



Open Enrollment (OE) Planning Guide

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Purpose and Scope

The purpose of document is to provide guidance in planning for the open enrollment (OE) service needs of eBN client-carrier EDI connections that are in “production” status (i.e., eBN is transmitting a regular enrollment file to the carrier.) It is intended for eBN partner use.

This document covers:

- The open enrollment process for in-production EDI connections
- The eBN OE services available
- Guidance and assistance in determining which, if any, eBN OE service is needed
- Instructions for ordering eBN OE services
- FAQs

Introduction

In the world of employee benefits, insurance plans have an annual renewal date. Just prior to this date, insurance companies allow employees to freely change their benefit plan elections from the previous year. This is the “open enrollment period” and is administered by the employer.

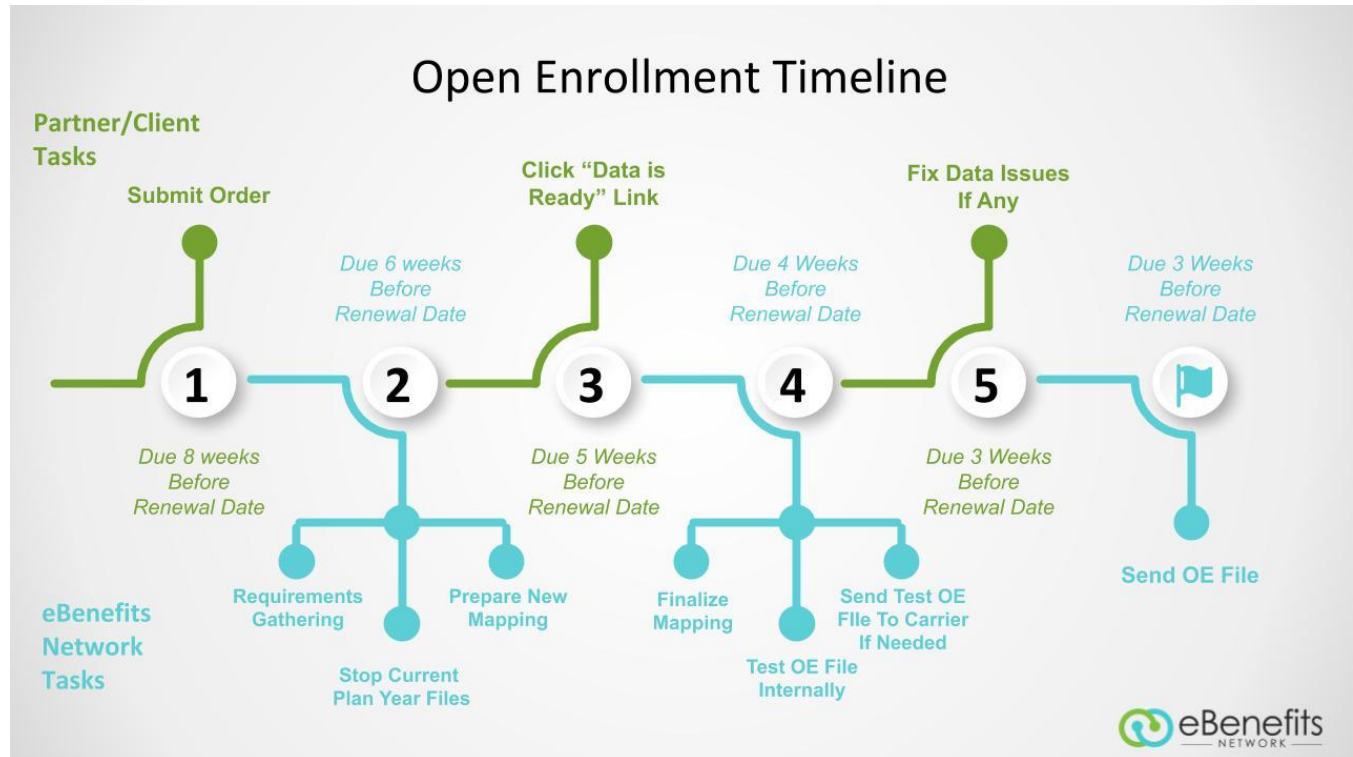
Employers start the process by working with the carrier to agree on terms for any changes that they may or may not make for renewal. If they do make changes with the carrier, barring any rate changes, the carrier is said to have a change in account structure/coding supplement for the renewal. If there are just rate changes or if the group is renewing as is, there would be no structure changes.

After the internal deadline when all employees must finalize their benefit selections, all changes need to be sent by the employer to the various insurance carriers by the annual renewal date. Carriers have strict deadlines for when they must receive all changes and final plan details to ensure that every employee will have the right coverage and updated insurance card by the employer’s plan year start date.

eBN offers services to ensure that a client’s in-production EDI file feed is properly handled for open enrollment. This document also contains guidance in determining what, if anything at all, is needed from the group for a smooth open enrollment (OE).

Overview of eBN's OE Process and Timeline

The following graphic outlines the overall OE process for a file with our standard timeline, accounting for time spent in gathering all the requirements and feedback from the carriers.



Note: For eBN to extract the OE data, please press the data is ready link for the corresponding OE project from the Projects page on VIP. (This is applicable only if you have submitted an order.)

End-to-End OE Planning and eBN Service Process

Suggested Planning Timeframe			Responsible		
	Milestone	Activity/Task	Partner	Customer	eBN
4 months before Renewal Date	<u>Planning</u>	Review planning guide	X		
		Gathering key dates	X		
3 months before Renewal Date		Determine type of enrollment (active/passive)	X		
		Identify OE timeline	X		
10 weeks before Renewal Date		Determine changes to existing carriers	X		
		Determine eBN OE Service needed (if any)	X		
8 weeks before Renewal Date	<u>Order Submission</u>	Submit eBN order	X		
6 weeks before Renewal Date		Assign analyst			X
		Gather carrier requirements			X
		Update customer on carrier due dates and other information			X
	<u>Last Current Plan Year Production File Date</u>	Stop sending weekly production files to carrier			X
Determined by Customer	<u>OE Start Date</u>	Begin employee open enrollment		X	
	<u>OE End Date</u>	End employee open enrollment		X	
5 weeks before Renewal Date		Approve employee elections		X	
		When all elections are approved, click "Data is Ready" link	X		
4 weeks before Renewal Date		Apply mapping changes, as needed			X
		Test with carrier to confirm changes			X
		Extract OE data			X
		Coordination Service			
		Send OE file to carrier			X
		Receive and report carrier feedback, if any			X
3 weeks before Renewal Date		Correct feedback data items		X	
		Correct feedback technical/structure items			X
	<u>Carrier OE Elections Due Date</u>	Send corrected OE file to carrier (no later than)			X
Renewal Date	<u>Plan Year Start Date</u>	Resume sending carrier weekly production file			X

eBN's OE Service & How to Use It

For each carrier connection in production, please review the following questions to determine what needs to be done for OE:

