

Common Questions About The EaseConnect+ Connections

Ease is excited to offer you an elevated benefits process for both you and your groups with our EaseConnect+ connections.

In this document, you will find answers to your common EaseConnect+ questions including, what it is, how to speed up the connection setup process, and where to go if you have questions.

What is EaseConnect+?

EaseConnect+ is a direct connection between Ease and insurance carriers that is set up and managed by the Ease team. With EaseConnect+, benefits information is accurate, complete, and quickly flows between Ease and carriers, making enrollments and changes faster, easier, and more secure than paper forms.

Which carriers are part of EaseConnect+?

For a full list of EaseConnect+ partners, [click here](#).

How is EaseConnect+ different from EaseConnect?

The main difference between EaseConnect and EaseConnect+ is that with EaseConnect+, the Ease team will set up the connections for you. In addition, the Ease team will compare data between the carriers and Ease, and our EDI team proactively identifies errors and failures on your behalf. With EaseConnect, you set up the connection yourself by enabling the carrier connection in the Ease Marketplace and walking through the Marketplace Setup Wizard. Errors and failures will be monitored and maintained by you.

What are the benefits of EaseConnect+?

- Carrier data is in sync and accurate.
- The Ease team fully manages the setup and maintenance of your carrier connections, including a full data comparison to ensure clean data between Ease and carriers.
- The connection securely and directly submits enrollment data to carriers, reducing your exposure to HIPAA violations as you will not have to manually view or handle sensitive employee data
- You can increase your commission by more easily adding new lines of insurance coverage.
- You can make it easier for groups to renew their benefits with you as their BOR.
- You never have to submit a paper form to carriers again, giving you more time to spend working on sales efforts and providing even better service to your existing groups.
- You have the ability to easily work with different carriers at once.
- Ease will become the system of record, so any employee changes can be easily made in Ease.
- You'll see a better enrollment experience for you and your clients.

What can I do to prepare for the EaseConnect+ connections?

You can find our best tips to prepare for and maintain your Ease carrier connections in: [How To Succeed With Your Ease Carrier Connections](#)

How often are adds, terms, and changes shared?

The timeframe is dependent on each carrier, but adds, terms and changes are sent on either a daily or weekly basis.

How much additional work is this for me?

There is no additional work for you, outside of the work you typically do to set up a group and manage a group through the year on Ease. Ease's implementation team will manage the setup of the EaseConnect+ connections for you and will compare data between the carriers and Ease. If any data errors are discovered, our discrepancy team will notify you of the issues by assigning an [EaseConnect Review](#) task. Here you can identify and verify which system (Ease or the carrier) has the correct information.

What happens after I submit the information for my groups?

After your submission has been reviewed by the Ease team, Ease will reach out and you will be assigned a dedicated implementation analyst that will audit your data and set up the connection for you. The length of time for test files to be approved can vary depending on the complexity of the group. Upon completion, all adds, changes, and terminations are sent to the carrier on either a daily or weekly basis.

How do these connections impact my groups?

Your groups will still go through the enrollment process as usual, but with the EaseConnect+ connections, information will be sent much more quickly to carriers, resulting in faster ID cards for employees when applicable. Once an EaseConnect+ connection is established, Ease will become the system of record, so any employee changes and renewals only need to be made in Ease.

What does Ease need from me to get started with a connect?

- Agency name
- Names & policy numbers of groups using the connection

Note: Some carriers will require authorization forms. Please visit the carrier's resource page in the [Marketing Resources Library](#) for more information.

How do I get started?

To set up any of the EaseConnect+ connections, [click here](#).

Who do I go to if I have questions about EaseConnect+?

If you have any questions about getting started or managing a connection, please email easeconnectionsteam@ease.com.