BlueCross BlueShield of Kansas*

eBilling Client User Guide

Special Funded

www.ebillingks.com

ADVANCE*
Insurance Company of Kansas℠

11/22

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eBilling Client User Guide

Blue Cross and Blue Shield of Kansas

Special Funded

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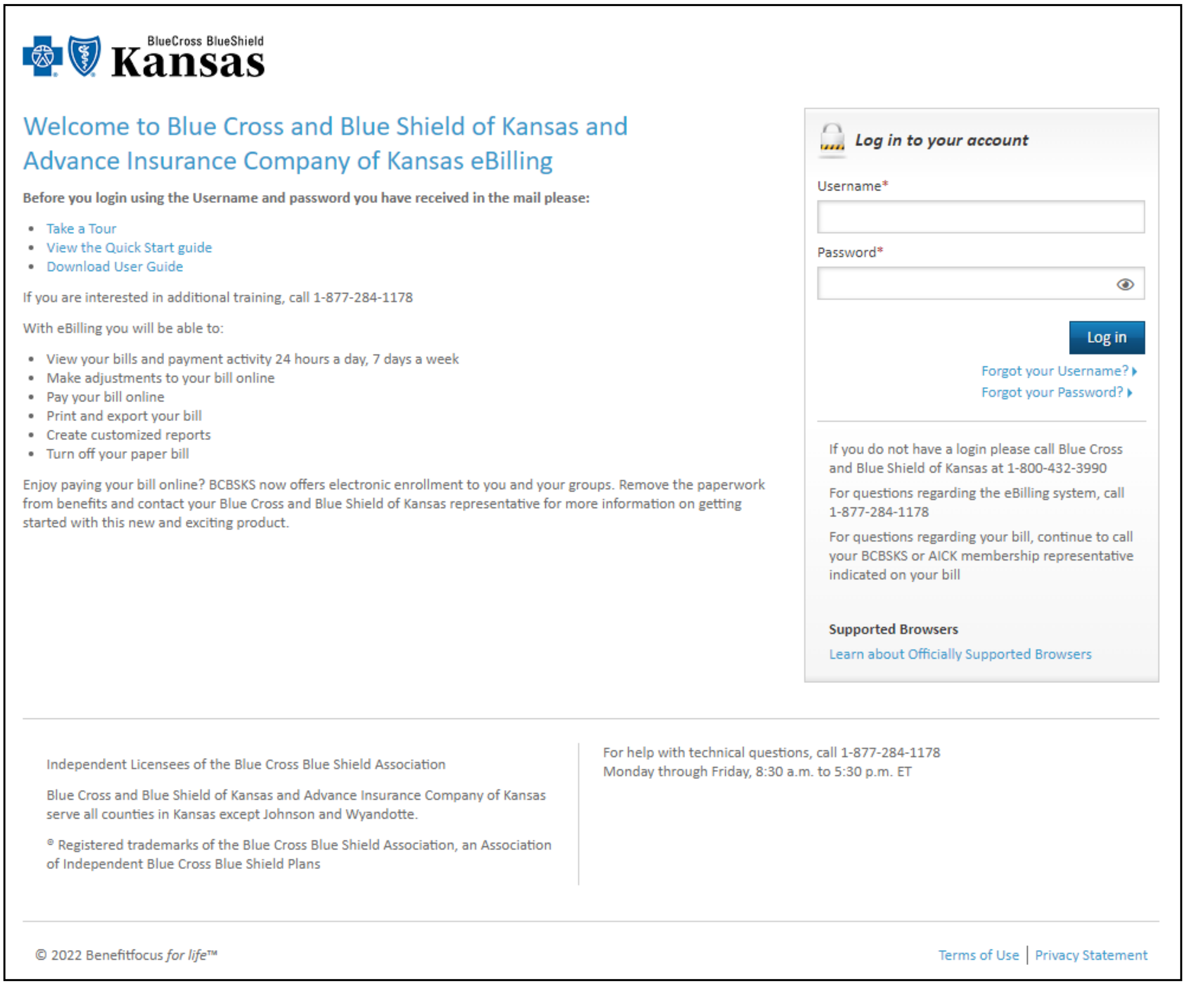
Logging in to eBilling

You can access the eBilling system by going to https://www.secureebilling.com, or by using www.ebillingks.com.

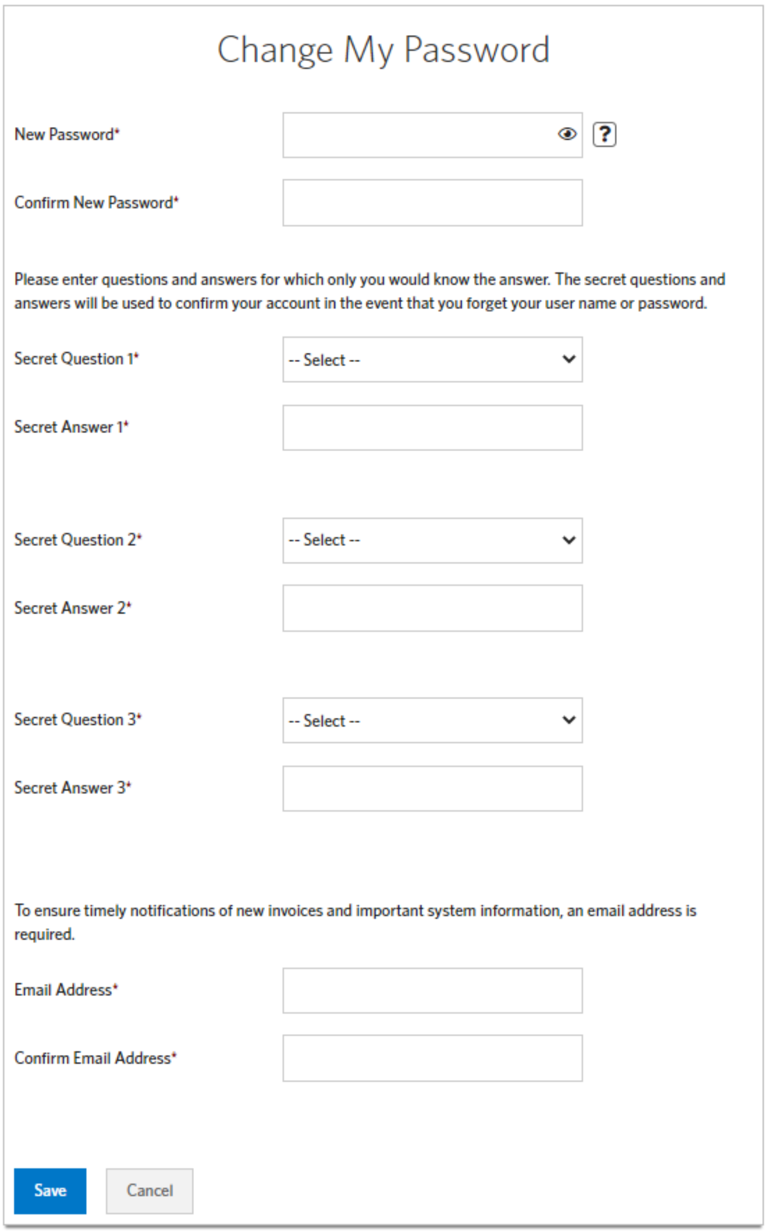
Welcome to eBilling



Username and Password

You will be e-mailed a username and password from Blue Cross and Blue Shield of Kansas. If you have not received it, contact your Plan Administrator or email ASO.Accounting@bcbsks.com.

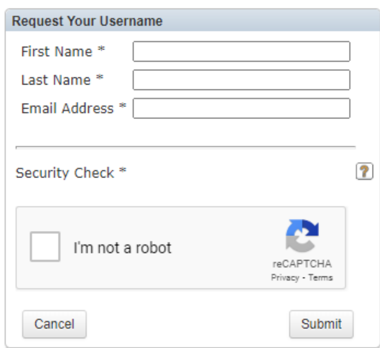
To ensure the security of your information, the first time you log into the online billing system you will be prompted to change your password and create three secret questions and answers. The password needs to be 8 to 15 characters in length and include at least one uppercase, one lowercase, and one numeric value. You will also be asked to provide an updated e-mail address to receive site notifications.

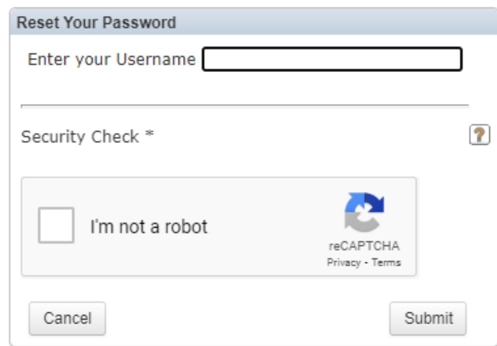


Forgot Username or Password

If you forget your username or password, you have three options available:

1. The preferred method is to go to www.ebillingks.com and click the *Forgot your Username* or *Forgot your Password* link. This option is only available if you have a valid e-mail address linked to your login. For a forgotten username you will be asked to answer one of your security questions, then your username will be emailed to you. For a forgotten password you will be emailed a security code for authentication. Once you have completed the authentication process, a new temporary password will be sent to the e-mail address on file. To ensure the security of your information, you will be prompted to change your password the first time you log in with your new password. Please create a new, unique password.





2. Contact your Plan Administrator. The Plan Administrator will have full access in eBilling to manage user accounts for their group. For security and authentication, you may be asked for your security question/answer. You will be given your username and/or assigned a new temporary password. If a new password is given, you will be prompted to change your password the first time you log in with the new password. Please create a new, unique password.

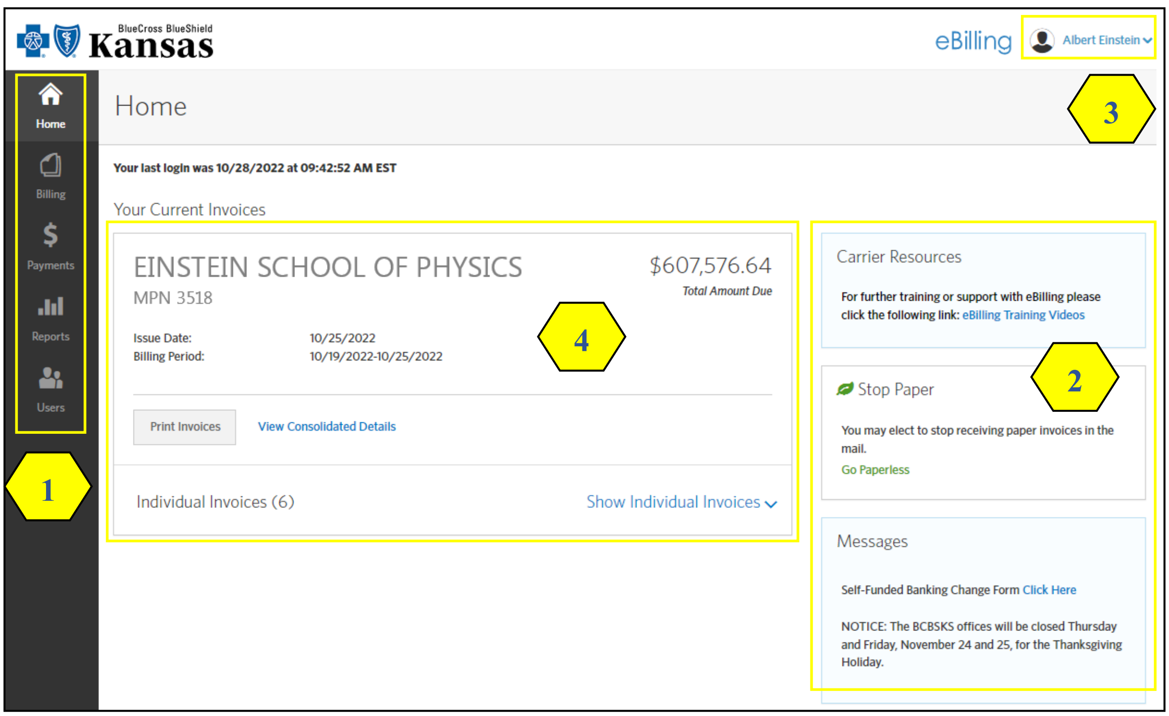
3. E-mail Blue Cross and Blue Shield of Kansas at ASO.Accounting@bcbsks.com. For security and authentication, you may be asked for your security question/answer. You will be given your username and/or assigned a new temporary password. If a new password is given, you will be prompted to change your password the first time you log in with your new password. Please create a new, unique password.

eBilling Workbench (the home page)

Once you log in to the application (refer to page 3), the first screen you will see is the Workbench. This gives you quick access to all the functionality in the system.

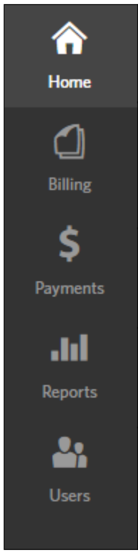
Here are the four key areas you will see:

1. Tabs (left-hand side)
2. Quick Access Resources (right-hand side)
3. My Account, Ask a Question, and Logout Button (top-right drop down box)
4. Your Current Invoices (middle of screen)



1. Tabs

On the left-hand side of the workbench, you will see five navigation tabs that appear on all screens:



• Home - This tab will return you to the home page (also referred to as the Workbench). It will show current invoices and quick access resources.
• Billing – View or search self-funded invoices. 'View Invoices' is recommended to view consolidated invoices. Search options include current, prior, obsolete, and paid invoice statuses.
• Payments – Use this tab to view your payment history. No payment accounts are saved in the self-funded system.
• Reports – Users can Create Reports and view Completed Reports. See Create Reports section on page 30 for more information.
• Users – Create and maintain User Accounts. This option will not be displayed unless your Administrator has granted you access. Please refer to Managing Users on page 34.

2. Quick Access Resources

On the right-hand side, you will find quick access resources. These resources can include Carrier Resources, Messages, Ask a Question, Payments, Scheduled Reports, and Users.

- **Carrier Resources** – You can watch a variety of eBilling videos related to invoices, payments, reporting, user accounts, and more. These are general guidance videos and not all are specific to the special funded system.

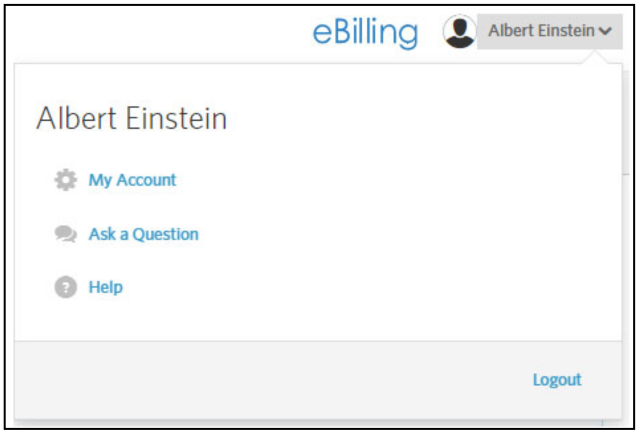
- **Client Message** – This is where you will find special messages and helpful links. Refer to page 11 for more information on Client Message.

- **Ask a Question** – Users can use this feature to send questions directly to the Special Funded Department. Refer to page 11 to learn more about this feature.

- **Payments, Scheduled Reports, and Users** – These are all quick access points for the tabs on the left-hand side. Please refer their section of the user guide for more information.

3. My Account, Ask a Question and Logout Buttons

In the upper right-hand corner of the online billing application is your name attached to a drop-down box.



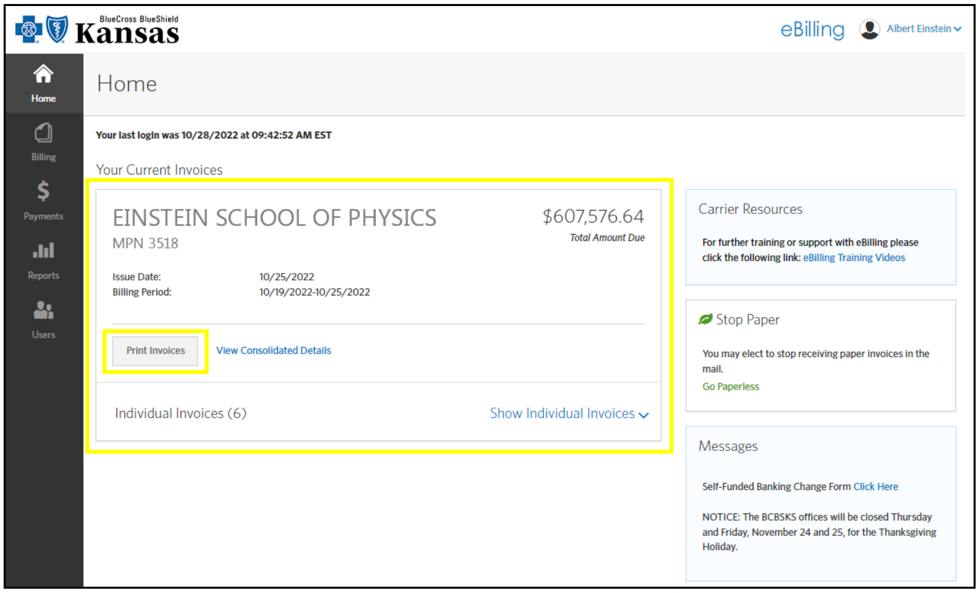
- The My Account button will allow you to change your Password, Secret Questions, and e-mail address. You can also select which e-mail notifications you would like to receive from the eBilling client. Be sure to click the Save button for your changes to take effect.