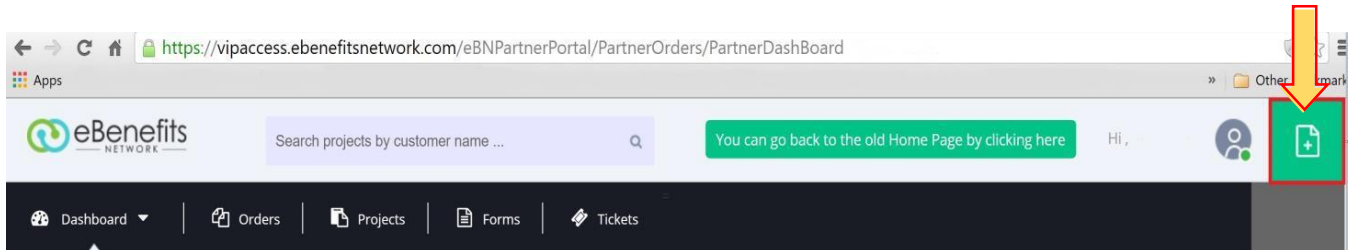
Q	Question	Yes	No
1	Will you be cancelling file feeds/plans with this carrier?	Submit an OE order, answering YES to 'Is the group canceling with this carrier?'	Submit an OE order, answering NO to 'Is the group canceling with this carrier?'
2	Will you be adding, changing, or removing plans with this carrier? Note that this is in relation to the carrier and not your HRIS.	<ul style="list-style-type: none"> • Submit an OE order, answering YES to 'Is there a change in group structure?' • Upload the new carrier structure documentation, when available. • The Service Type for the order will be automatically updated to Full OE Services. 	<ul style="list-style-type: none"> • Submit an OE order, answering NO to 'Is there a change in group structure?' • The Service Type for the order will be automatically updated to OE Coordination Service.
3	Will you be making any structure changes with this carrier, such as division or location code changes?		
4	Will you be making any changes to group numbers or plan numbers with this carrier?		

Note: eBN *cannot* provide OE service for file feeds in the following scenarios. You will not see them as an option in the order form.

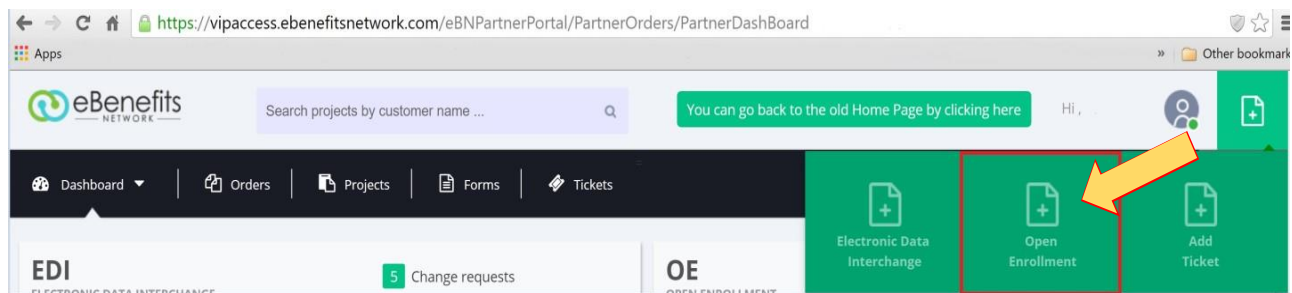
- The file feed is not yet in production with eBN at the time of renewal. You must provide all renewal changes to the carrier directly; eBN should be informed of any file requirement changes.
- The file feed is a contribution file (401K, FSA, HSA, etc.). OE service is not needed; the files will continue to run as expected.

Placing an Open Enrollment Order – Step-by-Step Instructions

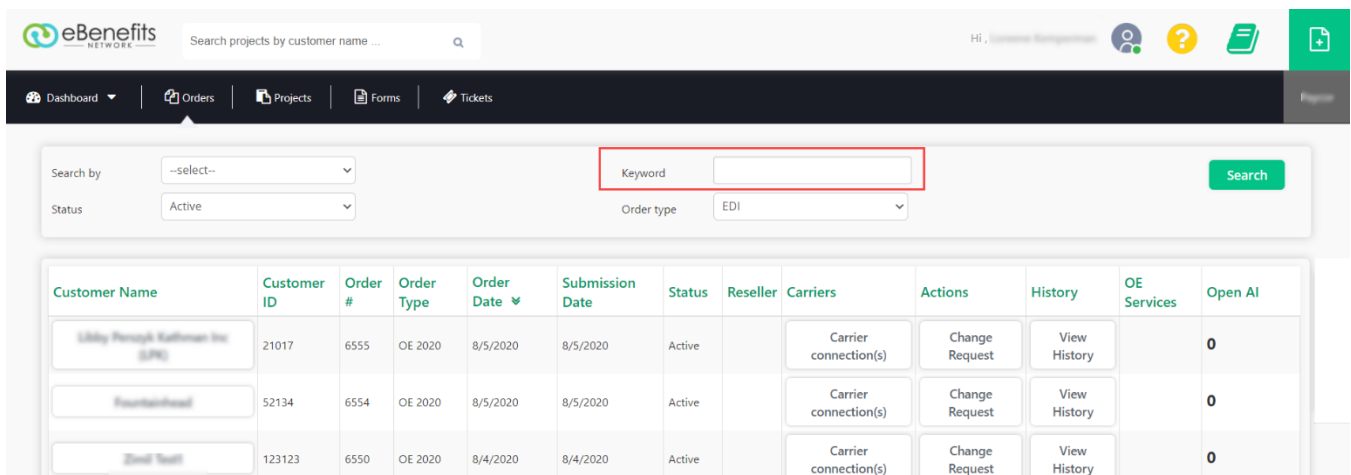
- Log in to the VIP Portal vipaccess.ebenefitsnetwork.com/eBNPartnerPortal/Account/Login
- Click the **Add icon** in the upper right corner of the window



- Click the **Add Open Enrollment icon** (middle)



- Search for *customer name* by typing in the **Keyword search field** or navigate through the pages to find the customer name



- Click on the **OE Service link** associated with the customer name to open the OE ordering form for that customer

Customer Name	Customer ID	Order #	Order Type	Order Date	Submission Date	Status	Reseller	Carriers	Actions	History	OE Services	Open AI
Zand P&S	xbvdvd	6440	EDI	7/3/2020	7/3/2020	Active		Carrier connection(s)	Change Request	View History	OE service	0
Testing Order 2206	2206	6430	EDI	6/22/2020	6/22/2020	Active		Carrier connection(s)	Change Request	View History	OE service	0
Test Order	Test Order	6429	EDI	6/21/2020	6/21/2020	Active		Carrier connection(s)	Change Request	View History	OE service	0

- Verify that the Partner Contact Information is correct. If not, update partner contact information fields.
- i** eBN will use the Partner Contact Information for email notifications and alerts to confirm orders or cancellations, action items needing attention from the partner (customer data readiness), carrier feedback on OE files, and confirmation when the OE file has been accepted by the carrier.

Partner Contact Information

Contact Name *

Zand P&S

Contact Title

Contact Phone *

(800) 988-1187

Contact Email *

customer.support@ZandP&S.com

☐ Use my contact information **i**

- Verify that the Customer Information is correct. If not, update customer information fields.

i If the “Allowed to contact customer” box is checked, eBN will use the Customer Contact Information for email notifications and alerts to confirm orders or cancellations, action items needing attention from the partner (customer data readiness), carrier feedback on OE files, and confirmation when the OE file has been accepted by the carrier.

