



Blue Cross Blue Shield
Reconciliation and Payment Work Instructions
(BEN-W005)

Clarksville-Montgomery County School System

1.0 WORK INSTRUCTION: Blue Cross Blue Shield Reconciliation

- 1.1 The Blue Cross Blue Shield of Tennessee subgroup invoices are downloaded and saved from the BCBS website by the Benefits Associate. These invoices are usually available around the 18th of each month for the upcoming month.
- 1.2 All subgroup invoices are forwarded to the Accounting department.
- 1.3 The Benefits Office receives a payroll deduction register via email for each deduction after a payroll has run.
- 1.3.1 After four payrolls have run (one certified, two classified, and one administrative) the Benefit Associate reconciles invoice to deduction registers for Blue Cross Blue Shield medical.
- 1.3.2 The Board of Education and Retiree medical subgroups are reconciled on a monthly basis by the Benefits Associate. Any changes or revisions needed are communicated to BCBS.
- 1.4 The Accounting department reconciles invoice to deduction registers for BCBS dental and vision. Accounting prepares an analysis spreadsheet for each month of invoices to be completed by the Benefits Associate. Any changes or revisions needed are communicated to BCBS by Benefits Associate.

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

2.0 Reconciling the BCBS Medical Bill

- 2.1 You reconcile the bill every month after all the payrolls for the corresponding month have run.
- 2.2 Open BCBS folder > BCBS Monthly Bill > BCBS Reconciliation Master Excel Spreadsheet
- 2.2.1 All the tabs at the bottom have the months listed. Click a new tab and name it the month you will be working on.
- 2.3 Pull the Employee Deduction Register from Munis
- 2.3.1 HR/Payroll
- 2.3.2 Payroll
- 2.3.3 Payroll Reports
- 2.3.4 End of Period Reports
- 2.3.5 Employee Deduction Register
- 2.3.6 Enter the payroll month



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2.4 Open the BCBS bill in excel format and copy all information under the following headings:
Last Name, First Name, Contract Type, Dept. Number and Subscriber ID.

2.5 Paste the information in the Master document in your new tab

3.0 BCBS Weekly Invoice

3.1 Each Wednesday, our membership administration account specialist, Robyn Bailes, emails a weekly invoice supporting the amount to be debited from our account on the upcoming Friday.

3.2 The Benefits Associate saves the invoice & forwards the email to the appropriate parties.

4.0 ASSOCIATED DOCUMENTS:

5.0 RECORD RETENTION TABLE:

| <u>Identification</u> | <u>Storage</u> | <u>Retention</u> | <u>Disposition</u> | <u>Protection</u> |
|-----------------------|----------------|------------------|--------------------|-------------------|
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6.0 REVISION HISTORY:

| <u>Date:</u> | <u>Rev.</u> | <u>Description of Revision:</u> |
|--------------|-------------|---------------------------------|
| 11/3/23 | | Initial Release |

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