



Weekly Check Runs:

What is needed to set up the check runs:

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 Jim Dinquel (at jdinquel@pekininsurance.com) 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) or Shannon Mull (at 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 Jim is not available when an account is being implemented or changed, Barb Wagner, Business Analyst II, would be the back-up contact person. Barb can be contacted at bwagner@pekininsurance.com.

When do the check runs occur:

The check run process occurs usually on Tuesday or Thursday depending on what day is specified by the group. In most cases, the check run will be completed on a weekly basis on the same day of the week that the Group decides. 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 in the group to review.

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

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

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

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.