ease

EaseConnect+ FAQs

Easily streamline your new and existing groups' enrollments with EaseConnect+!

EaseConnect+ is an API connection between Ease and carriers, which is set up and managed by the Ease team. With EaseConnect+, benefits information is accurate, complete, and quickly flows between Ease and carriers. This connection makes enrollments and changes faster, easier, and more secure than paper forms.

Which carriers are part of EaseConnect+?

Ameritas
beam
Guardian
Humana
Lincoln Financial Group
MetLife
Mutual of Omaha
Principal
Reliance Standard – A Member of the Tokio Marine Group
The Standard
Sun Life
unum
vsp vision care

How is EaseConnect+ different from EaseConnect?

Connection Setup Ownership

The main difference between EaseConnect and EaseConnect+ is the ownership of the connection setup. With EaseConnect, the broker is responsible for enabling the marketplace tile and using the setup wizard to establish the connection. With EaseConnect+, the Ease team will set up the connections for you and will alert you via a **Task** within Ease when your assistance is needed.

Pre-Setup Discrepancy Audit

With EaseConnect+, Ease audits the data in Ease against the data at the carrier using our **Discrepancy Audit Tool**. We send an audit to you via a **Task** in Ease to determine the correct values in each system before the connection is finalized. The **Discrepancy Audit Tool** is not currently available for EaseConnect.

Error Management

EaseConnect: The carrier will communicate any testing and production errors to the broker to provide resolution.

EaseConnect+: Errors are handled by Ease. We will contact you via a **Task** within Ease when your assistance is needed.

Connection Errors and Questions

Our support team is happy to answer questions or resolve issues for EaseConnect and EaseConnect+. Start by creating a ticket at help.ease.com.

What are the benefits of EaseConnect+?

- Increase your commission by easily adding new lines of insurance coverage.
- Faster and more secure changes (and easily managed in Ease).
- Fully managed setup and maintenance of your carrier connections by the Ease team, including a full data comparison to ensure clean data exchange between Ease and carriers.
- Securely and directly submit enrollment data to carriers.
- Easily work with different carriers at once.
- Enjoy a better enrollment experience for you and your clients.

What can I do to prepare for my EaseConnect+ connection?

To connect new business groups, please see specific Help Center articles for partner information to ensure the new business process is followed for a smooth connection. To request a connection for existing business, please use our **Readiness Tool** to ensure all required information is populated. READ MORE: How to succeed with your Ease carrier connections.

How often are adds, terms, and changes shared?

All EaseConnect+ data feeds one way, from the Ease system to the carrier. All changes must be made in Ease. If the carrier system is updated instead of Ease, this will cause discrepancies and billing issues. All changes are fed to the partner on a daily or weekly basis.

Are there any costs associated with EaseConnect+?

EaseConnect+ is included in your Ease subscription. If applicable, additional carrier service fees are the responsibility of the broker or client. All lives in Ease not connected via EaseConnect+ will continue to count toward your subscription life count. Any groups with employees enrolled with one of our legacy data maintenance fee (LDME) carriers who choose NOT to use the EaseConnect+ connection may carry a $.50 per carrier per employee per month (PEPM) fee. Please contact your Customer Success Manager (CSM) if you have questions.

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. The Ease team will manage the setup and maintenance of the EaseConnect+ connections for you. We will contact you via a **Task** in the Ease system if your assistance is needed.

How do I get started with EaseConnect+?

To add new business: Please see Help Center articles for carrier-specific processes and information.

To add existing business: Please use our **Readiness Tool** to easily identify groups that are eligible for the connection and populate the needed information to eliminate delays in the setup process.

What happens after I request my connection in Readiness Tool?

You will receive confirmation from your CSM within 1–2 business days. From there, you will be assigned a dedicated implementation analyst who will review your data and set up the connection for you. When the implementation analyst begins your connection, you will receive an email notification with further details. The length of time to go live can vary depending on the complexity of the group. Once your connection is in an **Approved** status, all adds, changes, and terminations are sent on either a daily or weekly basis.

How do these connections impact my groups once they are live?

Your groups will still go through the enrollment processes as usual, but with the EaseConnect+ connections, information will be sent much faster to carriers and results in faster ID cards for employees. Once an EaseConnect+ connection is established, Ease will become the system of record, so any employee changes will need to be entered into Ease as data flows FROM Ease TO the carrier.

Questions?

If you have additional questions about getting started with a connection, please contact your Customer Success Manager. If you already have a live connection, please create a support ticket at help.ease.com.

Because benefits matter.

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