



The Pension Boards Employer Billing Portal Frequently Asked Questions

Q. What is the PBUCC Employer Billing Portal?

- A. The PBUCC Employer Billing Portal allows you, the employer, to enroll new members, make coverage changes for existing members, create custom reports, and view your upcoming monthly bill prior to paying the bill via an ACH payment.

Q. What is an ACH payment?

- A. ACH, the acronym for “Automated Clearing House,” is an electronic network for financial transactions in the United States used by banks, financial institutions, and tens of thousands of businesses. ACH payments are processed using a customer’s bank account information to deduct funds directly from a checking or savings account to pay for goods or services. It is a popular and efficient alternative to traditional credit card or paper check processing.

Q. What are the benefits to using the Employer Billing Portal?

- A. Paying bills electronically eliminates the need to write checks, trips to the post office, buying stamps, and the possibility of a lost or stolen check. With online payment, payments are posted instantly, so you can be sure there is no interruption in benefit coverage. It’s fast, reliable, convenient, and most importantly, secure.

Q. How can I sign up for the portal?

- A. You may visit the PBUCC website (www.pbucc.org) and click on the **Employers** link (see image on right). Go to the bottom of the page and click on the **Online Billing Participation Request Form**. Or, visit http://bit.ly/PB_EMPLOYER to go directly to the Employer web page.



Employers

Helping UCC employers learn about
and manage benefits offered to their
church employees.

Q. If I complete the Participation Request Form, when will I begin to use the portal?

- A. You first need to agree to an ACH debit payment of your PBUCC bill. If you do not agree to pay your future monthly bills via ACH, you will not be eligible to take advantage of all portal benefits.

Q. If I agree to fund my monthly bills via ACH, do I automatically begin to use the portal?

- A. In order to begin using the Employer Billing Portal, you must first be current with your bills (no overdue/delinquent accounts). After your ACH authorization, you will be contacted by PBUCC for an account review and payment scheduling details.

Q. Is PBUCC Employer Billing Portal easy to use?

- A. While the portal is very easy to use, we will require you to complete a short online orientation at which point you will be given a “go-live” date to begin using the portal.

Q. Once I begin using the Employer Billing Portal, how will I receive my monthly bill?

- A. On the 20th of every month, you will receive an email notification from PBUCC with the amount of your upcoming monthly bill. Prior to the 20th of the month, you will have the opportunity to run a sample bill to see the amount of funds that will be withdrawn from your checking account on day 20.

Q. What happens if there is not enough money in my checking account to satisfy the ACH transaction on the 20th day of the month?

- A. If PBUCC attempts to withdraw funds and we receive notification that you have insufficient funds in your account, PBUCC will automatically make a second ACH withdrawal attempt five (5) business days later.

Q. What happens if I have two failed ACH attempts?

- A. If you have two failed ACH attempts, you will be contacted by PBUCC and offered an alternate means of payment, and/or charged a small service fee. If this occurs, and depending upon the circumstance, you may be removed from the online billing system.

Q. Currently, I receive separate bills on the 6th and the 17th of the month for my TSA/FSA account. Will I continue to be billed two times per month?

- A. No. Since bills are generated on the 20th day of each month, we will include all outstanding invoices on one bill.

Q. If bills are not generated until the 20th of the month, does that mean I can process enrollments and coverage changes up until the 20th?

- A. The cut-off date for entering employee transactions on the portal is the 19th day of the month. This does not mean that all transactions entered prior to the 19th will appear on your upcoming bill.

Q. What is an “employee transaction”?

- A. Employee transactions are any changes to an employee’s information such as address, phone, dependents, salary or hourly wage, benefit coverages, or contribution rate that you as the employer approve. These transactions were previously done via paper forms and letters.

Q. Why would a transaction not make it onto a bill if I enter it prior to the 19th of the month?

- A. All transactions entered into the portal will be placed into a “pending” status so that PBUCC administrators may determine if additional paperwork is required for the transaction to be approved. PBUCC may require one or more of the following documents: Marriage Certificate, Divorce Decree, Domestic Partner Documentation, Adoption Agreement, and Statement of Health.

Q. How will I know if one of these forms are required?

- A. Within 48 hours after entering a transaction, you will be notified by PBUCC if additional information or any form listed above is required.

Q. Who can I contact, if I have more questions?

- A. Please call Member Services at 1.800.642.6543.