



Electronic Enrollment User Guide

**MAKING ELECTRONIC ENROLLMENT
EFFICIENT AND EASY**

United **Concordia**
dentalSM

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Purpose

This user guide has been designed to help you understand the process of submitting enrollment electronically to United Concordia Dental. We will describe what to expect and how United Concordia will assist you in making electronic enrollment efficient and easy.

Key Terms

Subscriber: Individual who has enrolled him/herself and his/her Dependents for coverage and for whom premium payments are due and payable (i.e. employee, associate, retiree or COBRA participant).

Dependent: Subscriber's spouse, domestic partner, unmarried child, stepchild, unmarried member of the Subscriber's household resulting from a court order or placement by an administrative agency, enrolled in the Plan.

Member: Applies to both a Subscriber and a Dependent.

Record: Member-specific data sent on the electronic enrollment file.

Customer: Group accepting United Concordia's services.

Group: Synonymous to the customer.

Customer Profile: Electronic form that captures customer-specific data (e.g. file frequency, file format, business rules and contact information).

File: Electronic enrollment eligibility information sent to United Concordia that includes Subscriber and Dependent data.

Implementation: Setup of electronic enrollment eligibility file, including the following tasks:

- Discussion of selected file layout, population being submitted and termination dates
- File testing and discrepancy reports
- Error threshold and production file approval

Enrollment File Formats

United Concordia is able to accept electronic enrollment eligibility data via the following file formats:

- United Concordia Electronic Eligibility standard file format (page 25)
- HIPAA 834 5010 transaction file format (separate document)

Enrollment File Types

There are three categories for electronic enrollment file types:

- **Full Files** (positive files) contain all current active membership and termination data from the last file transmission.
- **Change Files** contain updates to enrollment eligibility that took place from the last file transmission. Updates include but are not limited to, enrollment additions, enrollment terminations and all demographic modifications.
- **Open Enrollment Files** can be a full or a change file.

Notes:

United Concordia's preference is to receive full eligibility files for processing to ensure synchronization of members.

Open enrollment files and subsequent general files may require additional attention by United Concordia. To ensure accurate and timely processing, open enrollment files should be coordinated with an Electronic Enrollment analyst by sending an email to DLMain@ucci.com.

Enrollment File Record Requirements

- There can be only one member record on each file. Multiple records will result in errors and prevent enrollment data from being loaded.
- Future effective or cancel dates should be within 30 days of the current date.

Note: Any potential scenarios outside of the requirements outlined above should be addressed at the start of the implementation.

File Transmission

United Concordia can accept enrollment electronically via our Secure Transport Protocol site (<https://mft.hmhs.com> for production files and <https://mft-test.hmhs.com> for test files). The same transmission method will be used to send error reports. Our site is sFTP secure and United Concordia can also offer PGP encryption keys.

Enrollment File Schedules

We will mutually agree upon a schedule for file transmission. United Concordia offers files processing Monday through Saturday, including holidays.

Enrollment File Process

The following process is completed for all new United Concordia electronic enrollment customers.

Timeline

Implementation is typically completed within 45–60 days.

Initial Discussion and Inquiries

An Electronic Enrollment analyst will be assigned to assist you through the implementation process including file layout, testing and answering any additional questions you may have.

File Transmission

Any submission of electronic enrollment eligibility files should be transmitted to United Concordia using our Secure Transport site. Owners of the transfer will receive Secure Transport credentials and our eCommerce agreement at the start of the implementation; the eCommerce agreement must be reviewed prior to the first test file being submitted.

Phase One Testing

This testing includes electronic enrollment file format and transmission. Files must pass phase one testing before phase two testing can begin.

Phase Two Testing

Phase two includes validation and eligibility testing. The process continues until the electronic enrollment file successfully passes testing (no more than 10% error).

Implementation of Production File

After a test file has been produced that contains less than 10% errors, the file may be approved for production, or if desired, additional testing can occur. Once satisfied with testing results, the last test file can be used to load production if approved within four business days of submission. If approval is received after that time, United Concordia will request a new file for testing/production and approval.

