

## Active subscriber accounting system rules

Consistent procedures are necessary to meet our state-established financial requirements. Please study the following policies and guidelines pertaining to financial compliance.

- All balances are due in our office on the 10<sup>th</sup> of the month and must be paid as billed; do not adjust the billing statement.
- Entities must contribute no less than the current state employer share for its active employees.
- You must return a completed remittance advice form with every payment. Do not return any other section of the billing statement with your payment.
- One check may be sent for the active subscribers, and retiree, COBRA and Survivor subscribers. All checks should be made payable to S.C. PEBA (Public Employee Benefit Authority).
- Please mail the payment to S.C. PEBA, P.O. Box 11661, Columbia, SC 29211.
- If there is an enrollment error on the coverage processing section of the bill, please contact the Customer Contact Center at 803.737.6800 or 888-260-9430.
- If there is an inquiry concerning the Account Summary or Billing Summary, contact the account representative for your group at 803.734.1696. The account representative's name is shown on the first page of the billing statement.
- Payment of one month's advance billing is due by July 15<sup>th</sup> each year for active employees. The advance billing is the total employer contribution for health, dental, life and long term disability as determined by PEBA enrollment files for July.
- Do not delay the regular remittance of monthly premiums due to failure to collect payments. Payment is due as billed. The collection of premiums has no bearing on payment.

## Collecting premiums for mid-month changes

- You must collect premiums for the entire month for family status changes effective on or before the 15<sup>th</sup> of the month.
- Do not collect premiums for the entire month for family status changes effective after the 15<sup>th</sup> of the month.
- You must collect premiums for terminations due to the death of an employee after the 15<sup>th</sup> of the month.
- Do not collect premiums for terminations due to the death of an employee on or before the 15<sup>th</sup> of the month.