

# Regional Billing & Account Services



**Allstate**  
BENEFITS



 **70%**

of our customers use  
EasyBill® Online for fast  
access to billing information<sup>1</sup>

 **98%**

of payments are processed  
and posted to your account  
within 4 days<sup>1</sup>

 **100%**

of first payments are  
reviewed for accuracy and  
discrepancy resolution<sup>1</sup>

<sup>1</sup> internal reporting

## We know you're busy.

That's why we offer simple but powerful solutions for managing voluntary benefits billing. It's all part of how we make it easier for you to do business with us.

With over 50,000 employer groups in force and over 4.1 million individual policies in force, Allstate Benefits is the provider of choice for many of America's top companies. Let us show you why.

You will receive an email that outlines our convenient billing options so you can choose the model that's best for your organization. In the meantime, this brochure is designed to give you a quick overview of our billing processes.

Accuracy, efficiency, integrity – that's what you can expect from your Good Hands® team. Welcome to Allstate Benefits. We look forward to partnering with you.

## Our Promise

We deliver the Good Hands® promise by providing exceptional service and by handling all billing processes with professionalism and precision.

## Our Process

### 1 Account Setup

Our team will be reaching out to welcome you, confirm your contact information and provide access to online resources. Your account has been assigned a specific account number. This five-digit number will be used to identify your organization and track your information throughout our relationship. Please include this number in all correspondence.

### 2 Billing Notice

We bill in arrears. The initial invoice will be available approximately three weeks after the coverage effective date, and a notice will be emailed to you. Based on your deduction frequency, your invoice will be generated either on a monthly basis (covering a full month of deductions) or every four weeks (covering four weeks of deductions). We will send you an email every time a new invoice is available for you to view online.

### 3 Billing Methods

To best meet your needs, we offer two billing options:

#### EasyBill Online:

- 24/7 ability to:
- View and reconcile invoices
  - Remit payment
  - Review employee coverage
  - View transaction history
  - Update employee information
  - Complete terminations
  - Access additional service forms for employees

#### Self-Bill:

- Upload your payment and remittance file via our secure EasyBill Online website
- Terminations can be included on this file, communicated via separate file or completed through EasyBill Online
- Available file formats: Excel, Comma-delimited text, ASCII text
- Complete all required fields: Employee Identifier, Employee Name, Product, and Deduction Amount



## Invoicing and Payroll Deduction Frequencies

It is very important to choose the correct number of payroll deductions you will make per year to ensure that invoices reflect the correct deduction amounts. Your Allstate Benefits account management team will work with you to establish invoicing and deduction frequencies so they align with your organization's payroll practices.

Benefit Deduction Frequency	Number of Deductions	Number of Invoices Per Year
Weekly	48 Deductions	12
Weekly	52 Deductions	13 (Every 4 weeks)
Bi-Weekly	26 Deductions	13 (Every 4 weeks)
Semi-Monthly	24 Deductions	12
Monthly	12 Deductions	12



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## Past-Due Invoices

Timely remittance of premium payments is critical to ensure that the coverage your employees purchased remains in effect. We will notify you of any outstanding invoices each time an invoice is generated, and current and past invoices are always

available on our secure EasyBill Online portal. If no premium payments are received for 90 consecutive days, coverages may be subject to lapsing. Please contact us right away if you have any difficulties with your invoice or payments.


## Roles

### Our role

- Establish a billing process tailored to your needs
- Provide your billing notice 10 days prior to the premium due date
- Work with you to identify and address premium discrepancies

### Your role

- Confirm your preferred billing model
- Ensure accurate data
- Provide explanations when changes are made

 For billing or employee questions, contact our Customer Care Center at **(800) 521-3535**.

Access your billing information 24/7 at [www.allstatebenefits.com/easybillonline](http://www.allstatebenefits.com/easybillonline).

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