 3.75 USD

**Worklist for Broker Report Items**

Details Confirm Change Reject Create Item Remove from Worklist Update Proposed Amount Export to Notepad

View [Standard View] Display As Table Export

Item ID	Social Security Number	Description	Item	Product	Proposed Amount
1	<a href="#">123456789</a>	<a href="#">Doe, Jane</a>	30	Healthcare FSA NCW	3.75

To remove an item from the Worklist, click **Remove from Worklist** button.

**Broker Report (800000000190)**

Broker Name: PAF      er Contract: 8001      tus: Open

Save   Release

Overview  
Proposed Items  
**Worklist Items**  
Processed Items

**Proposed Amounts**  
Total Premiums: 3.75 USD  
Total: 3.75 USD

**Worklist for Broker Report Items**

Details   Confirm   Change   Reject   Create Item   Remove from Worklist   Update Proposed Amount   Export to Notepad

View [Standard View]   Display As Table   Export

Item ID	Social Security Number	Description	Item	Product	Proposed Amount
1	123456789	Doe Jane	30	Healthcare FSA NCW	3.75

The item will be returned to Proposed Items.

## Releasing the Broker Bill

Releasing the broker bill posts the amounts listed for each employee to their payment history and moves the totals to Biller Direct.

When the broker bill is released, the amount listed for each employee is applied, or posted, directly to the employee's account balance. The totals for health insurance, life insurance and FSA are then rolled into Biller Direct and become the agency's responsibility to pay.

Releasing the broker bill does not "pay" the bill. Processing the payment through Biller Direct notifies KHRIS that the agency is remitting the balance due. As with terming insurance coverage, paying the bill is a two-part process. Releasing the broker bill posts the payment to the individual employee's account balance; processing payment in Biller Direct pays the agency responsibility.

*It is imperative that the broker bill entries be as accurate as possible when the bill is released.*

After all the changes have been made and all Proposed Items have been processed, verify the broker bill amount matches your payment **before the bill is released**.

### Recommended methods:

Check total payment amount for EACH Product in your Totals view on the All tab in Processed Items to verify that health payment amount matches health check, life payment matches life check and FSA payment matches FSA check.

### OR

If your agency pays with a single check, verify that payroll deduction amounts for each Product match the broker bill amounts as well as matching the total on the All tab.

### **DO NOT CHECK ONLY YOUR TOTAL AMOUNT ON THE BROKER BILL OVERVIEW.**

This may cause you to miss differences in payment amounts for a specific Product. After the bill is released, it is too late to make changes. Check your bill thoroughly to verify that payment amounts match before you release the bill.

The broker bill can be released at any time after

- Verification that all Proposed Items have been worked
- Bill and payment amounts match

**Remember to check the Broker Report Status in Broker Report Overview to determine if any items from the broker bill went into clarification before proceeding to Biller Direct to process your payment.**

**Reminder:**

School board employees who do not pay an employee contribution for health insurance or who waive coverage will not be listed on the board's broker bills. KDE pays the state contribution and admin fees for school board employees. Please do not add these employees.

All eligible Health Department employees should appear on broker bills.

All eligible employees of QUASI agencies, including those who do not pay an employee contribution and those who waive coverage should appear on the broker bill. Employees who waive coverage will only show an admin fee on the broker bill. If these employees are not on your bill, please add them.

Any employee who pays ahead in full will not appear on the bill for the month that was paid in advance.

Employees who make a partial payment for a future month will only show the balance on the bill. KHRIS applies those credits automatically.

## Clarifications

To determine if entries went into clarification when you released your bill, click the **All Broker Reports** tab and the **Refresh List** button.

Broker Report Overview							
Open Broker Reports		All Broker Reports					
Process Broker Report		Refresh List					
Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on
<a href="#">800000039267</a>	20140410CLT02	In Clarification	04/16/2014	04/30/2014	8000000000000000067	04/10/2014	05/15/2014
<a href="#">800000039740</a>	20140507VLP01	Posted	05/01/2014	05/15/2014	8000000000000000067	05/07/2014	05/15/2014
<a href="#">800000040185</a>	20140507VLP02	Open	05/16/2014	06/02/2014	8000000000000000067	05/07/2014	05/07/2014
<a href="#">800000038810</a>	20140410CLT01	Posted	04/01/2014	04/15/2014	8000000000000000067	04/10/2014	04/15/2014

- New items must have an accounting template so that the system knows which Product to assign the amount to in Biller Direct.
- Items that have been changed – due to account maintenance, automatic clearing, terms/transfers and payments posted – may also need additional processing.

These items may not post automatically and will go into broker bill clarifications, also known as the clarification list.

The clarification items, or clarification cases, do not have all the information KHRIS needs to automatically apply the payment correctly

PBB staff will have to resolve, or clarify, these items. Email your agency’s PBB contact or call PBB at (502)-564-9097 to request the clarifications for your agency be worked.

**Important:** After the broker bill is released, it may take a few minutes for all entries to be processed or posted to the individual employee’s payment history.

If PBB begins working clarification cases while the broker bill entries are still being posted to individual employees can cause the bills to lock up. The bill status remains “in clarification” after all the clarification cases have been resolved and the bill will have to be “pushed” out of clarification by PBB.

If items have gone into clarification, you must wait until all the cases have been resolved before you go to Biller Direct to pay the bill. The payment amounts for the clarification cases will not roll to Biller Direct and the total will not be correct until all clarification cases are resolved.

In the example below, notice that the amount is \$62,236.66.

### Broker Report (800000039267)

Broker Name:  Broker Contract: 800000000000 Status: In Clarification

**Overview**

**Proposed Items**

**Worklist Items**

**Processed Items**

#### Broker Report Status

Status: In Clarification Search Term: 20140410CLT02  
 Created on: 04/10/2014 09:01:58 Changed on: 05/15/2014 11:54:55  
 Changed by:

The proposals offset the report amounts against the proposed amounts.

Item category	Amount	Proposed Amount	Currency
Premium	62,236.66	61,294.57	USD
<b>Total</b>	<b>62,236.66</b>	<b>61,294.57</b>	<b>USD</b>

The processing status offsets the already processed broker report items against the total number of broker report items. This table tells you how many broker report items you have to process in this settlement period.

