CONSUMER DIRECT

STANDARD OPERATING PROCEDURES DOCUMENT

FOR

Invoice Validation – Zero Amount and Final Invoices

Original Date: 10/31/2017

Revision Date: 07/03/2019

<table>
<tr><td>Business Area: CISGS Direct Enrollment and Billing</td><td colspan="2">Operating Policy #:</td></tr>
<tr><td>Manual/Section: EAB/Billing</td><td colspan="2">Subject: Invoice Validation – Zero Amount and Final Invoices</td></tr>
<tr><td colspan="3">Policy Owner: [Redacted], Sr. Director, CD Enrollment, Billing, Credit and Collections</td></tr>
<tr><td>Regulatory Crosswalk:</td><td>Review Cycle Date:
June 1, 2019</td><td>Approved Date:
June 29, 2018</td></tr>
</table>

Executive Sponsors

Below is a list of Policy Owners and Approvers as related to this SOP.

Note: All approvals are housed with the appropriate SOP, electronically, in our Compliance 360 system.

Role	Name & Title
Executive Sponsor:	[Redacted], Sr. Director, Enrollment and Billing
Operational Approver:	[Redacted], Manager, EAB AR Reporting
Training Manager:	[Redacted], Manager, CISGS Training
Training Director:	

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Revision History

Date	Description	Preparer	Version
10/31/2017	Draft	Karl Levy	1.0
11/27/2017	Re-ordered steps to create more logical flow; separated validation processes, particularly the On-Exchange Only process; changed spreadsheet steps to use Invoice Listing page instead; removed Search screen steps; enlarged several screenshots; added Subsidy related screenshots; added if/then charts to suppress invoices based on certain factors	Karl Levy	1.1
04/26/2018	Updated screenshots, “Retrieving Invoice Information from BIPS,” and “Suppressing or Releasing Invoices in BIPS” steps based on 04/27/2018 dashboard enhancements	Karl Levy	2.0
06/06/2018	Updated screenshots based on 06/22/2018 dashboard enhancements	Karl Levy	3.0
07/03/2019	Updated Facets logo screenshot on page 14	Karl Levy	4.0

Contributors to This Document

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- Karl Levy, Senior Trainer, SBU

File Information

- **Last Saved: 06/06/2018**

- **Location:**

Content

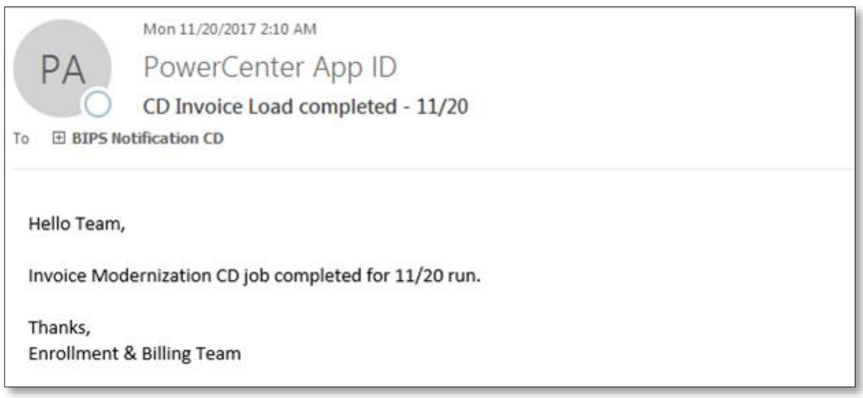
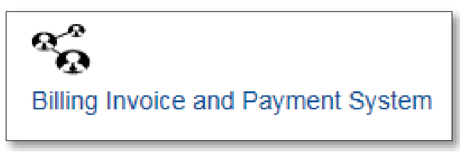
This publication contains the following topics:

Overview

Purpose	The purpose of this Standard Operating Procedure (SOP) is to provide the step by step instructions for an Enrollment and Billing (EAB) Technician to validate invoices when a Zero Amount or Final Invoice has been generated.
Process Overview	When a Zero Amount or Final Invoice is generated, an EAB Tech is assigned to validate its accuracy using Facets and Consumer Direct Workflow (CDWF). The Tech then releases or suppresses the invoice in the Billing Invoice and Payment System (BIPS) based on their findings. This process is repeated daily.
Impacted Systems	Facets, CDWF, BIPS
Who This Applies To	The SOP applies to Enrollment and Billing Technicians.

Retrieving Invoice Information from BIPS

Follow the steps below to retrieve a list of Invoices from the BIPS system

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Check email for the daily “CD Invoice Load completed – [insert today’s date]” email advising that invoices are ready for review.

</td></tr>
<tr><td>2</td><td>Click the Billing Invoice and Payment System link on the Associate Landing Page.

</td></tr>
</table>

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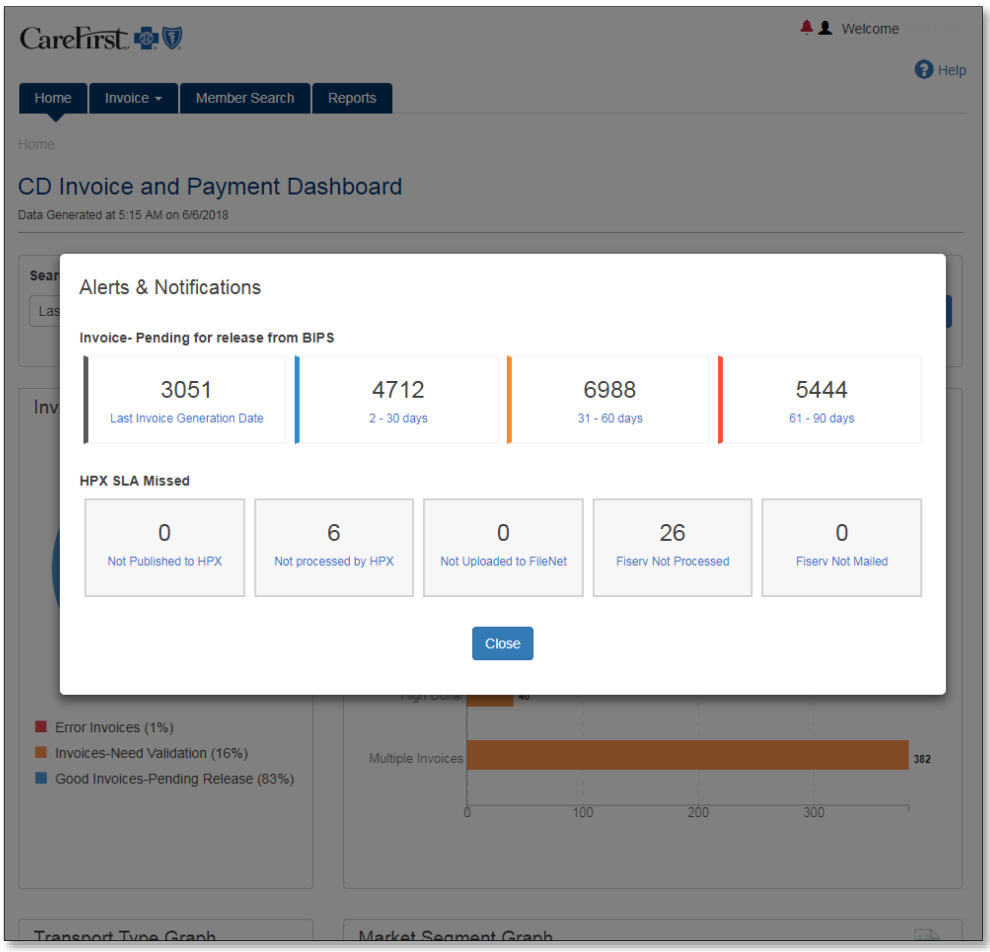
Retrieving Invoice Information from BIPS, continued

Step	Action
	Result: The **Alerts & Notifications** window displays. 

