The Hartford @ease Billing^{SM}

THE HARTFORD

Q: **How do I sign up for this service?**

A: Submit your request to our mailbox: **atease.billing@thehartford.com** or contact our toll-free customer service center at **1-800-523-2233** to get started.

You will need to provide the following information:

1 Case name
2 Policy number
3 Policy contact information (name, phone number and email)
4 Payroll vendor name
5 Payroll vendor contact information (name, phone number and email) and/or **EDI (Electronic Data Interface) representative**

Upon receipt, a Hartford representative will contact you to start the registration process and address any of your questions.

Q: **I don't currently utilize a payroll vendor. Can I sign up for this service?**

A: Yes, you can sign up if you are able to provide a file from your current payroll system that meets our standard specifications. Please submit these requests to the mailbox (shown above) and we will work directly with you.

Q: **How often can we send file feeds to The Hartford?**

A: The frequency of the files is determined by you and/or your payroll vendor. Typically the file feeds are sent on a weekly basis. At minimum, we must have a file each month.

Q: **Does The Hartford accept an 834 file format?**

A: No, we cannot support this file type.

Q: **Is the Hartford limited to certain payroll vendors in order to set customers up for this option? If so, who?**

A: Typically we are not limited. We have established file feeds with over 20 different payroll vendors. Many of our feeds are with ADP; however, we work with a variety of others. If we have not worked with your vendor we would contact them to discuss the file format and process to ensure they could support the feed.

Q: **What are the benefits of this billing option from a customer perspective?**

A: List bill customers no longer need to make changes on EmployerView or send in changes.

- Customers who are currently self-administered no longer need to calculate premium payments.
- Timely and accurate updates made to billing statements (in sync with Employer's payroll information).
- Reduced potential for findings during audit process.
- Provides comprehensive list of employee payroll deductions based on elected benefits.

Q: **Does The Hartford charge for this service?**

A: The Hartford does not charge for this service; however, each individual payroll vendor may have fees for initial set-up. It is recommended that you discuss and understand any fees with your payroll vendor before we begin the process.

Q: **I am currently self-administer billed but am interested in this option. Can I move to @ease Billing without having to get a full, detailed list bill?**

A: We can set you up with a Summary bill that would show only the first page of the list bill, including the amount due. This would hide the full individual-employee-level detail on a paper bill or on EmployerView if E-billed. You will still have access to view employee-level detail via the Participant Administration section of EmployerView.

Q: **Whom do I contact with questions on an ongoing basis?**

A: If there is a question regarding this service you can contact your Payroll Vendor or The Hartford's customer service team:

PHONE **1-800-523-2233**
EMAIL **atease.billing@thehartford.com**

Q: **Can statutory coverages go on an @ease bill?**

A: Unfortunately, at this time we cannot add statutory coverages (DBL, TDI, TBD) to an @ease bill; however, we are looking to explore this potential in the future.

Q: **Can ASO (Administrative Services Only) coverages go on an @ease bill?**

A: Unfortunately, at this time we cannot add ASO coverages to an @ease bill; however, we are looking to explore this potential in the future.

Q: **Is there a discrepancy or error report that can be sent to me?**

A: There is not an external error report; however, we do have internal processes to identify discrepancies and would resolve them if they occur, or reach out to the vendor or customer as needed.

Q: **If I sign up for @ease Billing, do I need to enroll for AutoPay?**

A: You do not have to enroll for AutoPay; however, bundling @ease billing with AutoPay allows for a fully hands-off billing experience. AutoPay allows customers to set the day of the month and have payments automatically deduct from their account. Learn more about AutoPay by visiting **www.employerview.com**.