AZNet II Operations -

Billing Dispute

Process Guide

AUGUST 2013

**Revision History**

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| **Revision #** | **Date of Release** | **Purpose** |
| **v.1.0** |  | **Create adm format** |
| **v.1.1** |  | **Update to AZNet II CTL format** |
| **v.1.2** | **9/19/2014** | **Clarifications** |

**Approvals**

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| --- | --- | --- |
| **Name** | **Role** | **Date** |
| **Annabelle Molina** | **ASET EIC Program Manager-Financial Analyst** | **8/12/2013** |
| **Connie Roberts** | **Support Desk Manager** | **8/12/2013** |
| **Diane Hinkle** | **Telesoft** | **8/12/2013** |

## Purpose

The following process steps are the required procedures for activities associated with AZNet II Billing Disputes. The State of Arizona agencies are to perform a review of their monthly invoice and are to adhere to the specific time parameter listed in the Billing Dispute Policy communicated on July 26, 2013. If an agency identifies an incorrect charge in their invoice, the agency can dispute the charge by opening a request for information (RFI) ticket to Telesoft through the AZNet Support Desk Level I State. Telesoft will confirm and identify a potential billing dispute and send to AZNet II for additional research. AZNet II must complete research on a RFI ticket request from Telesoft confirming or denying an adjustment if required on behalf of a State agency. Telesoft will communicate the result to the agency. AZNet II will create a MAC ticket task when applicable to affect each validated adjustment, resolve and pass to Telesoft. AZNet II will communicate to the CTL Billing Team any adjustment that is required to be applied to a State agency.

## Scope

AZNet II will research the RFI ticket request from Telesoft confirming or denying if an adjustment might be required on behalf of a State agency after Telesoft confirms and identifies a potential billing dispute. AZNet II will communicate to the CTL Billing Team any adjustment that is required to be applied to a State agency. Any approved credits and/or debits resulting from the dispute shall post for only those disputed charges invoiced on the prior two billing cycles from the open date of the ticket, plus any incurred until the ticket is closed and Telesoft will communicate the outcome to the agency.

