

A photograph of several long, slender green leaves, likely from a plant like an orchid, positioned on the left side of the page.

West Virginia Public Employees Insurance Agency

Employer Portal – Billing

April 2026

Table of Contents

1 Preface	3
2 Employer Portal Billing	4
2.1 Home Screen Dashboard.....	4
2.2 Billing Details – Home	6
2.2.1 Net Due.....	6
2.2.2 Activity	7
3 Additional Billing Screens	8
3.1 Transactions.....	9
3.2 Invoicing	12
3.3 Payments	18
3.4 Credits	22
3.5 Adjustments	24
3.6 ACH.....	26
3.6.1 Add a New Account.....	26
3.6.2 Electronic Payments.....	29
3.7 Paid Through.....	32
3.8 Forms	33
4 Data Collection	35
4.1 Import Remittance File.....	35
4.2 Import Errors	41

1 Preface

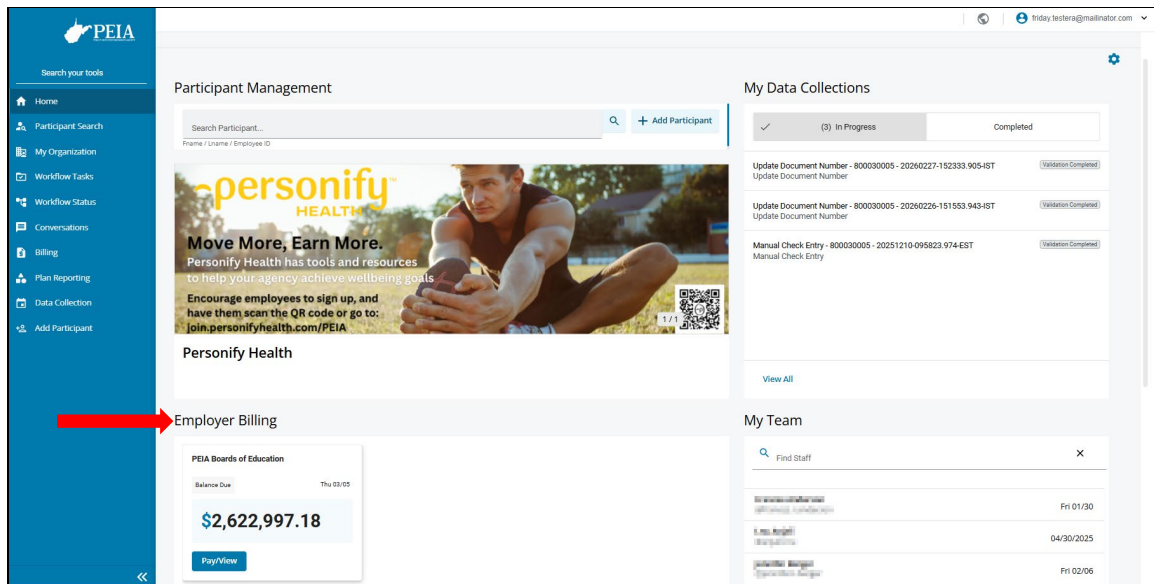
The purpose of this document is to show how to accomplish Billing tasks relating to employers and participants in the TELUS Health Employer Portal.

Examples are presented in a step-by-step approach. PEIA screens continue to change throughout the UAT period, therefore, many of the screenshots in this guide may not reflect the current testing environment. Style, colors, and order of content on left navigation menus are subject to change.

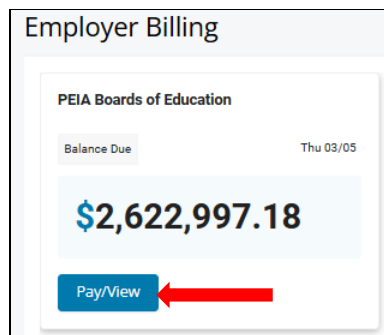
2 Employer Portal Billing

2.1 Home Screen Dashboard

The Employer Billing widget may be found on your dashboard when logging in to the system.



Employer Billing controls the billing functionality for the entire organization. Billing may be launched from a participant's profile also.



1. Click the **Pay/View** button on the Employer Billing widget. The Billing Details screen for the organization displays.

BERKELEY CO BOARD OF ED... X

friday.lestera@mailinator.com

Billing Details
BERKELEY CO BOARD OF EDUCATION

Search Tools

Home
Transactions
Invoicing
Payments
Credits
Adjustments
ACH
Paid Through
Forms

Group: PEIA Boards of Education City: MARTINSBURG, West Virginia
Name: BERKELEY CO BOARD OF EDUCATION (800030005) Net Due: \$2,622,997.18

Latest Activity	Date	Amount
Last Invoice	01/01/2026	\$2,622,997.18
Last Payment	02/15/2026	\$2,624,439.84
Last Adjustment	03/10/2026	-\$750.00

Messages

There are pending adjustments on file that will be picked up on the next invoice.

Currently Billed Participants

Number of Participants: 2608 [View List](#)

Invoice Preferences

Exclude From Invoicing
Receive Statement
Statement Display Searly
Statement Employee Grouping
Statement Sort [Update](#)

Additional Information

Group Entity Status: Active
Status Change Date: 03/06/2026
Paid Through Date: [Update](#)

2.2 Billing Details – Home


Use the Billing Details screen to view and update your organization.

2.2.1 Net Due

Net Due contains a pop-up window that shows all current balances for your organization.

Group	City
PEIA Boards of Education	MARTINSBURG , West Virginia
Name	Net Due
BERKELEY CO BOARD OF EDUCATION (800030005)	\$2,622,997.18  

1. Click the **i** icon next to **Net Due**.
The Balance window opens.

Net Due	
\$2,622,997.18 	
Balance	
Balance as of 02/01/2026	
Invoice run on 02/23/2026	
Beginning Balance	\$2,624,439.84
Invoiced Amounts	\$2,622,997.18
Adjustments	\$0.00
Allocated Payments	-\$2,624,439.84
Unallocated Payments	\$0.00
Previous Unallocated Payments	\$0.00
Allocated Credits	\$0.00
Unallocated Credits	\$0.00
Previous Unallocated Credits	\$0.00
Voided Payments	\$0.00
Reversed Payments	\$0.00
Reversed Credits	\$0.00
Net Due	\$2,622,997.18

The Net Due amount depicted in the Balance window breaks down as follows:

- Invoiced Amounts – amount in the last invoice
 - Adjustments – retroactive amounts billed in the last invoice
 - Allocated Payments – payments applied to outstanding balances since the last invoice
 - Unallocated Payments – payments not yet applied
 - Previous Unallocated Payments – payments not yet applied prior to the last run invoice
 - Allocated Credits – credits applied to outstanding balances since the last invoice
 - Unallocated Credits – credits received, not yet applied
 - Previous Unallocated Credits – credits not yet applied prior to the last run invoice
 - Voided Payments – voided/bounced check since the last invoice, may not be reapplied
 - Reversed Payments – like Voided Payments but may be reapplied, i.e.: apply to Dental instead of Medical
 - Reversed Credits – like Reversed Payments, credits that may be reapplied elsewhere
2. Click the **i** icon again to close the Balance window.

2.2.2 Activity

The Activity section shows the details of recent billing entries, such as invoices, payments, and credits. Each of the dates under Activity is a link to the corresponding details screen for the activity. (Each of these screens will be covered in subsequent sections of this guide.)

Latest Activity	Date	Amount
Last Invoice	02/01/2026	\$2,622,997.18
Last Payment	02/15/2026	\$2,624,439.84
Last Adjustment	03/10/2026	-\$750.00

1. Click the **date link** for the first item in the **Activity** section. The system displays the latest activity in the Search Results section, bottom of the screen. In this example, **View Existing Invoices** is the latest activity since the date link used is an invoice.

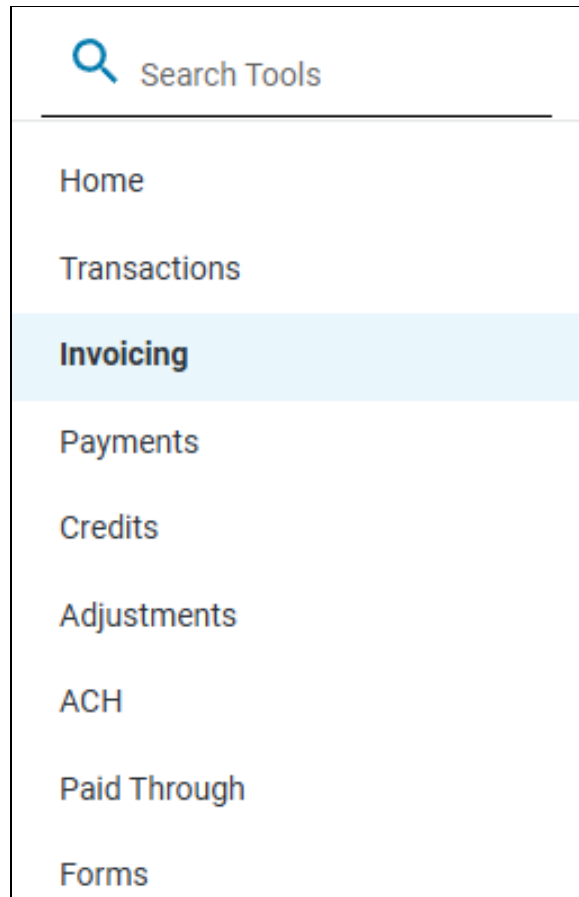
The screenshot shows a navigation bar with the following items: [View Existing Invoices](#), [Invoice Preferences](#), [Generate Pre Bill](#), [Generate On Demand Invoice](#), and [Generate Adjustment Only Invoice](#). Below this is a search section titled 'Find Invoices' with 'Invoice Date' filters (From: 11/01/2025, To: 02/01/2026) and 'Additional Search Options' (Invoice Type dropdown). The 'Search Results' table is as follows:

Id	Invoice Date	Invoice Type	Period Begin Date	Status	Prior Balance	Invoiced Amts/Adjustments	Allocated Pmnts/Credits	Unallocated Pmnts/Credits	Amount Due
59488	02/01/2026	Scheduled	02/01/2026 - 02/28/2026	Processed	\$2,624,439.84	\$2,622,997.18	\$0.00	\$0.00	\$5,247,437.02

2. Click the link in the **Id** column to view the details for one of the invoices. The Invoice Details and Transactions will be covered in the Invoices section (3.2).