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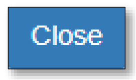
Retrieving Invoice Information from BIPS, continued

Step	Action
3	Click the **Close** button or any area outside of the **Alerts & Notifications** window to close the window and display the **CD Invoice and Payment Dashboard Home Page**.  

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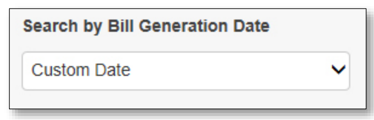
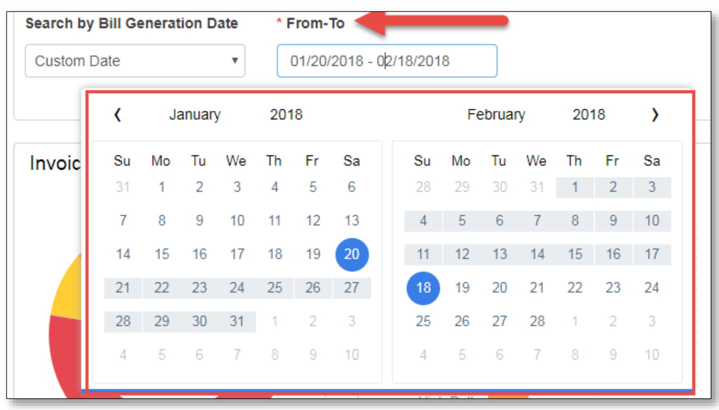
Retrieving Invoice Information from BIPS, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Proceed based on the chart below:
<table>
<tr><th>If validating invoices from…</th><th>Then…</th></tr>
<tr><td>Within the Last Billing Cycle</td><td>Continue to step 7 (defaults to Last Billing Cycle).</td></tr>
<tr><td>A Custom Date Range</td><td>Select Custom Date from the “Search by Bill Generation Date” dropdown.

</td></tr>
</table></td></tr>
<tr><td>5</td><td>Click the From-To field to select the From (beginning) and To (ending) dates of the custom Date Range from the pop-up calendar.


Note: The From date must be within the last year. The To date cannot be later than the current date.</td></tr>
</table>

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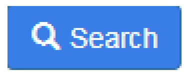
Retrieving Invoice Information from BIPS, continued

Step	Action
6	Click the **Search** button.  ***Result***: Charts and graphs will display with information from the selected date range.
7	Click the **Zeroes** bar on the **Invoices Need Validation** bar graph. 

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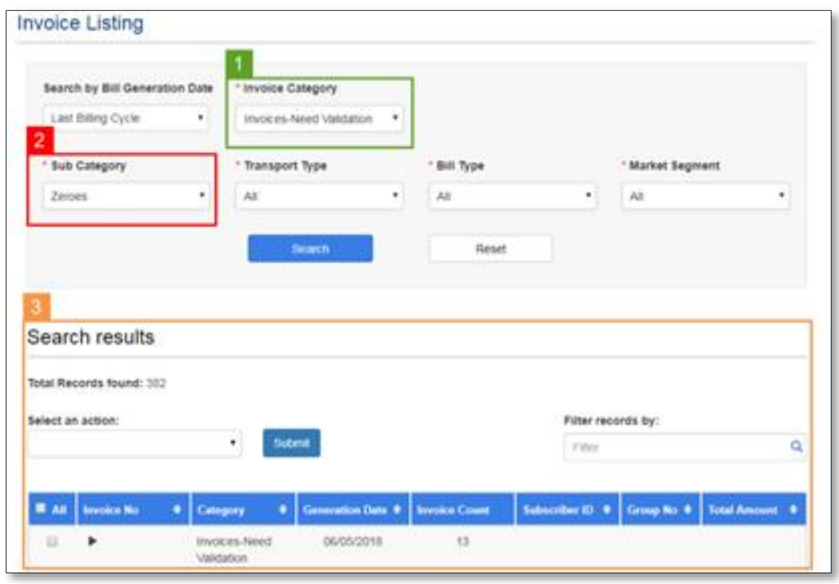
Retrieving Invoice Information from BIPS, continued

Step	Action
	Result: The **Invoice Listing** page will display all Invoices under the **1) Invoices-Need Validation Invoice Category** and the **2) Zeroes Sub Category**. **3) Search results** will display below the search box (the search defaults to 50 invoices per page), filtered by the following columns: ▪ All ▪ Invoice No. ▪ Category ▪ Generation Date ▪ Invoice Count ▪ Subscriber ID ▪ Group No. ▪ Total Amount 

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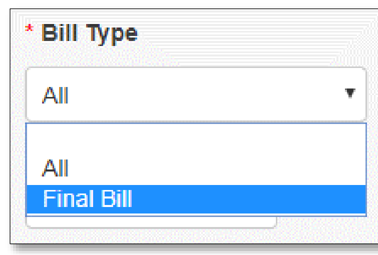
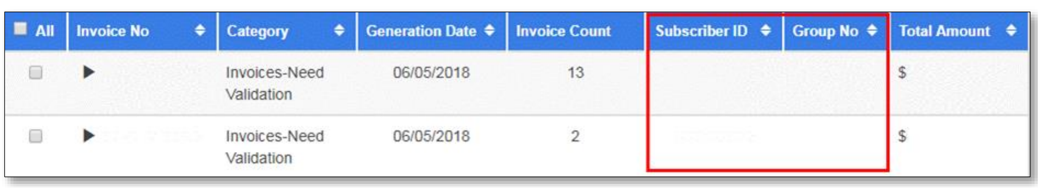
Retrieving Invoice Information from BIPS, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8</td><td>Proceed based on the chart below:
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Searching for invoices in Final Bill status only</td><td>Select Final Bill from the Bill Type dropdown menu.

</td></tr>
<tr><td>Searching for $0.00 and Final Bill invoices</td><td>Continue to Step 5.</td></tr>
</table></td></tr>
<tr><td>9</td><td>Retrieve the Subscriber ID (SID) and Group No. from the list of results.

