

# Anthem Balanced Funding Billing FAQ



## **Q1: Where can I view the Anthem Balanced Funding (ABF) invoice?**

**A1:** ABF invoices and reports are on the [Employer Access \(EA\) portal](#). The group's billing contact, as shown on its application, will be given access to EA during the implementation process. Additional access can be granted to others through self-registration or the site administrator.

## **Q2: Will the group receive instructions on how to access EA?**

**A2:** Yes, the person listed as the group's billing contact on the Group Application will receive an instructional email.

## **Q3: How often are invoices generated?**

**A3:** ABF invoices are generated monthly.

## **Q4: When are invoices generated?**

**A4:** Groups are invoiced once a month. The date varies by group. Those with access to EA will receive an email when the invoice is ready.

## **Q5: When are invoice payments due?**

**A5:** Payments are due seven business days after the invoice date. This is seven days after an invoice is finalized and available on EA. An email will be sent when the invoice is ready.

## **Q6: Who does the group contact for billing questions?**

**A6:** The invoice includes the name and contact information of the group's billing specialist.

## **Q7: What is the standard payment method?**

**A7:** ABF groups pay through Electronic Funds Transfer (EFT). Per the contract, they're required to use "demand debit." This means Anthem will draw the client's payment directly from the group's bank account on the billing due date.

## **Q8: When can the group expect their payment to be withdrawn from the bank?**

**A8:** The billing due date found on the invoice is also the withdrawal date.

## **Q9: Why would a group receive a \$0 invoice in the last month of their contract period?**

**A9:** ABF groups are billed a month in advance; therefore, no payment is due during the last month of the contract period. However, the final invoice may include any retroactive adjustments resulting from membership or other changes.

## **Q10: What is the retroactive time period for enrollment?**

**A10:** Credits or charges for allowable retroactivity is limited to a 60-day period.

## **Q11: What is the "retroactive membership period"?**

**A11:** Retroactive membership change period is a 60-day period during which retroactive credits or adjustments are automatically included. Invoices will reflect membership changes made within the past 60 days. Membership changes prior to the 60-day period will be captured in the membership system, but not reflected on the invoice.

**Q12: Who should the group contact with membership questions?**

**A12:** They can contact their Broker Services representative.

**Q13: What is the difference between a "run-out period" and a "terminal liability" fund?**

**A13:** Here are the definitions:

- A run-out period is the 15 months after a group terminates coverage. During this time, claims that were incurred during the active contract period are paid.
- A terminal liability fund is also called "prefunded claims run out" or "reserves." A portion of the client's monthly payment is put into the fund to pay covered claims incurred before the termination date but submitted afterward. This prevents clients from owing money after they terminate coverage.

**Q14: What requirements does a group have to meet to share in a surplus?**

**A14:** A group must renew their coverage with Anthem in order to be eligible to receive their share. If the client leaves Anthem, surplus-sharing is forfeited.

**Q15: When is the settlement calculation completed?**

**A15:** If the group renews, the calculation is finalized 90 days following renewal. For groups that moved to an Anthem plan with a different funding arrangement, the settlement is calculated 30 days after the group's run-out contract is completed.

**Q16: When will the surplus share be credited?**

**A16:** The group's medical invoice will show a credit 90 to 120 days after renewal. Any unused surplus credit will be applied to future invoices.

**Q17: Does the final settlement calculation report look the same as the monthly Settlement Tracking Report?**

**A17:** Yes, the format is the same. Settlement tracking reports are specific to the contract. The group receives two settlement tracking reports: one specific to the previous-year contract and the other for the current-year contract until the 90-day settlement period is complete.

**Q18: What is the settlement timeline for a group with a January 1 renewal date?**

**A18:** The group can expect their settlement to be completed on or before March 31. The invoice generated in April will include any surplus share credit, if applicable.

**Q19: When a group renews, how do they track the different reporting periods?**

**A19:** Until the settlement calculation report is completed, the group will have access to two tracking reports: one for the prior period and one for the new contract period.

**Q20: What are the five components of an ABF monthly payment that appear on the invoice?**

- A20:**
1. Administrative fees
  2. Monthly claims fund
  3. Terminal liability fund (also called pre-funded claims run out or reserves)
  4. Specific (Individual) Stop loss premium
  5. Aggregate Stop loss premium

*In some instances, groups with a fully insured dental and vision plan may see their dental and vision rates included on the medical ABF invoice.*

**Q21: What column on the settlement tracking report shows the group's surplus status?**

**A21:** The surplus status can be found in the Monthly Claim Fund Balance Deficit/Surplus column. Clients should reference the surplus status for the previous month. ABF clients are billed one month in advance and therefore the invoice will include the client's anticipated payment. No claims will have been submitted or paid for the following month; therefore, the surplus will be overstated.

*The group is in a deficit position if the amount is in brackets.*

**Q22: How is the claims fund balance on the settlement tracking report calculated?**

**A22:** The calculation:  
Monthly paid claims fund – total net claims  
= claim fund balance.

**Q23: What is the Specific Stop Loss Credit column on the settlement tracking report?**

**A23:** This column shows a credit for any paid claims amount that exceeds the Specific Stop Loss (SSL) limit. The claim amount exceeding the specific stop loss limit is not charged against the client's monthly claim fund.

**Q24: Can the group find a detailed member listing on a bill?**

**A24:** Yes, an updated Enrollment Detail Report is provided with the invoice and can be found on EmployerAccess.



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