BlueCross BlueShield of Kansas*

eBilling Client User Guide

Special Funded

www.ebillingks.com

ADVANCE* Insurance Company of Kansas℠

03/09

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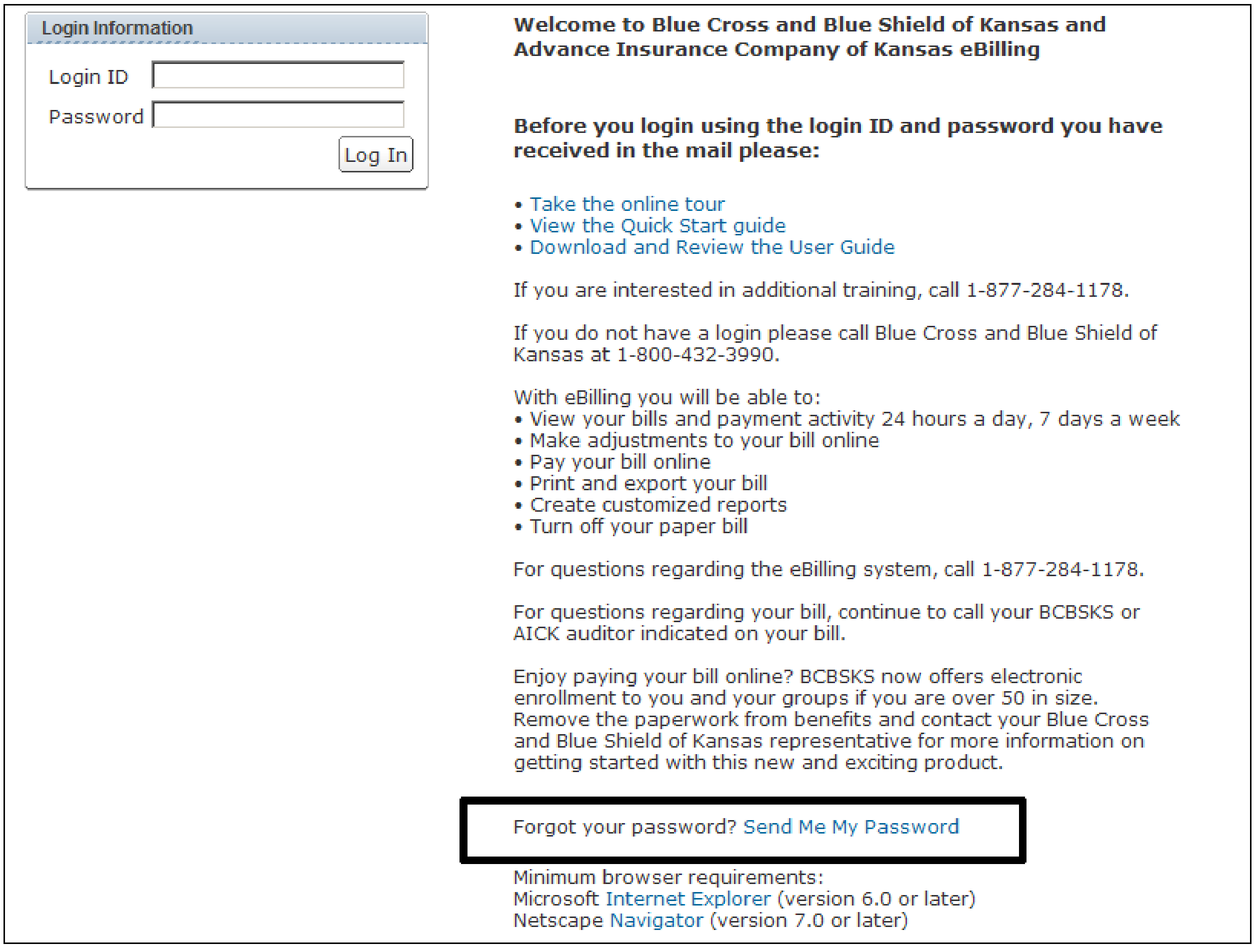
Logging in to eBilling

You can access the eBilling system by going to www.bcbsks.com and clicking on the For Employers link, and then the eBilling link. You also may go directly to www.ebillingks.com.

Welcome to eBilling


Login Information

Login ID

Password

Log In

Welcome to Blue Cross and Blue Shield of Kansas and Advance Insurance Company of Kansas eBilling

Before you login using the login ID and password you have received in the mail please:

- Take the online tour
- View the Quick Start guide
- Download and Review the User Guide

If you are interested in additional training, call 1-877-284-1178.

If you do not have a login please call Blue Cross and Blue Shield of Kansas at 1-800-432-3990.

With eBilling you will be able to:
- View your bills and payment activity 24 hours a day, 7 days a week
- Make adjustments to your bill online
- Pay your bill online
- Print and export your bill
- Create customized reports
- Turn off your paper bill

For questions regarding the eBilling system, call 1-877-284-1178.

For questions regarding your bill, continue to call your BCBSKS or AICK auditor indicated on your bill.

Enjoy paying your bill online? BCBSKS now offers electronic enrollment to you and your groups if you are over 50 in size. Remove the paperwork from benefits and contact your Blue Cross and Blue Shield of Kansas representative for more information on getting started with this new and exciting product.

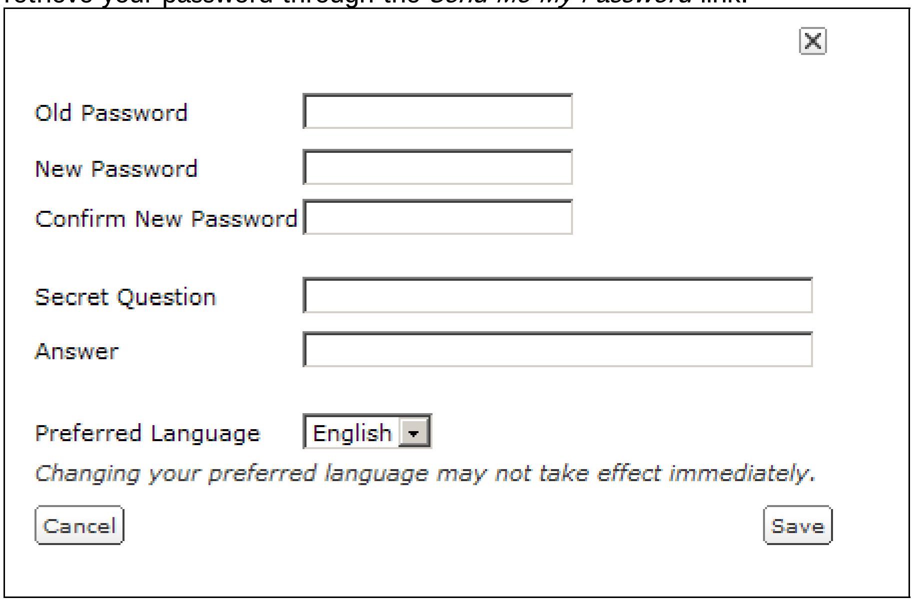
Forgot your password? Send Me My Password

Minimum browser requirements:
Microsoft Internet Explorer (version 6.0 or later)
Netscape Navigator (version 7.0 or later)

User ID and Password

You will be mailed a user ID and password from Blue Cross and Blue Shield of Kansas. If you have not received it, contact your Billing Security Administrator, Plan Administrator or Blue Cross and Blue Shield of Kansas, Louella Talley 785-291-7208 or Cathy Rabe 785-291-7470.

To ensure the security of your information, the first time you log into the online billing application you will be prompted to change your password and create a Secret Question and Answer. The password needs to be 8 to 15 characters in length, contain both numbers and letters, and it is not case sensitive. You will have to provide the answer to your secret question in order to retrieve your password through the *Send Me My Password* link.



Forgot Your Password

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

1. The preferred method is to go to www.ebillingks.com and click the *Send Me My Password* link. You will be prompted to provide the answer to your secret question, and your new password will be e-mailed to you. This option is only available to you if you have supplied us with a valid e-mail address to ensure security of your information. To ensure 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.

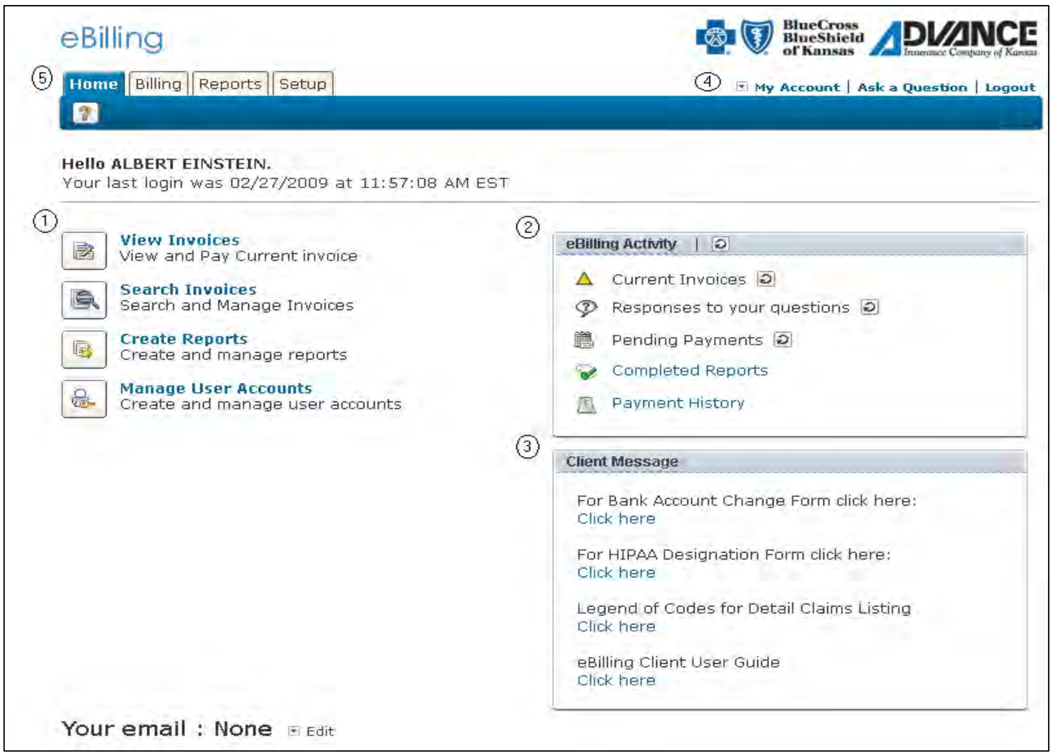
2. Contact your Billing Security Administrator or your Plan Administrator. For security and authentication you may be asked for your secret question/answer. You will be assigned a new password. To ensure security of your information, you will be prompted to change your password the first time you log in with your new password. Please create a new, unique password.

3. Call Louella Talley, 785-291-7208 or Cathy Rabe, 785-291-7470 at Blue Cross and Blue Shield of Kansas. For security and authentication you may be asked for your secret question/answer. You will be assigned a new password. To ensure 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.

eBilling Workbench

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

Your Workbench:



1. Main Buttons

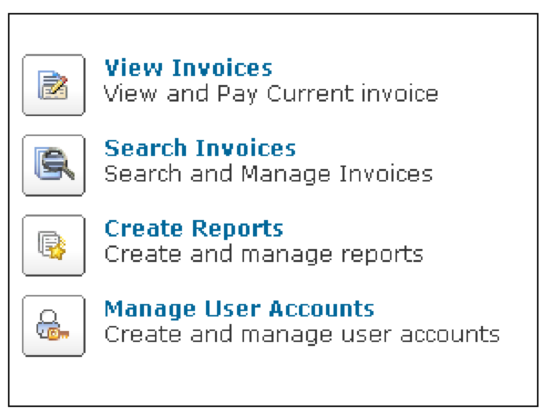
The eBilling Workbench is the center of the online billing system and allows you quick access to the commonly used tools available throughout the system:

- View Invoices – Special Funded groups have view only access to current invoices.

- Search Invoices – Search up to 18 months of invoices.

- Create Reports – Create and manage reports.

- Manage User Accounts – Create and manage user accounts. **NOTE:** This is only available if granted privileges by your administrator.



2. eBilling Activity

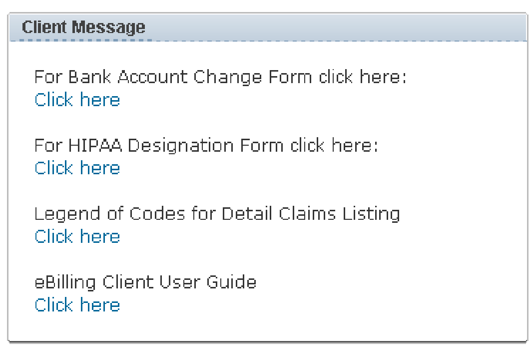
By clicking on the circle-arrow button , you can refresh any or all of these messages:

- No Delinquent Invoice – This applies to Blue Cross and Blue Shield of Kansas and AICK Life premiums Only
- Current Invoices – Most current invoice
- Open Adjustments - Blue Cross and Blue Shield of Kansas and AICK premiums Only
- Responses to your questions from Blue Cross and Blue Shield of Kansas Special Funded area
- Pending Payments - Refer to page 28
- Completed Reports – Reports created in the last seven days
- Payment History – History of prior payments

3. Client Message

The Client Message Center is where you will find special messages and helpful links.

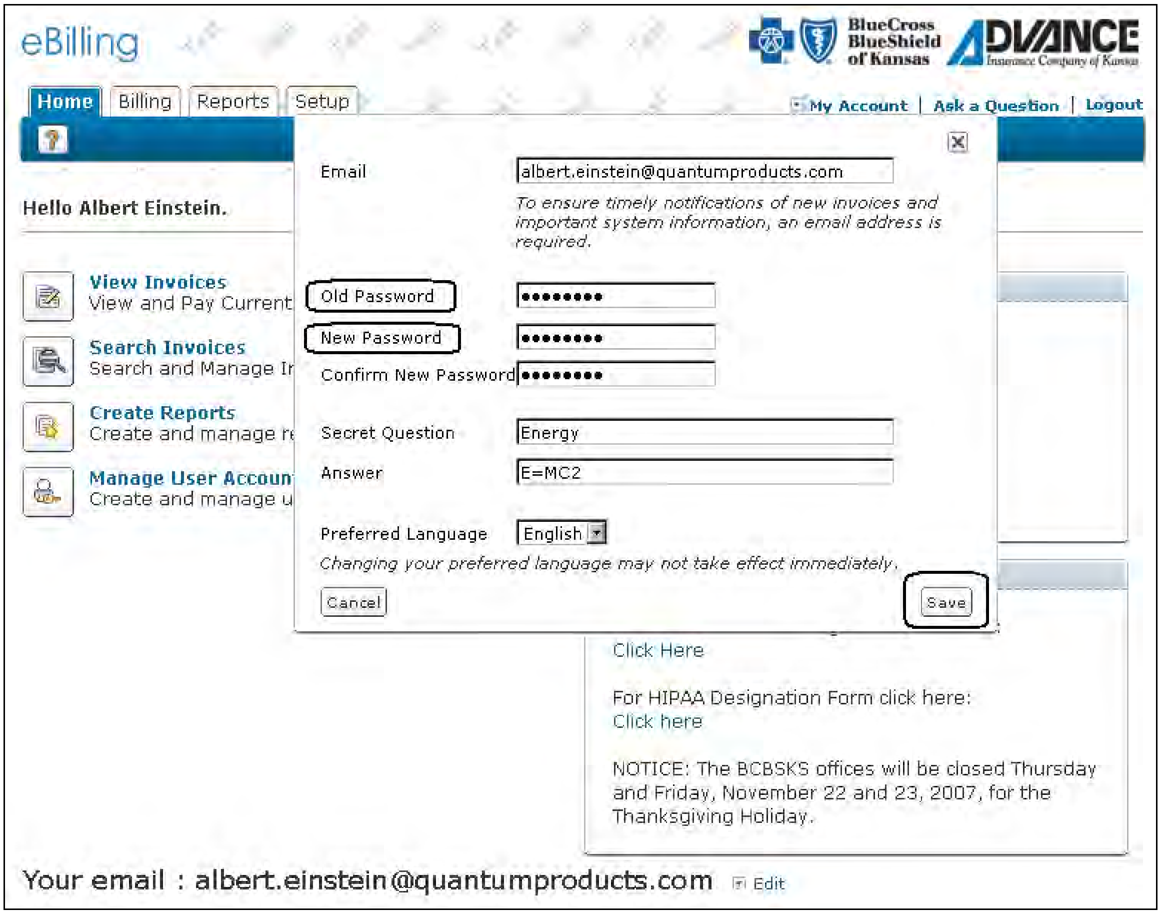
- The Bank Account Change Form - Links you to the change form on the BCBSKS Web site for Special Funded accounts only.
- Client HIPAA Designee – Links you to the form on the BCBSKS Web site.
- Legends of Codes for Detail Claims Listing – A link to a PDF file that shows the different codes used in the Claims Detail tab.
- eBilling Client User Guide – A link to a PDF version of this guide.
- Messages will also appear in this section to deliver important information from Blue Cross and Blue Shield of Kansas.



4. My Account, Ask a Question and Logout Buttons

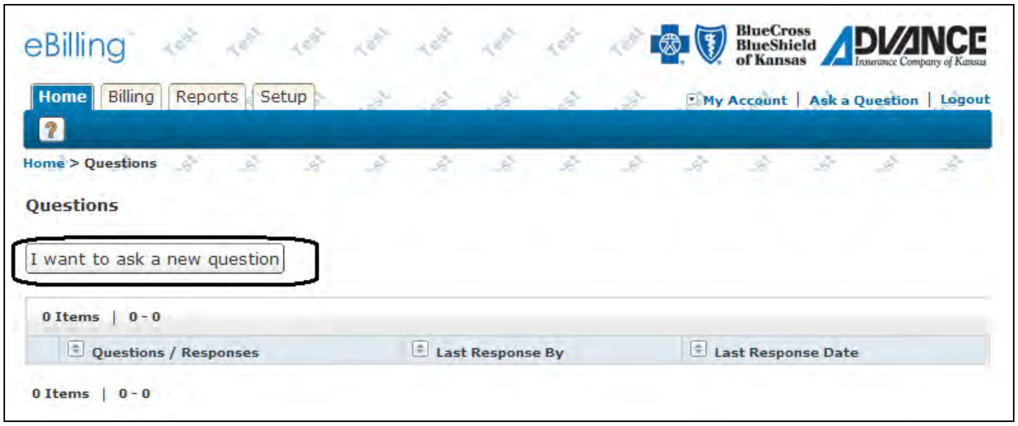
In the upper right-hand corner of the online billing application are three buttons that will appear on all screens:

- The My Account button will allow you to change your Secret Question, Password, and e-mail address. Be sure to click the Save button for your changes to take affect.

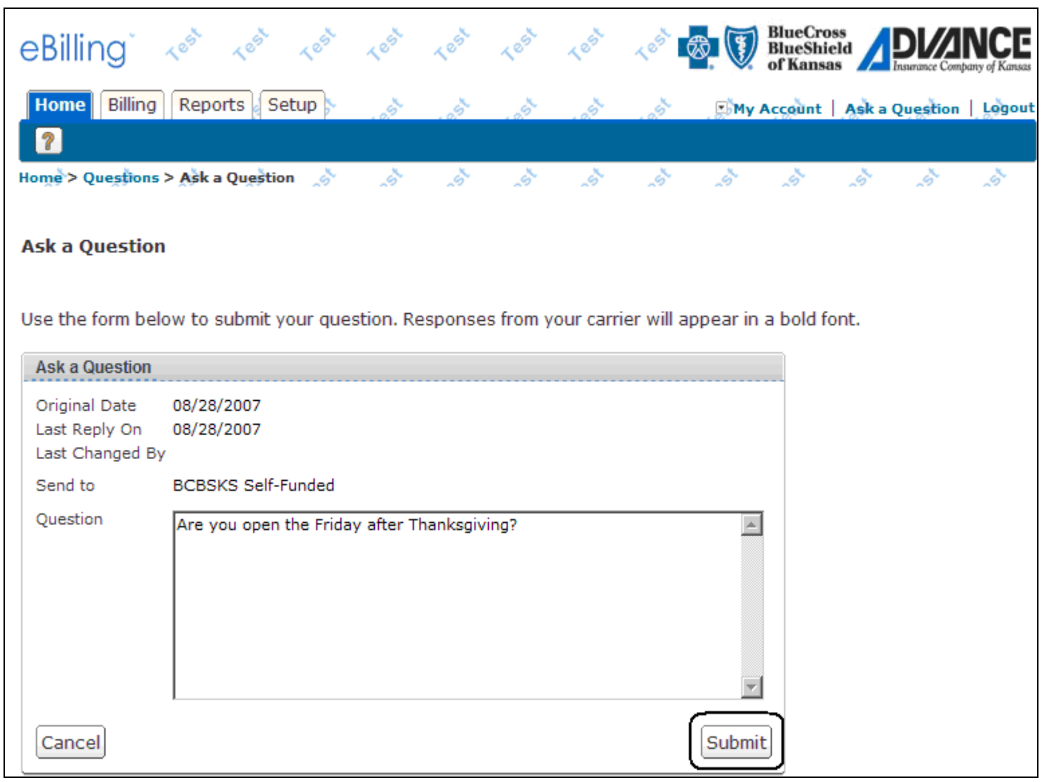


- The Ask a Question button will allow the user to Send a message to the Blue Cross and Blue Shield of Kansas Special Funded department. After completing the form, be sure to click on the Submit button to send your message. To view BCBSKS responses you will have to refresh the eBilling Activity center with the circle arrow button, , the Responses to your questions will turn blue and will become a link to the questions page. Brokers will not have access to the Ask a Question feature.

Click on the "I want to ask a new question" button to access the Ask a Question feature.



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.



- 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.

