



Common Questions About The Ease & Lincoln Financial Group Connection

Ease and Lincoln are connecting to make it easier to offer and manage dental, vision, life, and disability 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 Lincoln connection.

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 Lincoln connection for your eligible groups, usage of our Legacy Data Mapping Engine with Lincoln carries a cost of \$.50 per enrolled employee per month (PEPM) per carrier.

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.

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

If you have new groups with Lincoln 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 Lincoln 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.

How will enrollments be sent to Lincoln?

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

What Lincoln plans are covered in the connection?

- Dental
- Vision
- Life
- Voluntary Life
- Short-Term Disability
- Long-Term Disability

How much additional work is this for me?

No additional work, outside of the work you usually do to set up a group on Ease. Ease's implementation team will manage the setup of this connection for you, and will compare data between Lincoln and Ease. Our discrepancy team proactively handles errors and failures on your behalf.

How is this connection different from other carrier connections?

This is a direct connection between Ease and Lincoln, and Ease handles the setup of this connection for you. 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 will this connection impact my groups?

Your groups will still go through the enrollment process in Ease as usual, but with the Lincoln connection, information will be sent much faster to Lincoln, resulting in faster ID cards for their employees.

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 Lincoln cases?

This connection can be set up for groups with new Lincoln insurance plans, and existing Lincoln plans when they are up for renewal. If you have new Lincoln 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 Lincoln. You will then be able to use the connection for adds, terms, and changes.

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

After initial enrollment, adds, terms, and changes will be sent over automatically to Lincoln. You can still track these under "Manage Changes," and changes will be processed weekly.

How do I get started?

To set up your Ease and Lincoln connection, contact your Customer Success Manager and send them the following information:

- Agency name
- Names & group IDs of groups using the connection
- An employer signed and completed *employer authorization form* for every group that will be using the connection

What happens after I submit the information for my groups?

You will receive a response from Ease within a few days, and you will be assigned a dedicated implementation analyst that will review your data and set up the connection for you. Once initial test files are approved, cases can be connected within 2-3 weeks. Timing may vary depending on the complexity of the group.

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.