Implementation is dependent upon receipt of initial set up information and a test file. United Concordia will be ready to receive a test files within 4 business days of receiving set up information.

Post Implementation

The Electronic Enrollment analyst monitors the first two production files received for processing. Files with less than 10% errors are considered successful. However, if a file includes more than 10% errors, the file maybe rejected. Your assigned Electronic Enrollment analyst will continue to work with you until two successful files are sent in succession.

Ongoing

The Electronic Enrollment analyst will transition file monitoring and error report processing responsibilities to a dedicated Enrollment & Billing (E&B) Representative. The E&B Representative will provide ongoing support for any file related questions and error report resolution. Once transfer has completed, you should receive an email from your assigned E&B Representative within 24–48 hours. If you are unsure of who your E&B contact is, please call **1-888-320-3316**.

ID Cards

ID card issuance is determined during the initial setup of the group/customer. After the electronic enrollment file is implemented into production, if elected, ID cards will be issued for the following reasons:

- New Subscriber
- Group Number Change
- Enrollment Reinstatement
- Primary Dental Office (PDO) Number New Adds
- Primary Dental Office (PDO) Selected by United Concordia

Reports

After we process an electronic enrollment file, an error report in Excel format will be systematically produced and sent via FTP, through our Secure Transport system. Contacts setup with Secure Transport access will receive an automated email notification advising a new report is available for pickup. The document will contain reports that are listed on separate worksheets (i.e., tabs).

Below is a description of each tab contents along with descriptions:

Enrollment File Summary

Provides a summary of statistical data regarding the processed enrollment file. The following fields are included:

Processing Date – Represents the date the file loaded to the United Concordia's enrollment system.

Customer ID – Unique nine-digit number associated with the file assigned by United Concordia.

Customer Name – Name associated with the Customer ID.

Subscriber Count on Enrollment File – Total number of subscriber (i.e. employee) records submitted.

Record Count on File – Total number of all subscriber, dependent and header records submitted.

Records Processed – Total number of all records from the enrollment file that loaded to United Concordia's enrollment system.

Subscribers Updated – Total number of all subscriber records from the enrollment file that were added, changed or termed.

Error – HARD – Total number of HARD errors within the error report worksheets (i.e. tabs). HARD is a type of severity code indicating required information (i.e. name, social security number, etc.) is missing from or conflicting with the subscriber record (i.e. history records, duplicate IDs, etc.).

Note: The absence of required data prevents the entire subscriber record from loading to United Concordia's enrollment system.

Error – SOFT – Total number of SOFT errors within the error report worksheets (i.e. tabs). SOFT is a type of severity code indicating required information (i.e. name, social security number, etc.) missing from or conflicting with a dependent record.

Note: The absence of required dependent data prevents the applicable dependent record from loading to United Concordia's enrollment system.

Error – DISCARD – Total number of DISCARD errors within the error report worksheets (i.e. tabs). DISCARD (DCARD) is a type of severity code indicating multiple records (i.e. duplicate spouses, duplicate subscriber records, etc.) were received on the file.

Note: Only one unique record was loaded to United Concordia's enrollment system.

Error – INFO – Total number of INFO errors within the error report worksheets (i.e. tabs). INFO is a type of severity code indicating inconsistent data between your file and the existing data on the United Concordia's enrollment system.

Note: INFO errors are not systematically loaded to United Concordia's enrollment system. This error requires follow-up and possible manual intervention by your Enrollment and Billing Representative.

Subscribers Not Sent (SNS) – Total number of SNS errors within the error report worksheets (i.e. tabs).

Dependents Not Sent (DNS) – Total number of DNS errors within the error report worksheets (i.e. tabs).

Address Not Updated – Total number of Address Not Updated errors within the error report worksheets (i.e. tabs).

Error Report

Discrepancies identified through the electronic enrollment file batch process.

Processing Date – Represents the date the file loaded to the United Concordia's enrollment system.

File Group Number – Represents the group number provided on the file.

UCCI Group Number – Represents the group number in United Concordia's enrollment system.

