frequently asked questions

easybill online

Q. How do I register for EasyBill® Online?

A. Contact your Billing Team or send an email to ABBillingInquiry@Allstate.com to request a registration number. Once you receive the registration number, go to www.AllstateBenefits.com/EasyBillOnline and click on the Register Now button at the bottom of the screen. Complete the required fields and click Submit.

Q. Can multiple people use the same registration number?

A. Yes, the same registration number can be used for multiple users. However, **each user under the registration number should register separately with their own email address, password and security questions**. If you need to provide a new main contact for billing, please contact your Billing Team.

Q. How long before my registration deactivates?

A. If you do not sign on to EasyBill Online for 90 days, your registration will be de-activated. If you wish to re-activate your registration, please send an email to ABBillingInquiry@Allstate.com.

Q. I can't log on. What should I do?

A. First, verify that you have completed the registration process. If so, complete the following steps:

- From the Home page, click Forgot Password.
- Enter the email address you used to register.
- Enter your account number.
- The security question you chose during registration will display. Enter the answer to the security question.
- Click Submit.

If you are unable to remember your login information, or you are still unable to log on after completing the steps above, please email ABBillingInquiry@Allstate.com and enter "Forgot Login ID" in the Subject line.

Q. How can I learn how to use EasyBill Online?

A. We offer a variety of tools to help you get up to speed. On the My Help Center page, scroll down for a link to register for a training session. You can also visit our Billing microsite to watch an instructional video and access Reference Guides.

Q. When are invoices available online?

A. You will receive an email notification when your bill is ready to be viewed online. Generally, invoices are available online mid-morning of the day following their production.

Q. How do I reconcile and make payments through EasyBill Online?

A. To reconcile your invoice online, complete the following steps:

- Go to My Billing Info.
- Click "Reconcile" to the right of the outstanding invoice.
- If the amount needs to be adjusted, make the needed change under the Amount Remitted column and select a reason from the drop-down box. If not submitting premium for an employee, enter "0" in the Amount Remitted column.
- Make any needed changes or terminations.
- Click Review & Pay Invoice.

There are two options to pay: Pay Electronically or Send Payment by Mail.

If paying electronically:

- Enter Check Information and click Next.
- Click Make Payment.
- Print the Confirmation Page for your records.

Note: EasyBill Online does not provide a confirmation number when a payment is made. An ACH Transaction Confirmation will appear after payment has been made. Please print this confirmation page for your records.

If sending payment by mail:

- Print the Payment Summary and submit it with your check. Be sure to add your case number to the check. Once payment has been received, we will process any requested terminations.

All transactions submitted on the website after 5 p.m. EST will be processed the next business day.

Q. If no changes are needed on the invoice, can I pay by ACH without reconciling?

A. Yes. To the right of the outstanding invoice, there is a "Pay as Billed" link. Click there to view the ACH request screen. Enter the bank draft information and click Submit.

Q. What if I use Self-Bill?

A. If you have a self-bill arrangement, you can pay online or by mail.

To pay through EasyBill Online:

- Go to My Billing Info.
- Select Miscellaneous Payment.
- Enter the full amount needed to be submitted and click Submit.
- Return to My Billing Info and select Upload Invoice File.
- Click to browse and select the invoice file that matches the ACH Payment entered. Files can be in Excel, comma-delimited text (CSV) or ASCII text format.
- Click Submit.

To pay via U.S. mail, send your payment to:

General Mailbox for Payments
Allstate Benefits
P.O. Box 650514
Dallas, TX 75265-0514

Overnight / Expedited Shipping Address
BancTec BPO Wholesale Processing Center
2701 E. Grauwyler Road, Bldg. 1
Irving, TX 75061

Your payment will be matched to the file submitted once both are received.

If you have additional questions about self-bill, refer to the self-pay reference guide on the Billing microsite.

