



**BAY BRIDGE
ADMINISTRATORS**

*"Your solutions begin
at the Bridge"®*

BALANCE BRIDGE USER GUIDE

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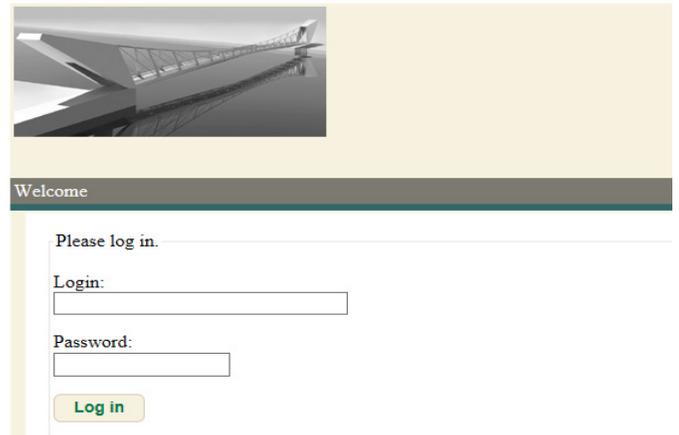
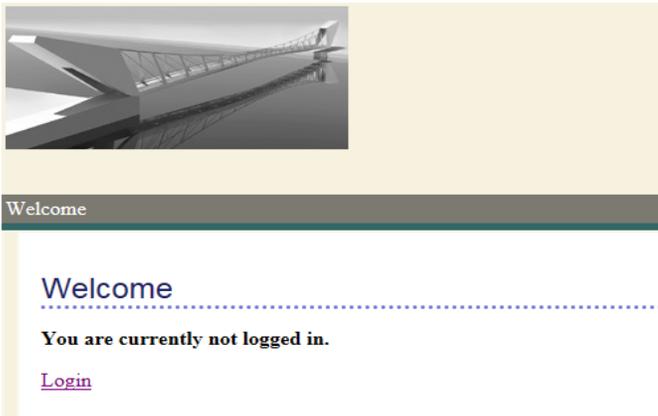
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Introduction

Balance Bridge provides complete access to your invoices and online reconciliation capabilities. When you login to Balance Bridge, you can review your current invoice, make adjustments as necessary and even submit payment directly to Bay Bridge Administrators, LLC. We also keep an archive of all your past, completed invoices that you can access at any time.

In the subsequent pages, you will find illustrated instructions to help guide you step by step through the process of submitting an invoice. If you have any additional questions please feel free to contact our Billing Department at billing@bbadmin.com or 800-845-7519.

Once you have been assigned your Balance Bridge *User Name* and *Password*, you can access the system by directing any browser to <https://balance.benebridge.com/> Click the [Login](#) link circled in the left screen shot below. This will take you to the Log In screen where you will be asked to enter your assigned username and password (see screenshot below on the right). After entering this information, click the [Log in] button below the password field.



Upon logging in to Balance Bridge, you will be presented with two tables similar to the ones shown below; one for your group's active invoices and one for your group's completed/archived invoices.

[Current User settings](#)
[Manage users](#)
[Manage associations](#)

Listing invoices for: Demo - Balance Bridge

Active Invoices

System Inv. Key	Description	Invoice Period	Amount Billed	Amount to Remit	Balancing Status	Direct Payment Eligible?	Actions
98004	August BBA INS Invoice	08/01/17 - 08/31/17	\$12,773.07	\$12,773.07	Not started	Yes	Start Balancing View Details Delete
98003	July BBA INS Invoice	07/01/17 - 07/31/17	\$12,621.54	\$12,621.54	Not started	Yes	Start Balancing View Details Delete
98002	June BBA INS Invoice	06/01/17 - 06/30/17	\$12,595.67	\$12,595.67	Not started	Yes	Start Balancing View Details Delete

Completed Invoices

System Inv. Key	Description	Invoice Period	Amount Billed	Amount Paid	Balancing Status	Direct Payment?	Actions
98001	May BBA INS Invoice	05/01/17 - 05/31/17	\$12,974.09	\$12,974.09	Submitted	No	Process Show Details

* Invoice was balanced and processed by the TPA

Processing Active Invoices

In this section we will focus on processing invoices from the 'Active Invoices' table. To begin processing an invoice, click the [Start Balancing](#) link to the right of the desired invoice.

Active Invoices

System Inv. Key	Description	Invoice Period	Amount Billed	Amount to Remit	Balancing Status	Direct Payment Eligible?	Actions
98004	August BBA INS Invoice	08/01/17 - 08/31/17	\$12,773.07	\$12,773.07	Not started	Yes	Start Balancing View Details Delete

At this point, you will be directed to the "Invoice Details" shown in the screenshot below. Among other things, this page will allow you to reconcile, filter, download, print, and process the invoice. Please view the 'Reconciliation' section for details on making changes to your invoice.

