

Ease → Employee Navigator

Migration FAQs



What do I need to complete the migration process?

It may take up to two weeks before you and your dependents become “eligible” for your new benefit plan, meaning providers can verify your information with your new carrier.

What do I need to complete the migration process?

A broker subscription to Employee Navigator. Please contact their Customer Success via success@ease.com if you do not already have an Employee Navigator subscription.

How long does it take to migrate?

After you have resolved any errors, the migration process usually takes less than 10 minutes.

What kind of errors and warnings will I be prompted to resolve?

The migration tool will provide you with detailed information on a group's errors and warnings, if any. Examples of these include:

- **Employee demographics:** missing/invalid SSN, address issues, etc.
- **Company configuration:** missing EIN, address information, etc.
- **Incomplete managed changes:** incomplete items will need to be marked as processed
- **Partners:** indicates if any partners are not enabled on Employee Navigator
- **Plans:** indicates gaps in migration tool functionality

Some warnings will be informational only (like partners not enabled), while errors will prevent you from migrating.

How long will it take me to resolve errors and warnings?

It will depend on the group and number of errors and warnings. If you need to audit and process a significant number of incomplete managed changes prior to migrating, then it may take a while. Whereas a group that is missing one SSN or address will not take very long at all.

We recommend reviewing a group's errors prior to starting the migration process so you can plan accordingly on a case-by-case basis.

Can I still add new groups to Ease?

Yes. The deadline for adding new groups to Ease is January 1, 2027.

What is the last day to migrate a group from Ease to Employee Navigator?

June 30, 2027, is the last day to migrate from Ease to Employee Navigator. Starting July 1, 2027, only brokers and HR will be able to log into Ease with their access limited to read-only and they will only be able to view historical data (for at least 3 years).

Do I need to migrate all my groups at once?

No, you do not need to migrate all at once. Groups just need to be migrated before the migration deadline of July 1, 2027. You'll want to consider each group's situation, their renewal date, their open enrollment dates, etc.

Will employees need new logins?

Yes, after migration, employees will need to create new Employee Navigator logins. After migration, all future changes will be completed on Employee Navigator.

What data transfers from Ease to Employee Navigator?

Company information, employees, and benefit plans transfer as part of migration.

Are all connections moved over automatically?

No, integration must be reconnected after migration into Employee Navigator.

When is the best time to migrate?

We recommend migrating at least two months before or after open enrollment to avoid conflicts with the active enrollment period.

Can Beere&Purves migrate my groups for me?

No, we do not have access to your broker migration tool. However, we can help with cleanup before or after migration and offer guidance throughout the process.

What happens to Ease after migration?

Ease will be accessible to brokers and HR in a read-only format for reference purposes, and employees will no longer log in to Ease.

Who supports us after migration?

Once we have confirmed your group's access to Employee Navigator, Beere&Purves can continue providing support.

What if I still have questions?

Contact Beere&Purves at onlineenrollment@beerepurves.com.