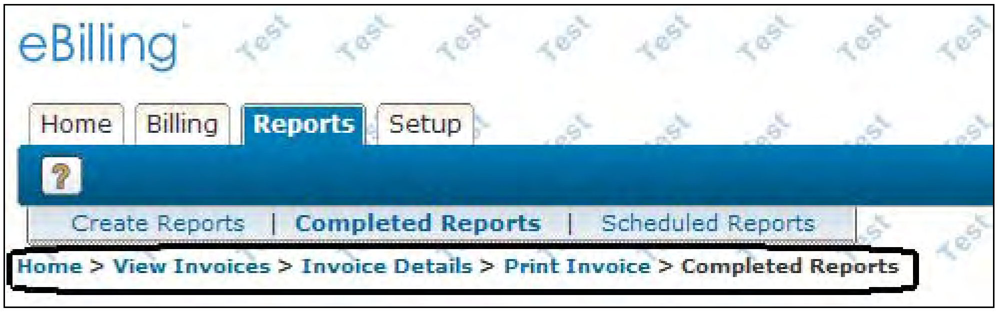
5. Tabs and Help

In the upper left-hand corner of the online billing application are four navigation tabs that will appear on all screens:

- Home - This tab will return you to the home page also referred to as Workbench. Refer to page 5.
- Billing – Select payments to search. Search options include current, prior, obsolete and paid.
- Reports – Two tabs are available: Create Reports and Completed Reports. See Create Reports section for more detail on page 35.
- Setup – Create and maintain User Accounts. This option will not be displayed unless your Administrator has granted you access. Please refer to Manage Users on page 39.
-  Help topics and Frequently Asked Questions. This section covers topics for Blue Cross and Blue Shield of Kansas, AICK and Special Funded.

Navigation

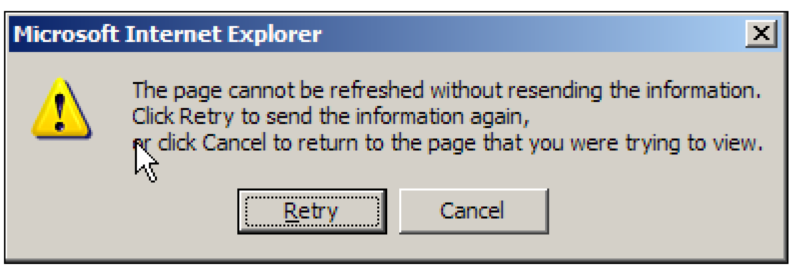
To navigate back through the system, there is a trail that is created to show where you have been. At any time you can use the trail to go back to previous screens.



If you use your Back button, 

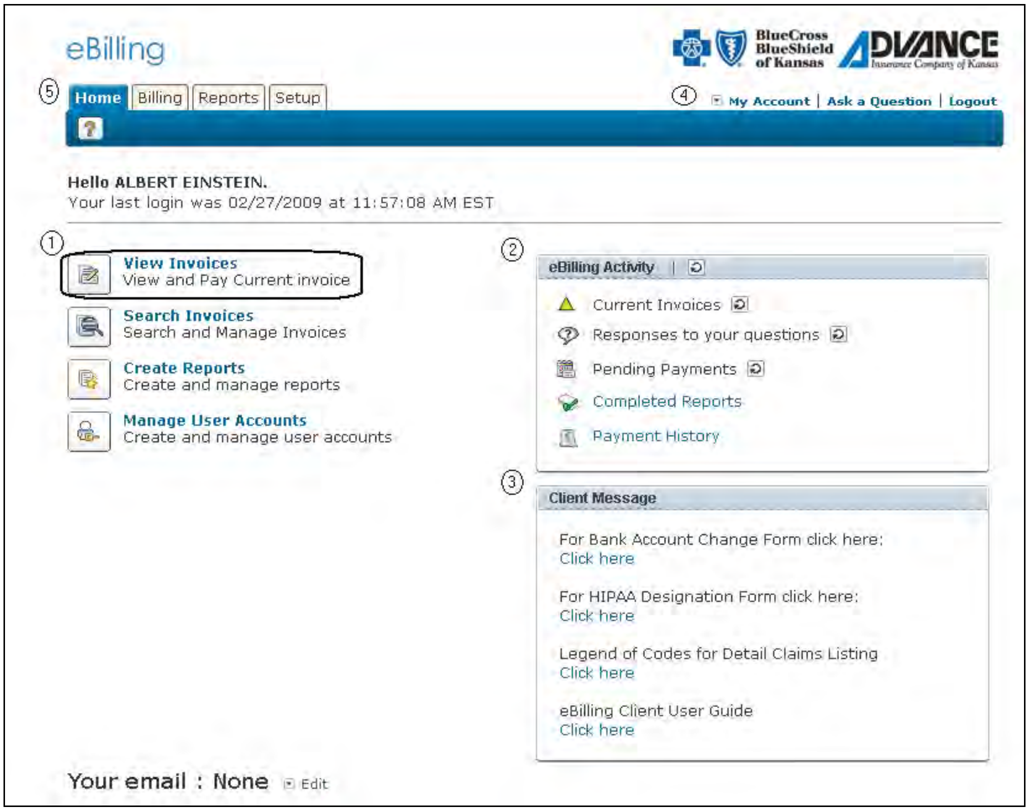
, within your browser, you will receive the following message:

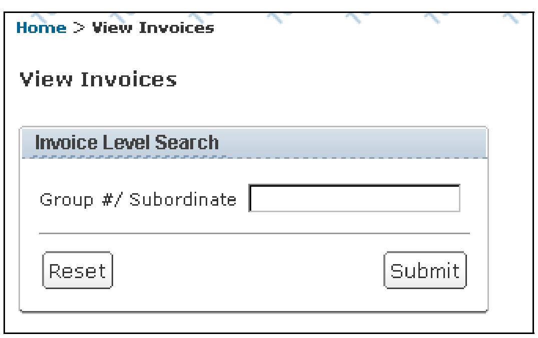
At this point please refresh the screen using your browsers refresh icon . If using Internet Explorer you may receive the following error, if so select Retry and you should return to the eBilling system.



To View Your Invoice

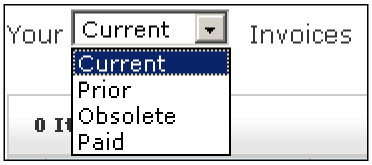
Select the View Invoices link or the Billing tab from your home page.





Enter your specific group/subordinate number or, if left blank, the search will default to all group/subordinates you have access to. Brokers will be required to enter a group/subordinate number.

Current invoices appear with the option to select Prior, Obsolete and Paid invoices to view.



- **Current** – The most recent outstanding invoice. These invoices will not be consolidated because you will have only one invoice available per group. 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.

- **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.

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.

3 Items | 1 - 3

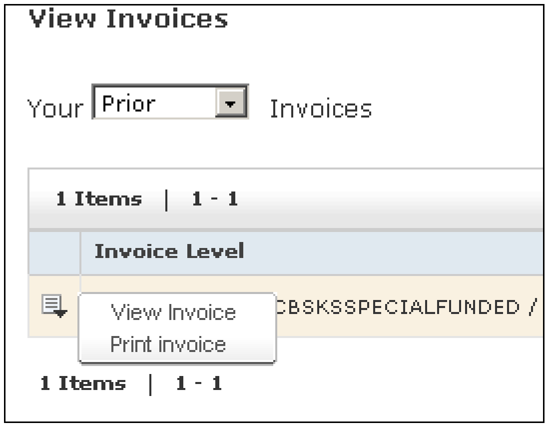
	Invoice Level	Billing Period	Invoice Date	Invoice #	Amount Due
	+ MPNZ2222 / BCBSKSSPECIALFUNDED	06/13/2007-06/19/2007	06/19/2007		$289.25
	+ MPNZ2222 / BCBSKSSPECIALFUNDED	10/01/2007-10/02/2007	10/02/2007		$0.00
	+ MPNZ2222 / BCBSKSSPECIALFUNDED	09/12/2007-09/18/2007	09/18/2007		$27,598.60

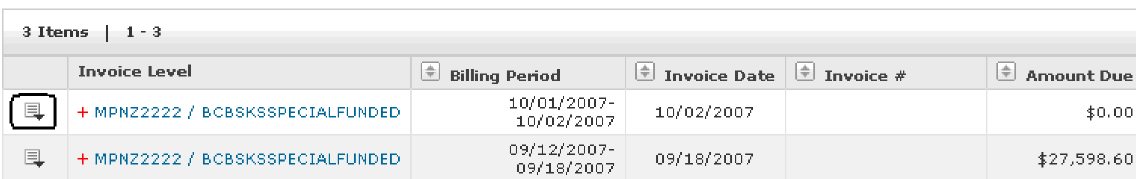
To collapse the expanded listed and go back to the consolidated list, click on the red minus sign (-).

2 Items | 1 - 2

	Invoice Level	Billing Period	Invoice Date	Invoice #	Amount Due
	- MPNZ2222 / BCBSKSSPECIALFUNDED	06/13/2007-06/19/2007	06/19/2007		$289.25
	MPNZ2222 / BCBSKSSPECIALFUNDED / Z222205 (THE OLD BOOK SHOPPE DEPT E)	06/13/2007-06/19/2007	06/19/2007	706192222205	$289.25
	MPNZ2222 / BCBSKSSPECIALFUNDED / Z222212 (THE OLD BOOK SHOPPE DEPT F)	06/13/2007-06/19/2007	06/19/2007	706192222212	$0.00

Select the paper icon, , on left side of the invoice you want to view or print an invoice. Also when a (+) sign is present, you can select the paper icon to the left to see an all-inclusive Claims Detail for that period.





3 Items | 1 - 3

	Invoice Level	Billing Period	Invoice Date	Invoice #	Amount Due
	+ MPNZ2222 / BCBSKSSPECIALFUNDED	10/01/2007-10/02/2007	10/02/2007		$0.00
	+ MPNZ2222 / BCBSKSSPECIALFUNDED	09/12/2007-09/18/2007	09/18/2007		$27,598.60

After selecting View Invoice from the Workbench, the Cover Letter, Billing Summary and Claims Detail screens are available to view. A cover letter will be available for each subordinate group you receive an invoice for. If you receive one invoice that is billed for your master group, your Cover Letter will only be available under the master group number. The Billing Summary will be available under the master group number.

Cover Letter Example:


eBilling

BlueCross BlueShield of Kansas ADVANCE Insurance Company of Kansas

Home | Billing | Reports | Setup

My Account | Ask a Question | Logout

View Invoices | Search Invoices | Payments | Account History

Home > View Invoices > Invoice Details

Invoice Details

Cover Letter | Billing Summary | Claims Detail

Group Name QUANTUM PRODUCTS
Address 987 PHOTON LANE
P.O. BOX 2000
OSAGE, KS 13131
Claims Basis INCURRED BASIS

Group # / Subordinate Z3333
Billing Period 10/01/2007-10/02/2007
Contract Type INDIV/GROUP

Cover Letter Date 10/02/2007
Plan Administrator ALBERT EINSTEIN
Copy Name (CC Group Admin)
Rep Name JOHN DEINES, GROUP REPRESENTATIVE

CLAIMS APPLIED TOWARD STOPLOSS	$13,869.87
STOP/LOSS ADJUSTMENT	$0.00
ADMINISTRATIVE EXPENSE	$447.66
SUB-TOTAL	$14,317.53
CLAIMS OVER AND UNDER PAYMENT	
OTHER ADJUSTMENT	
GRAND TOTAL	$14,317.53

Cover Letter

Billing Summary Example:

eBilling

BlueCross BlueShield of Kansas | ADVANCE Insurance Company of Kansas

Home | **Billing** | Reports | Setup

My Account | Ask a Question | Logout

View Invoices | Search Invoices | Payments | Account History

Home > **View Invoices** > **Invoice Details**

Invoice Details

Cover Letter | **Billing Summary** | Claims Detail

Group Name	QUANTUM PRODUCTS	**Group #/ Subordinate**	Z3333	**Cover Letter Date**	10/02/2007
Address	987 PHOTON LANE P.O. BOX 2000 OSAGE, KS 13131	**Billing Period**	10/01/2007-10/02/2007	**Plan Administrator**	ALBERT EINSTEIN
		Contract Type	INDIV/GROUP	**Copy Name (CC Group Admin)**	
				Rep Name	JOHN DEINES, GROUP REPRESENTATIVE
Claims Basis	INCURRED BASIS				

OD03952 GROUP Z3333 ALTERNATIVELY FUNDED BILLING SUMMARY INCURRED BASIS BUSINESS DATE: 10/01/2007
AL30 RUN: 10/03/2007

CLAIMS PAID FOR THE PERIOD	CURRENT				
ENDING 10/02/2007	01/2007-12/2007	01/2006-12/2006	01/2005-12/2005	01/2004-12/2004	01/2003-12/2003
SPECIFIC STOP-LOSS	50,000	50,000	50,000	50,000	50,000
AGGREGATE STOP-LOSS	115%	115%	115%	115%	115%
MONTHLY AGGREGATE	YES	YES	YES	YES	YES
TOTAL PAYMENTS	5,794.76			31.88-	
NOT APPLIED TO STOP-LOSS (-)					
OVER SPECIFIC STOP-LOSS (-)	461.10				
OVER AGGREGATE STOP-LOSS (-)					
APPLIED TO ASL (=)	5,333.66			31.88-	
ADMINISTRATIVE PERCENT	3.23%	3.23%	4.31%	4.31%	4.31%
REIMBURSABLE CLAIMS	5,333.66			31.88-	
ADMINISTRATIVE CHARGE (+)	172.28			1.37-	
AGGREGATE ADJUSTMENT (+)					
AMOUNT DUE (=)	5,505.94			33.25-	
COBRA CLAIMS (INCLUDED IN ABOVE TOTALS)					

****
TOTAL AMOUNT DUE = *** $5,472.69 ***
****

Claims Detail Example without PHI (Personal Health Information):

eBilling

BlueCross BlueShield of Kansas ADVANCE Insurance Company of Kansas

Home | Billing | Reports | Setup

My Account | Ask a Question | Logout

View Invoices | Search Invoices | Payments | Account History

Home > View Invoices > Invoice Details

Claims Detail

Cover Letter | Billing Summary | **Claims Detail**

Group Name QUANTUM PRODUCTS
Address 987 PHOTON LANE
P.O. BOX 2000
OSAGE, KS 13131
Claims Basis INCURRED BASIS

Group # / Subordinate Z3333
Billing Period 10/01/2007-10/02/2007
Contract Type INDIV/GROUP

Cover Letter Date 10/02/2007
Plan Administrator ALBERT EINSTEIN
Copy Name (CC Group Admin)
Rep Name JOHN DEINES, GROUP REPRESENTATIVE

Find By Please Select | Search | Reset

119 Items | **1 - 20** | Advanced Sorting

*	Group #	Begin Contract Period	Corp	Prod	Product Name	Amount Allowed	Pymt Amt	Prov W/O	Over Spec SL
	Z3333	01/01/2007	2	04	MEDICAL - BS	$26.45	$21.16	$0.00	$0.00
	Z3333	01/01/2007	2	04	MEDICAL - BS	$37.94	$30.36	$0.00	$0.00
	Z3333	01/01/2007	2	06	DRUG	$99.89	$54.89	$22.10	$0.00
	Z3333	01/01/2007	2	06	DRUG	$151.08	$106.08	$25.91	$0.00
	Z3333	01/01/2007	2	06	DRUG	$113.64	$68.64	$5.85	$0.00
	Z3333	01/01/2007	2	06	DRUG	$247.50	$202.50	$33.49	$0.00
	Z3333	01/01/2007	2	06	DRUG	$75.54	$30.54	$18.25	$0.00
	Z3333	01/01/2007	2	06	DRUG	$88.20	$43.20	$22.95	$0.00
	Z3333	01/01/2007	2	06	DRUG	$4.00	$0.00	$15.89	$0.00
	Z3333	01/01/2007	2	06	DRUG	$49.75	$34.75	$24.90	$0.00
	Z3333	01/01/2007	2	06	DRUG	$4.15	$0.00	$15.44	$0.00
	Z3333	01/01/2007	2	06	DRUG	$6.25	$0.00	$14.64	$0.00
	Z3333	01/01/2007	2	06	DRUG	$40.00	$0.00	$0.00	$0.00
	Z3333	01/01/2007	2	06	DRUG	$3.70	$0.00	$8.29	$0.00
	Z3333	01/01/2007	2	06	DRUG	$15.90	$0.00	$10.49	$0.00
	Z3333	01/01/2007	2	06	DRUG	$4.00	$0.00	$12.99	$0.00
	Z3333	01/01/2007	2	06	DRUG	$4.45	$0.00	$12.54	$0.00
	Z3333	01/01/2007	2	06	DRUG	$19.00	$4.00	$25.99	$0.00
	Z3333	01/01/2007	2	04	MEDICAL - BS	$7.21	$0.00	$12.04	$0.00
	Z3333	01/01/2007	2	04	MEDICAL - BS	$9.55	$0.00	$31.45	$0.00

119 Items | **1 - 20**

* - CLAIM NOT APPLIED TOWARD STOP-LOSS

Claims Detail Example with PHI (Personal Health Information):

eBilling

BlueCross BlueShield of Kansas | ADVANCE Insurance Company of Kansas

Home | Billing | Reports

My Account | Ask a Question | Logout

View Invoices | Search Invoices | Payments | Account History

Home > View Invoices > Invoice Details

Claims Detail

Cover Letter | Billing Summary | Claims Detail

Group Name THE PRINT SHOP
Address 302 MEDIA ROAD
P.O. BOX 426
HAYS, KS 40281
Claims Basis INCURRED BASIS

Group #/ Subordinate Z6666
Billing Period 10/01/2007-10/02/2007
Contract Type INDIV/GROUP

Cover Letter Date 10/02/2007
Plan Administrator PABLO PICASSO
Copy Name (CC Group Admin)
Rep Name JOHN DEINES, GROUP REPRESENTATIVE

Find By Please Select | Search | Reset

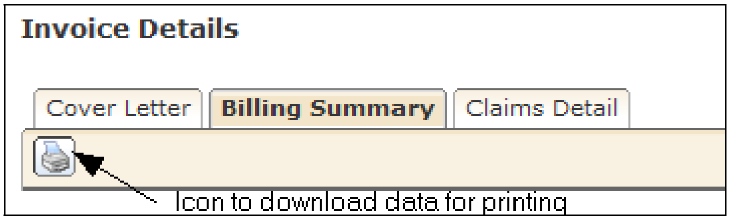
89 Items | 1 - 20 | Advanced Sorting

*	Group #	Begin Contract Period	Lst Name	Fst Name	Sub ID	Sex	Rel	Typ Con	Srv Typ	Corp	Prod	Product Name	Serv Date	Rec Date	Pd Date	Amount Allowed	Pymt Amt	Prov W/O	Over Spec SL
	Z6666	10/01/2006	LNAME0001	FNAME0001	1000000001	M	01	7	D	2	06	DRUG	09/25/2007	09/30/2007	10/01/2007	$8.05	$0.00	$30.96	$0.00
	Z6666	10/01/2006	LNAME0001	FNAME0001	1000000001	M	01	7	D	2	06	DRUG	09/25/2007	09/30/2007	10/01/2007	$41.75	$26.75	$59.37	$0.00
	Z6666	10/01/2006	LNAME0002	FNAME0002	1000000002	F	19	7	1	2	12	MEDICAL - BS	09/25/2007	09/28/2007	10/01/2007	$50.38	$25.38	$6.62	$0.00
	Z6666	10/01/2006	LNAME0003	FNAME0003	1000000003	M	18	Z	1	2	12	MEDICAL - BS	09/07/2007	09/28/2007	10/01/2007	$50.38	$25.38	$39.62	$0.00
	Z6666	10/01/2006	LNAME0004	FNAME0004	1000000004	M	18	7	D	2	06	DRUG	09/24/2007	09/30/2007	10/01/2007	$34.30	$19.30	$13.06	$0.00
	Z6666	10/01/2006	LNAME0004	FNAME0004	1000000004	M	18	7	D	2	06	DRUG	09/26/2007	09/30/2007	10/01/2007	$87.56	$57.56	$22.80	$0.00
	Z6666	10/01/2006	LNAME0005	FNAME0005	1000000005	M	18	Z	D	2	06	DRUG	09/24/2007	09/30/2007	10/01/2007	$3.25	$0.00	$7.70	$0.00
	Z6666	10/01/2006	LNAME0005	FNAME0005	1000000005	M	18	Z	D	2	06	DRUG	09/24/2007	09/30/2007	10/01/2007	$57.82	$42.82	$25.87	$0.00
	Z6666	10/01/2006	LNAME0006	FNAME0006	1000000006	F	01	7	2	2	04	MEDICAL - BS	09/24/2007	10/01/2007	10/01/2007	$8.49	$0.00	$7.81	$0.00
	Z6666	10/01/2006	LNAME0006	FNAME0006	1000000006	F	01	7	5	2	12	MEDICAL - BS	09/24/2007	10/01/2007	10/01/2007	$21.97	$21.97	$90.38	$0.00
	Z6666	10/01/2006	LNAME0006	FNAME0006	1000000006	F	01	7	5	2	12	MEDICAL - BS	09/24/2007	10/01/2007	10/01/2007	$29.81	$29.81	$68.14	$0.00
	Z6666	10/01/2006	LNAME0007	FNAME0007	1000000007	F	18	7	D	2	06	DRUG	09/25/2007	09/30/2007	10/01/2007	$12.00	$0.00	$0.00	$0.00
	Z6666	10/01/2006	LNAME0007	FNAME0007	1000000007	F	18	7	D	2	06	DRUG	09/25/2007	09/30/2007	10/01/2007	$120.88	$90.88	$19.84	$0.00
	Z6666	10/01/2006	LNAME0008	FNAME0008	1000000008	F	01	7	H	2	04	MEDICAL - BS	08/28/2007	09/17/2007	10/01/2007	$78.70	$62.96	$36.30	$0.00
	Z6666	10/01/2006	LNAME0009	FNAME0009	1000000009	F	01	7	4C	1	04	MEDICAL - BC	09/14/2007	09/27/2007	09/28/2007	$172.22	$11.68	$63.36	$0.00
	Z6666	10/01/2006	LNAME0009	FNAME0009	1000000009	F	01	7	D	2	06	DRUG	09/27/2007	09/30/2007	10/01/2007	$72.26	$42.26	$16.33	$0.00
	Z6666	10/01/2006	LNAME0010	FNAME0010	1000000010	F	18	7	1	2	04	MEDICAL - BS	09/24/2007	09/28/2007	10/01/2007	$21.17	$0.00	$13.83	$0.00
	Z6666	10/01/2006	LNAME0010	FNAME0010	1000000010	F	18	7	1	2	12	MEDICAL - BS	09/24/2007	09/28/2007	10/01/2007	$45.00	$20.00	$0.00	$0.00
	Z6666	10/01/2006	LNAME0011	FNAME0012	1000000011	F	01	7	D	2	06	DRUG	09/24/2007	09/30/2007	10/01/2007	$3.78	$0.00	$21.28	$0.00
	Z6666	10/01/2006	LNAME0011	FNAME0011	1000000011	M	18	7	D	2	06	DRUG	09/25/2007	09/30/2007	10/01/2007	$8.75	$0.00	$15.31	$0.00

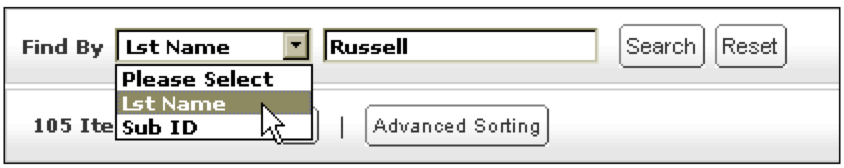
89 Items | 1 - 20

* - CLAIM NOT APPLIED TOWARD STOP-LOSS

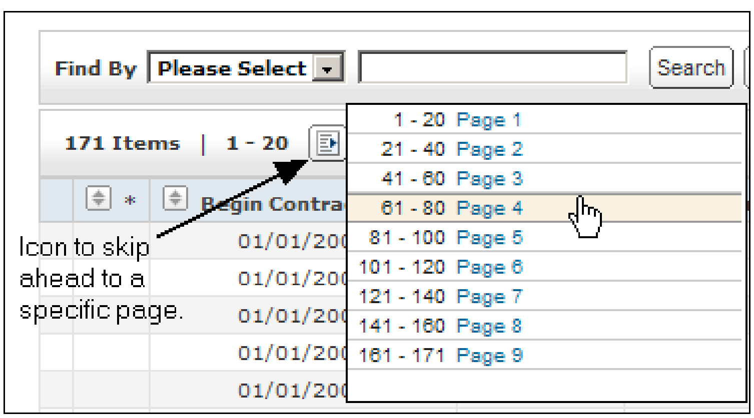
You also have the ability to print/export your invoices. You can access this feature two different ways. The first way is by using the paper icon, , on the View Invoice screen. Instead of selecting View Invoice you would select Print Invoice. The second way is by selecting the printer icon: . The printer icon is available on all of the invoice screens. See page 32 for additional information on printing invoices.