Item category	Items	Processed items	Percentage of completion
Premium	529	529	100%
<b>Total</b>	<b>529</b>	<b>529</b>	<b>100%</b>

When the bill is “in Clarification” the payment must NOT be processed in Biller Direct. As you can see in the example below the Total Net Payment is \$62,336.66, (A \$100.00 difference from the Total on the example above). Contact DEI and wait until the bill shows posted before processing the bill in Biller Direct.

### List of Open Bills

1. Select all bills that you would like to pay:

Bill Description	Due	Billed Amount	Open	Payment Amount	Action
<input type="checkbox"/> Health Premiums	Apr 30, 2014	USD 60,586.21	USD 60,586.21		
<input type="checkbox"/> FSA	Apr 30, 2014	USD 1,151.50	USD 1,151.50		
<input type="checkbox"/> Life Premiums	Apr 30, 2014	USD 598.95	USD 598.95		
<input type="button" value="Select All"/> <input type="button" value="Deselect All"/> <input type="button" value="Download Selected Entries"/>			<b>Grand Total</b>	<b>USD 62,336.66</b>	<input type="text" value="USD 0.00"/>
Credits displayed can be refunded via submission of the <a href="#">refund request form</a> .			<input type="checkbox"/> Credits	USD 0.00	
			<b>Total Net Payment Amount</b>	<b>USD 62,336.66</b>	<input type="text" value="USD 0.00"/>

2. Select the payment method you want to use. You are paying with

Check/Wire       ACH Payment

3. Choose Continue to check and confirm your payment.

Once DEI works the clarification issue, Go to the **All Broker Reports** tab and Refresh List. The bill now shows “posted”.

<b>Broker Report Overview</b>								
Open Broker Reports			<b>All Broker Reports</b>					
Process Broker Report		Refresh List						
Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to	Broker Contract	Created on	Changed on	
<a href="#">800000039267</a>	20140410CLT02	Posted	04/16/2014	04/30/2014	80000000000000000067	04/10/2014	05/15/2014	
<a href="#">800000039740</a>	20140507VLP01	Posted	05/01/2014	05/15/2014	80000000000000000067	05/07/2014	05/15/2014	
<a href="#">800000040185</a>	20140507VLP02	Open	05/16/2014	06/02/2014	80000000000000000067	05/07/2014	05/07/2014	

For help Reconciling your broker bill, watch this video:

<https://www.youtube.com/watch?v=2F2FikAbDZo>

## [Paying Reconciled Bills Using Biller Direct](#)

### **Biller Direct Explanation**

After the broker bill has been released, payment notification must be made through Biller Direct.



Broker Report	Search Term	Broker Report Status	Invoicing period from	Invoicing Period to
<a href="#">800000000160</a>	20110829RR001	Posted	02/01/2011	02/15/2011
<a href="#">800000000170</a>	20110829RR002	In Clarification	02/16/2011	02/28/2011

Before proceeding to Biller Direct, check the Broker Report Status of the bill you released on the All Broker Reports tab.

- Click Refresh List button to display current bill status.

**“Posted”** bills have been worked and released. Payment amounts included on Posted bills have been applied to each individual listed on the bill and payment can be made immediately in Biller Direct.

Bills **“In Clarification”** have items that have been added or changed. KHRIS is unable to apply the money appropriately and has placed the items in the clarification queue. PBB must work the clarification items.

The payment amounts for clarification cases will not be listed in Biller Direct until the clarifications have been worked, or resolved.

When the clarification is resolved the amount goes into biller direct as part of the line item for that Product. When all clarifications are resolved the bill status will change to Posted.

Once the bill status shows **Posted** you may proceed to **Biller Direct**.

To access **Biller Direct** from Broker Report Overview, click on the Biller Direct link above Broker Report overview.

**Welcome to KHRIS Online Benefits Billing System**

Please use the menu to the left to perform your functions.

Please submit payment to:

**Personnel Cabinet  
Financial Management Branch  
State Office Building  
2nd Floor, 501 High Street  
Frankfort, KY 40601**

[Questions or Comments?](#)

- Open Bills**
- Credits
- Paid Bills
- Payments
- General Contacts
- Address Data
- Bank Data
- Switch Account
- FAQ
- Log Off

**Open Bills** lists all bills that have been fully processed and released for payment. This is the initial view for Biller Direct.

**Credits** lists of credits for your agency. Be aware that these are not necessarily credits you can take on your bill. The credits could be caused by prior bills and payments not matching or by your PBB contact performing account maintenance.

**Paid Bills** is a list of bills that have been paid or payment that has been arranged.

**Payments** lists all payments made by your agency.

**General Contacts** is a list of inquiries the agency has made through Biller Direct.

**Address Data** lists address and contact data for your agency.

**Bank Data** lists bank data for your agency. Primarily used by agencies that pays by ACH.

**Switch Account** allows users who are responsible for more than one agency to switch from one to another.

**FAQ** is a list of Frequently Asked Questions.

The **List of Open Bills** displays all bills that have been released and are ready to be paid.

### List of Open Bills

1. Select all bills that you would like to pay: [Find Bills](#)

Bill Description	Due	Billed Amount	Open	Payment Amount	Action
<input type="checkbox"/> Health Premiums	Apr 30, 2014	USD 14,086.16	USD 14,086.16		
<input type="checkbox"/> Admin Fees	Apr 30, 2014	USD 57.24	USD 57.24		
<input type="checkbox"/> Life Premiums	Apr 30, 2014	USD 75.18	USD 75.18		
<input type="checkbox"/> Health Premiums	Mar 31, 2014	USD 14,086.16	USD 14,086.16		
<input type="checkbox"/> Admin Fees	Mar 31, 2014	USD 57.24	USD 57.24		
<input type="checkbox"/> Life Premiums	Mar 31, 2014	USD 75.18	USD 75.18		
<b>Grand Total</b>			<b>USD 28,437.16</b>	<input type="text" value="USD 0.00"/>	
			<input type="checkbox"/> Credits	USD 0.00	
<b>Total Net Payment Amount</b>			<b>USD 28,437.16</b>	<input type="text" value="USD 0.00"/>	

Credits displayed can be refunded via submission of the [refund request form](#).

