

# Blue Cross NC- State Health Plan Facets Migration 2021 eBilling HBR Training



# Module Objectives

## **By the end of this module, you should be able to:**

- Understand the new Facets account structure for the State Health Plan (SHP)
- Log into eBilling for Facets and Power MHS (PMHS)
- Access SHP Facets billing tabs
- Handle key Facets eBilling scenarios
- Access contact information

# Facets Account Structure



# Group Numbers and Member ID

- The State Health Plan will have ONE group with multiple subgroups
- Group number will be 8 digits
  - 14170742
- Subgroup ID is 4 digits
- Member ID (3-digit alpha prefix followed by 9 numbers)
  - The subscriber will have Member suffix 00
  - The first dependent will have a 01
  - The second dependent a 02 and so forth



# ID Cards in Facets

Subscriber ID #



FOR TEACHERS AND STATE EMPLOYEES  
A Division of the Department of State Treasurer

Treasurer Dale R. Folwell, CPA

Provider Type	CPP	Non CPP
Selected PCP*	\$0	\$30
Phy/Occu/Spch Therapy/Chiro	\$36	\$72
Specialist	\$47	\$94
Behavioral Health	\$0	\$45
Urgent Care	\$100	
ER	\$337 + Ded & 30%	
Other Info	INN	OON
Ind Deductible	\$1,500	\$3,000
Ind OOP Max	\$5,900	\$11,800
Family Deductible	\$4,500	\$9,000
Family OOP Max	\$16,300	\$32,600

\* If PCP not selected, in-network copay \$45

CPP: Clear Pricing Project

INN: In-network/OON: Out-of-network

OOP: Out-of-pocket



Subscriber: **JOHN A SAMPLE**

Member:

Subscriber ID:

**YPY123400000**

DEPARTMENT OF TRANSPORTATION

Date Issued:

**01/01/2022**

Group No:

**14170742**

RXBIN:

**004336**

RXPCN:

**ADV**

RXGRP:

**RX0274**

Primary Care Provider (PCP)

Dr. PCP

123 Anywhere Street

123-456-7890

**NC SHP Network**

**70/30 Plan**

*Paid for by YOU and other NC Taxpayers*

Last 2 digits indicate:

- Employee 00
- First Dependent 01
- Second Dependent 02

8-digit State Health  
Plan Group #

# ID Cards in Facets

## Back of Card

State Health Plan Administered by:



*Claims may be subject to review. For nonparticipating providers, members are responsible for ensuring the prior review/cert is obtained. For non-NC providers, members are responsible for ensuring the prior review/cert is obtained for Professional and/or outpatient services.*

*BlueCross and BlueShield of North Carolina, an independent licensee of the BlueCross and BlueShield Association, provides administrative services only for this self-funded plan and does not assume any financial risk for claims.*

**Find A Clear Pricing  
Project Provider and Save!**

Visit us online at:  
**[www.SHPNC.org](http://www.SHPNC.org)**

♥ **CVS** caremark® Pharmacy Benefits Administrator

**Subscriber:** **JOHN A SAMPLE** 00

**Member:**

**Subscriber ID:** **YPY123400000**

### Phone

Benefits & Claims	888-234-2416
Eligibility & Enrollment*	855-859-0966
Find Non-NC Providers	800-810-2583
Provider Service	800-214-4844
Prior Review/Certification	800-672-7897
Behavioral Health	800-367-6143
Pharmacy Help Desk*	800-364-6331
CVS Caremark*	888-321-3124

\*Contracts directly with State Health Plan

### Mail

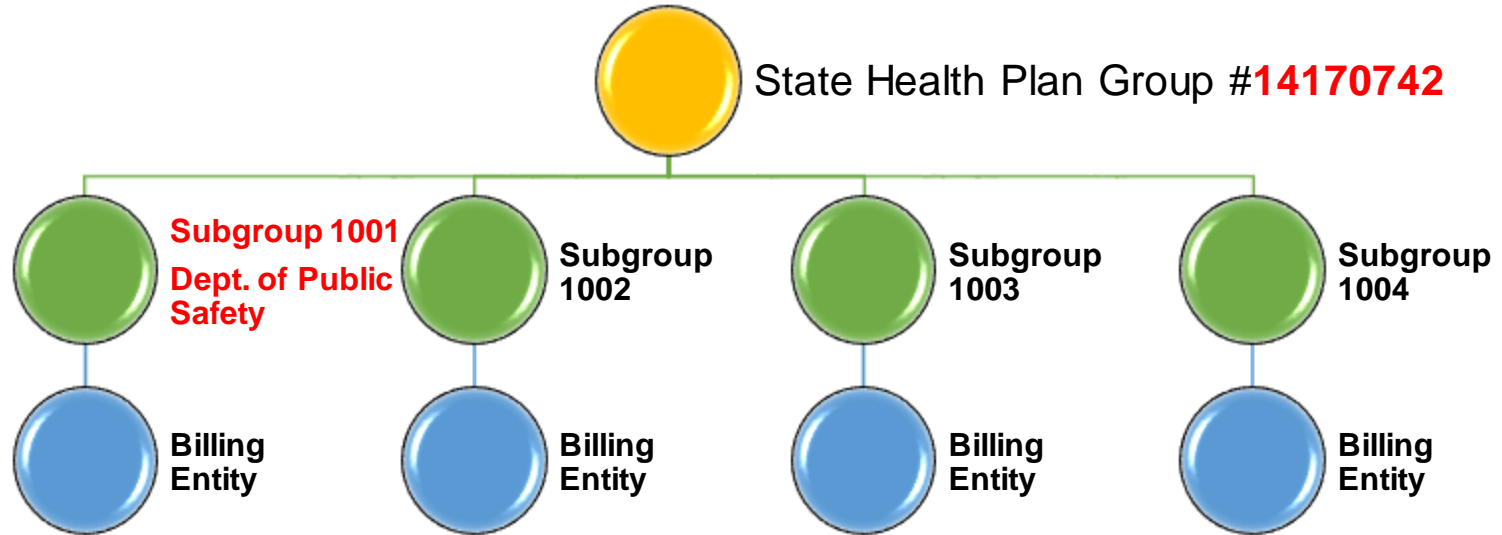
BlueCross and BlueShield of North Carolina  
PO Box 30087  
Durham, NC 27702-0035