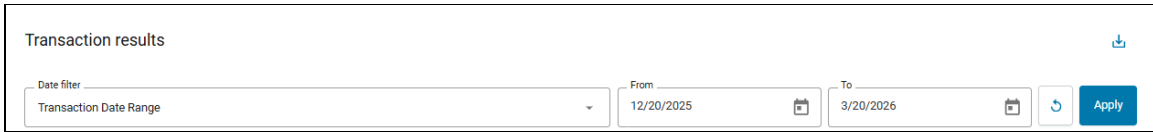
3 Additional Billing Screens

As indicated in Section 2, the Home screen for the selected entity is the Billing Details. Each of the additional commands on the left menu is a link to another billing area.

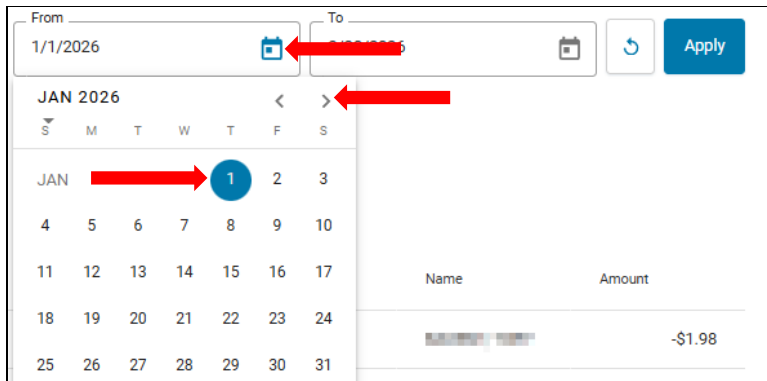


3.1 Transactions

1. Click **Transactions** on the left menu.



The **Date Filters** in the **Transaction Results** section defaults to showing the previous three months of transactions for the selected entity. In the following example, set the date range to cover the beginning of the current year to the present date.



2. Click the **calendar icon** in the **From** field, and select **January 1st**. Use the arrows to the left and right of the month name to move through each month.
3. Click the **calendar icon** in the **To** field, and select the current date if necessary. The current date is the default for this field.



4. Click the **Apply** button to activate the search. The search results display below.

Transaction results

Date filter: Transaction Date Range

From: 1/1/2026 To: 3/20/2026

View/Group by

ID	Date	Transaction type	Item	Coverage	Billing period	Person ID	Name	Amount
20168050	Feb 26, 2026	Payment	Conversion Basic Life	-	Jan 1, 2026-Jan 31, 2026			-\$1.98
20168049	Feb 26, 2026	Payment	Conversion Basic Life	-	Jan 1, 2026-Jan 31, 2026			-\$1.98
20168048	Feb 26, 2026	Payment	Conversion Medical - Employee Portion	-	Jan 1, 2026-Jan 31, 2026			-\$189.00
20168047	Feb 26, 2026	Payment	Conversion Medical - Employee Portion	-	Jan 1, 2026-Jan 31, 2026			-\$66.00
20168046	Feb 26, 2026	Payment	Conversion Optional Life	-	Jan 1, 2026-Jan 31, 2026			-\$41.40
20168045	Feb 26, 2026	Payment	Conversion Medical - Employer Portion	-	Jan 1, 2026-Jan 31, 2026			-\$1,597.00

Each transaction starts with a link in the ID column. This is the transaction number.

- Click the first transaction number in the **ID** column. The Transaction Details window opens.

Transaction details for 20168050

Invoice details

Invoice date Feb 12, 2026	Invoice type Adjustment Only	Invoice status Processed	Invoice Id 11
Run by ()	Run date Feb 12, 2026		

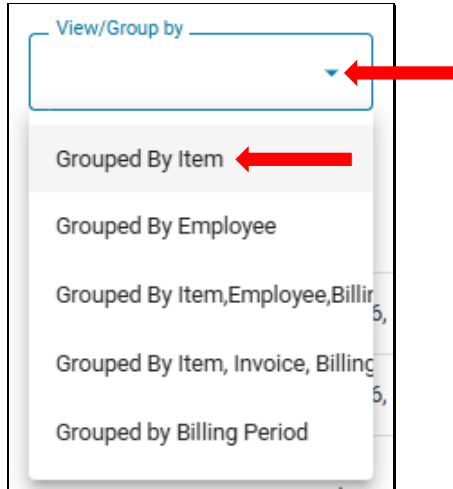
Payment details

Payment date Feb 15, 2026	Payment source Lockbox	Payment status Allocated	Payment ID 21603
Payment reference number 00897	Payment amount \$2,624,439.84	Run by MARAWAT	Run date Feb 26, 2026

Close

- Click the **Close** button after viewing the Transaction Details.

Use additional search options fields to refine your search.



- Click the drop-down arrow in the **View/Group By** field, and select an option (**Grouped by Item** used in this example). This displays a summary row for each item.

Item	Invoiced amounts	Adjustments	Payments	Credits	Amount due
Basic Life	\$5,122.26	\$0.00	\$0.00	\$0.00	\$5,122.26
Conversion Annual Administrative Fee	\$0.00	\$577.50	-\$577.50	\$0.00	\$0.00
Conversion Basic Life	\$0.00	\$5,100.48	-\$5,100.48	\$0.00	\$0.00
Conversion Dependent Life	\$0.00	\$3,877.36	-\$3,877.36	\$0.00	\$0.00
Conversion Medical - Employee Portion	\$0.00	\$481,664.00	-\$481,664.00	\$0.00	\$0.00
Conversion Medical - Employer Portion	\$0.00	\$2,115,476.00	-\$2,115,476.00	\$0.00	\$0.00
Conversion Optional Life	\$0.00	\$17,744.50	-\$17,744.50	\$0.00	\$0.00
Dependent Life	\$3,958.36	\$0.00	\$0.00	\$0.00	\$3,958.36
Medical - Employee Portion	\$480,099.00	\$0.00	\$0.00	\$0.00	\$480,099.00
Medical - Employer Portion	\$2,116,147.00	\$0.00	\$0.00	\$0.00	\$2,116,147.00
Totals					\$2,622,997.18

Note the Download icon at the top right.



- Click the **Download** icon. This allows for downloading the search results to a worksheet file, which may be opened in Excel or Google worksheets.

3.2 Invoicing

1. Click **Invoicing** on the left menu.
The Billing Invoices screen displays, with the Invoice Results table below.

Billing invoices

Information

Group PEIA Boards of Education	Name BERKELEY CO BOARD OF EDUCATION (800030005)	Net due \$2,622,997.18
-----------------------------------	--	---------------------------

[View existing invoices](#) [Generate pre bill](#)

Invoice results [↓](#)

From: To: [Apply](#)

ID ↓	Date	Invoice type ▼	Period begin date	Status code	Prior balance	Invoiced amts/adjust	Allocated pmnts/credi	Unallocated pmnts/cn	Amount due
59488	Feb 1, 2026	Scheduled	Feb 1, 2026 - Feb 28, 2026	Processed	\$2,624,439.84	\$2,622,997.18	\$0.00	\$0.00	\$5,247,437.02
11	Feb 12, 2026	Adjustment Only	-	Processed	\$0.00	\$2,624,439.84	\$0.00	\$0.00	\$2,624,439.84

◀ 1 ▶ 10 Items per page 1 - 2 of 2 items

As with Transactions in Section 3.1, the date settings defaults to showing the previous three months of invoices for the selected entity. Use the From and To fields if necessary to refine your search.

2. Click an invoice number in the **ID** column to display the transactions in the invoice.
The Invoice Details and Invoice Transactions sections display below.

Invoice details ⋮

Invoice date Feb 1, 2026	Status Processed	Type Scheduled	Invoice ID 59488	Period begin date Feb 1, 2026 - Feb 28, 2026	Run by AYUSHI.BARI on Feb 23, 2026 using billinginvoicesP... Read More
-----------------------------	---------------------	-------------------	---------------------	---	---

Invoice transactions

View/Group by Billing Item Transaction type

ID	Date	Transaction type	Item	Coverage	Billing period	Person ID	Name	Amount
20073524	Feb 23, 2026	Invoice	Medical - Employer Portion	Health / PPB Silver (formerly Plan B) / Family	Feb 1, 2026-Feb 28, 2026			\$1,056.00
20073522	Feb 23, 2026	Invoice	Medical - Employee Portion	Health / PPB Silver (formerly Plan B) / Family	Feb 1, 2026-Feb 28, 2026			\$111.00
20073519	Feb 23, 2026	Invoice	Basic Life	Basic Life Insurance and AD&D / Basic Life Insurance and AD&D / \$10,000	Feb 1, 2026-Feb 28, 2026			\$1.98
20073517	Feb 23, 2026	Invoice	Basic Life	Basic Life Insurance and AD&D / Basic Life Insurance and AD&D / \$10,000	Feb 1, 2026-Feb 28, 2026			\$1.98
20073516	Feb 23, 2026	Invoice	Medical - Employer Portion	Health / PPB Gold (formerly Plan A) / Employee Only	Feb 1, 2026-Feb 28, 2026			\$765.00
20073514	Feb 23, 2026	Invoice	Medical - Employee Portion	Health / PPB Gold (formerly Plan A) / Employee Only	Feb 1, 2026-Feb 28, 2026			\$108.00
20073512	Feb 23, 2026	Invoice	Basic Life	Basic Life Insurance and AD&D / Basic Life Insurance and AD&D / \$10,000	Feb 1, 2026-Feb 28, 2026			\$1.98

Like Transactions in the previous section, you may click an ID number to display the Transaction Details window.