2. Select the payment method you want to use. You are paying with

Check/Wire
  ACH Payment

3. Choose Continue to check and confirm your payment.

Items that have been processed through bill clarification will show as part of the lump sum line for that particular Product in Biller Direct.

Open Bills

Credits

Paid Bills

Payments

General Contacts

Address Data

Bank Data

Display Activity History

Switch Account

FAQ

Log Off

### List of Open Bills

1. Select all bills that you would like to pay: [Find Bills](#)

Bill Description	Due	Billed Amount	Open	Payment Amount	Action
<input type="checkbox"/> Health Premiums <span style="background-color: yellow; font-size: x-small;">NEW!</span>	Apr 30, 2014	USD 14,086.16	USD 14,086.16		
<input type="checkbox"/> Admin Fees <span style="background-color: yellow; font-size: x-small;">NEW!</span>	Apr 30, 2014	USD 57.24	USD 57.24		
<input type="checkbox"/> Life Premiums <span style="background-color: yellow; font-size: x-small;">NEW!</span>	Apr 30, 2014	USD 75.18	USD 75.18		
<b>Grand Total</b>			<b>USD 14,218.56</b>	<input type="text" value="USD 0.00"/>	
			<input type="checkbox"/> Credits	USD 0.00	
<b>Total Net Payment Amount</b>			<b>USD 14,218.56</b>	<input type="text" value="USD 0.00"/>	

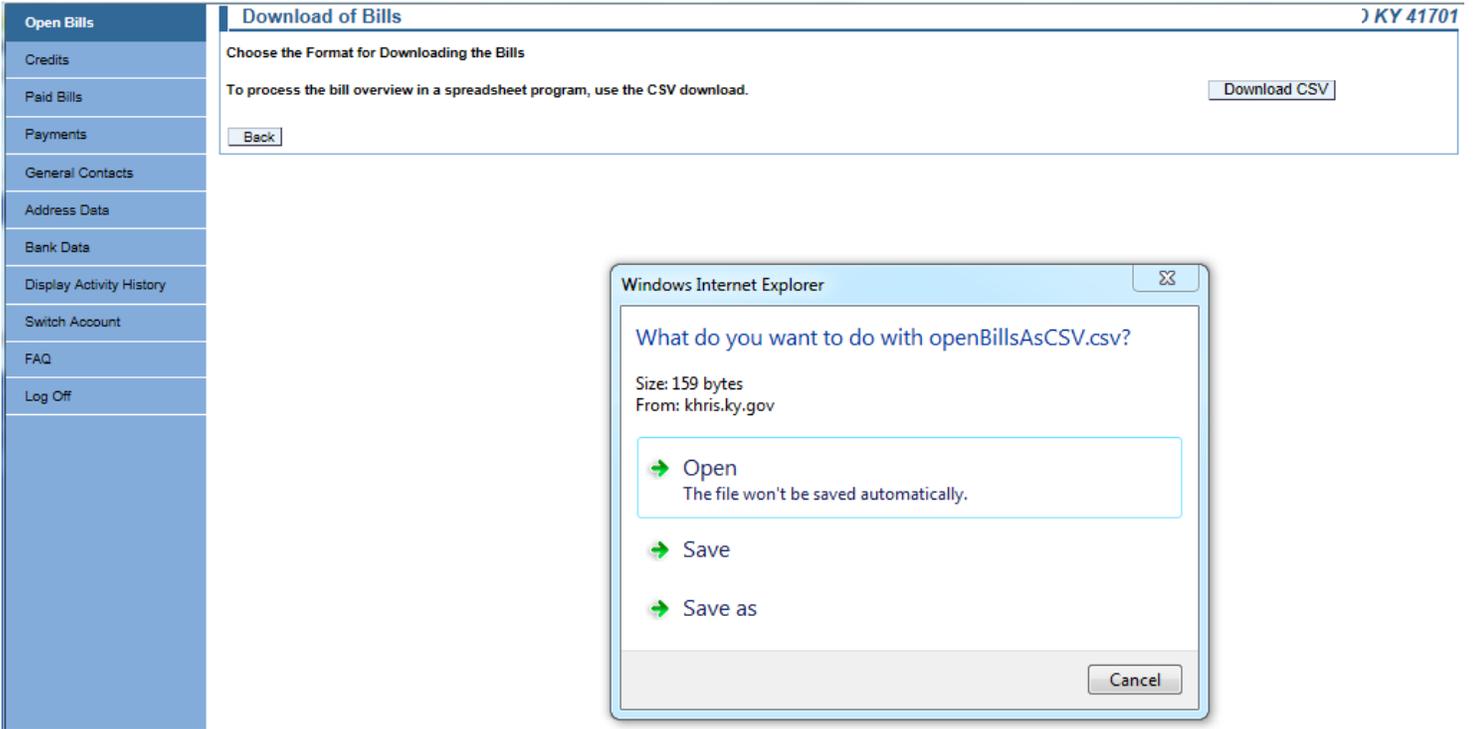
Credits displayed can be refunded via submission of the [refund request form](#).