- The Ask a Question button will allow the user to Send a message to the Blue Cross and Blue Shield of Kansas Special Funded department. After completing the form, be sure to click on the Submit button to send your message. To view BCBSKS responses you will use the Options drop down box to View/Reply to their response. See images on page 11 for a brief tutorial. Brokers will not have access to the Ask a Question feature.

- Logout – You may securely log out of the application at any time by selecting Logout or by closing your internet browser. For security reasons, BCBSKS strongly recommends you close your browser after you have logged out.

4. Your Current Invoice

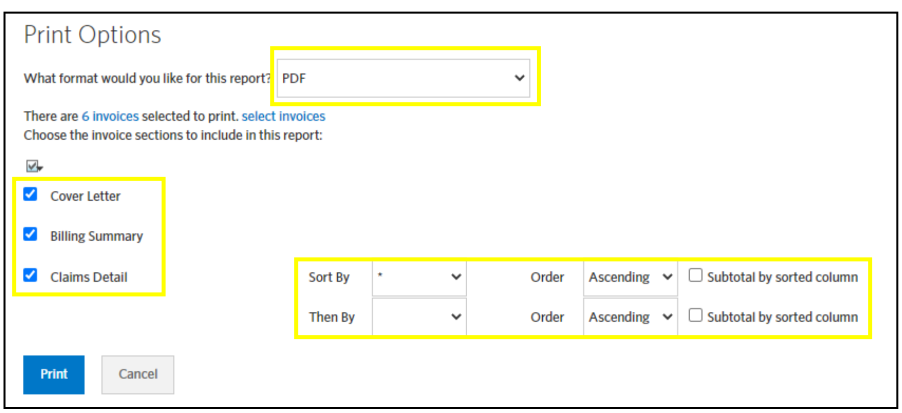
Your current invoice will appear on the eBilling home screen. Once an invoice has been paid, it will be updated to a paid status and removed from the home screen. If you need to find past invoices, you will need to use the Billing tab to locate your desired invoices. More information on past invoices can be found on page 12 of this guide.



Viewing Your Invoice

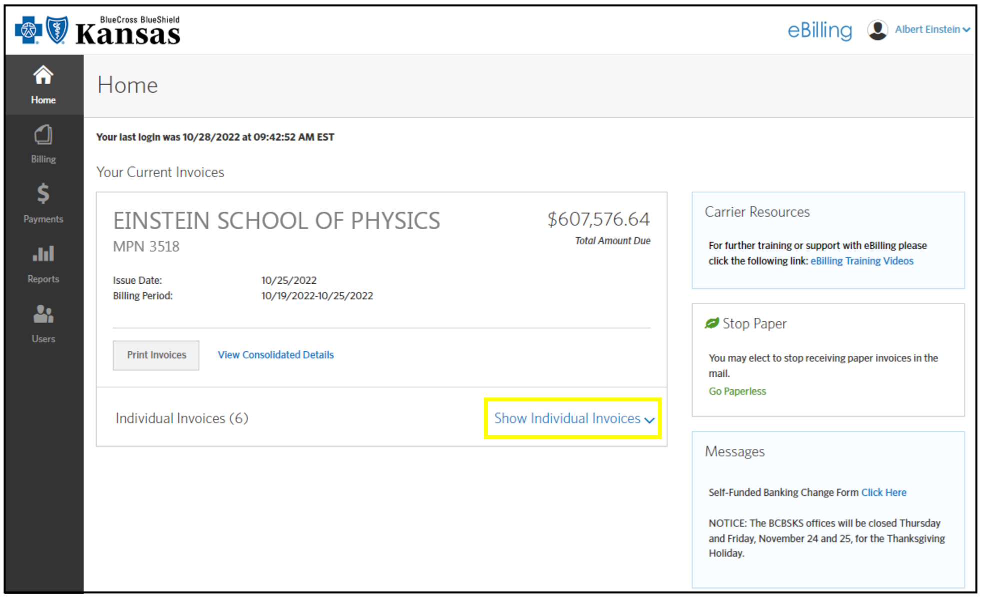
You have three options to view your current invoices:

1. The preferred method is by selecting the **Print Invoices** button (shown above), and printing to a PDF or downloading as a CSV (Excel) document. Using this method will bring all the individual segments into one document. You also have the option to sort, add subtotals, and to remove certain sections from downloading, such as the cover letter, billing summary or claims detail.

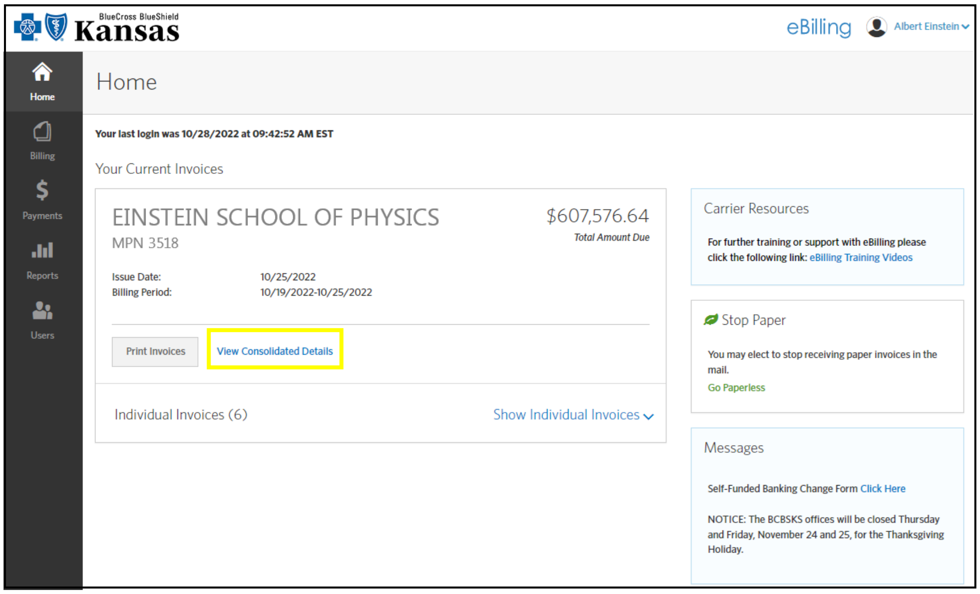


2. You can view the current invoice by selecting **Show Individual Invoices**. This method seperates the invoice into the different billing segments. If your group is billed at the master level, the main invoice will provide the total amount due, cover letter, and billing summary. The claims detail will found under the individual invoices.

   NOTE: Even if the invoice shows a $0.00 amount due, there may still be claims detail to view for the billings period.



3. You can view the current invoice by selecting **View Consolidated Details**. This method will provide consolidated information about the cover letter, billing summary, and a listing of the claims detail.

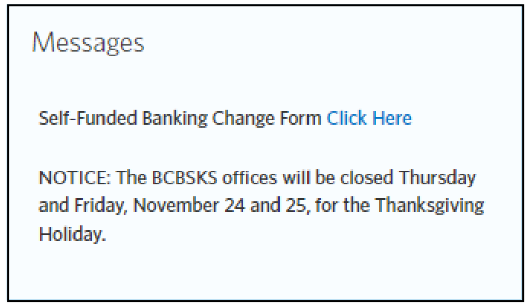


Client Message

The Client Message Center will appear with the Quick-Access Resources. This is where you will find special messages and helpful links.

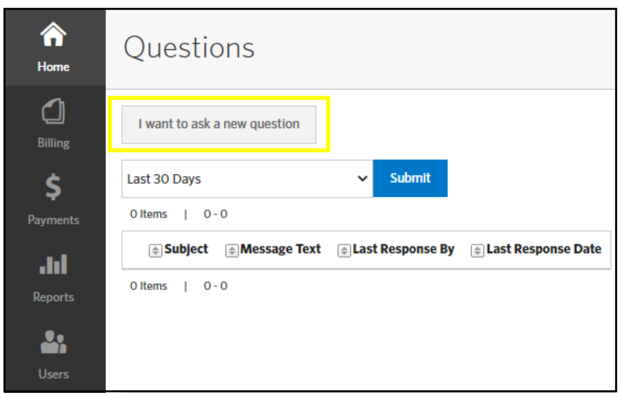
- The Bank Account Change Form - Links you to the banking change form on the BCBSKS website. For Special Funded accounts only.

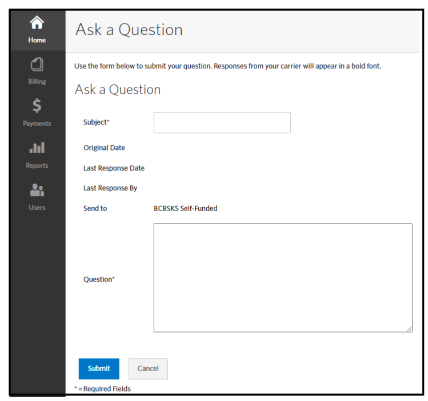
- Important Messages will appear here from Blue Cross and Blue Shield of Kansas. (See Example)



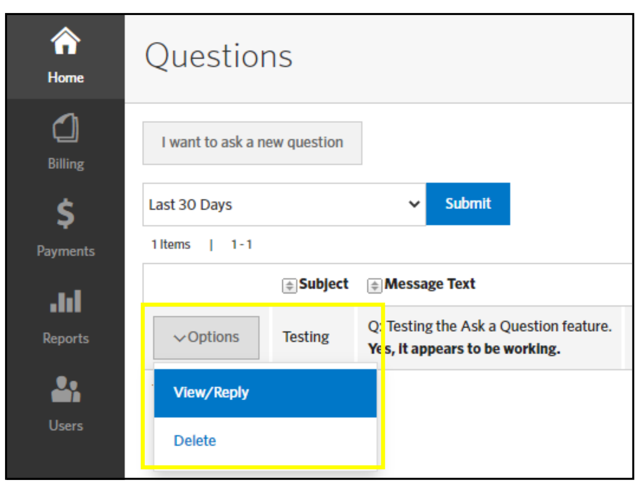
Ask a Question

After accessing the Ask-a-Question feature, click on the **I want to ask a new question** button to make an entry. Type your question in the box provided and click **submit**. Your question will be sent through eBilling to Blue Cross and Blue Shield of Kansas.





To view BCBSKS responses you will use the Options drop down box to View/Reply to their response.

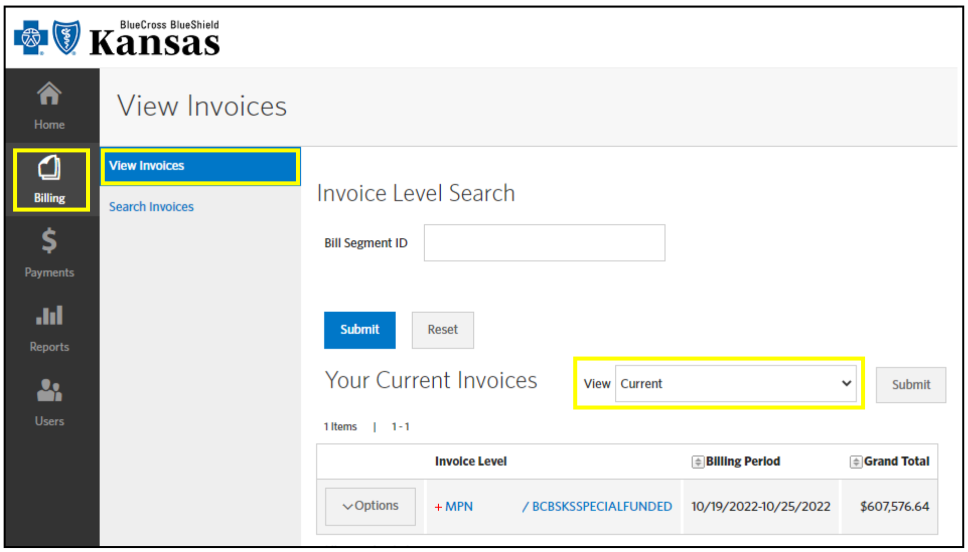


Viewing Past Invoices

To view past invoices, use the **Billing tab** on the left-hand side. You have two options to view these invoices.

1. **View Invoices** – This is the preferred method. You can choose which invoice status you would like to view, and the complete invoice can be downloaded. See the different invoice statuses below.

   Note: The self-funded system primarily uses the Paid and Current invoice statuses. Prior and Obsolete invoices statuses are not generally used.



- **Paid** – A list of all paid invoices. When eBilling receives a notice of payment from Blue Cross and Blue Shield of Kansas, it will move an unpaid invoice to Paid. These invoices could be consolidated by billing period if there is more than one invoice per group.

- **Current** – The most recent outstanding invoice. An existing invoice in this status will be moved to Prior if a new Current invoice is loaded. An existing invoice in this status will be moved to Paid if eBilling receives a notice of payment from Blue Cross and Blue Shield of Kansas.

- **Prior** – Any previous unpaid invoice. These invoices could be consolidated by billing period if there is more than one invoice per group. An unpaid invoice will be moved to Prior if eBilling does not receive a notice of payment from Blue Cross and Blue Shield of Kansas.

- **Obsolete** – If bill has been reissued for the same time period, the previous invoice will be moved to the Obsolete status. These invoices could be consolidated by billing period if there is more than one invoice per group.

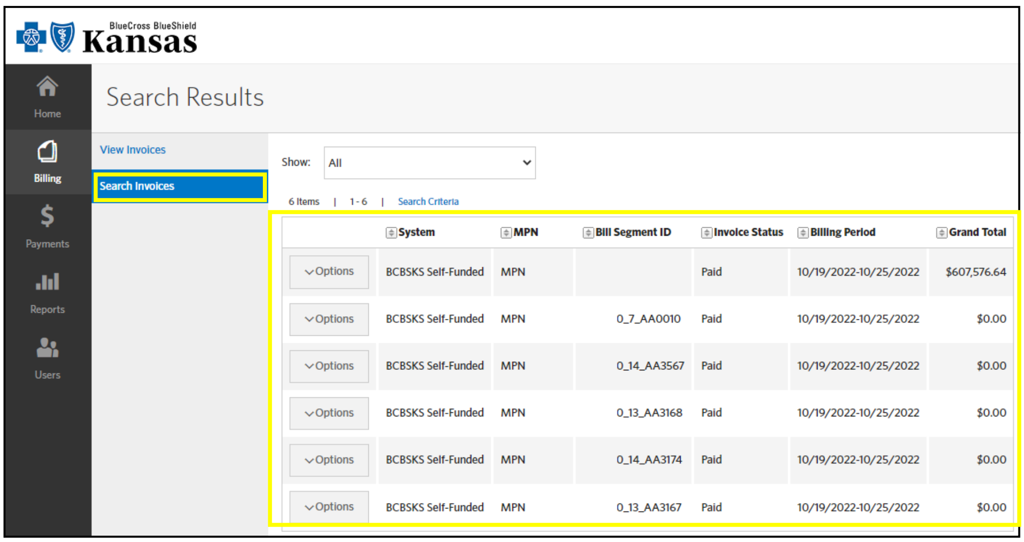
A red plus sign (+) next to the invoice means there are multiple invoices or subordinate groups for the billing period, and they have a consolidated listing. You can view these invoices or subordinate groups by clicking on the (+) sign and they will be listed individually for you.

	Invoice Level	Billing Period	Grand Total
Options	+ MPN / BCBSKSSPECIALFUNDED	10/19/2022-10/25/2022	$607,576.64

To collapse the expanded listed and go back to the consolidated list, click on the red minus sign (-).

