ease + Mutual of Omaha

Common Questions About the Ease & Mutual of Omaha Connection

The Ease and Mutual of Omaha connection makes it easier to offer and manage dental, vision, life, disability, worksite, and voluntary plans. Learn more about how this connection works and how it will affect you and your groups.

How will my clients benefit from this connection?

Your groups will still go through the enrollment process as usual, but with the Mutual of Omaha connection, information will be sent much more quickly to Mutual of Omaha, resulting in faster ID cards for their employees. Additionally, your groups' data will be more secure since EaseConnect+ reduces your exposure to HIPAA violations as you will not have to manually view and handle sensitive employee data. Once the connection is established, Ease will become the system of record, so any employee changes will need to be made in Ease.

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 on Ease. Ease's implementation team manages the setup of this connection for you and will compare data between Ease and Mutual of Omaha. Our implementation analysts proactively handle errors and failures on your behalf. Make sure to watch out for **Tasks** in the Ease system, as this is how we will contact you if your assistance is needed.

Does the connection cover both new and existing Mutual of Omaha cases?

Yes! This connection is available for groups with new and existing Mutual of Omaha plans. Make sure to see our Mutual of Omaha Help Center article for specific information on the new vs. existing business processes to connect.

How will enrollments be sent to Mutual of Omaha?

Enrollments send directly from Ease to Mutual of Omaha. Mutual of Omaha processes enrollment data and any qualifying changes from Ease on a weekly basis. Status updates send to your inbox.

What Mutual of Omaha plans are covered in the connection?

- Basic & Voluntary Dental
- Basic & Voluntary Vision
- Basic & Voluntary Life
- Basic & Voluntary AD&D
- Basic & Voluntary Short-term disability
- Basic & Voluntary Long-term disability
- Basic & Voluntary Accident
- Basic & Voluntary Critical illness
- Basic & Voluntary Hospital Indemnity
- Employee Assistance Program (EAP)

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

Yes! Once the group is in an **Approved** status, adds, terminations, and changes send automatically to Mutual of Omaha. You can still track these under **Manage Changes**, and changes are processed weekly.

What group sizes does the connection support?

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

How is this connection different from other carrier connections?

This is a direct connection between Ease and Mutual of Omaha, 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. Instead, use **To-Dos** > **Connections** > **Readiness** to request your connection. Additionally, since this is a direct connection, there are faster processing 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 Mutual of Omaha 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. Upon completion, all adds, changes, and terminations send weekly.

Does it cost me anything to use this connection?

No. In fact, all Ease subscription levels include unlimited lives connected via an EaseConnect+ connection, so lives running through EaseConnect+ don't count toward your Ease subscription life count. This means you can continue to increase the number of lives on EaseConnect+ connections while keeping your subscription costs low.

Can I still use the Legacy Data Mapping Engine?

Yes, but with EaseConnect+, the use of optional Legacy Data Mapping Engine is no longer necessary. If you decide not to use the Mutual of Omaha connection for your eligible groups, usage of our Legacy Data Mapping Engine with Mutual of Omaha carries a cost of $.50 per enrolled employee per month (PEPM) per carrier.

How can I transition my groups over to the Mutual of Omaha connection and avoid the Legacy Data Mapping Engine usage costs?

If you have new groups with Mutual of Omaha plans, please click here to submit your group names and policy numbers, within 30 days of initial enrollment date. Legacy Data Mapping Engine usage will appear on your invoice in the month following initial enrollment in the plan if a carrier connection has not been established.

If you have existing groups with Mutual of Omaha plans, please click here to submit group names and policy numbers. Or, you can get in touch with your CSM to start building a timeline for connecting. If you choose to continue using the Legacy Data Mapping Engine you'll see billing starting on your next monthly invoice.

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. If you have questions on a live group, please create a ticket for our support team at help.ease.com.