

A photograph of several long, slender green leaves, likely from a plant like an orchid, positioned on the left side of the page. The leaves are vibrant green and have a smooth texture.

# West Virginia Public Employees Insurance Agency

Employer Portal – Billing

April 2026

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# 1 Preface

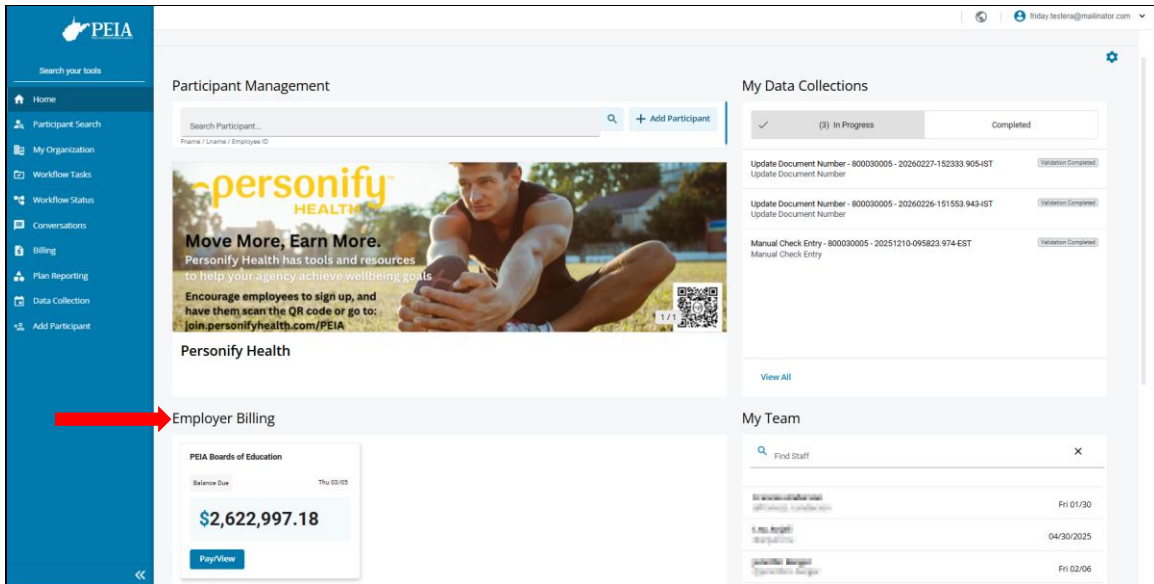
The purpose of this document is to show how to accomplish Billing tasks relating to employers and participants in the TELUS Health Employer Portal.

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.

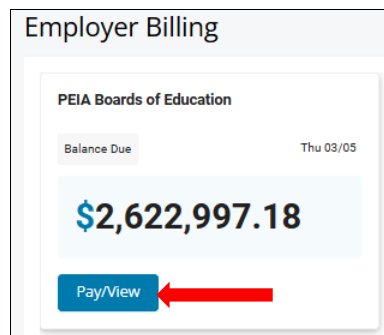
## 2 Employer Portal Billing

### 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.

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	07/01/2026	\$1,622,997.18
Last Payment	02/15/2026	\$2,624,439.94
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 Salary  
 Statement Employee Grouping  
 Statement Sort

[Update](#)

Additional Information

Group Entry 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	
<b>Balance</b>	
<b>Balance as of 02/01/2026</b>	
<b>Invoice run on 02/23/2026</b>	
Beginning Balance	\$2,624,439.84
Invoiced Amounts	\$2,622,997.18
Adjustments	\$0.00
Allocated Payments	-\$2,624,439.84
Unallocated Payments	<b>\$0.00</b>
Previous Unallocated Payments	\$0.00
Allocated Credits	\$0.00
Unallocated Credits	<b>\$0.00</b>
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	<a href="#">02/01/2026</a>	\$2,622,997.18
Last Payment	<a href="#">02/15/2026</a>	\$2,624,439.84
Last Adjustment	<a href="#">03/10/2026</a>	-\$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.

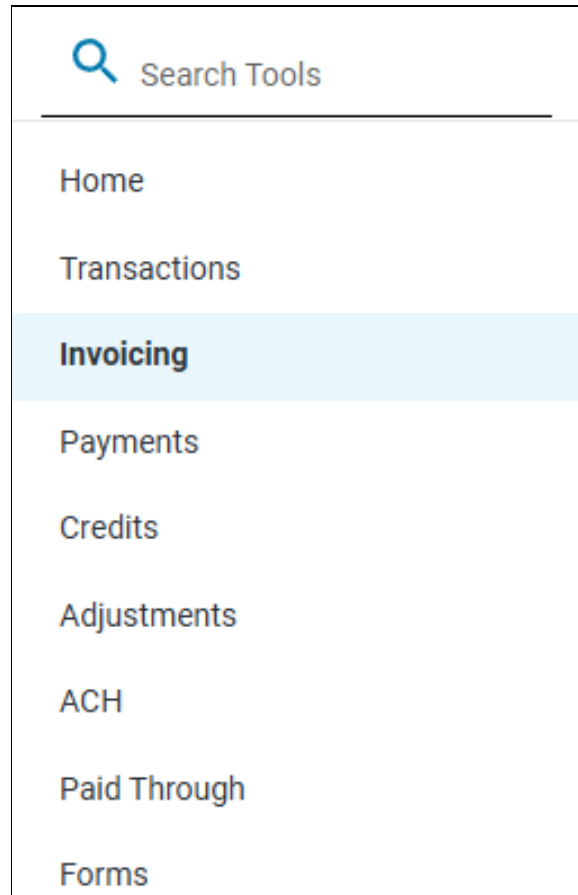
The screenshot shows a navigation bar with the following items: [View Existing Invoices](#), [Invoice Preferences](#), [Generate Pre Bill](#), [Generate On Demand Invoice](#), and [Generate Adjustment Only Invoice](#). Below this is a 'Find Invoices' section with 'Invoice Date' filters (From: 11/01/2025, 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).

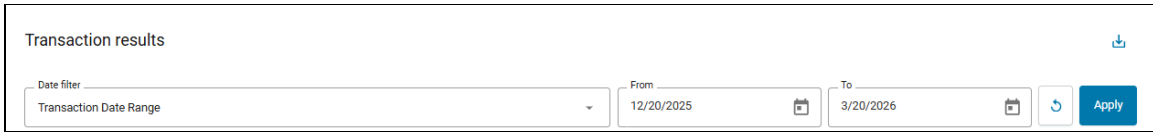
### 3 Additional Billing Screens

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.



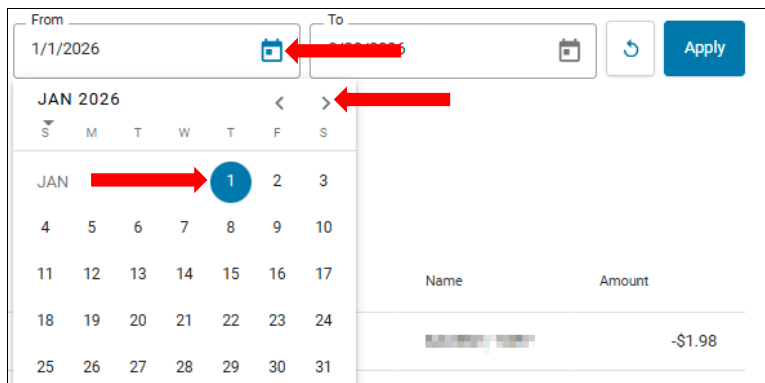
## 3.1 Transactions

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



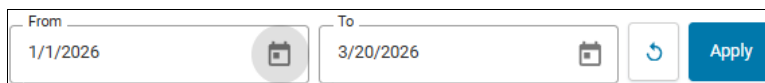
The screenshot shows the 'Transaction results' section. It features a 'Date filter' dropdown menu set to 'Transaction Date Range'. To the right, there are 'From' and 'To' date input fields. The 'From' field is set to '12/20/2025' and the 'To' field is set to '3/20/2026'. There are calendar icons for both fields, a refresh icon, and an 'Apply' button.

