WebInsure Exchange Manager

USER MANUAL

v 1.0

November 2014

hCentive

Revision History

Date	Version	Change Brief	Author
10/30/2014	1.0	First Draft	Nitin Beri

Copyright Information

Corporate Headquarters

hCentive, Inc.

12355 Sunrise Valley Drive, Suite 310

Reston, VA 20191

Contact Us

Phone: 800-984-7952

Sales: sales@hcentive.com

Support: media@hcentive.com

Partnership: partnership@hcentive.com

http://www.hcentive.com

Table of Contents

Introduction to WebInsure Exchange Manager

1

In this chapter:

About this Document

Document Overview

WebInsure Exchange Manager (WEM) user manual provides detailed insight into each and every module of WEM. Purpose of this document is to help the end user understand working of WEM. Each module of this manual has been dealt in a separate chapter:

Chapter 1: Introduction to WEM

Chapter 2: Working with WEM

Chapter 3: Working with Dashboard

Chapter 4: Working with Enrollments

Chapter 5: Working with Transactions

Chapter 6: Working with Payments

Target Audience

The information presented in this manual is useful for the business or administrative users of WEM.

Limitations

This manual describes about different modules seen on the user interface (UI) of the WEM. Any technical information which is related to the implementation or back-end engineering is out the scope of this manual.

Page 4

Introduction to WebInsure Exchange Manager

Patient Protection and Affordable Care Act

The Supreme Court ruling on health reform, released June 28, 2012, upheld the two key elements of the PPACA (Patient Protection and Affordable Care Act): the "individual mandate" requiring individuals to obtain health coverage or pay a penalty; and the massive nationwide Medicaid eligibility expansion, which will extend health coverage to a broader segment of the U.S. population. The U.S. Census Bureau claims that there are approximately 50.7 million uninsured Americans, including 8.7 million children.

According to the healthcare reform, states needed to have a Health Insurance Exchange (HIX) operational by Oct. 1, 2013. To comply and take advantage of the opportunity, insurers needed to integrate and showcase their products across multiple state exchanges. This integration required insurers to conform to various PPACA and state-specific guidelines, such as health plan certification, reporting, tracking subsidies, enrollments, dis-enrollments, life status change requests, billing and many others.

WebInsure Exchange Manager (WEM) helps in adapting to this new landscape came in place with introduction of PPACA. It acts as an integration point between HIX, your organization and other related parties to minimize the impact on existing business services and technical infrastructures.

WebInsure Exchange Manager Overview

WebInsure Exchange Manager (WEM) manages the connectivity, data exchange, compliance, and transaction reconciliation for any and all public and private exchanges you are connected to.
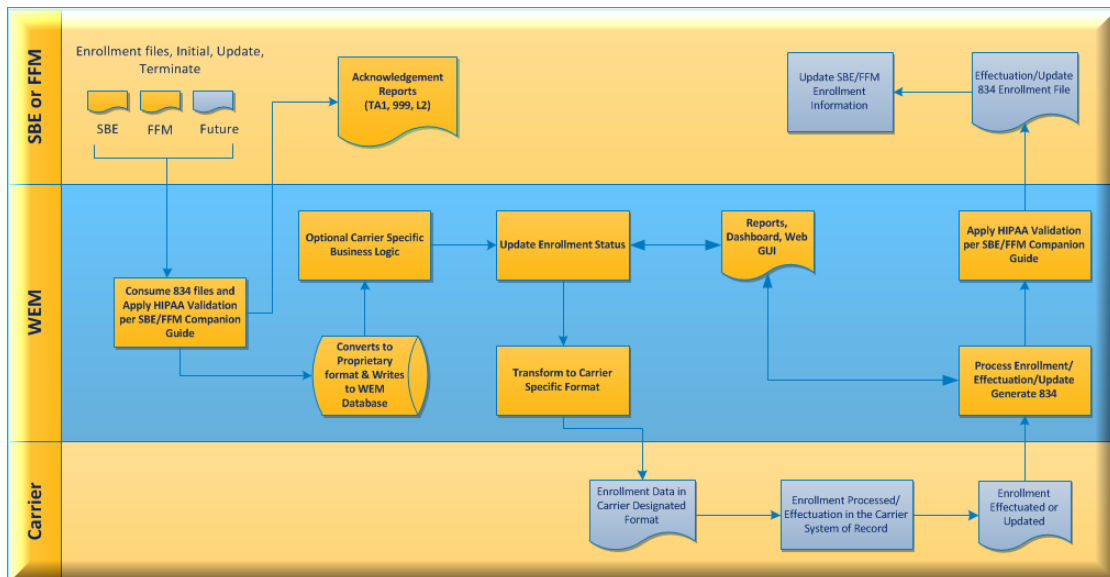

Figure 1.1: Snapshot of WEM and Exchange Connectivity

WEM provides connectivity to the state exchanges, federal, and third party private exchanges as desired. All transactions made on these exchanges route to WEM which are then distributed back into client's back-end systems.

WEM is designed to be adaptable to current and future market changes. It is expected that the landscape of public and private health insurance exchanges will continue to evolve going into 2014 and beyond. Data models and business processes will continue to change and require insurers to continually realign their business models to adapt. Another aspect of WEM is HIX integration, which demands minimal changes in an organization's existing business services and technical infrastructures as it leverages existing IT investments and resources to help reduce your costs.