	Invoice Level			Billing Period	Grand Total
Options	- MPN	/ BCBSKSSPECIALFUNDED		10/19/2022-10/25/2022	$607,576.64
Options	MPN	/ BCBSKSSPECIALFUNDED /		10/19/2022-10/25/2022	$607,576.64
Options	MPN	/ BCBSKSSPECIALFUNDED /	0_13_AA3167 (UNIT 1)	10/19/2022-10/25/2022	$0.00
Options	MPN	/ BCBSKSSPECIALFUNDED /	0_13_AA3168 (UNIT 2)	10/19/2022-10/25/2022	$0.00
Options	MPN	/ BCBSKSSPECIALFUNDED /	0_14_AA3174 (UNIT 4)	10/19/2022-10/25/2022	$0.00
Options	MPN	/ BCBSKSSPECIALFUNDED /	0_14_AA3567 (UNIT 3)	10/19/2022-10/25/2022	$0.00
Options	MPN	/ BCBSKSSPECIALFUNDED /	0_7_AA0010 (COBRA 2%)	10/19/2022-10/25/2022	$0.00

2. **Search Invoices** – Use this method to search individual invoices rather than viewing consolidated invoices. If your group is billed at the master level, the main invoice will provide the total amount due and the claims detail will be found under the individual invoice segments.



	System	MPN	Bill Segment ID	Invoice Status	Billing Period	Grand Total
Options	BCBSKS Self-Funded	MPN		Paid	10/19/2022-10/25/2022	$607,576.64
Options	BCBSKS Self-Funded	MPN	0_7_AA0010	Paid	10/19/2022-10/25/2022	$0.00
Options	BCBSKS Self-Funded	MPN	0_14_AA3567	Paid	10/19/2022-10/25/2022	$0.00
Options	BCBSKS Self-Funded	MPN	0_13_AA3168	Paid	10/19/2022-10/25/2022	$0.00
Options	BCBSKS Self-Funded	MPN	0_14_AA3174	Paid	10/19/2022-10/25/2022	$0.00
Options	BCBSKS Self-Funded	MPN	0_13_AA3167	Paid	10/19/2022-10/25/2022	$0.00

Understanding Your Invoice

After downloading an invoice, you will notice it consists of three main sections: the Cover Letter, the Billing Summary, and the Claims Detail.

- **The Cover Letter**- This is the bill. It shows the amount due for claims expense and will include any adjustments for the billings cycle. Adjustments may include, but not limited to, Stoploss Adjustments, Formulary Drug Rebates, Value Based Service Fees, COBRA Reimbursements, and Copay Max Fees. Notice the example invoice on the next page has Value Based Service Fees that have been added to the billing. The 'Grand Total' on the cover letter is what is being pulled from your bank account for the weekly billing cycle.

- **The Billing Summary**- This page is a summary of claims activity and does not include any additional charges or reimbursements. The purpose of the billings summary is to break out claims expense and show how it was applied for the billing cycle. On this page you will see a 'Total Amount Due'. This is the amount of claims expense only, prior to any cover letter adjustments. This total will carry forward to the claims expense line of the cover letter.

- **The Claims Detail**- This is a listing of all claims processed during the billing cycle.

If your group is billed by the master group level, you will receive one cover letter that consolidates all the subordinate groups into one bill. If you are billed by subordinate, you will receive a cover letter for each of the subordinate groups. You will always have one Billing Summary, which will be located under the master group number.

On the next few pages, you will see examples of a cover letter, billing summary, and claims detail.

NOTE: If the billing cycle falls in two separate months, there will be a partial invoice showing activity from the prior month, and a second invoice showing activity for the current month. You will need to view both invoices to see the complete week. When this happens, the partial invoice will show $0.00 for the amount due and there will not be a Cover Letter, but there will be a Billing Summary and Claims Detail for the activity that fell in the prior month.

For example, if a billing cycle is 07/27-08/02, there will be a $0.00 partial invoice with claims processed 07/27-07/31. The second invoice will have claims processed 08/01-08/02. The second invoice will always have the cover letter, which has the combined claims expense for both invoices plus any additional charges or reimbursements for the billing period.

⌄Options	+ MPN073	/ BCBSKSSPECIALFUNDED	08/01/2022-08/02/2022	$494,210.69
⌄Options	+ MPN073	/ BCBSKSSPECIALFUNDED	07/27/2022-07/31/2022	$0.00

Cover Letter Example

Blue Cross Blue Shield of Kansas

Export / Print Invoice Report

Report Format:	PDF
Generated On:	05/13/2020 09:56:08 AM EDT

MPNXXXXXX/ BCBSKSSPECIALFUNDED / MPN # & NAME

MPN NAME

MPN STREET ADDRESS

CITY KS ZIP CODE

Bill Segment ID:	XXXXXX
Due Date:	
Issue Date:	05/12/2020
Billing Period:	05/06/2020-05/12/2020
Invoice Total:	$385,130.51
Cover Letter Date:	05/12/2020
Plan Manager:	MPN NAME
Rep Name:	

Expense	
CLAIMS APPLIED TOWARD STOPLOSS	$345,392.98
STOP/LOSS ADJUSTMENT	$0.00
ADMINISTRATIVE EXPENSE	$0.00
TOTAL	$345,392.98
CLAIMS OVER AND UNDER PAYMENT	
OTHER ADJUSTMENT	
VALUE BASED SERVICES	$39,737.53
GRAND TOTAL	$385,130.51
Cover Letter	

For this example, the group had $345,392.98 in claims expense and $39,737.53 charged for Value Based Services. Their total due for the billing cycle is $385,130.51.

Billing Summary Example

BlueCross BlueShield of Kansas

ADVANCE Insurance Company of Kansas

MPNXXXXXX / BCBSKSSPECIALFUNDED / MPN # (MPN NAME)
MPN NAME
MPN STREET ADDRESS
CITY KS ZIP CODE

Bill Segment ID:	XXXXX
Due Date:	
Issue Date:	05/12/2020
Billing Period:	05/06/2020-05/12/2020
Invoice Total:	$385,130.51
Cover Letter Date:	05/12/2020
Plan Manager:	MPN NAME
Rep Name:	

OD03952 | BILL SEGMENT ID | ALTERNATIVELY FUNDED BILLING SUMMARY | INCURRED BASIS | BUSINESS DATE: 05/06/2020
AL30 | XXXXXX | RUN: 05/12/2020

CLAIMS PAID FOR THE PERIOD ENDING 05/12/2020 — CURRENT

	01/2020-12/2020	01/2019-12/2019	01/2018-12/2018	01/2017-12/2017	01/2016-12/2016	01/2015-12/2015
SPECIFIC STOP-LOSS	150,000	150,000				
AGGREGATE STOP-LOSS						
MONTHLY AGGREGATE	NO	NO	NO	NO	NO	NO
TOTAL PAYMENTS	398,698.90	8,950.89	1,072.00			
NOT APPLIED TO STOP-LOSS (-)						
OVER SPECIFIC STOP-LOSS (-)	47,950.96	15,377.85				
OVER AGGREGATE STOP-LOSS (-)						
APPLIED TO ASL (=)	350,747.94	6,426.96-	1,072.00			
ADMINISTRATIVE PERCENT						
REIMBURSABLE CLAIMS	350,747.94	6,426.96-	1,072.00			
ADMINISTRATIVE CHARGE (+)						
AGGREGATE ADJUSTMENT (+)						
AMOUNT DUE (=)	350,747.94	6,426.96-	1,072.00			
COBRA CLAIMS (INCLUDED IN ABOVE TOTALS)	15.71					

TOTAL AMOUNT DUE = *** $345,392.98 ***

The group had $408,721.79 in claims during the billing cycle, which were claims from the 2018, 2019, and 2020 contract periods. $63,328.81 was over the Individual Stoploss (ISL), and the group was responsible for paying $345,392.98 in claims expense.

Claims Detail Example with PHI (Personal Health Information):

BlueCross BlueShield of Kansas

ADVANCE Insurance Company of Kansas℠

MPNXXXXX/ BCBSKSSPECIALFUNDED / XXXXX_2_AA1610 (MPN NAME)

MPN NAME ACTIVE

STREET ADDRESS

CITY KS ZIP CODE

Bill Segment ID:	XXXXXX_2_AA1610
Due Date:	
Issue Date:	05/12/2020
Billing Period:	05/06/2020-05/12/2020
Invoice Total:	$0.00

Claims Detail

*	Bill Segment ID	Contract Begin Date	Lst Name	Fst Name	Insured ID	Gender	IRC	Srv Typ	Corp	Prod	Product Name	Serv Date	Pd Date	Amount Allowed	Payment Amount	Provider W/O	Over Spec SL	Payment Access Fee	ITS Recovery Amount
	XXXXXXAA1610	01/01/2020				M	19	1	2	04	MEDICAL - BS	04/29/2020	05/11/2020	$174.19	$0.00	$50.81	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	05/06/2020	05/11/2020	$8.66	$8.66	$27.33	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	05/03/2020	05/11/2020	$44.16	$44.16	$74.83	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	05/04/2020	05/11/2020	$1.53	$0.00	$11.86	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	05/08/2020	05/11/2020	$5.59	$0.00	$39.40	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	05/08/2020	05/11/2020	$14.01	$14.01	$10.98	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	05/08/2020	05/11/2020	$12.91	$0.00	$17.08	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				M	01	D	2	63	DRUG	05/03/2020	05/11/2020	$9.34	$0.00	$61.65	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				M	01	D	2	63	DRUG	05/04/2020	05/11/2020	$55.56	$0.00	$105.70	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	1	2	04	MEDICAL - BS	04/27/2020	05/11/2020	$54.59	$0.00	$10.41	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	05/04/2020	05/11/2020	$68.04	$0.00	$292.13	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	05/04/2020	05/11/2020	$44.21	$0.00	$1.45	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	05/04/2020	05/11/2020	$19.07	$0.00	$49.85	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	19	1	2	04	MEDICAL - BS	04/27/2020	05/11/2020	$38.20	$0.00	$11.80	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	2	2	04	MEDICAL - BS	04/20/2020	05/11/2020	$9.18	$0.00	$6.82	$0.00	$0.00	$0.00

BlueCross BlueShield of Kansas

ADVANCE Insurance Company of Kansas

Claims Detail

*	Bill Segment ID	Contract Begin Date	Lst Name	Fst Name	Insured ID	Gender	IRC	Srv Typ	Corp	Prod	Product Name	Serv Date	Pd Date	Amount Allowed	Payment Amount	Provider W/O	Over Spec SL	Payment Access Fee	ITS Recovery Amount
	XXXXXXAA1610	01/01/2020				F	18	5	2	04	MEDICAL - BS	04/20/2020	05/11/2020	$8.14	$0.00	$43.06	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	5	2	04	MEDICAL - BS	04/20/2020	05/11/2020	$10.61	$0.00	$38.08	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	5	2	04	MEDICAL - BS	04/20/2020	05/11/2020	$18.51	$0.00	$36.21	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	5	2	04	MEDICAL - BS	04/20/2020	05/11/2020	$19.51	$0.00	$53.03	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	1	2	04	MEDICAL - BS	04/22/2020	05/11/2020	$77.60	$77.60	$47.40	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				M	01	D	2	63	DRUG	05/02/2020	05/11/2020	$12.34	$0.00	$182.55	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	1	2	04	MEDICAL - BS	03/23/2020	05/11/2020	$97.66	$0.00	$27.34	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	H	2	04	MEDICAL - BS	04/24/2020	05/11/2020	$59.98	$0.00	$70.02	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				M	01	D	2	63	DRUG	05/03/2020	05/11/2020	$3.48	$0.00	$24.91	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				M	01	D	2	63	DRUG	05/03/2020	05/11/2020	$4.37	$0.00	$31.62	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	04/23/2020	04/28/2020	($17.60)	$0.00	($31.29)	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	05/05/2020	05/11/2020	$12.08	$0.00	$179.71	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	5	2	04	MEDICAL - BS	04/24/2020	05/11/2020	$17.51	$0.00	$22.49	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	5	2	04	MEDICAL - BS	04/24/2020	05/11/2020	$55.62	$0.00	$34.38	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	1	2	04	MEDICAL - BS	04/24/2020	05/11/2020	$81.74	$0.00	$13.26	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	1	2	04	MEDICAL - BS	04/29/2020	05/11/2020	$93.08	$93.08	$46.92	$0.00	$0.00	$0.00
	XXXXXXAA1610	01/01/2020				F	18	D	2	63	DRUG	05/02/2020	05/11/2020	$14.60	$0.00	$237.39	$0.00	$0.00	$0.00
													Subtotal for Bill Segment ID XXXXXXAA1610	**$1,128.47**	**$237.51**	**$1,829.18**	**$0.00**		
													Grand Total	**$1,128.47**	**$237.51**	**$1,829.18**	**$0.00**		

* - CLAIM NOT APPLIED TOWARD STOP-LOSS

LEGEND OF CODES ON DETAIL CLAIMS LISTING

TYPE SERVICE CODES (Serv Typ)

Code	Definition
1C	Inpatient Medical
2C	Inpatient Surgical
3C	Inpatient Maternity
4C	Outpatient Medical
5C	Outpatient Surgical
6C	Outpatient Accident
7C	Plan 65 Inpatient Medical
8C	Plan 65 Inpatient Surgical
9C	Plan 65 Outpatient
1	Medical Care
2	Surgery
3	Consultation
4	Diagnostic X-ray
5	Diagnostic Laboratory
6	Radiation Therapy
7	Dental
8	Assistant Surgery
9	Misc Medical Care, Hospice or Renal Supply
0	Blood
A	DME - Used
C	Conductive Anesthesia
D	Drugs
F	Ambulatory Surgical Center
G	Anesthesia
H	Diagnostic X-ray PC
K	Diagnostic Lab - TC
L	Diagnostic Laboratory PC
M	Maternity
N	Kidney Donor
T	Diagnostic X-ray TC
W	DME - Rental
X	DME - Purchase
Y	Radiation Therapy - PC

SEX/RELATIONSHIP (IRC)

Code	Definition
01	Spouse
05	Grandchild
07	Nephew/Niece
08	Cousin
09	Adopted Child
10	Foster Child
14	Sibling
15	Ward
17	Step Child
18	Self
19	Child
24	Dependent of Minor
38	Collateral Dependent
39	Organ Donor
40	Cadaver Donor
53	Domestic Partner
G8	Other Relative
SM	Surrogate Mother

CORPORATION CODE (Corp)

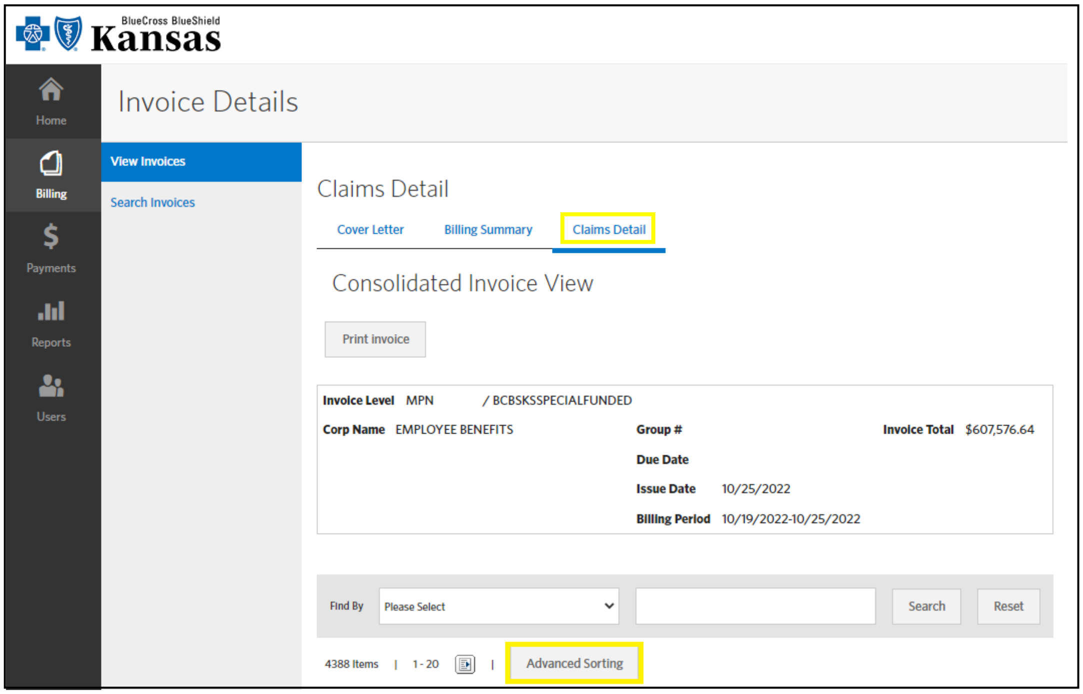
Code	Definition
1	Blue Cross
2	Blue Shield
4	All Blue
5	ITS Institutional (Cross)
6	ITS Professional (Shield)