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.



The screenshot shows the 'From' date field with a calendar icon. The calendar is open, displaying 'JAN 2026'. The date '1' is selected, indicated by a red arrow. The 'To' field is also visible, showing '3/20/2026'. Below the calendar, there is a table with columns 'Name' and 'Amount'. A single row is visible with a name and an amount of '-\$1.98'.

2. Click the **calendar icon** in the **From** field, and select **January 1<sup>st</sup>**. 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.



The screenshot shows the 'From' and 'To' date fields. The 'From' field is set to '1/1/2026' and the 'To' field is set to '3/20/2026'. There are calendar icons for both fields, a refresh icon, and an 'Apply' button. A red arrow points to the 'Apply' button.

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
<a href="#">20168050</a>	Feb 26, 2026	Payment	Conversion Basic Life	-	Jan 1, 2026-Jan 31, 2026			-\$1.98
<a href="#">20168049</a>	Feb 26, 2026	Payment	Conversion Basic Life	-	Jan 1, 2026-Jan 31, 2026			-\$1.98
<a href="#">20168048</a>	Feb 26, 2026	Payment	Conversion Medical - Employee Portion	-	Jan 1, 2026-Jan 31, 2026			-\$189.00
<a href="#">20168047</a>	Feb 26, 2026	Payment	Conversion Medical - Employee Portion	-	Jan 1, 2026-Jan 31, 2026			-\$66.00
<a href="#">20168046</a>	Feb 26, 2026	Payment	Conversion Optional Life	-	Jan 1, 2026-Jan 31, 2026			-\$41.40
<a href="#">20168045</a>	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		

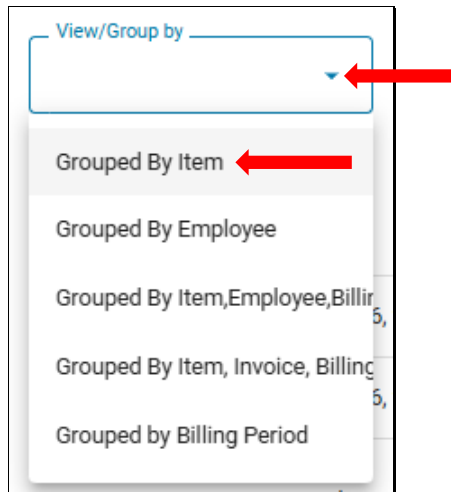
Payment details

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
<b>Totals</b>					<b>\$2,622,997.18</b>

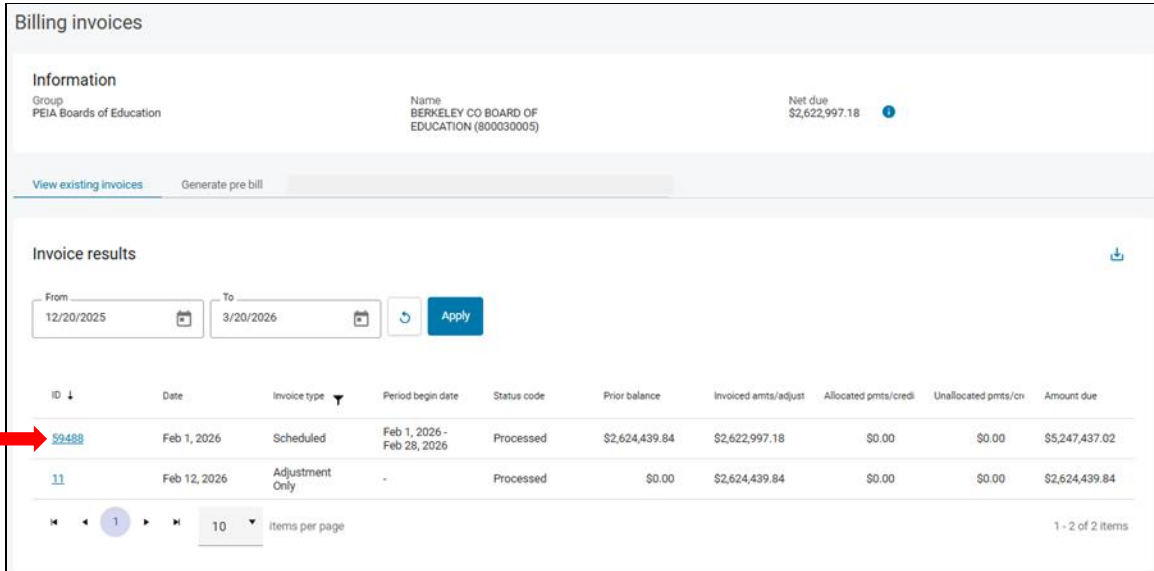
Note the Download icon at the top right.



- 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.



The screenshot shows the 'Billing invoices' interface. At the top, there is an 'Information' section with the following details:

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

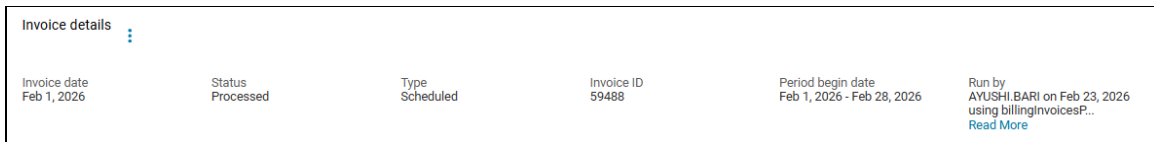
Below the information, there are two buttons: 'View existing invoices' and 'Generate pre bill'. The main section is titled 'Invoice results' and includes a search filter with 'From' (12/20/2025) and 'To' (3/20/2026) date pickers, a refresh icon, and an 'Apply' button. A table below displays the invoice results:

ID ↓	Date	Invoice type	Period begin date	Status code	Prior balance	Invoiced amts/adjust	Allocated pmnts/credi	Unallocated pmnts/cn	Amount due
<a href="#">59488</a>	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
<a href="#">11</a>	Feb 12, 2026	Adjustment Only	-	Processed	\$0.00	\$2,624,439.84	\$0.00	\$0.00	\$2,624,439.84

At the bottom of the table, there is a pagination control showing '1' of 2 items, '10' items per page, and a '1 - 2 of 2 items' indicator.

As with Transactions in Section 3.1, the date settings default 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.



The 'Invoice details' section displays the following information:

- 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
<a href="#">20073524</a>	Feb 23, 2026	Invoice	Medical - Employer Portion	Health / PPB Silver (formerly Plan B) / Family	Feb 1, 2026-Feb 28, 2026			\$1,056.00
<a href="#">20073522</a>	Feb 23, 2026	Invoice	Medical - Employee Portion	Health / PPB Silver (formerly Plan B) / Family	Feb 1, 2026-Feb 28, 2026			\$111.00
<a href="#">20073519</a>	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
<a href="#">20073517</a>	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
<a href="#">20073516</a>	Feb 23, 2026	Invoice	Medical - Employer Portion	Health / PPB Gold (formerly Plan A) / Employee Only	Feb 1, 2026-Feb 28, 2026			\$765.00
<a href="#">20073514</a>	Feb 23, 2026	Invoice	Medical - Employee Portion	Health / PPB Gold (formerly Plan A) / Employee Only	Feb 1, 2026-Feb 28, 2026			\$108.00
<a href="#">20073512</a>	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

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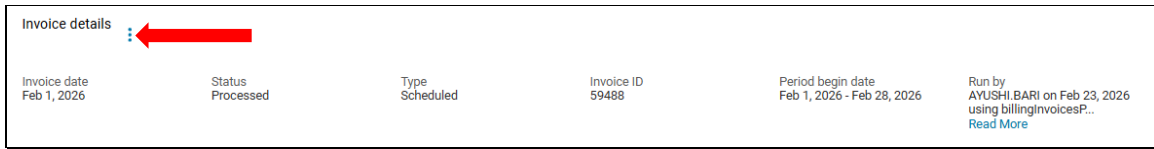
Invoice details

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

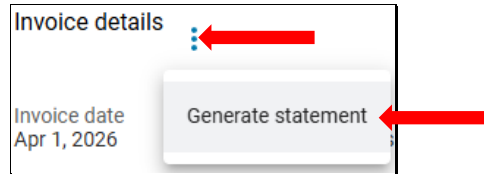
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4. Click the **Close** button when finished viewing.