2. Select the payment method you want to use. You are paying with

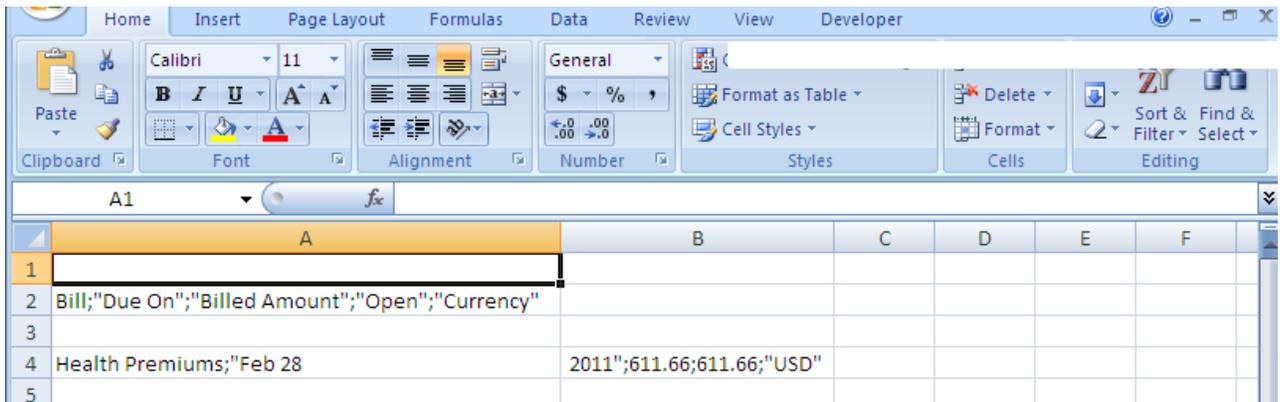
Check/Wire
  ACH Payment

3. Choose Continue to check and confirm your payment.

This is what the Download Selected Entries button does:



If you click Open, this is what opens:



**Credits** page shows a list of agency credits.

List of Available Credits				
Credit Description	Valid from	Credit Amount	Available	Action
Admin Fees	Feb 27, 2014	USD 10.72	USD 10.72	
Grand Total			USD 10.72	

This page shows an overview of your credits.

- On the Open Bills screen you can see the total of all credits that can be deducted from the payment amount for the bills selected in the Credits field.

**Paid Bills** contains a list of bills that have been processed through biller direct.

List of Bills Paid or Payment Arranged						
To display paid bills, select the appropriate search criteria:						
Status	Period					
In Process	Last 12 Months	<input type="button" value="Find"/>				
<input type="button" value="Extend Search"/>						
Bill Description	Due	Billed Amount	Arranged	Status	Payment Method	Action
Health Premiums	Jul 31, 2013	USD 1,328.56	<a href="#">USD 1,328.56</a>	Payment of the amount is to be arranged by the customer.	Payment Notified by Check	
<input type="button" value="Download"/>						

This page will show bills that are **In Process** and those that have been **Processed**.

- Processed bills are bill which have been paid through Biller Direct and for which PBB has received payments.
- In process could mean several different things.
  - Payment has been arranged in Biller Direct but PBB has not yet received payment.
  - Payment has been arranged, but PBB has not yet debited the amount from your bank account.
  - Your check has not yet been entered in PBB incoming payments.

**Payments** page contains a list of payments that have been made.

**List of Payments**

To display the list of payments, select the appropriate search criteria:

Status: In Process | Period: Last 12 Months | Find | Extend Search

Payment Details: Hide

Payment Description	Used On	Payment Amount	Payment Method	Action	Invoice	Transaction Number	ACH Transaction Number
Payment Notified: Payment Notified by Check	Jul 31, 2013	USD 4,156.74	Payment Notified: Payment Notified by Check	Cancel Payment   Return Payment		XX073113BU9643	

Download CSV

This page will show a list of payments that have been received and are In Process or have been Processed. Clicking on the Status drop down allows you to choose from In Process and Processed bills. The Period drop down allows you to choose the tie period.

Invoices can be printed from this page, if the invoice icon appears in the invoice column by clicking on the icon.

**General Contacts** is a list of inquiries the agency has made through Biller Direct.

**General Contacts**

To display the list of general contacts, select the appropriate search criteria:

Period: Unlimited | Find

Date	Time	Notification	Reason:	Text
There are either no contacts available or no contacts were found that matched your search criteria.				

Add Reply/Inquiry

Comment:

Send

This page displays inquiries that agency has made. PBB will answer these inquiries through customer diary.

**Address Data** shows the agency's address and email addresses for contacts.

- The agency's address will be listed under Address.
- IC/BL information should be listed under Contact Data.

The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes: Open Bills, Credits, Paid Bills, Payments, General Contacts, Address Data (highlighted), Bank Data, Display Activity History, Switch Account, and FAQ. The main content area is titled "Address Data" and contains two tabs: "Address" and "Contact Data". The "Address" tab is active and displays the text "ALLEN COUNTY BD OF ED". Below the text is an "Edit" button.

This page shows your agencies address, phone number, fax number and email address. Agencies should be sure to inform PBB any time this contact information changes.

**Bank Data** contains the banking information for agencies that pay by ACH (Automated Clearing House).

The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes: Open Bills, Credits, Paid Bills, Payments, General Contacts, Address Data, Bank Data (highlighted), Display Activity History, Switch Account, and FAQ. The main content area is titled "Bank Details" and contains a table with the following columns: Country, Bank Number, Account Number, IBAN, Bank Name, BIC/SWIFT, Account Holder, and Account Description. The table contains one row with the value "US" under the Country column. Below the table is an "Edit" button.

This tab shows the available accounts that you are using to pay your monthly bill.

In order to pay your bill by electronic payment, or TPE (payment engine for processing ACH payments), banking details for the account(s) which you will use must first be stored in Biller Direct on the Bank Data screen.

Each agency is responsible for entering and updating their banking information.

To enter **Bank Details** on **Bank Data** screen, click edit to begin.

Complete required fields. \* Denotes required field.

Name entered as Account Holder should match the name on the agencies checking account.

Click **Save**

Country	Routing Number	BIC/SWIFT	Account Number	IBAN	Account Holder	Account Description	Delete
US New entry	*		*		*		<input type="checkbox"/>
USA	*		*		*		

Save Back

Some agencies pay health insurance, life insurance and FSA from separate accounts. Your agency can enter as many separate accounts as necessary.

KHRIS will confirm that the routing number is valid. Routing numbers are updated monthly.

