



The Pension Boards
United Church of Christ, Inc.



NETSUITE MEMBER GUIDE: HELPFUL INFORMATION

PAYMENT SCHEDULES

Medical, Dental and Life Insurance Payments

Invoice Create Date	Invoice Month	Invoice Due Date
12-1	January	12-28
1-1	February	1-28
2-1	March	2-28
3-1	April	3-28
4-1	May	4-28
5-1	June	5-28
6-1	July	6-28
7-1	August	7-28
8-1	September	8-28
9-1	October	9-28
10-1	November	10-28
11-1	December	11-28

Employee TSA Contributions

Invoice Create Date	Invoice Month	Invoice Due Date
1-1	January	1-28
2-1	February	2-28
3-1	March	3-28
4-1	April	4-28
5-1	May	5-28
6-1	June	6-28
7-1	July	7-28
8-1	August	8-28
9-1	September	9-28
10-1	October	10-28
11-1	November	11-28
12-1	December	12-28

PAYMENT RULES

The Pension Boards always suggests that you pay your entire invoice by the due date, but if you are unable to pay the invoice in full, we suggest the following payment hierarchy:

- Medical Premiums
- Life Insurance Premiums
- Dental Premiums
- Employee TSA/After-Tax Contributions

PLEASE NOTE: The entire amount for a specific benefit (Health, Dental, Employer Contribution) must be paid. No partial of a benefit is permitted.

INVOICE NOTIFICATIONS

Type and purpose of notifications you may receive each month regarding your monthly invoice.

Type of Communication	Date Sent	Actions
Monthly Invoice available on the portal	1st of the month	Review invoice
Revised Invoice changes processed through the recordkeeping system during the current month*	Once changes are live on the portal	Review revised invoice
Payment not received, two months after the invoice is due *	5 business days after the first of the second month	Make a payment. Health Benefits will be terminated if payment is not received within 30 days.
Payment not received, month after the invoice is due*	5 business days after the first of the month	Make a payment. Health Benefits will be terminated if payment is not received within 60 days.
Payment not received by the end of the month due*	5 business prior to the end of the month	Make a payment. Health Benefits will be terminated if payment is not received within 90 days.

* These notifications will begin starting May/June 2023

OVERDUE BENEFITS POLICY

If benefits are not paid on time, they will be removed from the invoice once non-payment exceeds the designated timeline(s) in the chart below. Health Benefits will be terminated if the payment is not received within 90 days of the invoice date.

If a benefit has been terminated due to non-payment and reinstatement is needed, please contact our Customer Care team at 1.800.642.6543.

Benefit	Removed from Invoice Due to Non-Payment
Pension Contributions (Employee Contributions)	6 Months
Health Benefits (Medical, Dental, LIDI)	3 Months

FREQUENTLY ASKED QUESTIONS

I reviewed my invoice and noticed an incorrect amount. Can I correct it?

Yes, contact our Member Services team at 1-800-642-6543 to discuss what form needs to be submitted to make the correction.

I submitted the necessary paperwork to correct an invoice. When can I expect to see the correction?

The review process generally takes five business days. After the paperwork is deemed to be in good order and changes are processed, the corrected invoice will be available on the following business day.

I am not able to submit payment for the full amount of the invoice. What can I do?

Submit a partial payment. Check off the items that you can pay this month and then submit for payment. Our recommendation is to pay health benefits first, so that benefit coverage continues.

Please note, the individual benefit line items can be paid in segments.

I made a partial payment earlier in the month. Can I submit another payment?

The Open Invoice will reflect the remaining payment amount required. Yes, multiple payments can be made on one invoice.

My invoice reflects open invoices for multiple months. Do I need to pay all open invoices at once?

No, but you must pay the oldest outstanding invoice first. Paying all open invoices is recommended, but not mandatory.

Can I set up autopay for monthly recurring payments?

Not at this time. Autopay is not currently a feature, but you can save your payment information securely and save time having to re-enter credit card information each month.

Why does my invoice reflect overdue amounts when I made a payment?

If you did not pay by the 28th of the month, the invoice will reflect an overdue amount. Additionally, if the entire invoice was not paid, the portion that was not paid will reflect as overdue.

FREQUENTLY ASKED QUESTIONS

Will I receive payment confirmation emails?

Yes, confirmation emails are sent after payments are submitted. Confirmations will be delivered to the email address on file.

How can I prevent a lapse in benefit coverage due to non-payment?

Non-payment of health benefits for 90 days may cause a lapse in coverage. Therefore, it is recommended to prioritize health benefit payment dues.

Will I receive helpful reminders when payments are overdue, and when?

Yes, reminder email notifications are sent when invoices are past due over 30, 60 or 90 days.

How can I review and update my Credit Card information on file?

Select 'Settings' then 'Credit Cards'. From this screen enter the preferred Credit Card information and click 'Add Card.'

How can I review payment history?

To review Payment History, within the Billing drop down menu please select Transaction history. Select a Date Range and then select Show Payment.

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