On the Claims Detail tab you have the ability to search the Claims Detail data by Insured Last Name or Subscriber ID number.



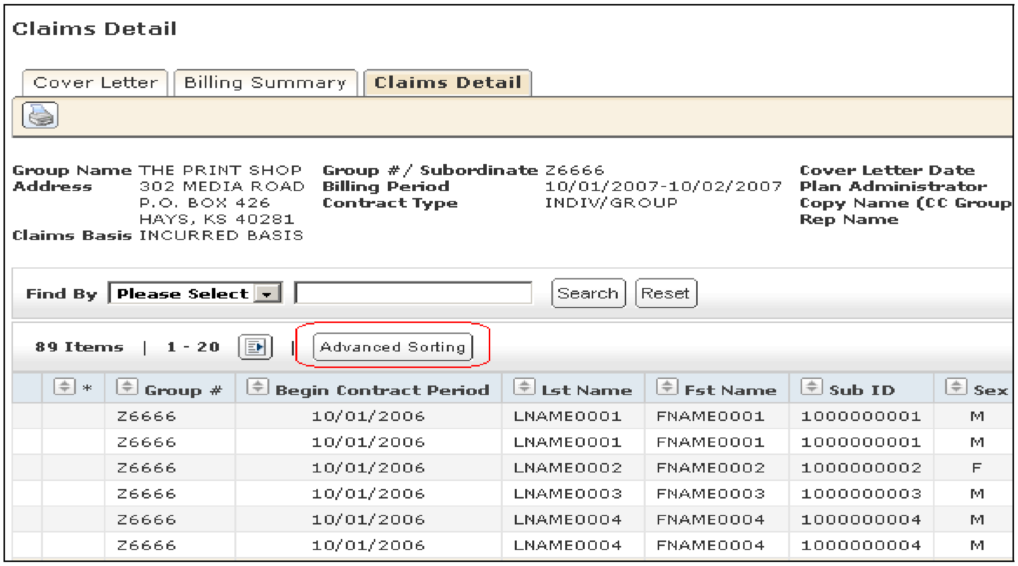
 More Results button – This option allows you to page through the results. You have the ability to skip to a specific page.



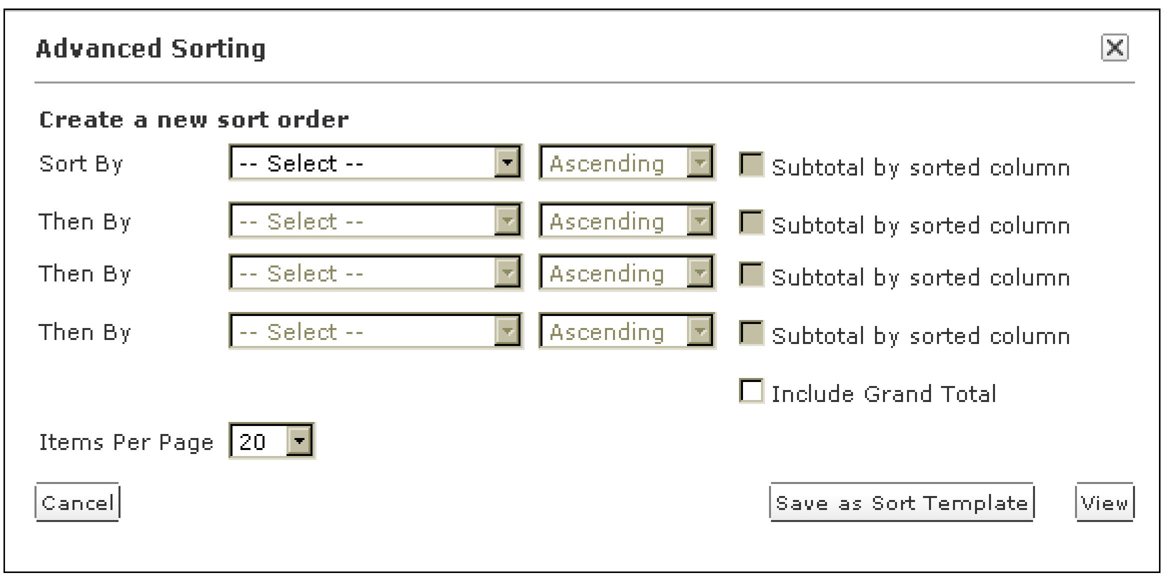
A second More Results icon is located below the rows of data. From the above example you can tell three things: 1) there are 171 items 2) items 1-20 are currently displayed and 3) the user is selecting to view Page 4, or items 61-80.

Advanced Sorting

Advanced 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.



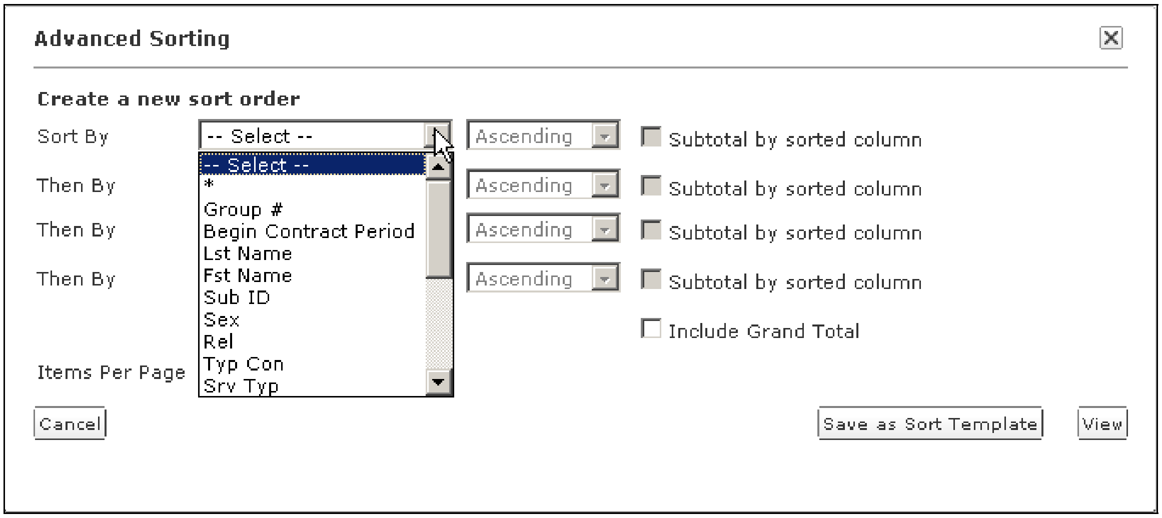
By clicking on the Advanced Sorting button you will get the following box:



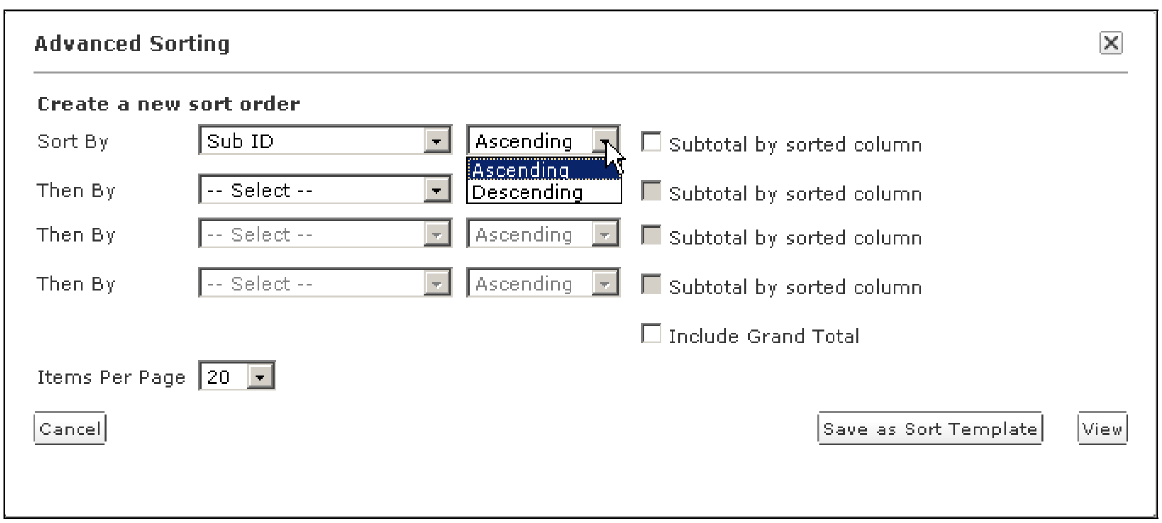
Advance Sorting option works similar to the sorting option in Microsoft Excel. The first sort option will break the Claims Detail into large groups of records. The next sort option will then break each of the large groups down into smaller groups. You can have up to four sorts and you can subtotal each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

To create a sort:

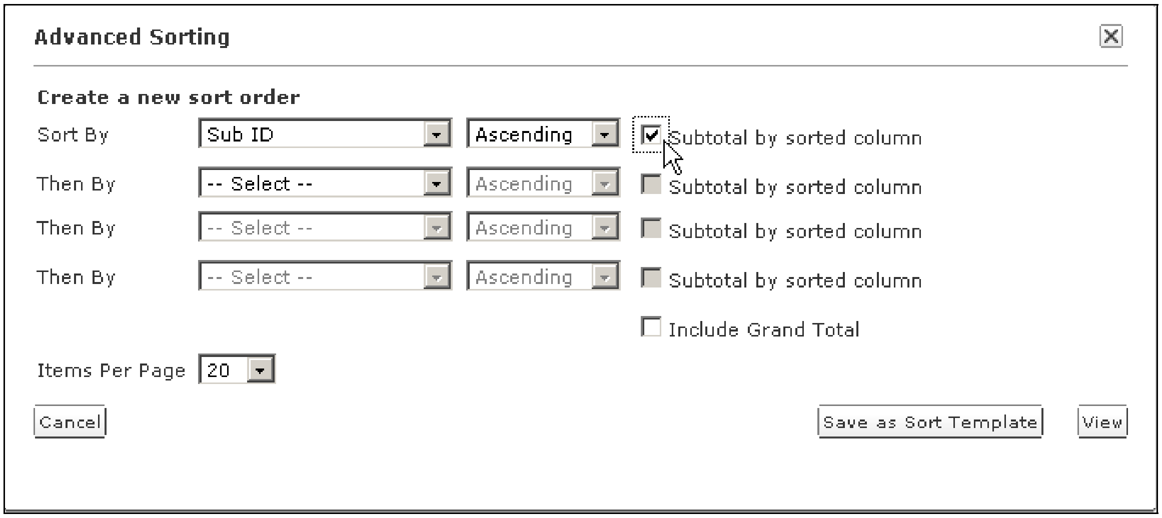
1. Click the Advanced Sorting button on the Claims Detail tab.
2. Click the drop down arrow in the box next to "Sort by" and choose the column you wish to sort by.



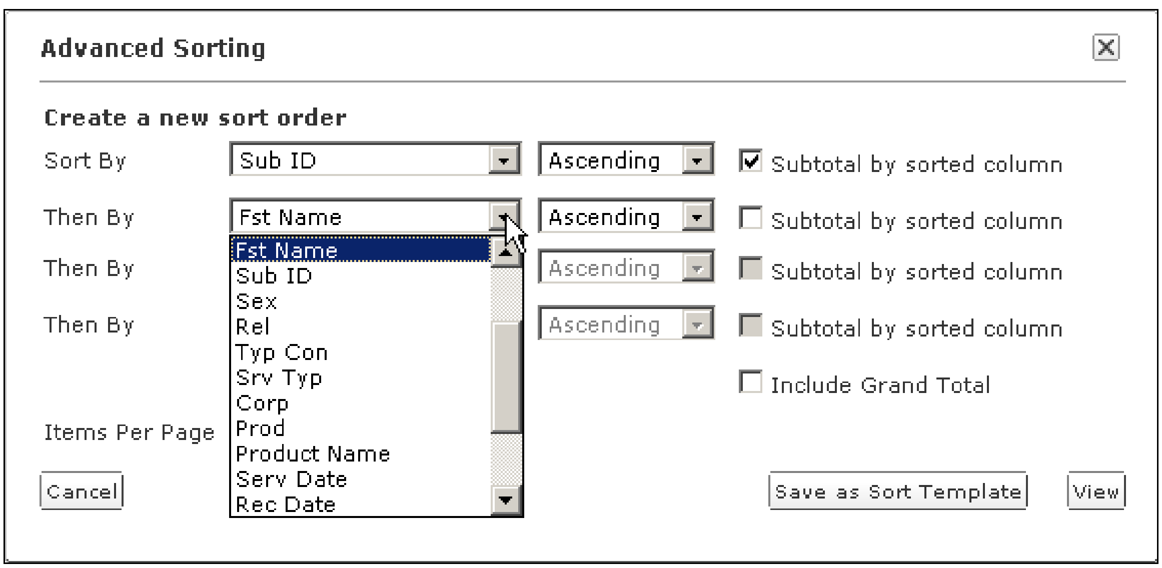
3. Click the drop down arrow in the next box and choose how you want the sort displayed – ascending or descending order. This box is defaulted to ascending and does not need to be clicked on if you want ascending order.



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

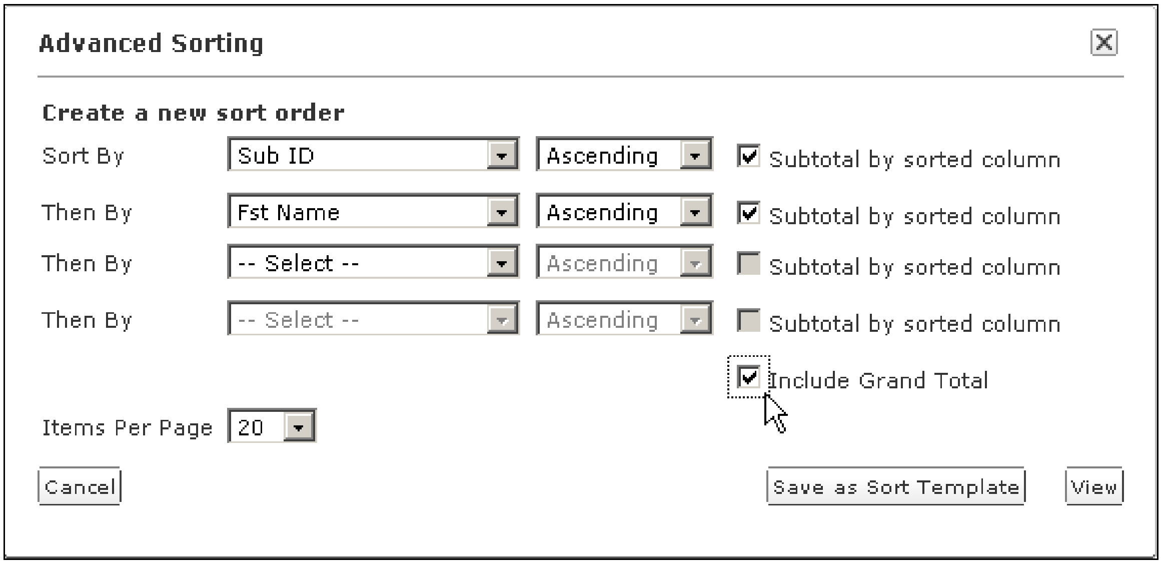


5. If you want another sort option, click on the drop down arrow in the next row down and choose the column you wish to sort by.

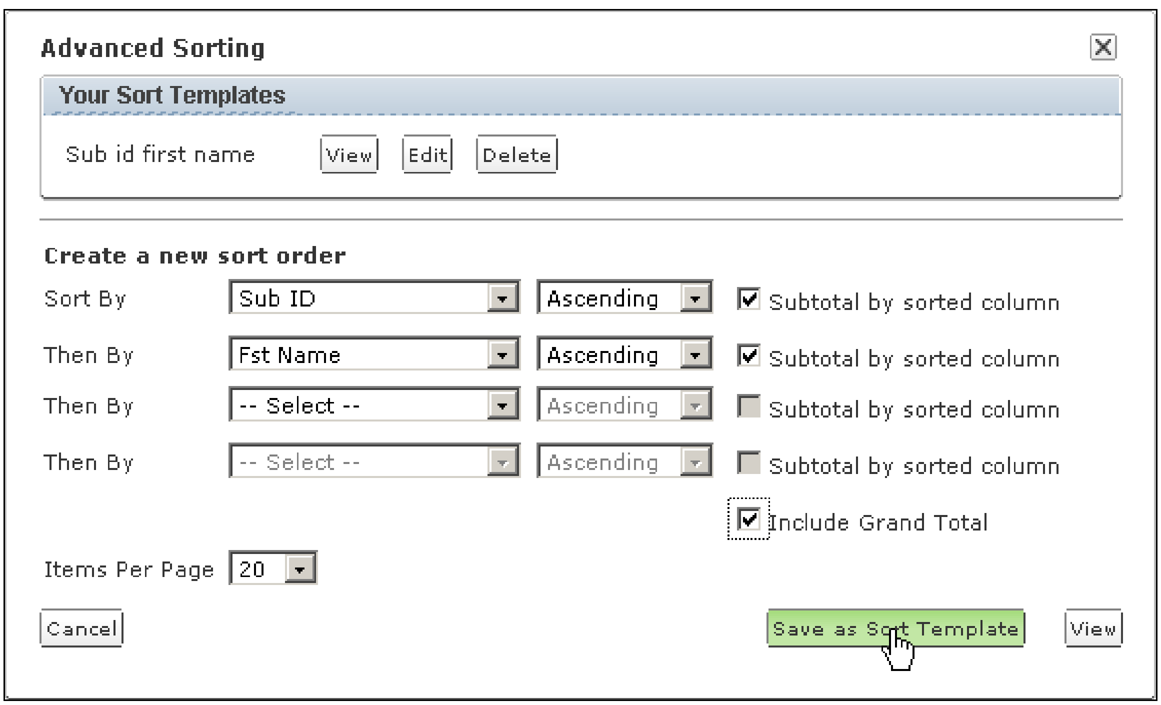


6. For sort order and subtotal options, repeat steps 3 and 4 on the desired sort line.

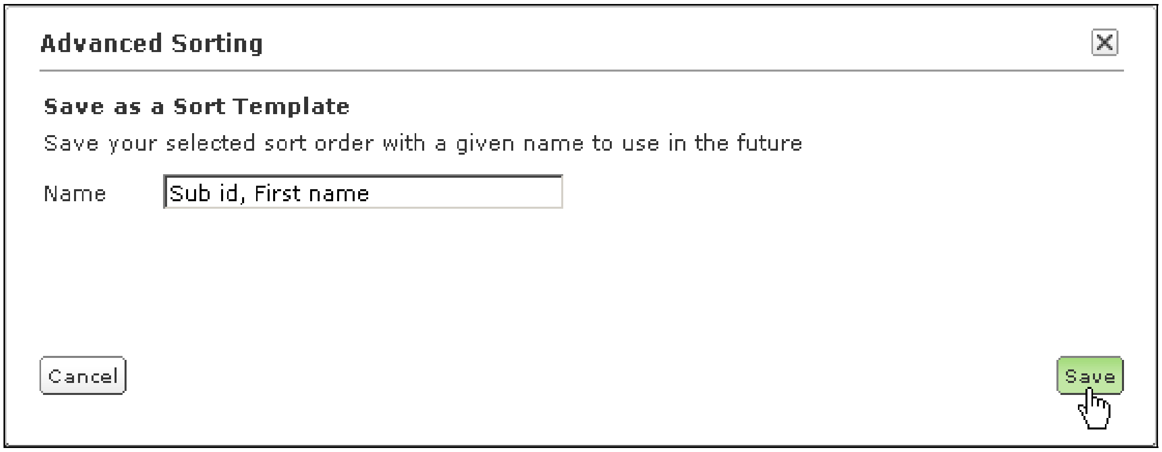
7. If you want to include a grand total at the end of the invoice, click on the Include Grand Total box.