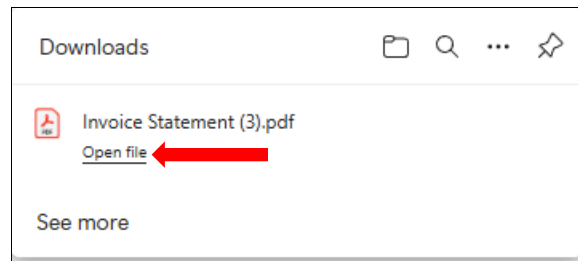
The Invoice Details section contains the date, type, and period dates of the invoice. Note the three dots icon to the top left.



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 5<sup>th</sup> 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
<b>Totals</b>		<b>\$2,622,997.18</b>	<b>\$0.00</b>	<b>\$2,622,997.18</b>

**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 (800329911)      Net due: \$31,716.53

View existing invoices   **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

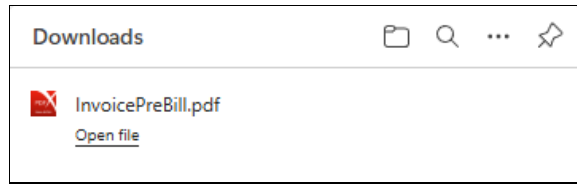
3. Scroll to the bottom of the Generated Transactions section.

**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 5<sup>th</sup> 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

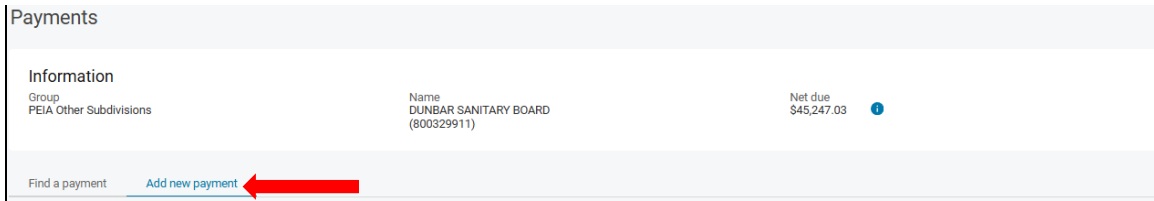
Charge Summary for: April 2026					
Item	# of Employees	Invoiced Amount	Adjustment Amount	Total	
Medical - Employer Portion	10	\$12,239.00	\$0.00	\$12,239.00	
Basic Life	10	\$19.80	\$0.00	\$19.80	
Optional Life	4	\$61.88	\$0.00	\$61.88	
Dependent Life	1	\$9.82	\$0.00	\$9.82	
Annual Administrative Fee	1	\$0.00	\$1,200.00	\$1,200.00	
<b>Totals</b>		<b>\$12,330.50</b>	<b>\$1,200.00</b>	<b>\$13,530.50</b>	

### 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.



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



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



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.



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	
<a href="#">21812</a>	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			
Date received*	Reference number	Source*	Amount received*
3/20/2026	90211	IET	500
			Cancel Save 

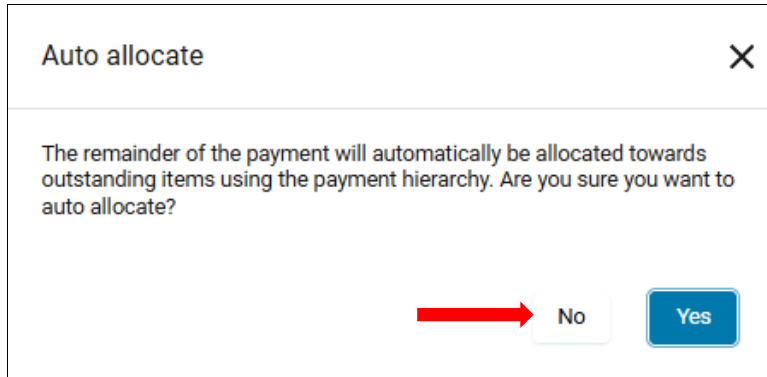
- Click the **three dots** icon to review the choices.

Payment details	
Date received*	Reference number
3/20/2026	90211
Source*	Amount received*
IET	500
Cancel Save 	
<ul style="list-style-type: none"> <li>Auto allocate</li> <li>Allocate manually</li> <li>Refund remaining amount</li> <li>Delete this payment</li> </ul>	

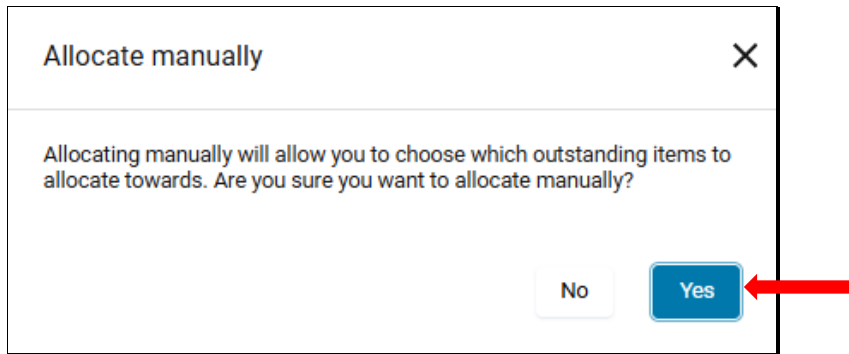
- Auto Allocate – the payment will be allocated automatically towards any outstanding items, starting with the oldest invoice (this option will apply most often)
- Allocate Manually – the system allows you to choose which outstanding items to allocate the payment, and identify any possible exceptions
- 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.

Manually allocate payment

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

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

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	0
Conversion Basic Life	-	Feb 12, 2026	Jan 1, 2026-Jan 31, 2026	[REDACTED]	[REDACTED]	\$1.98	\$1.98	0

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

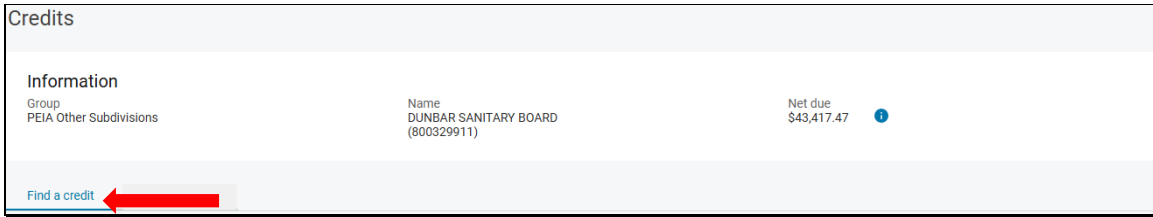
1 - 10 of 94 items

Cancel Save

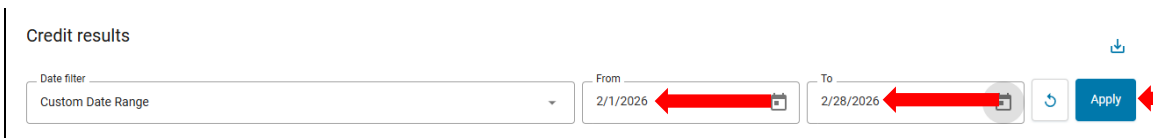
16. Click the **Save** button at the bottom of the payments table.

### 3.4 Credits

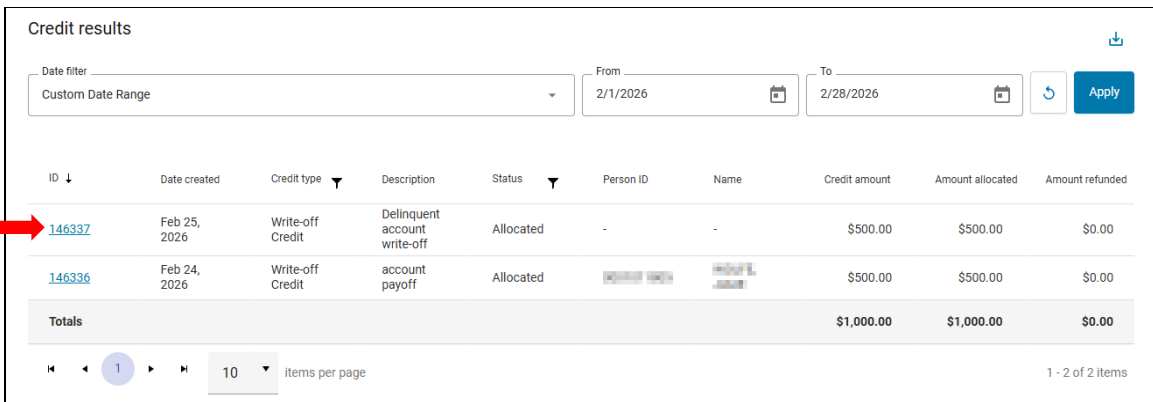
1. Click **Credits** on the left menu.



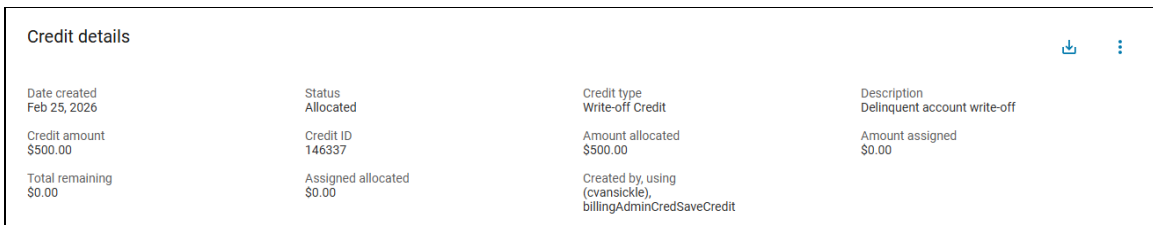
The default settings display the previous three months. Use the Find a Credit function to search for and view specific credits.



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
<b>Totals</b>								<b>-\$500.00</b>

◀ ◁ 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 Custom Date Range From To 2/28/2026 Apply

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

Write-off

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.

**Adjustments**

**Information**

Group: PEIA Other Subdivisions      Name: DUNBAR SANITARY BOARD (800329911)      Net due: \$43,417.47

[Find an adjustment](#)

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

**Adjustment results**

Date filter: Custom Date Range

From: 2/1/2026      To: 2/28/2026

[Apply](#)

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.

**Adjustment results**

Date filter: Custom Date Range

From: 2/1/2026      To: 2/28/2026

[Apply](#)

Search employee:  [Search](#)

Date entered	Description	Reason	Status	Person ID	Name	Amount adjusted
<a href="#">Feb 25, 2026</a>	Shortage	Manual Adjustment	INVOICED	-	-	\$700.00
<a href="#">Feb 24, 2026</a>	Shortage	Manual Adjustment	INVOICED	-	WINDY, JILL	\$500.00
<a href="#">Feb 11, 2026</a>	Converted balance	-	INVOICED	-	ROBERTSON, SA, PA	\$829.56
<a href="#">Feb 11, 2026</a>	Converted balance	-	INVOICED	-	DE LUCA, JAMES	\$1,828.98
<a href="#">Feb 11, 2026</a>	Converted balance	-	INVOICED	-	LAFFOLE, BRUCE	\$827.98

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

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: Custom Date Range

From 2/17/2026
To 2/28/2026

- Current Invoice Period
- Prior Invoice Period
- Custom Date Range

- 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 an "Add new account" button and 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. The table currently shows "No data to display".

### 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, which is indicated by a red arrow. The table below it remains empty with the text "No data to display".

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

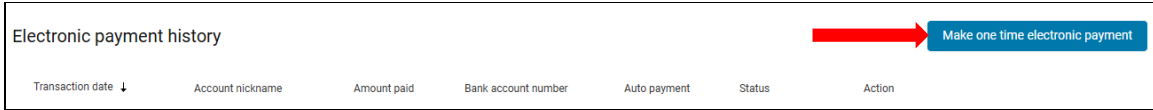
5. Click the checkbox to accept the terms, and then click the **Save** button. The Banking information section displays the new account data.

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.

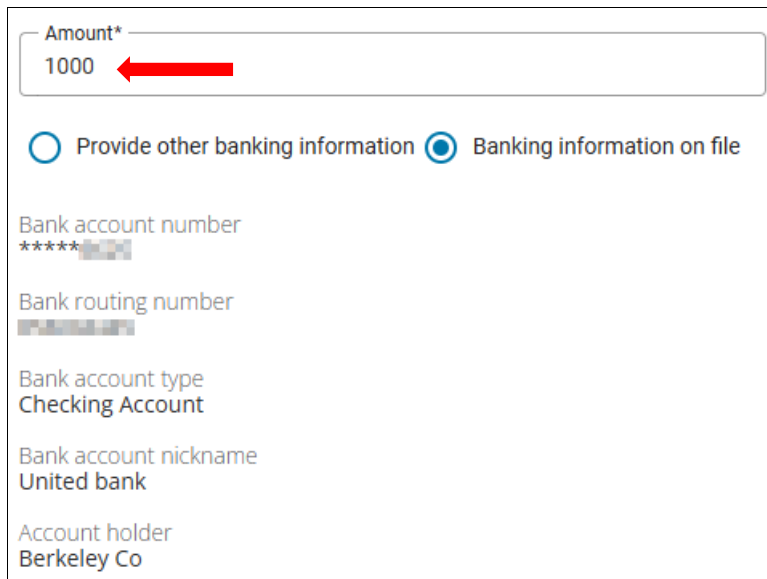


1. Click the **Make one time electronic payment** button. The One time electronic payment window opens.

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  
\*\*\*\*\*

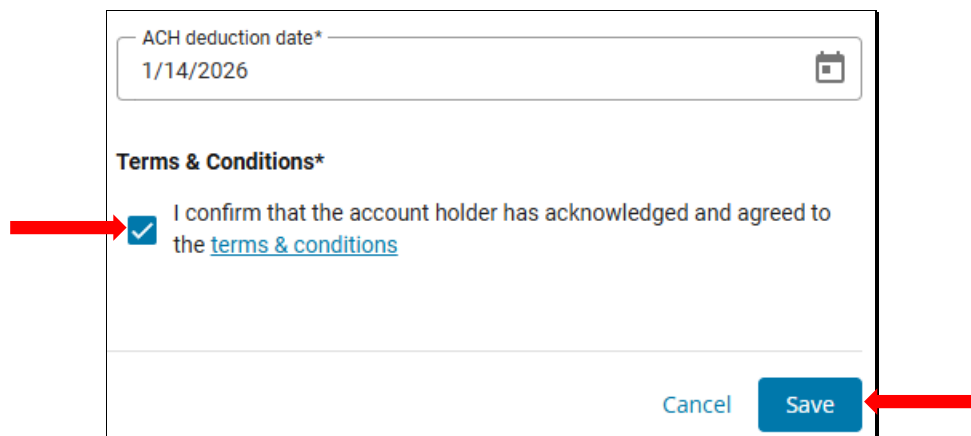
Bank account type  
Checking Account

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.



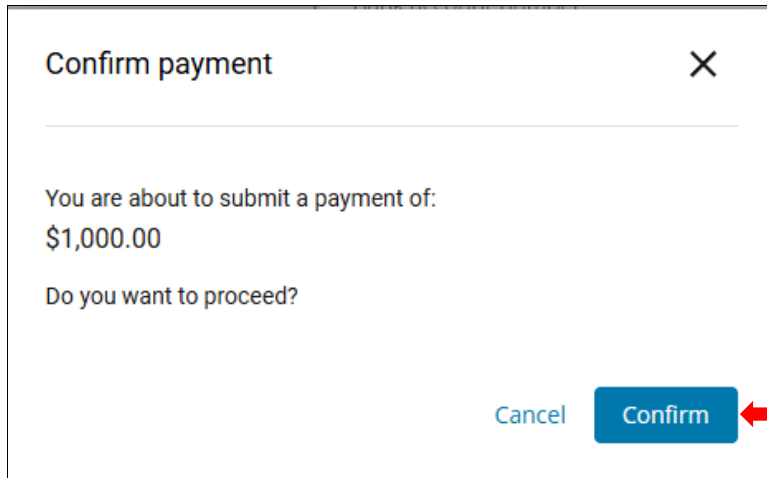
ACH deduction date\*  
1/14/2026

**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.



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

Electronic payment history Make one time electronic payment

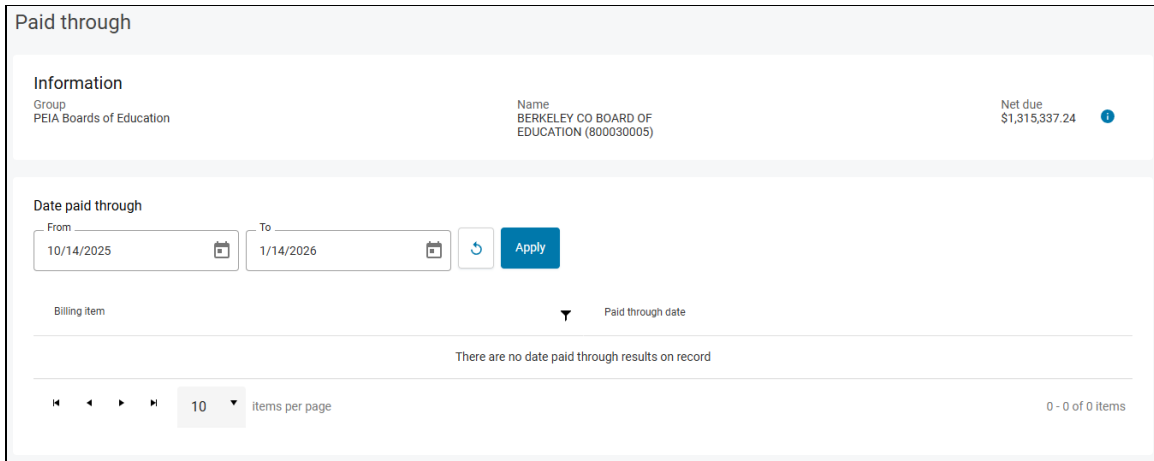
Transaction date ↓	Account nickname	Amount paid	Bank account number	Auto payment	Status	Action
Jan 14, 2026	United bank	\$1,000.00	*****	No	<span style="color: yellow;">●</span> PENDING	

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

## 3.7 Paid Through

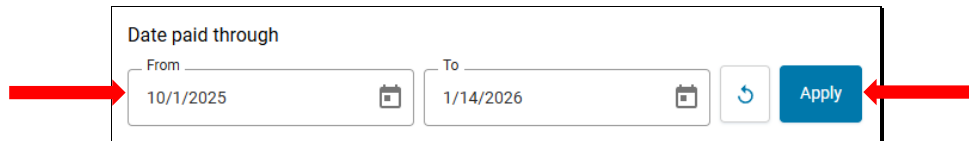
Paid Through allows for a quick search of paid items within a designated date range.

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



The screenshot shows a web interface titled "Paid through". It includes an "Information" section with details for the "Group" (PEIA Boards of Education), "Name" (BERKELEY CO BOARD OF EDUCATION (800030005)), and "Net due" (\$1,315,337.24). Below this is the "Date paid through" section, which has "From" and "To" date pickers set to 10/14/2025 and 1/14/2026, respectively, and an "Apply" button. A table header shows "Billing item" and "Paid through date". The table content area displays the message "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 close-up view of the "Date paid through" section shows the "From" field containing "10/1/2025" and the "To" field containing "1/14/2026". A red arrow points to the "From" field, and another red arrow points to the "Apply" button.

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

## 3.8 Forms

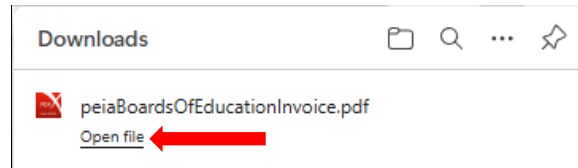
The system generates forms and letters when appropriate following the execution of various scheduled jobs and participant life events.

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

Form name	Date created ↑	Invoice date	Billing period
<a href="#">JET Coupon</a>	Dec 23, 2025	-	-
<a href="#">PEIA Boards of Education Invoice</a>	Jan 11, 2026	Dec 1, 2025	Dec 1, 2025 - Dec 31, 2025
<a href="#">PEIA Boards of Education Invoice</a>	Jan 11, 2026	Jan 1, 2026	Jan 1, 2026 - Jan 31, 2026


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 5<sup>th</sup> 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



