Billing Services
General Billing FAQ

Whether you're a new customer or just have a quick question, this FAQ is designed to clarify how our billing process works and where you can find information.

How can I download my bill?

You can download your most recent invoice when logged into your PPI Employer Portal by hovering over the "Bills & Payments" tab, and then selecting "Invoices". By clicking on the dark blue link corresponding to the bill you would like to view, you can download a copy into Excel.

When will my invoice be available to view or download?

Invoices are typically generated on the 21st of each month. At this time, you will receive a notification that your bill is ready to be viewed online, and the cover sheet of your bill will be mailed to you within 3-4 business days. Your payment is due on the last day of the month.

What is the cutoff date for enrollment changes and payments?

Invoices will reflect enrollment changes and/or payments that were received/made before the 10th of the current month.

What types of payments does PPI accept?

Accepted forms of payment include payments through the online payment portal, checks drawn on the group's bank account, money orders, cashier's checks, ACH and bank wires. Please contact a billing representative at (888) 674-0046 for further instructions for a link to the payment portal or ACH and wire transactions.

Currently, we are unable to accept checks drawn on personal checking accounts, credit cards, or initiate withdrawals from the group's bank account.

How can I see a record of past payments?

You can view your three most recent payments when logged into your PPI Employer Portal by hovering over the "Bills & Payments" tab, and then selecting "Payment History."

If I'm a nonprofit client, to whom do I address my payment?

Nonprofit Clients are a member of PPI's Association of Community Service Agencies (ACSA) Trust. Checks, money orders and cashier's checks should be written out to ACSA and mailed to:

ACSA Group Insurance

P.O. Box 416799

Boston, MA 02241-6799

If I am a for-profit client, to whom do I address my payment?

For-Profit Clients are a member of PPI's Boston Insurance Employee Benefit (BIEBT) Trust. Checks, money orders and cashier's checks should be written out to BIEBT and mailed to:

BIEBT Group Insurance

P.O. Box 416861

Boston, MA 02241-6861

What if I still have questions?

You may contact our Billing and Eligibility department at clientservices@ppibenefits.com, or call (888) 674-0046