



easecentral



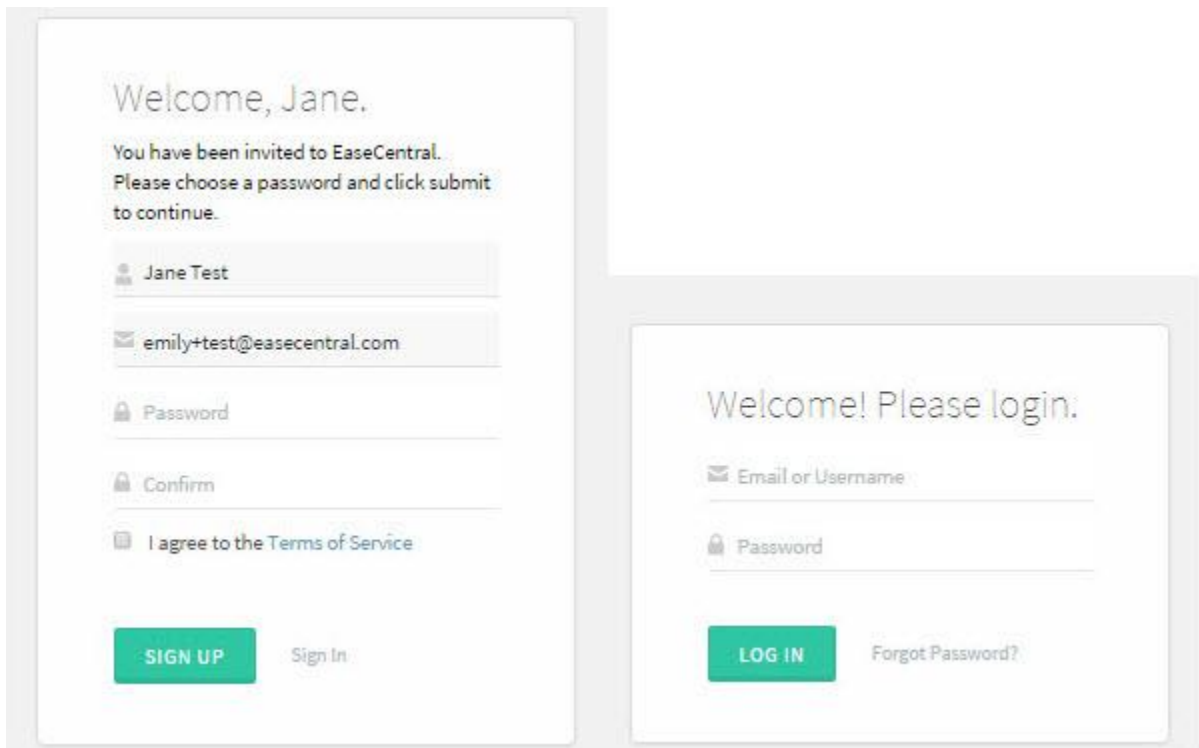
FREQUENTLY
ASKED
QUESTIONS

How do I login?

When you receive the email from your HR Administrator or Broker, click the blue “Login” button. If it is your first time logging in, you will need to choose a password. Be sure your password is at least 8 characters with one upper case letter, one lower case letter and one special character or number.

If you have logged in before enter in your email or username and password. If you forgot your password, click the “Forgot Password” link. You will receive instructions for resetting your password via email.

If you have been instructed to login with your mobile phone, click the “Forgot Password” link, then click the “Don’t have email” link. You will be prompted to enter in your mobile phone. You will then receive a 6-digit code and you can login that way.



The image displays two screenshots of the EaseCentral user interface. The left screenshot shows the sign-up process for a user named Jane Test. It includes fields for Name (Jane Test), Email (emily+test@easecentral.com), Password, and Confirm, along with a checkbox for 'I agree to the Terms of Service'. A green 'SIGN UP' button and a 'Sign In' link are visible at the bottom. The right screenshot shows the login process. It features fields for 'Email or Username' and 'Password', a green 'LOG IN' button, and a 'Forgot Password?' link.



How do I Enroll?

When you get to the benefits section you will have the choice to either waive or accept coverage.

To accept coverage, set yourself to Enrolled. If you are waiving, set yourself to Waived. If you are waiving you must enter a waive reason.

Jane Test - Employee ✓ Enrolled

Enrolled ▼

Enrolled ✓

Waived

Spouse ✓ Enrolled

You will continue to accept or waive your benefits by selecting Next to go to the next coverage.

You will be able to see a running cost on the far right-hand side.

Life/AD&D Plan

Employee ✓ Enrolled

Enrolled \$25,000 ▼

Choose your Life/AD&D plan

Plan	Cost Per Pay Period
✓ Life/AD&D Plan	\$0.00

Plan Information

COVERAGE EFFECTIVE DATE 7/1/2016

\$0.00
per pay period (semi-monthly)

Benefit Summary

Medical
Employee, Spouse
\$274.38 per pay period

Dental
Employee, Spouse
\$1.00 per pay period

Long Term Disability
\$2,000 per month
\$0.00 per pay period

Life/AD&D

YOUR TOTAL COST

\$275.38

PER PAY PERIOD (SEMI-MONTHLY)



How do I update my email address?

