



Frequently Asked Questions

What is the parallel pay® Program?

parallel pay® is Eastern Alliance Insurance Group's 'pay-as-you-go' billing program. This billing program calculates your workers' compensation premium based on your actual payrolls. The program requires the receipt of your payroll data after each payroll cycle.

What are the benefits of the ParallelPay® program?

- Improved cash flow and no checks to write –your premium payments are automatically debited based on your reported payroll
- No large down payments or installment fees (**See note below**)
- Minimized audit premium fluctuations
- 24/7 online access to payroll and premium reports

*****Certain charges, such as the expense fee, any applicable membership contributions and some state assessments, may be collected upfront for the policy and each subsequent renewal or replacement policy as required.***

Do I need a payroll company to participate in the parallel pay® Program?

No. While many payroll providers can assist you with reporting payroll information to parallel pay®, we have built our program to also accept payroll data reports directly from policyholders, using Excel, CSV or tab delimited text files. The parallel pay® customer service team will assist you in setting up the reporting method that best suits your needs.

What if I use ADP or Paychex as my payroll provider?

You can still experience the benefits of parallel pay®, but you will need to choose a self-reporting option. While these two payroll vendors do not work directly with us, they should be able to provide you with the necessary information to complete the payroll data uploads.

Who is responsible for sending payroll data to parallel pay® for processing?

Ultimately it is the policyholder's responsibility to ensure their payroll data is reported to parallel pay. If you use a payroll company, we will work diligently with them to receive the payroll information. However, in the event the payroll company cannot, or will not, provide us with the information, we will look to receive the information from you directly.

How am I able to report my organization's payroll data?

If you are submitting your payroll data, there are two different methods of self-reporting:

- Upload a payroll report directly into the parallel pay® portal (accessed through easternalliance.com). Formats accepted include tab delimited text files, CSV and Excel templates. We can also provide you with a generic payroll template in Excel format.
- Manually enter your payroll data into the parallel pay portal; the information you previously entered (such as employee information and class codes) is saved for your future use.

How often should I report my payroll data?

Payroll data must be received by parallel pay® each and every time your payroll is run. parallel pay® will calculate the appropriate premium for the pay period from the payroll data you provide and deduct the premium through an ACH draft from your bank account. You will receive a notification from parallel pay of the amount to be debited from your account after the payroll is uploaded, and again before the billing transaction takes place.

What if I fail to report my payroll or pay the premium?

Automatic late payment notifications are generated by parallel pay® and emailed to all contacts designated in the parallel pay® portal. Failure to submit payroll data or to have funds available for payment will be treated as a failure to pay your policy's premium. Accordingly, Eastern Alliance will then initiate its normal policy cancellation procedures. Repeated failures to report your payroll information will result in your policy's removal from the parallel pay® program.

Will there still be a premium audit for my policy?

Yes. Participating in the parallel pay® program does not eliminate the need for a workers' compensation premium audit. While the program is designed to minimize the amount of any potential audit adjustment, there are circumstances where a premium variance may exist. Missing payroll reports, misclassified employees and incorrectly reported payroll data are common causes of premium audit adjustments.

All audit adjustments are billed by a physical invoice and will not be automatically debited through the normal parallel pay® ACH process. Any premium due to the policyholder will be paid through a manual check from Eastern Alliance. We cannot apply an audit credit towards any parallel pay® bills.

How do I enroll in parallel pay® and is it difficult to set up?

We'll walk you through the process! First, prior to your policy's issuance, Eastern Alliance will need to receive the completed parallel pay® enrollment form. Once this form is received and your policy is issued, the parallel pay® customer service team will email you to arrange the parallel pay® set up. This set up can be completed over the phone or, if requested, through email. We will review accessing the parallel pay® portal, the payroll reporting process and the billing process. We're available to answer any questions you have regarding reporting, classifying employees and billing.

**If we do not receive a response to complete this set up within the first 21 days of the policy term, your policy will be moved back to your expiring pay plan or another qualified direct bill installment plan.