Customer Information

Customer Name *

Zand P&S

Customer ID *

2347987896

Federal Tax ID *

23-040324

Contact Name *

Zand P&S

Contact Phone *

(800) 988-1187

Contact Email *

customer.support@ZandP&S.com

GroupID

☐ Allowed to contact customer **i**

Street Address

City

State

Zip Code

Multiple companies

☒ Yes ☐ No **?**

of companies

2

- Mapping Information and Company Information are copied from the original EDI order and cannot be changed for the OE order.

- Enter the relevant dates for the OE period

i Production files will be stopped, and the blackout period will begin after the “Current Year Last Production File Date.” This should be the date on which you will begin entering or approving enrollments for the upcoming plan year.

Open Enrollments Dates			
OE Start Date	<input type="text"/>	OE End Date	<input type="text"/>
ETA for OE Customer Data	<input type="text"/>	Plan Year Start Date	<input type="text"/>
Current Year Last Production File Date	<input type="text"/>		

- Verify # of Employees is correct for the current order. This is the number of *active* employees who are eligible for benefits enrollment. This number is automatically copied from your original EDI order; if the number is incorrect, update # of Employees field.

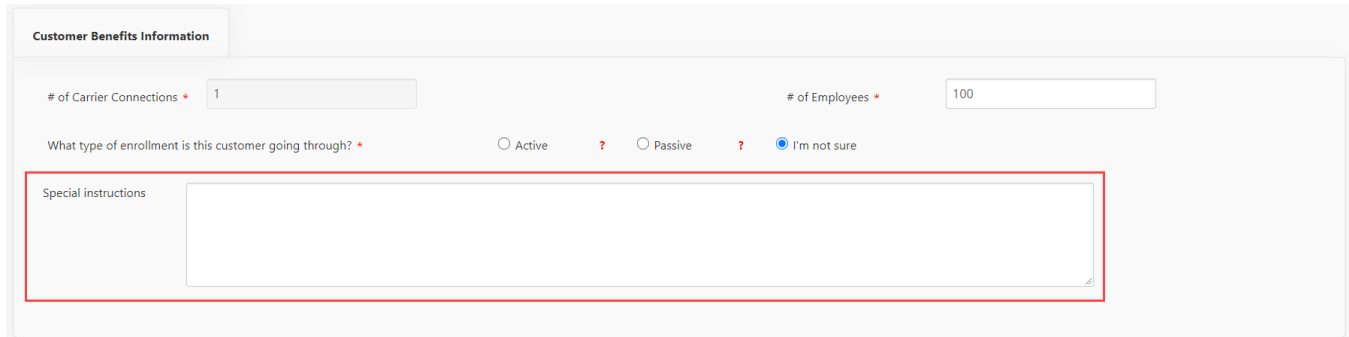
Customer Benefits Information	
# of Carrier Connections *	<input type="text" value="1"/>
# of Employees *	<input type="text" value="100"/>
What type of enrollment is this customer going through? *	<input type="radio"/> Active ? <input type="radio"/> Passive ? <input checked="" type="radio"/> I'm not sure
Special instructions	<div></div>

- Select the type of enrollment for the customer.

i **Passive OE** generally means that employees make elections *only if they are changing* plans, coverage levels, or the like. **Active OE** means that employees must elect their current coverage again, even if *no changes* are being made.

Customer Benefits Information	
# of Carrier Connections *	<input type="text" value="1"/>
# of Employees *	<input type="text" value="100"/>
What type of enrollment is this customer going through? *	<input type="radio"/> Active ? <input type="radio"/> Passive ? <input checked="" type="radio"/> I'm not sure
Special instructions	<div></div>

- Include any special instructions eBN may need to know regarding the customer's OE specifications.



Customer Benefits Information

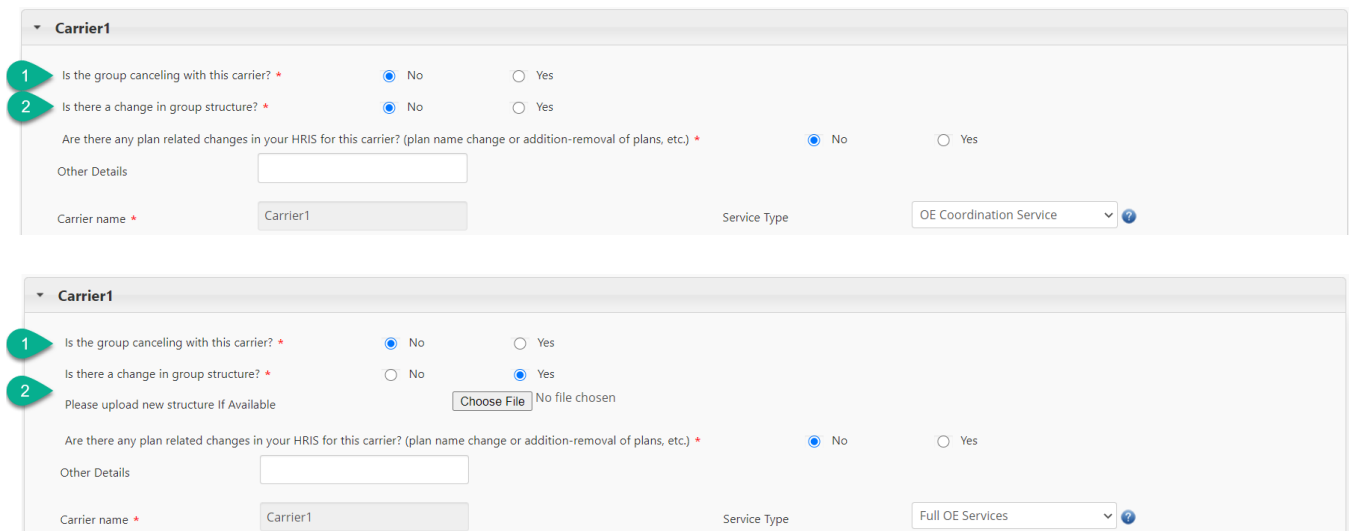
of Carrier Connections * 1 # of Employees * 100

What type of enrollment is this customer going through? * ☐ Active ? ☐ Passive ? ☒ I'm not sure

Special instructions

- Complete the following steps for every carrier on the OE order that is **renewing**.

i When you answer the question, 'Is there a change in group structure?' for the next plan year, the OE order dynamically changes to gather only the relevant information. The Service Type is also defaulted based on your answer.



Carrier1

1 Is the group canceling with this carrier? * ☒ No ☐ Yes

2 Is there a change in group structure? * ☒ No ☐ Yes

Are there any plan related changes in your HRIS for this carrier? (plan name change or addition-removal of plans, etc.) * ☒ No ☐ Yes

Other Details

Carrier name * Carrier1 Service Type OE Coordination Service

Carrier1

1 Is the group canceling with this carrier? * ☒ No ☐ Yes

2 Is there a change in group structure? * ☐ No ☒ Yes

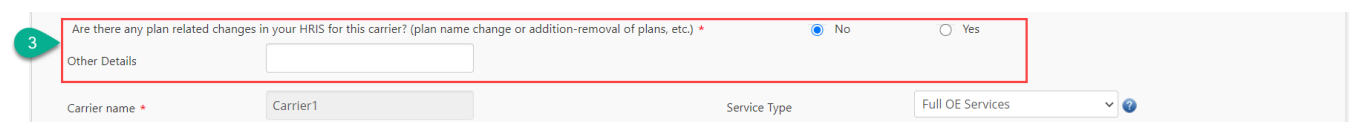
Please upload new structure if Available No file chosen

Are there any plan related changes in your HRIS for this carrier? (plan name change or addition-removal of plans, etc.) * ☒ No ☐ Yes

Other Details

Carrier name * Carrier1 Service Type Full OE Services

1. Click the 'No' radio button to answer the cancellation question.
 2. Answer the group structure change question:
 - a. If there are no changes, click the 'No' radio button; the Service Type defaults to 'OE Coordination Service.'
 - b. If changes are being made to the group structure, click the 'Yes' radio button and upload the new structure file, if available. The Service Type defaults to 'Full OE Services.'
- i** If the new file structure is not yet available, it can be uploaded later after the OE order has been submitted.