3. Click a number in the **ID** column.
The Transaction Details window opens.

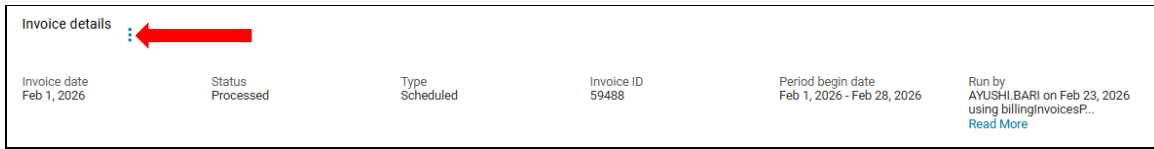
Transaction details for 20073524

Invoice details

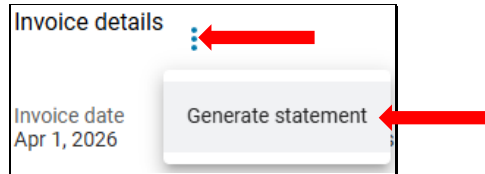
Invoice date Feb 1, 2026	Invoice type Scheduled	Invoice status Processed	Invoice Id 59488
Run by AYUSHI.BARI	Run date Feb 23, 2026		

4. Click the **Close** button when finished viewing.

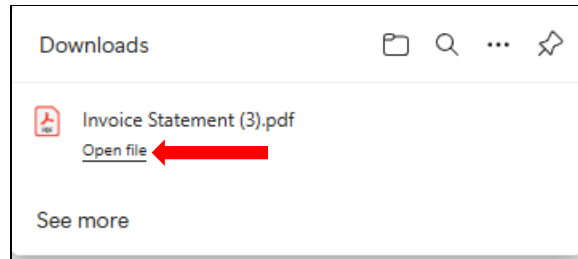
The Invoice Details section contains the date, type, and period dates of the invoice. Note the three dots icon to the top left.



5. Click the three dots icon to display a menu.



6. Select **Generate Statement**.
This allows for downloading a PDF copy of the invoice statement.



7. Click the **Open file** link to see the statement,



Public Employee Insurance Agency
 PO Box 40330 Charleston, WV 25364

BERKELEY CO BOARD OF EDUCATION
 1453 WINCHESTER AVE
 MARTINSBURG, WV 25405

Agency ID: 800030005
 Invoice Date: 02/01/2026

PEIA Invoice Statement

For Coverage Period **February 01, 2026** Thru **February 28, 2026**

Please note that this is not your payment coupon.

Remittance Procedures:

Login to the Employer Portal. From the Billing menu, choose your agency under the PEIA Billing Group, and click on the Payments submenu.

To create a payment coupon and pay through Lockbox: Choose the Add New Payment link and enter a Source of Lockbox, the Date Received, the Amount Received and then Save. You can either Auto Allocate or Manually Allocate the payment in the Payment Details section through the Gear icon. In the background the payment will apply and a coupon will be created under the Forms submenu within a few minutes.

Please mail the check and matching payment coupon together to PO Box 40330 Charleston, WV 25364.

To pay via ACH: In the Employer Portal, choose your agency under the PEIA Billing Group, and click on the ACH submenu. You can add a new account, which will allow you to make a one-time ACH payment or sign up for automatic ACH payments on the 5th or 20th of the month.

All payments are due by the 5th of the month following this billing period.

Agency ID	Previous Balance	Amounts Paid	Invoiced Amounts	Adjustments	Credits	Total Due
800030005	\$2,624,439.84	\$0.00	\$2,622,997.18	\$0.00	\$0.00	\$5,247,437.02

Charge Summary for: February 2026

Item	# of Employees	Invoiced Amount	Adjustment Amount	Total
Medical - Employee Portion	2156	\$480,099.00	\$0.00	\$480,099.00
Medical - Employer Portion	2156	\$2,116,147.00	\$0.00	\$2,116,147.00
Basic Life	2587	\$5,122.26	\$0.00	\$5,122.26
Optional Life	1107	\$17,670.56	\$0.00	\$17,670.56
Dependent Life	462	\$3,958.36	\$0.00	\$3,958.36
Totals		\$2,622,997.18	\$0.00	\$2,622,997.18

Generate Pre Bill allows for running a trial version of the invoice for the upcoming billing period. Use this feature only for small entities. Dunbar Sanitary Board used for this example.

Billing invoices

Information

Group: PEIA Other Subdivisions Name: DUNBAR SANITARY BOARD (80032911) Net due: \$31,716.53

View existing [Generate pre bill](#)

1. Click the **Generate Pre Bill** option. The Generate Pre Bill section displays.

View existing invoices [Generate pre bill](#)

Generate Pre Bill

Invoice date: Apr 1, 2026 Period begin date: Apr 1, 2026 Period end date: Apr 30, 2026

[Generate](#)

There are pending adjustments of \$1,200.00 on file that will be picked up on this invoice.

2. Click the **Generate** button to create a bill. The Generated Transactions section displays.

Generated transactions

ID	Date	Transaction type	Item	Coverage	Billing period	Person ID	Name	Amount
0	Mar 20, 2026	Adjustment	Annual Administrative Fee	-	Feb 1, 2026-Feb 28, 2026	-	-	\$700.00
0	Mar 20, 2026	Invoice	Basic Life	Basic Life Insurance and AD&D / Basic Life Insurance and AD&D / \$10,000	Apr 1, 2026-Apr 30, 2026			\$1.98
0	Mar 20, 2026	Invoice	Medical - Employer Portion	Health / PPB Gold (formerly Plan A) / Employee Only	Apr 1, 2026-Apr 30, 2026			\$851.00
0	Mar 20, 2026	Invoice	Basic Life	Basic Life Insurance and AD&D / Basic Life Insurance and AD&D / \$10,000	Apr 1, 2026-Apr 30, 2026			\$1.98

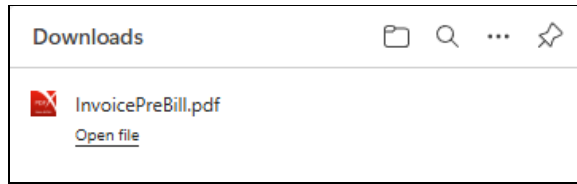
3. Scroll to the bottom of the Generated Transactions section.

Totals \$8,533.68

1 2 10 items per page 1 - 10 of 15 items

[Cancel](#) [Generate pre bill statement](#)

4. Click the **Generate Pre Bill Statement** button. This allows for downloading a PDF copy of the pre-bill.



Public Employee Insurance Agency
PO Box 40330 Charleston, WV 25364

DUNBAR SANITARY BOARD
PO BOX 97
DUNBAR, WV 25604

Agency ID: 800329911
Invoice Date: 04/01/2026

PEIA Invoice Statement

For Coverage Period **April 01, 2026** Thru **April 30, 2026**

Please note that this is not your payment coupon.

Remittance Procedures:

Login to the Employer Portal. From the Billing menu, choose your agency under the PEIA Billing Group, and click on the Payments submenu.

To create a payment coupon and pay through Lockbox: Choose the Add New Payment link and enter a Source of Lockbox, the Date Received, the Amount Received, and then Save. You can either Auto Allocate or Manually Allocate the payment in the Payment Details section through the Gear icon. In the background the payment will apply and a coupon will be created under the Forms submenu within a few minutes.

Please mail the check and matching payment coupon together to PO Box 40330 Charleston, WV 25364.

To pay via ACH: In the Employer Portal, choose your agency under the PEIA Billing Group, and click on the ACH submenu. You can add a new account, which will allow you to make a one-time ACH payment or sign up for automatic ACH payments on the 5th or 20th of the month.

All payments are due by the 5th of the month following this billing period.

Agency ID	Previous Balance	Amounts Paid	Invoiced Amounts	Adjustments	Credits	Total Due
800329911	\$34,917.48	(\$2,200.95)	\$12,330.50	\$1,200.00	(\$1,000.00)	\$45,247.03

Charge Summary for: April 2026

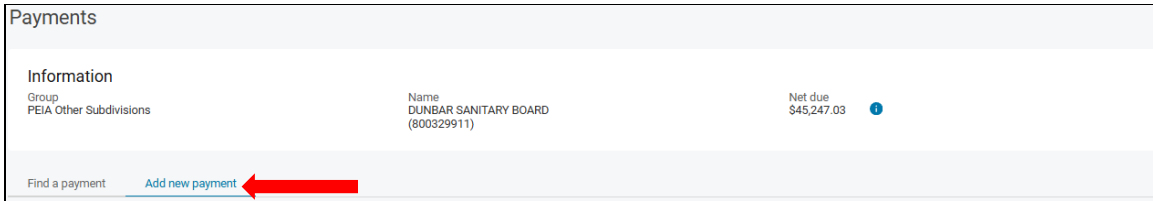
Item	# of Employees	Invoiced Amount	Adjustment Amount	Total
Medical - Employer Portion	10	\$12,239.00	\$0.00	\$12,239.00
Basic Life	10	\$19.80	\$0.00	\$19.80
Optional Life	4	\$61.88	\$0.00	\$61.88
Dependent Life	1	\$9.82	\$0.00	\$9.82
Annual Administrative Fee	1	\$0.00	\$1,200.00	\$1,200.00
Totals		\$12,330.50	\$1,200.00	\$13,530.50

3.3 Payments

Dunbar Sanitary Board used for this example.

1. Click **Payments** on the left menu.
As with Transactions and Invoicing, the **Find a payment** section defaults to showing the previous three months of payments for the selected entity. Use the From and To fields if necessary to refine your search.