*Providers send claims to their local  
BlueCross BlueShield Plan*

**Online**

**SHPNC.org**

# The State Health Plan Group Structure for Facets



# PMHS vs. Facets

	PMHS	Facets
Benefit Package	<i>Examples:</i> 430Y, 430Q, 430K	Class Plan combination
Tier	<i>Examples:</i> SNGL, SBDS, LDSN	Calculated during Billing Batch based on active members of the family: <ul style="list-style-type: none"><li>• Employee</li><li>• Employee + Spouse</li><li>• Employee + Children</li><li>• Family</li></ul>
Agency or Employing Unit	Group = S14010	Subgroup = 1001
Employee Status	Non-Perm FT, Retired, Part time, Job Share, Cobra, Last month active	Class
Medicare Primary Status	Tier	Plan
Smoker Status	Part of the Tier	Indicator



# Sample Class Plan Data Elements

## Class

Employee Category	Class (Facets)
Full Time	FT- Active
Full Time	FT - Non-Perm (Contractors)
Full Time	FT - Non-Perm (Retiree)
Part Time	PT - 100% EE
Part Time	PT - ER+ EE
Job Share	Job Share
Leave of Absence	LOA - Fully Paid
Leave of Absence	LOA - Partially Paid
Retiree	Retiree - 0%
Retiree	Retiree - 100%
Retiree	Retiree - 50%
RIF	12 Month RIF
RIF	Forever RIF
COBRA	COBRA
Last Month Active	Last Month Active
SymbolicSubscriber	SymbolicSubscriber - 0%
SymbolicSubscriber	SymbolicSubscriber - 50%



## Plan


Plan ID	Plan Description
1020S01M	SHP - Plan A - All (Non-MP)
1020S02M	SHP - Plan A - Sub(Non-MP) & Dep (MP/ESRD)
1020S03M	SHP - Plan A - Sub (ESRD/MP) & Dep (Non-MP)
1020S04M	SHP - Plan A - Sub (ESRD/MP) & Dep (ESRD/MP)
1020S05M	SHP - Plan B - All (Non-MP)
1020S06M	SHP - Plan B - Sub (Non-MP) & Dep (MP/ESRD)
1020S07M	SHP - Plan B - Sub (ESRD/MP) & Dep (Non-MP)
1020S08M	SHP - Plan B - Sub (ESRD/MP) & Dep (ESRD/MP)
1020S11M	SHP - HDHP

Plan Xwalk	
Plan Name	Plan Type
Plan A	SHP - Blue Options - 70/30
Plan B	SHP - Blue Options - 80/20
HDHP	SHP - Blue Options - HDHP

# Billing Changes








### Welcome to State Health Plan eBilling!

The State Health Plan eBilling solution allows the viewing and payment of your premium bills quickly, accurately and securely. Just login and get started, it's that easy.

All State Health Plan premium payments are due on the 1st of each month.

**Log in to your account**

Username\*

Password\*

Log in

[Forgot your Username? >](#)

[Forgot your Password? >](#)

Support Hours - 8:30 a.m. to 5:30 p.m. EST Monday through Friday

**Supported Browsers**

[Learn about Officially Supported Browsers](#)

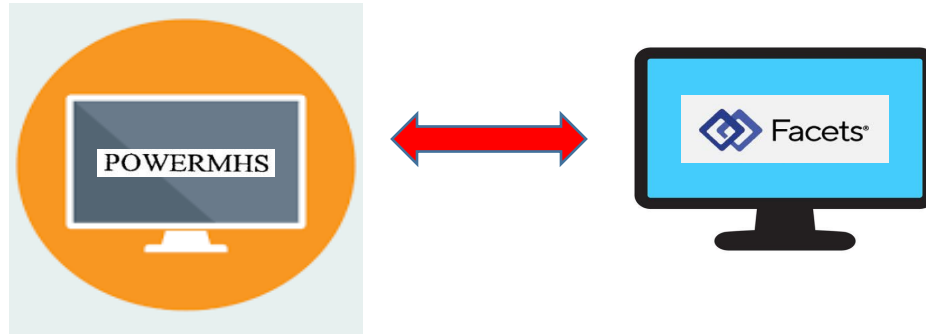
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# Login Information

# Two Logins

- Starting in mid-November, a **new login** will be required to access eBilling in the new platform for billing periods dated 1/1/2022 and after.
- Your existing login ID will continue to be used to access bills on the old platform for billing periods dated 12/31/2021 and prior.



# Welcome Email



BlueCross BlueShield  
of North Carolina



*John R. Folwell, CPA*  
STATE TREASURER OF NORTH CAROLINA  
DALE R. FOLWELL, CPA

Dear James McGill,

Welcome to Blue Cross NC eBilling, a secure online billing system! Your new username and instructions on how to set up your password are provided below.