<table>
<tr><th>All</th><th>Invoice No</th><th>Category</th><th>Generation Date</th><th>Invoice Count</th><th>Subscriber ID</th><th>Group No</th><th>Total Amount</th></tr>
<tr><td></td><td>▶</td><td>Invoices-Need Validation</td><td>06/05/2018</td><td>13</td><td></td><td></td><td>$</td></tr>
<tr><td></td><td>▶</td><td>Invoices-Need Validation</td><td>06/05/2018</td><td>2</td><td></td><td></td><td>$</td></tr>
</table></td></tr>
</table>

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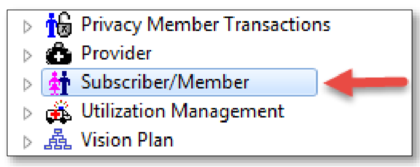
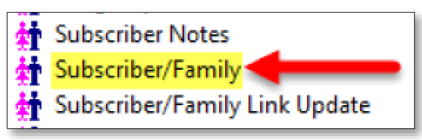
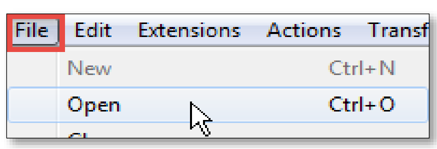
Reviewing Notes, Billing and Payment History

Follow the steps below to review the notes, billing and payment history in Facets.

Step	Action
10	Log into **Facets**. 
11	Double click on the **Subscriber / Member Application** then **Subscriber/Family** in the Navigation Tree.  
12	Click **File > Open**. 

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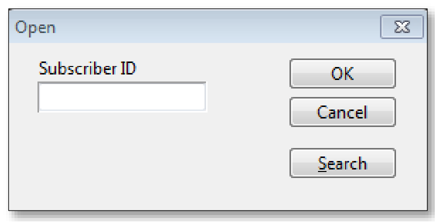
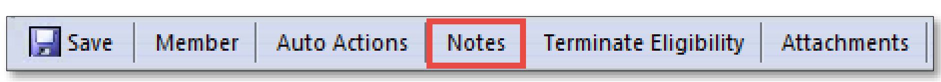
Reviewing Billing and Payment History, continued

Reviewing Billing and Payment History, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>13</td><td>Enter the SID in the Subscriber ID box and click OK.
</td></tr>
<tr><td>14</td><td>Proceed based on the chart below:
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>The subscriber has multiple groups</td><td>Select the appropriate group ID from the BIPS Invoice Listing page to display the correct subscriber record. Continue to Step 15.</td></tr>
<tr><td>The subscriber has only one group</td><td>The subscriber record will display. Continue to Step 15.</td></tr>
</table></td></tr>
<tr><td>15</td><td>Click the Notes button to review notes for changes related to termination and final billing.
</td></tr>
</table>

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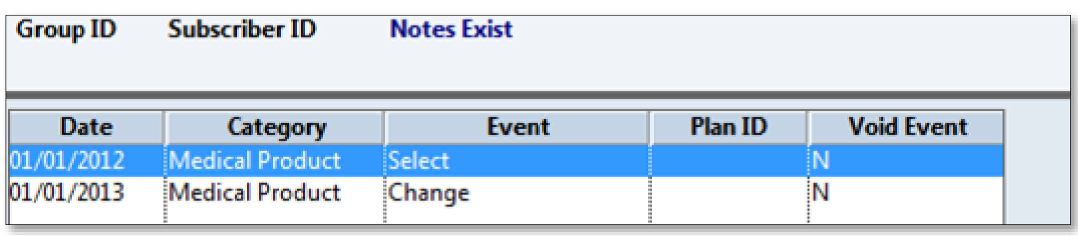
Reviewing Billing and Payment History, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>16</td><td>Proceed based on the chart below:
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Notes indicate that the HICS Team is working on the account</td><td>Allow 24 hours for an update. Proceed to Step 51 to suppress the DBI in the BIPS system.</td></tr>
<tr><td>Notes do <u>not</u> indicate that the HICS Team is working on the account</td><td>Continue to Step 17.</td></tr>
</table></td></tr>
<tr><td>17</td><td>Double-click Eligibility in the Navigation Tree.


</td></tr>
<tr><td>18</td><td>Review the Eligibility screen to verify if the policy is terminated or active.


</td></tr>
</table>

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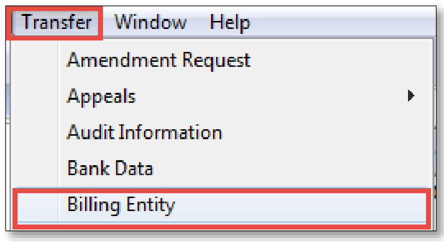
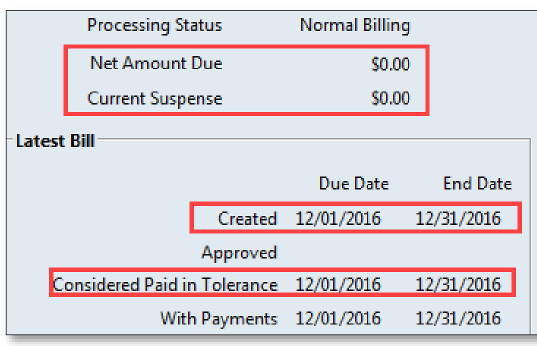
Reviewing Billing and Payment History, continued

Step	Action
19	Click **Transfer > Billing Entity**.  ***Result***: The **Billing Entity** screen will display.
20	Verify if the policy is paid in full through the latest billed date.  ***Note***: Check for a **Final Billed Processing Status**. 

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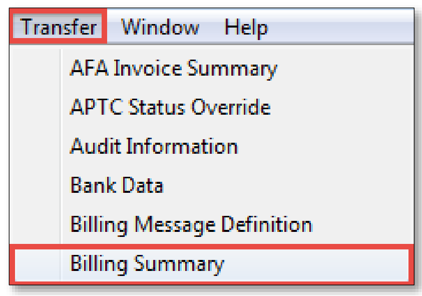
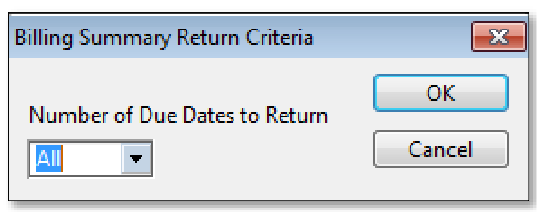
Reviewing Billing and Payment History, continued

Step	Action
21	Click **Transfer > Billing Summary**.  ***Result***: The **Billing Summary Return Criteria** dialog box will display.
22	Click the **OK** button to display **all** invoices and close the **Billing Summary Return Criteria** dialog box. 

