








EaseConnect+ Overview

To request an EaseConnect+ connection, click [ToDos > Connections > Readiness](#).
EaseConnect+ feeds are included in your subscription.

CONNECTION	DESCRIPTION	TRANSMIT FREQUENCY	SUPPORTED PLANS	WHEN TO CONNECT	NOTES
<div></div> <div>RESOURCE</div>	Submit enrollments manually during setup. All plans, rates, eligibility, and documents are maintained in Ease. Setup is supported by the EaseConnect+ team. Once set up, a test file is sent to the carrier. Once approved, all adds, changes, and terminations are supported through the connection.	Weekly on Mondays	<div>All products also include voluntary options.</div> <ul style="list-style-type: none">Dental (Dental Select not supported)Vision (Hearing & Lasik can be added on)	<p>Existing Business Connection Requests: Existing business can be connected at any time; however, the connection must be fully live before OE begins or the case will pend until after the renewal date. Submit cases at least 30 days prior to OE start date. Once the connection is in an approved status, all open enrollment changes will flow through the connection for improved accuracy and expedited processing. If the connection is not approved in time for OE, it is the broker’s responsibility to submit enrollments to the carrier manually.</p> <p>New Business Connection Requests: Ease can submit new business enrollments to Ameritas when the following process is followed: Request your new business connection at least 30 days before the plan effective date and make sure to tell your CSM it is new business. Ease will request the connection documents from Ameritas by submitting a census, and Ease will submit a test file to Ameritas when OE closes. Initial enrollment will send on the first production file when the group is in an approved status.</p>	<p>Policy Numbers: Beginning of the policy number field will be: 010 or 026 for ALIC & ALIC NY (Ameritas direct)</p> <p>160 and 161 for Standard and Standard of NY (Ameritas via The Standard).</p> <p>Make all adds, terminations, and changes within the Ease system; these will feed directly to the carrier partner. Please avoid making changes in the carrier portal as these will cause discrepancies between Ease and the partner.</p> <p>Carrier SLA: Ameritas will process changes on the file from Ease or provide errors to Ease in 24-48 business hours.</p>
<div></div> <div>RESOURCE</div>	<div>Submit enrollments manually with benefits, rates, and eligibility maintained in Ease.</div> <div>Setup is supported by the EaseConnect+ team. Once set up, a test file is sent to the carrier. Once approved, all adds, changes, and terminations are supported through the connection.</div>	Nightly EDI Feed	<ul style="list-style-type: none">DentalVisionAccidentCritical IllnessHospital IndemnityLife and AD&DVoluntary Life and AD&D	<p>Existing Business Connection Requests: Existing business can be connected at any time; however, the connection must be fully live before OE begins or the case will pend until after the renewal date. Submit cases at least 15 days prior to OE start date. Once the connection is in an approved status, all open enrollment changes will flow through the connection for improved accuracy and expedited processing. If the connection is not approved in time for OE, it is the broker’s responsibility to submit enrollments to the carrier manually.</p> <p>New Business Connection Requests: Ease can submit new business enrollments to Beam when the following process is followed: Add your group to the Group Build Queue in Ease at least 15 days prior to the effective date to ensure enrollments can be communicated via the EDI feed timely. Ease’s case build team will alert you via your request to start OE. Ease will submit a test file to Beam when OE closes. Initial enrollment will send on the first production file when the group is in an approved status.</p>	<p>Make all adds, terminations, and changes within the Ease system; these will feed directly to the carrier partner. Please avoid making changes in the carrier portal as these will cause discrepancies between Ease and the partner.</p> <p>Carrier SLA: Beam will process changes on the file from Ease or provide errors to Ease within 24 business hours.</p>
<div></div> <div>RESOURCE</div>	<div>Submit enrollments manually with benefits, rates, and eligibility maintained in Ease.</div> <div>Setup is supported by the EaseConnect+ team. Once approved, all adds, changes, and terminations are supported through the connection.</div>	Nightly API Feed	<ul style="list-style-type: none">DentalVisionLifeVoluntary LifeLong Term DisabilityShort Term DisabilityCritical IllnessVoluntary Critical IllnessAccidentCancerHospital Indemnity	<p>Existing Business Connection Requests: Existing business can be connected at any time; however, the connection must be fully live before OE begins or the case will pend until after the renewal date. Submit cases at least 15 days prior to OE start date. Once the connection is in an approved status, all open enrollment changes will flow through the connection for improved accuracy and expedited processing. If the connection is not approved in time for OE, it is the broker’s responsibility to submit enrollments to the carrier manually.</p> <p>New Business Connection Requests: Ease can submit new business enrollments to Guardian when the following process is followed: Add your group to the Group Build Queue in Ease at least 15 days prior to the effective date to ensure enrollments can be communicated via the API feed timely. Ease’s case build team will alert you via your request to start OE. Ease will submit a test file to Guardian when OE closes. Initial enrollment will send on the first production file when the group is in an approved status.</p>	<p>Make all adds, terminations, and changes within the Ease system; these will feed directly to the carrier partner. Please avoid making changes in the carrier portal as these will cause discrepancies between Ease and the partner.</p> <p>Carrier SLA: Guardian will process transactions on the feed from Ease or provide errors to Ease within 24-48 business hours.</p>