Use the Add New Payment function to apply a payment received outside of the system.



The screenshot shows the 'Payments' interface for the Dunbar Sanitary Board. It includes an 'Information' section with the following details: Group: PEIA Other Subdivisions; Name: DUNBAR SANITARY BOARD (800329911); Net due: \$45,247.03. At the bottom, there are two links: 'Find a payment' and 'Add new payment', with a red arrow pointing to the latter.

2. Click the **Add New Payment** link.
The Payment Details section displays below the Payment results.



The screenshot shows the 'Payment details' form. It contains the following fields: 'Date received*' with a calendar icon, 'Reference number', 'Source*' with a drop-down arrow, and 'Amount received*' with a value of 0. There is also a 'Note' field with a character limit of 0/101. 'Cancel' and 'Save' buttons are located in the top right corner.

3. Enter the date the payment was received in the **Date Received** field.
Use the calendar icon to assist with the date entry.



The screenshot shows the 'Payment details' form with the following populated fields: 'Date received*' is 3/20/2026, 'Reference number' is 90211, 'Source*' is IET, and 'Amount received*' is 500. Red arrows point to each of these fields.

4. Enter the check or transaction number in the **Reference Number** field.
Use this field only if the payment is a check; it does not apply to other types of payments.
5. Click the drop-down arrow in the **Source** field, and select the source of the payment.
Source may be a check, etc. Agencies require the source to be either IET or Lockbox.
6. Enter the amount received in the **Amount Received** field.



The screenshot shows the 'Payment details' form with the 'Save' button highlighted by a red arrow. The fields are populated with the same data as in the previous screenshot.

7. Click the **Save** button.
The new payment displays in the Additional Search Options section.

Additional Search Options								
Additional Type		Additional Value						
Payment ID	Date posted	Date received	Source	Status	Amount received	Amount allocated	Amount refunded	
21812	Mar 20, 2026	Mar 20, 2026	IET	Pending	\$500.00	\$0.00	\$0.00	

After entering the payment, you will allocate the amount received to outstanding invoices.

- Click on the **Payment ID** link.
The Payment Details section displays again. Notice the three dots icon to the right.

Payment details				Cancel	Save	⋮
Date received*	Reference number	Source*	Amount received*			
3/20/2026	90211	IET	500			

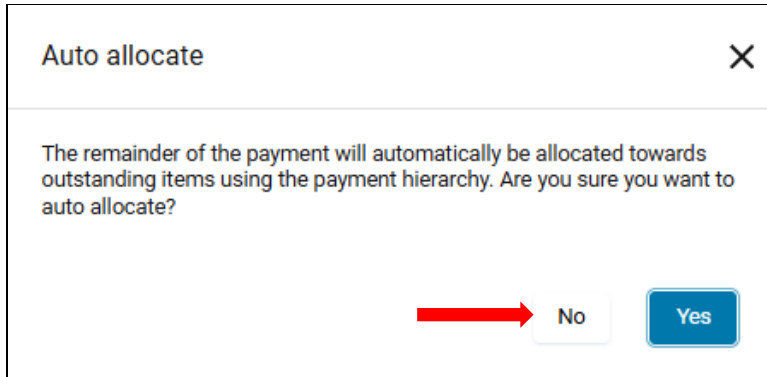
- Click the **three dots** icon to review the choices.

Cancel	Save	⋮
<ul style="list-style-type: none"> Auto allocate Allocate manually Refund remaining amount Delete this payment 		

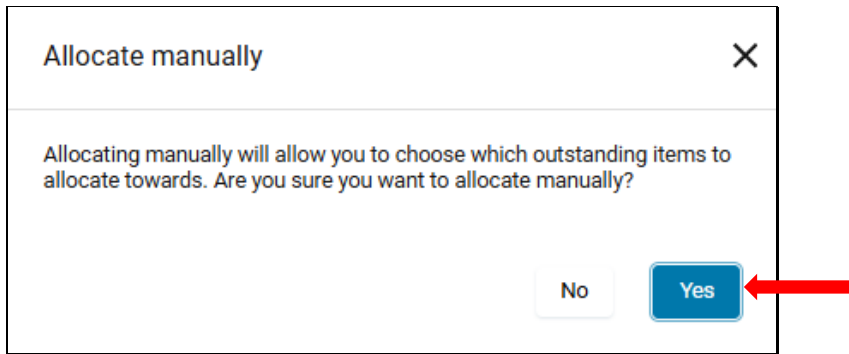
- Auto Allocate – the payment will be allocated automatically towards any outstanding items, starting with the oldest invoice (this option will apply most often)
- Allocate Manually – the system allows you to choose which outstanding items to allocate the payment, and identify any possible exceptions
- Refund Remaining Amount – the system allows you to refund the remaining unallocated portion of the payment, includes a drop-down field for identifying a reason
- Delete this payment – deletes the payment and makes it unavailable for future allocation

If using Auto Allocate:

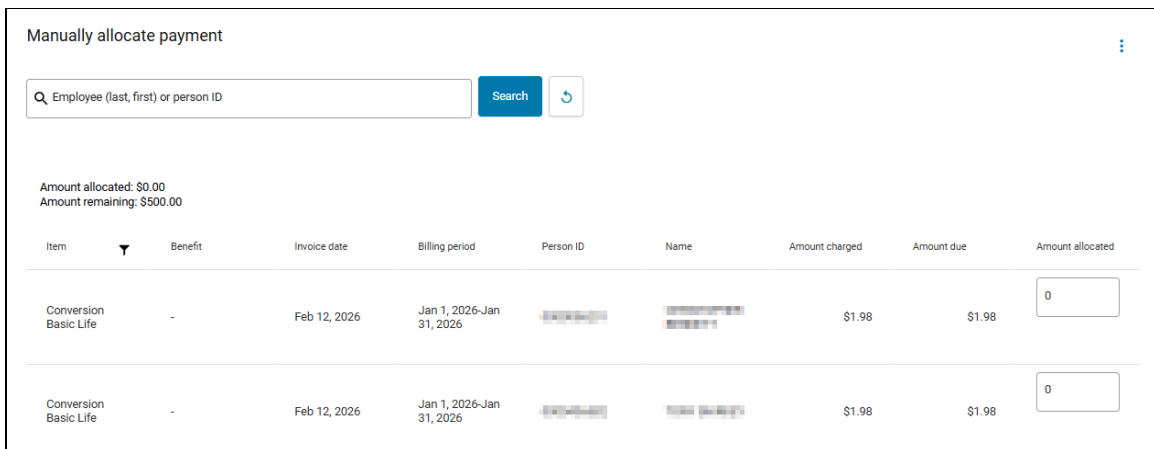
10. Select the **Auto allocate** option.
The Auto allocate window opens.



11. Click the **No** button for this example.
12. Click the **three dots** icon again, and select Allocate manually
The Allocate manually window opens.



13. Click the **Yes** button.
The Manually allocate payment section displays at the bottom of the screen.



The Manually allocate payment section displays the outstanding invoice items. Note the **Amount allocated** field to the right of each item.

Item	Benefit	Invoice date	Billing period	Person ID	Name	Amount charged	Amount due	Amount allocated
Conversion Basic Life	-	Feb 12, 2026	Jan 1, 2026-Jan 31, 2026	[REDACTED]	[REDACTED]	\$1.98	\$1.98	1.98
Conversion Basic Life	-	Feb 12, 2026	Jan 1, 2026-Jan 31, 2026	[REDACTED]	[REDACTED]	\$1.98	\$1.98	0
Conversion Basic Life	-	Feb 12, 2026	Jan 1, 2026-Jan 31, 2026	[REDACTED]	[REDACTED]	\$1.98	\$1.98	0

14. Enter the appropriate amount into each amount **Allocated** field.

You may choose to fill these amounts automatically up to the full amount of the payment. Note the three dots icon at the top of the Manually allocate payment section.

Manually allocate payment

Q Employee (last, first) or person ID Search

Amount allocated: \$0.00
Amount remaining: \$500.00

⋮
 Update totals
 Auto fill amounts
 Clear amounts

15. Click the **three dots** icon, and select **Auto fill amounts**.
The system fills multiple Amount allocated fields.

Conversion Basic Life	-	Feb 12, 2026	Jan 1, 2026-Jan 31, 2026	[REDACTED]	[REDACTED]	\$1.98	\$1.98	1.98
Conversion Medical - Employer Portion	-	Feb 12, 2026	Jan 1, 2026-Jan 31, 2026	[REDACTED]	[REDACTED]	\$851.00	\$851.00	482.18

⏪ ⏩ 1 2 3 4 5 ... 10 items per page

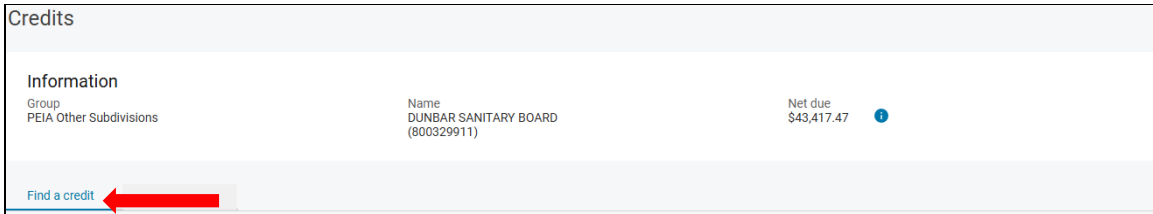
1 - 10 of 94 items

Cancel Save

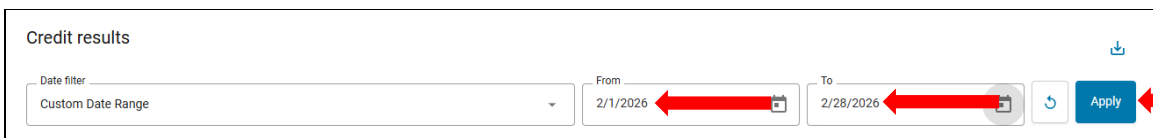
16. Click the **Save** button at the bottom of the payments table.

