

List bill guide

Administrative responsibilities and ownership

iBill is the online billing and administration system used by Employee Benefits at OneAmerica Financial. The platform allows employers to maintain administrative records related to employee enrollments, changes, terminations and to produce monthly bills.

Employer responsibilities

- Add new employees and process changes, including salary changes and terminations, according to the terms and provisions of the insurance policy.
- Supply terminated employees with conversion/portability forms, if applicable.
- Monitor dependent eligibility and remove ineligible dependents.
- Maintain enrollment forms and beneficiary designations.
- Submit Statement of Insurability forms to OneAmerica Financial in instances of late enrolments, requests over the Guaranteed Issued amounts or increases in coverage.
- Generate age bracket change reports to manage payroll changes, when applicable.
- For Voluntary Term Life or Lump Sum Disability: If Guaranteed Increase in Benefit (GIB) is included, process GIB increases for employees who request increases.
- Submit premium along with the iBill-generated coupon.

OneAmerica Financial responsibilities

- Review submitted Statement of Insurability forms when Evidence of Insurability is required.

Resources

Refer to the OneAmerica Financial Employee Benefits Administrative Guide for comprehensive information on the administration of your policy. The guide is available on the eBenefits website under the **FAQs and Resources > Guides & Tools**.

Contact information

Submission of premium

Premium should be submitted along with the payment coupon.
American United Life Insurance Company Group Premium
5870 Reliable Parkway
Chicago, IL 60686-0058

Overnight mail

American United Life Insurance Company Employee Benefits
One American Square
Indianapolis, IN 46282-0001

To remit premiums electronically, please contact us for instructions.

Group Contact Center

Mail: Employee Benefits Administration
P.O. Box 6123
Indianapolis, IN 46206-6123

Phone: (800) 553-5318

Fax: (888) 285-1565

GroupContactCenter@oneamerica.com

Life Claims

Mail: Employee Benefits – Life Claims
P.O. Box 7106
Indianapolis, IN 46207-7106

Phone: (800) 553-3522

Fax: (317) 285-7666

LifeClaims.employeebenefits@oneamerica.com

WaiverClaims.employeebenefits@oneamerica.com

Disability Claims

Regular Mail: American United Life Insurance Company
Disability Claims
P.O. Box 7003
Indianapolis, IN 46207

Overnight Mail: American United Life Insurance Company
Disability Claims
225 Gorham Road
South Portland, ME 04106

Phone: (855) 517-6365

Fax: (844) 287-9499

Disability.claims@oneamerica.com

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