PRODUCT CODE (Prod)

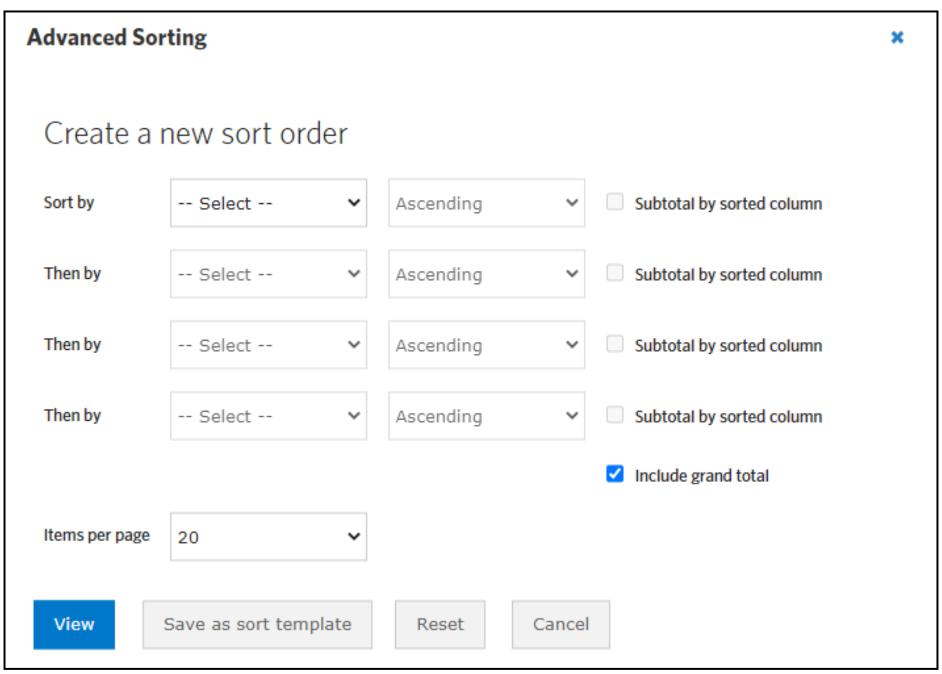
Code	Definition
01	Basic/Major Medical Rider
02	Major Medical Rider
03	Dental (see codes 24 thru 26)
04	Comprehensive Major Medical
05	Vision
06	Drugs (see codes 63 thru 66)
07	Shared Pay Comprehensive
09	Cancer
10	Blue Select
11	Basic Blue
12	Office Visit Copay
20	Affordablue
22	Healthy Blue
24	Dental -Building Block
25	Dental - Comprehensive
26	Dental - Shared Pay
27	Dental - Voluntary
61	Plan 65
63	Drugs - BlueRx Card
64	Drugs - BlueRx Direct
65	Drugs - BlueRx Rider
66	Drugs - BlueRx Shared Pay
88	ITS Denied Claims Recovery Fee (AL&GL Systems)

Advanced Sorting

Advance sorting is a feature available under the Claims Detail tab of the Invoice screen. It allows you to sort and subtotal up to four different columns.



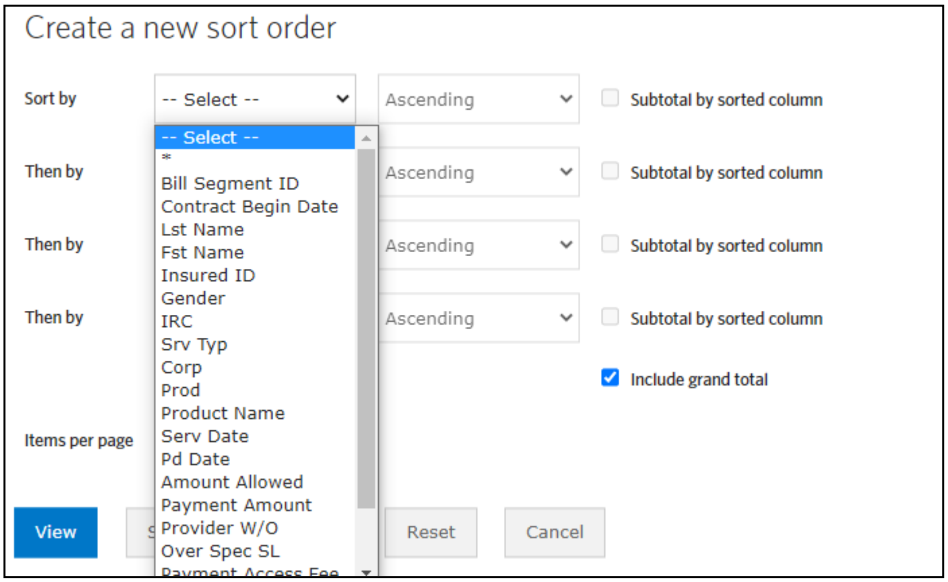
By clicking on the Advanced Sorting button, you will get the following box:



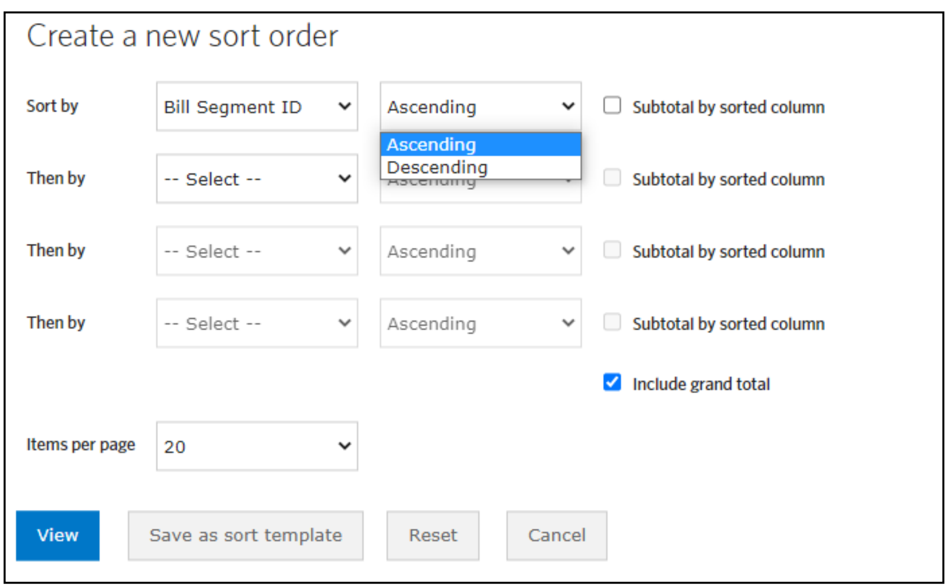
The Advance Sorting option works similar to the sorting option in Microsoft Excel. The first sort option will break the Claims Detail into large groups of records. The next sort option will then break each of the large groups down into smaller groups. You can have up to four sorts and you can subtotal each of those sorts by checking the "Subtotal by sorted column" box.

To create a sort:

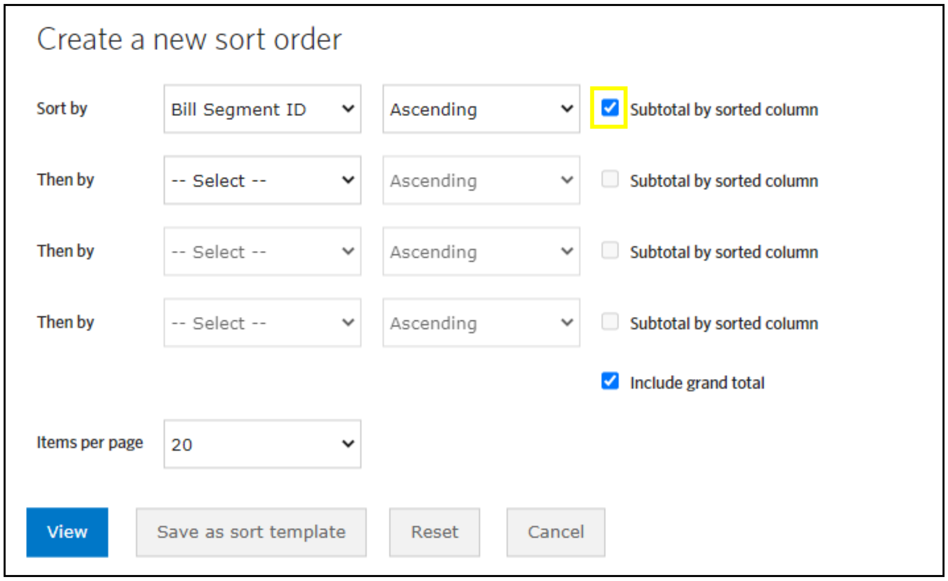
1. Click the **Advanced Sorting** button on the Claims Detail tab.
2. Click the drop-down arrow in the box next to "Sort by" and choose the column you wish to sort by.



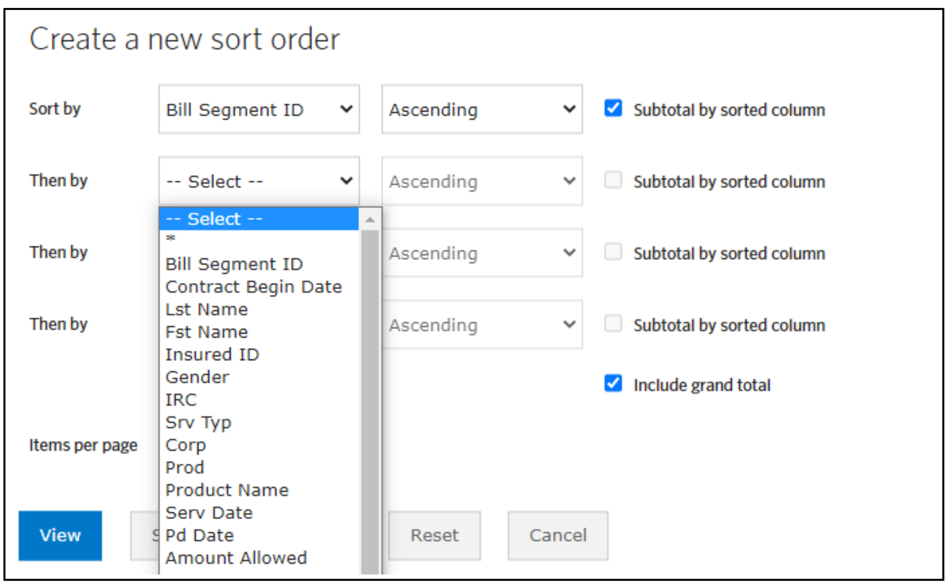
3. Click the drop-down arrow in the next box and choose how you want the sort displayed – ascending or descending order. This box is defaulted to ascending and does not need to be clicked on if you want ascending order.



4. If you want a subtotal of this sort, click on the **Subtotal by sorted column** box.

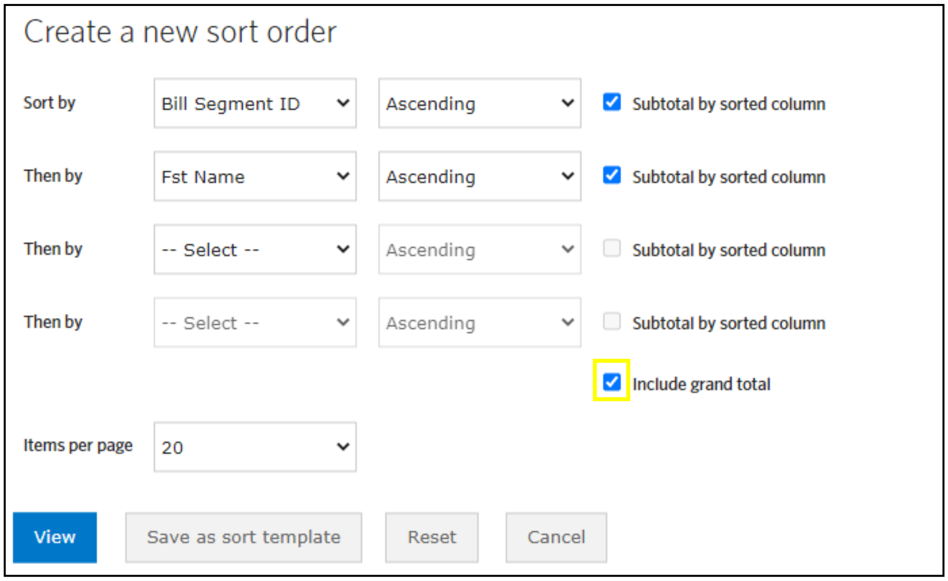


5. If you want another sort option, click on the drop down arrow in the next row down and choose the column you wish to sort by.

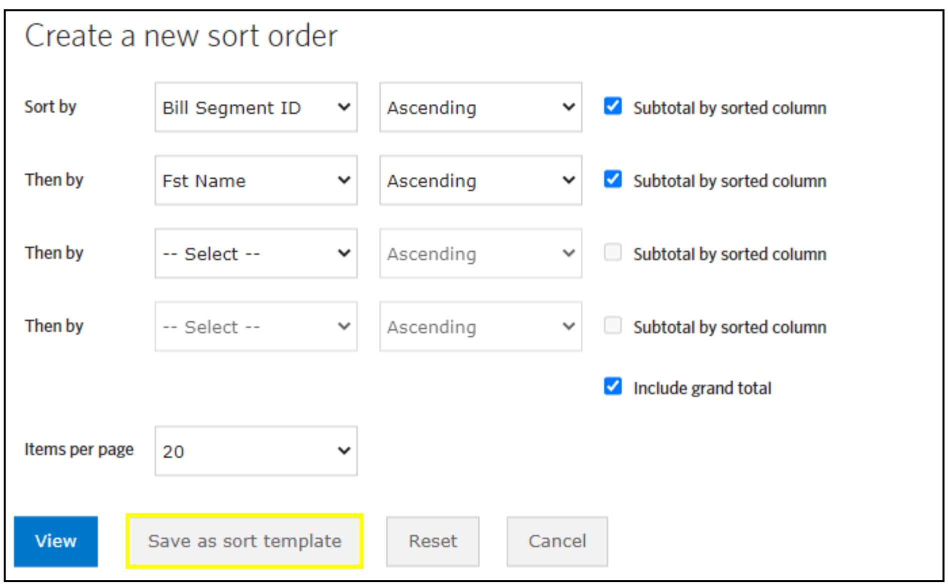


6. For sort order and subtotal options, repeat steps 3 and 4 on the desired sort line.

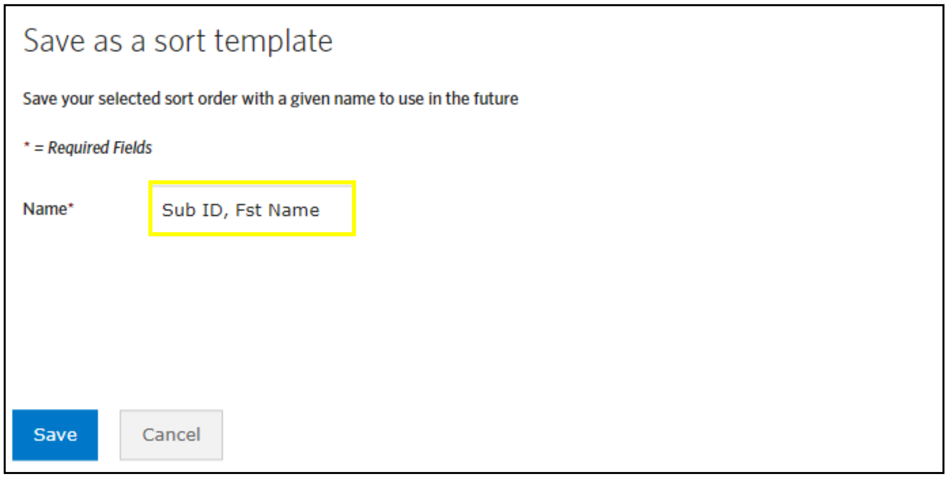
7. If you want to include a grand total at the end invoice, click on the **Include Grand Total** box.