When logged in to your profile, click on your name in the top right corner and click Settings. You can update your email address here.

How do I sign the forms?

After making all elections and provided any missing information, you will be prompted to sign your forms. Please review the forms as directed and then sign in the signature box with your mouse, or finger if using a tablet or phone. This signature will be applied to all forms. Click the Continue button once you have signed.

Review & Sign Forms

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IMPORTANT: CAREFULLY REVIEW YOUR FORMS

The purpose of this online tool is to help you easily complete several different forms. It is important that you review each of these forms to make sure that they are completed accurately.

Please review the questions as asked on each form and make sure that the correct answer has been provided. While we make every effort to ensure this is done for you, we want to take the extra step to make sure that your carriers are getting the most accurate information possible.

SIGN HERE

Clear

Continue

The information provided in the forms above is true and accurate to the best of my knowledge.



How do I delete dependents?

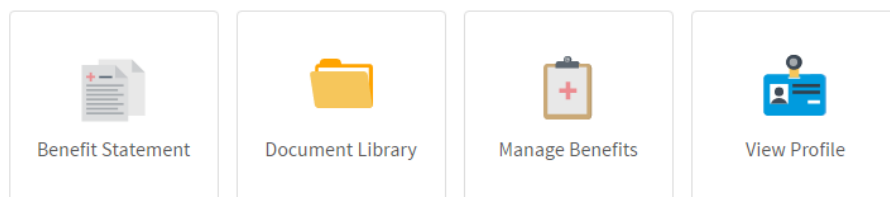
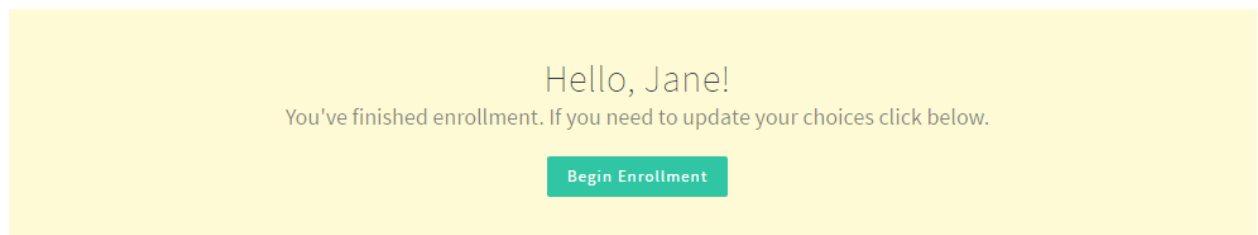
Only your broker will have access to delete dependent information if the dependent was enrolled in a benefit. Please contact your HR administrator.

How do I complete an Evidence of Insurability (EOI) form?

If you go over your guarantee issue amount you will be asked to fill out an Evidence of Insurability form. Your broker usually will add that form to the documents section so you can fill it out and return to your HR Administrator. If no form is attached and you are prompted to complete an Evidence of Insurability form or Health Statement please contact HR.

Where do I see my Summary of Benefits?

After you sign your forms you will be brought to your summary of benefits. You can access this page at any time of the year by logging in and selecting Manage Benefits.



Where can I request/when will I receive a benefit card?

You will need to contact your benefits administrator. Once you have completed enrollment your elections will be submitted to your benefits administrator. Your coverage is not effective until you receive confirmation from your employer or the insurance carrier.



How do I select my doctor?

If you do not see a provider directory as you are enrolling, you can look up your provider directory online. You can normally find the directory by entering in your carrier name (e.g., Anthem Blue Cross) and the term "provider directory" into an internet search, (e.g., Google). Once there enter in any relevant plan or network details and you should be able to find a provider name, IPA or provider ID in the directory. Input those details on your enrollment in EaseCentral and click "Next" to proceed to the next benefit.

How do I enter a life event?

If you need to update/add/change coverage due to a qualifying life event (birth, marriage, loss of coverage, etc.,) you will log into your profile, click on Manage Benefits and then click the green Make Changes button. Enter in the life event as well as the date. Confirm with your broker or HR department on how to enter in the date. Click Continue to proceed to your benefits. Update benefits as needed and click Next until you sign your forms and complete enrollment.

Benefits Summary



Make Changes

Family Information

Name	Relationship	Gender	Birth Date	Tobacco User	Address
Jane Test	Employee	Male	6/1/1976 (40)	No	12345 Happy Place, San Diego, CA 99999

Qualifying Event Information



EVENT

Select



EVENT DATE

DETAILS

Address Change

Adoption

Birth

Continue

Cancel