APL | HELP CENTER

Employer Support

A Quick Tour

The **Employer Dashboard** provides secure access for managing your APL account. From your account, you can download, adjust and pay your invoices online, view insured employees, see their coverage and view/print ID cards. You'll also find your broker's contact information readily available.

CONTACT APL

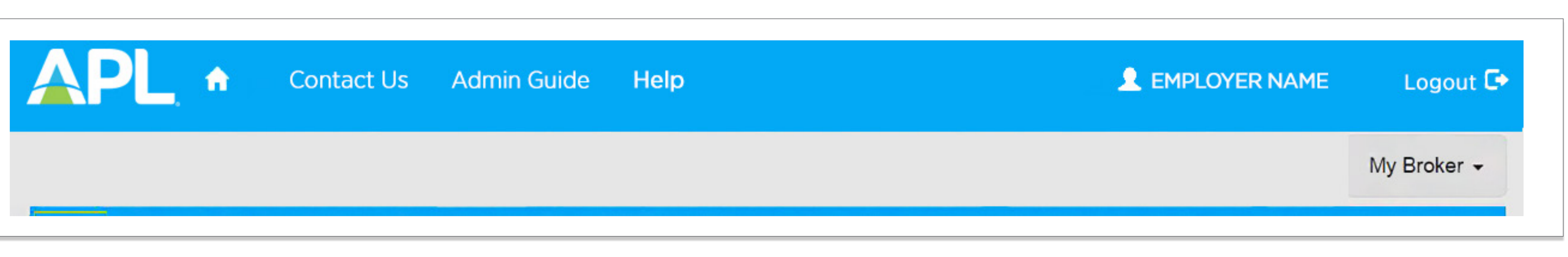
800-256-8606, opt 3

custsvc@ampublic.com

Using Your Dashboard

At the top of the Dashboard, you'll see links to:

- Contact Us
- Admin Guide
- Help
- Your Profile (Manage Payment Account)
- My Broker contact card



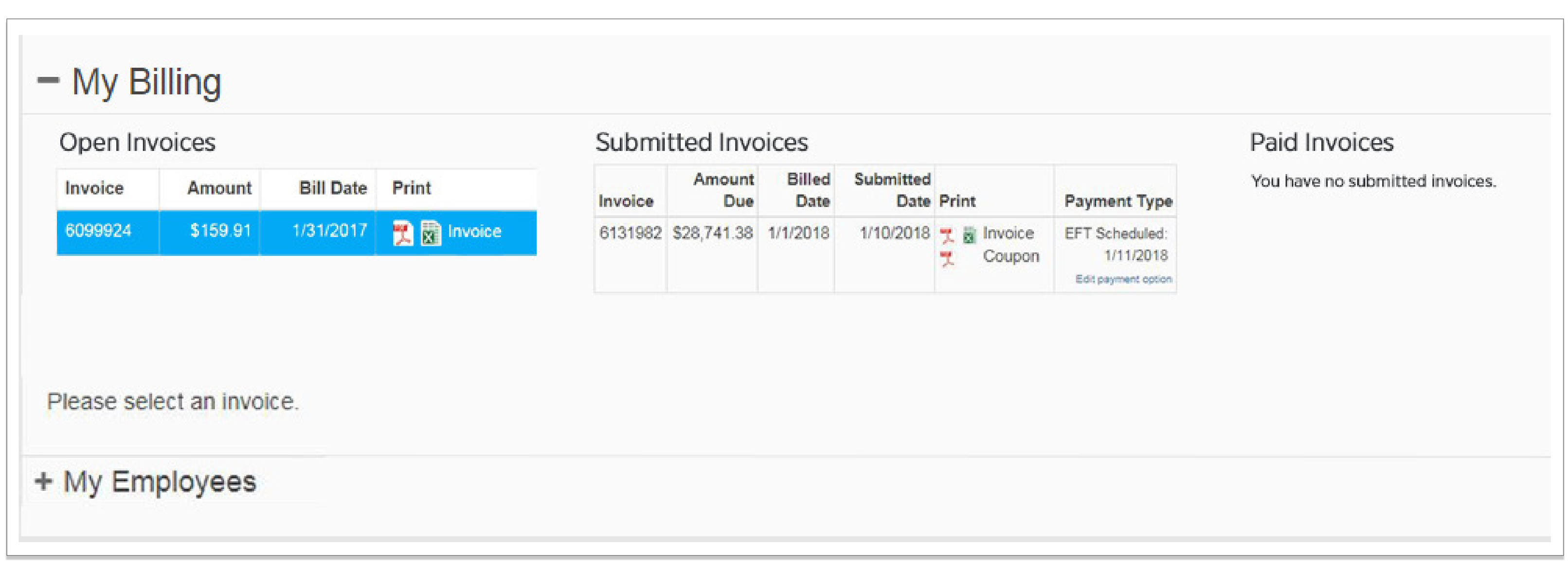
Admin Guide

This guide is your introduction to APL that includes a brief overview of our history and helpful online tools. You'll also find important contact information for claims, customer service and billing colleagues.