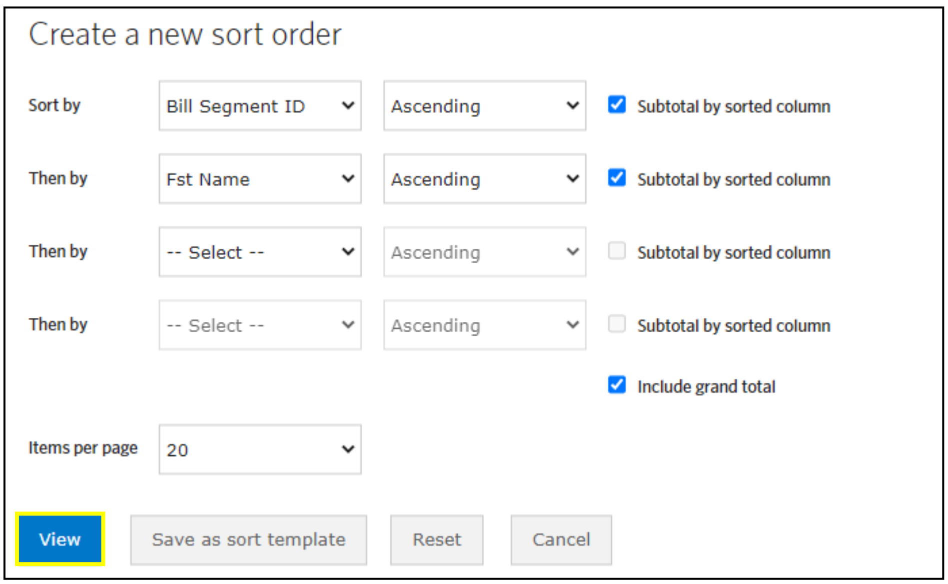
8. If you want to save this sort to apply on other invoices, click on the **Save as Sort Template** button.



9. Next, name your sort template and click **Save**. You can click the Cancel button to discontinue with the save. When you click Save, the application will apply your sort.



10. If you do not want to save your sort options, click the **View** button and the sort will be applied to the invoice.



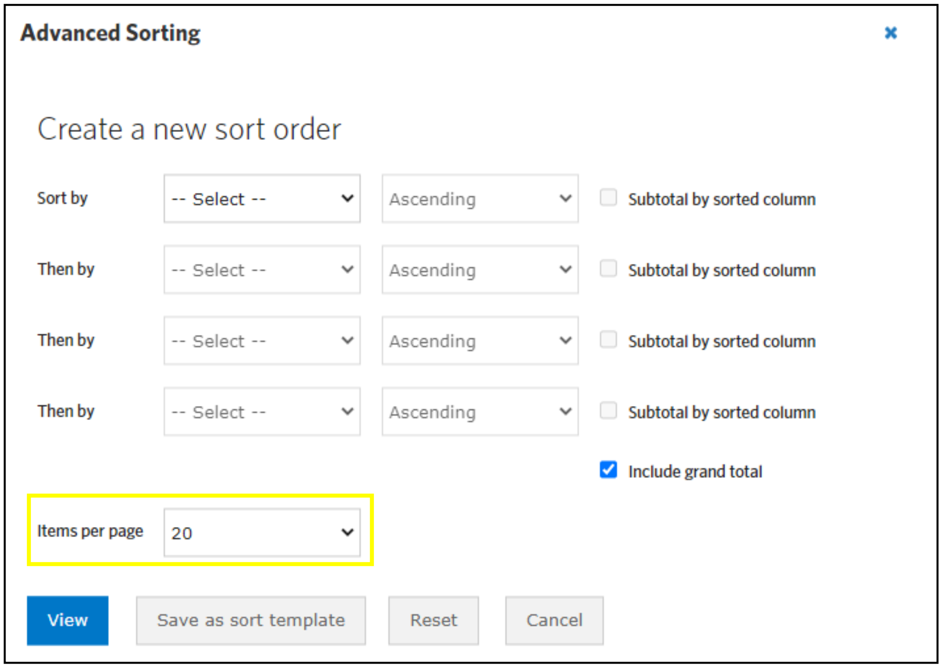
If you have saved sort templates, you can apply, edit or delete by clicking on the **Advanced Sorting** button.

To close the boxes in the Advanced Sorting without applying the sort or changes, click the X button or the Cancel button.

The Advanced Sorting is an online functionality only. See the Printing Invoices section for additional information on downloading your invoices.

Rows Per Page

The number of rows on the page is defaulted to 20. You can change the number of rows or records displayed on each page by clicking on the **Advanced Sorting** button.

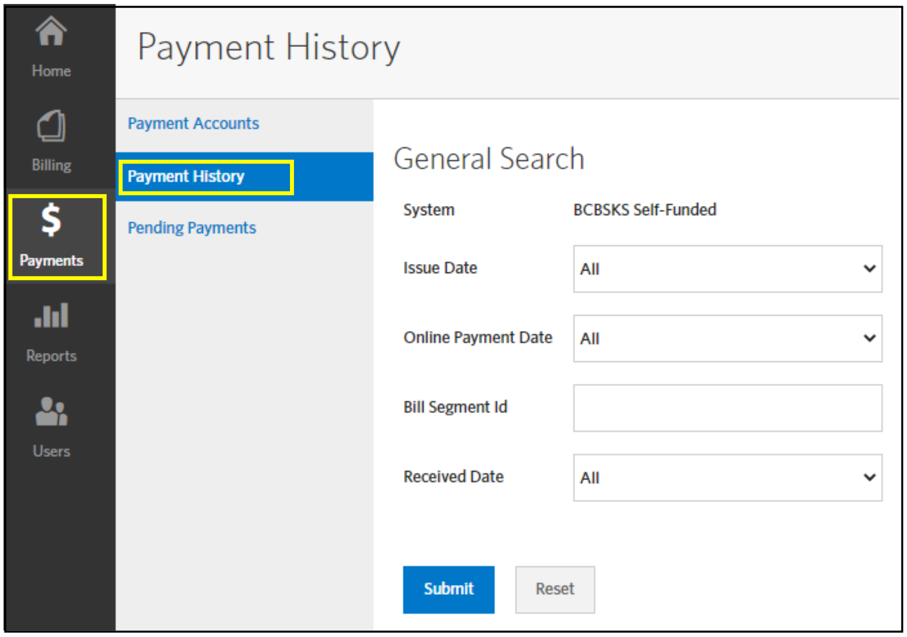


By clicking on the **Items Per Page** drop down box; you will be given options to display 10, 20, 60, 75 and 100 rows per page.

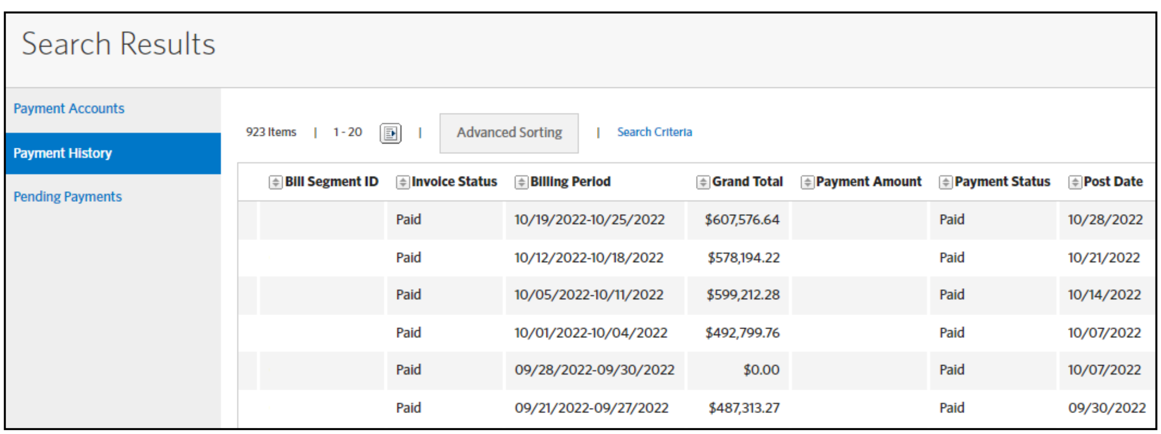
These rows per page will not affect your current sort or any saved sort.

Payment History

Under the Payments tab, you will be able to access the Payment History feature. Payment accounts are not saved in the self funded eBilling system.

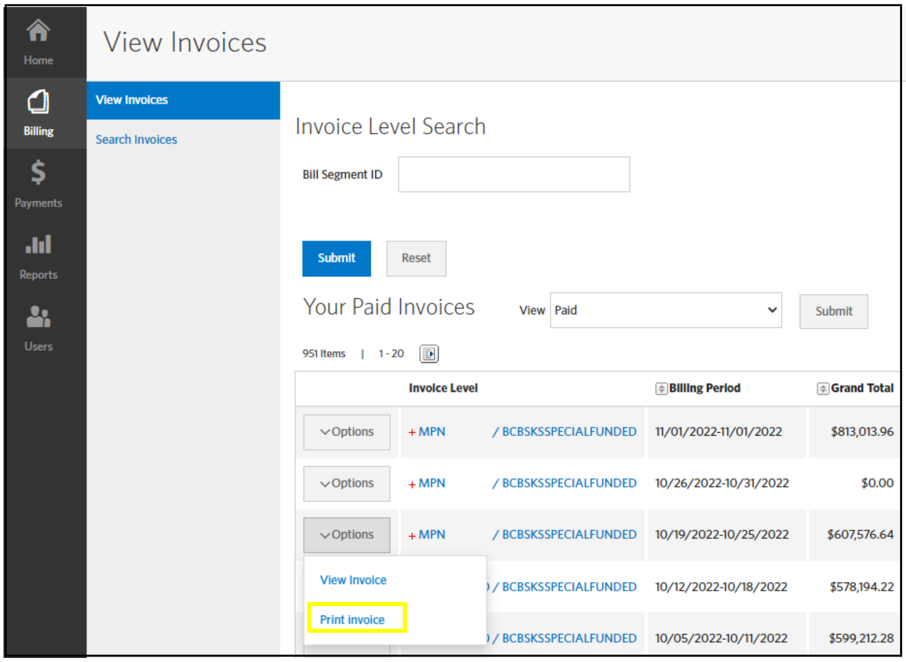


You can narrow your search to 30 Days, 60 Days, 90 Days or enter a date range to search by Invoice Date, Payment date or Received Date. Enter the Group#/subordinate to narrow your search or leave blank to receive all Group and subordinates that you are authorized to view. Then click on Submit. You will be provided the list of payments that meet your selected criteria.

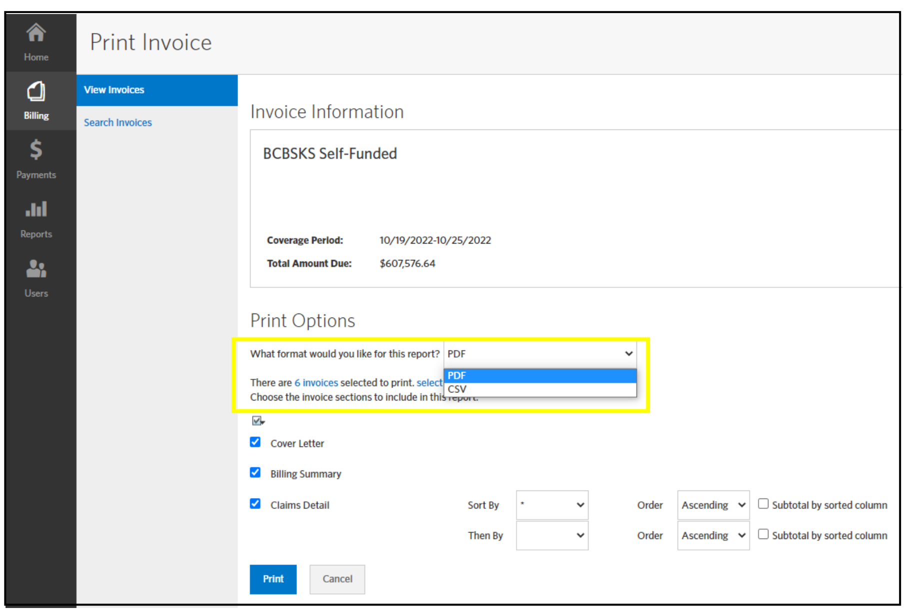


Printing Invoices

Once you have selected your invoice it can be printed by using the options drop-down box and selecting **Print Invoice**. You will be taken to the Print Invoice screen to view your available print options.

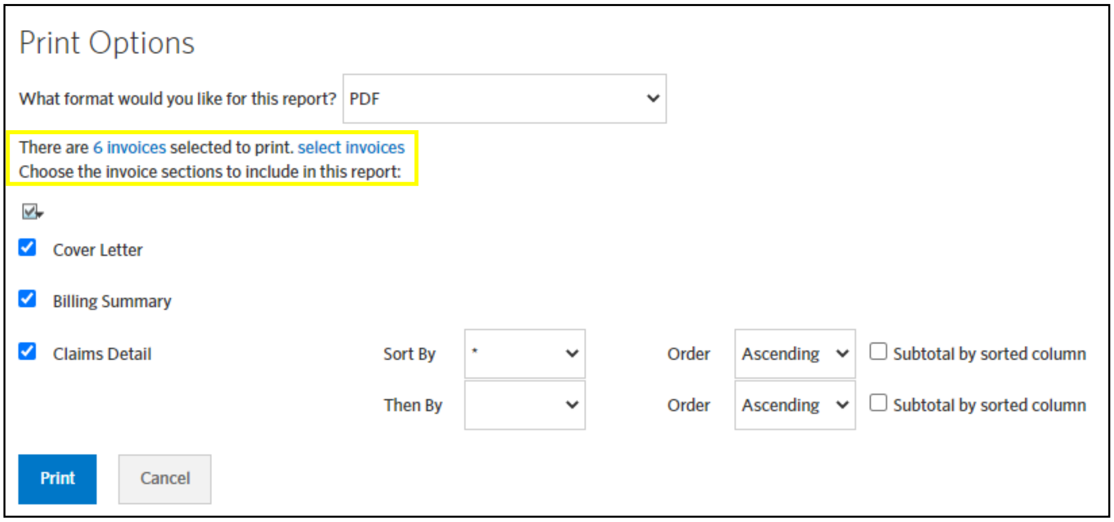


On the Print Invoice screen, you will need to select the format you want the report returned in. You can print it to a PDF or download it as a CSV file.



The CSV format is a spreadsheet file. It allows you to manipulate and alter the data as you need to. Make sure you download and save the file to your computer so you can save any changes you make to the file. The PDF format is used with Adobe Acrobat and displays your data in a report. This data cannot be altered. You can also save this file to your computer.

After selecting how you would like to receive your report, you can choose which invoice segments you would like to print. Printing the full invoice is default, but if you only want certain segments, you can choose the Select Invoices option to choose what portions you'd like to print. If you wish to download the entire invoice, you may skip this step.