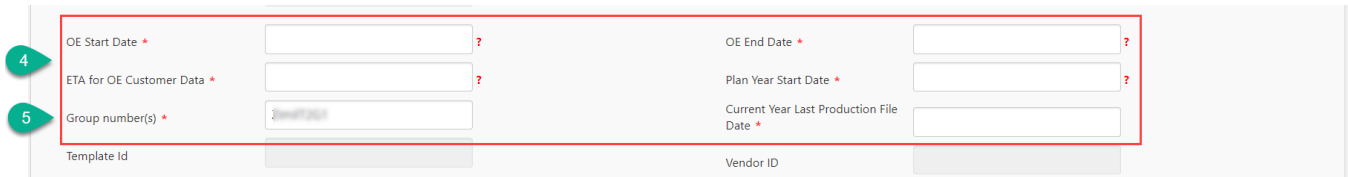
Carrier1

3 Are there any plan related changes in your HRIS for this carrier? (plan name change or addition-removal of plans, etc.) * ☒ No ☐ Yes

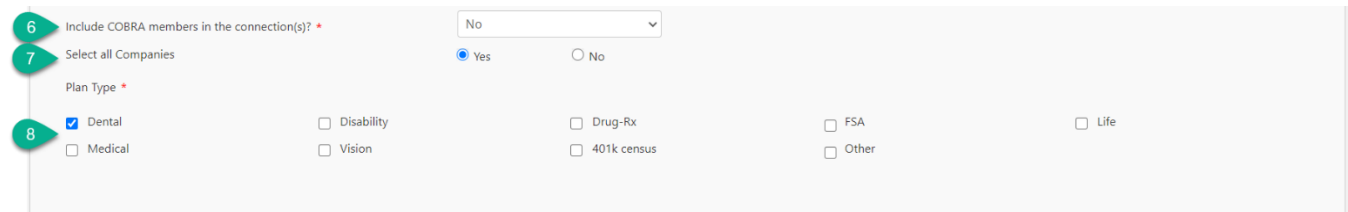
Other Details

Carrier name * Carrier1 Service Type Full OE Services

3. If there are any additional changes that have been made in your HRIS regarding this carrier, click the 'Yes' radio button and advise us of the details in the text box below the question.



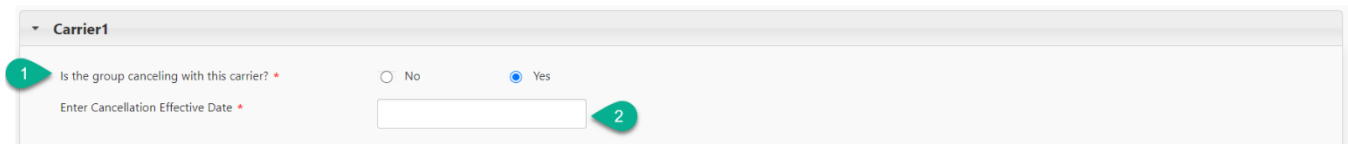
4. Provide the applicable dates for OE for this carrier:
 - a. OE Start Date – The date when the HRIS is ready and open for employees to make new plan year elections
 - b. OE End Date – The last day that employees can make new elections, after which the open enrollment period is closed
 - c. ETA for Customer Data – The estimated date when new plan year elections will be approved in the HRIS
 - ❗ This is the date that you expect to click the ‘Data is Ready’ link for the connection. eBN will also use this date to set automatic Action Item reminders to click the link.
 - d. Plan Year Start Date
 - e. Current Year Last Production File Date – The date that you would like eBN to stop sending production files to the carrier.
 - ❗ **IMPORTANT:** Prior to this date no new plan year elections should be approved and no new plan year changes should be made in the HRIS.
5. Verify the Group number(s) and update, if necessary



6. If COBRA members are included in the OE file, select ‘Yes’ from the drop-down menu.
7. If multiple companies are included in the OE file, click the ‘Yes’ radio button.
8. Verify the Plan Type(s) to be included in the OE file for this carrier; make any changes necessary.

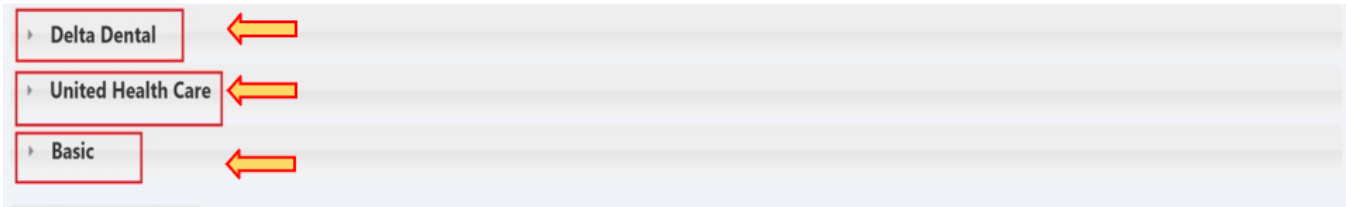
- **Complete the following steps for every carrier on the OE order that is canceling.**

- ❗ When you answer ‘Yes’ to the question, ‘Is the group canceling with this carrier?’ for the next plan year, the OE order dynamically changes to gather only the relevant information.



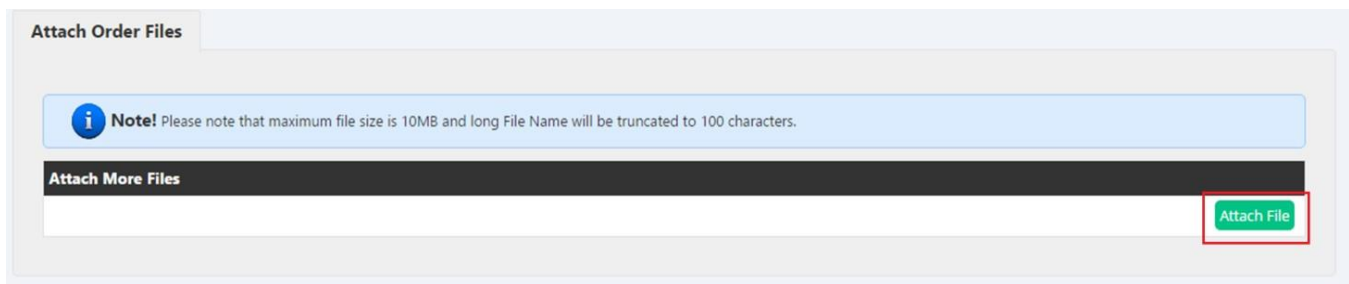
1. Click the ‘Yes’ radio button to answer the cancelation question.
2. Enter the Cancellation Effective Date; production files will be stopped on this date

- If there are additional carriers (from the original EDI order) listed on the OE order, click on each carrier to expand the OE form(s) to complete.