My Billing

Below the top navigation, you'll find two collapsible sections: **My Billing** and **My Employees**. Your dashboard defaults to **My Billing**. From here, you have instant access to your APL invoices, billing details and online payments. Through the **My Billing** portion of your dashboard, you can:

- View open invoices
- Adjust the amount due
- Pay invoice online
- Print coupon and pay by mail



Open Invoices

To begin, simply click on an invoice number from the **Open Invoices** table. This will display the selected invoice in the **Billing Details** table directly below Open Invoices. From the **Billing Details** table, you can adjust the amount due, add an employee *for billing purposes only*, submit, pay and print your invoice. To print your invoice, click on the PDF ( ) or Excel ( ) icon in the **Print** column of your Open Invoices table or from the Billing Details navigation bar. This will download the selected file type in a new window for you to view, print or save.

Submitted Invoices

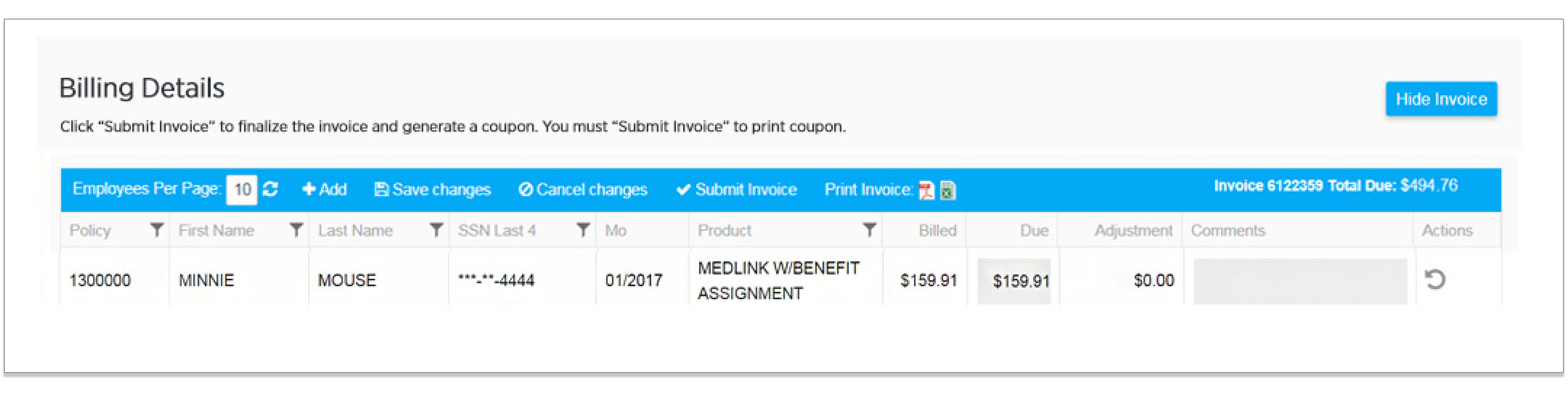
You can review your **submitted invoices** and **edit payment types** from this table. Click on the invoice number to display the submitted invoice in the **Billing Details** table directly below **Open Invoices**. To edit a scheduled online payment or **change your payment type**, click the **Edit Payment Option** link under Payment Type. To print your **coupon** for mailing your payment, click the PDF ( ) icon in the **Print** column of the **Submitted Invoices** table. This will download your **coupon** in a new window for you to print and submit with your payment. Remember, you must first submit your Invoice to schedule an online payment or print your coupon.

Paid Invoices

From the **Paid Invoices** table, you can click on an invoice number to display your paid invoice in the **Billing Details** table directly below. To print or reprint your **paid invoice**, click on the PDF ( ) or Excel ( ) icon in the **Print** column of your **Paid Invoices** table. This will download the selected file type in a new window for you to view, print or save. To print or reprint your **coupon**, click the PDF ( ) icon in the **Print** column of the **Submitted Invoices** table. This will download your **coupon** in a new window for you to view, print or save.