NOTE - HBRs will have 2 logins:

1. use your existing login for invoices with a billing period 12/1/2021 - 12/31/2021 and prior
2. use the new login below for invoices with a billing period 1/1/2022 and after

Be aware that as long as retroactive changes with benefit effective dates prior to 1/1/2022 are allowed, HBRs will need to log into both systems and make a payment for any amount under each login:

Username: CRJMC GILL

Password: instructions provided below

To get started, visit <https://bcbsnc-shp.secureebilling.com> to access and pay your Blue Cross NC eBilling invoices.

Instructions for setting up your password:

1. Once you have accessed the Blue Cross NC eBilling website, click the "Forgot your Password" link
2. Enter the username provided in this email and complete the security check and submit
3. An email will be sent to your email address providing a 6-digit validation code **valid for only 15 minutes!**
4. Enter the 6-digit validation code on the Blue Cross NC eBilling screen and complete the security check
5. Enter and confirm the new password and SUBMIT
6. You will be logged in to Blue Cross NC eBilling to view and pay your invoices

Upon logging into Blue Cross NC e-Billing, please go to the Payments tab to establish your payment account. The account can only be set up with a checking or savings account number. Credit cards are not an accepted form of payment.

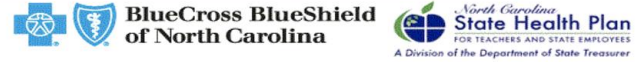
Thank you,

Blue Cross Blue Shield of North Carolina

DO NOT REPLY TO THIS EMAIL. FOR ANY PASSWORD OR LOGIN ISSUES WITH YOUR NEW EBILLING CREDENTIALS, PLEASE CONTACT HBR SUPPORT AT 1-800-422-5249. FOR QUESTIONS REGARDING BILLING OR EBILLING PROCESS, PLEASE CONTACT THE HBR BILLING LINE AT 1-800-245-7319.

# Accessing eBilling

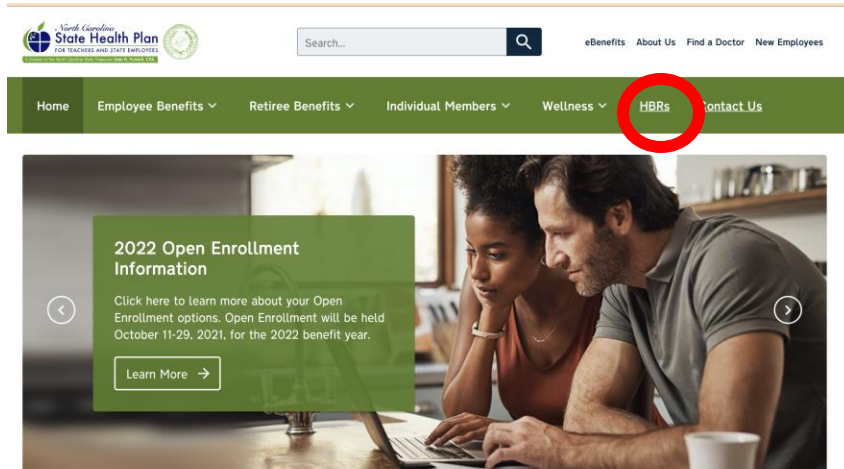
You will continue to access eBilling via this link:  
<https://bcbsnc-shp.secureebilling.com>



## Welcome to State Health Plan eBilling!

The State Health Plan eBilling solution allows the viewing and payment of your premium bills quickly, accurately and securely. Just login and get started, it's that easy.

All State Health Plan premium payments are due on the 1st of each month.



You can access the eBilling guide on the State Health Plan website under HBRs. <https://www.shpnc.org>

# Then vs. Now

# eBilling home page

The screenshot displays the eBilling home page interface. A vertical navigation bar on the left contains icons for Home, Billing, Payments, and Reports. The main content area is titled 'Home' and features a 'Current Invoice' section with a large amount of \$79,381,545.46. Below this, there are 'Invoice Actions' buttons: 'Make a Payment', 'Print Invoice', and 'View Details'. To the right, an 'Important Messages' section contains a message about eBilling Training/Alerts. Below that, an 'Other Invoices' section shows a list of invoices. At the bottom right, a 'Quick Links' section provides links to 'Search and review your recent payments', 'View your payment accounts', and 'Scheduled Reports'.

Navigation Bar

Current Invoice





Important Messages


Invoice Actions


Quick Links





# HBR Home Screen – Facets




**Home**  
You are currently viewing: UNC ASHEVILLE

**Billing**

**Payments**

**Reports**

**Users**

## Home

You are currently viewing: UNC ASHEVILLE

**Your last login was 10/01/2021 at 10:27:53 AM EST**

Your Current 10/01/2021 Invoice

**UNC ASHEVILLE**  
200000001042 / 200000001042

**\$2,532.38**  
Amount Due

Invoice Type:	Premium
Due Date:	10/01/2021
Bill Date:	09/26/2021
Billing Period:	10/01/2021-10/31/2021
Invoice #:	212700000002155

[Make a Payment](#)[Print Invoice](#)[View Details](#)

Your email: Mahidhar.tere@bcbsnc.com [Edit](#)

### Messages

*Did you know?*

For Auto-draft payments, bank pre-authorizations are required. Prior to enabling Auto-draft please contact your Financial Institution to ensure they have the appropriate information for payment acceptance.

This could include, but is not limited to the following:

- Immediate Origin or File ID: 7560894904
- Immediate Origin Name or Company Name: BCBSNC SHP
- Company Name: StateHealthPlan

There may be a delay of one or two days for invoice data to display in eBilling.