Please note: COBRA is not offered by these connections. Please reach out to one of Ease’s TPA partners to explore additional continuation options.



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<div> RESOURCE</div>	<p>Submit enrollments manually with benefits, rates, and eligibility maintained in Ease.</p> <p>Setup is supported by the EaseConnect+ team. Once set up, a test file is sent to the carrier. Once approved, all adds, changes, and terminations are supported through the connection.</p>	Weekly on Fridays	<ul style="list-style-type: none">• Dental• Vision• Accident• Critical Illness <p>These products also include voluntary options:</p> <ul style="list-style-type: none">• Life and AD&D• Long Term Disability• Short Term Disability	<p>Existing Business Connection Requests: Existing business can be connected at any time; however, the connection must be fully live before OE begins or the case will pend until after the renewal date. Submit cases at least 30 days prior to OE start date. Once the connection is in an approved status, all open enrollment changes will flow through the connection for improved accuracy and expedited processing. If the connection is not approved in time for OE, it is the broker’s responsibility to submit enrollments to the carrier manually.</p> <p>New Business Connection Requests: New business initial enrollment is not currently supported via the Mutual of Omaha Ease connection. You may connect as existing business after your plan effective date. You may request your connection ahead of this date, but it will pend until after the effective date.</p>	<p>Make all adds, terminations, and changes within the Ease system; these will feed directly to the carrier partner. Please avoid making changes in the carrier portal as these will cause discrepancies between Ease and the partner.</p> <p>Carrier SLA: Mutual of Omaha has two file processing systems. A legacy system and a new system called BAM.* Mutual of Omaha plans to have all groups migrated to the new system by the end of 2024.</p> <p>For groups on BAM, Mutual of Omaha will process error-free changes on the file from Ease within 24 hours. Transactions with errors will be provided to Ease within 1-3 business days.</p> <p>For groups on the legacy system, Mutual of Omaha will process error-free changes on the file from Ease within 24 hours. Transactions with errors will be provided to Ease within 3-5 business days.</p> <p><i>*If you would like to know which system your group is on, please contact Mutual of Omaha at Omaha.Service@mutualofomaha.com.</i></p>
<div></div>	<p>Submit enrollments manually with benefits, rates, and eligibility maintained in Ease.</p> <p>Setup is supported by the EaseConnect+ team. Once set up, a test file is sent to the carrier. Once approved, all adds, changes, and terminations are supported through the connection.</p>	Nightly API Feed	<ul style="list-style-type: none">• Dental• Vision• Life and AD&D• Voluntary Life and AD&D• Long Term Disability• Short Term Disability• Critical Illness• Accident	<p>Existing Business Connection Requests: Existing business can be connected at any time; however, the connection must be fully live before OE begins or the case will pend until after the renewal date. Submit cases at least 15 days prior to OE start date. Once the connection is in an approved status, all open enrollment changes will flow through the connection for improved accuracy and expedited processing. If the connection is not approved in time for OE, it is the broker’s responsibility to submit enrollments to the carrier manually.</p> <p>New Business Connection Requests: New business initial enrollment is not currently supported via the Principal Ease connection. You may connect as existing business after your plan effective date. You may request your connection ahead of this date, but it will pend until after the effective date.</p>	<p>Changes need to happen in Ease for them to be reflected in the daily API update.</p> <p>Make all adds, terminations, and changes within the Ease system; these will feed directly to the carrier partner. Please avoid making changes in the carrier portal as these will cause discrepancies between Ease and the partner.</p> <p>Carrier SLA: Principal will process error-free changes on the file from Ease within 24 hours. Transactions with errors will be provided to Ease within 3-5 business days.</p>
<div><div> RESOURCE</div></div>	<p>New and existing business. Must be approved by RSLI. RSLI connection is for self-billed products, simplifying the experience by not having to truly manage eligibility. Ease is the system of record. Dental and vision are supported through the Ameritas connection, though the products are labeled RSLI Dental and Vision.</p>	All lines are self-billed and do not feed enrollment aside from dental and vision. Dental and vision will follow the Ameritas file schedule.	<ul style="list-style-type: none">• Basic Life and AD&D• Short Term Disability• Long Term Disability• Accident• Critical Illness• Voluntary Hospital Indemnity¹• Dental• Vision	Anytime	<p>¹ Effective dates after 5/1/2021 only. Not in states CT, ID, NY, OR, and WA) — Effective dates older than 5/1/2021 are on a legacy platform that is not supported.</p> <p>Make all adds, terminations, and changes within the Ease system; these will feed directly to the carrier partner. Please avoid making changes in the carrier portal as these will cause discrepancies between Ease and the partner.</p>
<div><div> RESOURCE</div></div>	<p>New business only; all requests must be first communicated with The Standard sales reps. The Standard will control who can connect and when they can connect. After the broker lets The Standard know they are going to connect, The Standard will provide the structure to Ease via task. Residential build - business as usual during set up. All plans, rates, eligibility, and documents are maintained in Ease.</p>	Weekly on Mondays	<ul style="list-style-type: none">• Dental²• Vision²• Life and AD&D• Short Term Disability• Long Term Disability• Accident• Critical Illness• Hospital Indemnity	<p>Existing Business Connection Requests: This connection currently supports new business only. A transition plan for existing business will be communicated when available.</p> <p>New Business Connection Requests: Brokers need to notify The Standard they will be using the Ease connection during the sold case process and roughly 45 days prior to the effective date in order to produce the account structure in time for submission. The Standard will notify Ease when groups are ready to begin the connection process.</p>	<p>² Dental/vision coverage is handled through The Standard (Ameritas).</p> <p>Make all adds, terminations, and changes within the Ease system; these will feed directly to the carrier partner. Please avoid making changes in the carrier portal as these will cause discrepancies between Ease and the partner.</p> <p>Carrier SLA: The Standard will process changes on the file from Ease or provide errors to Ease within 3-5 business days.</p>