Billing Details

Below the Invoice tables, you'll find **Billing Details**. This section of your Dashboard displays the details for the Open, Submitted or Paid Invoice you've selected.

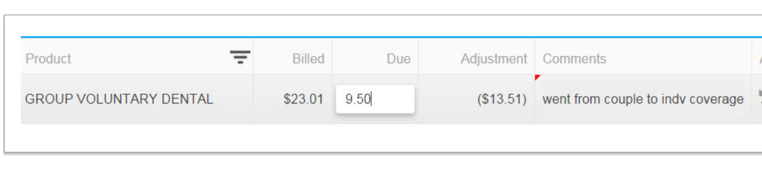


Add Entry +Add

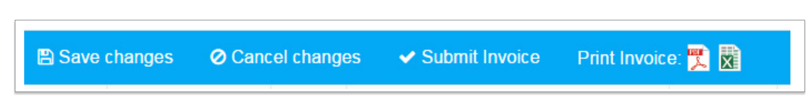
It's easy to add an employee to your current, open invoice (for billing purposes only). Click on the **Add** button in the Billing Details navigation bar, enter his/her policy number, first and last name, last four digits of his/her Social Security Number, choose the appropriate product type from the drop down, enter the premium amount you're submitting and add a comment for the entry, so we know why the bill was adjusted. Example: *employee was enrolled after bill was generated*. Don't forget to **Save** your changes or you may **Cancel** changes if you made an error. Both **Save** and **Cancel** buttons are in the Billing Details navigation bar.

Adjust Your Bill

You can easily make changes to the amount billed on your invoice by clicking inside the **Due** box of the appropriate employee and entering the new amount. The adjusted amount will automatically calculate and display in the **Adjustment** column. You must add a comment for each entry you change, so we know why the bill was adjusted.



If you make a mistake, use the **Undo Changes** icon ( ) in the **Actions** column to cancel your edits. To **print** your invoice, click the PDF ( ) or Excel ( ) icon by the **Print Invoice** button in the Billing Details navigation bar. This will download the selected file type in a new window for you to view, print or save. Don't forget to **Save Changes** when you're finished adjusting your bill.

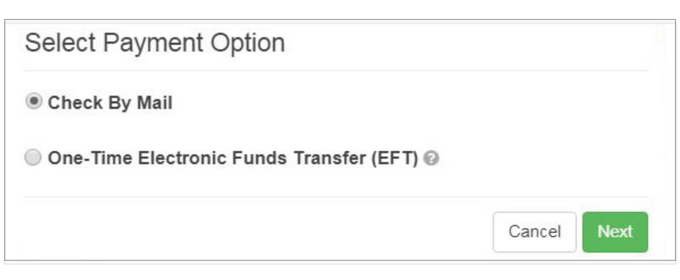


Submit Invoice and Pay Online ✔ Submit Invoice

Once you've selected your **Open Invoice**, made any adjustments to your **Billing Details** and saved your changes, you'll need to **Submit** your Invoice in order to schedule an online payment or generate a payment coupon. Click on the ✔ **Submit Invoice** link in the Billing Details navigation bar. A pop-up box will appear to **Select Payment Option**. Click on Check by Mail or One-Time EFT.

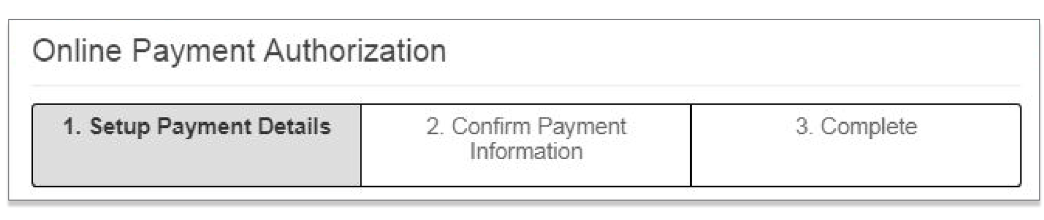
Check by Mail

Selecting **Check by Mail** will open a pop-up message confirming you're ready to Submit. Click **Cancel** if you need to start over or click **Submit** to send your Invoice to APL. A confirmation message will appear when your invoice is successfully submitted. You can **print your invoice** using the print button in the pop-up window or you can simply return to your Dashboard to print your invoice or coupon from your **Submitted Invoices** table.