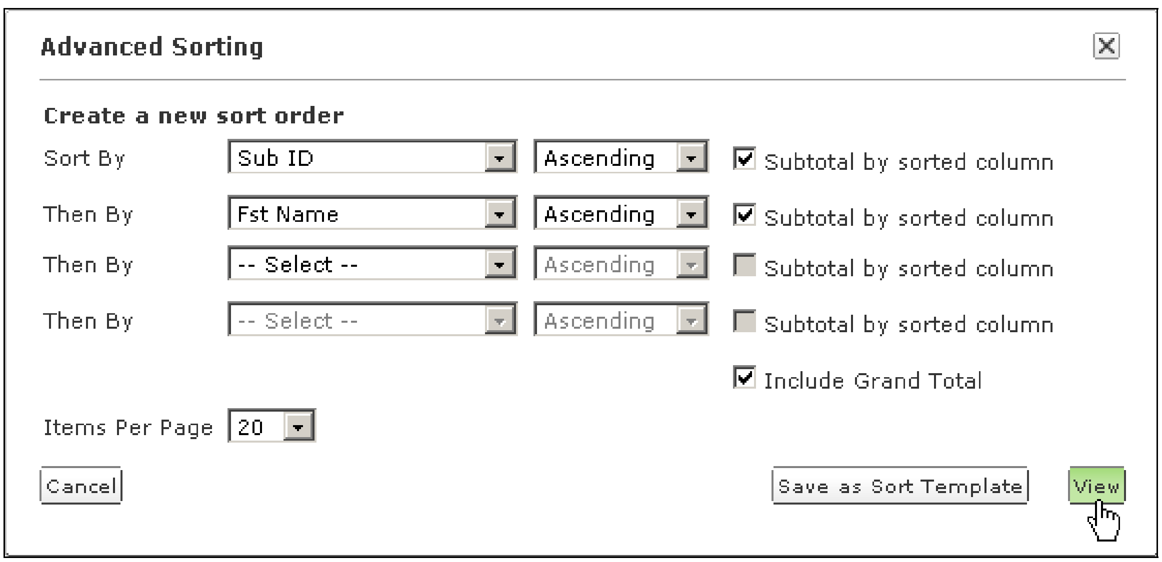
8. If you want to save this sort to apply on other invoices click on the Save as Sort Template button.



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.



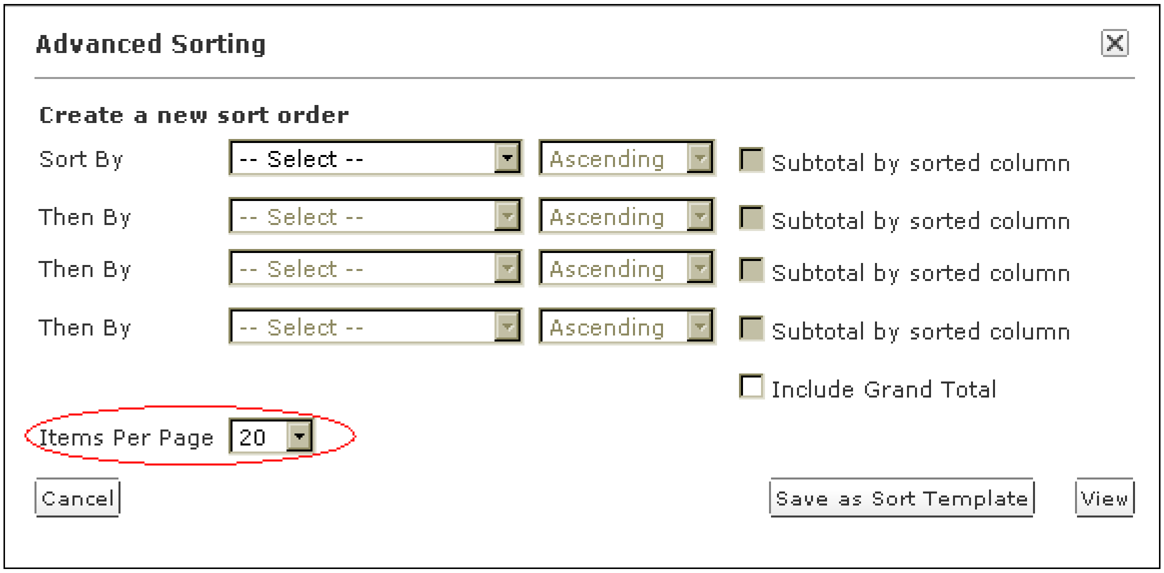
If you have saved sort templates, you can apply, edit or delete by clicking on the Advanced Sorting button.

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.

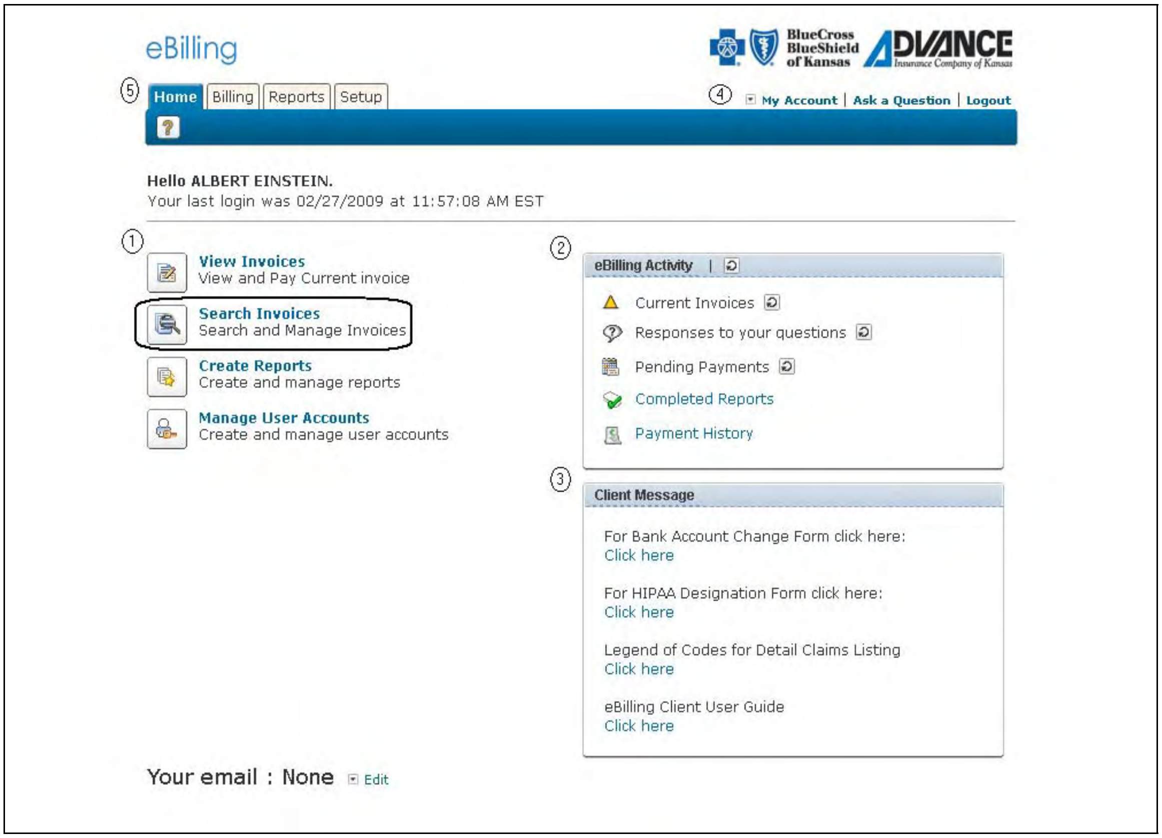


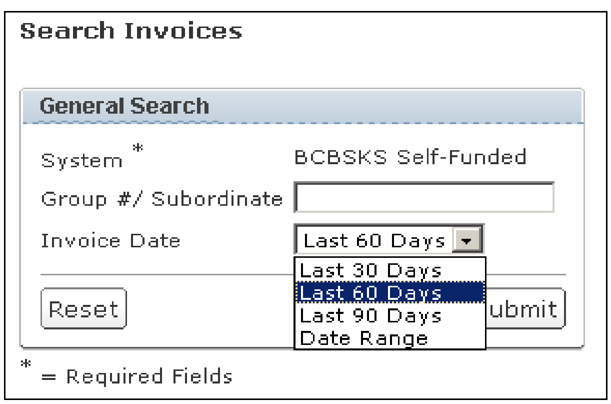
By clicking on the Items Per Page drop down box; you will be given options to display 10, 20, 60, 75 and 100 rows per page.

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

Search Invoices

You also have the ability to search for a specific invoice through the Search Invoices button on the Workbench or through the Billing tab.

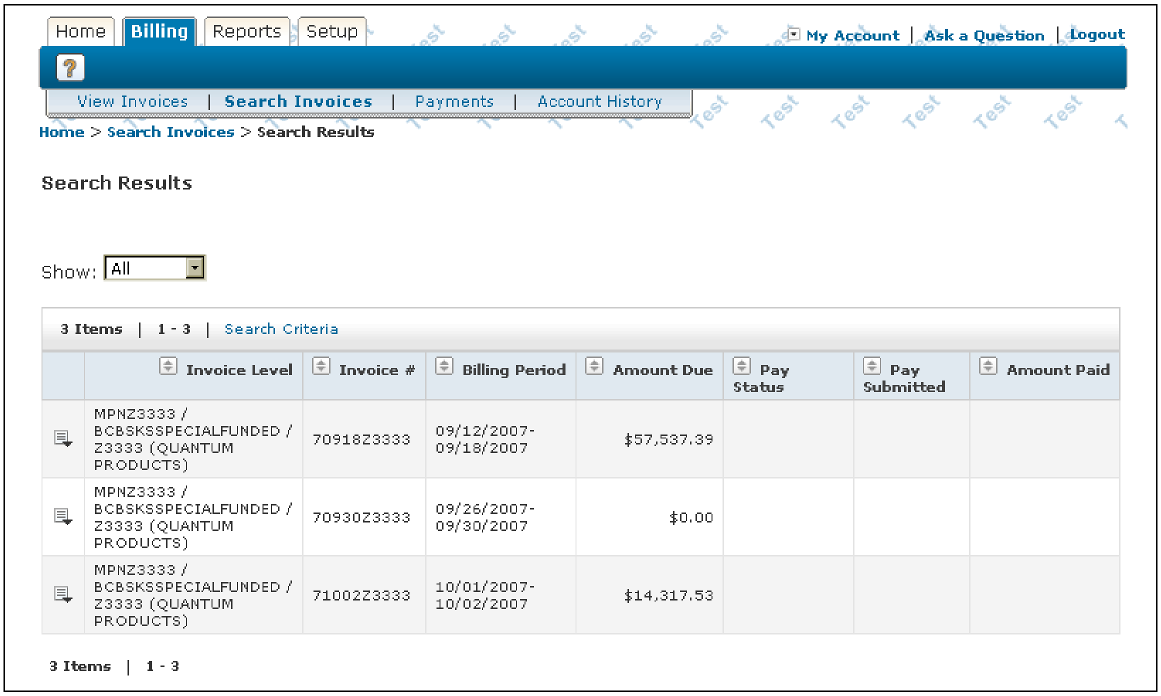




- In the Group #/Subordinate field, key the group number you want to search. If you leave this field blank, the system will pull all groups you are authorized to view.

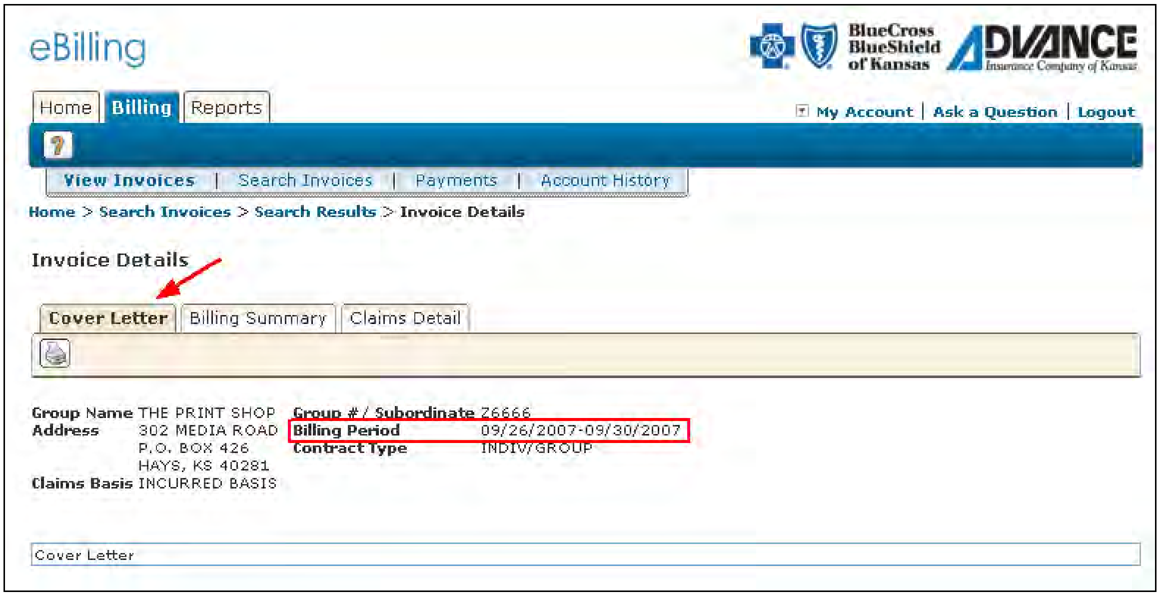
- In the Invoice date, select from the drop down box: last 30 days, last 60 days, last 90 days, or beginning and ending dates for a date range search, then click Submit.

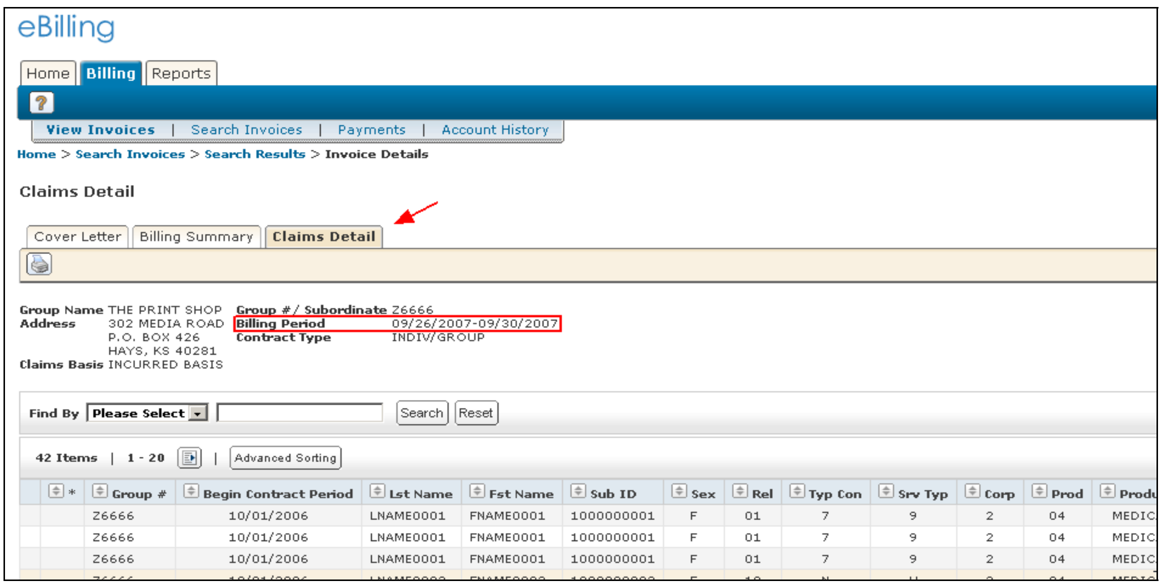
Current outstanding invoices appear with the dropdown option to view All, Current, Prior, Paid, or Obsolete invoices.



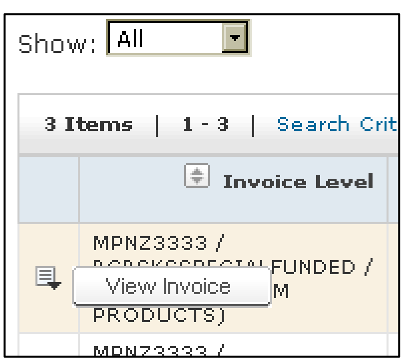
- **All –** Will display all invoices for the past 18 months.
- **Current** – Will display the last unpaid invoice.
- **Prior** – Will display any unpaid invoice prior to the current invoice.
- **Paid** – Will display a list of all paid invoices.
- **Obsolete** – Will display the original bill for any reissued bill.

Please Note: When the Amount Due is $0.00, there is no invoice but there could be claims detail.





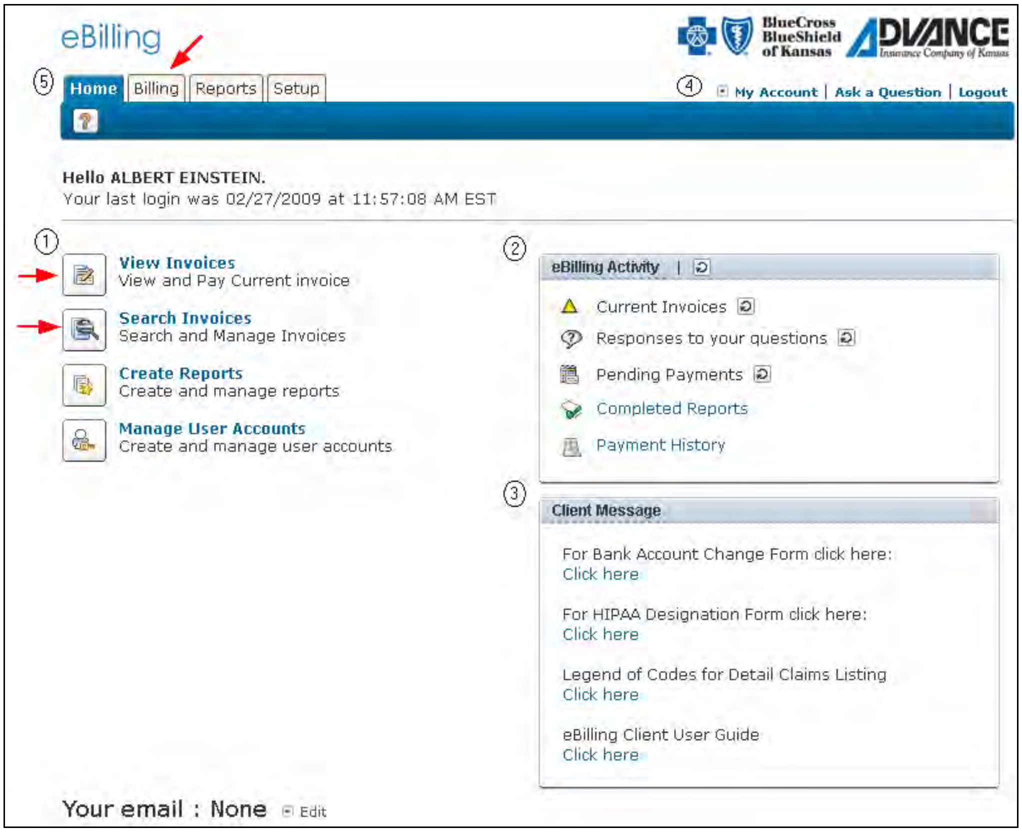
To view an invoice, select the paper icon on the left side of the invoice you want to view.



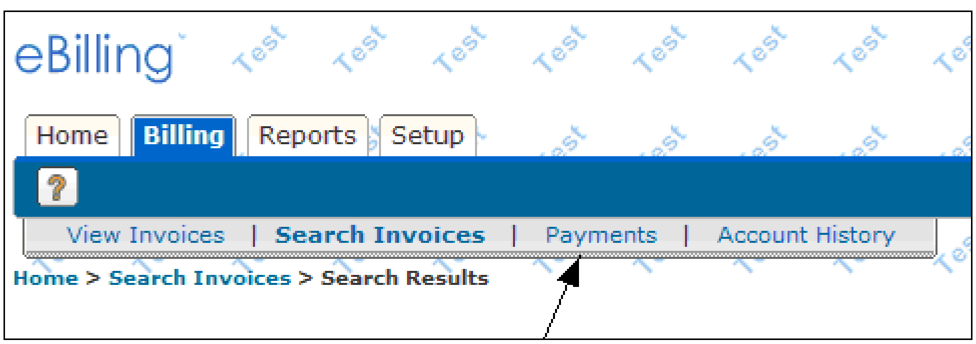
After selecting View Invoice, the Cover Letter, Billing Summary and Claims Detail screen are available to view. **NOTE: If the invoice selected shows $0.00 amount due, there will not be a Cover Letter, but there could be Claims Detail data for that billing period.**

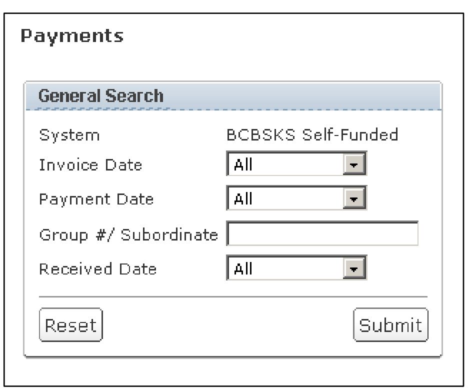
Cover Letter, Billing Summary and Claims Detail screen descriptions and Screen shots are covered starting on page 14.

Payments



The Payment screen can be accessed from the View Invoices or Search Invoices icons on the Workbench or by clicking on the Billing tab.





On the General Search selection screen 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.