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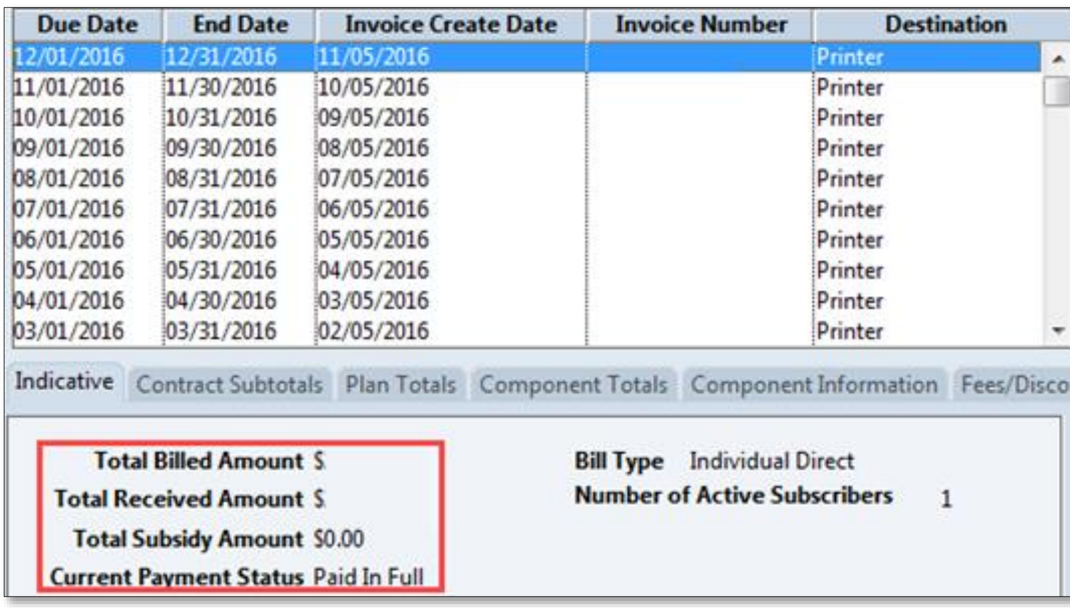
Reviewing Billing and Payment History, continued

Step	Action
23	Verify that the most recent invoices in the **Billing Summary** are paid in full.



Due Date	End Date	Invoice Create Date	Invoice Number	Destination
12/01/2016	12/31/2016	11/05/2016		Printer
11/01/2016	11/30/2016	10/05/2016		Printer
10/01/2016	10/31/2016	09/05/2016		Printer
09/01/2016	09/30/2016	08/05/2016		Printer
08/01/2016	08/31/2016	07/05/2016		Printer
07/01/2016	07/31/2016	06/05/2016		Printer
06/01/2016	06/30/2016	05/05/2016		Printer
05/01/2016	05/31/2016	04/05/2016		Printer
04/01/2016	04/30/2016	03/05/2016		Printer
03/01/2016	03/31/2016	02/05/2016		Printer

Note: For On-Exchange policies, take note of the **Total Subsidy Amount**. It may need to be verified later.

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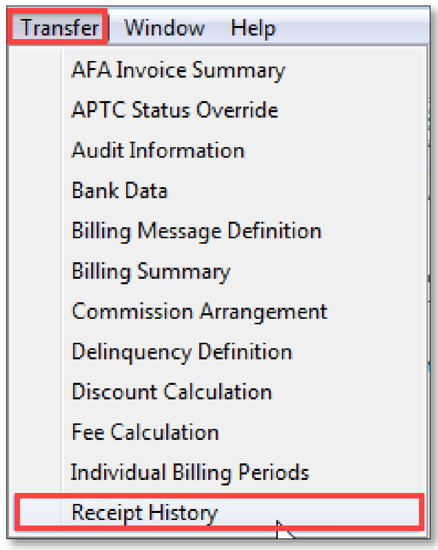
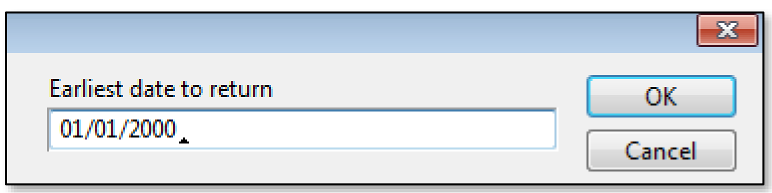
Reviewing Billing and Payment History, continued

Step	Action
24	Click **Transfer > Receipt History**. 
25	Enter **01/01/2000** in the **Earliest date to return** field and click the **OK** button.  ***Result***: The **Receipt History** screen displays.

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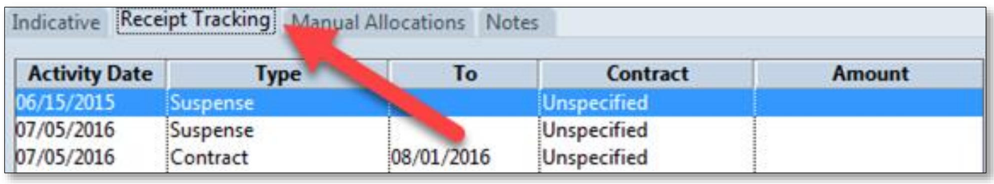
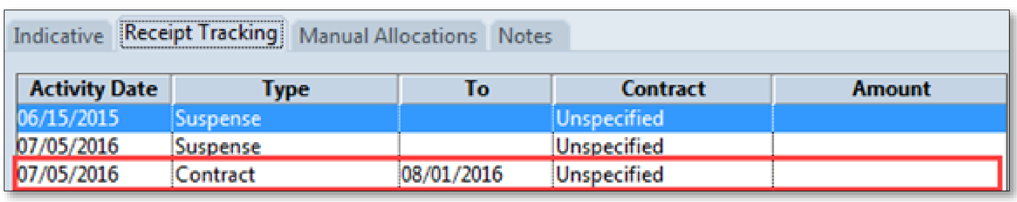
Reviewing Billing and Payment History, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>26</td><td>Click the Receipt Tracking tab.


Note: Under the Type column, note that the payments are being applied to either the Contract or to Suspense. If applied to the contract, the date in the To column informs users what month the payment was applied to.</td></tr>
<tr><td>27</td><td>Verify that the payment Amounts match the Total Billed Amount from the Billing Summary.

