

Pay-As-You-Go SmartPay Solutions

Policyholder FAQ's

Q: How does the Chesapeake Employers Insurance pay-as-you-go billing plan work?

A: Our pay-as-you-go billing plan allows you to pay your workers' compensation insurance premium automatically, in real-time as you run your payroll. Chesapeake Employers Insurance has partnered with SmartPay Solutions, a leader in pay-as-you-go providers, to offer you two payroll reporting options:

- Self-reporting payroll at the end of each payroll cycle, monthly, or
- Linking through your payroll vendor

Your premium is automatically withdrawn from your bank account based on payroll reported.

Note: If ADP or Paychex is your payroll vendor, you must self-report or use the SmartPay Reporting Service (SPRS) for a fee.

Q: What are the benefits of the pay-as-you-go billing plan?

A: The benefits are:

- Improved budgeting and cash flow management
- No down payment
- Automatic premium withdrawals
- Keep your current payroll vendor, if applicable
- Premiums based on actual, not projected payroll
- More efficient and accurate audit process – less hassle
- Easy to get started

Q: Must I use a payroll provider service?

A: No. You may either self-report payroll at the end of each payroll cycle or use the SmartPay Reporting Service (SPRS) for a fee.

Automated premium withdrawals will occur regardless of reporting method.

Q: Which payroll vendors will SmartPay Solutions accept?

A: SmartPay Solutions works with many different payroll vendors. Click on the link below for an updated listing: https://www.smartpayllc.com/user_instructions/OnboardedPayrollVendors.html

If your payroll vendor is not on the list, contact SmartPay Solutions so they can attempt to onboard the payroll vendor.

Note: If ADP or Paychex is your payroll vendor, you must self-report or use the SmartPay Reporting Service (SPRS) for a fee.

Q: Are there eligibility requirements?

A: To be eligible, you must:

- Elect a full-term policy
- Have at least one payroll-based classification
- Report payroll by class code or employee
- Agree to have premiums paid via Automated Clearing House (ACH) withdrawal from a checking account
- Policyholders whose coverage is rated exclusively on a per-capita basis (no ratable payroll), are not eligible. (For example, coverage is requested for a Domestic Employee only.)

Q: Can my policy still be cancelled?

A: Yes, a pay-as-you-go policy can be cancelled for non-reporting, non-pay or other reasons permitted by Maryland law. If you do not report payroll by the reporting date, reminders will be sent to you from SmartPay Solutions. If no report is made, Chesapeake Employers Insurance will issue a cancellation notice.

For more information about Chesapeake Employers' pay-as-you-go billing plan, please contact your agent or call Chesapeake Employers at 410-494-2000 or 1-800-264-4943, or visit www.ceiwc.com.



Policyholder FAQ's Continued

Q: What if I have seasonal payroll?

A: It is important that you contact SmartPay Solutions. They can specify the off-season period in their system so that missed payroll notifications and the potential for notices of intent to cancel can be avoided.

Q: What if I do not have payroll to report?

A: Payroll vendors do not typically submit zero payrolls. You will need to log in to SmartPay Solutions to report the zero payroll. This will help you avoid missing payroll notifications and the potential for notices of intent to cancel.

Q: How does this affect the final audit?

A: Chesapeake Employers Insurance will still perform an audit at the end of the policy term. With accurate and timely reporting of payroll during the policy term, there will likely be very little to no premium adjustments, and the audit process will be much more efficient.

Q: What information do I need to enroll?

A: To enroll, you must provide:

- Your email address
- Payroll cycle (weekly, bi-weekly, bi-monthly, monthly)
- First payroll check date after policy effective date (not applicable if reporting monthly)
- Bank account and routing number

Q: Are there costs associated with enrolling in the pay-as-you-go billing plan?

A: No. Pay-as-you-go is a billing option Chesapeake Employers Insurance provides through our partnership with SmartPay Solutions.

Down Payments

There are no down payment requirements, but Chesapeake Employers will collect the expense constant on the first payroll draw.

Special Circumstances

If you use ADP or Paychex as your payroll vendor and don't wish to self-report, the SmartPay Reporting Service (SPRS) can report payroll for you for a fee. The fee is collected by SmartPay Solutions for this optional service upon initial set up of your account.

Q: Can I request a mid-term change to my account set up using pay-as-you-go with SmartPay Solutions?

A: We cannot accept a change request to a pay-as-you-go account set up once your policy has been issued. We are happy to flag your policy for a change to the pay-as-you-go plan at the next renewal.

If you opt out during the policy term, your policy will be cancelled and re-written into another pay plan.

Situation	Allowed
Self-reporting to payroll vendor processing	YES
Payroll vendor processing to self-reporting	YES
Change payroll vendor mid-term	YES
Direct bill to payroll vendor processing or self-reporting mid-term	NO
Payroll vendor processing/self-reporting to direct bill mid-term	NO

Q: How do I enroll?

A: To enroll and for more information about Chesapeake Employers' pay-as-you-go billing plan, please contact your agent or call Chesapeake Employers at 410-494-2000 or 1-800-264-4943, or visit ceiwc.com.

Q: How often will premium be deducted?

A: Premium is deducted to coincide with payroll cycles. Premium will be automatically deducted within one to two days following reporting of payroll.

Q: What is required at renewal if I want to keep using Chesapeake Employers' pay-as-you-go billing plan?

A: At renewal, your policy will automatically continue on the pay-as-you-go plan, unless Chesapeake Employers Insurance is otherwise notified before renewal processing. SmartPay Solutions will send a renewal email to you that outlines renewal policy and payroll premium information.

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