Print Options

What format would you like for this report? PDF

There are 6 invoices selected to print. select invoices
Choose the invoice sections to include in this report:

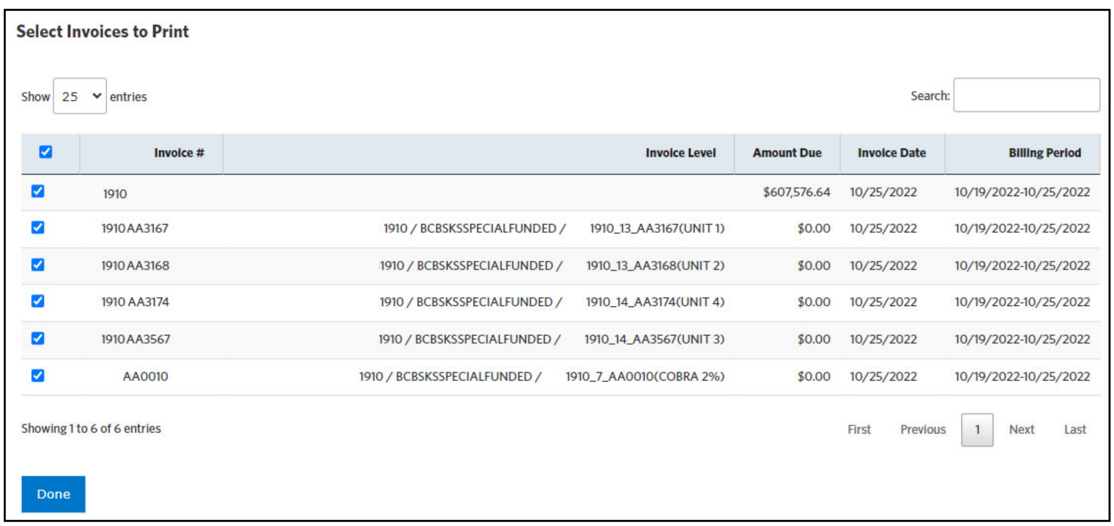
Cover Letter

Billing Summary

Claims Detail — Sort By * — Order Ascending — Subtotal by sorted column

Then By — Order Ascending — Subtotal by sorted column

Print Cancel


Select Invoices to Print

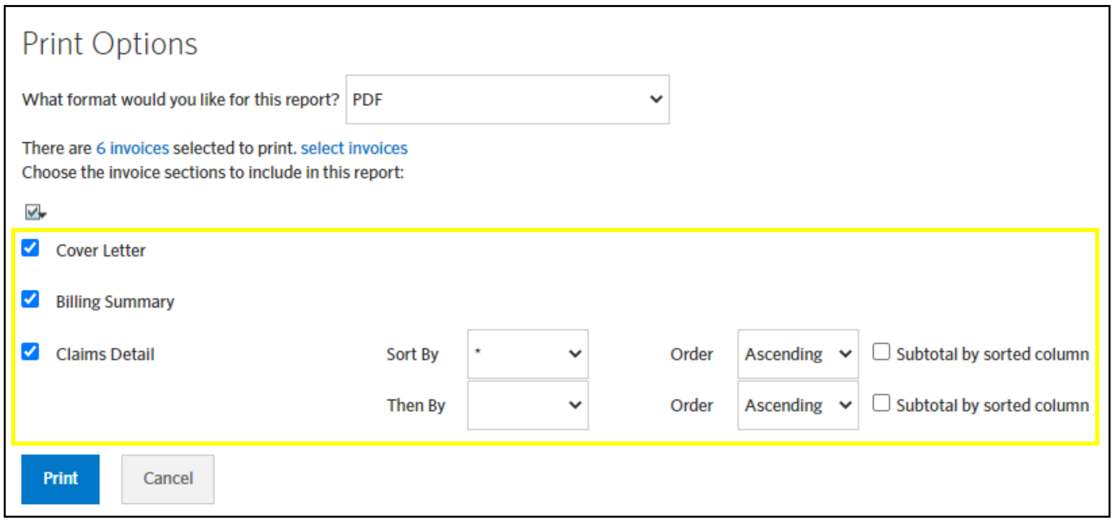
Show 25 entries — Search:

	Invoice #	Invoice Level	Amount Due	Invoice Date	Billing Period
☑	1910		$607,576.64	10/25/2022	10/19/2022-10/25/2022
☑	1910AA3167	1910 / BCBSKSSPECIALFUNDED / 1910_13_AA3167(UNIT 1)	$0.00	10/25/2022	10/19/2022-10/25/2022
☑	1910AA3168	1910 / BCBSKSSPECIALFUNDED / 1910_13_AA3168(UNIT 2)	$0.00	10/25/2022	10/19/2022-10/25/2022
☑	1910 AA3174	1910 / BCBSKSSPECIALFUNDED / 1910_14_AA3174(UNIT 4)	$0.00	10/25/2022	10/19/2022-10/25/2022
☑	1910AA3567	1910 / BCBSKSSPECIALFUNDED / 1910_14_AA3567(UNIT 3)	$0.00	10/25/2022	10/19/2022-10/25/2022
☑	AA0010	1910 / BCBSKSSPECIALFUNDED / 1910_7_AA0010(COBRA 2%)	$0.00	10/25/2022	10/19/2022-10/25/2022

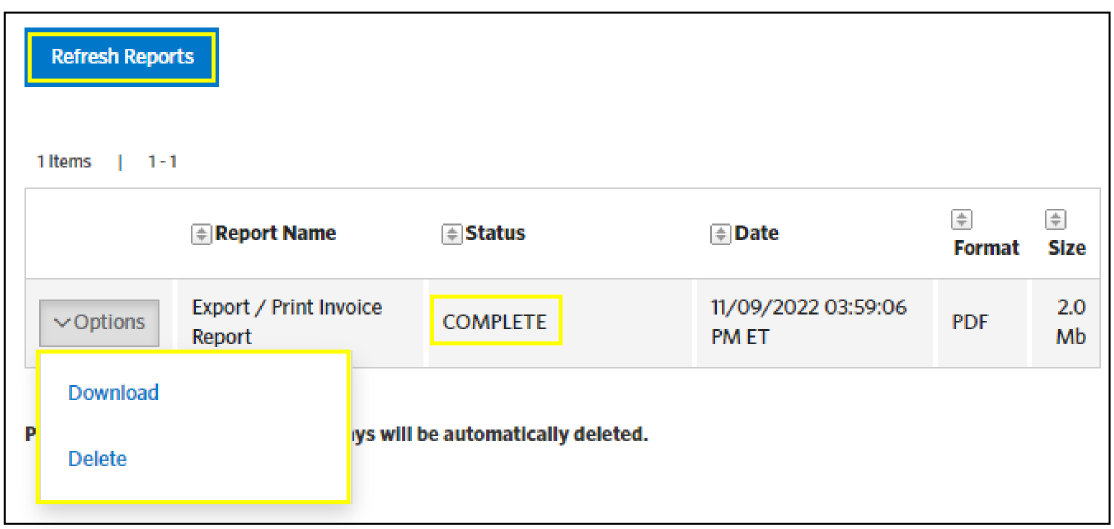
Showing 1 to 6 of 6 entries — First Previous 1 Next Last

Done

Once you select the invoices you want, you can select which parts of the invoice you would like to print: The Cover Letter, Billing Summary, and/or the Claims Detail. You can select any combination of the three or include them all. You have primary and secondary sort options available when printing the Claims Detail invoice section. You can sort by any of the columns in ascending order (A, B, C, D… or 0, 1, 2, 3…) or in descending order (Z, Y, X, W… or 9, 8, 7, 6…). By clicking on the Subtotal by Column option, your report will also have the money columns automatically totaled for each of your selected sorted columns. For instance, if you sorted by Insured ID, you would have a subtotal for each ID in your report. When you have made your choices, click the **Print** button.



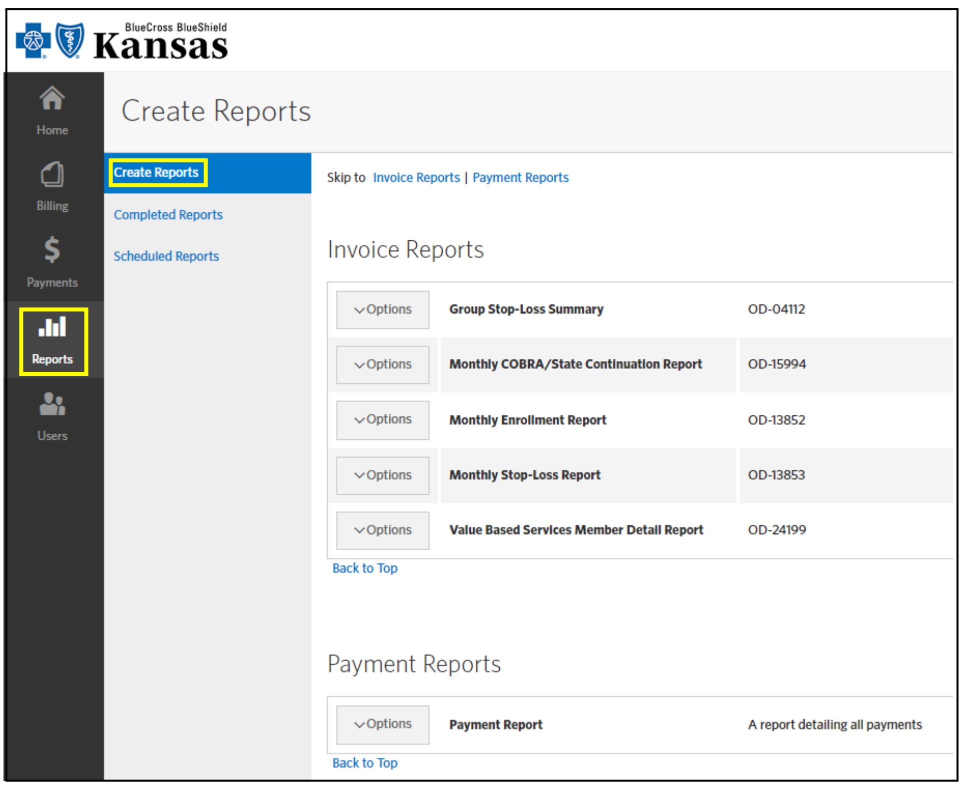
After selecting Print, you will be taken to the Completed Reports screen. If your report still shows the status as Pending or Running, you will need to click on the **Refresh** link just above the Completed Reports list. The Refresh button will update your screen. Once your report shows Completed in the status column, it is ready to view or download.



Creating Reports

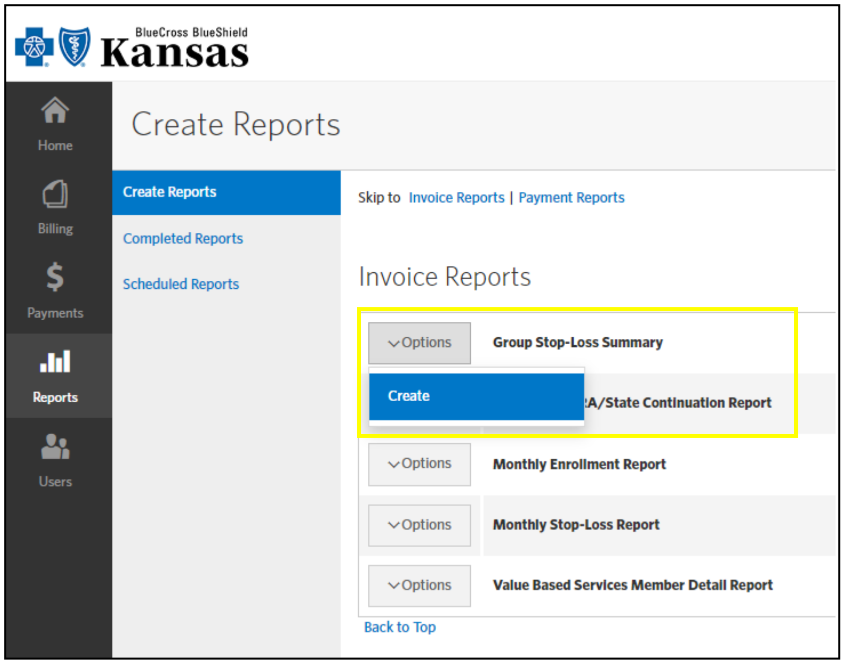
To Create a report, you will use the Reports tab, and select **Create Report**. This section allows you to create the following reports:

- Group Stop-Loss Summary
- Monthly Cobra/State Continuation
- Monthly Enrollment
- Monthly Stop Loss
- Value Based Services Member Detail Report
- Payment Report

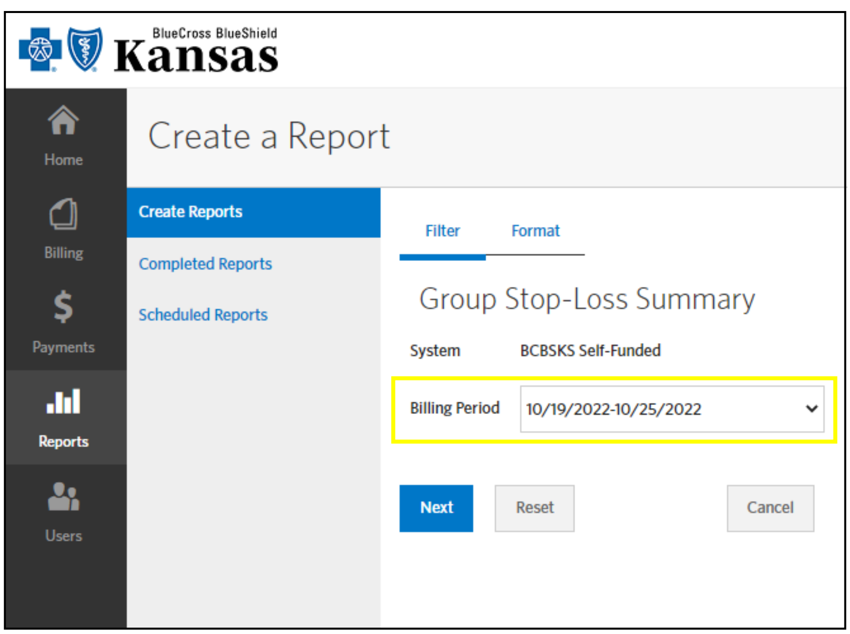


Follow these steps to create a report:

1. Click the **Options** box next to the report name and select **Create**.



The Create a Report screen will appear with filter options. See the image below as we pull a Group Stop-Loss Summary report:

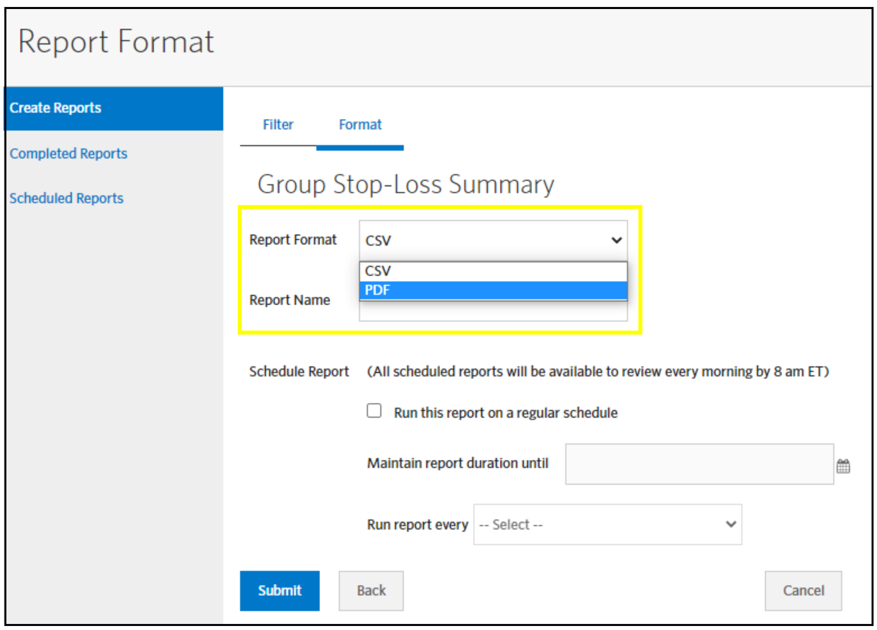


2. Choose the Billing Period from the drop-down box you would like displayed on the report. **Not all date ranges are available for each report.** For instance, a monthly report is only available for date ranges that span a month. Those reports will have the word Monthly in their names. The other reports are produced on a weekly basis and are only available in week long date ranges. In cases where the month does not end on a Tuesday, short weeks will be available options for the weekly reports. Be sure to select the correct date range for the report you are creating.

   For the Value Based Services Report, you will want to select the week in which the VBS fees were billed. You also must select the correct invoice status. If the either of those two fields are incorrect, the report will come up blank and you will need to adjust your search criteria and try again.

3. Click **Next** to take you to the formatting options. Cancel will take you back to the report listing and Reset will allow you to change your criteria.

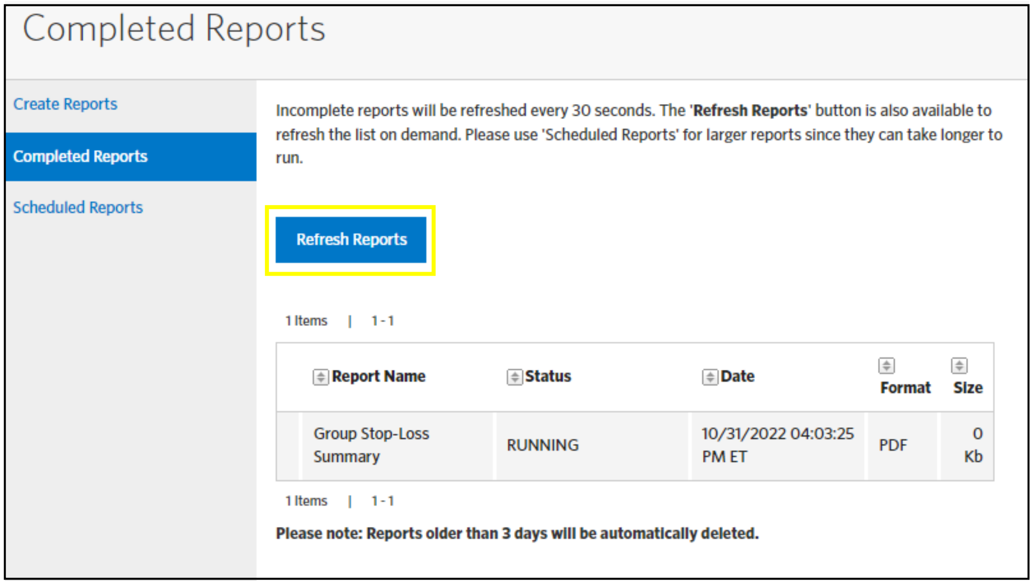
4. Select the formatting options for the report.



   CSV – this option is used to download the report into a spreadsheet program for manipulation.

