



Colonial Life
Reconciliation and Payment Work Instructions
(BEN-W007)

Clarksville-Montgomery County School System

1.0 WORK INSTRUCTION:

- 1.1 Checks are automatically generated with each payroll run for Colonial Supplemental Insurance. After four payrolls have run (one teacher, 2 support staff, and one administrator), we email Joe Williams in the Technology Department to request that he provide the payroll deduction file that will be uploaded to the Colonial Supplemental website. The email below is an example of the request sent to Joe:

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

Good morning Joe – Can you please provide the Colonial file for the following payrolls?

		<u>8007 / 2412</u>	<u>Check total</u>
06	5.5.23	870.30 / 11,266.38	12,136.68
09	4.28.23	400.56 / 2,867.22	3,267.78
03	4.20.23	305.81 / 2,448.58	2,754.39
03	5.4.23	305.81 / 2,417.24	2,723.05

- 1.2 Joe provides file. Save file under Colonial EZ billing folder.
- 1.3 Colonial sends an email notification when the bill is ready to be paid.
- 1.4 Colonial bill is printed from Colonial website by Benefits Associate.
- 1.5 Appropriate file is uploaded to the Colonial website.
- 1.6 The four checks included in the file are mailed to Colonial with a copy of the cover page of the bill. Mail to address on cover page.
- 1.7 A copy of the bill and checks are filed in the insurance folder.
- 1.8 Colonial applies payment to the current bill and reconciles the bill.
- 1.9 Colonial notifies Benefits Associate when the bill has been reconciled and the Deduction Change Report (DCR) is ready to be viewed / and responses to be provided.
- 1.10 DCR which lists discrepancies, is downloaded / printed from the Colonial website, reviewed, and responses are notated on the form.
- 1.11 DCR with appropriate comments/changes is then mailed to Colonial.
- 1.12 A copy of the report is filed in the Benefits Office.

2.0 ASSOCIATED DOCUMENTS:



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3.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
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4.0 REVISION HISTORY:

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

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