



## Billing/Invoice

### How will I receive my monthly billing statement?

Your authorized billing contact from the Implementation Guide will receive the monthly billing statement via secure email on or about the 15th of each month for the following month. The statement will be sent by your assigned Eligibility Specialty CSR II. If the 15th falls on a Saturday or Sunday, you will receive it on the following Monday.

### What does the monthly billing statement include?

The monthly billing statement shows expenses by employee, by division, and the total. The line item expenses are broken down by stop loss premium, administrative services fees, and claim funding for the following month.

You will find breakout sections for current and retroactive adjustments. All sections are included in the total due. The Loss Fund column represents the claim funding as determined on your stop loss contract.

- Traditional stop loss does not require funding totals, and the column will be zeros.
- Level-Funded stop loss requires maximum funding, and the column will contain the funding amounts. The total from this column will need to be added to the total due on the billing statement.
- Self-pay clients will deposit the required claim funding into their account by the first of the month.
- Administrative check run clients will add the total of the Loss Fund column to the total due on the billing statement and deposit the entire amount into their bank account before the 25th of the month.

GPS is able to include additional services such as Flex and Wellness programs on the billing statement through the Group Miscellaneous Fee section.

### I cannot locate or have not received the billing statement.

You can request a copy of the monthly billing statement from your assigned Eligibility Specialty CSR II. Please refer to your contact sheet provided by the Implementation Coordinator.

### When is my billing statement due?

Your billing statement is due on the first of the month.

- Self-pay clients: please remember, timely payments are critical in ensuring that your stop loss coverage continues uninterrupted.
- Level-Funded stop loss clients: funding deposits are required at this time to ensure that your checking account is not overdrawn when the next check run is released.

### There's a change in my enrollment and the invoice does not reflect it.

Please remit the total invoiced amount due on the statement; the adjustment will be made on the next monthly statement.



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**I just realized an employee terminated two months ago and I didn't notify GPS. What happens now?**

GPS will process the change and retro credit or bill for the adjusted amount.

GPS will review claims received and paid from the actual termination date for the terminated individuals to determine if a refund request will be needed.

COBRA notification requirements will be reviewed. Please note, maximum retro credit is 90 days.

**When are the administrative check runs processed?**

Administrative check runs are made on the 25th of each month. Please pay as billed. Adjustments will be made the following month.

**What is the process if we do not pay through an administrative check run?**

If you do not pay through your administrative check run, payment must be received by GPS before a payment will be made to your debt account vendors.