</td></tr>
<tr><td>28</td><td>Proceed based on the chart below:
<table><tr><th>If…</th><th>Then…</th></tr><tr><td>The policy is On-Exchange</td><td>Subsidy validation is needed. Continue to Step 29.</td></tr><tr><td>The policy is <u>not</u> On-Exchange</td><td>Continue to Step 37.</td></tr></table></td></tr>
</table>

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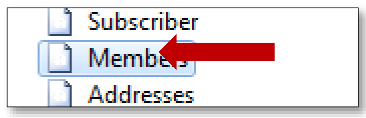
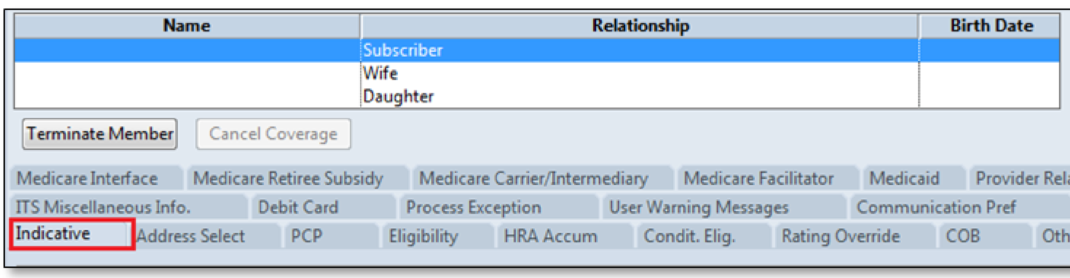
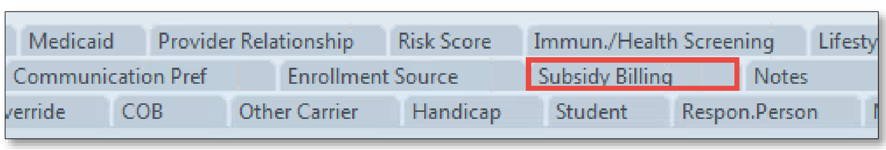
Reviewing Subsidy and 834 Files - On-Exchange Only

Follow the steps below to review the subsidy and recent 834 files for an On-Exchange policy in Facets and CDWF.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>29</td><td>Double-click Members in the Navigation Tree in Facets.


Result: The Members screen displays with the subscriber’s Indicative tab.

</td></tr>
<tr><td>30</td><td>Click the Subsidy Billing tab to display the subscriber’s current subsidy information in Facets.

</td></tr>
</table>

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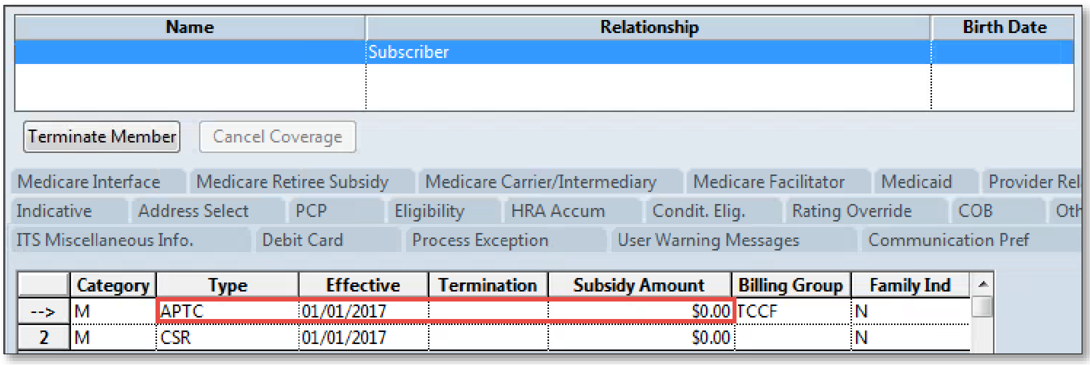
Reviewing Subsidy and 834 Files - On-Exchange Only, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>31</td><td>Verify the APTC amount(s). It/they should match the Total Subsidy Amount of the corresponding months' invoices in the Billing Summary.


</td></tr>
<tr><td>32</td><td>Proceed based on the chart below:

<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>There are any discrepancies between the invoice amounts, payment amounts, and subsidies</td><td>The Tech must check CDWF to verify if any 834 files were received in the last 24 hours that would change the premium. Continue to Step 33.</td></tr>
<tr><td>There are <u>no</u> discrepancies between the invoice amounts, payment amounts, and subsidies</td><td>Continue to Step 51.</td></tr>
</table></td></tr>
</table>

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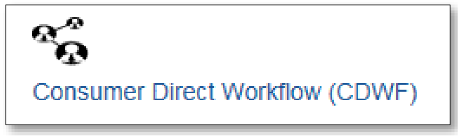
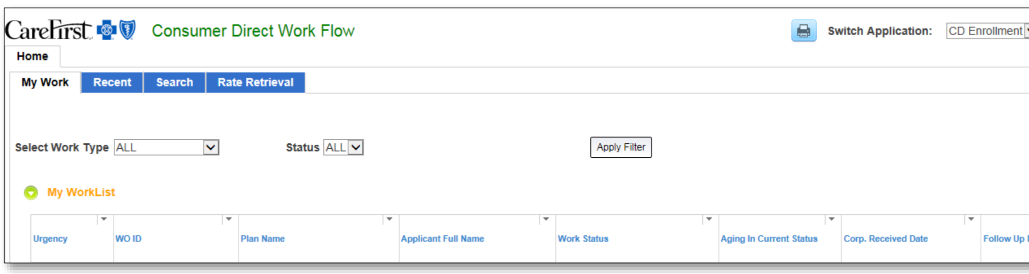
Reviewing Subsidy and 834 Files - On-Exchange Only, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>33</td><td>

Access **Consumer Direct Workflow (CDWF)** via the **Associate Landing Page**.

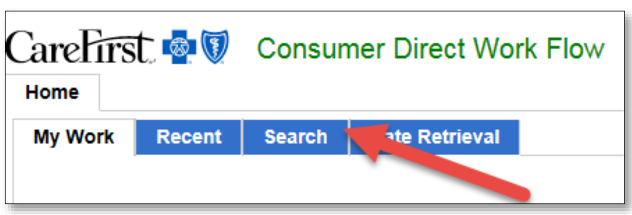


Result: the **CDWF Home Page** will display.



</td></tr>
<tr><td>34</td><td>

Click the **Search** tab.



</td></tr>
</table>

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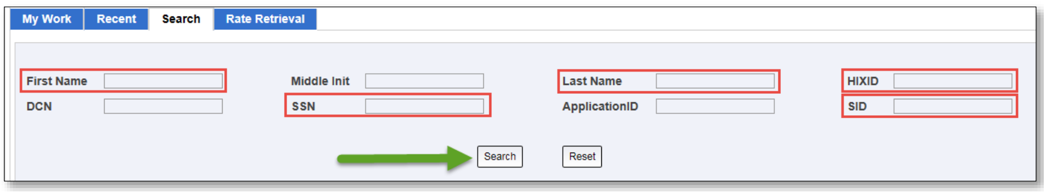
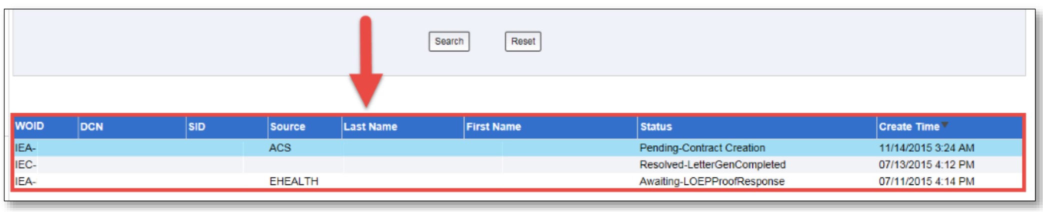
Reviewing Subsidy and 834 Files - On-Exchange Only, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>35</td><td>Search for the subscriber's Work Objects (WOs) by entering the First Name, Last Name, HIX ID, SSN, and/or SID in the corresponding fields and clicking the Search button.