WEM Modules

- Transaction Batch
- Transactions
- Enrollments
- Group
- Payment
- Reconciliation

Page 6

Working with WEM

2

In this chapter:

System Requirements

WebInsure Exchange Manager (WEM) is compatible with different browsers and is Operating System (OS) independent. Browser platforms supported include, but not limited to Internet Explorer, Chrome, and Safari. Prior and current versions are supported with no known compatibility issues.

Signing into WEM

On the Sign In page, provide valid email address password.
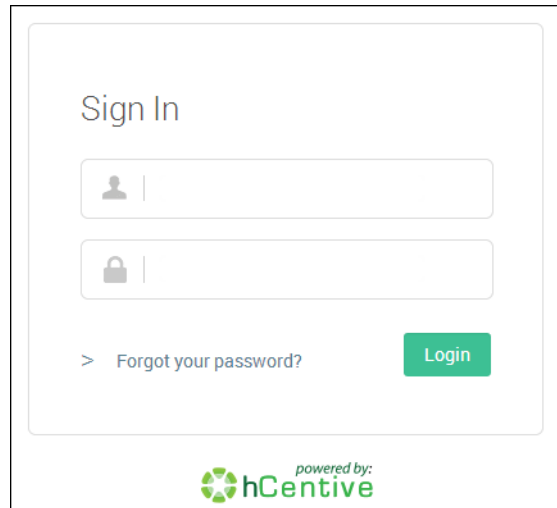
Figure 2.1: WEM Sign In page

Click **Login** to enter WEM. After successful login, you will land on the Dashboard page.

ⓘ   Your account is locked after three unsuccessful sign in tries. The account gets unlocked automatically after 15 minute. If you need to unlock it instantly, contact your administrator.

Forgot Password

If you have forgotten your password, click **Forgot your password?** to reset the password. Following window appears.
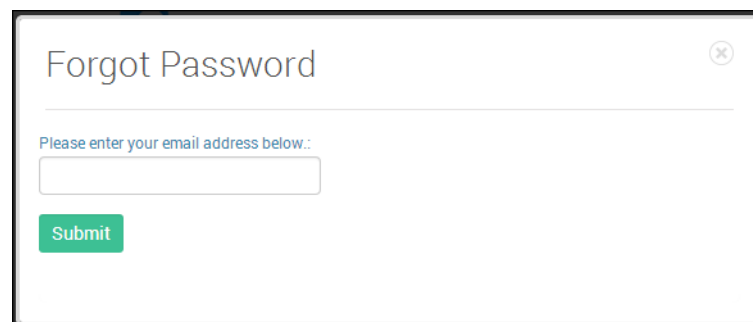
Figure 2.2: Forgot Password window

Provide your registered email id and click **Submit**. You will receive an email with link to set up your password.

Figure 2.2: Figure 2.3: Reset password mail

Click the link to reset your password.

Editing the Profile

You can edit your first and last name along with your password through **Edit Profile** option on the top right corner of the home page.

Figure 2.3: Edit Profile

Update your details and click **Save**. You will get a pop up window confirming update to the profile.

Figure 2.5: User profile updated

Managing the Users

As an admin user, you can view existing users' list, add new users to WEM, and modify the existing users' rights.

To manage the users' list:

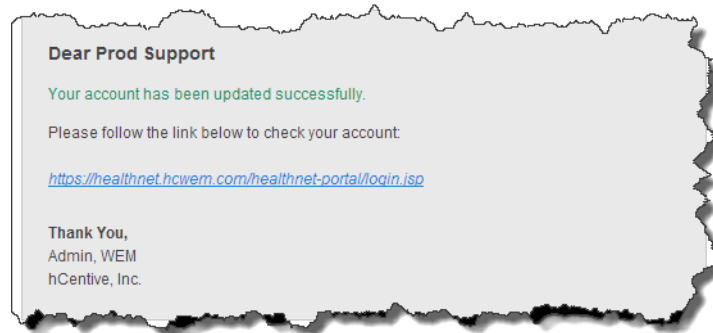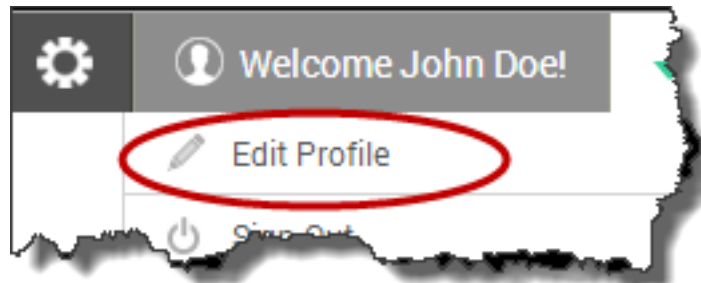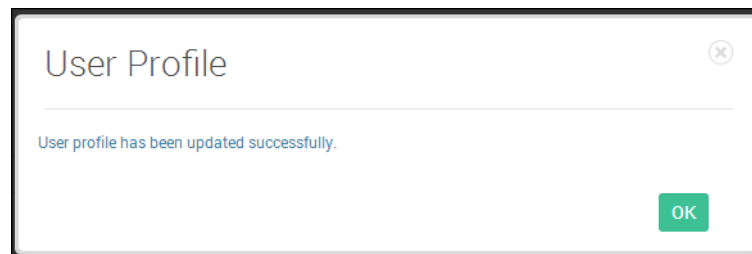1. Hover your mouse over **Settings** icon to get **Users** option.

