RELIANCE STANDARD
A MEMBER OF THE TOKIO MARINE GROUP

Online Self-Admin Bill

Quick Tips

Dashboard

After you login, the dashboard allows you to easily access the *Billing & Payments and Reports* screens. To navigate back to the dashboard from anywhere, click on the Reliance Standard logo in the top left corner of the screen.

Add and Manage Sub Users

To update your own password, grant, or manage Sub Users, click on your name in the upper right corner on the dashboard and follow the prompts.
Pro Tip: The Benefit Administrator is the only person who has permission to add or manage Sub-User access.

Billing and Payments

The Billing & Payments page allows you to perform all major functions from a single location.

- Invoices are in a "tab" formation by clicking on the month.
- Click the chevron ⌄ on the lower right to Expand All" for the billing details.
- Click **View/Complete Self-Admin Bill** hyperlink to the left to view the bill in its entirety. You can also see the recent EOI status.
- Click **Billing History** and select the date range that you wish to display.
- To view invoices, click on the PDF images. Invoices can be printed and retained in PDF format. User can also print these PDFs using the Print browser settings.

Self-Admin Bill Page

In the self-admin bill page, you can:

- View Premium Details
    - Enter the lives and volume for a coverage to populate the premium due for that coverage. You can also see the total premium due for the bill, the rate per dollar/unit, and other coverage details.
- View Recent EOI
    - To the right of Premium Details is another tab Recent EOI where you can find recent EOI status for members.
    - EOI status can be viewed by clicking on the Reports link on the top toolbar and then selecting EOI Summary as well as on the next monthly invoice on the tab Recent EOI. The status can also be viewed at: customercare.rsli.com/CustomerCare.aspx, Service Tools > Medical Underwriting
- Complete Bills and View Amount Due
    - Enter the lives and volume to populate the premium due for each coverage and click **Save**. You can then click **Review** to verify the total premium due for the bill and the premium due for individual coverages. Click **Edit** to make any changes after review.
- Finalize Bills
    - After reviewing the lives and volume for each coverage, you can finalize the bill. Bills can be finalized only once. An exception is that you've the option to undo finalization of the most recent bill.
- View Invoices
    - Click on the PDF images to view Invoices. User can also print these PDFs using the Print browser settings.

Make an Online Payment

From the Dashboard, click on Manage Payments or Payment Methods or, within the Billing & Payments hyperlink, click on Make a Payment. To add, update and/or set up automatic/recurring payments, click on Payment Profile.
Pro Tip: Invoices must be recalculated and finalized prior to clicking "Make a Payment".

Reports

To access Claims, EOI, and Premium History reports, click on Reports at the top of the Dashboard. Click on the Report Selection drop down menu to select a report and follow the required prompts. Reports can be printed and retained in PDF format.

Download Benefit Forms

To access Claims, Conversion, Portability, Beneficiary forms and more, go to: **customercare.rsli.com/Forms.** You do not need to be logged in to download forms. Contact your Account Manager for your personalized Enrollment and Statement of Health (EOI) form.

Questions?

You may reach out to your Account Manager or
you can call the Contact Customer Care Center from 7:00 AM – 7:00 PM ET
at 1-800-351-7500, select prompts 1- 5- 3 and a representative will assist you

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