3.4 Credits

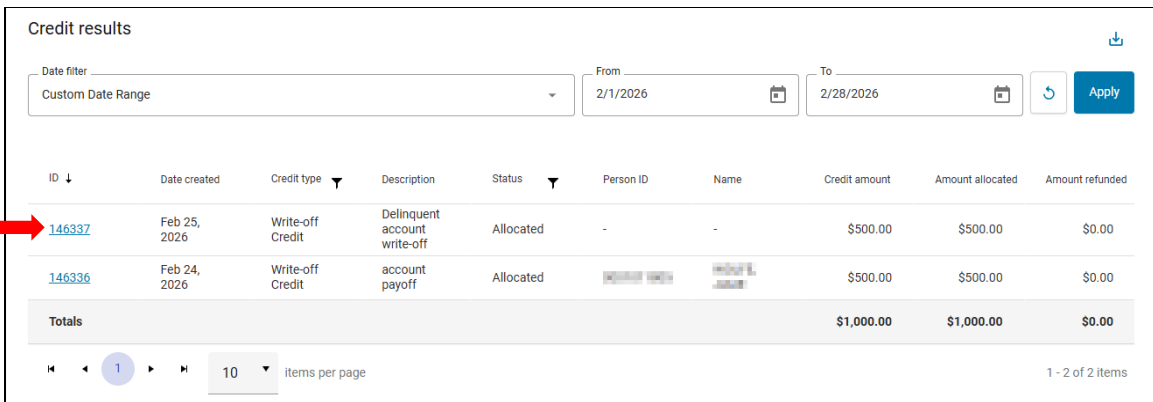
1. Click **Credits** on the left menu.



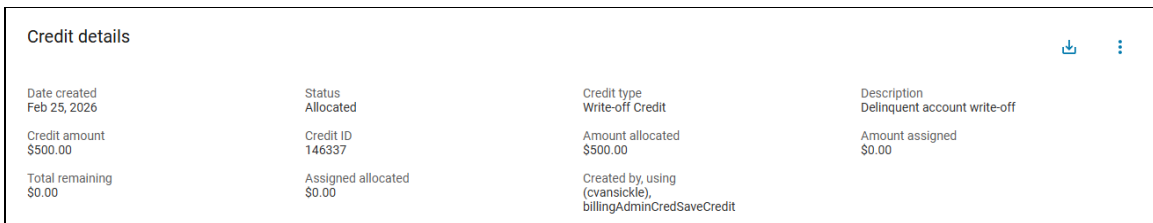
The default settings display the previous three months. Use the Find a Credit function to search for and view specific credits.



2. Change the dates in the **From** and **To** fields to reflect the specific range, and then click the **Apply** button. The Credit Results section displays the indicated range of credits.



3. Click the link in the **ID** field to display the contents of the credit entry. The Credit Details section displays below the Credit Results.



The Credit Allocations section displays at the bottom of the screen.

Credit allocations

Q Employee (last, first) or person ID Search ↺

Transaction date	Transaction type	Item	Coverage	Invoice date	Billing Period End Dat	Person ID	Name	Amount
Mar 20, 2026	Write-off Credit	Conversion Dependent Life	-	Feb 12, 2026	Jan 1, 2026-Jan 31, 2026	[REDACTED]	[REDACTED]	-\$9.82
Mar 20, 2026	Write-off Credit	Conversion Medical Employer Portion	-	Feb 12, 2026	Jan 1, 2026-Jan 31, 2026	[REDACTED]	[REDACTED]	-\$488.20
Mar 20, 2026	Write-off Credit	Conversion Basic Life	-	Feb 12, 2026	Jan 1, 2026-Jan 31, 2026	[REDACTED]	[REDACTED]	-\$1.98
Totals								-\$500.00

◀ ◁ 1 ▷ ▶ 10 items per page 1 - 3 of 3 items

Explore the other options from the Date Filter field of the Credit Results section.

Credit results ↓

Date filter From To Apply

Custom Date Range ↕ 2/28/2026

Current Invoice Period

Prior Invoice Period

Custom Date Range

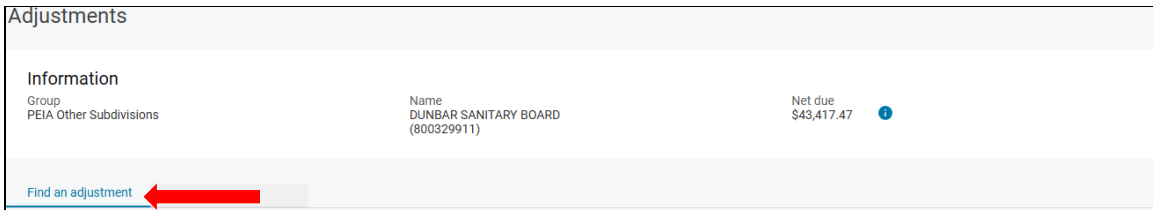
Person ID	Name	Credit amount	Amount allocated	Amount refunded
-	-	\$500.00	\$500.00	\$0.00

4. Click the drop-down arrow in the **Date Filter** field, and make a selection.

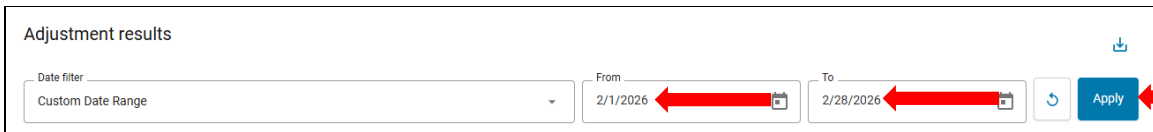
3.5 Adjustments

Adjustments are used to make retroactive changes to fees, or conversion balances, such as any required after a termination.

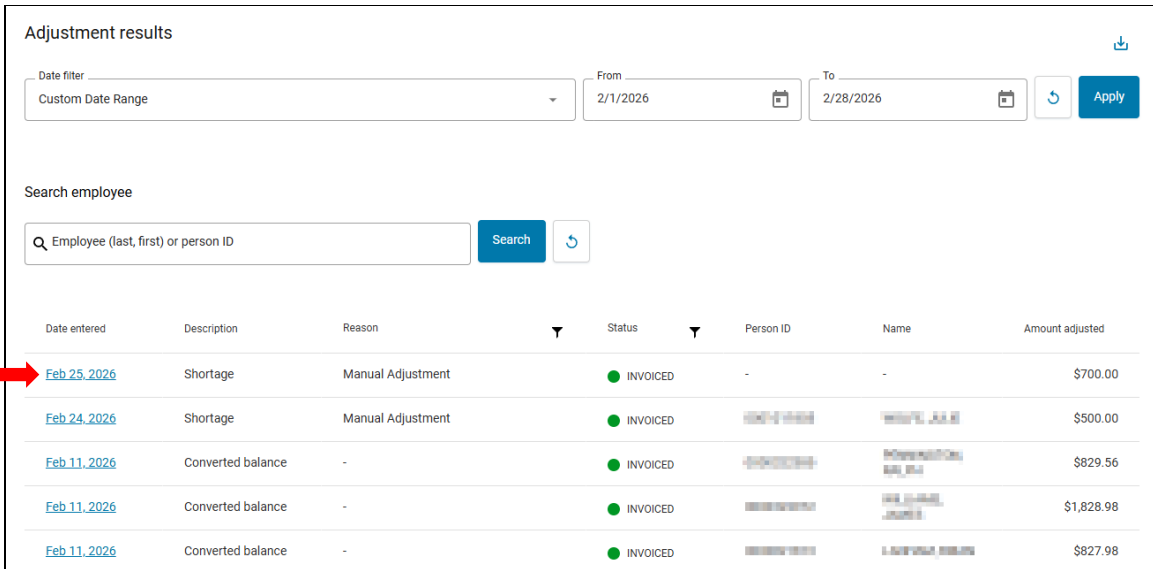
1. Click **Adjustments** on the left menu.



The default settings display the previous three months. Use the Find an Adjustment function to search for and view specific adjustments.



2. Change the dates in the **From** and **To** fields to reflect the specific range, and then click the **Apply** button. The Adjustment Results section displays the indicated range of adjustments.



3. Click the link in the **ID** field to display the contents of the adjustment entry. The Adjustment Details section displays below the Adjustment Results.

Adjustment details			
Date entered Feb 23, 2026	Status Invoiced	Reason Manual Adjustment	Description Shortage
Adjustment amount \$700.00	ID 206262	Person ID -	Created by / Using (cvansickle) / billingAdminAdjSaveAdj
Invoiced on / Invoice Apr 1, 2026 / -			

The Item Adjustments section displays at the bottom of the screen.

Item adjustments					
Item	Coverage	Billing period	Transaction type	Basis	Amount adjusted
Annual Administrative Fee	-	Feb 1, 2026 - Feb 28, 2026	Adjustment		\$0.00 \$700.00

◀ ◁ 1 ▷ ▶ 10 items per page 1 - 1 of 1 items

Explore the other options from the Date Filter field of the Adjustment Results section.

Adjustment results			
Date filter	From	To	Apply
<div style="border: 1px solid blue; padding: 2px;"> Custom Date Range </div> <ul style="list-style-type: none"> Current Invoice Period Prior Invoice Period <li style="background-color: #f0f0f0;">Custom Date Range 	<input type="text" value="2/17/2026"/>	<input type="text" value="2/28/2026"/>	<input type="button" value="Apply"/>

- Click the drop-down arrow in the **Date Filter** field, and make a selection.

3.6 ACH

The ACH functionality allows for viewing details of existing ACH account entries, as well as for adding, updating, and deleting ACH entries.