2. Click **Users** option to view the User page. The page shows list of Active and Inactive Users.
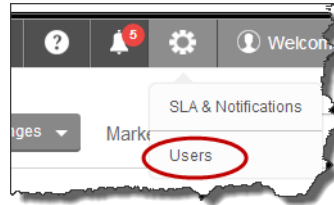
Figure 2.4: Manage Users

3. To filter the users' list based on Active or Inactive status, click [icon]. Select the status and click **Apply**.

4. To customize the view of available users' list, click [icon]. A list of view option appears.

5. Click the option you want to view the list in. To select multiple options press **ctrl** key.

6. After you have selected the option(s) click right arrow. To remove the selected option, click left arrow.

7. To set the priority of selected option click up and down arrow.

8. Click **Submit** to view the customized list.

Adding a User

To add a User:

1. On the **User** page, click

2. Provide the following details: Email Id, First Name, and Last Name of the user.

3. Select the group you want the add the user to. There are following three groups: Administrator, Business, and EDI User.

4. Select the Exchange(s) for the user.

5. Select the Status of the user: Active or Inactive.

6. Click **Add User**.

Working with Dashboard

3

In this chapter:

Dashboard

The WEM accounting dashboard allows you to track the statistics of transaction flows, both inbound and outbound, to various exchanges with the ability to drill down to detailed information per transaction.

Dashboard is the landing page for WebInsure Exchange Manager (WEM). Dashboard displays data for the exchange which you have selected.

To select an exchange:

1. Click **Manage Exchanges**, to view the list of state codes for respective state exchanges. The exchange button acts as the exchange filter, and load the exchange overview along with exchange graphs.
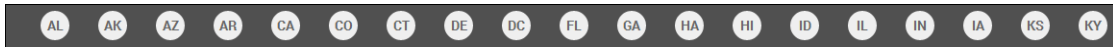
Figure 3.5: Exchange Banner

2. Click the relevant state code to view the data on the Dashboard. The exchange name appears on the top right corner of the page. For example, in the screen shot below we can see Florida exchange name.
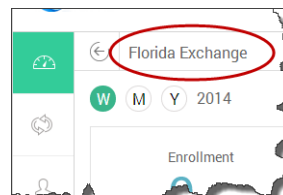
Figure 3.6: Selected Exchange

3. Go to the **Overview** section to view the information about enrollment, group, and payment from the chosen exchange.

Overview

This section contains exchange wise transactions, irrespective of HOPs. In a default view, you can view maximum 10 rows.

Click Source to sort the columns in alphabetical order.

Click any of the other column header to sort the table in ascending or descending order.

Figure 3.7: Overview Window

YTD Statistics

You can view year to date (YTD) statistics on dashboard. These statistics are shown by default on the Dashboard screen. It has three options: Weekly, Monthly, and Yearly. You can choose the opddtion by clicking the toggle buttons with On/Off functionality.
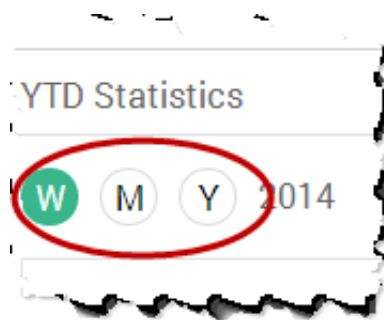
Figure 3.8: YTD Statistics

Green state represents On, which will show the relevant area charts according to selected filters.

- **Weekly (W):** Click W to view the data for past seven days from the current day.
- **Monthly (M):** Click M to view the data for past 30 days from the current day.
- **Yearly (Y):** Click Y to view the data for past one year. Selecting this option, displays the data for pass 12 months if available, or the month WEM started capturing the data for the first time.

The data will adjust as per the filters selected for the graph. For example, if you select M, it reflects the overview data only for the current month.

Reports

You can view consolidated reports and download in CSV, Excel, or PDF format.

Generate Report

To generate a report:

1. Select the report type from the Reports section by clicking scroll down arrow.
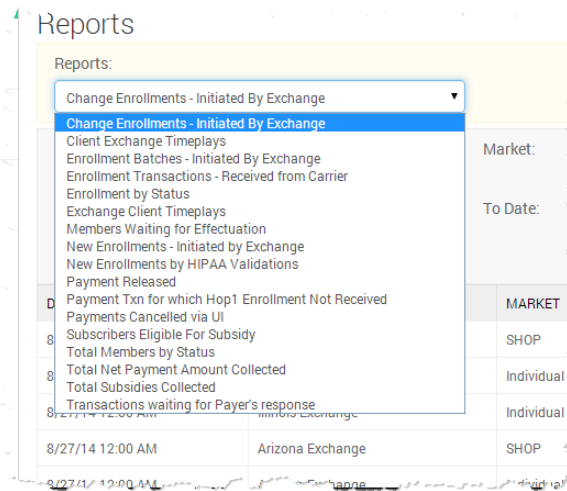
Figure 3.9: Select Type of Report