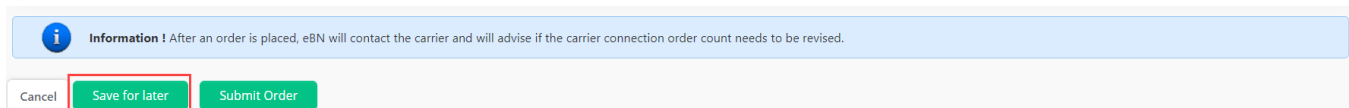


- Attach additional files (optional), if needed

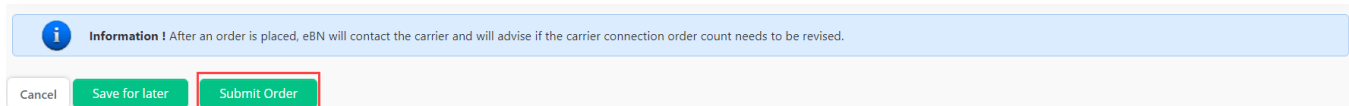
i Additional files may be additional group structure documents that were not attached earlier, census files, etc.



- Click the **Save for Later** button. The information you have entered in the form will be saved for you; you may access the saved order form from your VIP portal later and make any necessary edits before submitting.
- **i** **Clicking Save for Later will not submit the OE order.**



- To locate the saved order form from the VIP Portal, search for *customer name* by typing in the **Keyword search field** or scroll up/down to find customer name; click on the **OE Service link** associated with the customer name to open the saved OE ordering form for that customer.
- When all required fields have been completed, and the order is ready to submit, click the **Submit Order** button to send the completed OE order form to eBN.

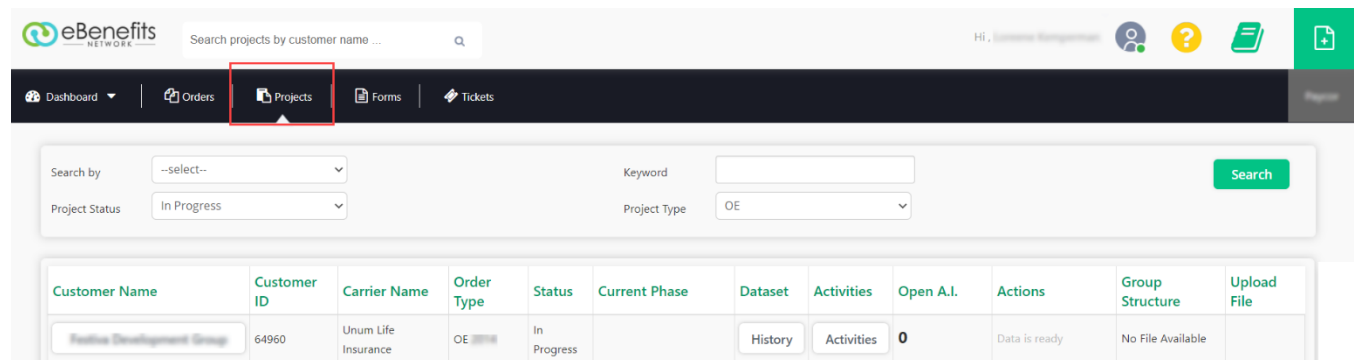


i After the OE order is submitted, you will receive an email confirmation of your OE order, including the dates that were provided on the order, as well as any instructions for the next steps that will be needed from you.

After Placing an Open Enrollment Order – Monitoring & Status

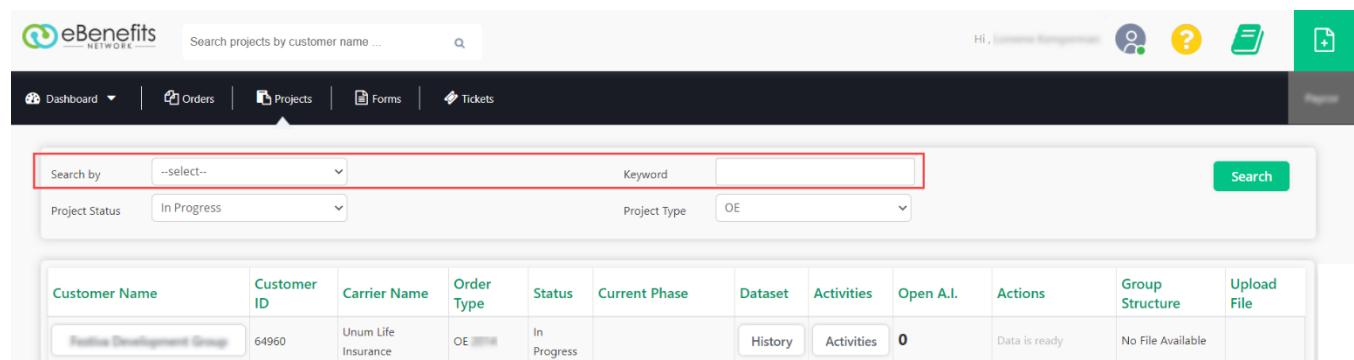
While the OE order is in progress, you can monitor the status of the file in real time through the process on the Projects page, as well as on the OE Dashboard, of the VIP Portal.

- Log in to the VIP Portal vipaccess.ebenefitsnetwork.com/eBNPartnerPortal/Account/Login
- Click the **Projects** button in the top navigation menu bar



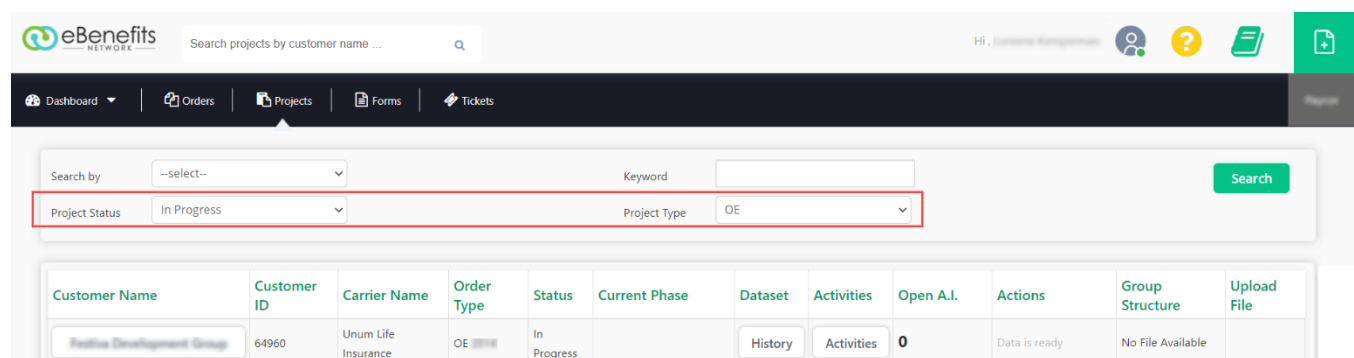
Customer Name	Customer ID	Carrier Name	Order Type	Status	Current Phase	Dataset	Activities	Open A.I.	Actions	Group Structure	Upload File
First Development Group	64960	Unum Life Insurance	OE	In Progress		History	Activities	0	Data is ready	No File Available	

- Search for *customer name* by typing in the **Keyword search field** or navigate through the pages to find the customer name



Customer Name	Customer ID	Carrier Name	Order Type	Status	Current Phase	Dataset	Activities	Open A.I.	Actions	Group Structure	Upload File
First Development Group	64960	Unum Life Insurance	OE	In Progress		History	Activities	0	Data is ready	No File Available	

- Review all OE orders by selecting *In Progress* for the **Project Status** and *OE* for the **Project type**



Customer Name	Customer ID	Carrier Name	Order Type	Status	Current Phase	Dataset	Activities	Open A.I.	Actions	Group Structure	Upload File
First Development Group	64960	Unum Life Insurance	OE	In Progress		History	Activities	0	Data is ready	No File Available	


- Details about the progress being made on each order are displayed on the screen.