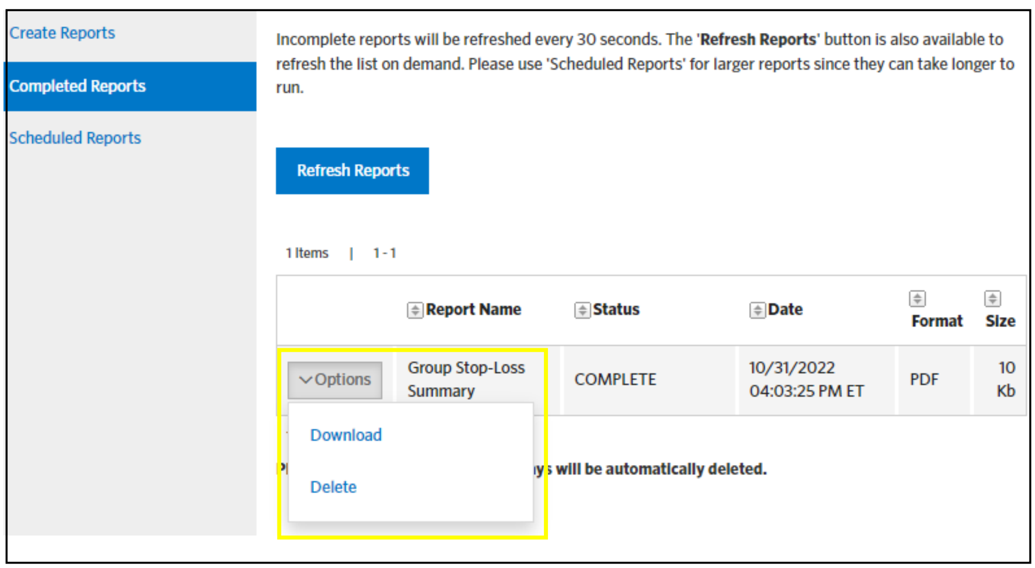
   PDF – This option provides an Adobe Acrobat file that is easy for viewing and printing. This option does require at least Adobe Acrobat Reader.

5. Click **Submit** at the bottom of the page. You will automatically be taken to the Completed Reports screen.



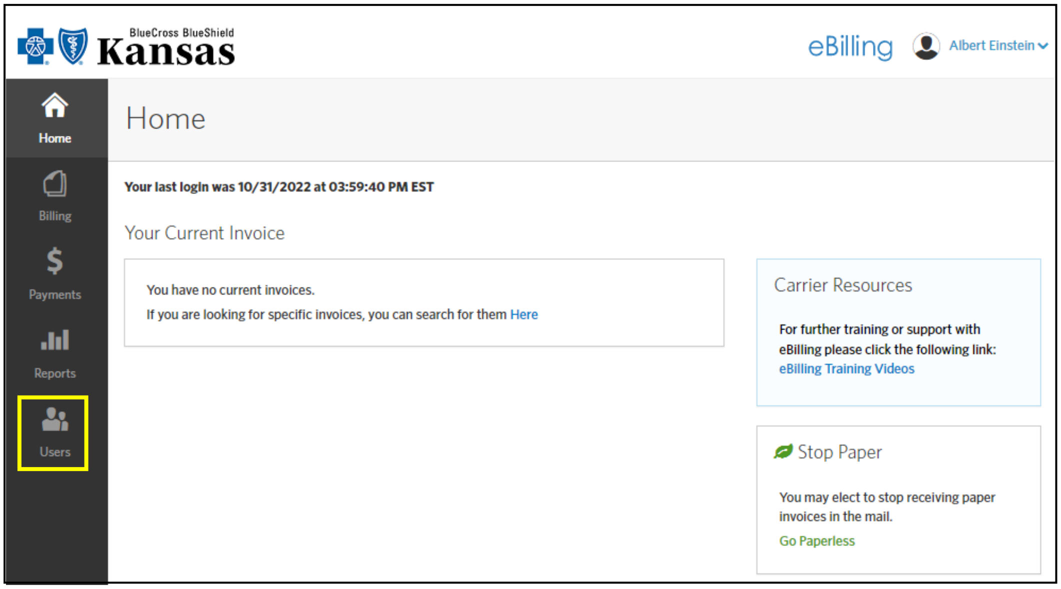
Your report will display a status of RUNNING, PENDING or COMPLETED. If your status shows RUNNING or PENDING, you will need to click the Refresh button in order to update the screen with the current status. **Do not use the REFRESH button on your internet browser. It has been disabled through this program and will create an error.**

Once the Status shows COMPLETED, you may choose to download or delete the report. After reviewing the report, you have the option of clearing out the report by selecting the Delete link next to the report you wish to remove. Reports will be stored up to 3 days. To sort the completed reports, click the ascending/descending button above any of the column headings.

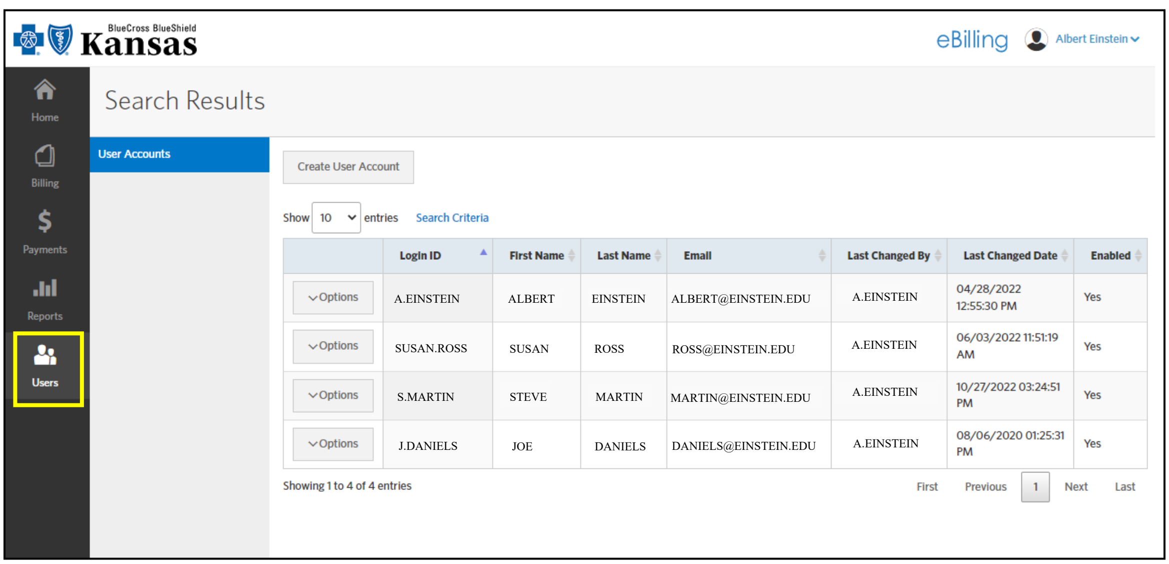


Managing User Accounts

You must be a Plan Administrator or Billing Security Administrator or have been given the authority to have access to Manage Users. If you are a View Only Client, the Manage Users button will not be available on your Workbench.

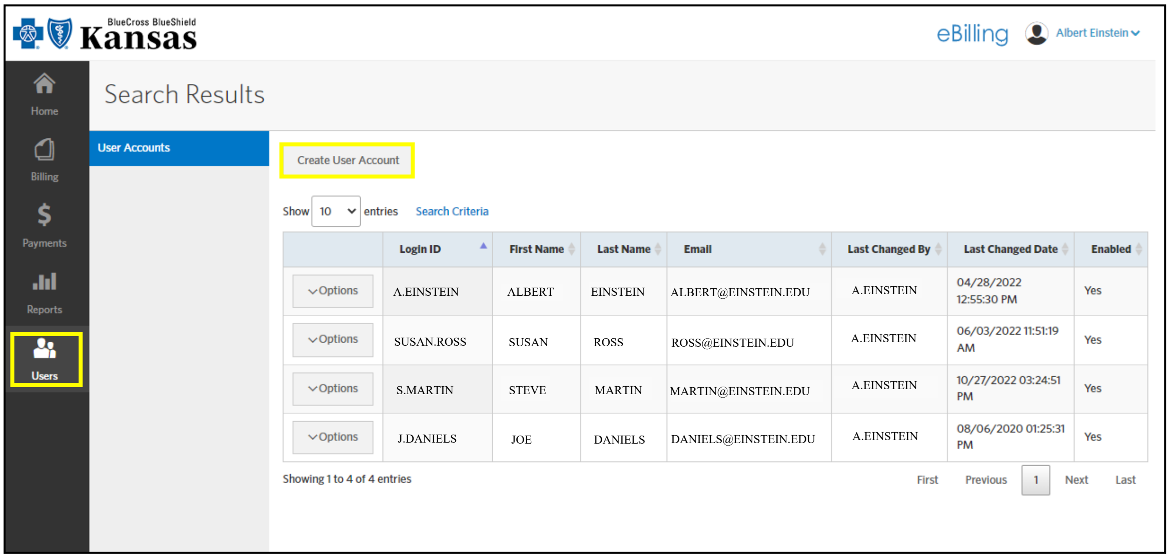


Under the **Users** tab, you can view and manage user profiles, as well as add new users to the application. All users for your company will display in a table under User Accounts.

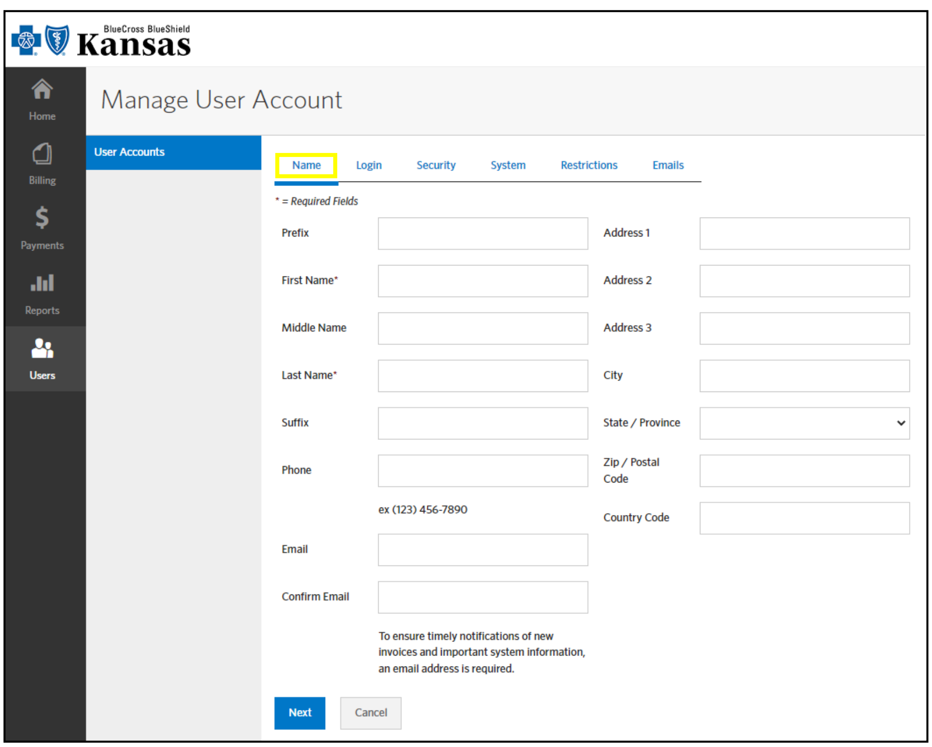


Creating Users

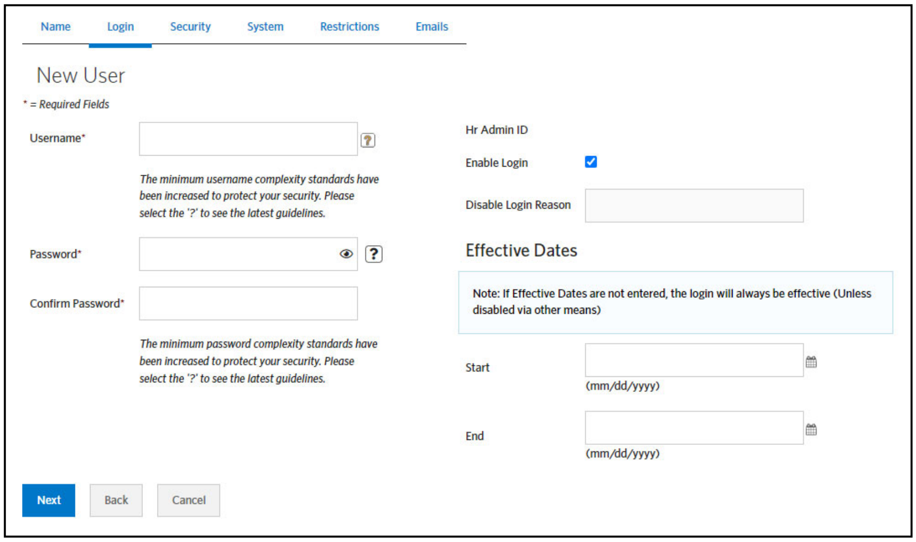
1. Under the Users tab, select the **Create User Account** button.



2. The Name tab will display. Fill in the applicable fields. Please note the required fields (*) and then select the **Next** button when finished. If you do not enter an e-mail address on this page, you will not be able to select email notifications under the Emails tab or be able to use the forgot username/password features mentioned earlier.



3. Next is the Login tab. Create a Username, temporary password, and verify the Enable Login is checked. The username must be a minimum of 8 characters in length. Select the **Next** button when finished. If the Username you have created is not available, you will be prompted to create a different one before you can continue.

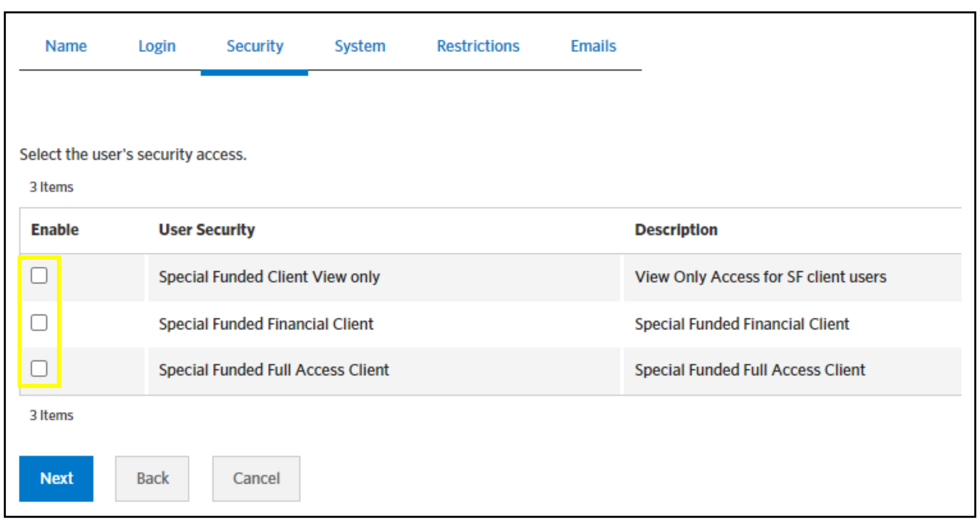


4. Select the user's Security Group and select the **Next** button when finished.

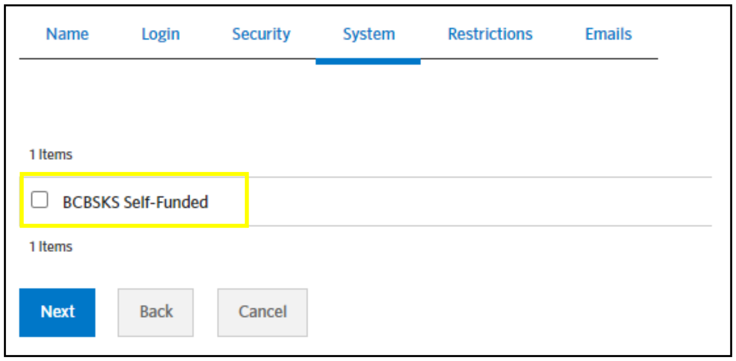
   Special Funded Full Access Client: Allows the user full functionality of the system. This includes accessing invoices with claims detail, creating reports, and managing users.

   Special Funded Client View only: Limits the user restrictions to viewing invoices and creating reports only. They do not have the ability to manage users.