**PAYMENT MAILING ADDRESS CHANGE**

Effective immediately send check payments to:

Blue Cross NC  
PO Box 580031  
Charlotte, NC 28258-0031

# Financial Totals— Facets



Home

Billing

Payments

Reports

Users

Invoice Details

You are currently viewing: TOWN OF SUNSET BEACH

Return to

View Invoices

Search Invoices

Financial Totals

Summary

Details

Retroactivity

Fees and Other Services

Pay Invoice

Print Invoice

<b>TOWN OF SUNSET BEACH</b> 700 SUNSET BLVD NORTH SUNSET BEACH, NC 28468	Subgroup 200000001222	Billing Entity 200000001222	Bill Date 10/17/2021	Billing Period 11/01/2021-11/30/2021	Invoice # 2129100000000117	Period Thru Date 11/30/2021	Due Date 11/01/2021	Amount Due \$16,084.22
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Financial Totals


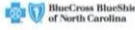
Original Totals	
FEES AND SERVICES	\$50.00
INVOICE TOTAL	\$3,107.60
BALANCE FORWARD	\$12,926.62
TOTAL AMOUNT DUE	\$16,084.22

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# Fees and Other Services – Example





Andre Bennett

Home

Billing

Payments

Reports

Users

Invoice Details

You are currently viewing: SALLIE B HOWARD

Return to

View Invoices

Search Invoices

Financial Totals

Summary

Details

Retroactivity

Fees and Other Services

Pay Invoice

Print Invoice

<b>SALLIE B HOWARD</b> ACADIA NORTHSTAR 5029 FALLS OF NEUSE RD #218 RALEIGH, NC 27609	Subgroup <b>200000001122</b> Due Date <b>11/01/2021</b>	Billing Entity <b>200000001122</b> Amount Due <b>\$9,979.87</b>	Bill Date <b>10/17/2021</b>	Billing Period <b>11/01/2021-11/30/2021</b>	Invoice # <b>212910000000113</b>	Paid Thru Date <b>08/31/2021</b>
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Financial Totals

<b>Original Totals</b>	
FEES AND SERVICES	\$20.00
INVOICE TOTAL	\$3,303.44
BALANCE FORWARD	\$6,656.43
TOTAL AMOUNT DUE	\$9,979.87

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# Fees and Other Services – Example

The screenshot displays the 'Invoice Details' page for SALLIE B HOWARD. The page includes a sidebar with navigation links (Home, Billing, Payments, Reports, Users) and a top header with logos and the user's name, Andre Bennett. The main content area shows the 'Fees and Other Services' tab selected, with a table of invoice details and a table of items.

**Invoice Details**  
You are currently viewing: SALLIE B HOWARD

**Navigation:** Home, Billing, Payments, Reports, Users

**Invoice Information:**

Financial Totals	Summary	Details	Retroactive	Fees and Other Services
<p><b>Pay Invoice</b> <b>Print Invoice</b></p>				
<b>SALLIE B HOWARD</b> ACADIA NORTHSTAR 5029 FALLS OF NEUSE RD #218 RALEIGH, NC 27609	Subgroup 200000001122 Due Date 11/01/2021	Billing Entity 200000001122 Amount Due \$9,979.87	Bill Date 10/17/2021	Billing Period 11/01/2021-11/30/2021
			Invoice # 212910000000113	Paid Thru Date 08/31/2021

**Items:**

Fee Description	Count	Amount
Flu Clinic Charge		\$20.00

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# Invoice – Example



**BlueCross BlueShield  
of North Carolina**



*North Carolina*  
**State Health Plan**  
FOR TEACHERS AND STATE EMPLOYEES  
*A Division of the Department of State Treasurer*

Blue Cross Blue Shield of North Carolina

Export / Print Invoice Report

Report Format:

PDF

Generated On:

10/27/2021 10:45:45 AM EDT

NC A AND T STATE UNIV

200000001047 / 200000001047

Due Date:

10/01/2021

Invoice #:

212700000002719

Invoice Date:

09/26/2021

Billing Period:

10/01/2021-10/31/2021

## View Summary

### CURRENT for this period

Type	Premium Contribution	Subscriber Count	Account Total
CURRENT	Employee Amount	5	\$2,080.00
	Employer Amount	5	\$2,609.80
Total CURRENT Premium:		10	\$4,689.80

## View Summary

### RETRO for this period

Type	Premium Contribution	Subscriber Count	Account Total
RETRO	Employee Amount	0	\$0.00
	Employer Amount	0	\$0.00
Total RETRO Premium:		0	\$0.00

## View Summary

### NET for this period

Type	Premium Contribution	Subscriber Count	Account Total
NET	Employee Amount	5	\$2,080.00
	Employer Amount	5	\$2,609.80
Total NET Premium:		10	\$4,689.80
Total Premium:		20	\$9,379.60

# Invoice – Example



**BlueCross BlueShield  
of North Carolina**



*North Carolina*  
**State Health Plan**  
FOR TEACHERS AND STATE EMPLOYEES  
*A Division of the Department of State Treasurer*

NC A AND T STATE UNIV  
200000001047 / 200000001047

Due Date:

10/01/2021

Invoice #:

212700000002719

Invoice Date:

09/26/2021

Billing Period:

10/01/2021-10/31/2021

## View Financial Totals

FEES AND SERVICES	\$0.00
INVOICE TOTAL	\$4,689.80
BALANCE FORWARD	\$4,689.80
TOTAL AMOUNT DUE	\$9,379.60

## Updates to Invoice

Updated Paid Thru Date	10/31/2021
Updated Balance Forward	\$0.00
Updated Amount Due	\$0.00