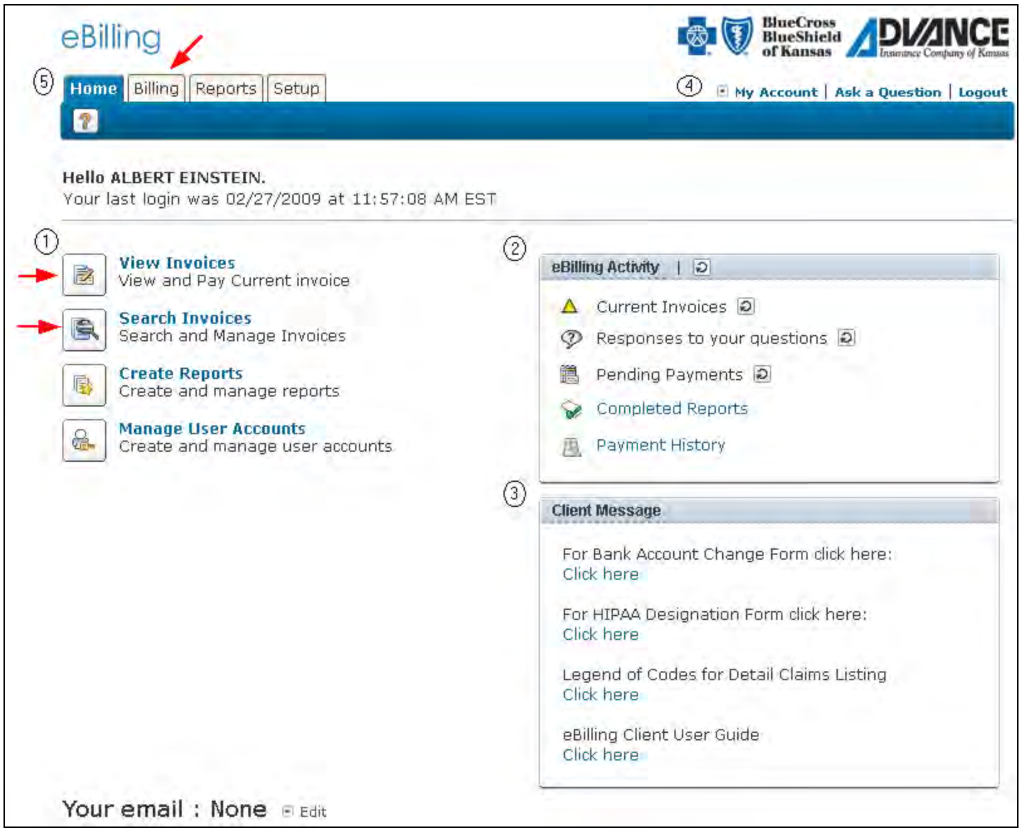
3 Items | 1 - 3 | | Search Criteria

Invoice Level	Status	Confirmation #	Coverage Period	Bill Issue Date	Payment Received On	Paid Amount	Payment Date	Payment Type
MPNZ3333 / BCBSKSSPECIALFUNDED / Z3333 (QUANTUM PRODUCTS)	Paid				10/04/2007	$0.00		Non-System Payment
MPNZ3333 / BCBSKSSPECIALFUNDED / Z3333 (QUANTUM PRODUCTS)	Paid				10/04/2007	$14,317.53		Non-System Payment
MPNZ3333 / BCBSKSSPECIALFUNDED / Z3333 (QUANTUM PRODUCTS)	Paid				09/20/2007	$57,537.39		Non-System Payment

Click on the ascending/descending icon on any of the column headings to sort by that column.

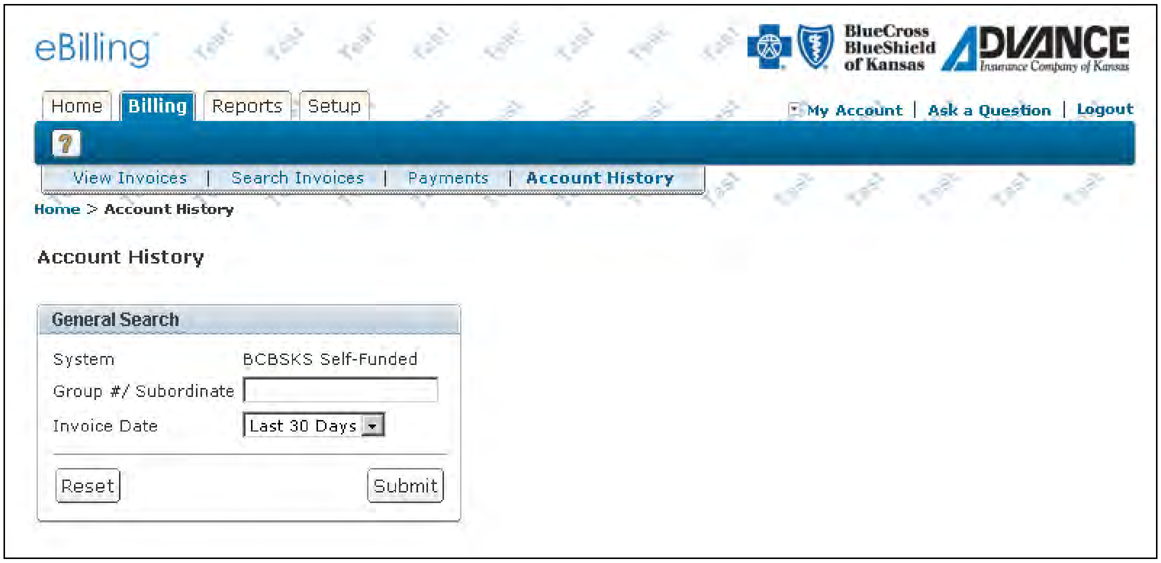
By clicking on the Search Criteria link the application will direct you back to the General Search.

Account History

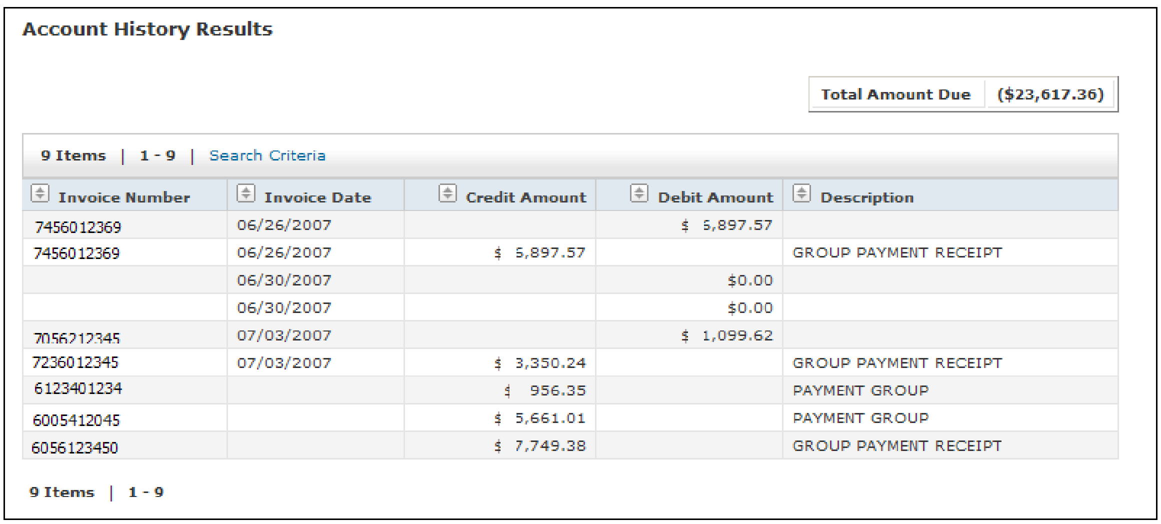


The Account History screen can be accessed from the View Invoices or Search Invoices icons on the Workbench or by clicking on the Billing tab.

This screen gives you the detail relating to Account History and displays the total amount due.



- In the General Search drop down boxes, select all, 30 days, 60 days, 90 days or date range to narrow your search or default to All. Enter the Group# /subordinate to narrow your search or leave blank to receive all Group and subordinates you are authorized to view, then click on Submit.



Account History Results

Total Amount Due	($23,617.36)

9 Items | 1 - 9 | Search Criteria

Invoice Number	Invoice Date	Credit Amount	Debit Amount	Description
7456012369	06/26/2007		$ 5,897.57	
7456012369	06/26/2007	$ 5,897.57		GROUP PAYMENT RECEIPT
	06/30/2007		$0.00	
	06/30/2007		$0.00	
7056212345	07/03/2007		$ 1,099.62	
7236012345	07/03/2007	$ 3,350.24		GROUP PAYMENT RECEIPT
6123401234		$ 956.35		PAYMENT GROUP
6005412045		$ 5,661.01		PAYMENT GROUP
6056123450		$ 7,749.38		GROUP PAYMENT RECEIPT

9 Items | 1 - 9

Click on the ascending/descending icon on any of the column headings to sort by that column by clicking on the up/down arrow button.

By clicking on the Search Criteria link it will take you back to the General Search screen.

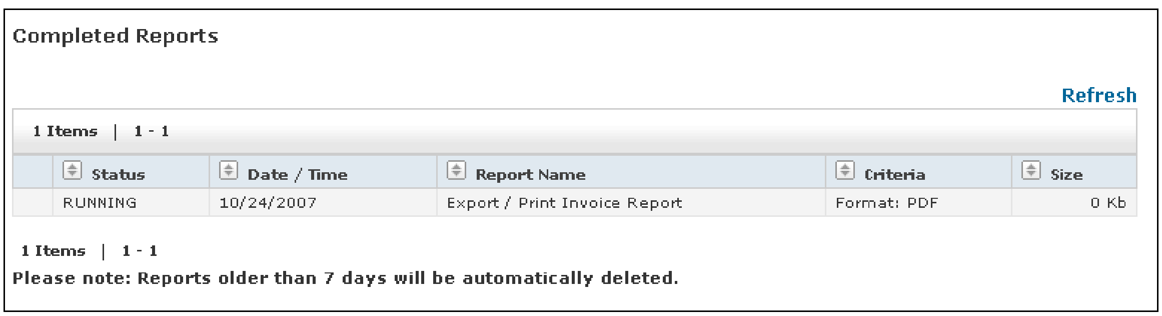
Printing Invoices

Invoices can be printed one of two ways: 1) By selecting the paper icon next to the invoice and choosing the Print Invoice option, or 2) when looking at the Cover Letter, Billing Summary or Claims Detail screens, by clicking on the Print Invoice icon . Both of these options will take you to the same Print Invoice screen.

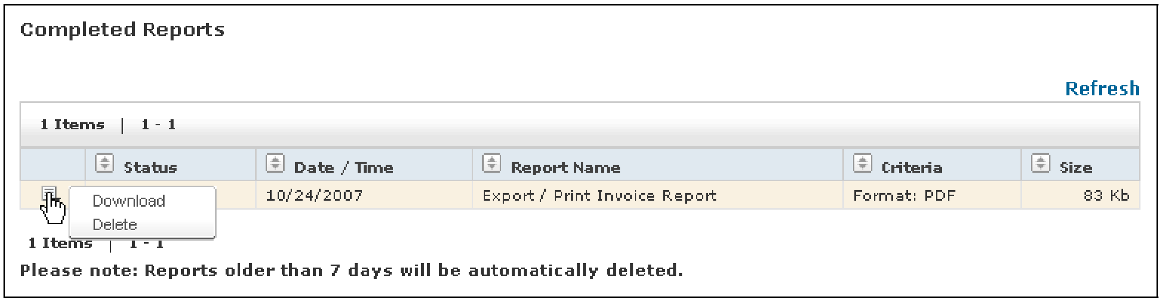
On the first screen, you will need to select the format you want the report returned in. Click Next after you have selected your preferred format.

The CSV format is a spreadsheet file. It allows you to manipulate and alter the data as you need to. It will, however, not save your changes in the system. You will need to save it on your storage location. 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 storage location.

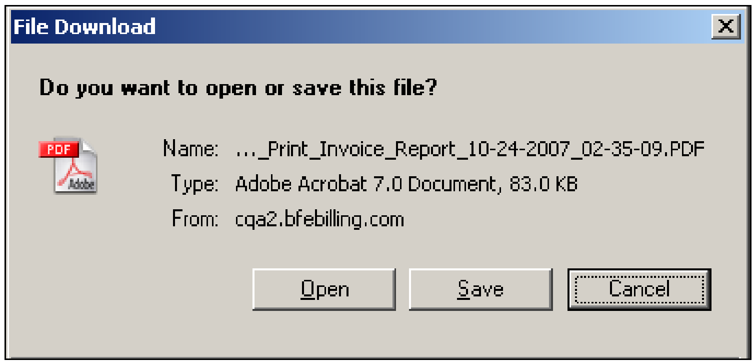
On the second screen you will be able to pick which parts of the invoice you want to print: Cover Letter, Billing Summary and/or Claims Detail. You can pick any combination of the three. You have primary and secondary sort options available when printing the Claims Detail invoice section. You can sort 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.



You will now be at 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.

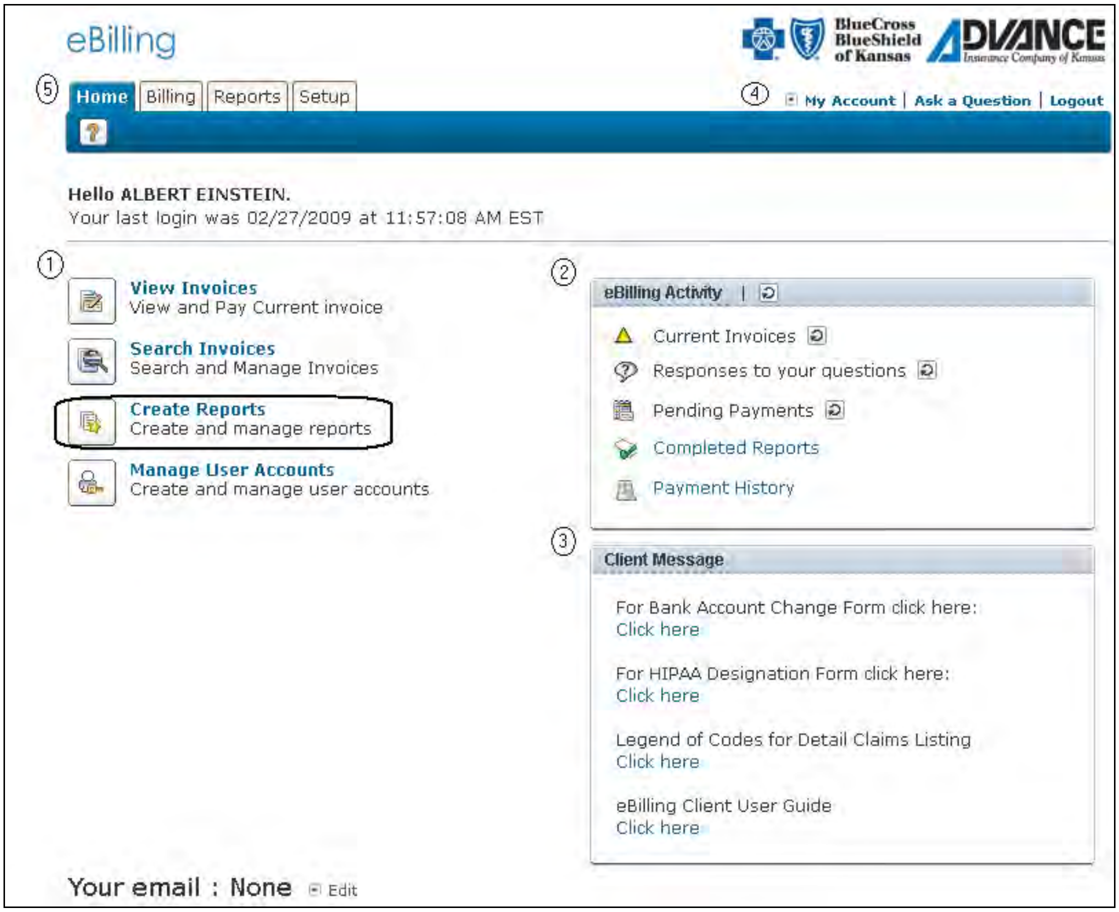


To view or download, click on the paper icon next to your report and select the download option.

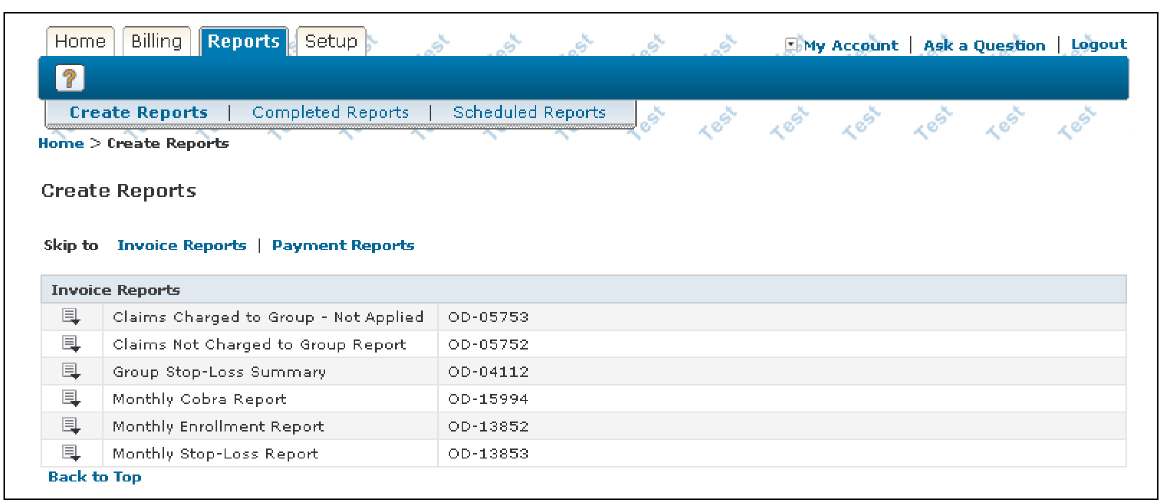


At this point you will get an option to Open, Save or Cancel. To view your report, click on the Open button. To download and save it to a desired location, click the Save button. The Cancel button will stop your actions.

Create Reports

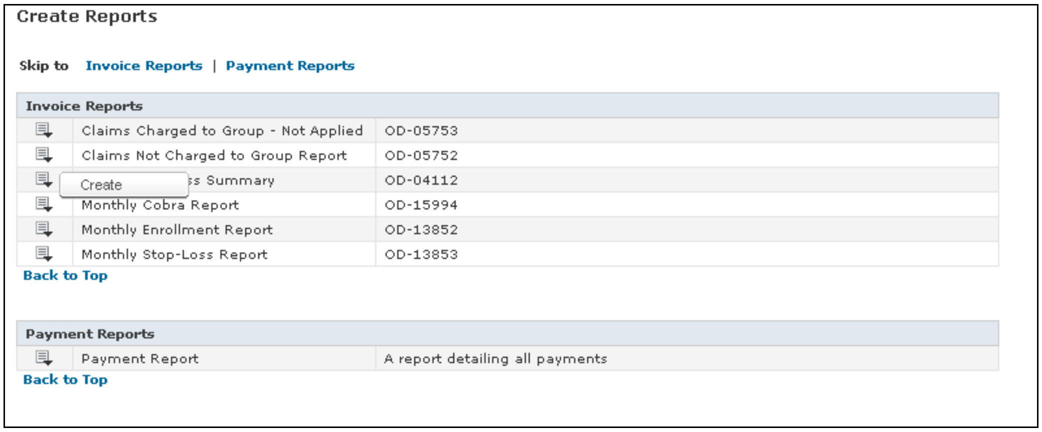


The Create Reports section of the application allows you to run the following reports: Claims Charged to Group Not Applied to Stop-loss; Claims Not Charged to Group; Group Stop-loss Summary; Monthly Cobra Report; Monthly Enrollment Report; and Monthly Stop Loss Report. You may select the Create Reports button or the Reports tab from the workbench page to create a report.

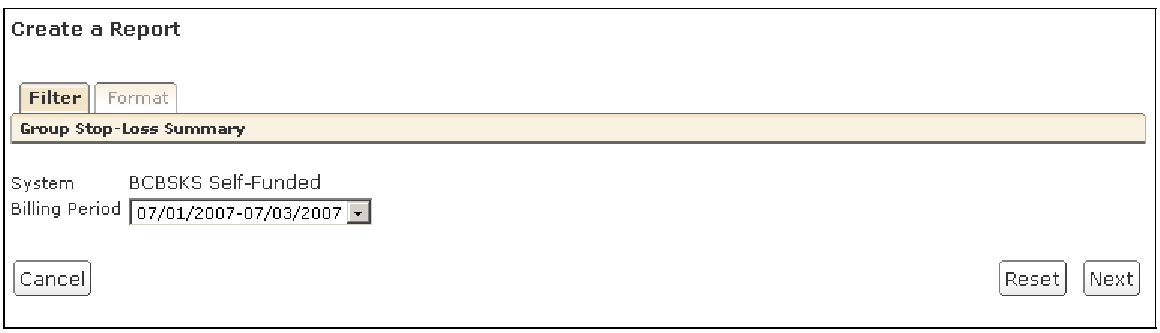


Follow these steps to create a report:

1. Click on next to the report name and click on the Create option that appears.



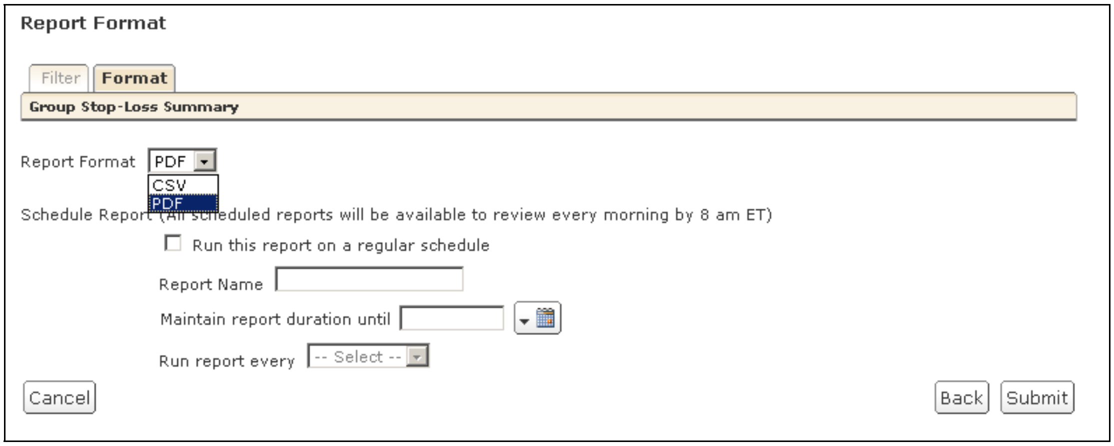
2. The Create a Report screen then appears with filter options. See examples of the Group Stop-Loss Summary report below:



3. 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.

4. 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.