### Billing Dispute Process

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| Step | Responsibility | Action |
| 1 | ASET EIC, AZNet II, Telesoft or the State Agency | submits a billing dispute based on their findings on the invoice by opening a request for information (RFI) ticket | |
| 2 | Telesoft | Receives billing dispute via a Remedy RFI ticket from the AZNet Support Desk Level I State   1. Performs an initial review and research on RFI ticket, updates the ticket in the work log with any applicable billing changes or additional research that is required to make a decision on the dispute. 2. Telesoft will confirm and identify a potential billing dispute and send to AZNet II for additional research. 3. Attaches supporting documentation under the support tab on the RFI ticket 4. Assigns RFI ticket to AZNet II Service Desk. | |
| 3 | AZNet II Service Desk Analyst | Receives RFI billing dispute ticket and re-assigns to the AZNet II Billing Team as applicable | |
| 4  4  4 | AZNet II Billing Project Analyst  Cont’  AZNet II Billing Project Analyst  Cont’  AZNet II Billing Project Analyst | Completes the following research to validate dispute:   1. Review RFI summary, Review work log for prior notes regarding communication to/from agency and TEM 2. Open support doc under Work Log section and review CBR Billing Data report. Validate DN # to summary to ensure the same seat data in ticket is the same seat data in CBR Billing Report. 3. Open Telesoft system to confirm actual seat is active and billing 4. Confirm CMDB and TEM attributes match in inventory 5. Select the seat in TEM that you are reviewing as the potential disputed seat and select the small box under the tab of (profile) 6. Under Cost Center select (Notes) to identify any related tickets to the same seat in dispute 7. Repeat #6- Scroll to REC Charges, verify the DN in dispute is actually billing 8. Determine action is required in dispute, on RFI select Duplicate Ticket button, flip ticket type from RFI to MAC, clear Primary Requester data, enter Diane Hinkle, auto populate. Confirm correct Site code (save) 9. Select drop down in Status to “Assigned”, select person in Individual Assigned To section, (save) 10. Create new TASK, remove, add or update based on dispute action required  * Relate- pre-existing * Create- new * Update- pre-existing -(Pending Enhancements in TEM)  1. Create notes in RFI and MAC work log, relate any ticket associated to the DN dispute action 2. Resolve MAC, Pending-QA, 3. Capture required data on Billing Adjustment Report, confirm billing adjustment match’s supporting docs located under the support tab of the RFI provided by TEM 4. If a variance in the dollar adjustment amount is different from what was provided by TEM an email identifying the variance will be sent to TEM to discuss further action required. 5. Create notes in RFI work log using the following format:  * If variance in dispute is identified, copy email in Work log and wait for further action if required   If no variance is identified, create notes in Work Log   * TEM- Credit request on seat 123-456-7890 to CTL billing for EOM, range  01-02-2013/02-01-2013 in the amount of $20.00 * TEM- Debit request on seat 098-765-4321 to CTL billing for EOM, range  01-02-2013/02-01-2013 in the amount of $20.00   If multiple seats are listed in a dispute, each seat is required to have its own line item in the work log to identify date range and dollar adjustment   1. If the dispute is a duplicate or unable to validate, an email to TEM is required 2. On the original RFI, select drop down in Status back to “In Process”, select drop down “Telesoft” in Group Assigned To, select “Diane Hinkle” in drop down Individual Assigned To, (save) 3. A worksheet (Billing Adjustment Report) is created monthly for tracking any adjustments for all agencies. 4. The Billing Adjustment Report is sent to Telesoft, with a cc to ASET EIC for review 5. Escalation Process- See Roles and Responsibilities July 2013 | |
| 5 | Telesoft | Will review Billing Adjustment Report   1. Acknowledge receipt of the Billing Adjustment Report via an email back to AZNet II 2. Verify data provided by AZNet II on Billing Adjustment Report is valid and agrees with findings 3. Send AZNet II an email verifying report is “Approved” 4. If a variance is identified TEM will provide specifics in an email back to AZNet II and CC ASET EIC Billing by the 5th business day of the month to allow AZNet II additional research time | |
| 6 | AZNet II Billing Project Analyst | Completes additional research if applicable on variance noted by TEM   1. Forward Billing Adjustment Report to AZNet II Program Manager for approval. Any approved credits and/or debits resulting from the dispute shall post for only those disputed charges invoiced on the prior two billing cycles from the open date of the ticket, plus any incurred until the ticket is closed. 2. Copy approved email from the AZnet II Program Manager and forward final Billing Adjustment Report to CTL billing by the 10th business day of the month. | |
| 7 | CTL Billing Team | Will apply credit/debit adjustments when applicable through the CTL approval process on a monthly basis. a billing adjustment ticket will be open and a number will be provide to Telesoft and ASET EIC for tracking | |
| 8 | Telesoft | Will apply credit/debit adjustments to the agencies from the Claim for payment report provided by ctl billing team | |

**OutPut**

* Completed RFI Dispute
* Completed Agency Credit/Debit

### Exit Criteria

* Resolved Remedy Ticket

**Additional Considerations/Assumptions:**

* All requests are not substantiated
* External Spreadsheets for processing manually

**Stakeholders**

State Agency, AZNet II Project (Carrier) Analyst, ASET EIC and Telesoft

### SLR Considerations

Telesoft must Resolve 98% of billing Disputes within two billing cycles

### Procedure Attributes

* Procedure Owner: AZNet II Service Billing and Telesoft
* Review Cycle: 360 days
* Stakeholders for Approvals and Changes: AZNet II Program Manager, Telesoft and ASET EIC
* Approvals and Changes: AZNet II Program Manager, ASET EIC