Invoice details for invoice BBA INS - 98004

Invoice status: Open -- Payment is due immediately upon receipt

[Finalize & Pay Invoice](#)

Invoice Period: 08/01/17 - 08/31/17
Invoice Total Amt Due \$12,773.07 **Invoice Total Amt to be Remitted** \$12,773.07

« Previous **1** 2 3 4 5 6 7 8 9 ... 37 38 Next »

Employee Name	Ssn	Location	Product name	Amount due	Amount to be remitted		
						Set Filter	Clear Filter
Abbott, Brenna	XXX-XX-1922		Ameritas Dental	\$24.60	\$24.60	Edit remit amt	Other changes/remarks
Abbott, Brenna	XXX-XX-1922		Ameritas Vision	\$10.64	\$10.64	Edit remit amt	Other changes/remarks
Abshire, Ethel	XXX-XX-1172		Ameritas Dental	\$24.60	\$24.60	Edit remit amt	Other changes/remarks
Abshire, Ethel	XXX-XX-1172		BCS Basic Life	\$15.92	\$15.92	Edit remit amt	Other changes/remarks
Abshire, Ethel	XXX-XX-1172		Ameritas Vision	\$10.64	\$10.64	Edit remit amt	Other changes/remarks
Abshire, Gladys	XXX-XX-7340	PEP CTR	Ameritas Dental	\$24.60	\$24.60	Edit remit amt	Other changes/remarks
Abshire, Gladys	XXX-XX-7340	PEP CTR	BCS Vol Life	\$7.69	\$7.69	Edit remit amt	Other changes/remarks
Aufderhar, Melany	XXX-XX-1590	CENTRAL	Humana Cancer	\$28.39	\$28.39	Edit remit amt	Other changes/remarks
Aufderhar, Melany	XXX-XX-1590	CENTRAL	BCS Vol Life	\$36.75	\$36.75	Edit remit amt	Other changes/remarks
Aufderhar, Melany	XXX-XX-1590	CENTRAL	BCS Basic Life	\$74.76	\$74.76	Edit remit amt	Other changes/remarks

« Previous **1** 2 3 4 5 6 7 8 9 ... 37 38 Next »

[Add a new invoice detail](#)

[Finalize & Pay Invoice](#)

[Show only changed details](#)

[Subtotals by Product](#)

[Print all details](#)

[Subtotals by Location](#)

[Print details by product](#)

[Edit invoice info](#)

[Print details by location](#)

[Back to invoice list](#)

[Reset all changes](#)

[Download Invoice to CSV file](#)

If there are no changes to make, or once you have finished reconciling the invoice, click the [Process this invoice](#) link in the lower left corner of the screen. This will take you to a page with a brief summary of your invoice at the top, followed by one or two options for submitting payment for your invoice below. If your group has signed an ACH Debit Agreement with Bay Bridge Administrators, the bottom of your screen will look like the screenshot on the next page. If your group has not signed an ACH Agreement, you will not be presented with the option to authorize a direct payment (the top option in the screen shot).

This invoice is eligible to be paid by "Direct Payment" from your account number XXX123.

I authorize "Direct Payment" in the amount of \$12,773.07 to be made from account number XXX123 to pay this invoice.

I understand that this debit may post as early as 08/08/2017

A notification of this Direct Payment debit authorization will be sent to the following email recipients when this invoice is locked and submitted ([edit recipients](#)) :

- LaceyR@bbadmin.com

[I Authorize Direct Payment Of This Invoice](#)

When you have completed your balancing changes, click the 'Lock and submit invoice' button below to submit your reconciliation information to the TPA.

[Lock and submit invoice](#)

[Delete invoice](#)

[Invoice list](#) | [Edit Details](#) | [Upload File\(s\) related to this Invoice](#)

Submitting Payment via ACH

From the box labeled ACH in the screenshot above:

- Select the desired deduction date from the drop down list.
- Use the [edit recipients](#) link to add any email address you would like notified when the ACH deduction takes place
- Click the [I Authorize Direct Payment Of This Invoice] button

Submitting Payment via Check

From the box labeled Check in the screenshot above:

- Click the [Lock and submit invoice] button
- Print out the Remittance advice that appears (example below) and include it with a paper check to address listed

Remittance advice for invoice # BBA INS-98004

Please remit \$12,773.07

Please print this remittance advice page and include with your payment.

Make Checks Payable To:	Bay Bridge Administrators, LLC P.O. Box 161690 Austin, TX 78716
Telephone:	(800) 953-6260 (800) 961-6240 Fax

[Return to invoice list](#)

From here, you can click the [Return to invoice list](#) link, which will take you to the home screen that lists the Active and Completed Invoices. You will notice the invoice you just submitted now appears in the 'Completed Invoices' table.

