Billing Frequently Asked Questions

Q: On the summary invoice, what is the difference between “current charges” and “total charges”?  
A: 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?  
A: 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: If I am experiencing difficulty with my online account, who can I contact?  
A: Contact web support at 888-915-5618 to assist you in troubleshooting website issues.

Q: Can I still fax in changes?  
A: 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 608-223-3639.

Q: How do I terminate coverage for an employee or dependent?  
A: Go to Manage Employees. Find your employee and click Terminate under Actions. You can also select your employee to terminate the employee’s dependent(s).

Q: How do I view the adjustments to my bill?  
A: Go to Invoice & Payments. There will be six months of bills reflected. You can view your invoice using the View Invoice link, and there is a link to your Detailed Invoices.

Q: Are paper bills an option rather than having to go on the website?  
A: 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: Is there a way to pay my bill online?  
A: Go to Invoice & Payments. Select Make a Payment. You can pay by each subgroup or by the total balance due for the group. You will be taken to a secure website to make a one-time or recurring Automated Clearing House (ACH) payment.

Q: How do I update employee information?  
A: Go to Manage Employees. Select your employee. You can update information such as address and date of birth, and you can terminate the employee or dependent(s).