Result: The subscriber's 834 files with the IEA- prefix) will display below the search box in the order of creation date/time.


</td></tr>
<tr><td>36</td><td>Proceed based on the chart below:

<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Any 834 files were received in the last 24 hours</td><td>Review the 834 files for any changes that may have changed the premium and verify the changes in Facets. Then continue to Step 37.</td></tr>
<tr><td>There were <u>no</u> 834 files received in the last 24 hours</td><td>Continue to Step 37.</td></tr>
</table></td></tr>
</table>

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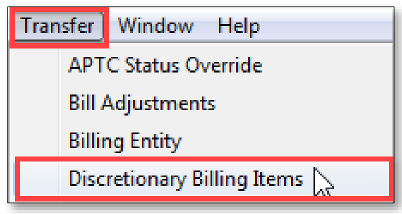
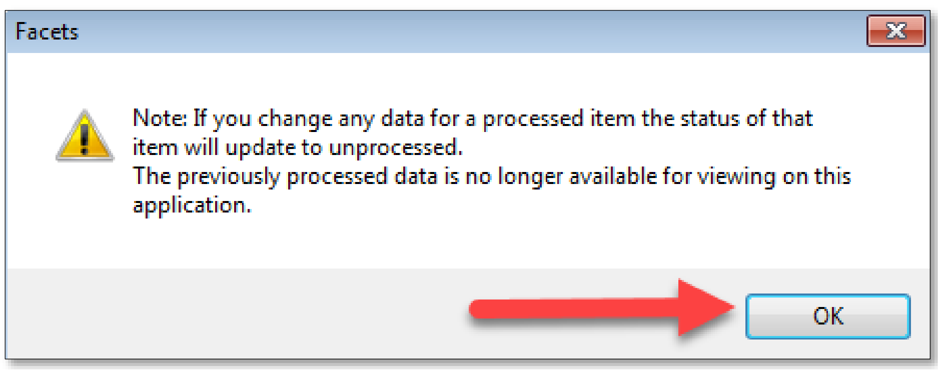
Reviewing DBIs, Rebills, and Rating Inquiry

Follow the steps below to check for Unprocessed DBIs and Rebill requests in Facets and to check the Rating Inquiry.

Step	Action
37	Click **Transfer > Discretionary Billing Items**. 
38	Click the **OK** button to close the Facets warning box. 

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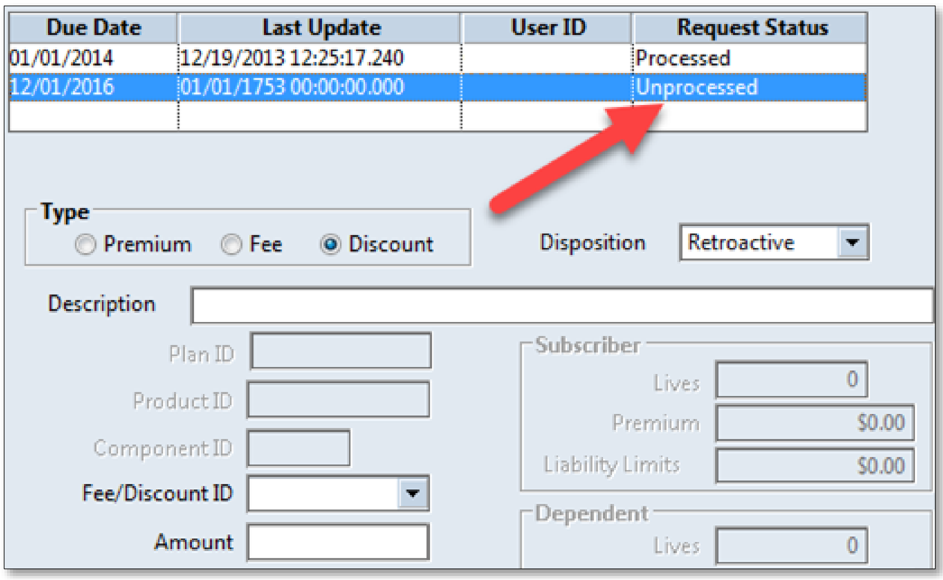
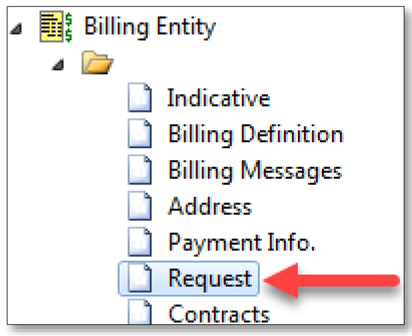
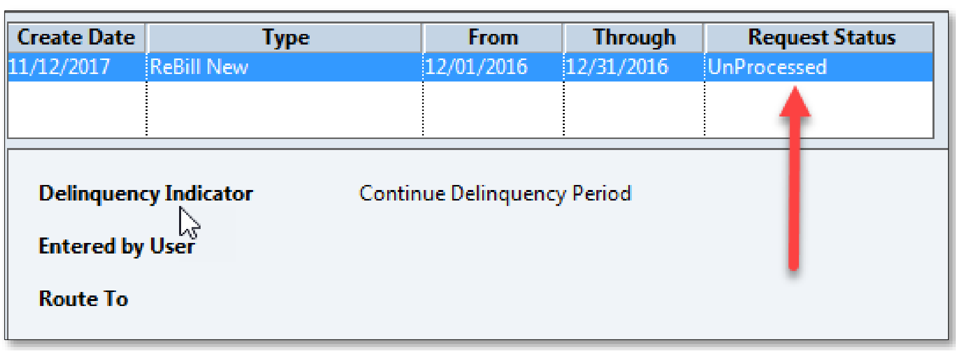
Reviewing DBIs, Rebills, and Rating Inquiry, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>39</td><td>Review the Discretionary Billing Items screen for any Unprocessed DBIs.

</td></tr>
<tr><td>40</td><td>Proceed based on the chart below:
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Unprocessed DBIs exist</td><td>Allow 24 hours for the DBI to process. Proceed to Step 51 to suppress the DBI in the BIPS system.</td></tr>
<tr><td><u>No</u> Unprocessed DBIs exist</td><td>Continue to Step 41.</td></tr>
</table></td></tr>
</table>

Continued on next page

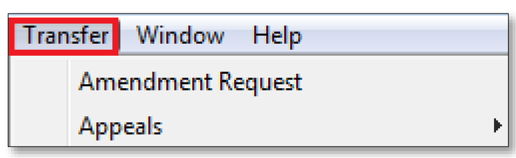
Reviewing DBIs, Rebills, and Rating Inquiry, continued

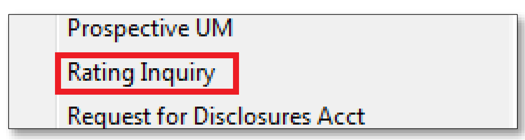
Step	Action
41	Double-click **Request** under the **Billing Entity** in the **Navigation Tree**. 
42	Check for any **Unprocessed Rebill** requests. 