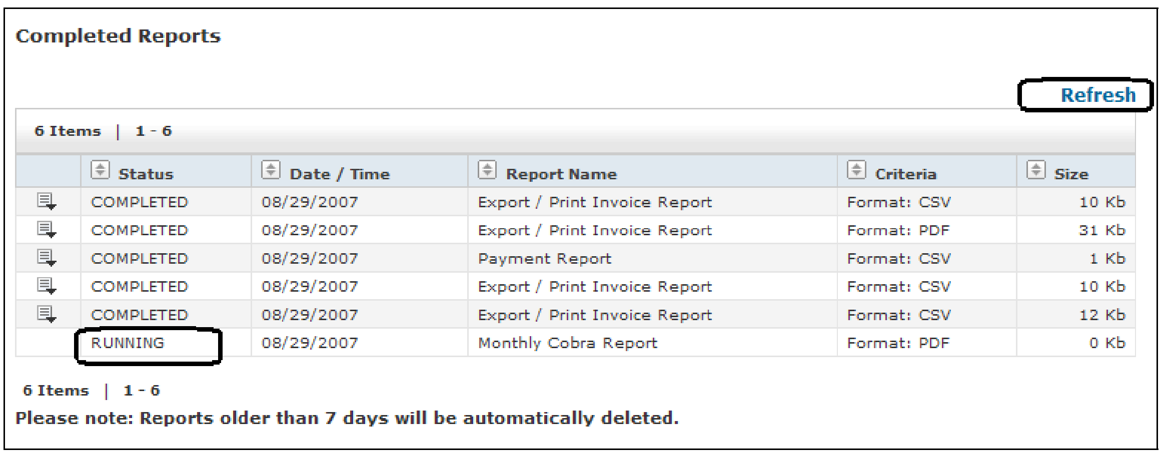
Next, select the formatting options for the report.



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.

When you select the Submit button on the bottom of the page, you will automatically be taken to the Completed Reports screen.



Completed Reports

Refresh

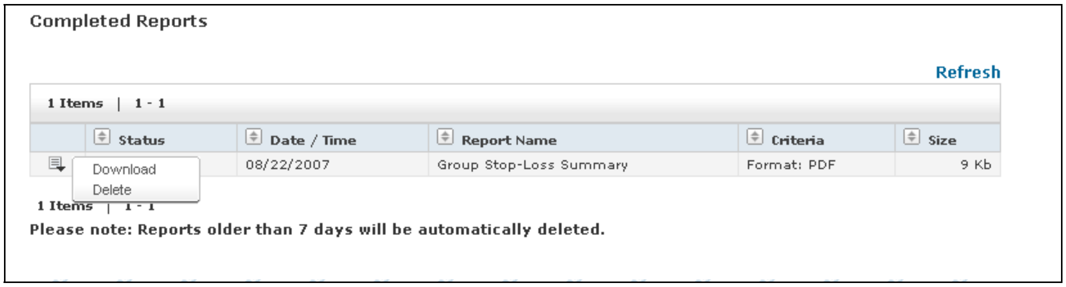
6 Items | 1 - 6

	Status	Date / Time	Report Name	Criteria	Size
	COMPLETED	08/29/2007	Export / Print Invoice Report	Format: CSV	10 Kb
	COMPLETED	08/29/2007	Export / Print Invoice Report	Format: PDF	31 Kb
	COMPLETED	08/29/2007	Payment Report	Format: CSV	1 Kb
	COMPLETED	08/29/2007	Export / Print Invoice Report	Format: CSV	10 Kb
	COMPLETED	08/29/2007	Export / Print Invoice Report	Format: CSV	12 Kb
	RUNNING	08/29/2007	Monthly Cobra Report	Format: PDF	0 Kb

6 Items | 1 - 6

Please note: Reports older than 7 days will be automatically deleted.

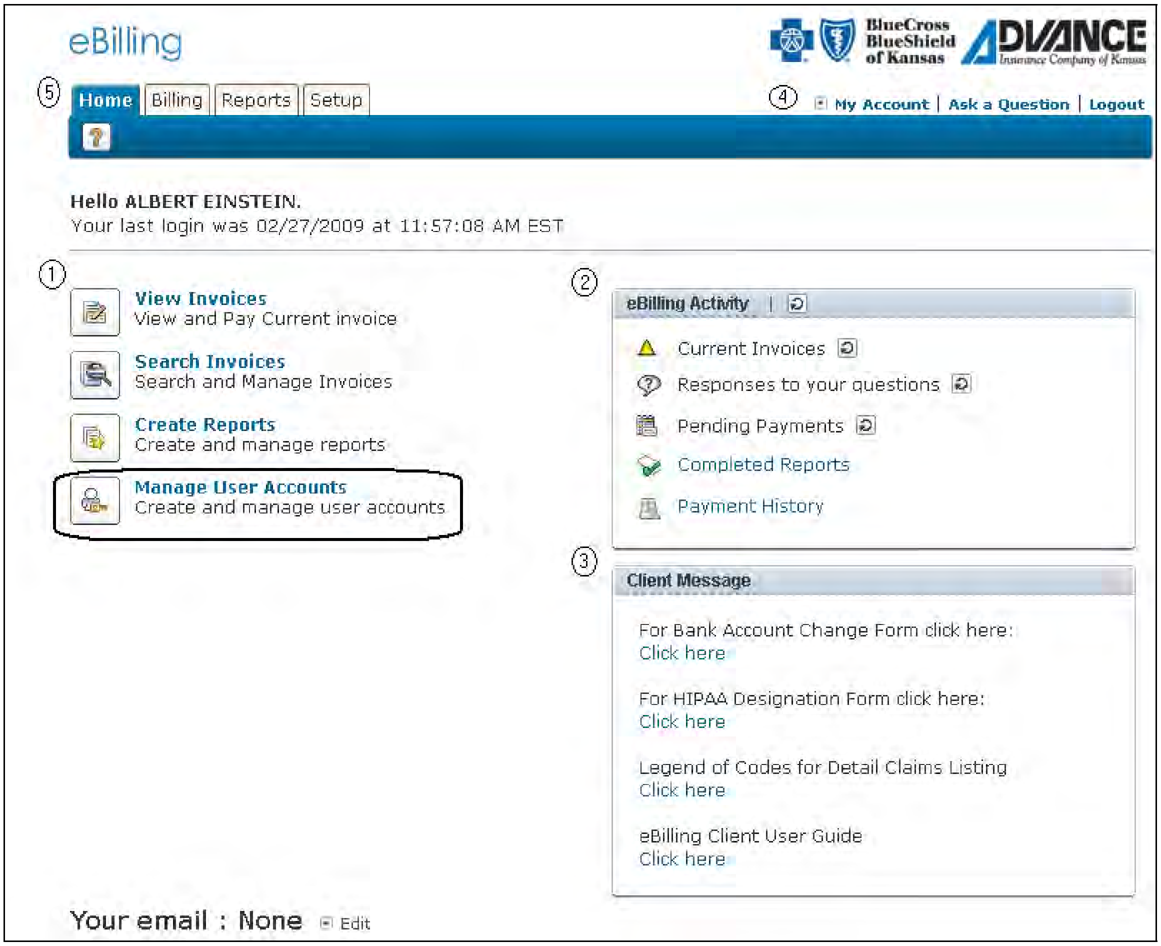
Your report will display a status of RUNNING, PENDING or COMPLETED. If your status shows RUNNING or PENDING, you will need to click the Refresh command in order to update the screen with the current status. **Do not use the REFRESH button on your internet browser. It has been disabled through this program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



To sort the completed reports click the ascending/descending button above any of the column headings.

Manage User Accounts

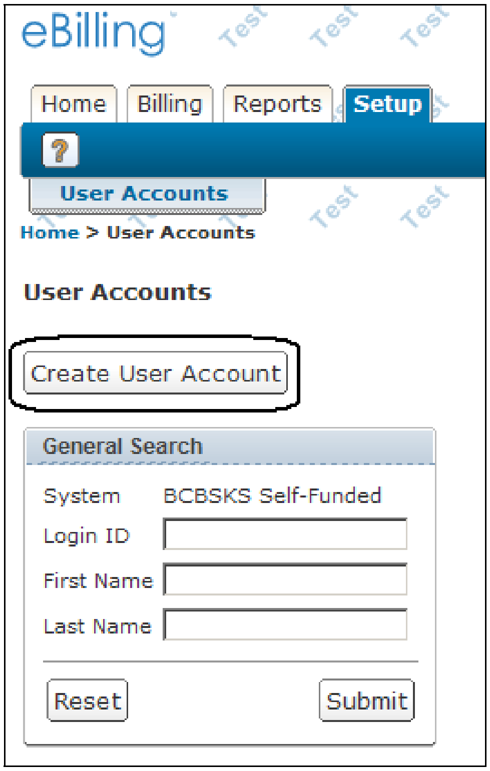
You must be a Plan Administrator or Billing Security Administrator or have been given the authority to have access to Manage Users. If you are a View Only Client, the Manage Users button will not be available on your Workbench.



Under the Manage Users section of the application, you have the ability to view and manage user profiles and add users to the application. All Users for your company will display in a table on the main Manage Users page.

Creating Users

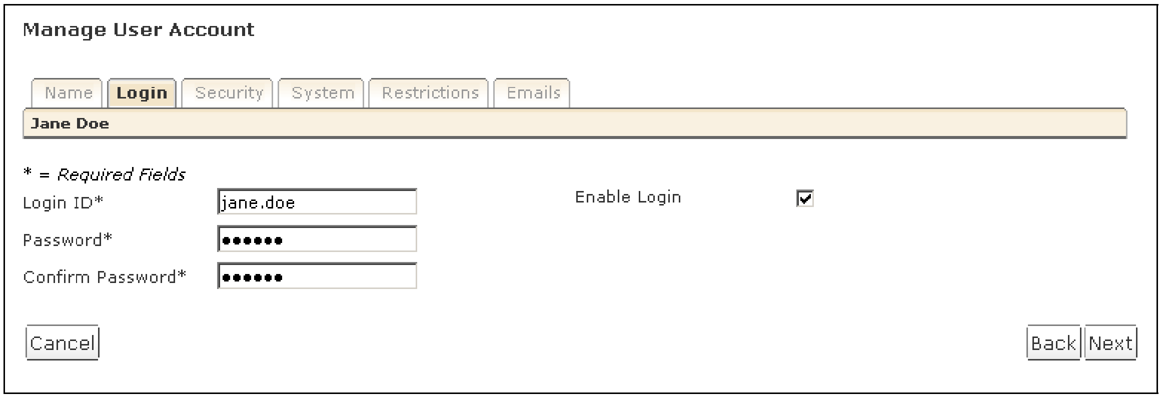
You must be a Plan Administrator or Billing Security Administrator or have been given the authority to have access to create Users. If you are a View Only Client, the Create Users button will not be available on your Workbench.



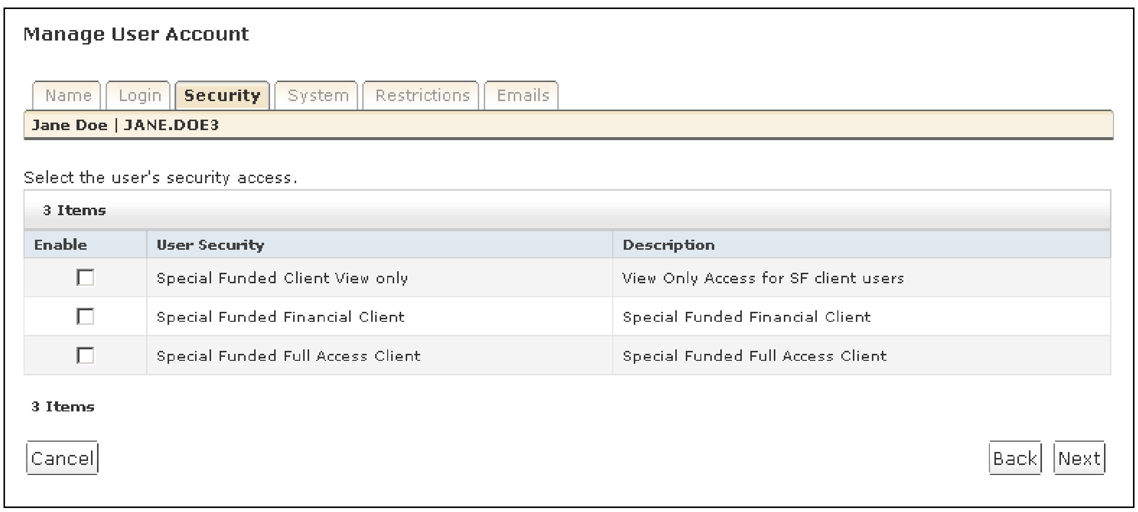
1. Select the Create User Account button.

2. The Name tab will display. Fill in the applicable fields. Please note the required fields (*) and then select Next button when finished. If you do not enter an e-mail address on this page you will not be able to select options on the E-mails page or use the "Send me my Password"

3. Enter the User's login ID, temporary password and verify the Enable Login is checked. Select Next button when finished.

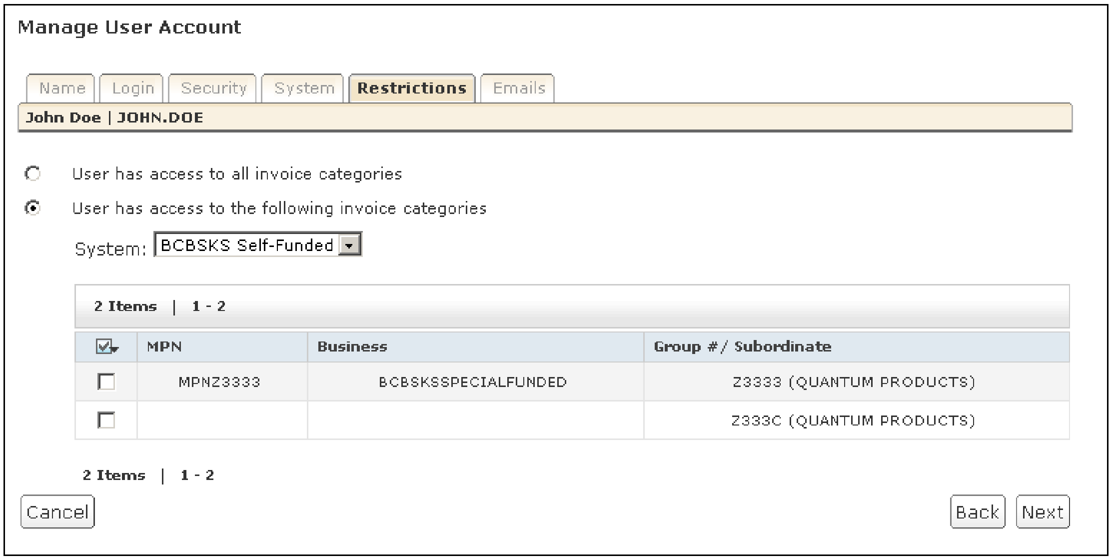


4. Select the user’s Security Group. If you want to limit the user’s functionality to only viewing, information and running reports, with no set up or manage user ability, select Special Funded Client View only. If you want the user to have viewing access only to the billing portion of the invoice and not the claims detail or other data elements that contain PHI or information outside the scope of accounts payable, then select Special Funded Financial Client. If you want the user to have full access to all the functionality within the online system which includes viewing and the ability to set up and manage users, select Special Funded Full Access Client. Select Next button when finished.

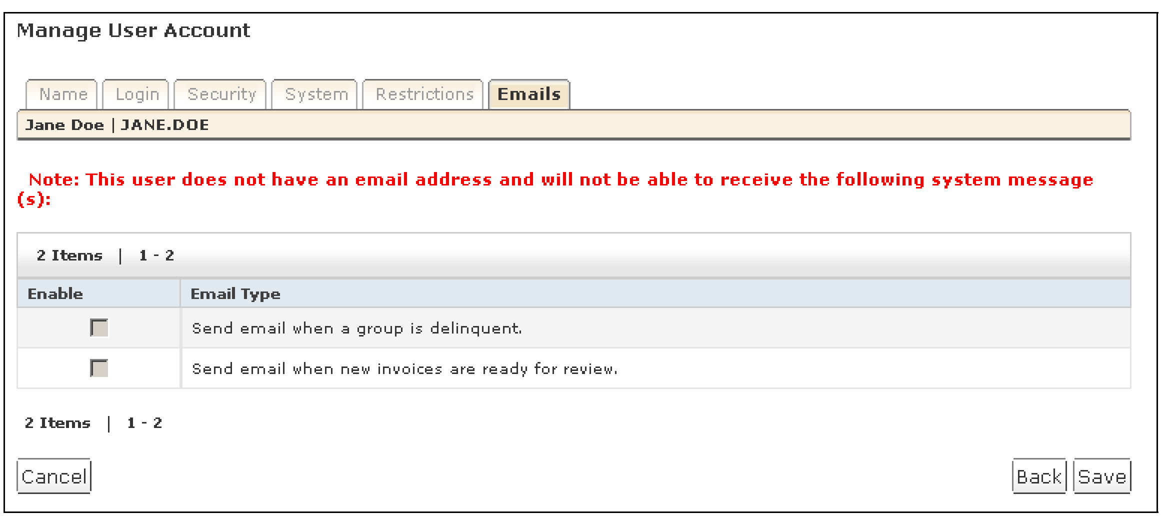


5. Select BCBSKS Self-Funded under the System tab. Select Next button when finished.

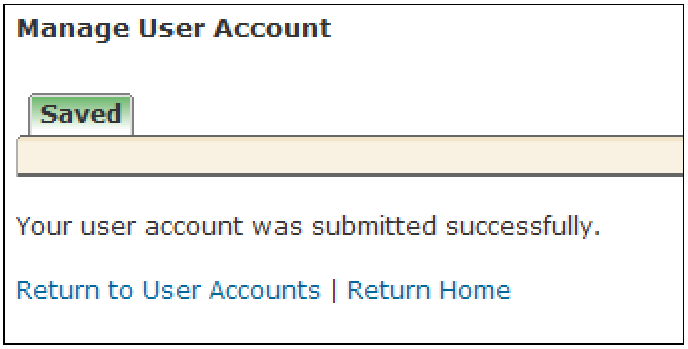
6. Select group level restrictions for the user. On this screen you will need to select each group the user will have access to view. By clicking on the checkmark icon , you can select or deselect all groups. Select Next button when finished.



7. Select e-mail access to assign the type of e-mail notifications the user should receive from the application. The note regarding the user's e-mail is informational only; you do not have to provide their e-mail address. You will not be able to choose any option on this screen if you did not enter an e-mail address in the Name tab. The user will be prompted when they first log in to the system to enter their e-mail address. If they do enter an e-mail address at that first log in, you can come back to this screen later and select the notices you want them to receive. Select Save button when finished.



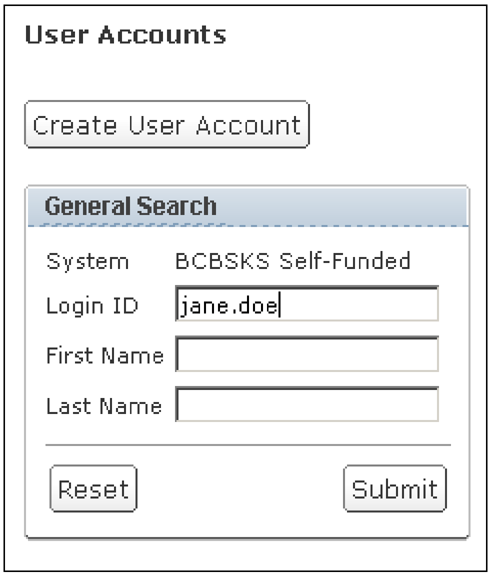
8. After clicking Save, you will get the following screen. The new user has been created and you can proceed as you wish.

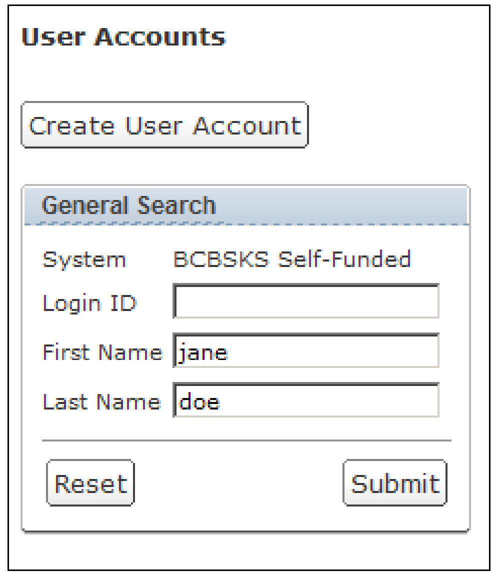


Editing Users

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.

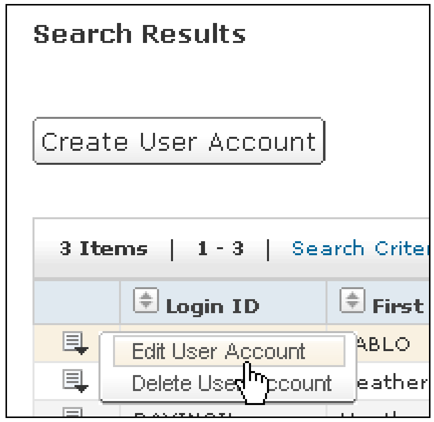
You have the ability to search for a user by entering information through the search criteria. Enter either the Login ID or Name, then click the Submit button.





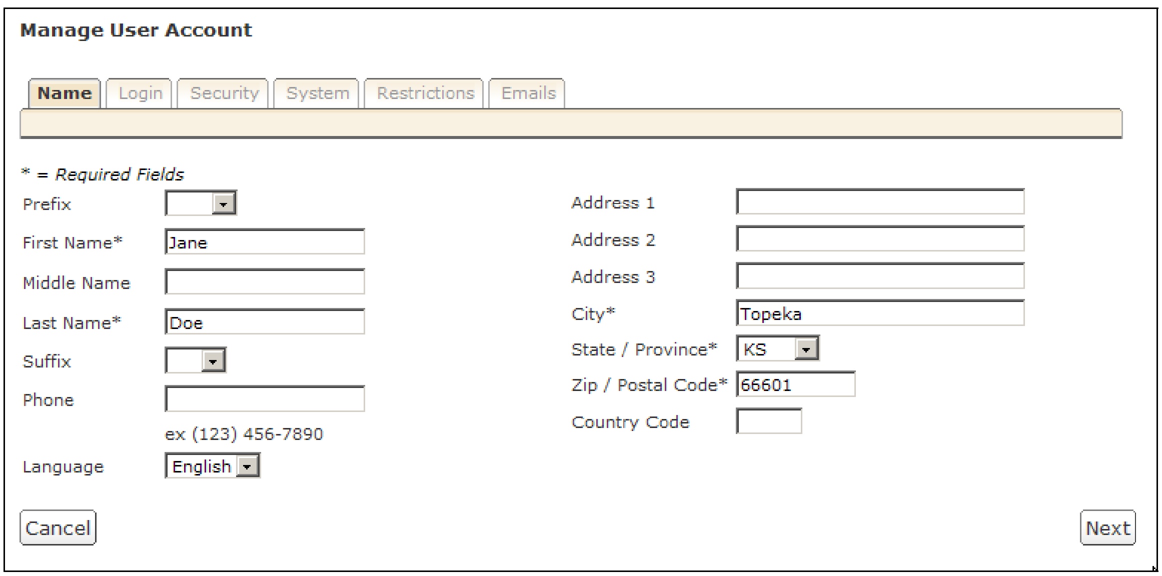
All matching users will then be displayed.