1. Click **ACH** on the left menu.

The screenshot displays the ACH dashboard with the following sections:

- Information:** Group: PEIA Boards of Education; Name: BERKELEY CO BOARD OF EDUCATION (800030005); Net due: \$1,315,337.24.
- Payment summary:** Current balance: \$1,315,337.24; Due date: Feb 5, 2026; Last payment received: \$500.00; Date received: Jan 14, 2026.
- Banking information:** Includes a table with columns: Bank account number, Bank account nickname, Account holder, Bank account type, Bank routing number, Auto payment, ACH deduction date, and Action. A blue "Add new account" button is located in the top right corner of this section.

3.6.1 Add a New Account

The Banking Information section allows for adding and editing accounts. Follow these steps to add a new account.

This close-up view of the Banking information section highlights the "Add new account" button in the top right corner, indicated by a red arrow.

1. Click the **Add new account** button.
The Add Banking Information window opens.

For this example, set up a new checking account.

Add banking information ✕

John Doe
1234 Locust View Drive
San Francisco, CA 94108
Date: 1-24/1978

PAY TO THE ORDER OF: \$
DOLLARS

Your Bank
1234 Locust View Drive
San Francisco, CA 94108

MEMO

123456789 | 987654321 | 1035

Routing Number Account Number Check Number

Bank account number*

Bank routing number*

Checking Account Savings Account

Bank account nickname*

Account holder*

Terms & Conditions*

I confirm that the account holder has acknowledged and agreed to the [terms & conditions](#)

Cancel Save

2. Complete the fields for **Bank account number** and **Bank routing number**.

Bank account number* ←

Bank routing number* ←

Checking Account Savings Account ←

Bank account nickname* ←

Account holder* ←

3. Select the option for **Checking Account**.

4. Complete the remaining fields for **Bank account nickname** and **Account holder**.



Terms & Conditions*

I confirm that the account holder has acknowledged and agreed to the [terms & conditions](#)

Cancel Save

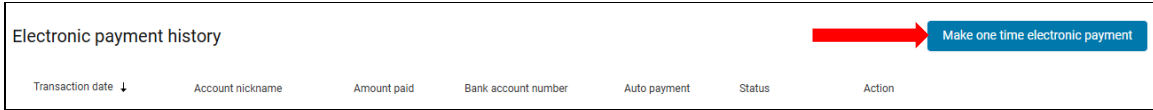
5. Click the checkbox to accept the terms, and then click the **Save** button. The Banking information section displays the new account data.

Banking information Add new account

Bank account number	Bank account nickname	Account holder	Bank account type	Bank routing number	Auto payment	ACH deduction date	Action
*****	United bank	Berkeley Co	Checking Account	*****	No	-	 

3.6.2 Electronic Payments

The **Electronic payment history** section displays the most recent ACH transactions and allows for making a new payment.



1. Click the **Make one time electronic payment** button. The One time electronic payment window opens.

The fields of the One time electronic payment window appear blank by default, but begin by using the **Banking information on file** option to select the checking account you created in Section 3.6.1.



2. Select the option for **Banking information on file**. The remaining fields (except the Amount field) are hard-coded with the existing account details.

Amount*
1000

Provide other banking information Banking information on file

Bank account number

Bank routing number

Bank account type
Checking Account

Bank account nickname
United bank

Account holder
Berkeley Co

3. Enter the transaction amount in the **Amount** field.

The current date displays in the **ACH deduction date** field, which may be changed if necessary.

ACH deduction date*
1/14/2026

Terms & Conditions*

I confirm that the account holder has acknowledged and agreed to the [terms & conditions](#)

Cancel Save

4. Click the checkbox to accept the terms, and then click the **Save** button.
The Confirm payment window opens.

Confirm payment ✕

You are about to submit a payment of:
\$1,000.00

Do you want to proceed?

[Cancel](#) [Confirm](#)

5. Click the **Confirm** button.
The Electronic payment history section displays the new transaction.

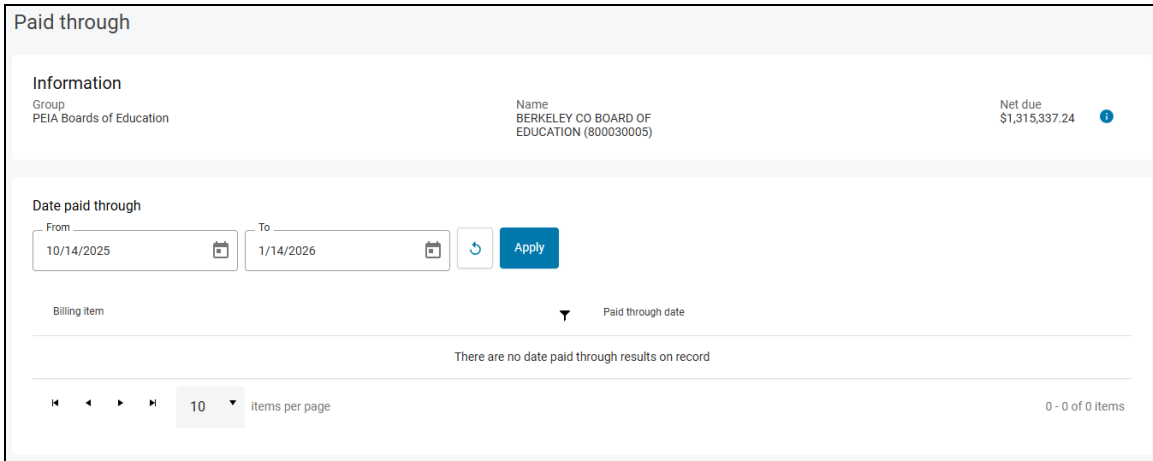
Electronic payment history Make one time electronic payment						
Transaction date ↓	Account nickname	Amount paid	Bank account number	Auto payment	Status	Action
Jan 14, 2026	United bank	\$1,000.00	*****	No	● PENDING	✎ 🗑

◀ ◁ 1 ▷ ▶ 10 Items per page 1 - 1 of 1 Items

3.7 Paid Through

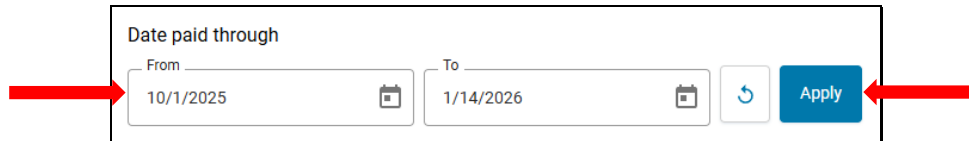
Paid Through allows for a quick search of paid items within a designated date range.

1. Click **Paid Through** on the left menu.



The screenshot shows a web interface titled "Paid through". It has an "Information" section with "Group: PEIA Boards of Education", "Name: BERKELEY CO BOARD OF EDUCATION (800030005)", and "Net due: \$1,315,337.24". Below this is a "Date paid through" section with "From" and "To" date pickers. The "From" date is 10/14/2025 and the "To" date is 1/14/2026. There is a blue "Apply" button. Below the date pickers is a "Billing item" section with a dropdown arrow and "Paid through date". The results section shows "There are no date paid through results on record". At the bottom, there is a pagination control showing "10 items per page" and "0 - 0 of 0 items".

2. Enter the range of dates to search in the **From** and **To** fields of the **Date paid through** section.



This is a close-up of the "Date paid through" section. It shows the "From" field with the date 10/1/2025 and the "To" field with the date 1/14/2026. There is a blue "Apply" button. Two red arrows point to the "From" field and the "Apply" button.

3. Click the **Apply** button.
Any items matching the criteria display in the Date paid through results section.

3.8 Forms

The system generates forms and letters when appropriate following the execution of various scheduled jobs and participant life events.

2. Click **Forms** on the left menu.

Forms

Information

Group
PEIA Boards of Education

Name
BERKELEY CO BOARD OF
EDUCATION (800030005)

Net due
\$1,315,337.24

Find forms

From
10/14/2025

To
1/14/2026

Apply

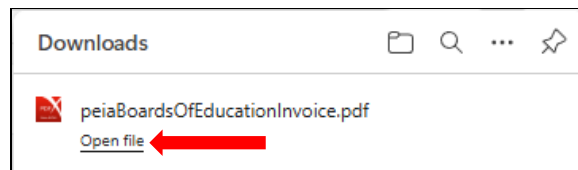
Form name	Date created ↑	Invoice date	Billing period
JET Coupon	Dec 23, 2025	-	-
PEIA Boards of Education Invoice	Jan 11, 2026	Dec 1, 2025	Dec 1, 2025 - Dec 31, 2025
PEIA Boards of Education Invoice	Jan 11, 2026	Jan 1, 2026	Jan 1, 2026 - Jan 31, 2026

10 items per page

1 - 3 of 3 items


Any forms and letters that were generated appear in the **Find Forms** section.

3. Click the link of any form to display a PDF.
The form shows in the Downloads window.



4. Click the **Open file** link to display the form in a new browser tab.



Public Employee Insurance Agency 
 PO Box 40330 Charleston, WV 25364

BERKELEY CO BOARD OF EDUCATION

Agency ID: 800030005
 Invoice Date: 12/01/2025

PEIA Invoice Statement

For Coverage Period **December 01, 2025** Thru **December 31, 2025**

Please note that this is not your payment coupon.

Remittance Procedures:

Login to the Employer Portal. From the Billing menu, choose your agency under the PEIA Billing Group, and click on the Payments submenu.

To create a payment coupon and pay through Lockbox: Choose the Add New Payment link and enter a Source of Lockbox, the Date Received, the Amount Received and then Save. You can either Auto Allocate or Manually Allocate the payment in the Payment Details section through the Gear icon. In the background the payment will apply and a coupon will be created under the Forms submenu within a few minutes.

Please mail the check and matching payment coupon together to PO Box 40330 Charleston, WV 25364.