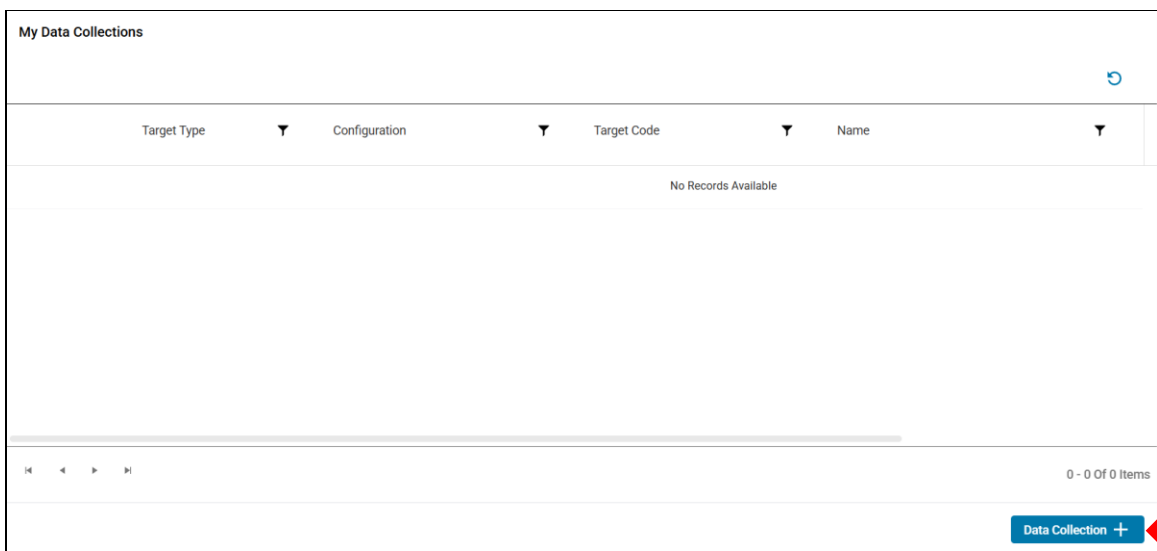
## 4 Data Collection

### 4.1 Import Remittance File

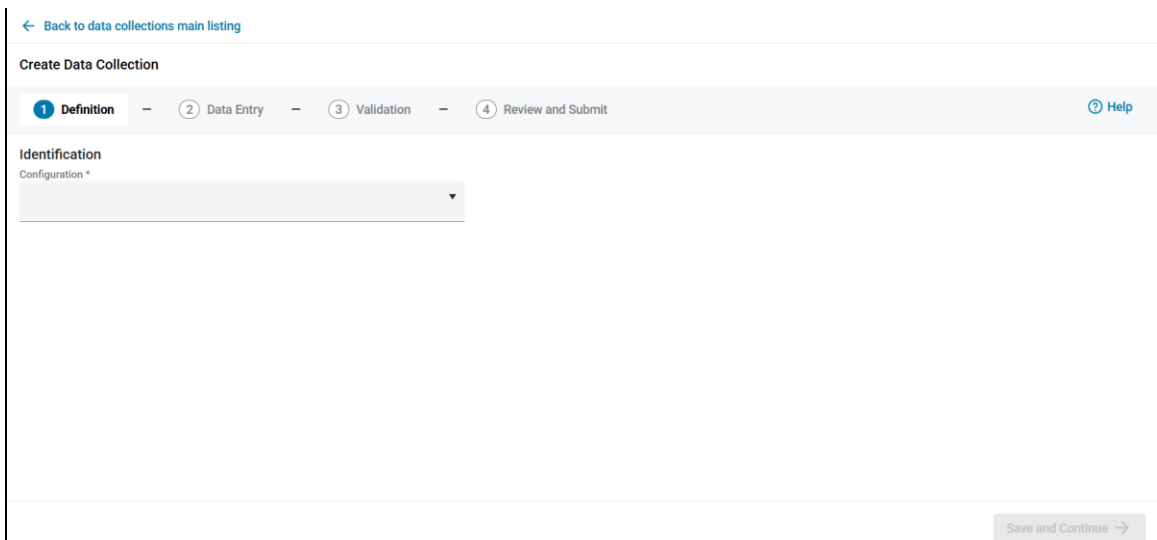
Use the Data Collection function to upload a file of all your organization's payroll deductions. This will create payments and adjustments for any affected employees. Dunbar Sanitary board used in this example.

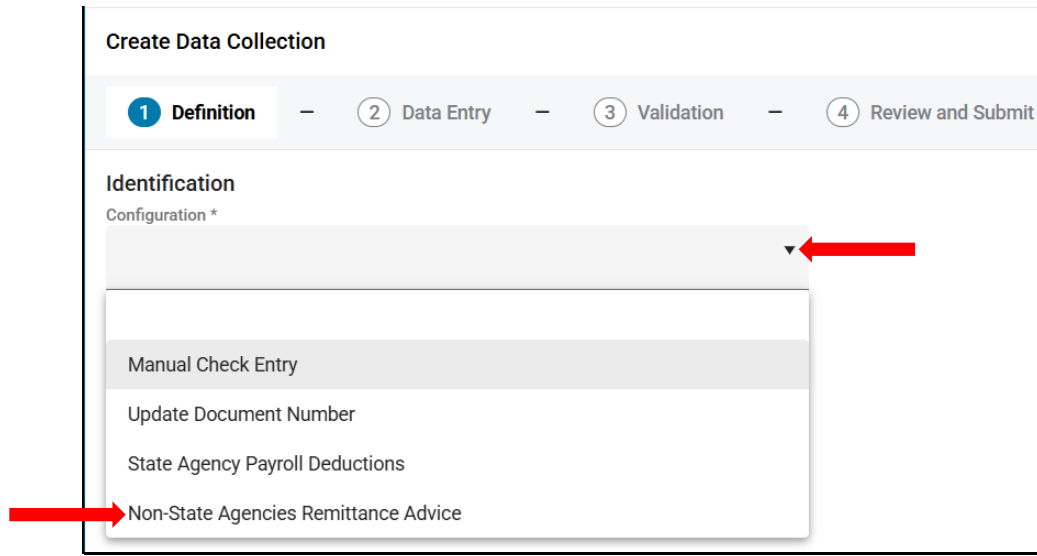


1. Select **Data Collection** from the left navigation menu. The My Data Collections screen displays.

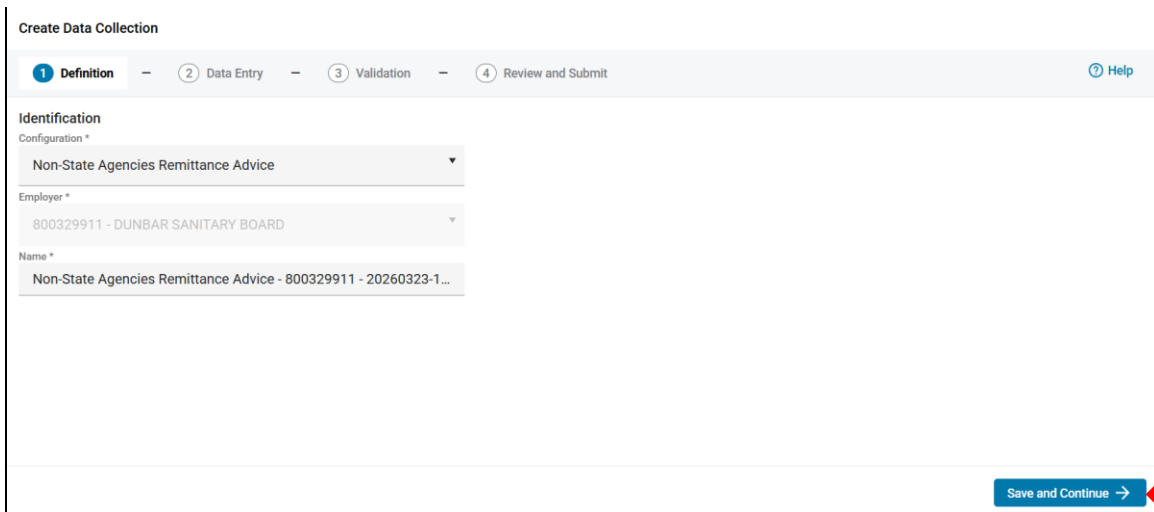


2. Click the **Data Collection** button. The Create Data Collection screen displays, with the **Definition** tab selected.



