Commonly Asked Questions About the Ease & The Standard Connection

Ease and The Standard are connecting to make it easier to offer and manage dental, vision, and worksite 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 The Standard connection.

How will my groups benefit from this connection?

Your groups will still go through the enrollment process as usual, but with the The Standard connection, information will be sent much more quickly to The Standard, resulting in faster ID cards for their employees. Additionally, your groups' data will be more secure as EaseConnect+ reduces your exposure to HIPAA violations since 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 will this create for me?

Ease's implementation team will work with your agency to manage the setup of the Ease and The Standard connection for dental, vision, and worksite insurance 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.

Do I still need to generate and send forms?

No! This connection eliminates the frustrating and time-consuming hassles of paper or PDF forms.

Does the connection cover both new and existing The Standard cases?

At this time, this connection can only be set up for groups that have new plans with The Standard. A transition plan for existing business will be communicated in the coming months.

How will enrollments be sent to The Standard?

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

What plans are covered in The Standard connection?

- Dental
- Vision
- Disability
- Life
- AD&D
- Accident
- Critical illness
- Hospital indemnity

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

Yes! After initial enrollment, adds, terms, and changes will be sent automatically to The Standard. You can still track these under “Manage Changes,” and changes will be processed weekly.

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 is this connection different from other carrier connections?

This is a direct connection between Ease and The 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 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?

Click here to set up your Ease and The Standard connection, or contact your Customer Success Manager and send them the following information:

- Agency name
- Names & policy numbers of groups using the connection

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 are sent weekly.

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.