Customer Name	Customer ID	Carrier Name	Order Type	Status	Current Phase	Dataset	Activities	Open A.I.	Actions	Group Structure	Upload File
Z... Test	123123	Carrier1	OE 2020	In Progress		History	Activities	0	Data is ready	No File Available	
Z... Test	123123	Carrier2	OE 2020	In Progress	5. OE File Transmission	History	Activities	0	Data is ready	No File Available	
Z... Test	2347987896	Carrier1	OE 2020	In Progress	48. Customer's OE Dataset	History	Activities	0	Data is ready	No File Available	

Showing 1 - 3 of 3

[Export to excel](#)

- Current Phase displays the step of the process for each OE file
 - Data Set History opens a screen to show data validations performed on the most recently extracted data set file
 - Activities Log opens a screen with a list of communications and any notes for the file
 - Open A.I. provides a count of open Action Items logged for the file
- When the OE data have been approved in the HIRS and are ready for extraction. Click the 'Data is ready' link in the Actions column for the customer.

 The 'Data is ready' link should be clicked on or before the ETA for Customer Data date provided in the OE order.

Dashboard
Orders
Projects
Forms
Testing
Tickets

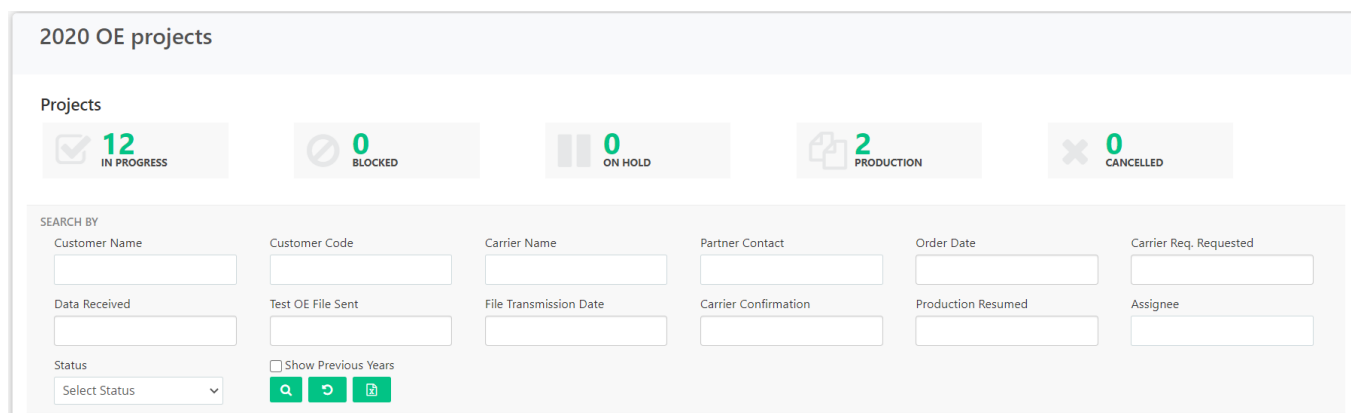
Search by: --select--
Keyword:
Project Status: In Progress
Project Type: OE
Search

Customer Name	Customer ID	Carrier Name	Order Type	Status	Current Phase	Dataset	Activities	Open A.I.	Actions	Group Structure
PDI Communication Systems	19716	Superior Vision	OE 2014	In Progress	6. Production	History	Activities	0	Data is ready	No File Available
Festiva Development Group	64960	Unum Life Insurance	OE 2014	In Progress		History	Activities	0	Data is ready	No File Available

- Track the status of all OE orders as a group on the OE Dashboard. Select the **OE Dashboard** from the Dashboard drop down menu in the upper left corner of the screen.



- Search and filter orders by Customer Name, Carrier Name, Status, various progress dates, or other available data.







The screenshot displays the '2020 OE projects' dashboard. It features a summary section with project status counts: 12 IN PROGRESS, 0 BLOCKED, 0 ON HOLD, 2 PRODUCTION, and 0 CANCELLED. Below this is a search section with various filters: Customer Name, Customer Code, Carrier Name, Partner Contact, Order Date, Carrier Req. Requested, Data Received, Test OE File Sent, File Transmission Date, Carrier Confirmation, Production Resumed, Assignee, and Status. There is also a checkbox for 'Show Previous Years' and search buttons.

- The status display provides the following information:


Customer	Customer Id	Carrier	Partner Contact	Status	Order date	Project dates						Assignee	Actions
						Carrier Req. Requested	Data Received	Test OE File Sent	Prod OE File Sent	Carrier Confirmation	Production Resumed		
[Redacted]	2347987896	Carrier1	[Redacted]	In Progress	8/4/2020	8/5/2020	No Data Received Date	No Test OE File Sent Date	No OE File Transmission Date	No Carrier Confirmation Date	No Production Resumed Date	Z...	[Icons]
[Redacted]	123123	Carrier1	[Redacted]	In Progress	8/4/2020	No Carrier Req. Requested Date	No Data Received Date	No Test OE File Sent Date	No OE File Transmission Date	No Carrier Confirmation Date	No Production Resumed Date		[Icons]
[Redacted]	123123	Carrier2	[Redacted]	In Progress	8/4/2020	No Carrier Req. Requested Date	8/5/2020	No Test OE File Sent Date	No OE File Transmission Date	No Carrier Confirmation Date	No Production Resumed Date	Z...	[Icons]

- Order date – date of OE order submission
- Carrier Req. Requested – date of most recent carrier contact by eBN to request OE file requirements
- Data Received – date when customer OE data were received by eBN
- Test OE File Sent – date eBN sent the most recent test file to the carrier
- Prod OE File Sent – date eBN sent the OE file to the carrier
- Carrier Confirmation – date eBN received confirmation from the carrier that the OE file was received and processed
- Production Resumed – date when production files resumed for the new plan year
- Data Set History opens a screen to show data validations performed on the most recently extracted data set file

- You can enter support tickets OE Dashboard by clicking the **Add New Ticket** icon.