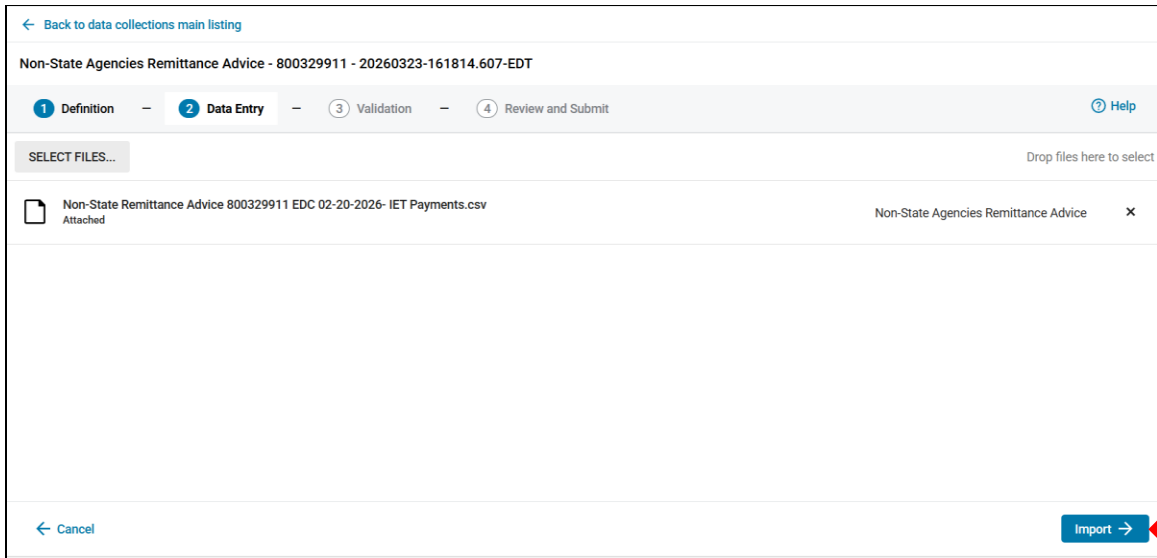


3. Click the drop-down arrow in the **Configuration** field, and select **Non-State Agencies Remittance Advice**.  
The Employer and Name fields populate automatically.

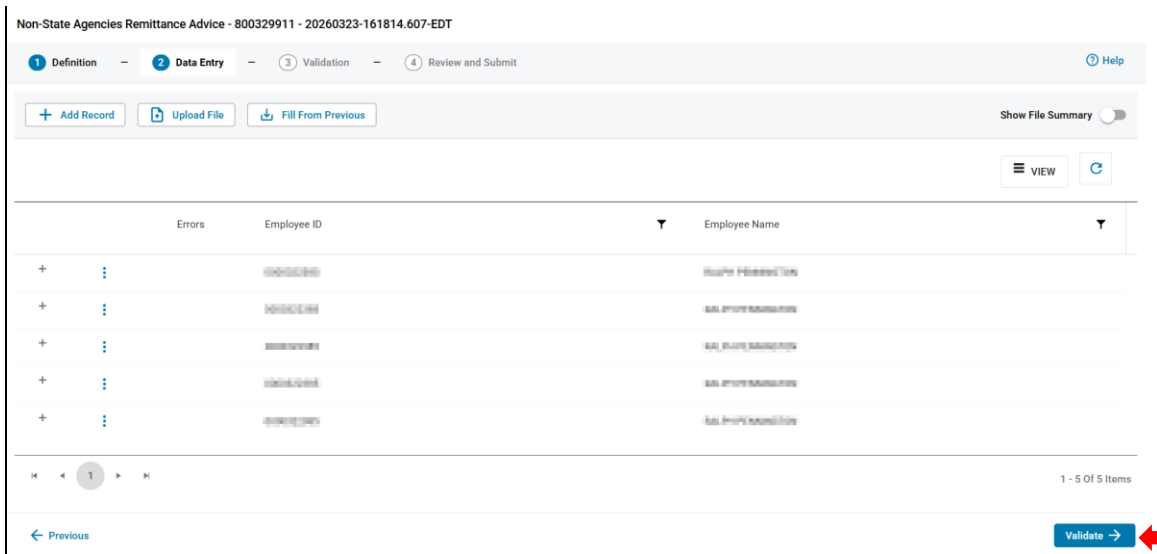


4. Click the **Save and Continue** button.  
The system advances to the Data Entry tab.



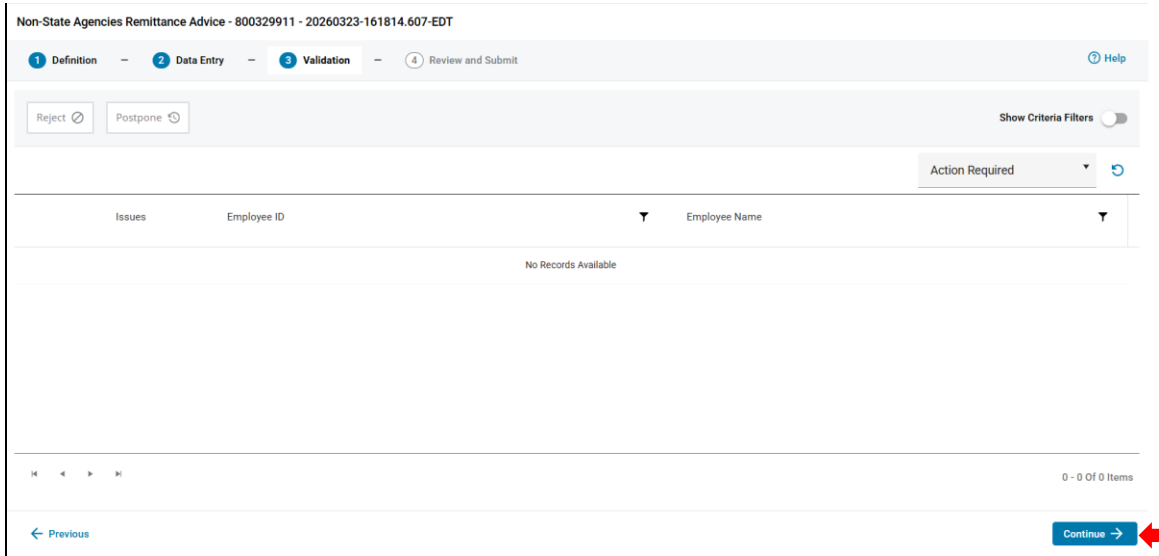


8. Click the **Import** button.  
The data records populate the Data Entry screen.

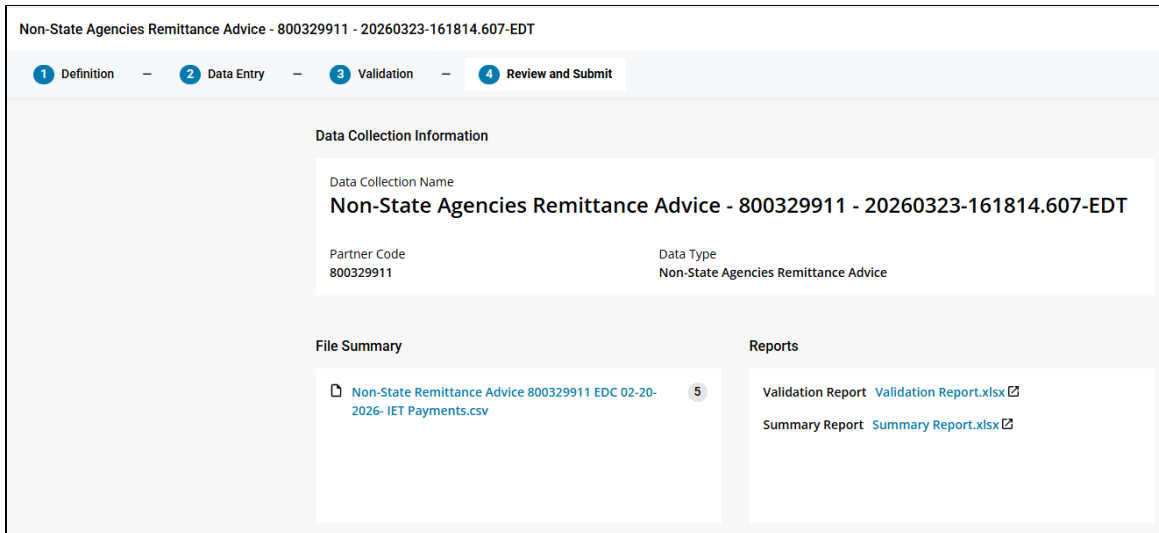


9. Click the **Validate** button.  
The system advances to the Validation tab. If any records have errors, they will be displayed on this screen.

