Common Questions About The Ease & Principal Connection

Ease and Principal are connecting to make it easier to offer and manage dental, vision, and supplemental 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 Principal connection.

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 will enrollments be sent to Principal?

Enrollments will be sent directly from Ease to Principal. Principal will process enrollment data and any qualifying changes from Ease within a few days. Status updates will be sent to your inbox.

What Principal plans are covered in the connection?

- Dental
- Vision
- Life
- Voluntary Life
- Long-Term Disability
- Short-Term Disability
- Critical Illness
- Accident

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 Principal cases?

Yes! Whether you have groups with existing Principal cases, or with new Principal business, they can both use the connection either at renewal or mid-year. If you have new Principal 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 Principal. You will then be able to use the connection for adds, terms, and changes.

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

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

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How much additional work is this for me?

There is no additional work for you! Ease's implementation team will manage the setup of this connection for you, and will compare data between Principal 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 Principal, and Ease handles the setup of this connection for you. 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 will this integration impact my groups?

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

How do I get started?

Contact integrationsinfo@ease.com with the following information:

- Agency name
- Names & policy numbers of groups using the connection
- Completed Principal authorization form

Please note: You only need to fill out one authorization form for all of your groups

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. On a clean & complete group, turnaround time for the connection setup will then take 3-5 business days.

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

If you have not yet sent over your groups' information to start the setup process, please contact your Customer Success Manager, who can also answer any questions you may have.