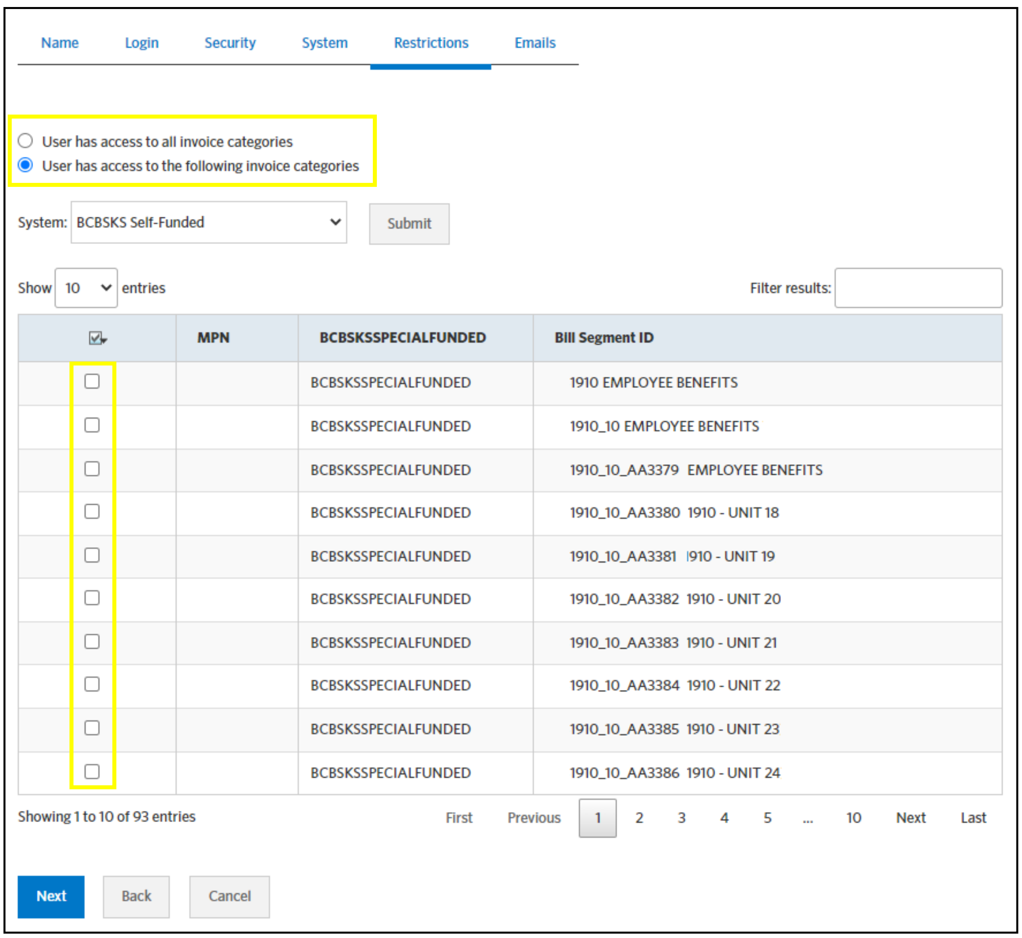
   Financial Client: This is the most restrictive and allows access to the cover letter and billing summary only. The user cannot see claims detail, create reports, or manage users.



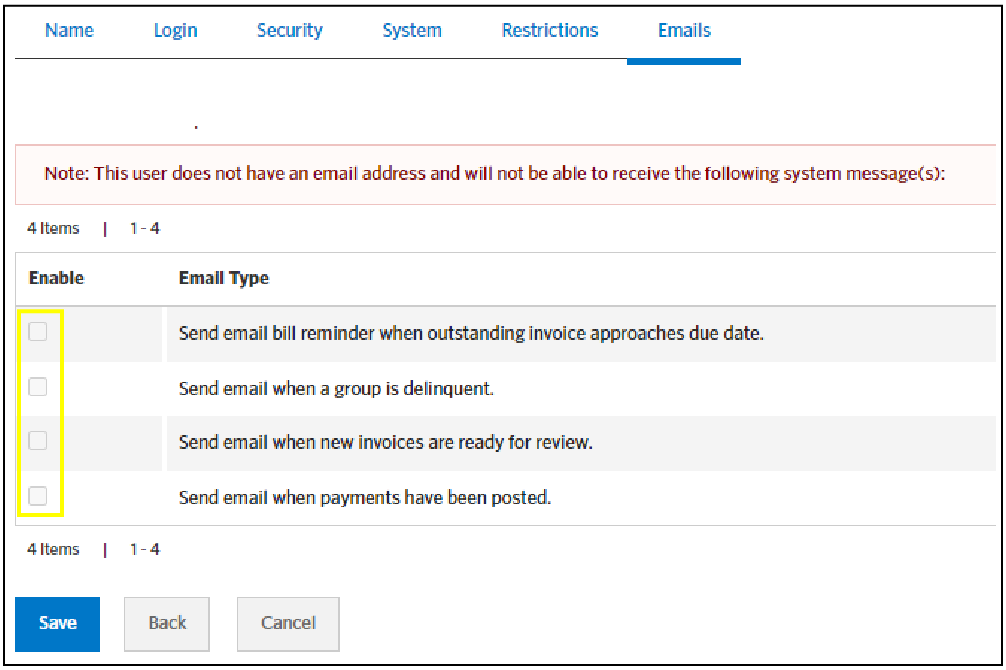
5. Under the system tab, select **BCBSKS Self-Funded**. Select **Next** button when finished.



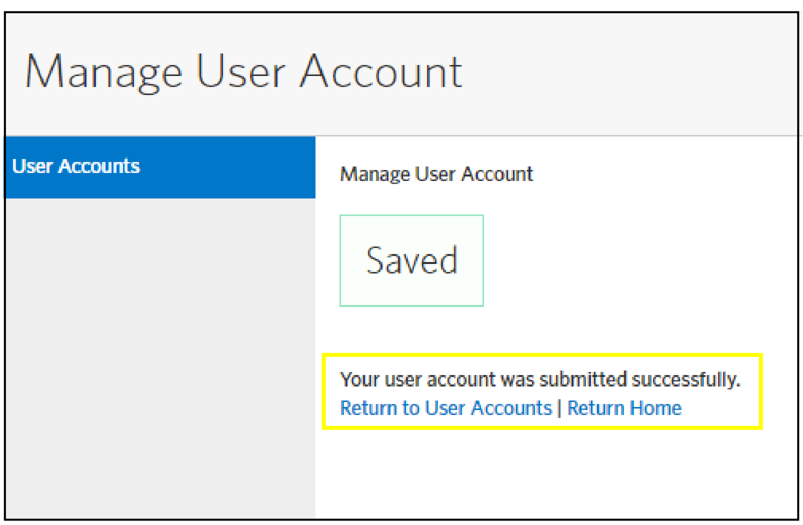
6. Select if you want the user to have access to all invoices categories, or the ability to view only certain categories. If you wish for them to have limited access, select which categories you want them to access. Select the **Next** button when finished.



7. Select which email notifications you would like the user to receive. It is recommended that you select **Send email when new invoices are ready for review**. This is the notification that is sent each time a new invoice is loaded to the system and will remind them to login and view the invoice. Providing an email is optional, however if you do not provide one, you will not be able to select any of these notifications. If an email address is not provided, the user will be promoted to add one the first time they log into the eBilling system. If they provide an email, you can come back to this screen later and select which notifications they should receive. Select the **Save** button when finished.



8. After clicking Save, you will get the following screen. The user account was submitted successfully. From here you can proceed as you wish.

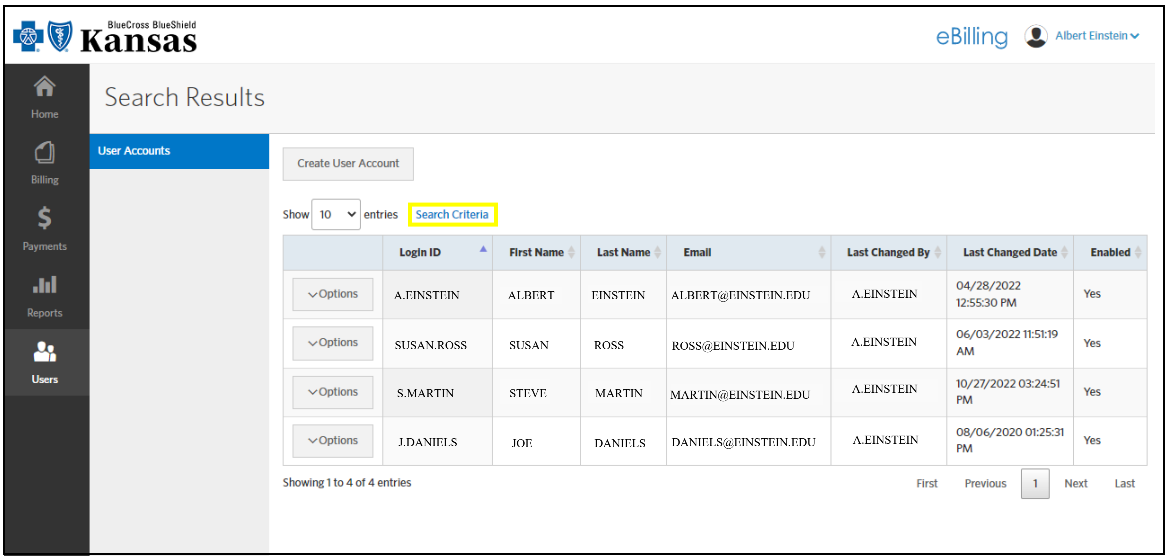


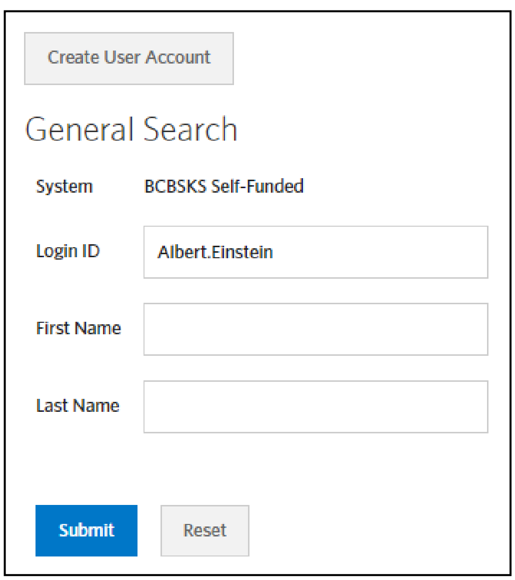
Editing Users

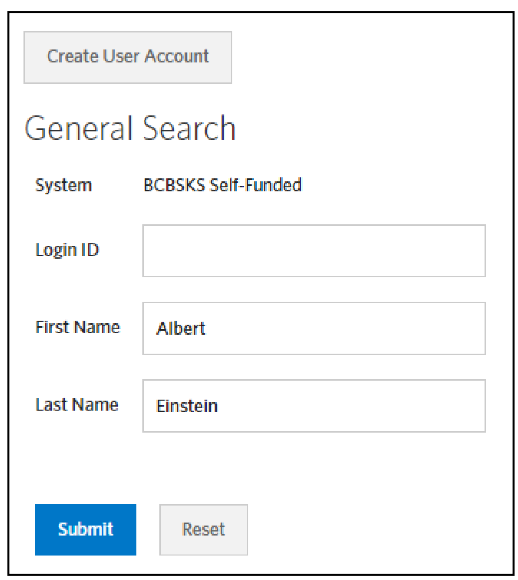
You must be a Plan Administrator or Billing Security Administrator or have been given the authority to have access to Editing Users. If you are a View Only Client, you will not have access to this function on your Workbench.

The preferred method for editing is to find the user on the list of User Accounts. Once you find the user, you can use the Options drop down box to Edit the user account. If you have several users, you can use the Search Criteria button to find the User you are looking for.

Using the Search Criteria button, you have the ability to search for a user by their Login ID or name. Enter either of the two criteria, then click the **Submit** button.

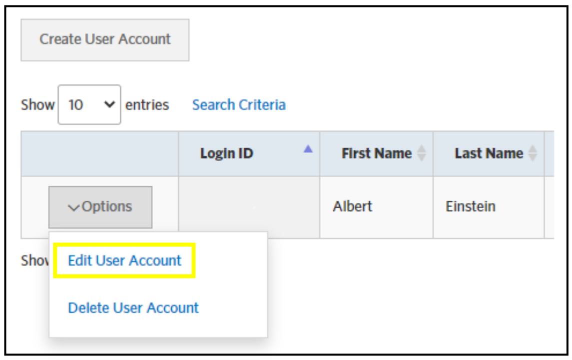




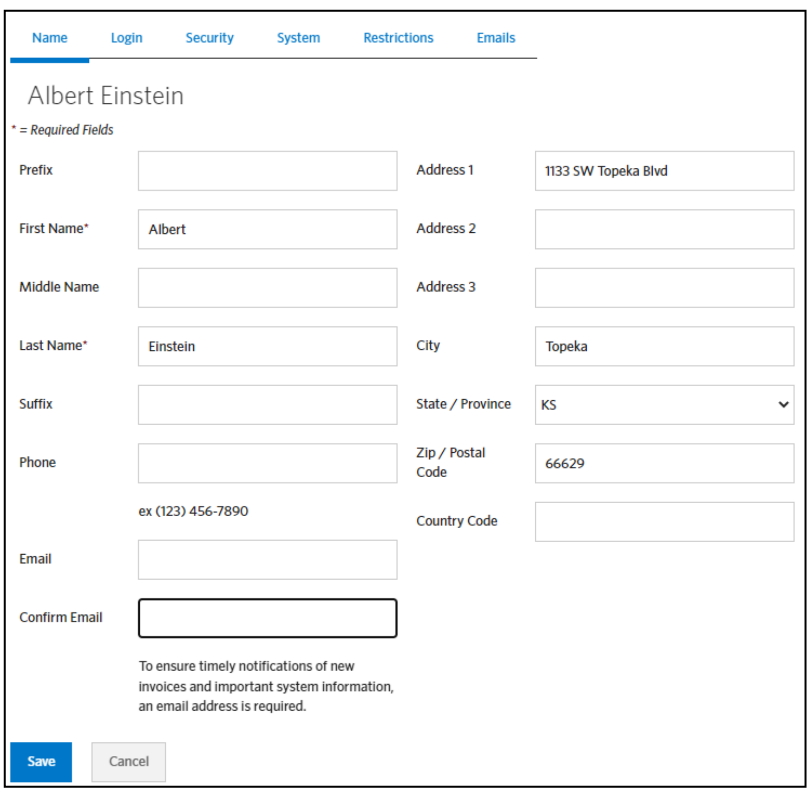


All matching users will then be displayed.

By selecting the Options drop-down next to the user, you have the option to Edit User the User Account.

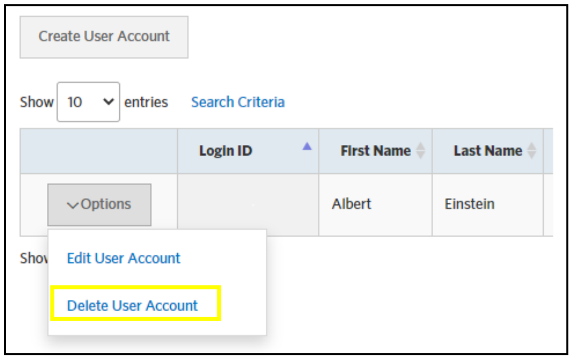


By selecting **Edit User Account**, you have the ability to make changes to the user's profile and system restrictions.



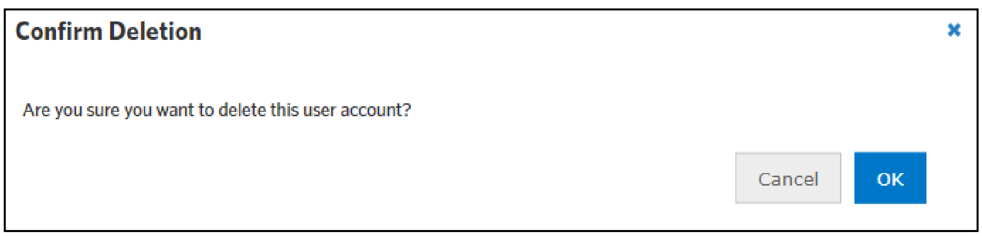
Delete User Account

Select the Users tab in e-Billing to access the user accounts page. After finding the user you wish to delete, use the Options drop-down and select **Delete User Account**. More information can be found about User Accounts on page 34 of the user guide.



Next, a message will appear to confirm deletion of the user account. Once a Login ID is deleted you will not be able to assign it again.

Note: If an employee is terminated who has access to eBilling, the Plan Administrator will need delete the user.



Thank you for using the Blue Cross Blue Shield of Kansas Special Funded eBilling Client User Guide!