Continued on next page

Reviewing DBIs, Rebills, and Rating Inquiry, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>43</td><td>Proceed based on the chart below:
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Unprocessed Rebills exist</td><td>Allow 24 hours for the rebill to process. Proceed to Step 51 to suppress the rebill in the BIPS system.</td></tr>
<tr><td><u>No</u> Unprocessed Rebills exist</td><td>Continue to Step 44.</td></tr>
</table>
</td></tr>
<tr><td>44</td><td>Double-click Subscriber under Subscriber/Family in the Navigation Tree.


</td></tr>
<tr><td>45</td><td>Click Transfer > Rating Inquiry.


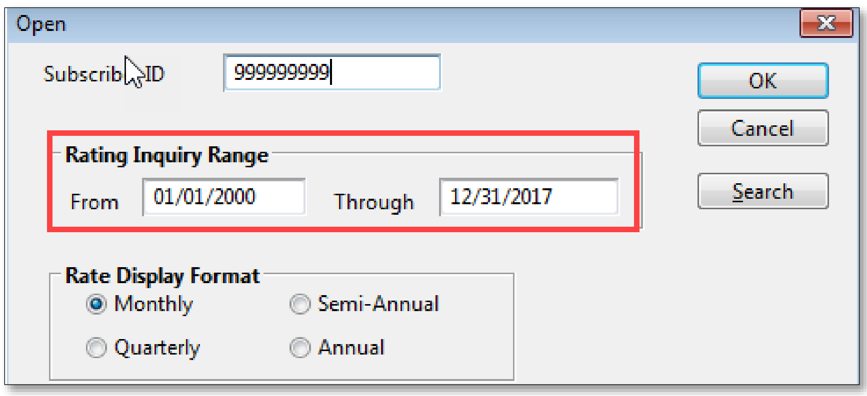


Result: The Open dialog box will display with the Rating Inquiry Range.</td></tr>
</table>

Continued on next page

Reviewing DBIs, Rebills, and Rating Inquiry, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>46</td><td>Enter a date range in From and Through fields of the Rating Inquiry Range section to display the rates for that time period.

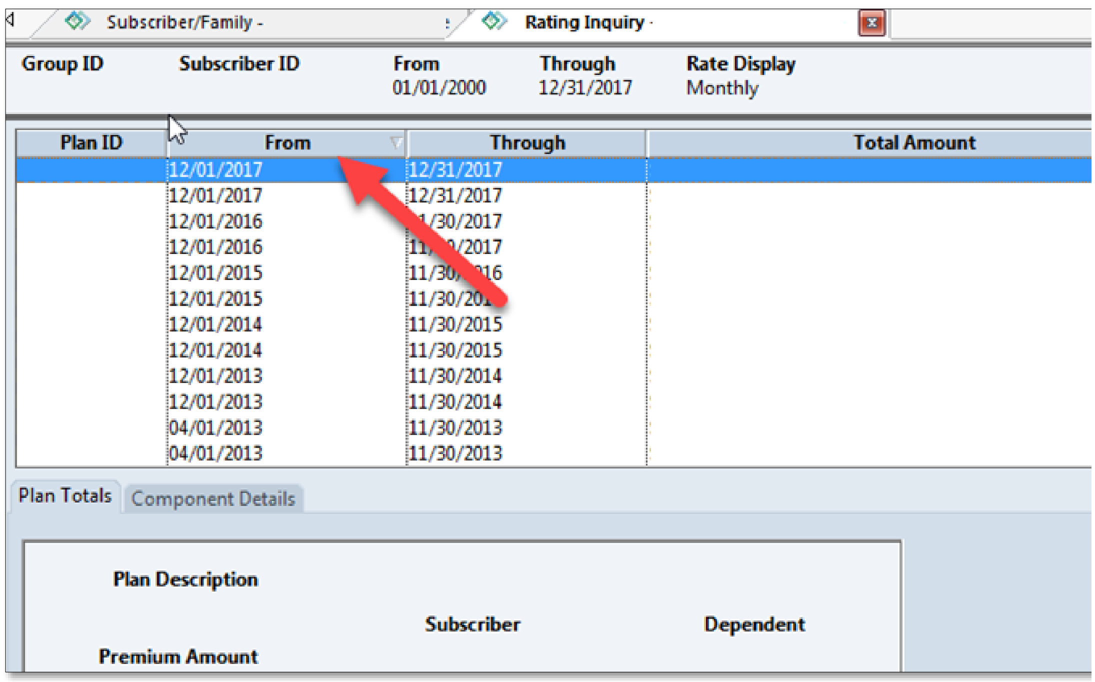


Note: The Subscriber ID field will already be populated.</td></tr>
<tr><td>47</td><td>Click the OK button to close the dialog box.</td></tr>
<tr><td>48</td><td>Proceed based on the chart below:
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>The subscriber has multiple groups</td><td>Select the correct group in the Subscriber Search window and click OK. Continue to Step 49.</td></tr>
<tr><td>The subscriber only has one group</td><td>The Rating Inquiry screen will automatically display. Continue to Step 49.</td></tr>
</table></td></tr>
</table>

Continued on next page

Reviewing DBIs, Rebills, and Rating Inquiry, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>49</td><td>Click the From tab on the Rating Inquiry screen to display the monthly premium rates in order from newest to oldest.

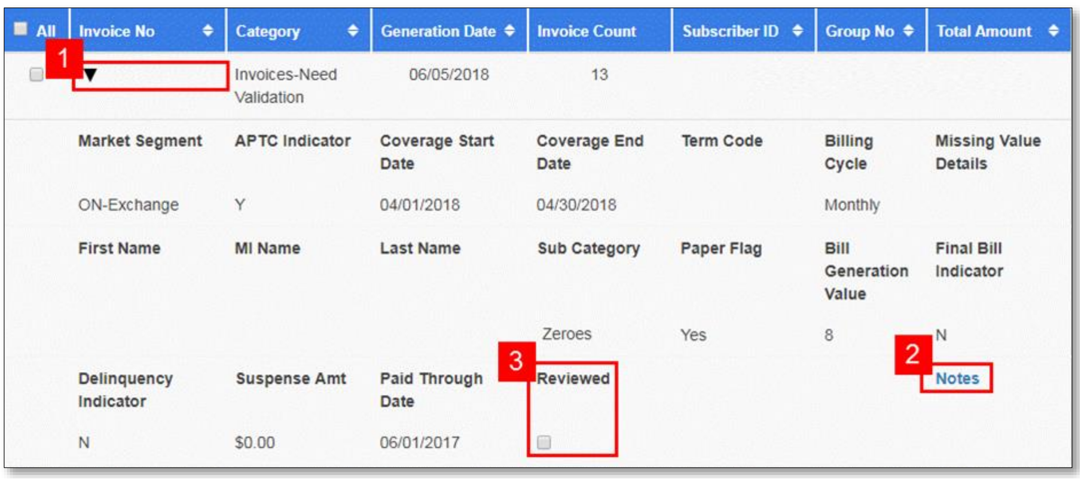

</td></tr>
<tr><td>50</td><td>Verify that the rate amounts for each recent month match the invoice amounts in the Billing Summary.</td></tr>
</table>

