Commonly Asked Questions About the Ease & Unum Group Connection

Ease and Unum Group are connecting to make it easier to offer and manage Unum's group 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 commonly asked questions about the Unum Group connection.

How will my groups benefit from this connection?

Your groups will still go through the enrollment process as usual, but with the Unum Group connection, information will be sent much more quickly to Unum. 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 connection is established, Ease will become the system of record, so any future employee changes can simply be made within Ease.

How much additional work will this create for me?

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 Unum's Group benefit 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.

Does the connection cover both new and existing Unum Group cases?

Yes! This connection is available for groups with new and existing Unum Group plans.

How will enrollments be sent to Unum Group?

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

What Unum plans are covered in the connection?

- Group Accident
- Group Critical Illness
- Group Dental
- Group Hospital Indemnity
- Group Long-Term Disability
- Group Paid Family Leave
- Group Short-Term Disability
- Group Term-Life and AD&D
- Group Vision

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

Yes! After initial enrollment, adds, terminations, and changes will be sent automatically to Unum Group. 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 Unum Group, 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, as well as increases group satisfaction and retention.

How do I get started?

Set up your Ease and Unum Group connection now, 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 will be sent 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 (LDME) is no longer necessary. If you decide not to use the Unum Group connection for your eligible groups, usage of our Legacy Data Mapping Engine with Unum Group carries a cost of $.50 per enrolled employee per month (PEPM) per carrier.

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

To avoid LDME usage costs, 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.