2. After you select the type of report, the report populates automatically.

3. Click **Export** to download the selected report in CSV, Excel, or PDF format.
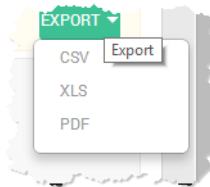
Figure 3.10: Export a Report

4. Choose from the give formats and save the report at desired location.

Filter Report

1. Select the type of report you want to view (follow step 1 of previous section).

2. Choose the exchange from the **Source** option.

3. Choose market type from the **Market** option.

4. Select **From** and **To Date** to view the report for a specified time period.

5. Click **Search** to generate and view the report. Your filtered report is populated automatically.

Figure 3.11: View Report

6. To filter the generated report, follow the steps given in previous section.

Page 16

Working with Enrollments

4

In this chapter:

Enrollment

Enrollment Processing allows your existing enrollment processing system to connect to multiple exchanges without having to implement a multiple-management system. It enables sending and receiving all enrollment related information to and from the exchange—new enrollments, dis-enrollment, terminations, cancellations and renewals.

You can view or search the enrollments and related details on this page.

Filter the Enrollment List

You can filter the enrollment list based on following criteria:

- **Exchange:** Filter the data based on exchanges across the States.
- **Market:** Filter through two market types: SHOP or individual.
- **Status:** Filter the data based on the status of enrollment.

To filter the enrollment list based on Name, Market, and Exchange, click ▽ . Select the status and click **Apply**.

Customize the View of Enrollment List

1. To customize the view of Enrollment list, click ⚒ . A list of view option appears.
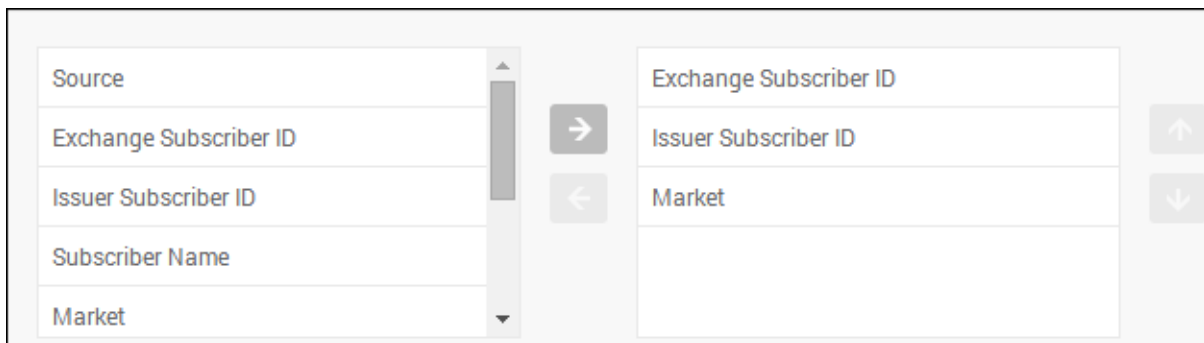
Figure 4.12: Customize Option for Enrollment List

2. Click the option you want to view the list in. To select multiple options pres **ctrl** key.

3. After you have selected the option(s) click right arrow. To remove the selected option, click left arrow.

4. To set the priority of selected option click up and down arrow.

5. Click **Submit** to view the customized list of enrollments.

Advanced Search

You can use Advanced Search to search for one or more specific enrollments.
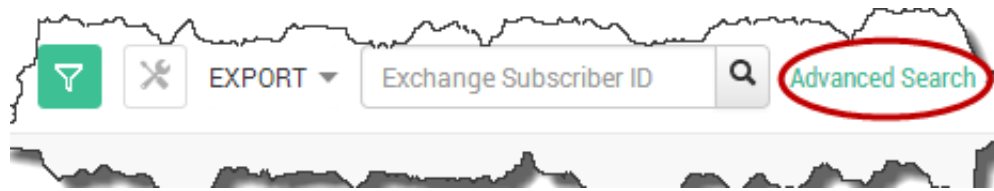
Figure 4.13: 1.Advanced Search

1. Click **Advanced Search** to search for an enrollment.

2. Provide the Subscriber/Member information.

Figure 4.14: Advanced Search Option

3. Click **Search** to fetch the results. You search results appear.

Field Name	Description
Source	The exchange name of the enrollment.
Exchange Subscriber ID	Unique identification number of the enrollment given by the exchange to the subscriber.
Issuer Subscriber ID	Subscriber identification number assigned by the issuer to the subscriber.
Subscriber Name	Name of the subscriber.
Market	The market type of the enrollment, this can be of two types: SHOP or Individual.
Enrollment Status	The current status of the enrollment.
Last Update Date	The date when the status was updated last.
Actions	You can view Enrollment Detail, Linked Payments, and Transaction.