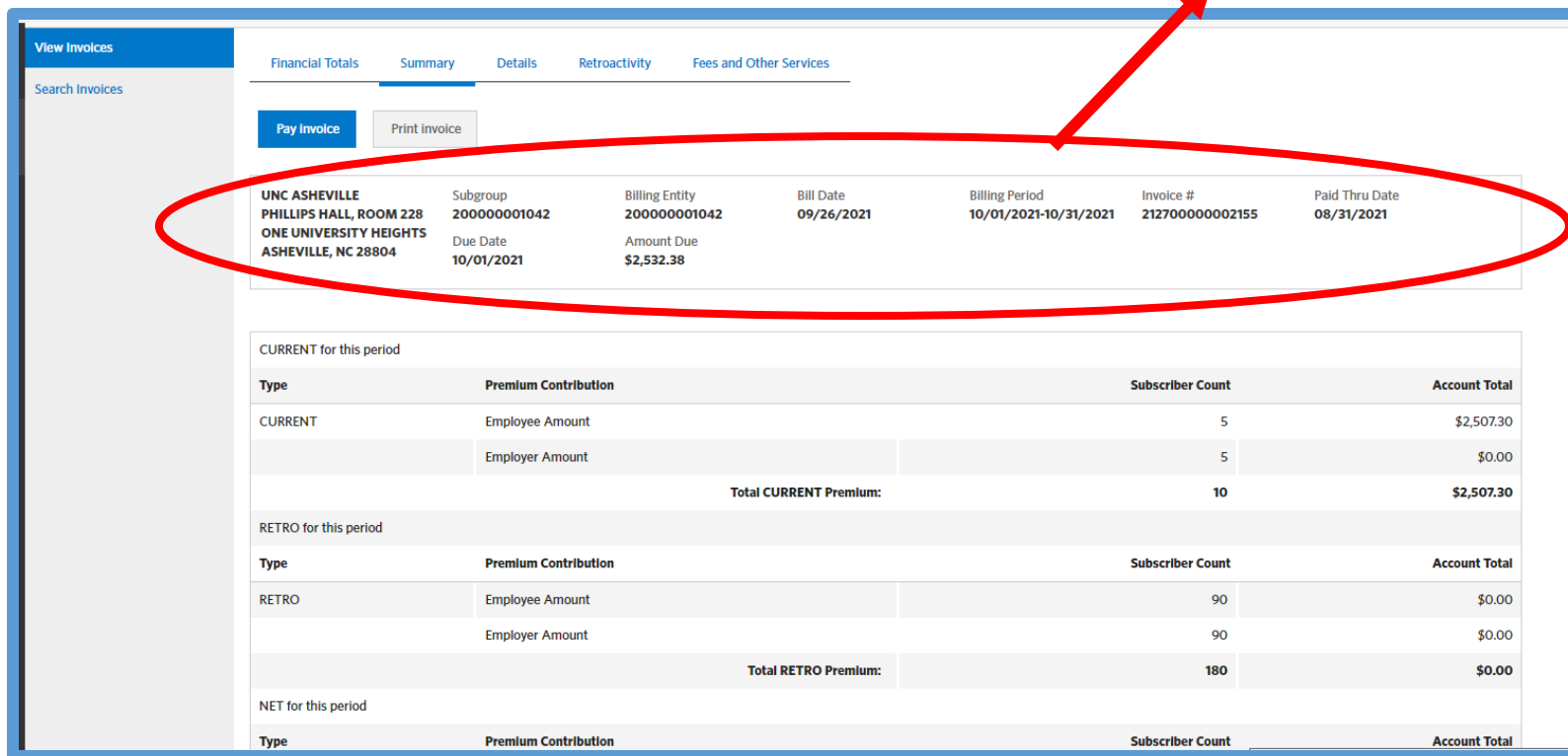
# Invoice – Example

Details																
SSN	Subscriber ID	Last Name	First Name	Payroll No	From	Thru	Class ID	Class Description	Plan ID	Plan Description	Tobacco User	Tier	Employer Amount	Employee Amount	Total Charges	
xxx-xx-1089	104208834	Member1089	TestA		10/1/2021	10/31/2021	1001	FT - Active	1020S05M	SHP - Plan B - All (Non-MP)	no	Employee Only	\$521.96	\$50.00	\$571.96	
xxx-xx-1090	104208835	Member1090	TestB		10/1/2021	10/31/2021	1001	FT - Active	1020S05M	SHP - Plan B - All (Non-MP)	no	Employee + Spouse	\$521.96	\$700.00	\$1,221.96	
xxx-xx-1092	104208836	Member1092	TestC		10/1/2021	10/31/2021	1001	FT - Active	1020S05M	SHP - Plan B - All (Non-MP)	no	Employee + Children	\$521.96	\$305.00	\$826.96	
xxx-xx-1094	104208837	Member1094	TestD		10/1/2021	10/31/2021	1001	FT - Active	1020S05M	SHP - Plan B - All (Non-MP)	no	Employee + Children	\$521.96	\$305.00	\$826.96	
xxx-xx-1097	104208838	Member1097	TestE		10/1/2021	10/31/2021	1001	FT - Active	1020S05M	SHP - Plan B - All (Non-MP)	no	Family	\$521.96	\$720.00	\$1,241.96	

NC A AND T STATE UNIV	
200000001047 / 200000001047	
Due Date:	10/1/2021
Invoice #:	212700000002719
Invoice Date:	9/26/2021
Billing Period:	10/01/2021-10/31/2021