If it is ever necessary to change Bank Data, delete Bank Data or add another account,

- On **Bank Data** screen
- Click **Edit**
  - Enter change account information, click in the box and type over the wrong info.
  - Click **Save**

Country	Routing Number	BIC/SWIFT	Account Number	IBAN	Account Holder	Account Description	Delete
US New entry	*		*		*		<input type="checkbox"/>
USA	*		*		*		

Save Back

To delete Bank Data:

- Click in the delete box
- Click **Save**

Bank Details							
Country	Routing Number	BIC/SWIFT	Account Number	IBAN	Account Holder	Account Description	Delete
US	<input type="text"/>	<input type="checkbox"/>					
New entry							
USA	<input type="text"/>						

Save Back

Changed information, all bank info is now deleted:

Bank Details							
Country	Bank Number	Account Number	IBAN	Bank Name	BIC/SWIFT	Account Holder	Account Description
<input type="button" value="Edit"/>							

To add additional Bank Data:

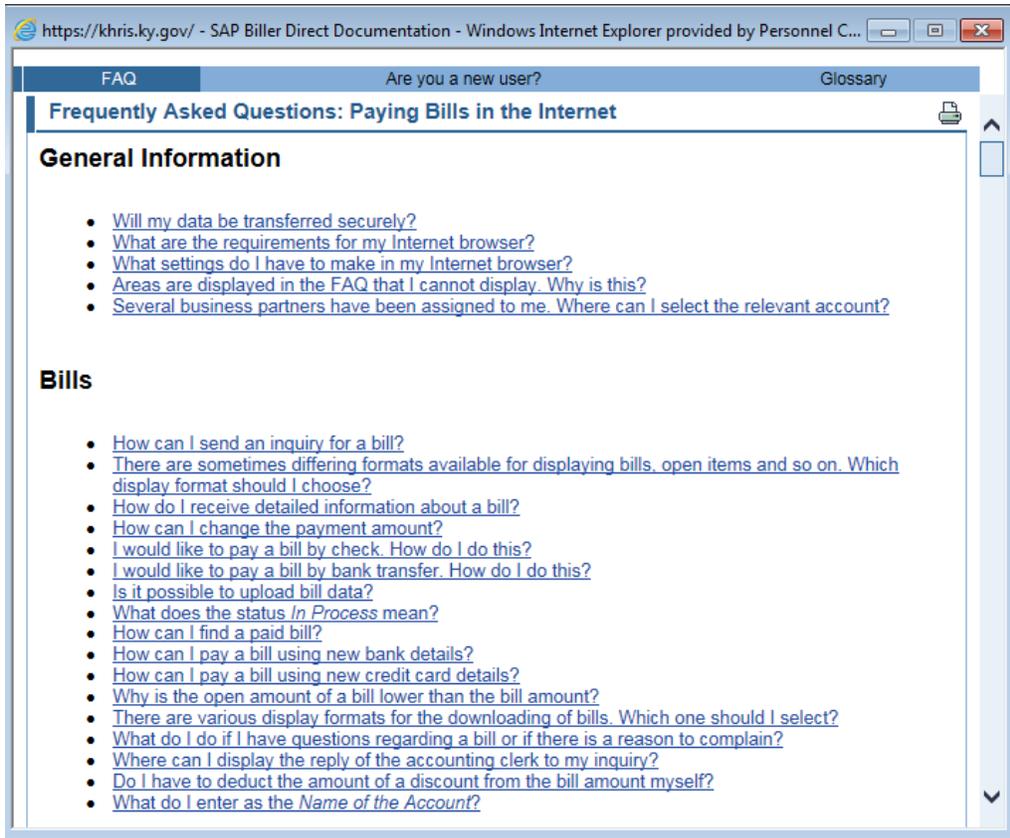
- Enter additional Bank account information on the second line.
- Click **Save**.

Bank Details							
Country	Routing Number	BIC/SWIFT	Account Number	IBAN	Account Holder	Account Description	Delete
US	<input type="text"/>	<input type="checkbox"/>					
New entry							
USA	<input type="text"/>						

