

EI Billing is moving to a new hosting location on May 8, 2023

Only the website's hosting location will change, the process to view and manage claims remains the same.



WWW.EIBILLING.COM

EI Billing will remain accessible via www.eibilling.com

Frequently Asked Questions

What is a website "hosting location"?

A website hosting location is where the content/files that make up a website are stored.

When will the transfer to the new hosting location happen?

EI Billing will transfer to the new hosting location, Amazon Web Services (AWS), on 5/8/2023.

Will there be a new web address (URL) to access EI Billing?

No, the web address (URL) for EI Billing will remain the same, www.eibilling.com.

Will I need a new username and/or password to access EI Billing after 5/8/2023?

No, users will continue to use their same username and password to access EI Billing.

Are there any changes to how claims are managed in the new hosting location?

No, EI Billing will maintain the same look and layout following the change in website's hosting location.

Are there any expected delays in payments as a result of EI Billing transferring to a new hosting location?

There are no expected payment delays as a result of the transition. Users will continue to utilize NYEIS for claim submissions and use EI Billing to manage/monitor payment of claims.

Is there any expected system downtime related to the transition of EI Billing to a new hosting location?

There will be a period from 5/5/2023 5:00pm – 5/8/2023 7:00am where the EI Billing website is down. During this time, users will not be able to view/manage their claims on EI Billing. When the new hosting location is active, users can resume normal business activities.