Q. When will my online payment be processed?

A. All transactions submitted on the website after 5 p.m. EST will be processed the next business day.

Q. Do I have to pay online every time if I register with EasyBill Online?

A. No. If you do not want to pay online, you can pay by check, ACH auto draft or wire transfer.

Q. How can I set up an ACH Auto Draft?

A. To set up an ACH automatic draft, complete the following steps:

- Click on My Billing Info.
- Click on the Auto Draft Setup link on the left-hand side of the screen.
- Enter your banking information.
- Agree to the Terms of Use.
- Click Submit.
- A popup confirmation screen will appear. Click OK.

If the ACH auto draft is set up prior to the production date of the outstanding invoice, the draft will occur on the due date. Reconciliation is still expected and the Auto Draft will then be for the reconciled payment amount.

Q. How can I set up a wire transfer?

A. Contact your bank to set up a wire transfer. Here is the information you will need about Allstate Benefits:

Bank name:	Bank of America
City & State:	Dallas, TX
Vendor Account Title:	American Heritage Life Insurance Company
Account number:	2101001107
ABA Number:	0260-0959-3

Q. Where can I view invoices that are due?

A. On My Billing Info, click on Reconcile Invoice in the left-hand column to view a list of Outstanding Unpaid Invoices.

Q. Where can I view previous payments made?

A. Go to My Billing Info and click on View Account Payments in the left-hand column. A history of payments will display next to each invoice's unique payment re-entry number. (You can also find the re-entry number on the first page of the invoice in the box at the top of the page, along with case number, frequency, due date, invoice date, and team.)

Q. What do I do if my payment is rejected?

A. If your online payment is rejected, we will notify you via email. You will be directed to re-submit your payment within 14 days to avoid a negative impact on your employees' coverage.

You can re-submit payment through EasyBill Online:

- Click My Billing Info.
- Click Miscellaneous Payment on the left-hand side of the screen.
- Provide the correct banking information for the amount indicated on your rejection letter.

Or

Send a replacement check to:

Allstate Benefits
Attn: Return Check Unit
1776 American Heritage Life Drive
Jacksonville, FL 32224

Q. Where can I update my user information?

A.
- To update **contact number, account contact name, and mailing address**, click on My Account Info and go to the section under the Update Account Information heading.
- To update your **billing preference** (email notification or paper invoice), click on Invoices.
- To update your **email address and/or password**, click on Update User Information in the left-hand column and follow the instructions on the screen.

Note: Multiple individuals can register with the same registration number. However, **each user under the registration number should register separately with their own email address, password and security questions**. If you are a new user, please complete a new registration using your company's registration number; do not change another individual's email address and password for your use.

Q. Can I update my employees' information online?

A. Yes, you can update your employees' information on the My Employee Info page. Click on View/Update Employee Information in the left-hand column.

- To update **employee demographics**, click on the employee's name, update the information and click Submit. If a name change is needed, please contact your Billing Team.
- To update an **employee's address**, click on the employee's name and then click on Details. Update the information and click Save. Then click Submit.

Q. How can I request an employee termination via EasyBill Online?

A. We recommend entering terminations through the invoice reconciliation process. However, terminations can also be entered by completing the following steps:

- Go to My Employee Info.
- Click on Remove or Add Policies in the left-hand column.
- Select the employee you wish to terminate.
- Click the Remove box.
- Select Reason from the drop-down list.
- Choose the current date or enter a future date. Termination dates in the past will not be processed.
- Click Submit.

Note: Employees with future termination dates will continue to appear on this screen until the date of termination. You can make changes before this time if needed.

Q. Where can I find contact information for questions about my bill or employees?

A. Go to My Help Center for your account team's phone number and email address as well as customer services numbers and hours.

Q. Where do I find my Servicing Agent Information?

A. On the My Account Info page, your agent's name and phone number are listed at the top of the screen.

Q. Where are claim forms located?

A. On the My Help Center page, click on Online Forms in the left-hand column.

Q. Can I request a 5500 – Schedule A form online?

A. Yes. On the My Help Center page, click on Form 5500 in the left-hand column. On the following screen, enter the plan year dates and check the box next to your preferred delivery method (email or fax). If you request fax delivery, enter your fax number. Then click Submit.

Q. Where do I find my employer deduction change files?

A. You can find your deduction change reports on the Deduction Change Reports page (the far-right tab).