To pay via ACH: In the Employer Portal, choose your agency under the PEIA Billing Group, and click on the ACH submenu. You can add a new account, which will allow you to make a one-time ACH payment or sign up for automatic ACH payments on the 5th or 20th of the month.

All payments are due by the 5th of the month following this billing period.

Agency ID	Previous Balance	Amounts Paid	Invoiced Amounts	Adjustments	Credits	Total Due
800030005	(\$3,879,015.04)	\$0.00	\$2,597,926.14	\$0.00	\$0.00	(\$1,281,088.90)

Charge Summary for: December 2025

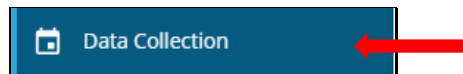
Item	# of Employees	Invoiced Amount	Adjustment Amount	Total
Medical - Employee Portion	2140	\$505,478.00	\$0.00	\$505,478.00
Medical - Employer Portion	2140	\$2,066,273.00	\$0.00	\$2,066,273.00
Basic Life	2560	\$5,068.80	\$0.00	\$5,068.80
Optional Life	1094	\$17,012.94	\$0.00	\$17,012.94



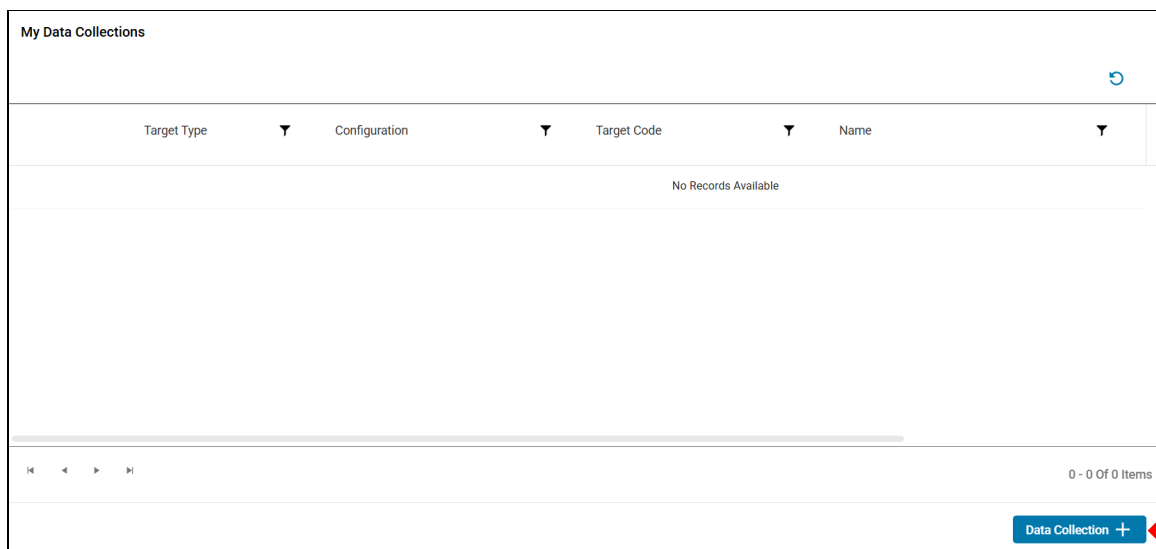
4 Data Collection

4.1 Import Remittance File

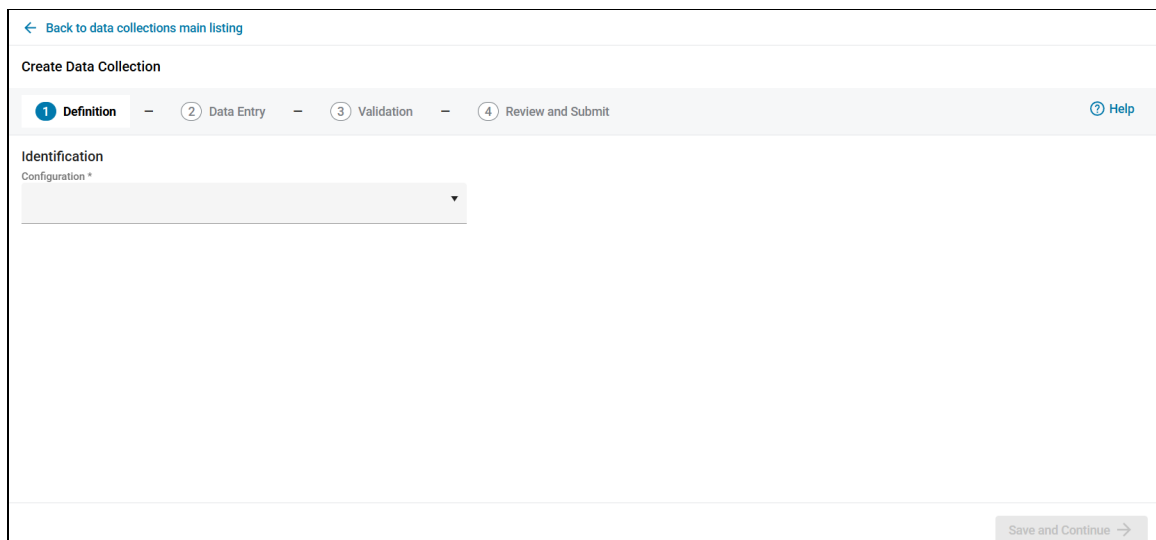
Use the Data Collection function to upload a file of all your organization's payroll deductions. This will create payments and adjustments for any affected employees. Dunbar Sanitary board used in this example.



1. Select **Data Collection** from the left navigation menu. The My Data Collections screen displays.



2. Click the **Data Collection** button. The Create Data Collection screen displays, with the **Definition** tab selected.



Create Data Collection

1 Definition — 2 Data Entry — 3 Validation — 4 Review and Submit

Identification

Configuration *

Manual Check Entry

Update Document Number

State Agency Payroll Deductions

Non-State Agencies Remittance Advice

3. Click the drop-down arrow in the **Configuration** field, and select **Non-State Agencies Remittance Advice**.
The Employer and Name fields populate automatically.

Create Data Collection

1 Definition — 2 Data Entry — 3 Validation — 4 Review and Submit [Help](#)

Identification

Configuration *

Non-State Agencies Remittance Advice

Employer *

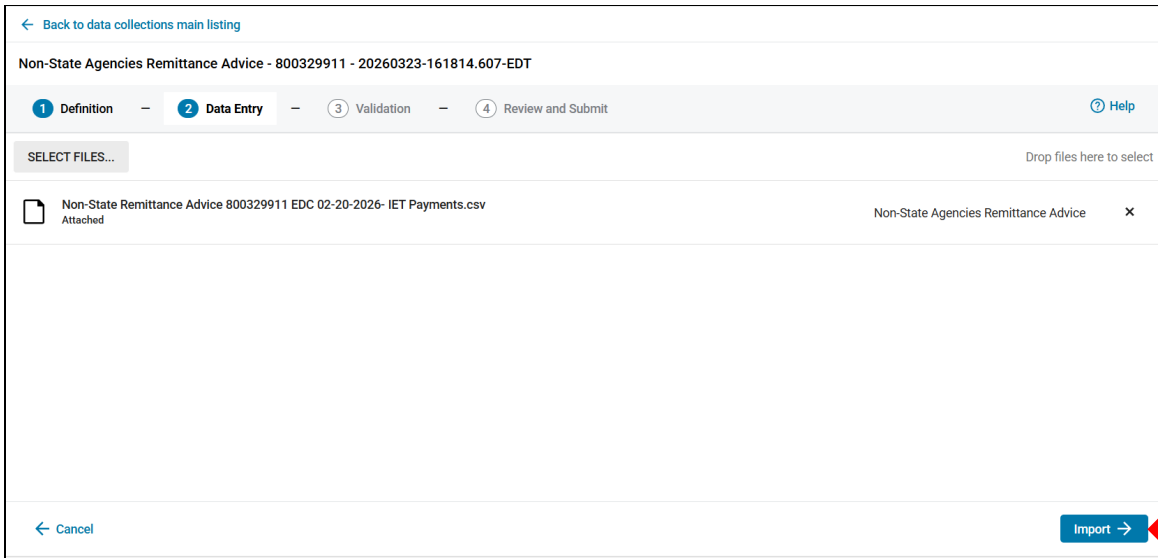
800329911 - DUNBAR SANITARY BOARD

Name *

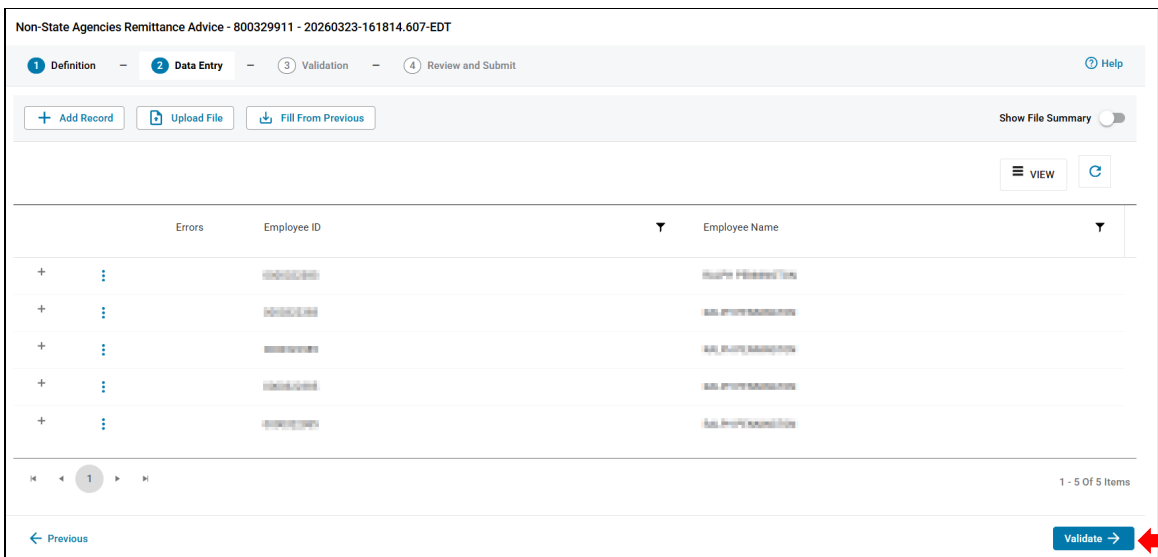
Non-State Agencies Remittance Advice - 800329911 - 20260323-1...