By selecting the icon next to the user, options to Edit User Account or Delete User Account appear.



By selecting the Edit User Account link, you have the ability to make changes to the user's access to the application.

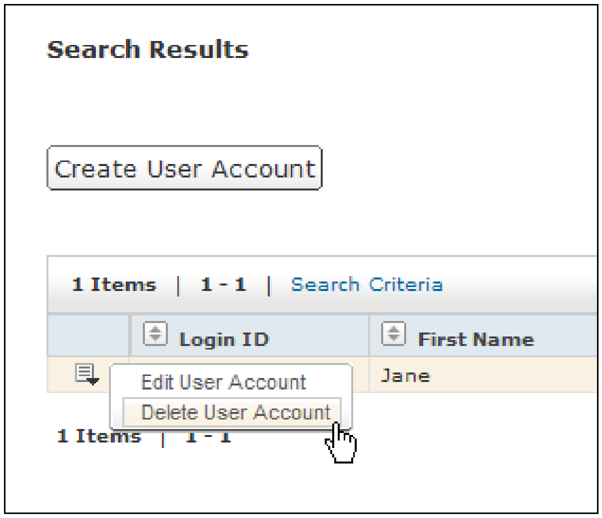
Edit User Account



Please refer to page 40 for explanation and screen examples for editing data.

Delete User Account

Currently the system will take you back to the screen below.



The "Are you sure?" message will prompt you to answer yes or no. Once a Login ID is deleted you will not be able to assign it again.

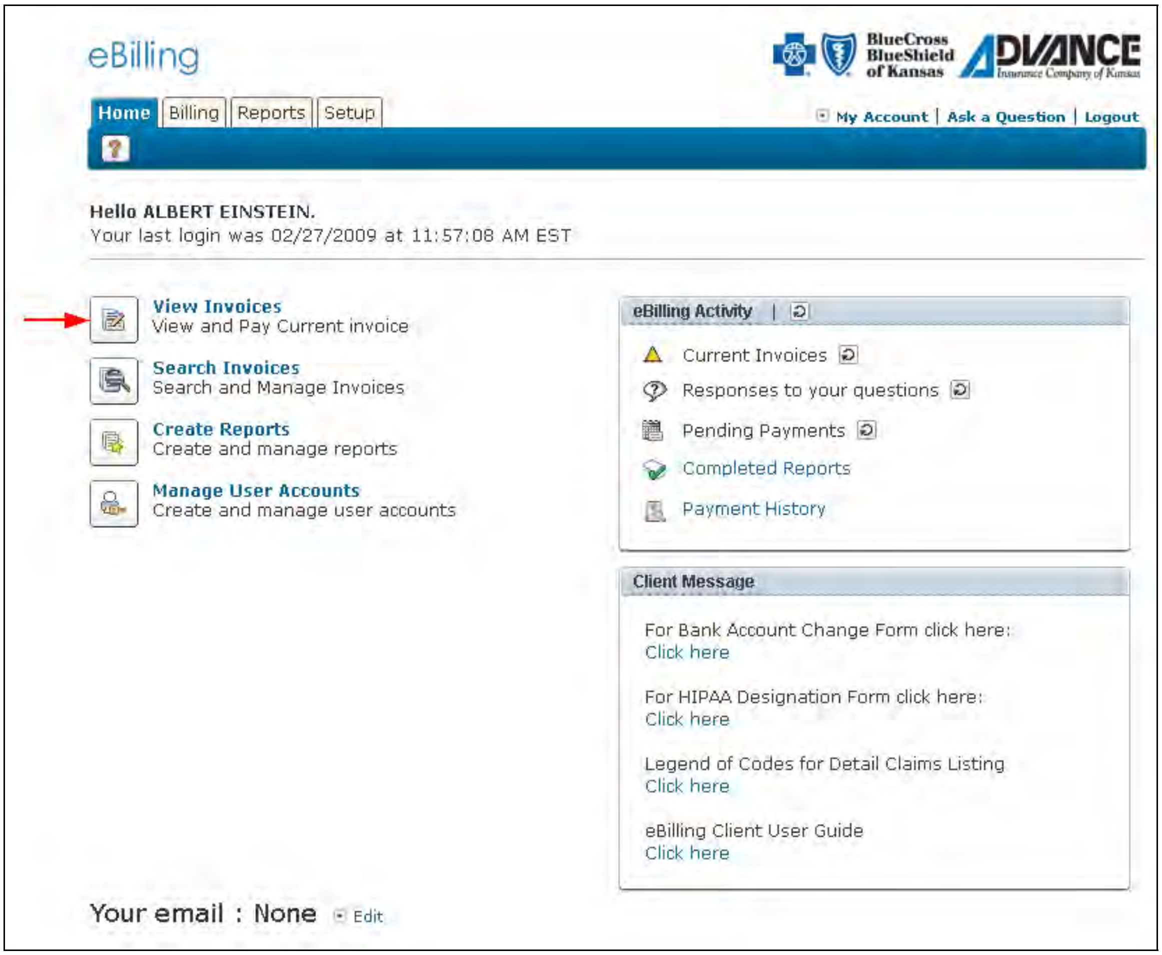
If an employee is terminated who has access to eBilling, the Plan Administrator will need to delete the user.

Quick Help Guide

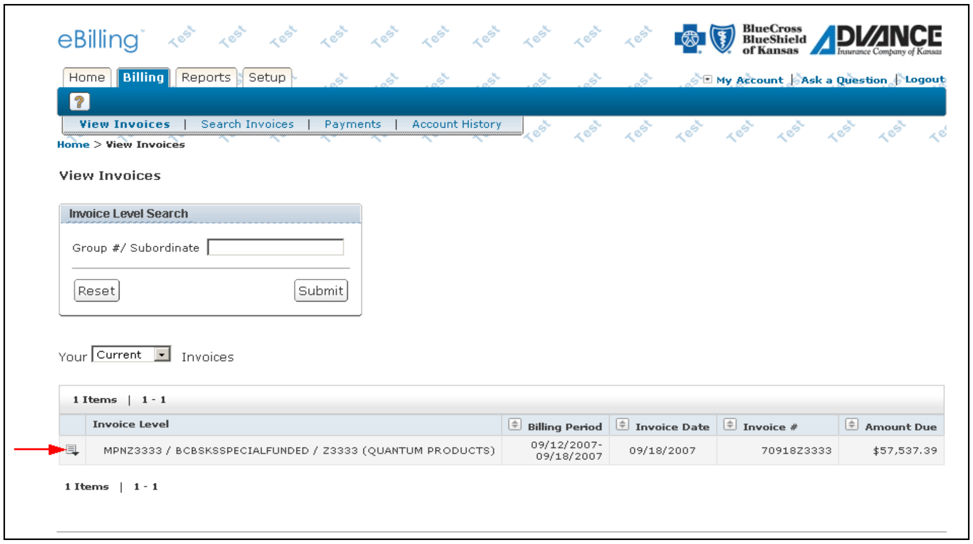
This section is screen-by-screen instructions on how to use the more popular functions: View an invoice; print an invoice and create a report. To follow the screens, click on the buttons or text indicated by the arrow.

View an Invoice

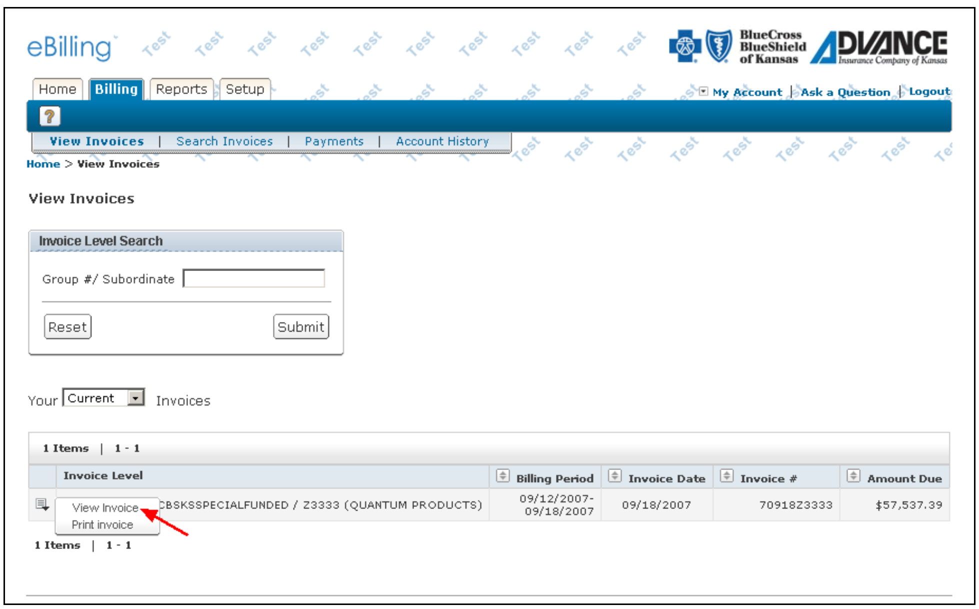
1. Select View Invoices.



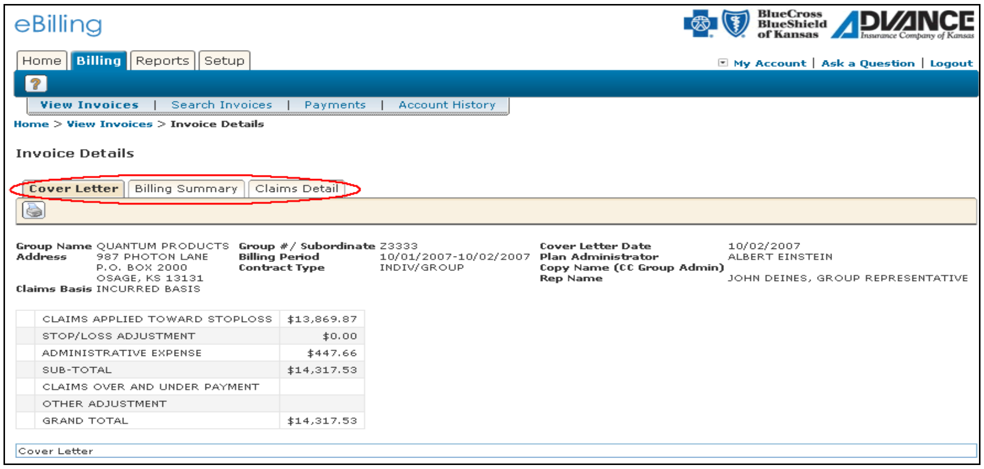
2. Select the paper icon next to the invoice you want to view.



3. Select View Invoice.

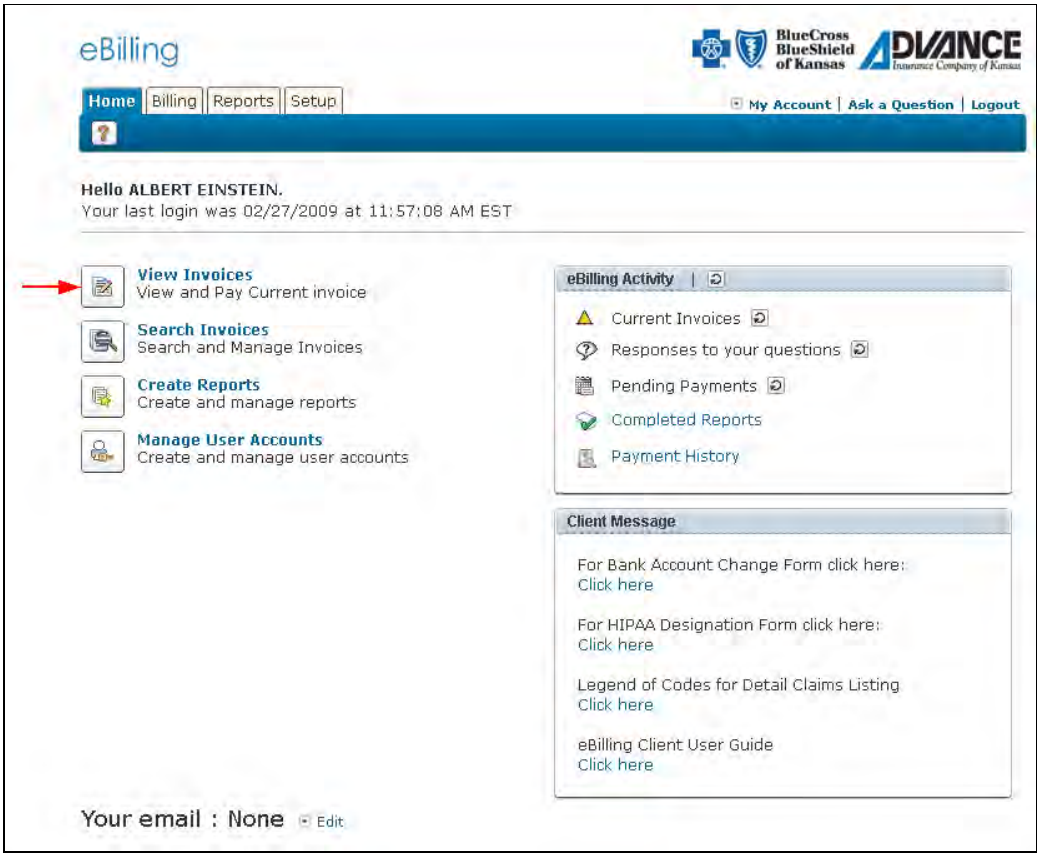


4. Choose your tab to view.

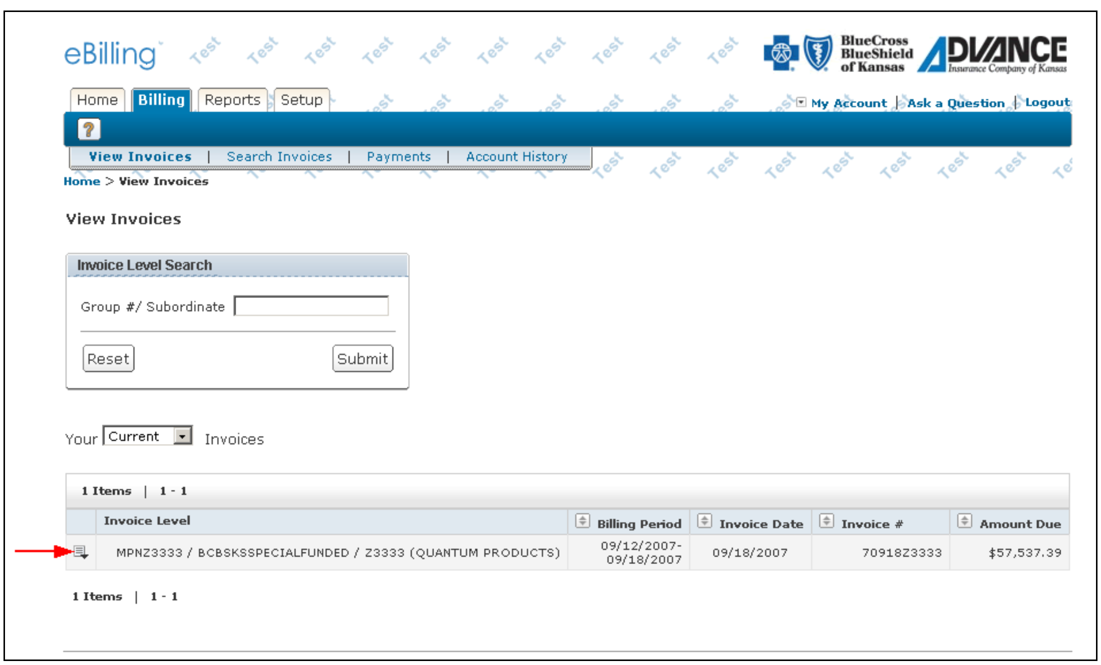


Print an Invoice

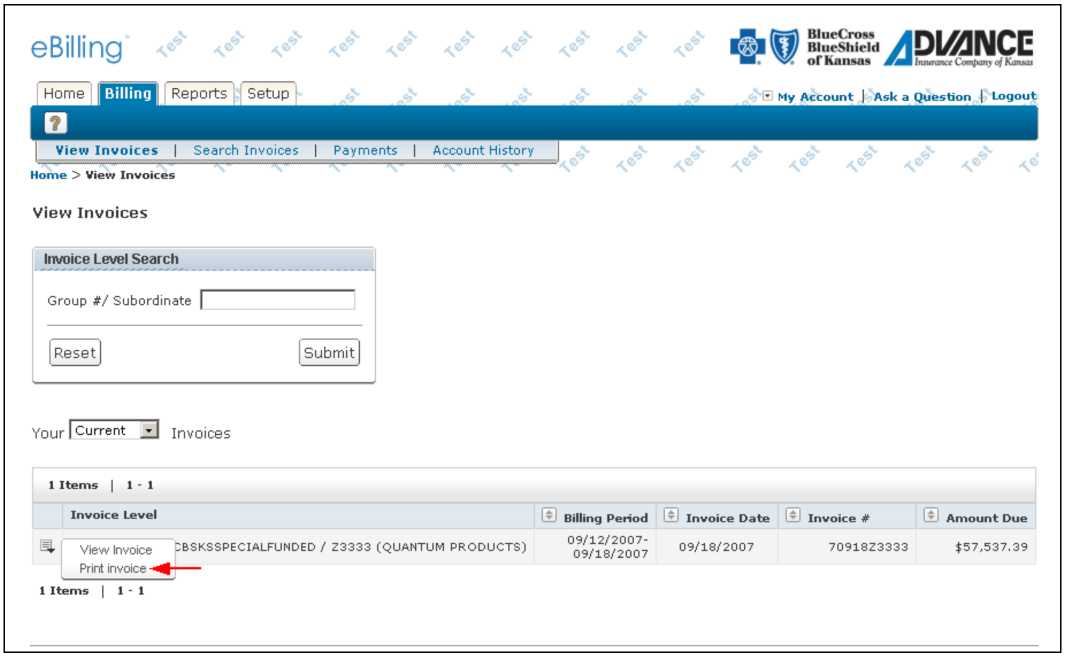
1. Click View Invoices.



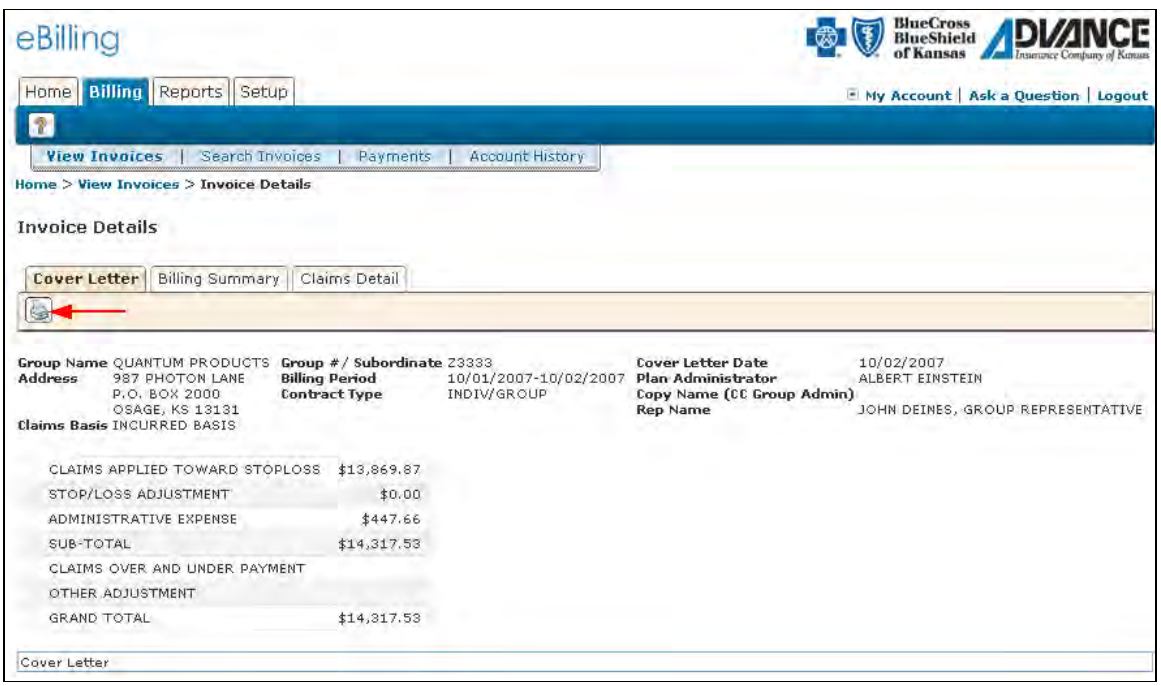
2. Select the paper icon next to the invoice you want to print.



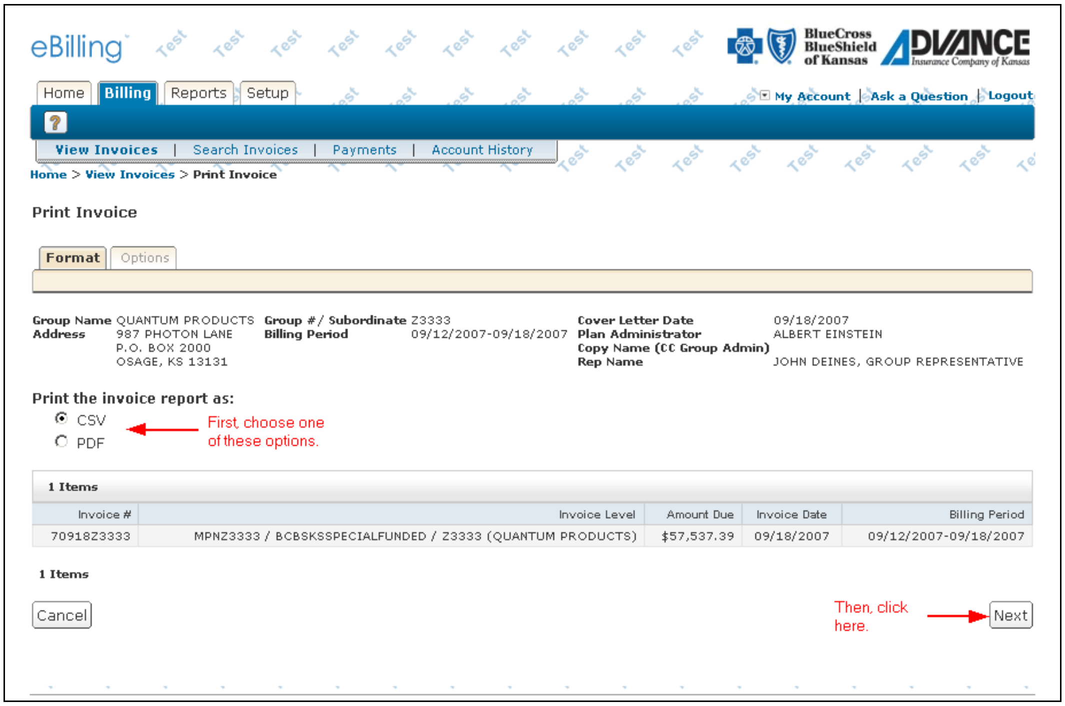
3. Select Print Invoice



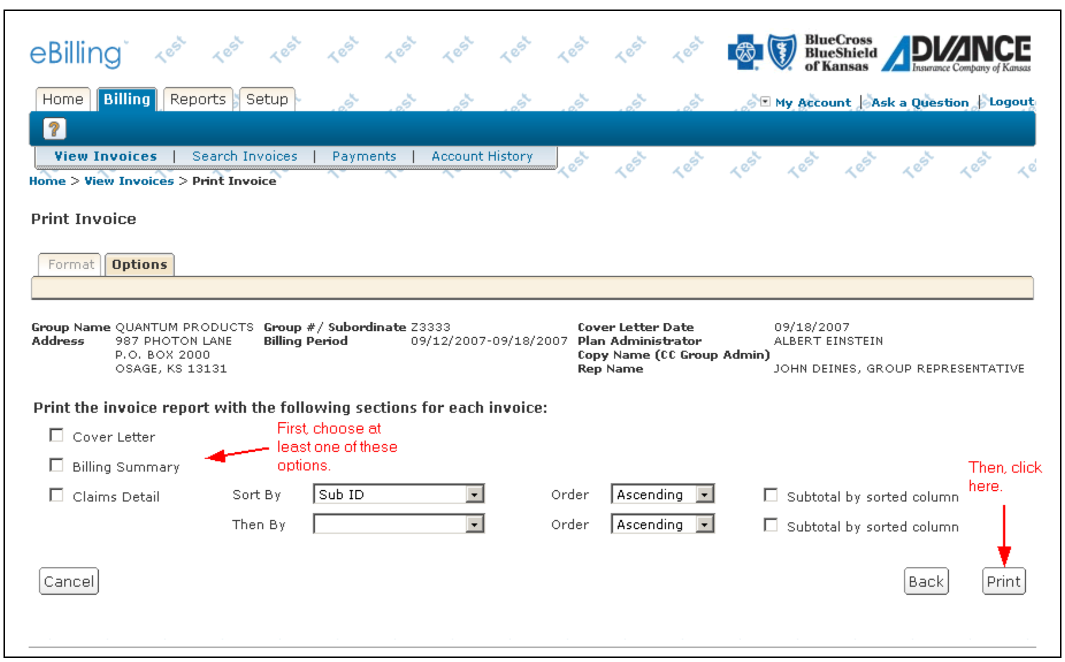
Or from the Invoice screen (see Quick Help Guide, View an Invoice) select the printer icon.



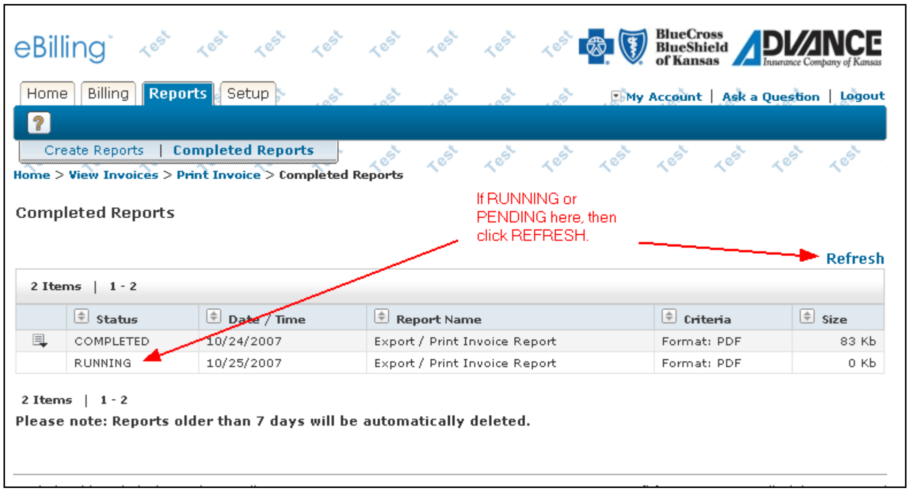
4. Select the format (CSV for spreadsheet or PDF for Adobe Acrobat) and then click Next.



5. Select the sections. If you select Claims Detail, you can also select sort options and then click Print.

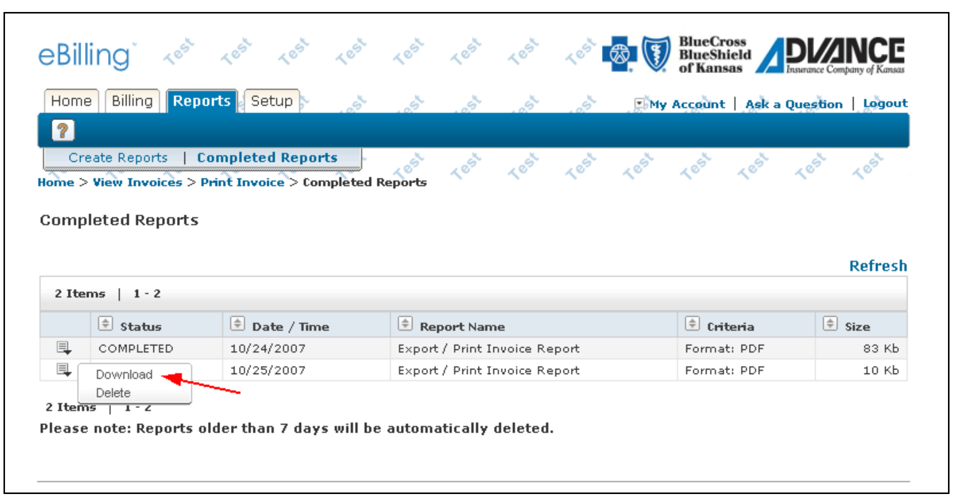


6. If necessary, click Refresh.

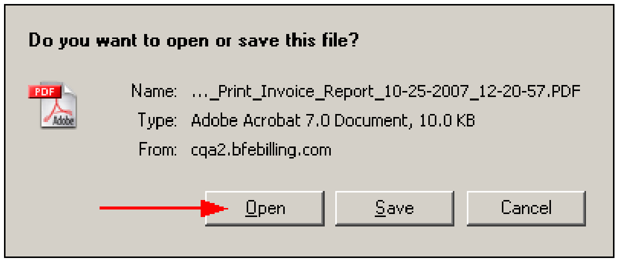


7. Click the paper icon next to the invoice or report you want to view or download.

8. Select Download.

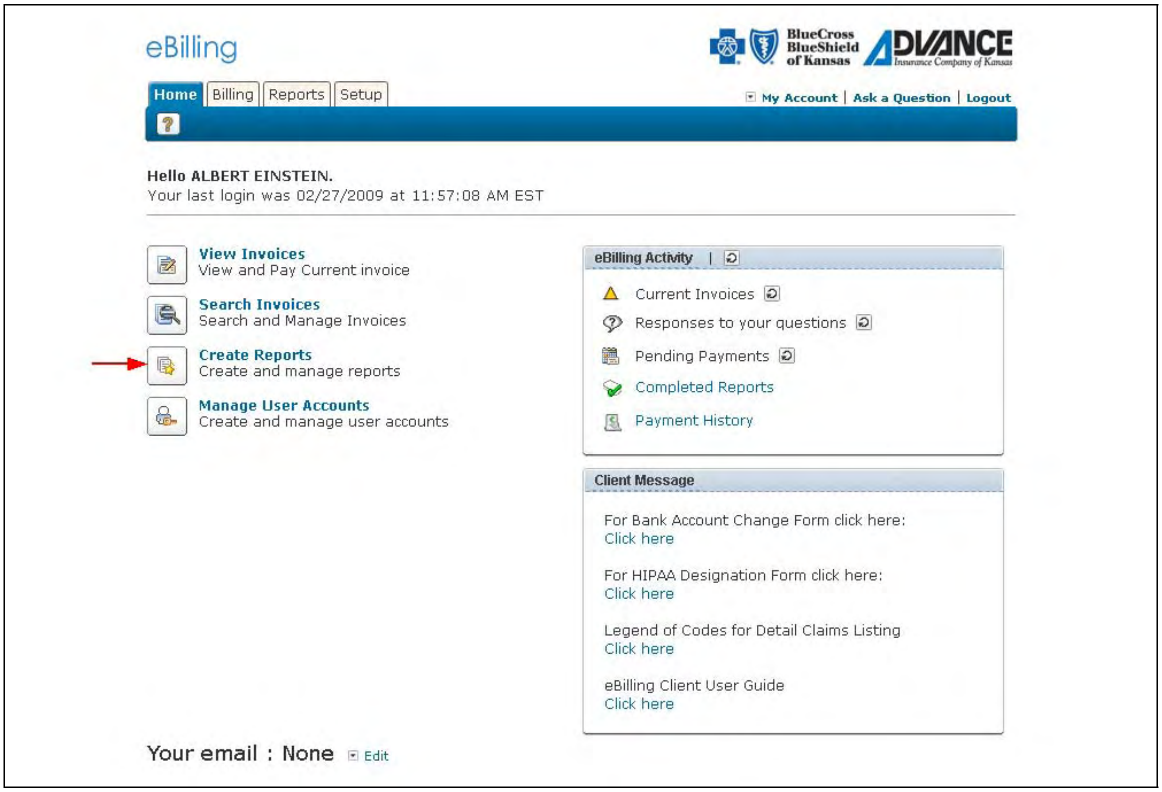


9. Select Open to view or Save to download to your storage device.

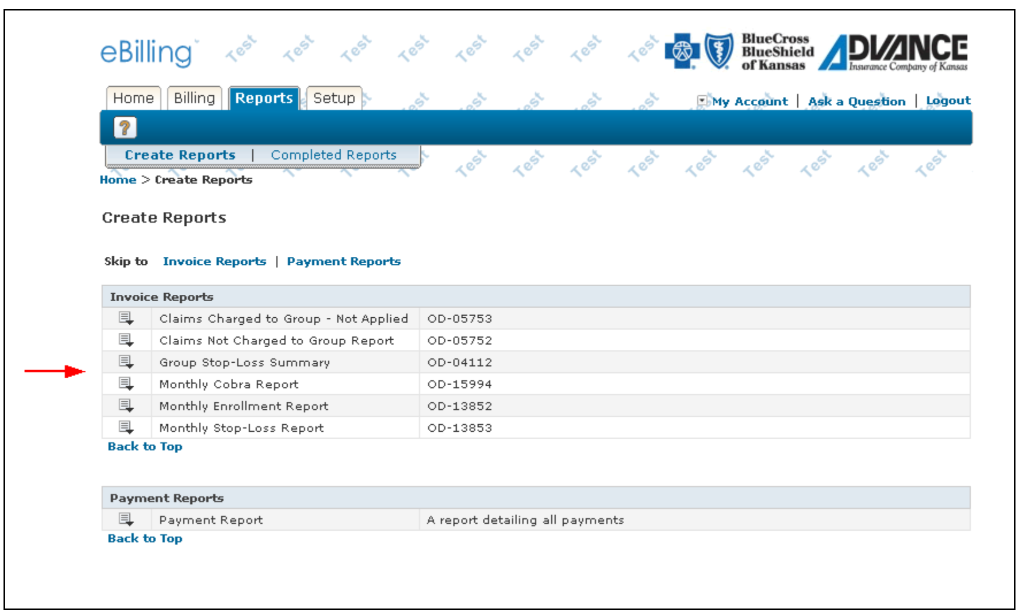


Create a Report

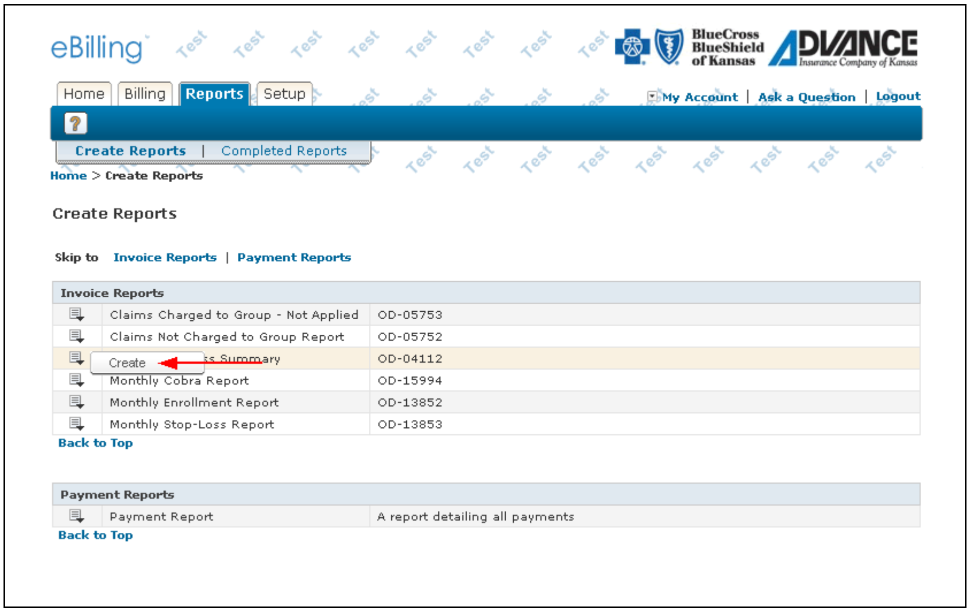
1. Select Create Reports.



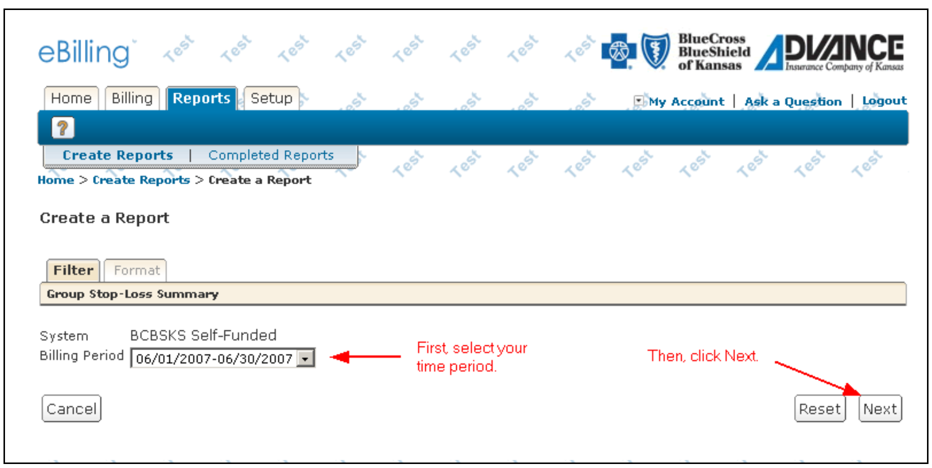
2. Select the paper icon next to the report you wish to create.



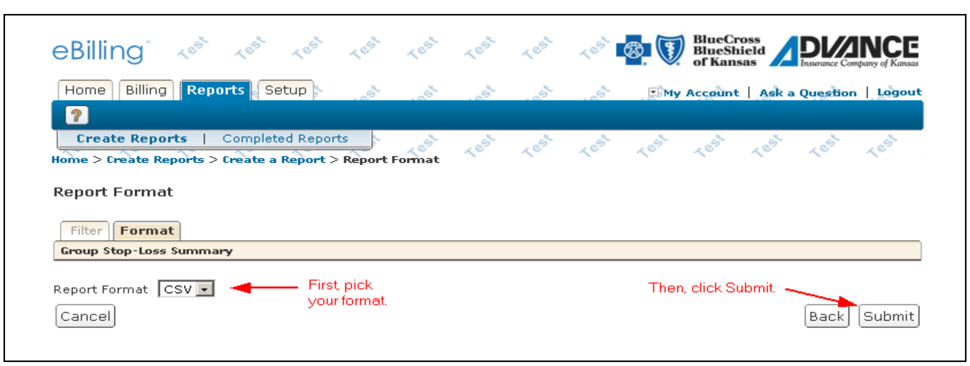
3. Select Create.



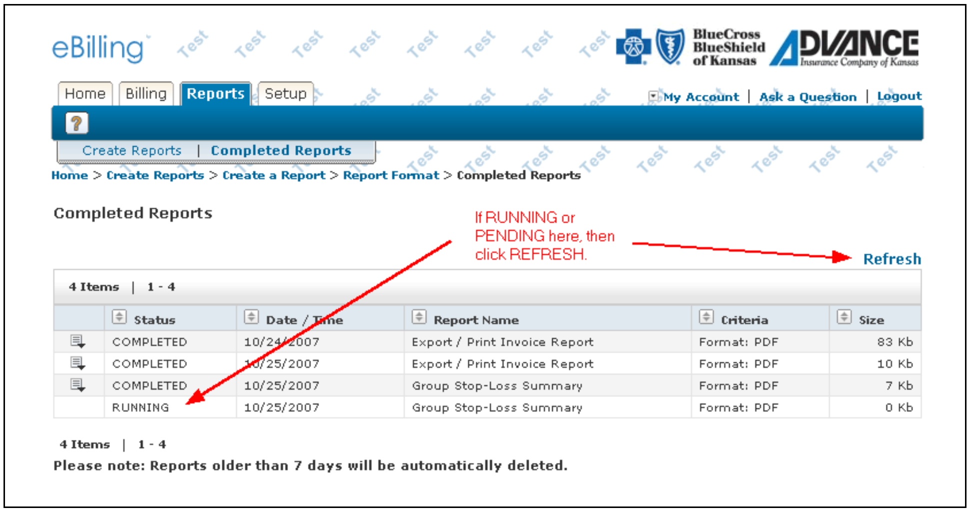
4. Select your time period. Remember, monthly reports need a month-long time period to generate and then click Next.



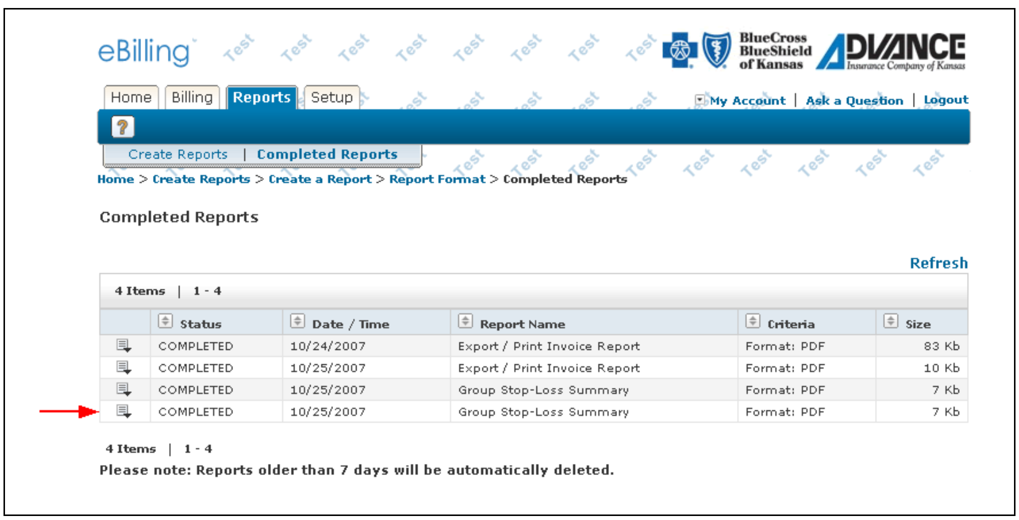
5. Select your format. CSV is a spreadsheet format. PDF can only be read by Adobe Acrobat and then click Submit.



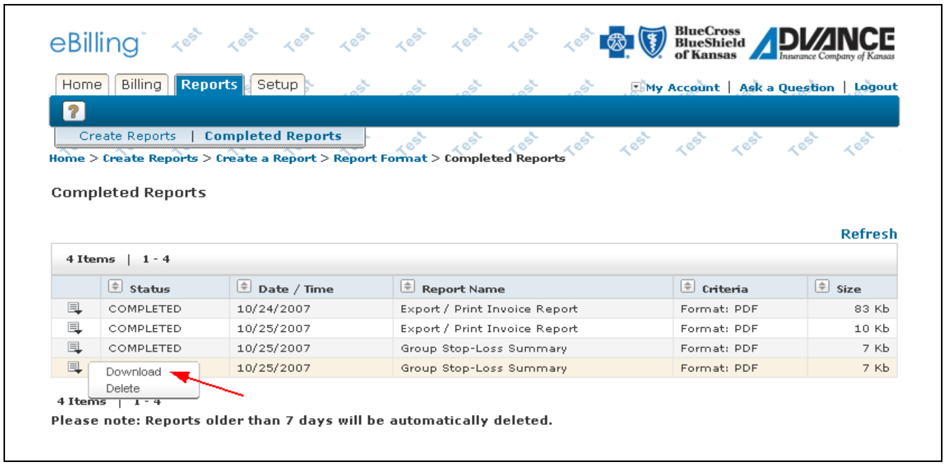
6. If necessary, click Refresh.



7. Click the paper icon next to the invoice or report you want to view or download.



8. Select Download.



9. Select Open to view or Save to download to your storage device.