# Summary – Facets

Same differences as  
Financial Totals Tab



**View Invoices**  
Search Invoices

Financial Totals **Summary** Details Retroactivity Fees and Other Services

**Pay Invoice** Print Invoice

<b>UNC ASHEVILLE</b> <b>PHILLIPS HALL, ROOM 228</b> <b>ONE UNIVERSITY HEIGHTS</b> <b>ASHEVILLE, NC 28804</b>	Subgroup <b>200000001042</b>  Due Date <b>10/01/2021</b>	Billing Entity <b>200000001042</b>  Amount Due <b>\$2,532.38</b>	Bill Date <b>09/26/2021</b>	Billing Period <b>10/01/2021-10/31/2021</b>	Invoice # <b>212700000002155</b>	Paid Thru Date <b>08/31/2021</b>
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**CURRENT for this period**

Type	Premium Contribution	Subscriber Count	Account Total
CURRENT	Employee Amount	5	\$2,507.30
	Employer Amount	5	\$0.00
<b>Total CURRENT Premium:</b>		<b>10</b>	<b>\$2,507.30</b>

**RETRO for this period**

Type	Premium Contribution	Subscriber Count	Account Total
RETRO	Employee Amount	90	\$0.00
	Employer Amount	90	\$0.00
<b>Total RETRO Premium:</b>		<b>180</b>	<b>\$0.00</b>

**NET for this period**

Type	Premium Contribution	Subscriber Count	Account Total
------	----------------------	------------------	---------------



# Details – Facets

Same differences as  
Financial Totals Tab

**View Invoices**

Search Invoices

**Financial Totals** Summary **Details** Retroactivity Fees and Other Services

**Pay Invoice** **Print Invoice**

**ARC ASHEVILLE**  
PHILLIPS HALL, ROOM 228  
ONE UNIVERSITY HEIGHTS  
ASHEVILLE, NC 28804

Subgroup  
**200000001042**

Due Date  
**10/01/2021**

Billing Entity  
**200000001042**

Amount Due  
**\$2,532.38**

Bill Date  
**09/26/2021**

Billing Period  
**10/01/2021-10/31/2021**

Invoice #  
**2127000000002155**

Paid Thru Date  
**08/31/2021**

**Details**

Find By   **Search** **Reset**

5 Items | 1 - 5 | **Advanced Sorting**

	<b>Subscriber ID</b>	<b>Last Name</b>	<b>First Name</b>	<b>Payroll No</b>	<b>From</b>	<b>Thru</b>	<b>Class ID</b>	<b>Class Description</b>	<b>Plan ID</b>	<b>Plan Description</b>	<b>Tobacco User</b>	<b>Tier</b>	<b>Employer Amount</b>	<b>Employee Amount</b>	<b>Total Charges</b>
<b>Options</b>	104208812	Davis	Stephanie		10/01/2021	10/31/2021	1005	PT - ER+ EE	1020S11M	SHP - HDHP	no	Employee + Children	\$0.00	\$426.66	\$426.66
<b>Options</b>	104208809	Graham	Barbara		10/01/2021	10/31/2021	1005	PT - ER+ EE	1020S11M	SHP - HDHP	no	Employee Only	\$0.00	\$238.66	\$238.66
<b>Options</b>	104208810	Martin	Tiffany		10/01/2021	10/31/2021	1005	PT - ER+ EE	1020S11M	SHP - HDHP	no	Employee + Spouse	\$0.00	\$655.66	\$655.66

Verbiage in  
column is different

# Retroactivity – Facets

Same differences as  
Financial Totals Tab

**View Invoices**

Search Invoices

**Pay Invoice** **Print Invoice**

**Financial Totals** **Summary** **Details** **Retroactivity** **Fees and Other Services**

**UNC ASHEVILLE**  
**PHILLIPS HALL, ROOM 228**  
**ONE UNIVERSITY HEIGHTS**  
**ASHEVILLE, NC 28804**

Subgroup  
200000001042

Billing Entity  
200000001042

Bill Date  
09/26/2021

Billing Period  
10/01/2021-10/31/2021

Invoice #  
2127000000002155

Paid Thru Date  
08/31/2021

Due Date  
10/01/2021

Amount Due  
\$2,532.38

**Retroactive Adjustments**

Find By   **Search** **Reset**

45 Items | 1 - 20

Subscriber ID	Last Name	First Name	Payroll No	From	Thru	Class ID	Class Description	Plan ID	Plan Description	Tobacco User	Tier	Employee Amount	Employee Amount	Total Charges
104208812	Davis	Stephanie		07/01/2021	07/31/2021	1005	PT - ER+ EE	1020S11M	SHP - HDHP	no	Employee + Children	\$0.00	\$0.00	\$0.00
104208812	Davis	Stephanie		05/01/2021	05/31/2021	1005	PT - ER+ EE	1020S11M	SHP - HDHP	no	Employee + Children	\$0.00	\$0.00	\$0.00
104208812	Davis	Stephanie		06/01/2021	06/30/2021	1005	PT - ER+ EE	1020S11M	SHP - HDHP	no	Employee + Children	\$0.00	\$0.00	\$0.00
104208812	Davis	Stephanie		01/01/2021	01/31/2021	1005	PT - ER+ EE	1020S11M	SHP - HDHP	no	Employee +	\$0.00	\$0.00	\$0.00

Verbiage in  
column is different

# Make Payments

eBilling will continue to provide several options for paying invoices:

- Make Online Invoice Payments
- Enable Auto-Draft Payments
- Pay via check

The eBilling guide provides detailed instructions for each payment option:

- [www.shpnc.org](http://www.shpnc.org)
  - HBRs Tab
  - Payroll and Billing

Please note that payments will now be made in both eBilling portals.