Enrollment Details

This page provides detailed information about the selected enrollment. Following are the details of various fields displayed on the page:

Field Name	Description
Exchange Subscriber ID	The identification number given by the exchange to the subscriber.
Source Exchange Name	Exchange name where enrollment was registered.
Market	The type of market a transaction is associated with: Small Business Health Options Program (SHOP) or Individual.
Exchange Subscriber ID	Identification number given by the exchange to the subscriber.
Issuer Subscriber ID	Identification number given by the issuer to the subscriber.
Enrollment Status	The current status of the enrollment. Visit status' list in Glossary to view the description of relevant status.
Total Premium Amount	Total premium amount to be paid by the subscriber.
Total Employer RES Amount	The responsibility amount.

Member

This section provides the list of member(s) linked to the subscriber of selected enrollment.

You can view detailed information of each member. To view the information click **Member Detail** icon in the Action area.
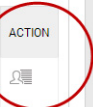

Figure 4.15: Member Details

Member Details

This page provides detailed information about the selected member. Following are the details of various fields displayed on the page:

Field Name	Description
Exchange Subscriber ID	The identification number given by the exchange to the subscriber.
Source Exchange Name	The exchange name where enrollment was registered.
Market	The type of market a transaction is associated with: Small Business Health Options Program (SHOP) or Individual.
Exchange Subscriber ID	The identification number given by the exchange to the subscriber.
Issuer Subscriber ID	The identification number given by the issuer to the subscriber.
Enrollment Status	The current status of the enrollment. Visit status' list in Glossary to view the description of relevant status.
Total Premium Amount	Total premium amount to be paid by the subscriber.
APTC	Advance Premium Tax Credit: A federal subsidy that will pay a portion of an subscriber's health insurance premium.
CSR	Cost Sharing Reductions (CSRs): Subsidy that is applied to reduce the out of pocket costs for the subscriber who make less than 250% of the Federal Poverty Level.
Total Individual RES Amount	The responsibility amount.

Member Info

Click the **MEMBER INFO** tab to view detailed information about the selected member. For some members, you may find additional details which are not mentioned in the table below. There may be additional fields due to extra details in the EDI files.
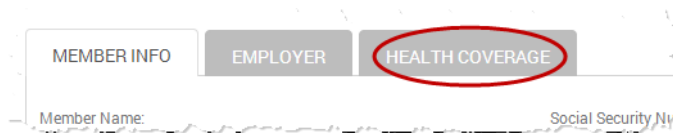
Figure 4.16: Member Information

Field Name	Description
Member Name	The identification number given by the exchange to the subscriber.
Social Security Number	Thie exchange name where enrollment was registered.
Issuer Assigned Member ID	Type of market a transaction is associated with: Small Business Health Options Program (SHOP) or Individual.
Exchange Assigned Member ID	The identification number given by the exchange to the subscriber.

Field Name	Description
Languages Spoken	The identification number given by the issuer to the subscriber.
Monthly Premium	The current status of the enrollment. Visit status' list in Glossary to view the description of relevant status.

Employer

Click **EMPLOYER** tab to view the employer related information for the selected member. This section displays complete information about the employer of selected member.

Health Coverage

Click **HEALTH COVERAGE** tab to view policy details about an selected member. This section displays type and details of the plan which the selected member is covered under.

Figure 4.17: Health Coverage

Field Name	Description
Plan Name	Name of the plan a user has subscribed to.
Plan Type	Plan type the member is covered for.
QHP ID	The QHP ID of the plan.
Issuer Group ID	The identification number assigned to a group by the issuer.
Exchange Assigned Policy ID	The identification number assigned to a policy by the exchange.
Issuer Assigned Policy ID	The identification number assigned to a policy by the issuer.
Actual Effective Start Date	Actual start date of the coverage.
Actual Effective End Date	Actual end date of the coverage.
Status	Current status of health coverage plan.

Broker

This section displays the Broker name and identification number of the broker associated with the selected enrollment.

Transaction

Refer to the transactions section for details.

Working with Transactions

5

In this chapter:

In this chapter:

Transaction Batch

This module captures all the files flowing in and out of system pertaining to modules like enrollment, payment, group and custom files except reconciliation files. It supports file level tracking with file status, counts, links to download files and view associated transactions.

You can view the transaction batch details on this page. One transaction batch can have multiple transactions which can be of three types: Enrollment, Group, and Payment. These transactions travel to and from (known as Hop) between WEM and exchanges. Transactions which WEM receives from the exchanges or payer are termed as inbound transactions, and the transactions which WEM sends to the exchanges or payer are termed as outbound transactions.

There are four Hops:

1. Hop 1: This is the initial transaction coming from exchange to WEM. The transactions received are in form of EDI files and can have enrollments, changes, or cancellations initiated by the health insurance exchange (HIX). This is an Inbound transaction.

2. Hop 2: Transaction forwarded from WEM to the your (payer's) back-end system. This data is converted from EDI to a readable format.

