

Commonly Asked Questions About the Ease & Reliance Standard Partnership

With our Reliance Standard partnership, you will now be able to submit and send required enrollment data for Reliance Standard's dental and vision plans directly to Ease. For self-billed and employer-paid plans, this partnership eliminates the need to process adds, changes, and terms.



If you want to know more about how this partnership works and how it will affect you and your groups, take a look below to find answers to commonly asked questions about the Reliance Standard partnership.

How will my groups benefit from this partnership?

- **For dental and vision plans**, your groups will still go through the enrollment process as usual, but with the Reliance Standard partnership, information will be sent much more quickly to Reliance Standard. Additionally, your groups' data will be more secure; EaseConnect+ reduces your exposure to HIPAA violations, as you will not have to manually view or handle sensitive employee data. Once the partnership is established, Ease will become the system of record, so any future employee changes can simply be made within Ease.
- **For self-billing plans and employer-paid plans**, Ease will work with Reliance Standard to transition your list-billed plans to self-billed. Then, when it's time for your groups to pay their invoice, you or your groups can log in to Ease and generate your Reliance Standard invoice with the Ease self-billing report.

How much additional work will this create for me?

- **For dental and vision plans**, if you are already managing changes for your groups, Ease's implementation team will work with your agency to manage the setup of the Ease and Reliance Standard connection for dental and vision plans. We will compare data between carriers and Ease and provide you with a list of data errors in Ease via a Task so we can decide together how to resolve the discrepancies.
- **For self-billed plans**, Ease will work with Reliance Standard to transition your list-billed plans to self-billed. Your groups will receive an email from Reliance Standard each month when their invoice is due.

Does the partnership cover both new and existing Reliance Standard cases?

Yes! This partnership is available for groups with new and existing Reliance Standard plans.

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How will enrollments be sent to Reliance Standard?

For dental and vision plans, enrollments will be sent directly from Ease to Reliance Standard. Reliance Standard will process enrollment data and any qualifying changes from Ease on a weekly basis. Status updates will be sent to your inbox.

Which Reliance Standard plans are covered in the partnership?

For the direct carrier connection:

- Vision
- Dental

For voluntary and employer-paid self-billed options:

- Life & AD&D
- Accident
- Short-term disability
- Critical illness
- Long-term disability

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

Yes! For dental and vision plans, after initial enrollment, adds, terminations, and changes will be sent automatically to Reliance Standard. You can still track these under “Manage Changes,” and changes will be processed weekly.

For self-billed plans, the Ease and Reliance Standard partnership eliminates the processing of adds, changes, and terms. There is no need to worry about processing changes or clearing discrepancies as Ease is the only source of data.

What group sizes does the partnership support?

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

How is this partnership different from other carrier partnerships?

For dental and vision plans, this is a direct connection between Ease and Reliance Standard, and Ease will work with your agency to set up the connection. You will not have to go through the Marketplace Setup Wizard like you have with previous Ease carrier partnerships. Additionally, since this is a direct partnership, there are faster process and approval times, which helps to reduce overall admin time and costs, as well as increases group satisfaction and retention.

For self-billed pills, Ease will work with Reliance Standard to transition your list-billed plans to self-billed. Your groups will receive an email from Reliance Standard each month when their invoice is due. Additionally, Ease’s self-billing report allows you or your groups to calculate how much is owed to Reliance Standard each month. Calculate adjustments and identify time periods when an enrollment was missing or an employee was marked as active after they were terminated. The report can be sorted and configured by organization type, coverage tier, and/or age bands, for a customizable viewing experience.

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How do I get started?

[Click here](#) to submit the group names and policy numbers of your groups wishing to use the partnership.

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 partnership 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 will be sent weekly.



Does it cost me anything to use this partnership?

No. In fact, all Ease subscription levels include unlimited lives connected via an EaseConnect+ partnership, 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+ partnerships while keeping your subscription costs low.

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

If you have any questions about getting started with the partnership, please email easeconnectionsteam@ease.com.