Customer	Customer Id	Carrier	Partner Contact	Status	Order date	Project dates						Assignee	Actions
						Carrier Req. Requested	Data Received	Test OE File Sent	Prod OE File Sent	Carrier Confirmation	Production Resumed		
Zinn/Rose	2347967896	Carrier1	Zinn/Trent	In Progress	8/4/2020	8/5/2020	No Data Received Date	No Test OE File Sent Date	No OE File Transmission Date	No Carrier Confirmation Date	No Production Resumed Date	Zinn/Rose	 
Zinn/Rose	123123	Carrier1	Zinn/Trent	In Progress	8/4/2020	No Carrier Req. Requested Date	No Data Received Date	No Test OE File Sent Date	No OE File Transmission Date	No Carrier Confirmation Date	No Production Resumed Date		 
Zinn/Rose	123123	Carrier2	Zinn/Trent	In Progress	8/4/2020	No Carrier Req. Requested Date	8/5/2020	No Test OE File Sent Date	No OE File Transmission Date	No Carrier Confirmation Date	No Production Resumed Date	Zinn/Rose	 

The support ticket form will open in a new tab and will include information defaulted from the OE Dashboard for the connection.

 **Information!** Still have questions about your ticket? **Contact** customer.support@ebenefitsnetwork.com or **Call** 800-788-5187 ext. 2

Production Support Ticket

Note: All fields below are required to submit the ticket.

Company Name

Carriers

Subject

Details


Contact's First Name

Contact's Last Name

Contact's Email Address







Contact's Phone Number

Add Attachment (Optional) No file chosen

 **Note!** Please note that maximum file size is 10MB and long File Name will be truncated to 100 characters.

- Company Name and Carrier are defaulted and cannot be changed; verify that they are correct for the ticket being submitted
- Add a Subject and Details for the issue being reported in the ticket
- Verify Contact Name, Email Address, and/or Phone Number for the person responsible for working with eBN to resolve the issue and/or to be notified when the issue is resolved
- Attach any documents or files, if needed
- Click **Submit Ticket** to open the ticket in the eBN Support Ticketing System

- You can record activities and communicate with the assigned analyst from the OE Dashboard by clicking the **Add Activity** icon

Customer	Customer Id	Carrier	Partner Contact	Status	Order date	Project dates						Assignee	Actions
						Carrier Req. Requested	Data Received	Test OE File Sent	Prod OE File Sent	Carrier Confirmation	Production Returned		
View Report	2347987096	Carrier1	View Profile	In Progress	8/4/2020	8/5/2020	No Data Received Date	No Test OE File Sent Date	No OE File Transmission Date	No Carrier Confirmation Date	No Production Returned Date	Zoom	 
View Report	123123	Carrier1	View Profile	In Progress	8/4/2020	No Carrier Req. Requested Date	No Data Received Date	No Test OE File Sent Date	No OE File Transmission Date	No Carrier Confirmation Date	No Production Returned Date	Zoom	 
View Report	123123	Carrier2	View Profile	In Progress	8/4/2020	No Carrier Req. Requested Date	8/5/2020	No Test OE File Sent Date	No OE File Transmission Date	No Carrier Confirmation Date	No Production Returned Date	Zoom	 

The New Activity Form will open where you can add notes and details about the activity taken or needed, as well as attach files, if needed.

New Activity

Activity Details

Attachment

Choose File

No file chosen

Cancel

Save

- Add Activity Details
- Attach any documents or files, if needed
- Click **Submit** to add the details to the activity log for the OE file and communicate the information to the assigned analyst

Appendix A – Definitions and General Information

What is Open Enrollment (OE)?

In the world of employee benefits, insurance plans have an annual renewal date. Every year, employers re-evaluate their portfolios of benefit providers and the selection of plans that are offered to the employees. Leading up to the open enrollment date, rates are negotiated, and a mass communication plan is executed to explain changes to all employees.

Employees can freely change their benefit plan elections from the previous year. Usually during the year, changes are not allowed without a qualifying event, such as getting married or having a baby. Thus, the term *open enrollment (OE)*. During open enrollment, employees can opt-in or opt-out of plans, add or remove dependents on these plans, or even change coverage levels. Employers typically extend this period to include other group benefits as well, such as group term life, short and long-term disability coverage, and flexible spending accounts.

Key Dates and Definitions

For OE, the carrier EDI file feed communicates all changes for the upcoming new plan year, including employees opting in (or out) of plans, changing coverage levels, adding or removing dependents on their plans, and so on. This information is based on data populated in the customer's HRIS (Human Resources Information System) during the OE period.

The **Renewal Date** and **New Plan Year Start Date** are synonymous; this is the day when the new plan year will begin.

The **OE Start Date** is when the HRIS is ready and open for employees to make their new plan year elections.

The **OE End Date** is the last day that employees can make new elections, after which the open enrollment period is closed.

After the OE end date (and sometimes sooner), the HR department starts to approve OE elections. Once all new enrollments and changes are approved and the data are populated in the HRIS, this marks the **OE Customer Data Ready Date**.

As the employer starts to approve OE changes in the HR system, those changes immediately reflect in any data transmitted to eBN. Since this data refers to the upcoming plan year, they cannot be sent to the carrier until the new plan year actually begins. For this reason, production files must be stopped before the employer approves any OE changes. When data are ready and if an order was submitted, please click the **data is ready** link for that project from the Projects page on the VIP Portal to inform the assigned eBN analyst that you are ready to send the OE file.

The **Last Production File Date** is determined by the customer based on their schedule for approving OE changes. Prior to this date no new plan year elections are approved and no new plan year changes are made in the HRIS. Therefore, current plan year data will continue to be sent to the carrier in the file feeds until this date. eBN will stop production file feeds on this date.

The time between the last production file date for the current plan year and the actual end of the current plan year is referred to as the **Blackout Period**. During this period, any enrollment changes happening within the current plan year (e.g. new hires, terminations) must be manually reported by the employer to the carrier. The method of reporting is determined by the carrier, and it typically involves either data entry into the carrier's web portal or direct communication with the customer's account manager at the carrier. If the group is renewing as is, this period can be reduced by the employer delaying the approval of elections in the HRIS.

Passive OE generally means that employees only need to make elections if they are changing plans, coverage levels, or the like.

In contrast, **Active OE** means that employees must also elect their current coverage again, even if no changes are being made. Active OE usually requires extra coordination of current year coverage end dates with New Year coverage start dates so that there is no inadvertent gap in coverage.

Appendix B – FAQ


- **Our HRIS requires us to explicitly switch transmission ‘ON’ for new plan year data. When should I make the switch?**
 - If an OE order was submitted: Make the switch after the ‘last current plan year production file’ date has passed
- **Is there a black out period if the group is renewing as is?**
 - There is a ‘blackout period’ that applies to current plan year data for each individual, starting after the Last Current Plan Year Production File Date provided on the OE order form. Any change to the current plan information, such as adding a spouse or removing a dependent, you will need to send to the carrier directly.
- **How do I add a new employee/dependent to the current plan year if I have started approving/adding elections for the new plan year?**
 - eBN can no longer pass information from current plan year after you begin the process of approving/adding elections for the new plan year; you will need to send this change to the carrier directly.
- **An Employee has decided to waive the new plan year election within the allowed time. How do we update this information with the carrier?**
 - If the new plan year election was already added in the HRIS, enter a coverage end date that is the same as the effective date. When the effective date and coverage end date that are sent in the file are the same, the carrier will know that the coverage was waived.
 - If the new plan year election has not been added to the HRIS yet, do not add it. Instead enter only a coverage end date for the current plan year record.
- **Will the carrier ask to stop sending current plan year data once new plan year information is sent?**
 - Regardless of any possible carrier request, eBN’s standard process is to stop sending current plan year data when the Last Current Plan Year Production File Date has been reached and the last production file has been sent. The OE file will be sent to the carrier after that, and production files will resume by default as per the schedule when new plan year begins.
- **When should we start making plan updates (name changes, additions, removals) in HRIS for new plan year elections?**
 - Do not make any changes until the Last Current Plan Year Production File Date has passed. Changes can be made, and elections can be approved only after this date.
- **When should we start approving new plan year elections in HRIS?**
 - Do not make any changes until the Last Current Plan Year Production File Date has passed. Changes can be made, and elections can be approved after this date.
- **We have entered a black out period, will changes made during that time get sent to the carrier?**
 - Any demographic changes and *new* plan year election additions/removals/changes will be sent to the carrier in the next file, but any changes to the *old* plan year data (not demographics) will not be sent. You must communicate those changes to the carrier directly.