UCCI Group Name – Represents the group name in United Concordia's enrollment system.

Contract ID – Unique SSN, used to identify a subscriber. The Contract ID links the eligible dependents to the subscriber.

REL CD – Relationship code used to identify the record type.

Last Name – Subscriber and/or Dependent

First Name – Subscriber and/or Dependent

Middle Name – Subscriber and/or Dependent

Birth Date – Subscriber and/or Dependent

Effective Date – Date of the new coverage for the Subscriber or Dependent or the date of the most current coverage, whichever date is later.

Cancel Date – Date of termination of coverage for the Subscriber or Dependent.

Error Text – Identifies the invalid data.

Error Code – Number assigned to the error description.

Error Description – Defines the error.

Customer Action Required – Instructions for error resolution provided by United Concordia (resolutions are described in the Error Listing section).

Comment – Optional information provided by United Concordia staff.

PDO Number – Primary Dental Office Number used for Dental Health Maintenance Organization (DHMO) business.

PDO Effective Date – Date the Primary Dental Office (PDO) was assigned to the member.

Client Assigned ID – Unique identification number selected by the customer, used to identify a subscriber. The Client Assigned ID links the eligible dependents to the subscriber. This field only displays for customers set up to submit Client Assigned IDs.

Customer ID – Unique nine-digit number associated with the file, assigned by United Concordia.

Customer Name – Name associated with the Customer ID.

Subscribers Not Sent (SNS)

Subscriber records not submitted on the electronic enrollment file but active in the United Concordia's enrollment system.

Processing Date – Represents the date the file loaded to the United Concordia's enrollment system.

UCCI Group Number – Represents the group number in United Concordia's enrollment system.

UCCI Group Name – Represents the group name in United Concordia's enrollment system.

Contract ID – Unique SSN, used to identify a subscriber. The Contract ID links the eligible dependents to the subscriber.

Subscriber Last Name

Subscriber First Name

Subscriber Middle Name

Subscriber Birth Date

Enrollment Effective Date – Date of the new coverage or the date of the most current coverage, whichever date is later.

Auto-Terminated Indicator

- **Y (Yes)** – If the record is not sent on the file, United Concordia automatically terminates the enrollment according to the header eligibility date (1st of the month following the file Creation Date) on the file.
- **N (No)** – If the record is not sent on the file, the customer must provide the members termination date to United Concordia.

Cancel Date Applied – The term date United Concordia applied, if the Auto-Terminated Indicator is Y.

Customer Action Required – Instructions for error resolution provided by United Concordia. (Resolutions are described in the Error Listing section.)

Comment – Optional information provided by United Concordia staff.

Client Assigned ID – Unique identification number selected by the customer, used to identify a subscriber. The Client Assigned ID links the eligible dependents to the subscriber. This field only displays for customers set up to submit Client Assigned IDs.

Customer ID – Unique nine-digit number associated with the file, assigned by United Concordia.

Customer Name – Name associated with the Customer ID.

Error Code – Number assigned to the error description.

Error Description – Defines the error.

Dependents Not Sent (DNS)

Dependent records not submitted on the electronic enrollment file but active in the United Concordia's enrollment system.

Processing Date – Represents the date the file loaded to the United Concordia's enrollment system.

UCCI Group Number – Represents the group number in United Concordia's enrollment system.

UCCI Group Name – Represents the group name in United Concordia's enrollment system.

Contract ID – Unique SSN, used to identify a subscriber. The Contract ID links the eligible dependents to the subscriber.

Subscriber Last Name

Subscriber First Name

Subscriber Middle Name

Dependent Last Name

Dependent First Name

Dependent Middle Name

Dependent Birth Date

Enrollment Effective Date – Date of the new coverage or the date of the most current coverage, whichever date is later.

Auto-Terminated Indicator

- **Y (Yes)** – If the record is not sent on the file, United Concordia automatically terms according to the header eligibility date (1st of the month following the file Creation Date) on the file.
- **N (No)** – If the record is not sent on the file, the customer must provide termination date to United Concordia.

Cancel Date Applied – The term date United Concordia applied, if the Auto-Terminated Indicator is Y.

