

Ease to Employee Navigator Migration FAQs

Use this FAQ as a quick reference for common questions about the Ease to Employee Navigator migration, including timing, employee logins, data transfer, integrations, and post-migration support.

+ What do I need to complete the migration process?

You will need an active broker subscription to Employee Navigator. If you do not already have an Employee Navigator subscription, please contact Ease Customer Success at success@ease.com.

+ How long does it take to migrate?

Once all errors have been resolved, the migration process usually takes less than 10 minutes.

+ Will eligibility be available immediately after migration?

It may take up to two weeks before employees and dependents appear as eligible for their new benefit plan, meaning providers may need time to verify information with the new carrier.

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

The migration tool will provide detailed information on any group errors or warnings. Examples may include:

- Employee demographics, such as missing or invalid Social Security numbers, address issues, or other incomplete information
- Company configuration, such as missing EIN, address information, or company details
- Incomplete managed changes that need to be reviewed and marked as processed
- Partner access warnings if certain partners are not enabled in Employee Navigator
- Plan-related warnings that may indicate gaps in migration tool functionality

Some warnings are informational only, while errors may prevent the group from migrating until they are resolved.

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

Timing will depend on the group and the number of errors or warnings identified. A group with only one missing Social Security number or address may be resolved quickly. A group with several incomplete managed changes or configuration issues may take more time.

We recommend reviewing each group's errors before starting the migration process so you can plan accordingly.

+ 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 groups from Ease to Employee Navigator.

Beginning July 1, 2027, only brokers and HR users will be able to log in to Ease. Access will be limited to read-only historical data for at least three years.

+ Do I need to migrate all groups at once?

No. Groups do not need to be migrated all at once, but they must be migrated before the July 1, 2027 deadline.

When planning migration timing, consider each group's renewal date, open enrollment dates, and overall readiness.

+ Will employees need new logins?

Yes. After migration, employees will need to create new Employee Navigator logins. Once a group has migrated, all future changes should be completed in Employee Navigator.

+ What data transfers from Ease to Employee Navigator?

Company information, employee records, and benefit plan information transfer as part of the migration process.

+ Are all integrations moved over automatically?

No. Integrations must be reconnected after the group has migrated into Employee Navigator.

+ When is the best time to migrate?

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

+ Can CRC Benefits migrate my groups for me?

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

+ What happens to Ease after migration?

After migration, Ease will remain available to brokers and HR users in a read-only format for reference purposes. Employees will no longer log in to Ease.

+ Who supports us after migration?

Once your group's access to Employee Navigator has been confirmed, CRC Benefits can continue providing support.

+ What if I still have questions?

Contact CRC Benefits at benefits.benadmin@crcgroup.com