Pay Online

Selecting **One-Time Electronic Funds Transfer** will walk you through 3 easy steps for scheduling your online payment. A confirmation message will appear when your payment is successfully submitted. You can **print your invoice** using the print button in the pop-up window or you can simply return to your Dashboard to print your invoice or coupon from your **Submitted Invoices** table. To edit a scheduled online payment or change your payment method, click the **Edit Payment Option** link under Payment Type in the **Submitted Invoices** table. Online payments must be scheduled within 10 business days from the date the invoice is submitted and same-day payments cannot be scheduled.

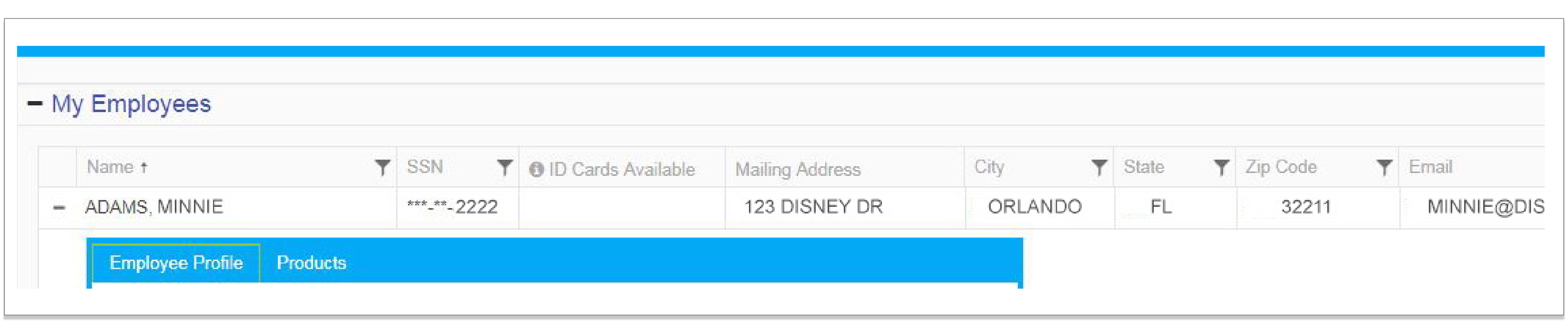


Edit/Manage Payment Account

You can **Add, Edit and Delete your payment account** by clicking into your **profile** from the top navigation ( ) and selecting **Payment Account** from the side panel. Only one payment account can be saved to your profile. Note that changes to your payment account will impact any scheduled or pending payments.

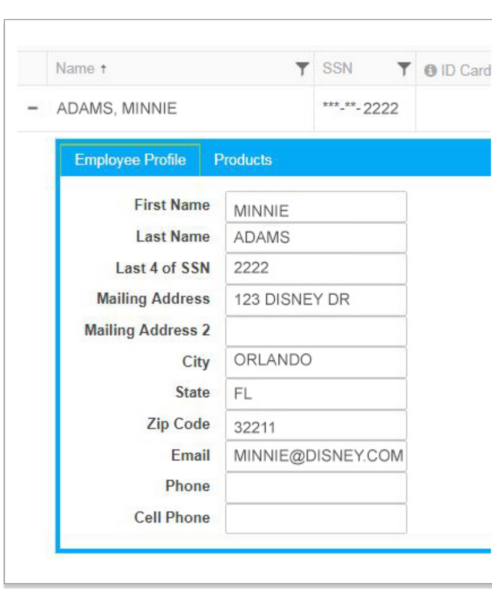
My Employees

The second section of your Dashboard is where you'll find information on your insured employees. Below My Billing is **My Employees**. Click the plus (+) to expand this section for access to employee profiles, products, coverage details, insured dependents and ID Cards.



Employee Profile

My Employees is an alphabetical listing of your insured employees. Click on the plus (+) next to a name to expand the employee's information. You'll see the **Employee Profile** box open first. Here, you can view the insured employee's contact information. Click the plus sign again to collapse the information box.



Products

With the employee's name still expanded, click on **Products,** next to the Employee Profile tab. This will display the **product details** associated with that employee; coverage, status, monthly premium, dependent coverage and ID Card availability. Click on the next product name, if applicable, to display the employee's coverage and details for that product, and so forth with the remaining list of products. If an **ID Card** is available, a link to download the card will appear next to the ID Cards field. Simply click the link to **download** your ID Card.