

Commonly Asked Questions About Subscriptions

1. What is an agency user?

An agency user is a member of your brokerage/agency that uses EaseCentral to support your clients. Each agency team member that uses EaseCentral requires a unique login.

2. How is the EDI set up for my groups and what are the costs associated?

EDI is facilitated through partners Apprize Technologies and eBenefits Network. These partners integrate with EaseCentral and allow you to submit business direct to carriers for an additional fee. Please contact Apprize and eBenefits Network to determine applicable carriers. They are constantly updating their list.

3. How will I be billed?

EaseCentral accepts credit card or ACH payment for subscriptions and marketplace add-ons. Subscriptions are billed annually for Pro plans and monthly for Agency and Enterprise plans.

4. What comes with the Rate Quoting plan?

The Rate Quoting plan allows you to review plans, and export rate quotes for your groups. This provides access to the employees page, benefits page, and rate quoting page.

5. If I go with the Pro subscription, am I able to upgrade to the Agency at anytime? How does the pricing work if I pay annually for the Pro and move up to monthly Agency pricing?

Yes, you can upgrade any time. When upgrading your subscription from Pro to Agency EaseCentral will calculate and credit your account accordingly to reflect the proper billing. EaseCentral will look at the upgrade date and then calculate to the day what your remaining balance is.

6. Is there a fee to submit to carriers?

Brokers can download completed enrollment forms from the system for free. EaseCentral has direct integrations with voluntary and worksite carriers like Colonial Life, which are included in a subscription. Finally, EaseCentral offers EDI through integration partners at an additional cost. These partners have an extensive list of carriers they work with.

7. Are there any pricing options for agencies with more than 10 agency users?

Additional seats can be purchased for \$119 per month. With more than 10 users we recommend subscribing to the Enterprise plan.

Commonly Asked Questions About the System

8. What is Renewal Assist?

Renewal Assist is the ability to duplicate and push enrollment to a new plan year. A broker building their 2018 plan can duplicate the 2017 one and update rates where necessary. Renewal Assist saves agencies significant setup time.

9. Which states do you have plans for?

EaseCentral has rates available in 37 states, and forms available in nearly all 50 states. We're regularly adding rates and forms, so check with us to see if we have new rates and/or forms in your area.

10. Do you integrate with COBRA vendors?

EaseCentral delivers COBRA through integrations with top companies. Currently EaseCentral offers COBRA through TASC.

11. Are there forms to do medical underwriting?

Brokers can use the medical or medical underwriting plan types and attach whichever carrier underwriting forms they want to those plans. The enrollment process will then ask the employee about all conditions and health questions contained on those selected forms. EaseCentral also has a universal health form that can be used to activate all health questions contained in our database of carrier underwriting forms.

12. Does EaseCentral create ACA compliance forms in a format for e-filing?

ACA tracking is included in all subscriptions. Brokers can generate IRS Form 1094/1095-B or 1094/1095-C at a cost of \$6 per form.

13. Do employers have access to the employee health questionnaires? If so, why?

Access to employee health questionnaires for company admins is optional. This can be discussed beforehand with employer admins to decide workflow, and who will download responses to push to carriers.

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14. Are you integrated with Payroll?

EaseCentral has integrations with ADP Workforce Now, Paylocity, BenefitMall's PayFocus plus, and TRAXPayroll. In addition, EaseCentral has a payroll API which makes it easy for any payroll provider to ingest demographic and deduction information from EaseCentral.

15. Does EaseCentral also populate the evidence of insurability form if the employee surpasses the guaranteed issue amount for voluntary life? How is that process handled?

If the employee elects coverage over the guarantee issue amount they will be asked to fill out an Evidence of Insurability form. Brokers can add that form to the documents section of the employee portal so the employee can download and fill it out then return it to their HR Administrator.

16. Does EaseCentral have a video library for me to use when I'm setting up benefits for my groups?

EaseCentral has partnered with Video Benefits Guy to make it easy to use videos for enrollment. Additional fees apply. In addition, carriers have videos that can be embedded into EaseCentral for display during employee enrollment.

17. Does EaseCentral have change forms? How do you process info on qualifying events mid year?

EaseCentral does have change forms, but the actual change will likely need to be mapped (e.g., changing from plan A to plan B, or adding dependent due to marriage). The change forms will map the demographic info, employee signature, and the plan selection. Employee or admin users can create life events in the portal in order to make their benefit updates mid year.