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.

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 is no longer necessary. If you decide not to use the Principal connection for your eligible groups, usage of our Legacy Data Mapping Engine with Principal carries a cost of $.50 per enrolled employee per month (PEPM) per carrier.

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

If you have new groups with Principal plans, please click here to submit your group names and policy numbers, within 30 days of initial enrollment date. Legacy Data Mapping Engine usage will appear on your invoice in the month following initial enrollment in the plan if a carrier connection has not been established.

If you have existing groups with Principal plans, 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.

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 24 hours. Status updates will be sent to your inbox.

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.

What Principal plans are covered in the connection?

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

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.

How much additional work is this for me?

There is no additional work for you, outside of the work you typically do to set up a group on Ease. 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 will this connection impact my groups?

Your groups will still go through the enrollment process as usual, but with the Principal connection, information will be sent much quicker to Principal, resulting in faster ID cards for their employees. Once the connection is established, Ease will become the system of record, so any employee changes will need to be made in Ease.

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 do I get started?

To set up your Ease and Principal connection, contact your Customer Success Manager and send them 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 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 any questions about getting started with the connection, please contact your Customer Success Manager.