



# TEXAS ASSOCIATION *of* COUNTIES HEALTH AND EMPLOYEE BENEFITS POOL

## BILLING & PAYMENT POLICIES

### Payments

Groups are required to pay on time and as billed each month. The **Total Due** is the amount listed on each monthly invoice produced by TAC HEBP, representing the total amount of contributions due from the member group to pay for the cost of group health, prescription, dental, vision, life and disability employee benefit plans provided to the member group by TAC HEBP. Total Due is equal to the new charges for the current billing cycle plus any past due amount.

**Late Notices** – If payment is not received by TAC HEBP in a timely manner, the following steps will be taken:

- **45 Days** | A Late Notice email will be sent to the group with a phone call from TAC staff to check on the payment status.
- **60 Days** | A Late Notice email will be sent to the group with a phone call from TAC staff to check on the payment status. A **late fee of \$5.00 per employee per month** for the invoice month will also be assessed and applied to the amount due for that month.
- **90 Days** | If a group is more than 90 days past due at the time of renewal, coverages with TAC HEBP could be non-renewed until account is made current.
- TAC HEBP reserves the right to withhold any surplus distribution to assist in bringing a group's account balance current.

### Payment Options

**All invoices must be paid exactly as billed, regardless of the method of payment. The billing system is designed to self-adjust monthly.**

**Payment Via Check** – A group may pay the monthly invoice via check(s) sent to the TAC HEBP Lockbox. All check payments sent to the TAC HEBP Lockbox *must* be accompanied by a remittance page from the current invoice and should be sent to the lock box address. Pre-addressed envelopes are available upon request.

Please note that the Pool's outside vendor cannot determine how to apply payment if the remittance page is not sent in with the payment. Additionally, payment could be incorrectly applied or delayed in posting to your group's account if the remittance page is missing.

**Payment Via Electronic Payment** – A group may pay the monthly invoice via an electronic payment after the Electronic Payment Agreement is completed, signed and returned to TAC HEBP.

- Electronic payment instructions will be sent after a signed agreement is received by TAC HEBP.
- Electronic payments must be in the amount billed on the monthly invoice.



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## BILLING & PAYMENT POLICIES ACKNOWLEDGMENT FORM

I, Weldon P Cude, have read the attached billing document and agree to comply with the TAC HEBP updated Billing & Payment Policies.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: Weldon P Cude

Title: Title

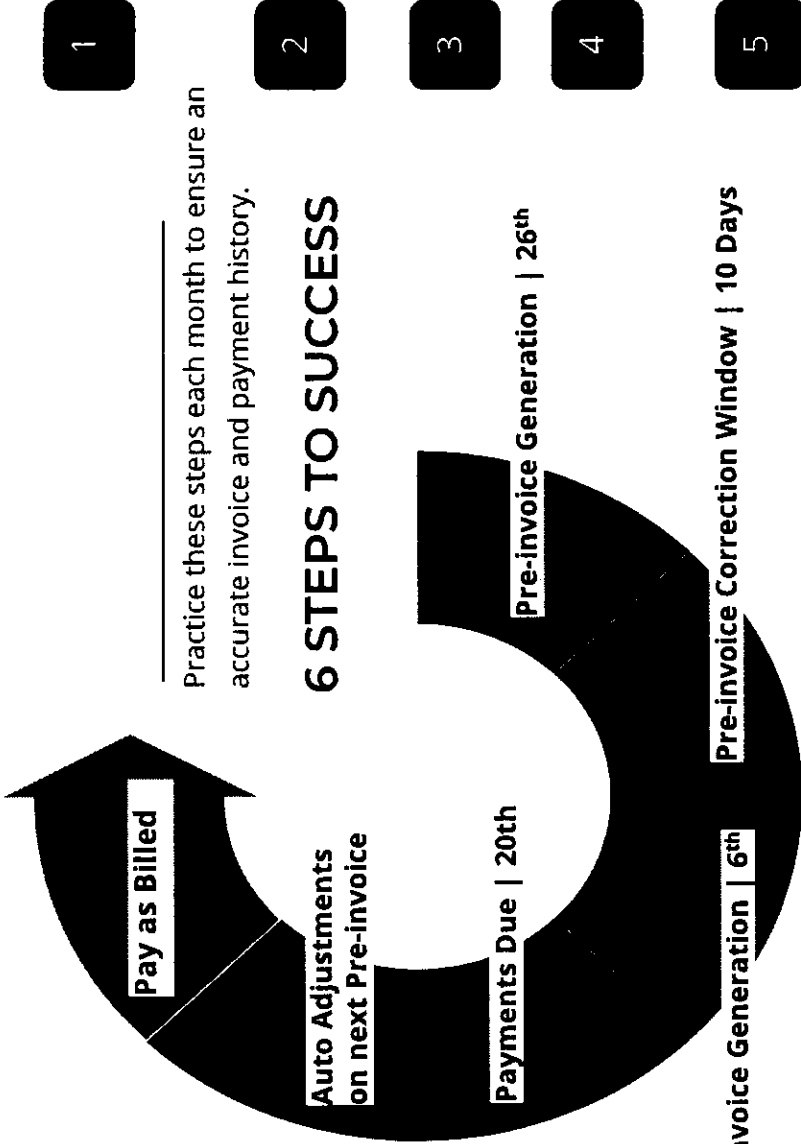
County/Entity Name: County/Entity Name

Please copy these documents for your records and email the signature page back to TAC.

If there are questions about policies and procedures, please contact your Employee Benefits Specialist at (800) 456-5974.

# TAC HEBP Billing Review & Payment Process

Monthly enrollments, tier changes and terminations are entered in OASys, the online administration system, by the group. For additional details, refer to TAC HEBP's Eligibility Policies and Procedures.



The OASys system automatically creates adjusting credits and debits from processing enrollments, tier changes, and terminations. Pre-invoices are prepared near the **26<sup>th</sup>** of each month and are available for the county or group to review in OASys.

Any changes or corrections made in the system are reflected as a credit or debit on the final invoice in the following month.

Final invoice is sent on the **6<sup>th</sup>** of the month for which coverage is effective.

Payments are due in full on the **20<sup>th</sup>** of the month for which coverage is effective.

After the pre-invoice is run, groups have 10 days to make corrections in the OASys system to ensure accuracy of the final invoice for that month of coverage.

Groups must pay as billed for seamless reconciliation.

TAC HEBP does not accept retroactive terminations. Employers are responsible for all contributions through the end of the month in which a termination is reported, per **Senate Bill 51**.