



MANHATTANLIFE
CONNECTION
GUIDE

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BEFORE YOU BEGIN

Supported Products

The following products are supported by the connection:

- Life
- AD&D
- Short Term Disability
- Accident
- Critical Illness
- Hospital Indemnity

Required Information

In addition to the fields required by the Ease system, the following information must be provided for a complete submission to ManhattanLife:

- The carrier name must be set to ManhattanLife on each plan in Ease.
- When submitting existing business, the full 6-digit group number should be included on the Policy Number field of each plan. If you are using multiple eligibilities, be sure this is included on each eligibility.

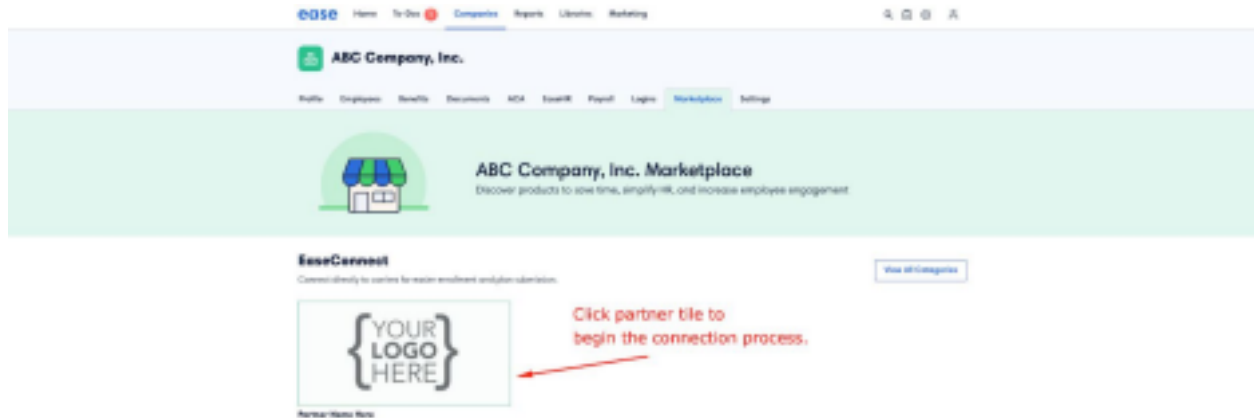
Other Important Information

- The ManhattanLife feed runs weekly.
- The information in Ease will override the information in ManhattanLife's system. Please ensure updates made with payroll or TPA partners are in sync with the data in Ease. If you make updates with ManhattanLife; be sure these updates are also submitted in Ease.

SETTING UP THE CONNECTION

Enable Carrier Connection

First, make sure that the carrier is enabled for your agency. Then go to the employer you wish to enable the connection for and click on the carrier tile you wish to enable.



Add Submission

Once you've enabled the connection, you will be directed to the setup wizard which is only a few easy steps! Click Next to move forward through the process.

In order to submit a group to the carrier partner, you'll need to **Add Submission**.

The next step will be to select the plans you would like to connect, and be sure to select **Submit to Partner**.

EaseConnect Demo Setup Wizard

Submission

System Id: 91f84670-94c8-4aa2-8dcf-50e7d185ee22 Status: Not Submitted

Choose Plans to Submit

<input type="checkbox"/> Plan Name	Carrier Partner	Plan Type	Effective
<input checked="" type="checkbox"/> Dental Plan 2021	EaseConnect Demo	Dental	1/1/2021
<input checked="" type="checkbox"/> Voluntary Life/AD&D 2021	EaseConnect Demo	Voluntary Life/AD&D	1/1/2021

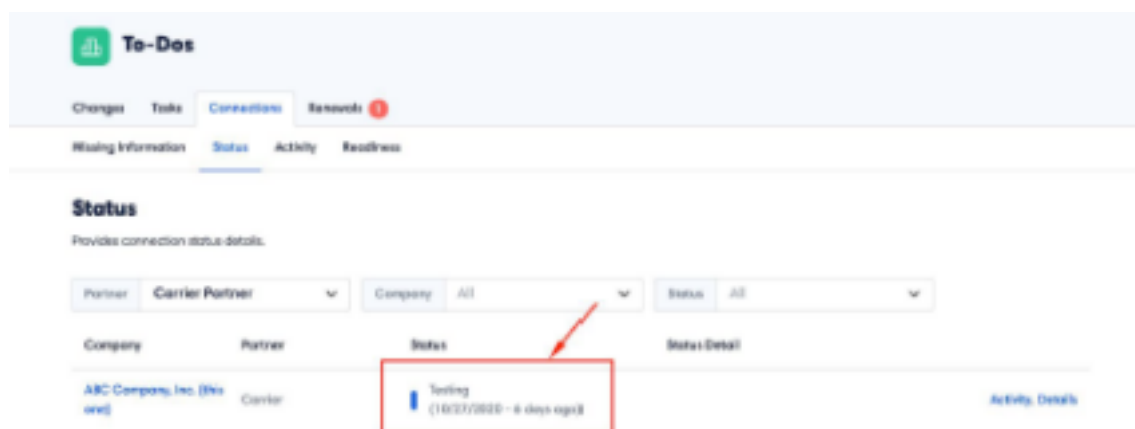
SUBMITTING ENROLLMENT

Initial Submission

The initial submission, whether it's a new case or existing business, will be reviewed by the carrier for accuracy.

Testing

During this review stage you will see the connection status in "Testing." This means that the carrier is still reviewing the data for accuracy, participation, etc. You can find the statuses of your connections under **To-Dos>Connections>Status**.



Approved

Once the carrier has verified the information and setup to be accurate, the group will be moved to an "Approved" status, upon which all adds, changes, and terminations will be sent directly to the carrier for processing. You can find the statuses of your connections under **To-Dos>Connections>Status**.

CONTACTS

Ease

Phone: (702) 800 - 2690
Ticket: <https://help.ease.com>
Live Support: [Schedule Live Assistance](#)