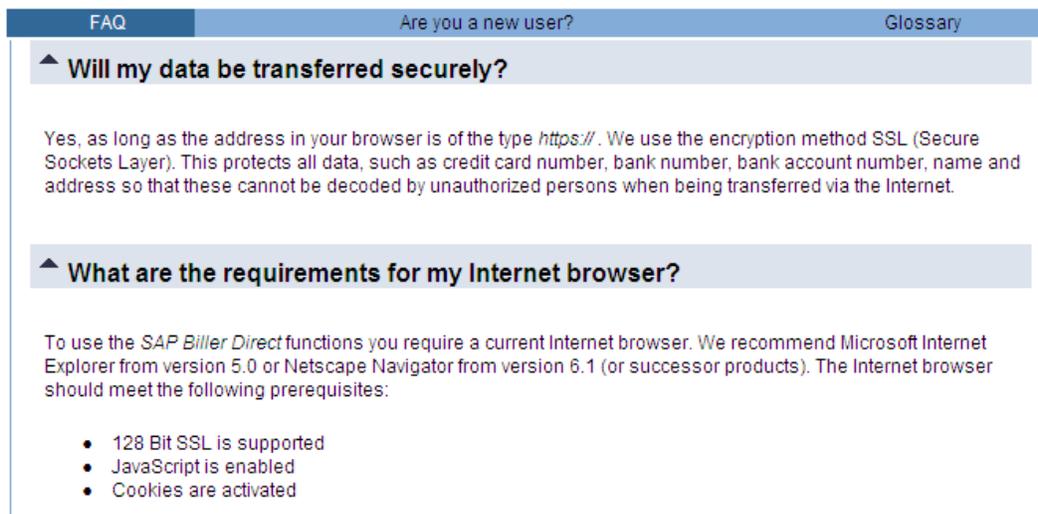
Save Back

**FAQ** is a list of Frequently Asked Questions

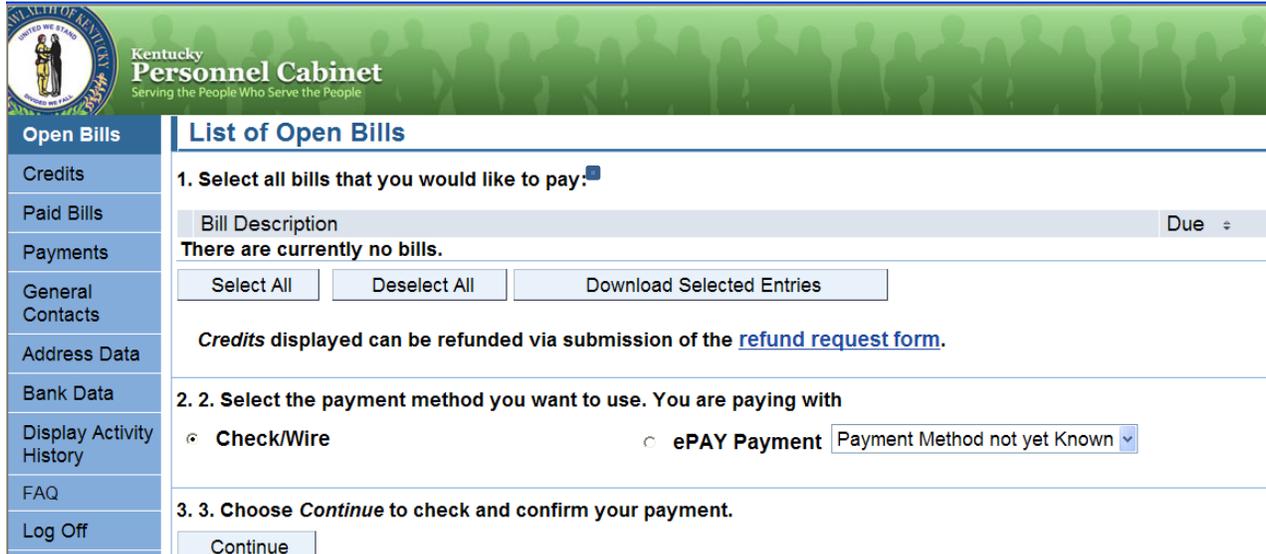
Clicking on the FAQ link does not highlight it. The FAQ list pops up in a new window.



This page shows commonly asked questions and answers to help you understand and pay your monthly bills. Click on a question to see the response.



**Log Off** closes Biller Direct.



The screenshot displays the 'List of Open Bills' page in the Biller Direct system. On the left is a navigation menu with options: Open Bills, Credits, Paid Bills, Payments, General Contacts, Address Data, Bank Data, Display Activity History, FAQ, and Log Off. The main content area is titled 'List of Open Bills' and contains the following steps:

- 1. Select all bills that you would like to pay:** A table with a header 'Bill Description' and a 'Due' column. Below the table, it states 'There are currently no bills.' and provides buttons for 'Select All', 'Deselect All', and 'Download Selected Entries'. A note indicates 'Credits displayed can be refunded via submission of the [refund request form](#).'
- 2. Select the payment method you want to use. You are paying with**
  - Check/Wire
  - ePAY Payment
- 3. Choose *Continue* to check and confirm your payment.** A 'Continue' button is visible.

After you pay your bill through Biller Direct, you may log off Biller Direct by clicking Log Off.

## Paying Bills in Biller Direct

DEI encourages all agencies to pay by ACH (Automated Clearing House). It's fast and free, so you save money and time.

Select the bills to be paid by clicking **Select All** or putting a check mark in the appropriate box.

- You may pay multiple Products by a single check or each Product may be paid by a separate check. This is your agency's decision.
- You may pay multiple line items on a single invoice or each item may be paid on a separate invoice. The choice is yours.

## To Pay by Check or Wire:

List of Open Bills					
1. Select all bills that you would like to pay:					Find Bills
Bill Description	Due	Billed Amount	Open	Payment Amount	Action
<input checked="" type="checkbox"/> Life Premiums	Jan 31, 2014	USD 20.54	USD 20.54	20.54	
Select All	Deselect All	Download Selected Entries	Grand Total	USD 20.54	USD 20.54
Credits displayed can be refunded via submission of the <a href="#">refund request form</a> .			<input type="checkbox"/> Credits	- USD 591.05	
			Total Net Payment Amount	- USD 570.51	USD 20.54

**Note:** It is not possible to select the Credit box in order to take credits on the bill. If you wish to take a credit that is listed on the Credits tab, contact your PBB contact to make sure they know you do want to take the credit.

Choose **Check/Wire**.

Click **Continue** to check and confirm your payment.

2. 2. Select the payment method you want to use. You are paying with	
<input checked="" type="radio"/> Check/Wire	<input type="radio"/> ACH Payment <span>Payment Method not yet Known ▼</span>
3. 3. Choose <i>Continue</i> to check and confirm your payment.	
<input type="button" value="Continue"/>	

Click **Pay by Check**.

**List of Bills Selected for Payment**

You would like to pay the bills listed by check.

If you want to remove the bills from the list of open bills, click on *Pay by Check*.

Bill Description	Due On	Billed Amount	Open	Payment Amount
Life Premiums	Jan 31, 2014	USD 20.54	USD 20.54	USD 20.54
		<b>Bill Total</b>	<b>USD 20.54</b>	<b>USD 20.54</b>
			Credits	USD 0.00
		<b>Total Net Payment Amount</b>		<b>USD 20.54</b>

The screen below shows your transaction number. It may be a good idea to keep a copy of this screen for your records. Click **Print Screen** to do so. Or you may wish to keep a copy of the invoice which is mailed with payment.

Click **Print Invoice** to print a payment coupon to be mailed with payment.

**Confirmation of payment**

You are paying the bills listed by check. Please forward a check for **USD 10,557.09**.  
 The system has saved your check notification under transaction number **XX090211PA0911**.  
 To access the open bills, click on *Back to Bill List*.

Bill Description	Due On	Billed Amount	Open	Payment Amount
Health Premiums	Feb 28, 2011	USD 10,336.30	USD 0.00	USD 10,336.30
FSA	Feb 28, 2011	USD 18.33	USD 0.00	USD 18.33
Life Premiums	Feb 28, 2011	USD 202.46	USD 0.00	USD 202.46
		<b>Grand Total</b>		<b>USD 10,557.09</b>
			Credits	USD 0.00
		<b>Total Net Payment Amount</b>		<b>USD 10,557.09</b>

- Click printer icon to print invoice/payment coupon.
- Click red X to close.

https://khrisepq.ky.gov/?NavigationTarget=ROLES://portal\_content/com.kygov.hr.cok\_fl/com.kygov. - Windows Internet Explorer pro

**KEHP & GLI Billing Coupon**

Please print this coupon using the print button and send in with your payment!