- **The group is terminating with the carrier. What do we need to do?**
 - If you are submitting an OE order for other carriers for the customer, you can include the cancellation request directly on the OE order when submitted by answering the question, 'Is this group cancelling with this carrier?' by clicking the 'Yes' radio button and entering a cancellation date.
 - **OR** After the plan year has ended, you can submit a cancellation request on the VIP Portal for the connection. (You do not need an OE service for such a change.)
- **The group is adding a carrier for certain plans or switching carriers for a plan. What do we need to do?**
 - For the new carrier, you will need to enter a new EDI order on the VIP Portal as soon as possible. The standard eBN timeline for new EDI connections is 4 – 12 weeks to get the new connection implemented (from order to production).
 - For the carrier that is terminating, you will need to enter a cancellation request on the OE order or on the VIP Portal (see the details in the answer above).
- **Who do I talk to if I still have questions about the process?**
 - Please contact your assigned eBN success manager for help. If you don't know who your eBN success manager is, please open a ticket at www.ebenefitsnetwork.com/support
- **How can we check and monitor the status of an OE project?**
 - The OE dashboard option in the Dashboard menu on your VIP home account will give you required details on your OE project
 - If you do not have access to VIP, please contact your eBN success manager
- **Who do I talk to if I have questions about an existing OE project and VIP did not help?**
 - Please add your concerns as an activity in the OE project through your VIP account and the assigned analyst would respond back.
 - You can also directly email the assigned analyst for that project
 - If you do not have access to VIP or know who is working on the project, please reach out to your success manager

Appendix C – Sample Email Communications

• OE Reminder Email to Partner (15-90 prior to OE)

FW: smopenenrollment@EBN 2020 Open Enrollment Order Needed

 notifications@ebenefitsnetwork.com
To: [Redacted]
Cc: [Redacted]

Hello [Redacted],

Our records indicate that [Redacted]'s Open Enrollment is coming up in 60 days for the 2020 Plan Year. eBenefits Network Production Support Team needs the below information in order to handle their Open Enrollment successfully.

1. OE Start Date
2. OE End Date
3. Is the customer having any group structure changes for any of their carriers?
4. Last Production File Date for current plan year
5. Is the customer cancelling or adding a new carrier?

If there are changes to the carriers, please reach out to your dedicated Success Manager @ eBenefits Network.

This information can be provided easily by submitting an Open Enrollment order on the [VIP Portal](#).


If you have already placed your Open Enrollment order with eBenefits Network for the 2020 Plan Year, please ignore this message.

If you need assistance or have any additional questions, please do not hesitate to contact your dedicated Success Manager at eBenefits Network. Thank you for working with us.

Sincerely,
eBenefits Network
www.ebenefitsnetwork.com

• OE Order Confirmation

FW: smopenenrollment@EBN 2020 Open Enrollment Order Received

 notifications@ebenefitsnetwork.com
To: [Redacted]
Cc: [Redacted]

This is to confirm that we have received the Open Enrollment order for this connection for 2020. Please note the following dates:

- Order Received: 8/4/2020
- Open Enrollment Period Start Date: 8/4/2020
- Open Enrollment Period End Date: 8/7/2020
- Plan Year Start Date: 9/2/2020
- Last Current Plan Year Production File Date: 8/4/2020
 - o Please remember to not make any enrollment changes for the next plan year until after this date
- Estimated Data Ready Date: 8/17/2020
 - o As a general rule carriers require Open Enrollment data to be reported to them at least 3 weeks prior to the start of the new plan year; eBN will require an additional week to make any updates. Therefore, please be prepared to have the data ready at least 4 weeks before the start of the new plan year.
 - o When the data are complete and ready for transmission, please click the 'Data Ready' button on the VIP Portal to alert our team and move the process forward.

Please remember that you will need to report enrollment changes and terminations manually to the carrier after 8/4/2020 for the remainder of the current plan year. After the Open Enrollment file is sent to the carrier, the feed will remain paused until the start of the new plan year. Changes for the new plan year will be captured when weekly files are resumed on the plan year start date (9/2/2020).

If eBN does not receive the Open Enrollment data is ready notification, an Open Enrollment file will not be sent to the carrier. Files will not resume automatically after the plan year start date (9/2/2020).

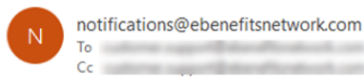
If you have a VIP account, you can track the progress of this OE file on your [OE Dashboard](#).

If any additional information is needed or if there are questions arising from the Open Enrollment order, a member of our team will contact you for clarification. Thank you for your order.

Sincerely,
VIP Access team
eBenefits Network
www.ebenefitsnetwork.com

- Action Item – “Data is Ready” Reminder

FW: New Action item on Project:OETest18/8indiv_test2



Dear [redacted],

A new Action item was added for [redacted] on 08-18-2020 11:13 AM by VIP Access

Action Needed: Notify eBN once customer's data is ready (Obtaining Customer Dataset)

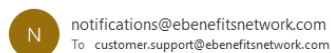
Please login to VIP and review the open action item assigned to you to assist in completing your EDI implementation


<https://devtesting.ebenefitsnetwork.com/eBNPartnerPortal/Account/Login>

If you're having problems logging in to your account, please contact your assigned Success Manager.

- OE File Confirmation Accepted by Carrier

Delta Dental KY - Zoom Carrier Confirmation Received



 If there are problems with how this message is displayed, click here to view it in a web browser.

We have received confirmation from [redacted] that the Open Enrollment file for this project was successfully processed. As usual, please keep an eye on any discrepancy reports or file processing reports that you may receive for data-related issues.

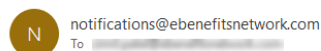
If you need assistance or have any additional questions, please do not hesitate to contact your dedicated Success Manager at eBenefits Network.


Thank you,

eBN Support Team
eBenefits Network
www.ebenefitsnetwork.com

- Cancellation Confirmation

Allegiant Healthcare - BCBS/TK 2020 Cancellation Request Received for EDI Connection



 If there are problems with how this message is displayed, click here to view it in a web browser.

This is to confirm that we have received the cancellation request for this carrier on the recent Open Enrollment order. Please note that this project will be cancelled on 8/13/2020.

If cancellation of this connection was not intended, please contact your Success Manager to make any necessary corrections in the Open Enrollment order. Thank you.

Sincerely,

The eBN Digital Forms Team
eBenefits Network
www.ebenefitsnetwork.com

Note: Please do not reply to this email, as it is generated by an unmonitored account.

Appendix D – Open Enrollment Workflow Diagram

