Commonly Asked Questions About the Ease & Beam Benefits Connection

Ease & Beam make it easier to offer and manage dental and ancillary benefits plans. If you want to know more about how this connection works, and how it will affect you and your groups, take a look below to find answers to common questions about the Beam connection.

What group sizes does the connection support?

All group sizes! There are no limitations on the group size for this connection, so you can use it for both your small and large groups.

Do I still need to generate and send forms?

No! This connection eliminates the need for any paper forms.

Does the connection cover both new and existing Beam cases?

Yes! Whether you have groups with existing Beam cases, or with new Beam business, they can both use the connection either at renewal or mid-year. If you have new Beam business and would like to use the connection for open enrollment for the group, you'll need to make sure the account structure is built prior to open enrollment. If the account structure is not built prior to open enrollment, you'll still be able to use Ease for the group's initial enrollment, you will just need to export the open enrollment information and send it to Beam. You will then be able to use the connection for adds, terms, and changes.

How will enrollments be sent to Beam?

Enrollments will be sent directly from Ease to Beam. Beam will process enrollment data and any qualifying changes from Ease on a daily basis. Status updates will be sent to your inbox.

What Beam plans are covered in the connection?

- Dental
- Vision
- Voluntary Life
- Voluntary AD&D
- Accident
- Hospital Indemnity
- Critical Illness

Does the connection support adds, terms, and changes, in additional to initial enrollment?

Yes! After initial enrollment, adds, terms, and changes will be sent over automatically to Beam. You can still track these under, and changes will be processed daily.

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 in Ease. Ease's implementation team will manage the setup of this connection for you, and will compare data between Beam and Ease. Our discrepancy team proactively handles errors and failures on your behalf.

How will this integration impact my groups?

Your groups will still go through the enrollment process as usual, but with the Beam connection, information will be sent much more quickly to Beam, resulting in faster ID cards for their employees. Once the connection is established, Ease will become the system of record, so any employee changes will need to be made in Ease.

How is this connection different from other carrier connections?

This is a direct connection between Ease and Beam, and Ease handles the setup of this connection for you. You will not have to go through the Marketplace Setup Wizard like you have with previous Ease carrier connections. Additionally, since this is a direct connection, there are faster process and approval times, which helps to reduce overall admin time and costs, and increases client satisfaction and retention.

How do I get started?

To set up your Ease and Beam connection, log in to your broker portal and simply head to **To-Dos > Connections > Readiness** to begin connecting your eligible groups. Want us to add your groups to Ease and set up your EaseConnect+ connections for you? Head to your broker marketplace and select the Group Build tile to get started.

What happens after I submit the information for my groups?

You will receive a response from Ease within 24-48 business hours, and you will be assigned a dedicated implementation analyst that will review 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, but Ease and Beam target two weeks. Upon completion, all adds, changes, and terminations are sent daily.

Who do I go to if I have questions about the connection?

If you have any questions about getting started with the connection, please contact your Customer Success Manager.