- Payments for invoices in the PMHS (Current) eBilling portal will be made in the PMHS (Current) eBilling portal
- Payments for invoices in the Facets (Future) eBilling portal will be made in the Facets (Future) eBilling portal

# Application of Payments - Check

Each check will be reviewed to see whether funds are still owed in PMHS \*

## No balance in PMHS

- Apply to oldest Facets balance, interest first if applicable.

## Balance in PMHS

- Apply to oldest PMHS or Facets balance, interest first in each case.
- Remainder to Facets balance by manual adjustment

\* Assessment will be made on each payment until PMHS accounts are paid up through 12/31/2021.

Regardless of above criteria – PMHS credit balances will be moved to Facets at a future time to be determined by the Plan.

# Application of Payments - Draft

- HBRs can only pay billed amount from each system:
  - Payments drafted in PMHS eBilling will be applied to PMHS.
  - Payments drafted in Facets eBilling will be applied to Facets.

# Wrap Up

## What's Changing

- **New Tab**
  - Fees and Other Services
- **New Terminology**
  - Subgroup
  - Billing Entity
  - Invoice Number
- **New Fields**
  - Subscriber ID
  - Class ID
  - Class Description
  - Plan ID
  - Plan Description
  - Tobacco User
  - Tier
    - Employee only
    - Employee + Spouse
    - Employee + Children
    - Family

## These are NOT Changing \*

- **Creating Reports**
  - **Viewing Invoices**
  - **Making Payments**
- \* While the process for these are not changing, you will notice verbiage changes (i.e., Group Number to Subgroup, etc.)

# Important Contact Information

HBR Billing Line	For Member Enrollment Questions (Benefitfocus)	eBilling Password Reset
1-800-245-7319	1-800-422-5249	<a href="mailto:HBRInquiries@nctreasurer.com">HBRInquiries@nctreasurer.com</a>

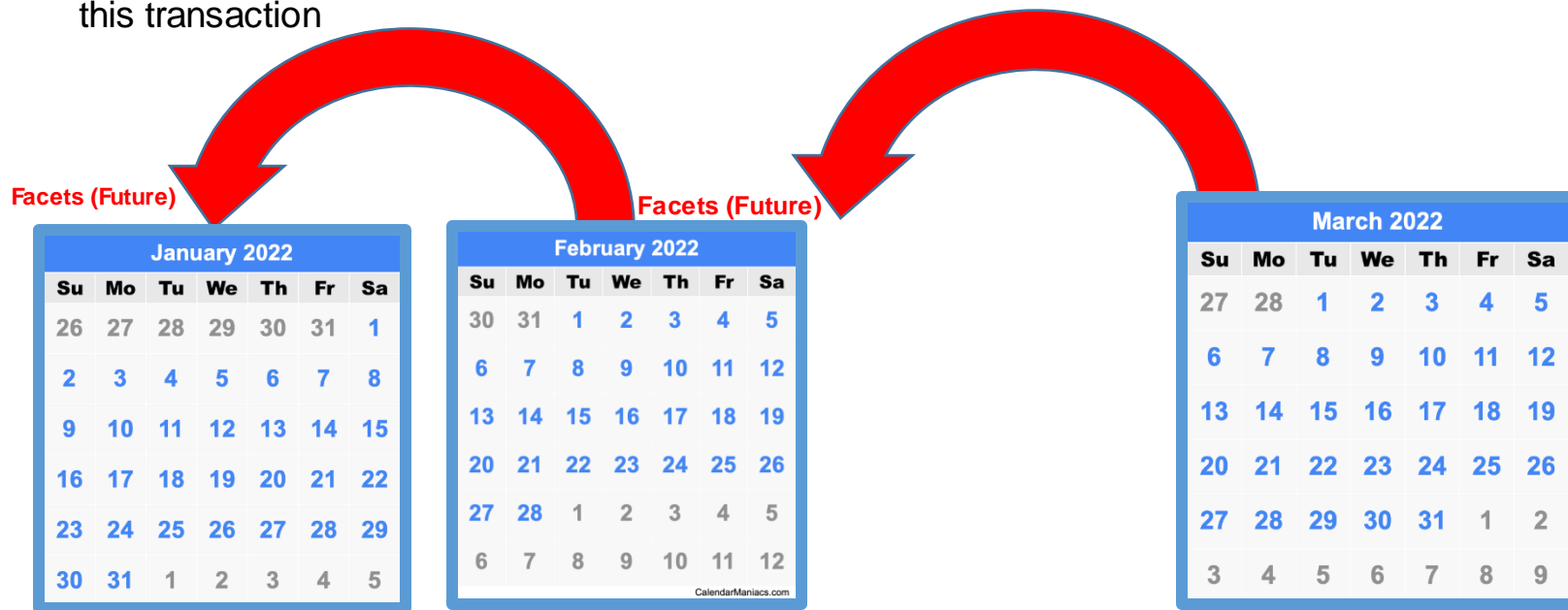
# Billing Scenarios



# Scenario #1

In March 2022, a HBR enters a retroactive transaction for a member to be effective 1/1/2022 and an invoice is generated with this transaction