Customer Action Required – Instructions for error resolution provided by United Concordia (resolutions are described in the **Error Listing** section).

Comment – Optional information provided by United Concordia staff.

Client Assigned ID – Unique identification number selected by the customer, used to identify a subscriber. The Client Assigned ID links the eligible dependents to the subscriber. This field only displays for customers set up to submit Client Assigned IDs.

Customer ID – Unique nine-digit number associated with the file, assigned by United Concordia.

Customer Name – Name associated with the Customer ID.

Error Code – Number assigned to the error description.

Error Description – Defines the error.

Reviewing and Resolving Errors

Submitting a Full File generates the following reports:

- Enrollment File Summary – Information provided that does not require resolution.
- Error
- Subscribers Not Sent (SNS)
- Dependents Not Sent (DNS)

Submitting a Change File generates the following reports:

- Enrollment File Summary – Information provided that does not require resolution.
- Error

Upon reviewing the errors listed in each report, follow the directions in the **Customer Action Required** (Resolution) column, and re-submit accordingly (resolutions are described in the **Error Listing** section).

Your help and cooperation in the prompt research and resolution of errors is critical to ensure data synchronization, accurate invoices, claims processing and responses to customer service inquiries.

Error Listing

00001 CONTRACT ID IS INVALID

Definition: Contract ID contained spaces or special characters.

Resolution: Submit a valid Contract ID

Severity: HARD

00002 SUBSCRIBER LAST NAME IS INVALID

Definition: Last Name contained spaces, special characters or only 1 letter.

Resolution: Submit a valid Subscriber Last Name.

Severity: HARD

00003 DEPENDENT LAST NAME IS INVALID

Definition: Last Name contained spaces, special characters or only 1 letter.

Resolution: Submit a valid Dependent Last Name.

Severity: SOFT

00004 SUBSCRIBER FIRST NAME IS INVALID

Definition: First Name contained spaces or special characters.

Resolution: Submit a valid Subscriber First Name.

Severity: HARD

00005 DEPENDENT FIRST NAME IS INVALID

Definition: First Name contained spaces or special characters.

Resolution: Submit a valid Dependent First Name.

Severity: SOFT

00006 MIDDLE NAME IS INVALID

Definition: Middle Name contained special characters.

Resolution: Submit a valid Middle Name.

Severity: SOFT

00007 PRECEDING TITLE NAME IS INVALID

Definition: Preceding Title Name (i.e. Mr., Mrs., etc.) contained special characters. Resolution: Submit a valid Preceding Title Name.

Severity: INFO

00008 SUCCEEDING TITLE NAME IS INVALID

Definition: Succeeding Title Name (Jr., Sr., etc.) contained special characters.

Resolution: Submit a valid Succeeding Title Name.

Severity: INFO

00009 SUBSCRIBER GENDER CODE IS INVALID

Definition: Gender Code contained an invalid value.

Resolution: Submit a valid Subscriber Gender Code.

Severity: HARD

00010 DEPENDENT GENDER CODE IS INVALID

Definition: Gender Code contained an invalid value.

Resolution: Submit a valid Dependent Gender Code.

Severity: HARD

00011 SUBSCRIBER DATE OF BIRTH IS INVALID

Definition: Date of Birth contained alphas, is blank or an invalid date (e.g. 20081332).

Resolution: Submit a valid Subscriber Date of Birth.

Severity: HARD

00012 DEPENDENT DATE OF BIRTH IS INVALID

Definition: Date of Birth contained alphas, is blank or an invalid date (e.g. 20081332).

Resolution: Submit a valid Dependent Date of Birth.

Severity: SOFT

00013 SUBSCRIBER DATE OF BIRTH IS A FUTURE DATE

Definition: Date of Birth consisted of a future date.

Resolution: Submit a valid Subscriber Date of Birth.

Severity: HARD

00014 DEPENDENT DATE OF BIRTH IS A FUTURE DATE

Definition: Date of Birth consisted of a future date.

Resolution: Submit a valid Dependent Date of Birth.