Save and Continue →

4. Click the **Save and Continue** button.
The system advances to the Data Entry tab.



8. Click the **Import** button.
The data records populate the Data Entry screen.



9. Click the **Validate** button.
The system advances to the Validation tab. If any records have errors, they will be displayed on this screen.

In this example, there are no errors.

Non-State Agencies Remittance Advice - 800329911 - 20260323-161814.607-EDT

1 Definition - 2 Data Entry - 3 Validation - 4 Review and Submit Help

Reject Postpone Show Criteria Filters

Action Required

Issues	Employee ID	Employee Name
No Records Available		

0 - 0 Of 0 Items

Previous Continue

10. Click the **Continue** button.
The system advances to the Review and Submit screen.

Non-State Agencies Remittance Advice - 800329911 - 20260323-161814.607-EDT

1 Definition - 2 Data Entry - 3 Validation - 4 Review and Submit

Data Collection Information

Data Collection Name
Non-State Agencies Remittance Advice - 800329911 - 20260323-161814.607-EDT

Partner Code: 800329911 Data Type: Non-State Agencies Remittance Advice

File Summary

Non-State Remittance Advice 800329911 EDC 02-20-2026- IET Payments.csv 5

Reports

Validation Report Validation Report.xlsx
Summary Report Summary Report.xlsx

The Data Entry Summary section confirms that there are no errors, and displays the total number of records to be imported.

Data Entry Summary

<p>General Information</p> <p>Manual Entries 0</p> <p>Total Participants Records 5</p>	<p>Member Actions</p> <p>Ready For Load 5</p> <p>Postponed 0</p> <p>Approved Warnings 0</p> <p>Rejected 0</p>	<p>Member Statuses</p> <p>Without Exceptions 5</p> <p>With Errors 0</p> <p>With Warnings 0</p>
---	--	--

Submit →

11. Click the **Submit** button.

The system returns to the My Data Collections screen, and the imported file displays with **Completed** in the **Status** column.

My Data Collections					
	Target Type	Configuration	Target Code	Name	Status
+	Employer	Non-State Agencies Remittance Advice	800329911 - DUNBAR SANITARY BOARD	Non-State Agencies Remittance Advice - 800329911 - 20260323-161814.607.EDT	Completed

Return to the Billing menu for the organization. Payments created by the data collection will display an **Allocated** Status.

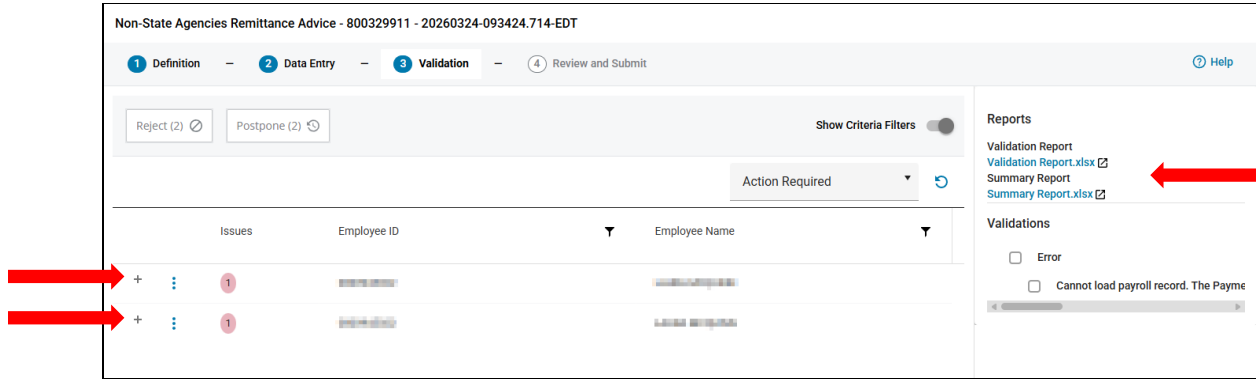
Payments	Payment ID	Date posted	Date received	Source	Status	Amount received	Amount allocated	Amount refunded
Credits	21816	Mar 23, 2026	Mar 23, 2026	IET	Allocated	29.56	\$829.56	\$0.00

Adjustments created by the data collection will display a **Pending** Status.

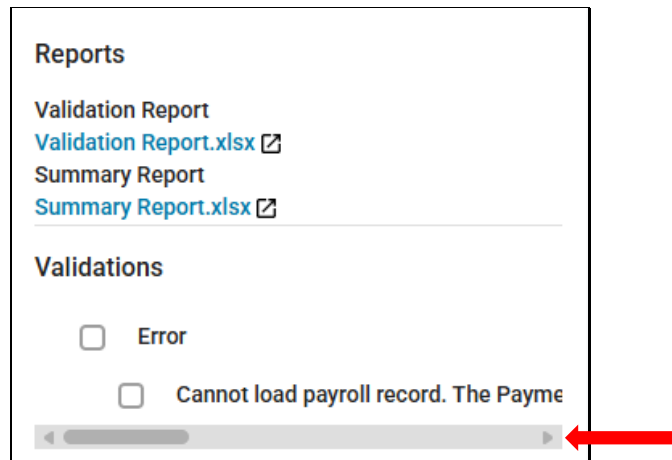
Adjustments	Date entered	Description	Reason	Status	Person ID	Name	Amount adjusted
ACH Paid Through	Mar 23, 2026	Payroll Deduction for Doc ID 456765478976767654121	-	● PENDING			\$200.90

4.2 Import Errors

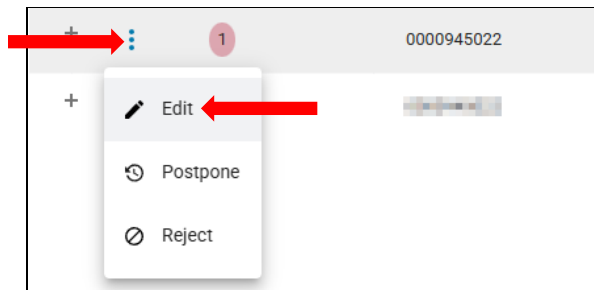
In this example, the Validation step shows that there are two errors with the import file.



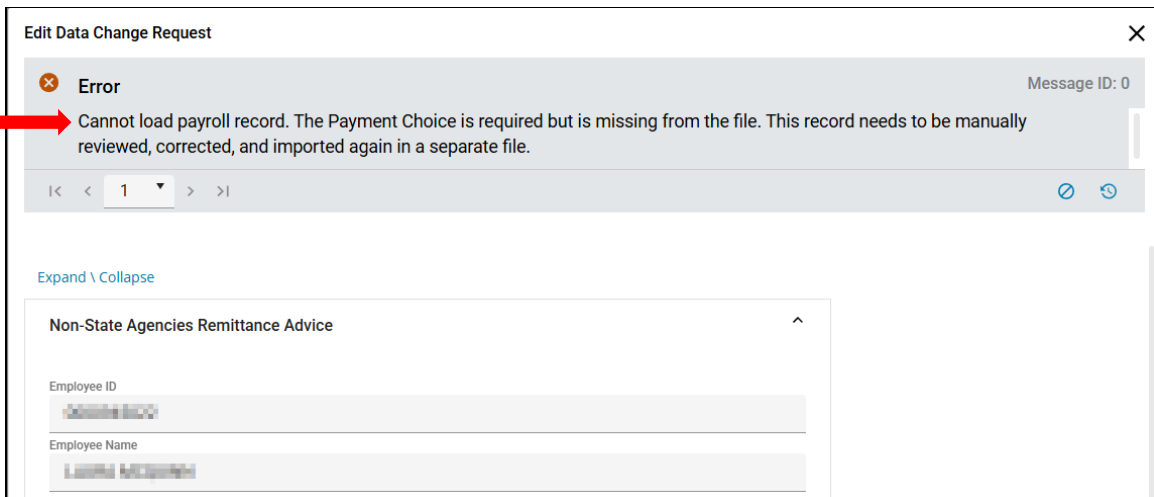
Look to the right side of the screen to view the Validation Report column.



You must scroll to the right to read the entire Validation Report, but you may also read the report by clicking the three dots icon at the beginning of each error record.



1. Click the **three dots** icon, and select **Edit**.
The Edit Data Change Request screen displays.



In this example, the Payment Choice is missing from the import record.

2. Scroll down to view the **Payment Choice** field.

FEIN

Payment Choice

Document Number

456765478976767654121

As this particular item is a payment, this field requires a payment type entry, typically IE.

Payment Choice

IE

Document Number

456765478976767654121

← Cancel

Validate →

3. Type a payment type entry in the **Payment Choice** field, and then click the **Validate** button. The system returns to the Validation screen. The error you just corrected no longer displays.
4. Repeat steps 1-3 for the second error record.
5. When all errors are corrected, click the **Continue** button. The system advances to the Review and Submit screen.

The Data Entry Summary shows that all errors have been corrected.

Data Entry Summary		
General Information	Member Actions	Member Statuses
Manual Entries 0	Ready For Load 5	Without Exceptions 5
Total Participants Records 5	Postponed 0	With Errors 0
	Approved Warnings 0	With Warnings 0
	Rejected 0	

[Submit →](#)

6. Click the **Submit** button.