**Retroactivity will show in the new Facets (future) eBilling portal**

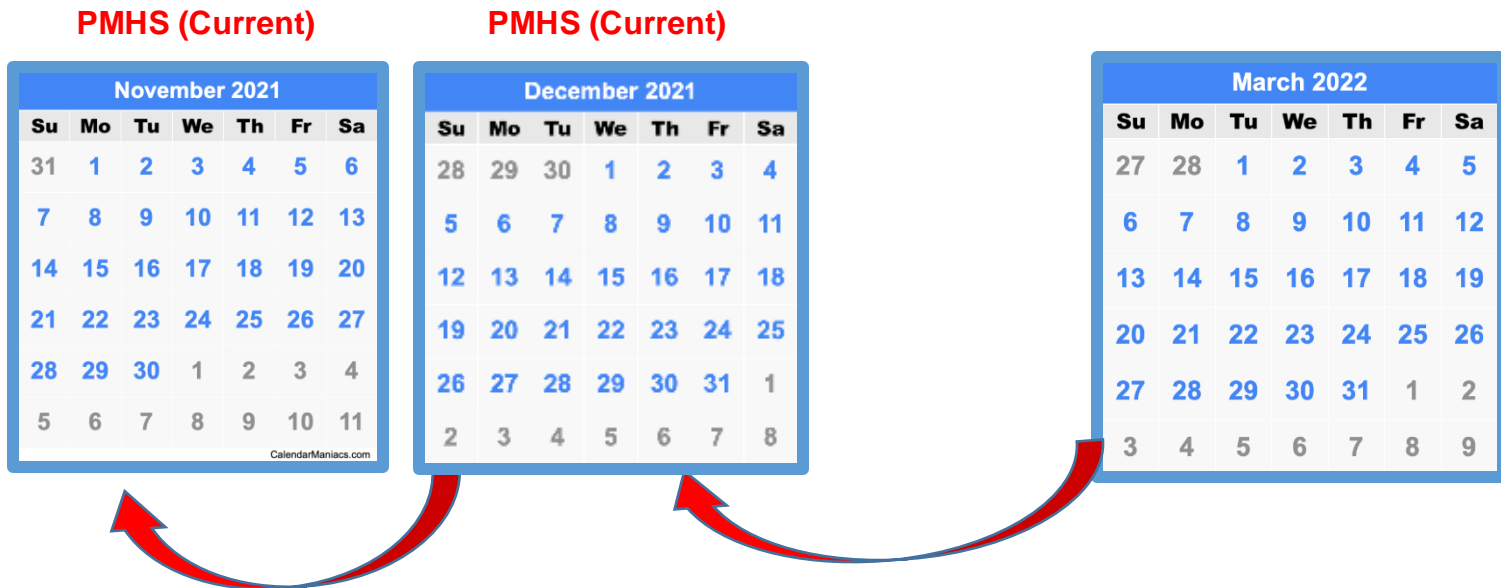


**In this scenario, the HBR will pay in the Facets (Future) eBilling portal.**

# Scenario #2

In March 2022, a HBR enters a retroactive transaction for 11/1/2021 to 12/31/2021 for a member who is currently effective 1/1/2022 and an invoice is generated with this transaction

**Retroactivity will show in the current PMHS (Current) eBilling portal**



**In this scenario, the HBR will pay in the PMHS (Current) eBilling portal.**

# Scenario #3

In March 2022, a HBR enters a retroactive transaction for a member effective 11/1/2021 who is **not currently active** and invoices with this information are generated.

**Retroactivity will show in the PMHS (Current) eBilling portal for any billing periods prior to 1/1/2022 and the new Facets (Future) eBilling portal for any billing periods 1/1/2022 and after.**

**PMHS (Current)**

November 2021						
Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

**PMHS (Current)**

December 2021						
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

**Facets (Future)**

January 2022						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

**Facets (Future)**

February 2022						
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5
6	7	8	9	10	11	12



March 2022						
Su	Mo	Tu	We	Th	Fr	Sa
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

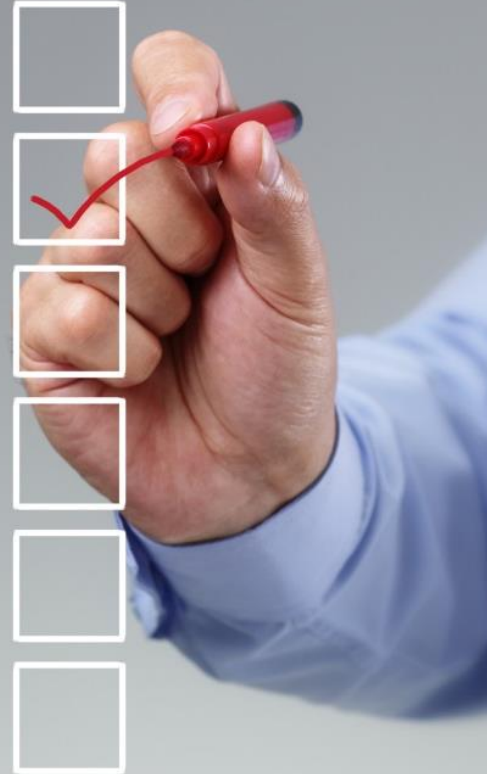
**In this scenario, the HBR will pay in the Facets (Future) and PMHS (Current) eBilling portal.**

# Local Governments/Charter School Retroactive Billing for December Only

- Local governments and charter schools who have retroactivity in PMHS will not see their invoices until 12/21/21.
- This will only occur for local governments and charter school retroactive invoices in December 2021.

## Now that you have completed this module, you should be able to:

- Understand the new Facets account structure for the State Health Plan (SHP)
- Log into eBilling for Facets and Power MHS (PMHS)
- Access SHP Facets billing tabs
- Handle key Facets eBilling scenarios
- Access contact information



# Questions



# Thank You

For Attending The Training