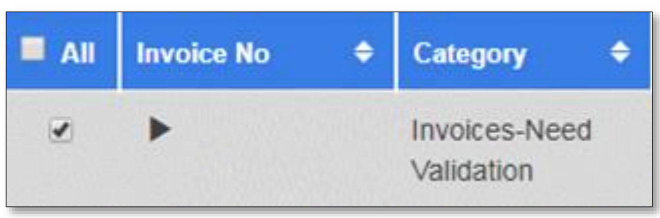
Continued on next page

Suppressing or Releasing Invoices in BIPS

Follow the steps below to suppress or release Zero Amount or Final Bill Invoices using BIPS.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>51</td><td>Click the Invoice No. link/dropdown for more information on a particular invoice, including any notes that have been entered into the system. Check the Reviewed box after invoice validation is complete.

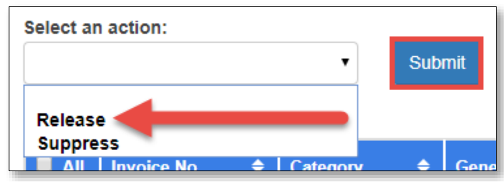
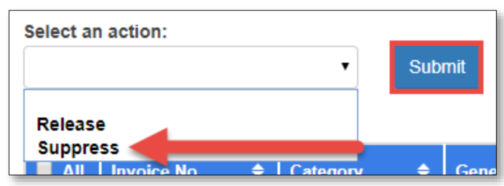

</td></tr>
<tr><td>52</td><td>Check the box(es) under the All column next to the invoice(s) to be supressed or released on the Invoice Listing page.



Important: Check boxes only exist for invoices with the Categories: Good Invoices-Pending Release and Invoices-Need Validation</td></tr>
</table>

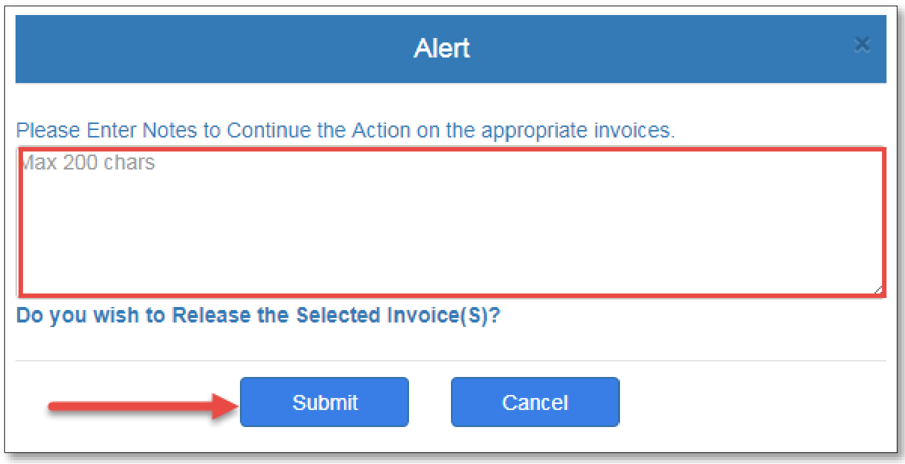
Continued on next page

Suppressing/Releasing Invoices, continued

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>53</td><td>Proceed based on the chart below:
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td><u>No</u> invoice discrepancies were found</td><td>Select Release from the Select an Action dropdown and click the Submit button.

</td></tr>
<tr><td>Invoice discrepancies were found</td><td>Select Suppress from the Select an Action dropdown, click the Submit button, and send an email to a SME for further analysis.

</td></tr>
</table>
Result: An Alert window will pop up, prompting the user to enter notes to continue.</td></tr>
</table>

Continued on next page

Suppressing/Releasing Invoices, continued

Step	Action
54	Enter the appropriate notes into the field below and click the **Submit** button. 

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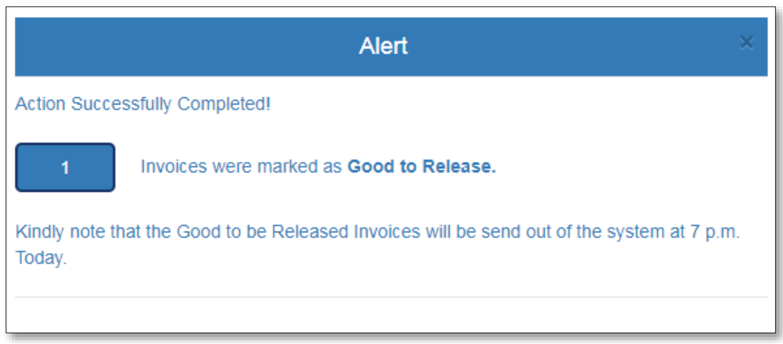
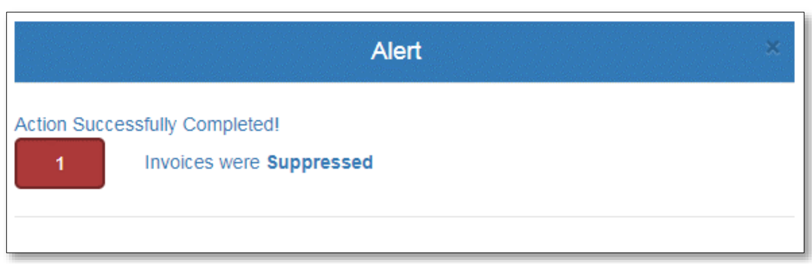
Suppressing/Releasing Invoices, continued

Step	Action
	(see If/Then table below)

If…	Then…
Invoice(s) were <u>released</u>	An Alert window will pop up, informing the user how many invoices were marked as **Good to Release**.  ***Note***: Invoices marked as **Good to Release** will be sent out of the system at 7pm the same day.
Invoice(s) were <u>suppressed</u>	An Alert window will pop up, informing the user how many invoices were **Suppressed**. 

Stop here.

Appendix

This section provides a list of documents used or referenced in the construction of this document.

#	Document Title	Version/ Document Date	Document Description	Owner / Department	Location
1	[Redacted]	1.0 / 10/16/2017	Workflows for 4 Invoice Validation Processes	[Redacted] / Enrollment and Billing	
2					