Severity: SOFT

00016 ADDRESS IS INVALID

Definition: Address is incomplete.

Resolution: Submit a valid Address.

Severity: HARD

00017 SUBSCRIBER GROUP NUMBER IS INVALID

Definition: Subscriber's Group Number is invalid due to spaces, special characters or is not found on the United Concordia group database.

Resolution: Submit a valid Subscriber Group Number.

Severity: HARD

00018 DEPENDENT GROUP NUMBER IS DIFFERENT THAN SUBSCRIBER GROUP NUMBER

Definition: Dependent's Group Number is invalid due to spaces, special characters or is not found on the United Concordia group database.

Resolution: Dependent's Group Number was changed to the Subscriber Group Number.

Severity: INFO

00019 SUBSCRIBER PRODUCT LINE IS INVALID

Definition: Subscriber's Product Line is Invalid.

Resolution: Submit a Valid Product Line.

Severity: HARD

00020 DEPENDENT PRODUCT LINE IS INVALID

Definition: Dependent's Product Line is Invalid.

Resolution: Submit a Valid Product Line.

Severity: INFO

00021 DEPENDENT PRODUCT LINE IS DIFFERENT THAN THE SUBSCRIBER'S

Definition: Dependent's Product Line is Invalid.

Resolution: Submit a Valid Product Line.

Severity: INFO

00022 SUBSCRIBER EFFECTIVE DATE IS INVALID

Definition: Subscriber's Effective Date of enrollment contained spaces, special characters, alphas, blank, or invalid date (e.g. 20081332).

Resolution: Submit a valid Subscriber Effective Date.

Severity: HARD

00023 DEPENDENT EFFECTIVE DATE IS INVALID

Definition: Dependent's Effective Date of enrollment contained spaces, special characters, alphas, blank, or invalid date (e.g. 20081332).

Resolution: Submit a valid Dependent Effective Date.

Severity: SOFT

00024 SUBSCRIBER EFFECTIVE DATE IS PRIOR TO DATE OF BIRTH

Definition: Subscriber's Effective Date of enrollment is prior to their Date of Birth.

Resolution: Submit valid date(s) as applicable

Severity: HARD

00025 DEPENDENT EFFECTIVE DATE IS PRIOR TO DATE OF BIRTH

Definition: Dependent's Effective Date of enrollment is prior to their Date of Birth.

Resolution: Dependent Effective Date was changed to the Date of Birth.

Severity: INFO

00026 EFFECTIVE DATE IS PRIOR TO GROUP NUMBER EFFECTIVE DATE

Definition: Effective Date of enrollment cannot be prior to the group's effective date.

Resolution: EFFT Date was changed to the Group Number EFFT Date.

Severity: INFO

00028 SUBSCRIBER CANCEL DATE IS INVALID

Definition: Subscriber's Cancel date contained spaces, special characters, alphas, or invalid date (e.g. 20081332).

Resolution: Submit a valid Subscriber Cancel Date.

Severity: HARD

00029 DEPENDENT CANCEL DATE IS INVALID

Definition: Dependent's Cancel Date contained spaces, special characters, alphas, or invalid date (e.g. 20081332).

Resolution: Submit a valid Dependent Cancel Date.

Severity: SOFT

00030 SUBSCRIBER CANCEL DATE IS PRIOR TO THE SUBSCRIBER EFFECTIVE DATE

Definition: Subscriber's Cancel Date is prior to the Subscriber's Effective Date of enrollment.

Resolution: Submit valid date(s) as applicable.

Severity: HARD

00031 DEPENDENT CANCEL DATE IS PRIOR TO THE DEPENDENT EFFECTIVE DATE

Definition: Dependent's Cancel Date is prior to the Dependent's Effective Date of enrollment.

Resolution: Submit valid date(s) as applicable.

Severity: INFO

00032 DEPENDENT CANCEL DATE IS AFTER THE SUBSCRIBER CANCEL DATE

Definition: Dependent's Cancel Date cannot be after the Subscriber's Cancel Date.

Resolution: Dependent Cancel Date was changed to the Sub's Cancel Date.

