



Hartford Voluntary Life Reconciliation and Payment Work Instructions (BEN-W009)

Clarksville-Montgomery County School System

1.0 WORK INSTRUCTION:

- 1.1 Hartford emails bill to Benefits Associate and Accounting representative.
- 1.2 Accounting representative reconciles the bill against the corresponding payroll deductions and notates discrepancies on a shared spreadsheet.
- 1.3 Benefits Associate responds to reconciliation questions on spreadsheet.
- 1.4 Accounting representative then prepares adjustment page and requests for check for payment.
- 1.5 Accounting representative forwards adjustment page to Benefits Associate to provide additional information regarding each item on the adjustment page.
- 1.6 After completion, Benefits Associate returns completed adjustment page to Accounting representative.
- 1.7 Accounting representative then forwards the bill, adjustment page, and check to the Benefits Office.
- 1.8 Benefits Associate makes a copy of bill, adjustment page, and check; notates in upper left hand corner the date items are mailed. All documents are stapled together and filed.
- 1.9 Benefits Associate mails bill, adjustment page, and check to Hartford.

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

2.0 ASSOCIATED DOCUMENTS:

3.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
-----------------------	----------------	------------------	--------------------	-------------------

4.0 REVISION HISTORY:

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

*** * * E n d o f P r o c e d u r e * * ***