1 / 1 78.4%

**KEHP & GLI Billing Coupon**

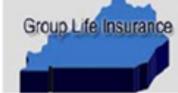
Submit Payment to: **Agency Number:**  
 Personnel Cabinet  
 Financial Management Branch  
 2nd Floor, 501 High Street  
 Frankfort, KY 40601

**Business Partner Number:**  
**Payment Advice Number: XX090211PA0911**

Health Premiums	PHA259	10,336.3	FSA	PPAY03	\$18.33
Life Premiums	PPAY05	\$202.46			
<b>Grand Total</b>		<b>10,557.09</b>			<b>Due Date:02/28/2011</b>

Notice of Payment Due  
 Payments are due at the end of the current bill month

**RETURN THIS WITH CHECK**  
 Make Checks Payable to:  
 Kentucky State Treasurer

**The amount on the coupon MUST match the amount of your check/payment.**

When printing is complete, close invoice by clicking X in top right corner.

**PBB requests that a copy of the invoice accompany each payment. You may print a copy of the invoice for your records.**

**Note:** When paying by ACH, there is no invoice. There will be a confirmation number to print out for your records.

You may pay multiple line items on a single invoice. Health, Life and FSA premiums do not have to be paid on separate invoices unless your agency desires to pay them separately.

## Confirmation of payment

You are paying the bills listed by check. Please forward a check for USD 10,557.09.

The system has saved your check notification under transaction number XX090211PA0911.

To access the open bills, click on **Back to Bill List**.

Bill Description	Due On	Billed Amount	Open	Payment Amount
Health Premiums	Feb 28, 2011	USD 10,336.30	USD 0.00	USD 10,336.30
FSA	Feb 28, 2011	USD 18.33	USD 0.00	USD 18.33
Life Premiums	Feb 28, 2011	USD 202.46	USD 0.00	USD 202.46
			<b>Grand Total</b>	<b>USD 10,557.09</b>
			<b>Credits</b>	<b>USD 0.00</b>
			<b>Total Net Payment Amount</b>	<b>USD 10,557.09</b>

[Back to Bill List](#)

[Print Screen](#)

[Print Invoice](#)

After all open bills have been paid; Bill Description will show that there are no open bills. You may log off at this point.

https://khrisepq.ky.gov/ - SAP Biller Direct - Windows Internet Explorer provided by Personnel Cabinet



**Kentucky Personnel Cabinet**  
Serving the People Who Serve the People

<b>Open Bills</b>	<b>List of Open Bills</b>				
Credits	1. Select all bills that you would like to pay:				
Paid Bills	<table border="1"> <thead> <tr> <th>Bill Description</th> <th>Due</th> </tr> </thead> <tbody> <tr> <td colspan="2"><b>There are currently no bills.</b></td> </tr> </tbody> </table>	Bill Description	Due	<b>There are currently no bills.</b>	
Bill Description	Due				
<b>There are currently no bills.</b>					
Payments	<input type="button" value="Select All"/> <input type="button" value="Deselect All"/> <input type="button" value="Download Selected Entries"/>				
General Contacts	<i>Credits displayed can be refunded via submission of the <a href="#">refund request form</a>.</i>				
Address Data	2. 2. Select the payment method you want to use. You are paying with				
Bank Data	<input checked="" type="radio"/> <b>Check/Wire</b> <input type="radio"/> <b>ePAY Payment</b> <input type="text" value="Payment Method not yet Known"/>				
Display Activity History	3. 3. Choose <b>Continue</b> to check and confirm your payment.				
FAQ	<input type="button" value="Continue"/>				
Log Off					

Thank you for using *Biller Direct*.



We trust you will want to use this service again soon.

[Log On Again](#)

If you wish to go back to Biller Direct, click Log On Again.

## To Pay by ACH (TPE):

Agencies are encouraged to pay by ACH. Kentucky Interactive (KI) is KEHP's third party vendor for ACH payments. ACH payments are made through TPE, KI's payment engine. ACH payment is fast and free, so you save money and time.

- Select the bills to be paid by clicking **Select All** or putting a check mark in the appropriate box.
- Verify the total is correct.
- Click **ACH Payment** radio button to select ACH.
- If your agency has multiple accounts, verify that the correct account is selected.
  - You may pay multiple Products by a single ACH or each Product may be paid by a separate ACH. This is your agency's decision.
  - You may pay multiple line items on a single invoice or each item may be paid on a separate invoice. The choice is yours.
- If bill is not late, the date can be changed. After the bill due date, the date cannot be changed.
- Click **Continue**

### List of Open Bills

1. Select all bills that you would like to pay: Find Bills

✓	Bill Description	Due ↕	Billed Amount	Open	Payment Amount	Action
<input checked="" type="checkbox"/>	Health Premiums	Feb 28, 2014	USD 14,086.16	USD 14,086.16	<input style="width: 80px;" type="text" value="14,086.16"/>	
<input checked="" type="checkbox"/>	Admin Fees	Feb 28, 2014	USD 57.24	USD 57.24	<input style="width: 80px;" type="text" value="57.24"/>	
<input checked="" type="checkbox"/>	Life Premiums	Feb 28, 2014	USD 75.18	USD 75.18	<input style="width: 80px;" type="text" value="75.18"/>	
<input checked="" type="checkbox"/>	Health Premiums	Jan 31, 2014	USD 12,557.82	USD 12,557.82	<input style="width: 80px;" type="text" value="12,557.82"/>	
<input checked="" type="checkbox"/>	Admin Fees	Jan 31, 2014	USD 50.88	USD 50.88	<input style="width: 80px;" type="text" value="50.88"/>	
<input checked="" type="checkbox"/>	Life Premiums	Jan 31, 2014	USD 73.84	USD 73.84	<input style="width: 80px;" type="text" value="73.84"/>	
<input type="button" value="Select All"/> <input type="button" value="Deselect All"/> <input type="button" value="Download Selected Entries"/>			<b>Grand Total</b>	<b>USD 26,901.12</b>	<b><input style="width: 80px;" type="text" value="USD 26,901.12"/></b>	
<i>Credits displayed can be refunded via submission of the <a href="#">refund request form</a>.</i>			<input type="checkbox"/> Credits	USD 0.00		
			<b>Total Net Payment Amount</b>	<b>USD 26,901.12</b>	<b><input style="width: 80px;" type="text" value="USD 26,901.12"/></b>	

2. 2. Select the payment method you want to use. You are paying with

Check/Wire
  ACH Payment
 

Checking-O&M ▼  
 Checking-O&M  
 Checking-payroll

Enter Your ACH Payment Date:

ACH Payment Date

3. 3. Choose *Continue* to check and confirm your payment.