3. Hop 3: Transaction from your (payer's) back-end system to WEM. This Hop carries effectuation by the payer.

4. Hop 4: Transaction from WEM to the exchange, where WEM converts effectuation by the payer in HOP 3 and sends to HIX.

Filter Transaction Batch List

Click [filter icon] . to filter the enrollment list based on Name, Market, and Exchange,
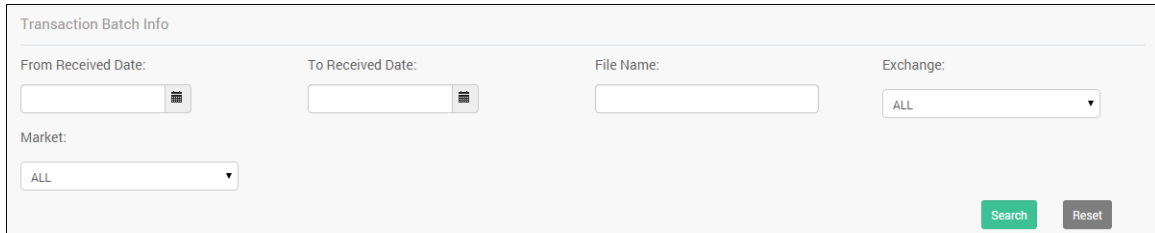
You can filter the enrollment list based on following criteria:

- **Transaction:** Filter the list based on the type and flow (inbound/outbound) of transaction.
- **Exchange:** Filter the list based on exchanges.
- **Status:** Filter the list based on status of transaction batch. Following is the list of statuses:
    - **All:** Filter the list based on all type of statuses.
    - **Accepted:** Filter the list based on accepted transactions only.
    - **File Received:** Filter the list based on received transactions batches only.
    - **File Sent:** Filter the list based on sent transactions batches only.
    - **Partially Accepted:** Filter the list based on sent partially accepted transaction batches only.
    - **Rejected:** Filter the list based on sent partially rejected transaction batches only.
    - **Replayed:** Filter the list based on transaction files which were not processed earlier and now have been replayed by WEM.

Select the desired option and click **Apply**.

Customize the View of Transaction Batch List

1. To customize the view of the list of Transaction Batches, click ⚒ . A list of view option appears.

Figure 5.18: Customize Transaction Batch

2. Click the option you want to view the list in. To select multiple options pres **ctrl** key.

3. After you have selected the option(s) click right arrow. To remove the selected option, click left arrow.

4. To set the priority of selected option click up and down arrow.

5. Click **Submit** to view the customized list of transaction batches.

Advanced Search

You can use Advanced Search to search for one or more specific transaction batches.
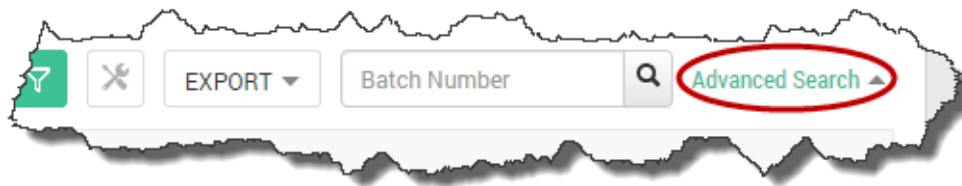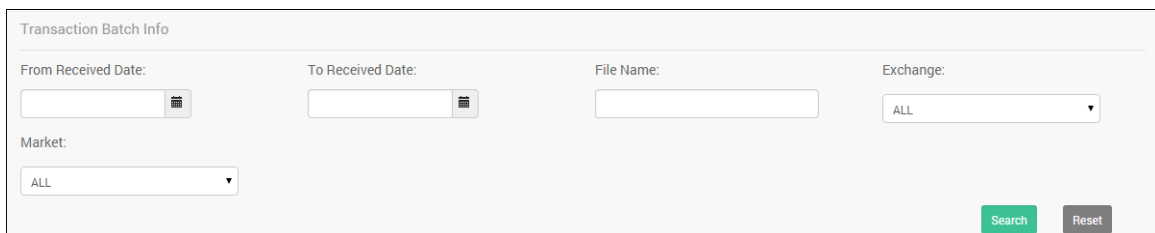

Figure 5.19: Advanced Search

1. Click **Advanced Search** to search for an enrollment.

2. Provide **From Received Date** and **To Received Date** and **File Name**.

3. Choose the **Exchange** and **Market** from the list.

Figure 5.20: Searching Transaction Batch

4. Click **Search** to fetch the results. You search results appear.

5. Your search appears in the transaction batch list.

Field Name	Description
Batch Number	Unique number associated to a set of transactions
Source	Exchange name for the transaction batch
Destination	Health-plan career's name for the transaction batch
Type	Specifies the type of transaction: enrollment or payment
Date and Time	Date and time when transaction batch was last updated
File Name	EDI file name associated to the transaction batch
Status Count	Number of transactions in the batch with related status. Hover the cursor over the number to know type of status.
Flow	The flow of transaction: Inbound or Outbound
Total Transactions	The number of total transactions (including passed and failed) in a particular transaction batch. You can click the number to view details of transaction
Failed Transactions	The number of failed transaction in particular transaction batch. Click the number to view details of failed transactions.
Passed Transactions	The number of passed transaction in particular transaction batch Click the number to view details of passed transactions.
Sender TPID	TPID of the sender.
Acknowledgment Files	EDI Acknowledgment files flowing as a response to last transaction These can be of two types: 999 and TA1, click the file to view information.
Status	Current status of the transaction batch.
Ack Transfter Status	Current status of the acknowledgement file transfer.
Market	Type of market for the transaction batch.
Actions	Click [icon] to view all transactions to the transaction batch. Click [icon] to download 834 EDI file. Click [icon] to view validated and passed EDI files for the transaction batch.

