Spending Account Processing

A guide to your Invoices and Reports

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Note: *The examples in this guide are hypothetical and are used for illustration only. Your invoices and reports may have a slightly different appearance than those shown in this guide.*

Spending Account Invoices

All Spending Account Invoices and supporting documentation will be presented via. Highmark's e-Bill application.

e-Bill is an electronic bill presentment and payment system that offers a secure site to view and download your Invoice Summary and supporting reports in an electronic format. The Invoice Summary and supporting reports are accessible the same day as billing and can be downloaded, eliminating the need for printing, faxing or mailing reports. The Invoice Summary has hyperlinks at the bottom. These hyperlinks offer direct access to the reports. The reports can be opened or saved in CSV, which is compatible with Microsoft Excel or in RTF, which is compatible with Microsoft WORD. The CSV format allows you to use various Excel functions to conduct additional account analysis.

Users are established in e-Bill at the client level with separate Accounts created in e-Bill for distinguishing invoices from the various billing systems. Users can be assigned to all accounts or just some accounts under a specific client ID

There are two Accounts established for Spending Account invoicing. Invoices are stored in e-Bill at the account level.

- Account numbers including an "A" represents Administrative Fee Invoices generated monthly
- Account numbers including an "F" represent requests for reimbursement for payments made from employee spending accounts – these are generated weekly

On the following pages, you will find information about each of the various invoices being generated specific to your Spending Accounts. Sample invoices as well as examples of detail reports are presented for your reference. Detailed reports that balance to the summary level invoices are available to authorized *Health Insurance Portability and Accountability Act* (HIPAA) reviewers only based on e-Bill user set-up information as designated by the client.

Administrative Fee Invoice

The Administrative Fee Invoice represents the administrative fees due for the current billing period. This invoice only applies to clients with non-integrated Spending Account products.

Information displayed includes the number of covered employees for each product offering and the pre-negotiated rate

Spending Account Processing

Spending Account Invoicing
1800 Center Street
Camp Hill, PA 17089

INVOICE

Invoice Number: A40107080607

Invoice Date: 10/22/2009

Bill To:
ABC Supply Company 123 Main Street Pittsburgh, PA 15222

Total Amount Due: $31,347.60

Customer PO	Payment Terms	Service Period	Customer ID
	Net Due		000105873A

Description	Quantity	Rate	Amount
Flexible Spending Account Administration 12/01/2009 - 12/31/2009			
Employees	3864	$3.00	$11,592.00
Debit card Charges	3710	$2.50	$9,275.00
Health Reimbursement Account Administration 12/01/2009 - 12/31/2009			
Employees	4031	$2.60	$10,480.60

Monthly Service Fee Report

The hyperlinks launch the supporting reports for this invoice *(see page 5 for examples)*

Monthly Service Fee Report

The Monthly Service Fee Report provides a roster of covered participants. It includes the actual members included in the monthly calculation including their name, social security number, plan year and account type. This is linked to the Administration Fee Invoice

123456	ABC Supply Company	Bill:200908	09/08/2009				
Client	SSN	Last name	First name	Empl-End	Year	Record#	L
123456	xxx-xx-xxxx	APPLE	JOANN		200908	117477	
123456	xxx-xx-xxxx	BRAVO	MARY		200908	118593	
123456	xxx-xx-xxxx	CHARLIE	TONY		200908	118534	
123456	xxx-xx-xxxx	DELTA	MICHAEL		200908	121939	
123456	xxx-xx-xxxx	ECHO	MARC		200908	117791	
123456	xxx-xx-xxxx	FOXTROT	DEBORAH		200908	118255	
123456	xxx-xx-xxxx	GOLF	YEVETTE		200908	117625	
123456	xxx-xx-xxxx	HOTEL	DARLEEN		200908	117610	
123456	xxx-xx-xxxx	INDIGO	JOHN		200908	117628	
123456	xxx-xx-xxxx	JOLIET	NICOLE		200908	117377	
123456	xxx-xx-xxxx	KILO	ROBERT		200908	118098	
123456	xxx-xx-xxxx	LIMA	AMY		200908	118099	

Funds Request Invoice

The Funds Request Invoice represents employee reimbursement requests paid during the previous billing period. The current amount due is required to be paid as invoices are presented to avoid suspension of future reimbursement requests from employees.

Spending Account Processing

FUNDS REQUEST INVOICE

Spending Account Invoicing
1800 Center Street
Camp Hill, PA 17089

Phone: 1-888-334-4184
Fax: 1-717-302-2492

Bill To:
ABC Supply Company 123 Main Street Pittsburgh, PA 15222

Current Amount Due:	$471.52
Invoice Number:	09102112672
Invoice Date:	10/21/2009
Plan Year:	2009

The 'Account Activity' section details the daily totals for payments and adjustments processed

Account Activity

Date	Payments	Adjustments
10/12/2009	0.00	0.00
10/15/2009	0.00	40.00
10/16/2009	134.00	0.00
10/19/2009	337.52	0.00
10/20/2009	40.00	0.00

Total Payments Issued

DCARE Totals =	$122.34
HRA Totals =	$174.22
MED Totals =	$174.96

Summarizes total payments by product during the billing period

Adjustment Details
Payment Details

The hyperlinks launch the supporting reports for this invoice *(see page 7 for examples)*

Payment Details Report

The Payment Details Report includes a complete listing by member of employee reimbursement requests paid the previous week. Details include member information, claim number, incurred date, plan year, account type, payment date, amount, etc. This report is linked to the Funds Request Invoice.

Funding Invoice	F_REG_C	REQUEST	YEAR	REQUEST	LOCATION	DESC	CUTOFF-D
Current Claims:							
09/23/2009	123456	20090923	2010	111111			20090824
09/23/2009	123456	20090923	2010	111111			20090824
09/23/2009	123456	20090923	2010	111111			20090824
09/23/2009	123456	20090923	2010	111111			20090824
09/23/2009	123456	20090923	2010	111111			20090824
09/23/2009	123456	20090923	2010	111112			20090824
09/23/2009	123456	20090923	2010	111112			20090824
09/23/2009	123456	20090923	2010	111112			20090824
09/23/2009	123456	20090923	2010	111112			20090824
09/23/2009	123456	20090923	2010	111112			20090824
09/23/2009	123456	20090923	2010	111112			20090827

Adjustment Details Report

The Adjustment Details Report provides a breakdown of all adjustments including member information, plan year, account type, claim information, adjustment date and amount. This report is linked to the Funds Request Invoice.

Client Name	Client #	Plan Year	Bank Id	Adj Date	Last Name	First Name	M.I	Acct
ABC Company	123456	2009	DB01	09/03/2009	ALPHA	ALLISON	K.	HRA1
ABC Company	123456	2009	DB01	09/03/2009	ALPHA	ALLISON	D.	HRA1
ABC Company	123456	2009	DB01	09/03/2009	BRAVO	BARRY	D.	HRA1
ABC Company	123456	2009	DB01	09/03/2009	BRAVO	BARRY	D.	HRA1
ABC Company	123456	2009	DB01	09/03/2009	CHARLIE	CHRISTINE	D.	HRA1
ABC Company	123456	2009	DB01	09/03/2009	CHARLIE	CHRISTINE	D.	HRA1
ABC Company	123456	2009	DB01	09/03/2009	DELTA	DIANE	D.	HRA1
ABC Company	123456	2009	DB01	09/03/2009	DELTA	DIANE	D.	HRA1
ABC Company	123456	2009	DB01	09/04/2009	FOXTROT	FRED		
ABC Company	123456	2009	DB01	09/04/2009	FOXTROT	FRED	L.	HRA1
ABC Company	123456	2009	DB01	09/04/2009	FOXTROT	FRED	L.	HRA1
ABC Company	123456	2009	DB01	09/04/2009	HOTEL	HAROLD	L.	HRA1
ABC Company	123456	2009	DB01	09/04/2009	HOTEL	HAROLD	L.	HRA1
ABC Company	123456	2009	DB01	09/04/2009	INDIGO	IRENE	L.	HRA1
ABC Company	123456	2009	DB01	09/04/2009	INDIGO	IRENE	L.	HRA1

View Special Reports Link in e-Bill

The View Special Reports link in e-Bill allows users who have been designated as eligible to view PHI or HIPAA sensitive data access to see additional supporting documentation regarding Spending Accounts at both the member and claim level.

Home | Accounts | Bills | Payments | Preferences | Sign Out

Signed on as: Test User

Welcome Test User

ABC Supply Company
200 Main Street
Pittsburgh, PA 15222

Click the link below to see your bills

Your Bill For :	Total Amount	Payable Amount	Select
Spending Account	$53330.00	$53330.00	
ABC Supply Company - 123456A	$485.00	$485.00	
098778797888	$432.00	$432.00	
013578789857	$53.00	$53.00	
ABC Supply Company - 123456F	$52845.00	$52845.00	
013578999923	$52323.00	$52323.00	
898778788888	$522.00	$522.00	

Pay

Help | Terms and Conditions | Contact Us | View Special Reports | What's New?

Currently there are two detailed reports available in this view.

Special Reports for PA123456A

Click on 'Title' to display/save the report.

Upload Date	Title	Type	Expiration Date
09/28/2009	YTD Summary Report	CSV	09/28/2010
09/23/2009	Monthly Payments Report	CSV	09/23/2010

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Close

Navigation Tip: Using the browser's Back and Forward buttons to navigate through your online session may cause problems including error messages.

YTD Summary Report

The YTD Summary Report is a detailed listing by member showing the member's beginning account balance by account type, the claims submitted, claims paid, claims denied, the current account balance as of the report date, whether the member has a debit card and various other data elements. This is linked to the View Special Reports link in e-Bill.

CLIENT	SSN	LAST NAME	FIRST NAME	ACCT	BEG-DATE	ANNUAL-AMT	CLAIMS-YTD	CLAIMS-PD	CURRENT-BAL	DC-YN
123456	XXX-XX-X	DOE	JOHN	HRA	03/01/2009	1000	1307.77	1000	0	N
123456	XXX-XX-X	BEAR	BROWN	HRA	01/01/2009	1000	2000	1000	0	N
123456	XXX-XX-X	ALFRED	PLUM	HRA	01/01/2009	2000	2000	2000	0	N
123456	XXX-XX-X	JANET	SCARLET	HRA	01/01/2009	500	500	500	0	N
123456	XXX-XX-X	JANET	SCARLET	MED	01/01/2009	750	394.25	394.25	74.5	Y
123456	XXX-XX-X	PENNY	COPPER	HRA	01/01/2009	3000	296.83	296.83	973.92	N
123456	XXX-XX-X	PENNY	COPPER	MED	01/01/2009	3000	307.7	307.7	317.35	Y
123456	XXX-XX-X	BLACK	BOB	HRA	01/01/2009	2000	1225.67	1225.67	774.33	N
123456	XXX-XX-X	ARROW	MARK	HRA	01/01/2009	1000	1000	1000	0	N
123456	XXX-XX-X	ARROW	MARK	MED	01/01/2009	1200	576.85	576.85	173.15	Y

Monthly Payment Details Report

The Monthly Payment Details Report provides a breakdown of reimbursement requests issued, by employee, for the previous month. Details by account type, claim, and paid date as well as whether the payments were made to the member or the provider are included. This is linked to the View Special Reports link in e-Bill.

CLIENT#	YEAR	REQUEST-NUM	LOCATION	DESC	SSN	EMP-NAME	ACCT
123456	2010	12222222			XXX-XX-XXXX	WHITE MARGARET	HRA
123456	2010	12222222			XXX-XX-XXXX	MUSTARD THOMAS	HRA
123456	2010	12222222			XXX-XX-XXXX	PLUM ALFRED	HRA
123456	2010	12222222			XXX-XX-XXXX	PLUM ALFRED	HRA
123456	2010	12222222			XXX-XX-XXXX	PLUM ALFRED	HRA
123456	2010	12222222			XXX-XX-XXXX	SCARLET JANET	HRA
123456	2010	12222222			XXX-XX-XXXX	SCARLET JANET	HRA3
123456	2010	12222222			XXX-XX-XXXX	WHITE MARGARET	HRA
123456	2010	12222222			XXX-XX-XXXX	MUSTARD THOMAS	HRA
123456	2010	12222222			XXX-XX-XXXX	MUSTARD THOMAS	HRA2

Support Team:

A dedicated staff will be able to assist you with questions or concerns you may have regarding your spending account invoices, accessing e-Bill, making payments, etc.

For questions regarding your spending account invoices including content, accessing report level details, making payments, etc. please contact:

By e-Mail:
SAP Invoicing@highmark.com

By Phone:
Staff Available Monday-Friday 8:00am-4:00pm
Phone# - 1-888-334-4184
Fax# - 1-717-302-2492

Spending Account Processing
1800 Center Street
Camp Hill, PA. 17089

For question specific to e-Bill functionality including passwords and user access

By e-Mail:
eBillSupport@highmark.com