Check **Account** and **Payment Amount**  
 Click **Pay by ACH**

**List of Bills Selected for Payment**

You want to pay the bills listed with bank details: Health Ins Acct  
 Your ePAY Payment Date will be 09/26/2011.

If you want to remove the bills from the list of open bills, click on *Pay by ePay*.

Bill Description	Due On	Billed Amount	Open	Payment Amount
Health Premiums	Mar 15, 2011	USD 936.40	USD 936.40	USD 936.40
Health Premiums	Feb 28, 2011	USD 61.52	USD 61.52	USD 61.52
<b>Bill Total</b>			<b>USD 997.92</b>	<b>USD 997.92</b>
			<b>Credits</b>	<b>USD 0.00</b>
<b>Total Net Payment Amount</b>				<b>USD 997.92</b>

**Note:** When paying by ACH, there is no invoice. There will be a confirmation number to print out for your records.

**Confirmation of payment**

Print a copy of this page and keep it in your records. DEI will need the ACH confirmation number if you have any problems with the ACH transaction.

At this point you may **Log Off** or go back to bill list.

**Confirmation of payment**

ePay Confirmation Number: 7937894  
 Your ePAY Payment Date is: 09/26/2011  
 You have paid the bills listed. We are debiting your bank account Health Ins Acct by: USD 997.92  
 The system has saved your payment under transaction number 1338736161.  
 To access the open bills, click on *Back to Bill List*.

Bill Description	Due On	Billed Amount	Open	Payment Amount
Health Premiums	Mar 15, 2011	USD 936.40	USD 0.00	USD 936.40
Health Premiums	Feb 28, 2011	USD 61.52	USD 0.00	USD 61.52
<b>Grand Total</b>				<b>USD 997.92</b>
			<b>Credits</b>	<b>USD 0.00</b>
<b>Total Net Payment Amount</b>				<b>USD 997.92</b>

**IMPORTANT:** If you attempt to pay your bill by ACH and receive this error, CALL YOUR PBB CONTACT IMMEDIATELY or call PBB main line at 502-564-9097.

This error message means that ACH is down and your payment has not been processed correctly.



## **To pay by Personal Check and ACH:**

Pay the personal check(s) or money order(s) FIRST.

To make a partial payment by personal check:

1. Determine the **total amount** to be paid by personal check or money order.
2. **Change the amount** of the correct Product to reflect the amount of the personal check(s).
3. Process as you would when paying by check.
4. Remember to print invoice and mail with your personal checks.
5. Return to Biller Direct and pay the remainder by ACH.

## General Information

All questions or concerns regarding Health Insurance, Life Insurance or Flexible Spending Account billing should be directed to the Premium Billing Branch 502-564-9097, fax 502-564-0715.

Enrollment issues should be directed to EIB (Enrollment Information Branch) at 502-564-1205, fax 502-564-1085.

Member Benefit issues should be directed to MSB (Member Services Branch) at 888-581-8834 or 502-564-6534, fax 502-564-1085.

You may also find helpful information for IC's/HRG's and Billing Liaisons at our website listed below.

<https://personnel.ky.gov/Pages/ICs-and-HRGs.aspx>

Benefits ▾ Resources ▾ Find a Job News HR Administrators KHRIS Login

Home > Health Insurance > Insurance Coordinator, HRG and Billing Liaison Resources

## Resources for Insurance Coordinators, HRGs and Billing Liaisons

The Department of Employee Insurance (DEI) appreciates the support you provide to your employees throughout the year and during the busy annual open enrollment season. KEHP has many aspects to the plan, such as health insurance, flexible spending accounts (FSAs), health reimbursement accounts (HRAs), qualifying events, COBRA, premiums, billing, forms and much more. To assist you in learning the details of the plan, we have created this section just for you! Here you will find the Administration Manual, the KHRIS user guides, various training information, and memos. If you need assistance you may always contact us 888.581.8834 or 502.564.1205.

 Resources	 User Guides & Manuals	 Training
<ul style="list-style-type: none"><li>Forms</li><li>IC Listing</li><li>KHRIS Calendar</li><li>Memos</li><li>Roles &amp; Responsibilities</li></ul>	<ul style="list-style-type: none"><li>Administration Manual</li><li>Benefits Admin User Guide</li><li>Benefits Accounting User Guide</li><li>Quick Reference</li></ul>	<ul style="list-style-type: none"><li>COBRA</li><li>KHRIS</li><li>HIPAA</li><li>Spotlight</li><li>Webinars</li></ul>

<https://personnel.ky.gov/Pages/LifeInsurance.aspx>

## Kentucky Group Life Insurance



Team Kentucky provides comprehensive protection for you and your family. State employees, elected officials, and employees of health departments, school boards and quasi-governmental agencies are automatically eligible for basic life insurance and accidental death and dismemberment insurance of \$20,000 free of charge. Contact your human resources office to make sure you are enrolled.

Additional life insurance coverage for you and family members is voluntary. View the options below for members and dependents, and the services and resources available.

 Life Insurance Options

View additional life insurance options for members and dependents

[View Options](#)

 Services and Resources

Booklet/Certificate of Coverage  
Enrolling or Changing Coverage  
Documents and Forms

 Ins. Coordinators/HRGs

Memos, Forms & Manuals  
Spotlight Training  
KHRIS Training