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<div> RESOURCE</div>	<p>Submit enrollments manually during set up. All plans, rates, eligibility, and documents are controlled by Ease.</p> <p>Setup is supported by the EaseConnect+ team. Once approved, all adds, changes, and terminations are supported through the connection.</p>	Weekly on Thursdays	<ul style="list-style-type: none">• Vision	<p>Existing Business Connection Requests: Existing business can be connected at any time; however, the connection must be fully live before OE begins or the case will pend until after the renewal date. Submit cases at least 30 days prior to OE start date. Once the connection is in an approved status, all open enrollment changes will flow through the connection for improved accuracy and expedited processing. If the connection is not approved in time for OE, it is the broker’s responsibility to submit enrollments to the carrier manually.</p> <p>New Business Connection Requests: New business initial enrollment is not currently supported via the VSP Ease connection. You may connect as existing business after your plan effective date. You may request your connection ahead of this date, but it will pend until after the effective date</p>	<p>We cannot accommodate a client that is part of another VSP relationship – such as if they are part of an Association, or are contracted with VSP under one of our Alliance partners (Guardian, Principle, MetLife, etc.) where these clients should be sent by the Alliance partners relationship.</p> <p>VSP will leave access as-is where changes can be made knowing that if Ease’s enrollment system does not reflect the same changes, their VSP online updates will be overridden by the next EDI file. Eligibility access can be changed while billing access can remain intact.</p> <p>Make all adds, terminations, and changes within the Ease system; these will feed directly to the carrier partner. Please avoid making changes in the carrier portal as these will cause discrepancies between Ease and the partner.</p> <p>Carrier SLA: Transactions without errors process immediately. Transactions with errors are provided to Ease within 2-3 business days.</p>

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Create a support ticket at help.ease.com if a group’s connection needs to be removed.