In this example, there are no errors.



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



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><b>General Information</b></p> <p>Manual Entries <span style="float: right;">0</span></p> <p>Total Participants Records <span style="float: right;">5</span></p>	<p><b>Member Actions</b></p> <p>Ready For Load <span style="float: right;">5</span></p> <p>Postponed <span style="float: right;">0</span></p> <p>Approved Warnings <span style="float: right;">0</span></p> <p>Rejected <span style="float: right;">0</span></p>	<p><b>Member Statuses</b></p> <p>Without Exceptions <span style="float: right;">5</span></p> <p>With Errors <span style="float: right;">0</span></p> <p>With Warnings <span style="float: right;">0</span></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.

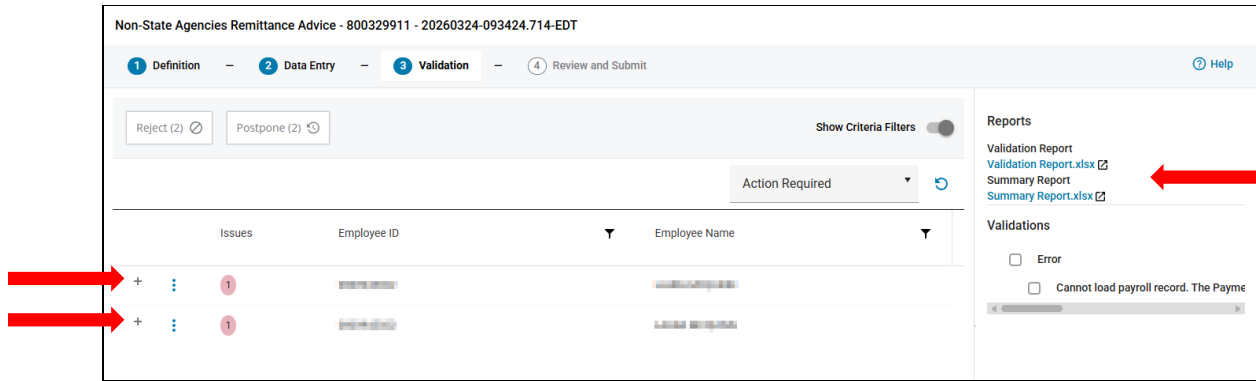
Payments	Payment ID	Date posted	Date received	Source	Status	Amount received	Amount allocated	Amount refunded
Credits	21816	Mar 23, 2026	Mar 23, 2026	IET	Allocated	29.56	\$829.56	\$0.00

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

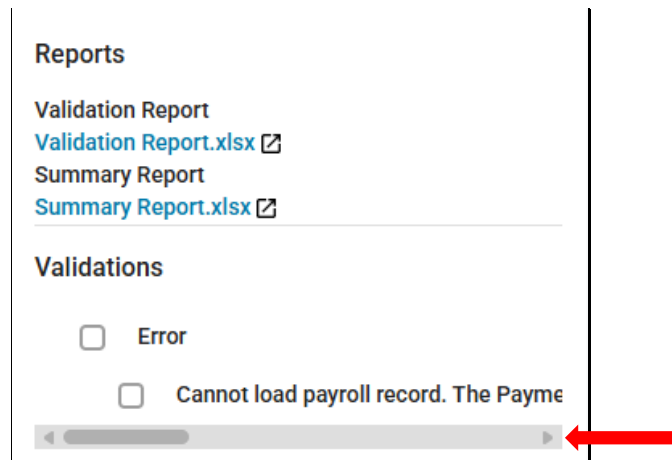
Adjustments	Date entered	Description	Reason	Status	Person ID	Name	Amount adjusted
ACH Paid Through	Mar 23, 2026	Payroll Deduction for Doc ID 456765478976767654121	-	● PENDING			\$200.90

## 4.2 Import Errors

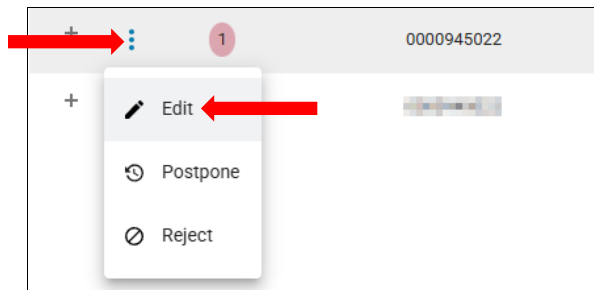
In this example, the Validation step shows that there are two errors with the import file.



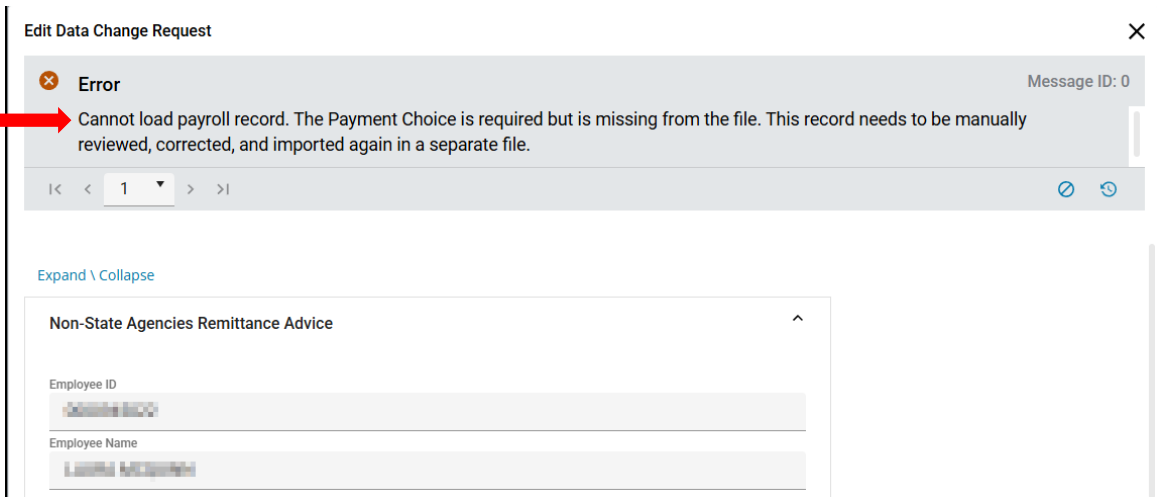
Look to the right side of the screen to view the Validation Report column.



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.

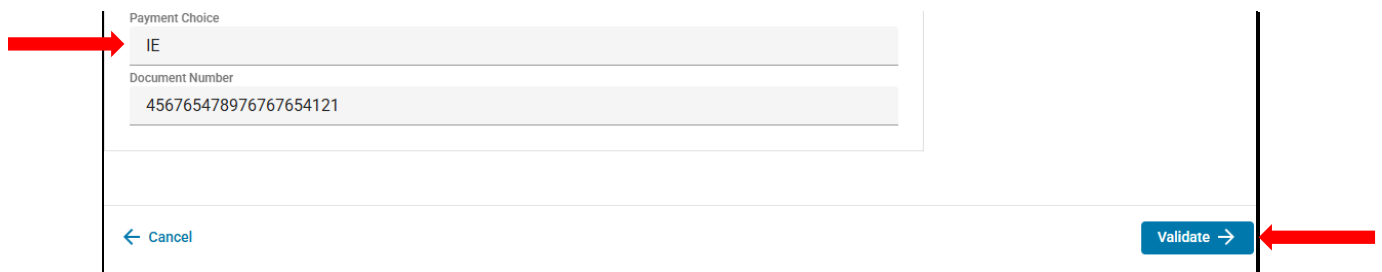


In this example, the Payment Choice is missing from the import record.

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



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



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.