Transactions

Transaction is the routing or exchange of data between the exchanges, WEM, and payers. The transactions route in EDI format which are HIPAA compliant. A transaction can include processing of an enrollment or a payment. Each transaction will have a Transaction Batch number assigned which links it to other related transactions.

This is the inside view of a file which is referred transactions. A file comprises of set of transactions and are displayed on this page. A member can have multiple transaction like new request followed by change instruction/ termination etc.

You can view the list of transactions on this page.

Filter Transaction List

Click 🔽 . to filter the Transaction list based on Source and Status,

You can filter the enrollment list based on following criteria:

- **Source:** Filter the list based on the exchange from where transaction is initiated.
  - **Destination:** Filter the list based on the exchange from where transaction is sent.
  - **Market:** Filter the list based on the type of market.
- **Status:** Filter the list based on status of transaction list:
  - **Enrollment:** Filter the transactions based on enrollment status.
  - **Queue:** Filter the transactions based on the queue type.

Click **Apply** to view the list of filtered transactions.

Customize the View of Transaction List

1. To customize the view Transaction List, click ✴ . A list of view option appears.
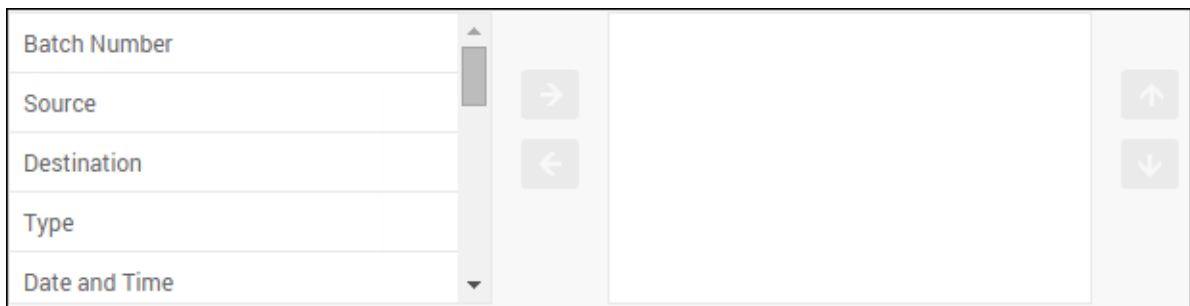
Figure 5.21: Customize Transaction

2. Click the option you want to view the list in. To select multiple options pres **ctrl** key.

3. After you have selected the option(s) click right arrow. To remove the selected option, click left arrow.

4. To set the priority of selected option click up and down arrow.

5. Click **Submit** to view the customized list of transaction batches.

Advanced Search

You can use Advanced Search to search for one or more specific transactions.

Figure 5.22: Advanced Search

1. Click **Advanced Search** to search for a transaction.
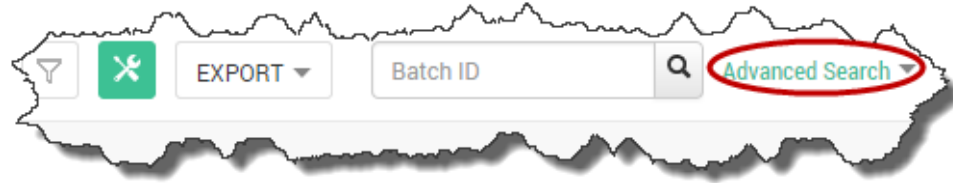
2. Provide the available details based on which you want to search a transaction.

Figure 5.23: Searching Transaction

3. Click **Search** to fetch the results. You search results appear.

4. Your search appears in the transaction batch list.

Field Description

Field Name	Description
Batch Number	Unique number associated to a set of transactions
Transaction ID	Unique number associated to the transaction
Source	Exchange name for the transactions
Destination	Name of the health plan carrier
Market	Type of market the transaction is associated with
Subscriber Name	Name of the subscriber associated to the transaction
Exchange Subscriber ID	Unique number given to the subscriber by the exchange
Status	Current status of the enrollment. Visit status' list in Glossary to view the description of relevant status.
Error Code and Description	Error code for the transaction, hover the mouse over the code to see what error code stands for. To view complete list of error codes visit FAQs.
Queue	The reason for holding the processing.

Field Description

Field Name	Description
Processing Date	Date and time when the transaction was processed.
Actions	Click to view transaction details. Click to view linked enrollments to this transaction. Click to manage the queue for this transaction.

Transaction Details

You can view additional details about the transaction on this page.

Field Description

Field Name	Description
Source Exchange Name	The exchange name where enrollment was registered.
Market	Type of market a transaction is associated with: Small Business Health Options Program (SHOP) or Individual.
Exchange Subscriber ID	The identification number given by the exchange to the subscriber.
Issuer Subscriber ID	The identification number given by the issuer to the subscriber.
Enrollment Status	Current status of the enrollment. Visit status' list in Glossary to view the description of relevant status.
Total Premium Amount	This field shows total premium amount to be paid by the subscriber.
APTC	Advance Premium Tax Credit: A federal subsidy that will pay a portion of an subscriber's health insurance premium.
CSR	Cost Sharing Reductions (CSRs): Subsidy that is applied to reduce the out of pocket costs for the subscriber who make less than 250% of the Federal Poverty Level.
Total Individual RES Amount	This field gives the responsibility amount.
Queues	This field specifies the queue where payment is on hold.

