

REV – IHAWP Premium Processing Procedure

Purpose:

Medicaid for Iowa Health and Wellness Plan is comprehensive health care coverage to low income adults. Beneficiaries pay a monthly income-based premium and have access to all Iowa Medicaid benefits.

Identification of Roles:

Wells Fargo Bank

- a) Receive premium payments from United States Postal Service (USPS).
- b) Deposit checks.
- c) Post payments and hardships to IHAWP member's account via a file transfer.
- d) Premiums that will not load to the file are loaded into Wells Fargo CEO Online Decision Tool for Revenue Collections to work.

IME Core Unit

- a) Courier picks up packet containing payment, coupons, member written notes or miscellaneous documents daily from Wells Fargo Bank.
- b) Hand deliver packet picked up from Wells Fargo to Revenue Collections.

Revenue Collections

- a) Revenue Collections will receive daily emails notifying when there are documents available in the Well Fargo Online Decision Tool. The staff will work, in received order.
- b) Separate the live checks, hardships and correspondence that are in the packet received from Wells Fargo daily. Log them into OnBase using the REV05 – Work queue.
- c) Live checks, hardships and correspondence that were logged are provided to Core for scanning into OnBase.
- d) Live premium checks are indexed with a “Deposit” status in OnBase.
- e) Live check being returned to member will be logged and the return letter will be printed and sent to the member the same day that it is received from Wells Fargo.
- f) Return No Sufficient fund (NSF) checks are handled through the PPS system.

Fiscal Management

- a) Kelly Lyndsay will conduct research for members

Performance Standards: Daily – within 24 hours

Path of Business Procedure:

Step 1. The member mails the premium statement with a check or hardship claim to a P.O. Box administered by the Wells Fargo Bank.

Step 2. Wells Fargo deposits and posts the premium payments to the IHAWP member's account via a file transfer. Premiums that need further review are loaded into Wells Fargo CEO Online Decision Tool for Revenue Collections to work. If the check does not have adequate information to deposit, Wells Fargo sets the check aside. Missing information includes:

- a) Wrong payee
- b) Payee information missing
- c) Now void
- d) Check not signed
- e) No dollar amount or incorrect amount filled in
- f) Torn or Damaged

Wells Fargo prepares a daily packet of checks without adequate information to deposit, payment coupons, Member written notes and/or other miscellaneous documents that is picked up daily by the IME Core Unit.

Step 3. A Core representative picks up the packet each day and hand delivers the packet to Revenue Collections between 11:00 a.m. and 12:30p.m. The packet contains:

- a) Live checks within the packet
- b) Payment coupons
- c) Other miscellaneous documents
- d) Business Reply Postage Statements
- e) Invoices/bills from the Post Office

Revenue Collections returns any live checks without adequate information to deposit to the member.

Revenue Collections supplies Krista Schultz in Core with all Business Reply Postage statements as well as all invoices/bills that are included in the daily packet from Wells Fargo

Step 4. If a member mails a premium check to the IME, the check will be scanned into OnBase→CHK01 – Checks LC→CHK01 – Misc Check Logging Queue and placed into the safe. After the check is identified as an IHAWP

premium payment, the check is logged and indexed as “Deposit” in OnBase with Principle Classification of 50. A Revenue Collections representative will include these IHAWP checks during the daily deposit. – After our final two OBCRs are completed, we may have a special queue for IHAWP checks. We won’t know this for sure until we receive instruction to start testing.

Step 5. Revenue Collections performs the following actions on all received IHAWP documentation **within 24 hours of receipt:**

Step 6. Premium payments are posted into the PPS system.

- a) Access the PPS System and post any payments that cannot be applied to the Online Decision Tool before 2:00 p.m. and manually deposit.
- b) If the member’s State Identification number (ID) is not listed on the check, search the Medicaid Management Information System (MMIS) under the member’s name to obtain the State ID and verify IHAWP status.
- c) If the member cannot be located in the MMIS System, e-mail the check and any relevant correspondence to Kelly Lindsay. She will provide the member’s State ID, if the check is actually an IHAWP premium payment.

Forms/Reports: N/A

RFP References: N/A

Interfaces: CORE, IHAWP, Wells Fargo

Example of Return Check Letter



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

Date

Member Name
Address
City, State Zip

Dear Member Name:

You recently sent in an Iowa Health and Wellness Plan contribution payment. Enclosed you will find check number 0 for \$ 0.00, which was sent to the Iowa Medicaid Enterprise. Unfortunately, we are unable to deposit this check because it is torn or damaged.

Please send a new check or money order. The new check should be sent to:

Iowa Medicaid Enterprise
Iowa Health and Wellness Plan Contributions
PO Box 14485
Des Moines, IA 50306-3485

If you have any questions, please call the Member Services Unit at **1-800-338-8366** or locally in the Des Moines area at 515-256-4606 Monday through Friday between the hours of 8:00am – 5:00 pm.

Sincerely,

Iowa Medicaid Enterprise
Revenue Collections

Example of Business Reply Postage Invoice

First-Class Mail

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P.S. 3582 - C

Business Reply Postage

COST CENTER: 50315

DATE: 01/16/15

Account Information

Account Number: 239518

Permit: BR 781-016

Company: IME REVENUE COLLECTIONS UNIT (3RD PARTY LIAB)

Address: PO BOX 36475
 DES MOINES, IA 50315-0313

Where Issued: n/a

Comments: USING STATE OF IA PERMIT.

PO of Mailing: Cost Center 18-2434-0011 DES MOINES, IA

Current Balance: \$3,258.35

Contact: ALISA HORN
 (515)256-4647

Phone Number: 18-2412

Finance Number:

PO of Permit: Cost Center 18-2434-0011 DES MOINES, IA

BRM Invoice Type: High-Volume BRM

Opening Balance: \$3,267.01

Mailing Date: 01/16/2015						
						Final
TRANS# 201501611564777BM						
Letter Prices						
Line Seq#	Description	Weight Not Over (Ounces)	Number of Pieces	Postage per Piece	Per Piece Handling Charge	Postage
B1	Postcards	0	0	0.340	0.097	0.000
B2	1 oz.	1	15	0.480	0.097	8.655
B3	2 oz.	2	0	0.690	0.097	0.000
B4	3 oz.	3	0	0.900	0.097	0.000
B5	3.5 oz.	3.5	0	1.110	0.097	0.000
B6	Nonmachinable Surcharge	3.5	0	0.210	0.000	0.000

Seq#	Description	Number of Pieces	Postage per Piece	Per Piece Handling Charge	Postage
B33	Postage Due	0	0.000	0.000	0.000

Total Postage: \$8.68

Closing Balance: \$3,258.35

Customer Reference ID

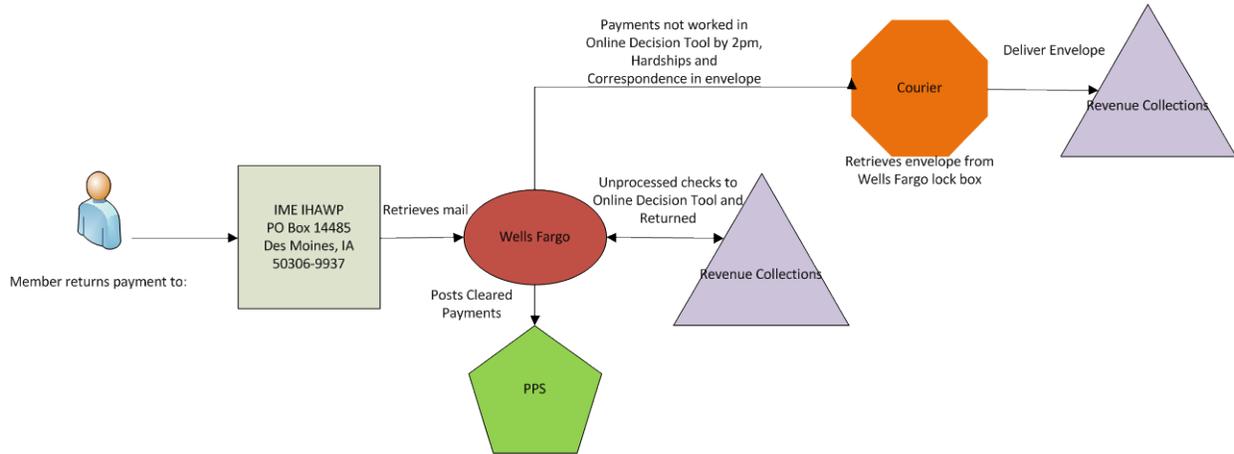
The above amount has been deducted from your advance deposit account.

Clerk Initials: SAD

<https://www.uspspostalone.com/BRMWeb/brmPrint.do?print=Print>

1/16/2015

Flow Chart for Payment:



Flow Chart for Correspondence Delivery:

