



## Claims Payment Account and Check Register Information – Traditional

### **What happens at Implementation**

During the implementation process, we add all the banking/checking account information to our system. This includes the bank name and address, the routing number, the fractional routing number, the bank account, the signature(s) of the person(s) authorized to sign the group checks, and the number of the first check printed.

After this information has been added to our claims processing system, we will create a sample check and send it by secure email to the group's primary contact person to review for accuracy. Once the confirmation is received, the check will be put into production.

### **What happens if we change our banks or accounts:**

If there is ever a need to make changes to the group checking account, you would need to contact your assigned Business Analyst on the group's contact sheet to implement those changes.

Once the changes have been made, the process of creating a sample check for approval will be repeated before the changes are put into production.

### **What happens if I have to change the signature on our checking account:**

If there is ever a need to make a change to the signature on the checking account, you would need to contact Jim Dinquel (at [jdinquel@pekininsurance.com](mailto:jdinquel@pekininsurance.com)) or Shannon Mull (at [smull@pekininsurance.com](mailto:smull@pekininsurance.com)). You will request a new bank signature form, complete the form, and return it. We will also need an effective date for the change. Depending on the change, there may be a pass through charge by the document management company.

### **Who can we contact if our Business Analyst is unavailable when our account is being implemented or changed:**

If your Business Analyst is not available when an account is being implemented or changed, you can contact their immediate supervisor, another Business Analyst, or the back-up contact person.

### **When do the check runs occur:**

The check run process occurs the day specified on your Implementation Guide. In most cases, the check run will be completed on a weekly basis on the same day of the week. Check runs may also be scheduled every other week, twice a month, or once a month. After each check run is completed, we will create a check register using an Excel spreadsheet for the authorized person listed in the Implementation Guide to review.

The check register will be password-protected and sent by secure email. Before the authorized person receives the first check register, your Business Analyst will send an email containing the spreadsheet password to view the register. The password to open the check register spreadsheet will be the same for every one sent.

### **When are checks released/issued:**

Our normal procedure is to release the checks the following business day unless otherwise specified by you. If a check run has a cash disbursed total that is an unusually large amount, we may ask for confirmation from your authorized person before mailing the checks.

If you should ever decide that some or all of the checks should be held, you should contact your Group Plan Solutions representative before the end of that business day and make that request.



**Who can we contact if our Business Analyst is unavailable when a check run is completed:**

If your assigned Business Analyst is not available when a check run is completed, you may receive the information from an Eligibility Support Technician.

**Amount to fund:**

You will fund the Total Paid amount listed at the bottom of the check register. Do not reduce the total paid by the refunds and reversals.

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**Voids and reversals on the check register:**

Prescription drug voids and reversals will be advanced by Group Plan Solutions (GPS). We will issue a check to you following the check run. The prescription drug voids and reversals are processed bimonthly.

Medical voids and reversals are processed through the claims system and when refunds are received from the provider and then sent to you for deposit.

**The group should also contact their Group Plan Solutions representative if they have any questions or concerns regarding claims or payments that appear on a check register spreadsheet.**