Reconciliations

This section will walk you through editing an existing benefit record and add a new benefit record to your invoice. You will want to make sure you are looking at the Invoice Details screen (example shown below) before reading on.

Invoice details for invoice BBA INS - 98004

Invoice status: Open -- Payment is due immediately upon receipt

[Finalize & Pay Invoice](#)

Invoice Period: 08/01/17 - 08/31/17

Invoice Total Amt Due \$12,773.07 **Invoice Total Amt to be Remitted** \$12,773.07

« Previous **1** 2 3 4 5 6 7 8 9 ... 37 38 Next »

Employee Name	Ssn	Location	Product name	Amount due	Amount to be remitted		
						Set Filter	Clear Filter
Abbott, Brenna	XXX-XX-1922		Ameritas Dental	\$24.60	\$24.60	Edit remit amt	Other changes/remarks
Abbott, Brenna	XXX-XX-1922		Ameritas Vision	\$10.64	\$10.64	Edit remit amt	Other changes/remarks
Abshire, Ethel	XXX-XX-1172		Ameritas Dental	\$24.60	\$24.60	Edit remit amt	Other changes/remarks
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Abshire, Gladys	XXX-XX-7340	PEP CTR	BCS Vol Life	\$7.69	\$7.69	Edit remit amt	Other changes/remarks
Aufderhar, Melany	XXX-XX-1590	CENTRAL	Humana Cancer	\$28.39	\$28.39	Edit remit amt	Other changes/remarks
Aufderhar, Melany	XXX-XX-1590	CENTRAL	BCS Vol Life	\$36.75	\$36.75	Edit remit amt	Other changes/remarks
Aufderhar, Melany	XXX-XX-1590	CENTRAL	BCS Basic Life	\$74.76	\$74.76	Edit remit amt	Other changes/remarks

« Previous **1** 2 3 4 5 6 7 8 9 ... 37 38 Next »

[Add a new invoice detail](#)

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[Edit invoice info](#)

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[Reset all changes](#)

[Download Invoice to CSV file](#)

Please note that the 'Invoice Total Amt to be Remitted' at the top of the invoice details page will adjust to reflect any reconciliations you have made.

Edit an Existing Benefit Record

In order to modify an existing benefit for an employee, simply click the [Edit remit amt](#) link to the right of the desired benefit record. In the fields that appear:

- Enter the new amount to remit (*Enter '0' if you are removing the benefit record from the invoice*)
- Select a Reason from the drop down box
- Enter a comment or Termination Date if they employee has terminated
- Click the [Save] button
- Repeat the steps above for any other existing benefit records you need to make changes to

The example below demonstrates how to fill these fields out in the event the member (Brenna Abbot in this case) has terminated employment.

Employee Name	Ssn	Location	Product name	Amount due	Amount to be remitted		
Abbott, Brenna	XXX-XX-1922		Ameritas Dental	\$24.60	\$24.60	Set Filter	Clear Filter
						Close without saving	
				New Amt: <input type="text" value="24.60"/>	Reason: <input type="text" value=""/>	<input type="button" value="Save"/>	
				Remarks/Term Date: <input type="text" value=""/>			

Add a New Benefit Record

In order to add a benefit record click the [Add a new invoice detail](#) link on the lower left side of the Invoice Details screen. This will direct you to the screen below.

New invoice detail for invoice INS-98004

System invoice key:	98004	First Name:	<input type="text"/>	M.I.:	<input type="text"/>
Last Name:	<input type="text"/>				
SSN:	<input type="text"/>				
Location:	<input type="text"/>				
Product name:	<input type="text" value="▼"/>				
Amount to remit:	<input type="text"/>				
Remarks:	<input type="text" value="Added by employer"/>				

[Create](#)

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In the fields that appear:

- Enter the Last Name, First Name, Middle Initial, and Social Security Number
- Select the desired product from the 'Product name:' drop down list
- Enter the deduction amount in 'Amount to remit' field
- Click the [Create] button

At this point, you will be directed back to the 'Invoice Details' screen with the benefit record you just added at the top of your list. If you need to make any further changes to this benefit record please follow the steps on the previous page of this guide for 'Editing an Existing Benefit Record'.

Repeat the steps above for each benefit record you need to add.

New invoice detail for invoice INS-98004

System invoice key:	98004	First Name:	<input type="text" value="Mickey"/>	M.I.:	<input type="text"/>
Last Name:	<input type="text" value="Mouse"/>				
SSN:	<input type="text" value="999999999"/>				
Location:	<input type="text"/>				
Product name:	<input type="text" value="▼"/>				
Amount to remit:	<input type="text" value="9.54"/>				
Remarks:	<input type="text" value="Added by employer"/>				

[Create](#)

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