Transaction Member Details

The Member tab to displays members and related details associated to the transaction.

Field Description

Field Name	Description
Source Exchange ID	The exchange name where enrollment was registered.
Market	Type of market a transaction is associated with: Small Business Health Options Program (SHOP) or Individual.
Exchange Subscriber ID	The identification number given by the exchange to the subscriber.
Issuer Subscriber ID	The identification number given by the issuer to the subscriber.
Enrollment Status	Current status of the enrollment. Visit status' list in Glossary to view the description of relevant status.
Total Premium Amount	This field shows total premium amount to be paid by the subscriber.

Field Name	Description
APTC	Advance Premium Tax Credit: A federal subsidy that will pay a portion of an subscriber's health insurance premium.
CSR	Cost Sharing Reductions (CSRs): Subsidy that is applied to reduce the out of pocket costs for the subscriber who make less than 250% of the Federal Poverty Level.
Total Individual RES Amount	This field gives the responsibility amount.
Queues	This field specifies the queue where payment is on hold.

Working with Payments

6

In this chapter:

Payments

Enables health plans to send and receive various payment related information. It allows for the management and aggregation of premium, APTC and subsidy payments, late payments, broker commissions and more.

Filter the Payment List

You can filter the Payment list based on exchange name and payment statuses.

Click ⬚. To filter the payment's list and click **Apply**.

Customize the View of Payment List

1. To customize the view of Enrollment list, click ⬚. A list of view option appears.

Figure 6.1: Customize Option for Payment's List

2. Click the option you want to view the list in. To select multiple options pres **ctrl** key.

3. After you have selected the option(s) click right arrow. To remove the selected option, click left arrow.

4. To set the priority of selected option click up and down arrow.

5. Click **Submit** to view the customized list of enrollments.

Advanced Search

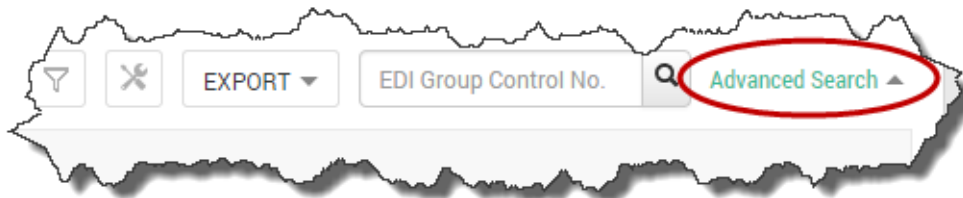You can use Advanced Search to search for one or more specific enrollments.

Figure 6.2: 1.Advanced Search

1. Click **Advanced Search** to search for a payment.

2. Provide the EDI Transaction Set Control Number and Processing Dates.

Figure 6.3: Advanced Search Option

3. Click **Search** to fetch the results. You search results appear.

Field Description

Field Name	Description
EDI Group Control Number	This is the EDI Group Control Number to identify the source group segment of the enrollment group
EDI Transaction Control Number	This is the EDI Transaction Set Group Control Number to identify the source group segment of the enrollment group
Source	Health-plan career's name for the transaction batch
Destination	The exchange name from where payment is made
Batch Number	Transaction batch number associated with the payment, click the number to view the related transaction.
Processing Date	The date when payment was processed
Payment Method	This field shows whether the payment carries financial information or not. **ACH**: Financial information (account/bank details) available. **NON**: Financial information (account/bank details) not available.
Actions	You can view Payment Detail and Linked enrollments to the payments. Click [icon] to view additional payment details related to the policy. Click [icon] to view linked enrollment to the payment.

Payment Details

Field Name	Description
Transaction Reference Number	Unique transaction number for the payment
Payer Name	The name of the payer

Field Name	Description
Payer ID	The identification number of the payer
Payer Name	The name of the payee
Payee ID	The indentification number of the payee
Credit/Debit	Type of payment
Payment Effective Date	The effective date of the paymet
Payment Process Date	The date processing date of the payment
Payment Delivery Date	The delivery date of the payment
Sender Account Number	Account number of the sender
Receiver Account Number	Account number of the receiver
Total Amount	Total amount of the payment

Field Description

Field Name	Description
Payment Level	The level of the payment: Policy of Program
Sub Level	The sub level of the paymet: Individual or Organization
Payment Type	Type of the payment
Market	Type of the market
Exchange Subscriber ID	Unique identification number given by the exchange to the subscriber
Exchange Group ID	Unique identification number given by the excahage to the group
Employer TIN	The Tax Identification Number (TIN) of the employer in the payments for the group enrollment
Plan ID	Identification number of the health insurance plan for which pyamet is made
Payment Processing Date	The date when payment was processed
Amount	Amount of the payment
Action	You can view Policy Payment details and Linked Enrollments: