



INSURANCE STATEMENT RECONCILIATION AND PAYMENT PROCEDURE (BEN-P017)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 This procedure outlines the process of reconciling insurance statements and providing payment to Insurance Companies and other benefits providers.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Benefits Associate
- 2.2 Accounting Department

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Human Resources Officer
- 3.2 .

4.0 PROCEDURE:

- 4.1 Benefits Office receives a statement from an insurance company. Individual work instructions are followed to reconcile insurance statement and issue payment..
 - 4.1.1 BCBS BEN-W005
 - 4.1.2 Reliastar Life – BEN-W006
 - 4.1.3 Colonial Life BEN-W007
 - 4.1.4 LegalShield BEN-W008
 - 4.1.5 Hartford Voluntary Life BEN-W009
 - 4.1.6 Pinnacle – BEN-W010

5.0 ASSOCIATED DOCUMENTS:

- 5.1 Insurance Company Statements
- 5.2 Payroll Deduction Registers
- 5.3 Recording Deposit Transmittal Checks for Employees, Retirees and Insurance Companies ([BEN-P016](#))
- 5.4 Supplement Form (BEN-F010)
- 5.5 Negative Supplement Form (BEN-F008)



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5.6 Accounts Payable ([ACC-P001](#))

6.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Insurance Company Statements, Check copies, supplement form, negative supplement form	Benefits Office	10 years	Shred	Secured Building

7.0 REVISION HISTORY:

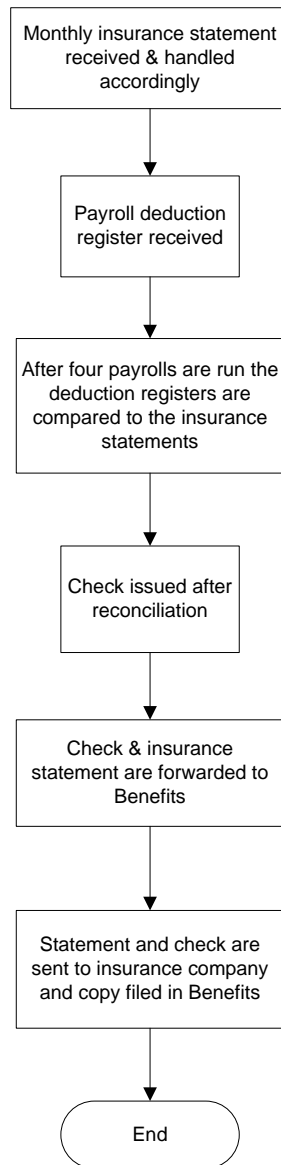
<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
11/11/03		Initial Release
9/29/06	A	Update procedure & flowchart re MUNIS
3/05/07	B	Update 4.1, clarify procedure & update flowchart
2/23/12	C	Update Lincoln National and Legal Shield, change 5.3.1 to state "reconciles bill to deduction registers.", restate 5.3.3.5, Add Negative Supplement Form to Associated Documents and Retention Table
2/27/15	D	Slightly changed wording in 5.1.3 and 5.3.1
5/30/16	E	Added Blue Cross Dental to 5.3.1. Reworded 5.6.
4/21/17	F	Removed Med America throughout.
6/21/17	G	Updated insurance companies providing services to CMCSS.
5/4/18	H	Removed references to Vision Service Plan throughout. Added Provident to 5.1.1, 5.4.1; removed Provident from 5.1.2.
2/28/20	I	Minor update to 5.1.3
1/19/21	J	Removed references to American General throughout. Made minor adjustments 4.3.5.7.
11/3/23	K	Added specific work instructions for each of the providers, since each provider has slightly different requirements.

8.0 FLOWCHART:

8.1 A flowchart detailing this process can be found below.

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***** End of Procedure *****