WPS HEALTH INSURANCE

Wisconsin Physicians Service Insurance Corporation
1717 W. Broadway | P.O. Box 8190 | Madison, WI 53708-8190
608-221-4711

Billing Frequently Asked Questions

Q: On the summary invoice, what is the difference between "current charges" and "total charges"?

Current charges are the charges for the billing month. The **Total Amount Due** is the grand total, which includes current and past due amounts, adjustments, and fees.

Q: What is the purpose of the subscriber roster and bill message fields?

The **subscriber roster** lists all current subscribers to your company's health insurance. You can use this to view their plans and benefits or to add/term subscribers from the list. **Bill message** is a future enhancement that will send alerts and notifications of invoices or other billing messages.

Q: Can I sign up for alerts to let me know when my detailed billing statements are available online? If so, how?

Yes. Go to **Billing Inquiry>Alert Setting**. On this page, you can input the email address you want to use for the alerts and then **Subscribe/Unsubscribe** to the **New Invoice Generated Alert**.

Q: If I am experiencing difficulty with my online account, who can I contact?

Contact Web support at 1-888-915-5477 to assist you in troubleshooting website issues.

Q: Can I still fax in changes?

We encourage you to use the Web functionality for faster turnaround of your changes. However, if you experience a problem when submitting your change online, you may fax the change to 1-608-223-3639.

Q: When terming an employee, should I use the subscriber roster or member maintenance?

You can use either the subscriber roster or the member maintenance tab to term and/or add employees. Both options will lead you to the same functionality tools. However, if done through the roster, you can only terminate at the employee level.

Q: How do I view the adjustments to my bill? Why aren't these adjustments shown in the detailed invoice that I pull off the WPS website?

From the **Billing Inquiry** page, click on **View Current Invoice**. From that page, click on the highlighted amount for your invoice, which is shown in the fifth column. From this page, look for **Invoice Details**. This section provides a dropdown menu with various options for how you can view adjustment invoices.

When you downloaded the detailed invoice, if you noticed any discrepancies between the data and your summary billing statement, these options provide the different breakdowns you'll need to reconcile the bill. These adjustment options aren't available from the detailed invoice you access on the WPS website, because they don't apply to all businesses. You can pick which option will be the most helpful in reconciling your bills by reviewing the menu and consulting with your accounting department.

Q: How do I format the invoice so that it includes totals?

To include totals, save the invoice to Microsoft Excel, sort by class, and then insert subtotals.

Q: How can I break down coverage on the detailed bill to show health premiums, dental premiums, ancillary coverage, etc.?

That option is available in the **Net Subscriber Breakdown**, from the dropdown menu on the **Invoice Details** section or under **Reporting**.

Q: Can the bill be saved in .xls format instead of .csv format?

You will need to save it first as a .csv and then do a "Save As" in Excel to create an .xls file.

Q: Will adjustments ever be incorporated into the detailed bill rather than having to go to a separate part of the site?

At this time, adjustments can be found on the Invoice Details page. These menu options provide you with several different adjustment breakdowns to fit your company's needs.

Q: Are paper bills an option rather than having to go on the website?

As part of our paperless initiative, WPS does not offer paper bills. Please use the convenient self-service functionality of the website to access all your billing information in one secure location.

Q: What is the differences among the current subscriber breakdown, the retro subscriber breakdown, and the net subscriber breakdown?

Premiums, Fees, and Discounts: This option allows you to view the breakout of the invoice by premiums, fees, and discounts. You can see the detail breakout for **Stop Loss** and **Dental**, if applicable, by the number of subscribers and dependents, current amount, retro adjustment, and the net amount that is listed on your summary billing statement.

Since this option breaks down the premium by plan, it is useful for your bookkeeping to keep track of what each coverage plan costs. Additionally, if there is ever a one-time fee (one-time printing) or discount (premium credit for group), it would show here. When you're viewing the data, remember to scroll to the bottom and click **Show All Records** for the complete data set.

Current Subscriber Breakdown: This option provides a comprehensive view of the billing statement, broken up by current subscriber categories. The breakdown details a list of fees and shows how they add up to the total subscriber amount billed for each member. You might use the current adjustment breakdown to review any adjustments for the current billing cycle.

Retro Subscriber Breakdown: This option lists any retroactive adjustments being made on the invoice. It breaks down these adjustments by coverage. The retro adjustment breakdown will show adjustments that are reflected on the current bill but for the prior billing period, e.g., a termination for September that wasn't completed in the system until October will appear as a retro adjustment on the November bill.

Net Subscriber Breakdown: This option is similar to the Current Subscriber Breakdown and shows another comprehensive view of the billing statement, which is broken down by all subscriber categories (both retro and current). It also indicates coverage data. If there are retro adjustments, they are broken down showing the month(s) to which they apply.

Q: Is there a way to determine, from the billing screen, how many single and family contracts are on the plan?

The contract type can be seen under the Current Subscriber Breakdown, the Retro Subscriber Breakdown, and the Net Subscriber Breakdown.

Q: Will online bill payment ever be an option?

WPS is pursuing this option and we anticipate online bill payment will be a premium payment option soon.

Q: How do I update employee information?

To update any of your employees' information, such as an address, go to **Member Maintenance>Address Change**.