Severity: INFO

00033 DEPENDENT IS ACTIVE AND THE SUBSCRIBER IS CANCELED

Definition: The subscriber enrollment is canceled, but a dependent is being sent as active.

Resolution: Submit a valid Cancel Date for dependent.

Severity: SOFT

00034 PDO NUMBER IS INVALID

Definition: The Primary Dental Office (PDO) Number on the electronic enrollment file is not found on our provider database.

Resolution: E&B has assigned a valid PDO.

Severity: INFO

00035 PDO NUMBER WAS NOT PROVIDED

Definition: The Primary Dental Office (PDO) Number on the electronic enrollment file is 000000 for a PDO required account.

Resolution: E&B has assigned a valid PDO.

Severity: INFO

00037 PDO EFFECTIVE DATE IS INVALID

Definition: The Primary Dental Office (PDO) Effective Date contained spaces, special characters, alphas or invalid date (e.g. 20081332).

Resolution: E&B has assigned a valid PDO.

Severity: INFO

00038 PDO CANCEL DATE IS INVALID

Definition: The Primary Dental Office (PDO) Cancel Date contained spaces, special characters, alphas or invalid date (e.g. 20081332).

Resolution: Contact your E&B Rep with the applicable Cancel Date.

Severity: INFO

00039 PDO CANCEL DATE IS PRIOR TO THE PDO EFFECTIVE DATE

Definition: The Primary Dental Office (PDO) Cancel Date cannot be prior to the PDO Effective Date.

Resolution: Contact your E&B Rep with the applicable Cancel Date.

Severity: INFO

00040 PDO CANCEL DATE IS AFTER THE SUBSCRIBER/DEPENDENT CANCEL DATE

Definition: The Primary Dental Office (PDO) Cancel Date cannot be after the Subscriber's/Dependent's Cancel Date.

Resolution: Contact your E&B Rep with the applicable Cancel Date.

Severity: INFO

00041 EMPLOYEE ID IS INVALID

Definition: Employee ID contained spaces, special characters or alphas.

Resolution: Submit a valid Employee ID.

Severity: INFO

00042 SOCIAL SECURITY NUMBER IS INVALID

Definition: Social Security Number contained spaces or was not numeric.

Resolution: Submit a valid Social Security Number.

Severity: INFO

00043 ORIGINAL EFFECTIVE DATE IS INVALID

Definition: Original Enrollment Effective Date contained spaces, special characters, alphas or invalid date (e.g. 20081332).

Resolution: Submit a valid Original Effective Date.

Severity: INFO

00044 ORIGINAL EFFECTIVE DATE IS AFTER THE SUBSCRIBER EFFECTIVE DATE

Definition: Original Effective Date of enrollment is after the Subscriber's Effective Date of Enrollment.

Resolution: Submit valid date(s) as applicable.

Severity: INFO

00045 DEPENDENT CERTIFICATION DATE IS INVALID

Definition: Dependent Certification Date contained spaces, special characters, alphas or invalid date (e.g. 20081332).

Resolution: Submit a valid Dependent Certification Date.

Severity: INFO

00046 PAYROLL LOCATION IS INVALID

Definition: Subscriber's Payroll Location Code contains special characters.

Resolution: Submit a valid Payroll Location.

Severity: INFO

00047 WORK LOCATION IS INVALID

Definition: Work Location Code contains special characters.

Resolution: Submit a valid Work Location.

Severity: INFO

00048 ORIGINAL EMPLOYMENT DATE IS INVALID

Definition: Original Employment Date contained spaces, special characters, alphas or invalid date (e.g. 20081332).

Resolution: Submit a valid Original Employment Date.

Severity: INFO

00049 EMPLOYEE (SUBSCRIBER) STATUS IS INVALID

Definition: Subscriber Status does not consist of one of the following values:

- W** – Wage
- R** – Salary Represented
- S** – Salary on-Represented
- E** – Management Exempt

Resolution: Submit a valid Employee (Subscriber) Status.

Severity: INFO

00050 HIC NUMBER IS INVALID

Definition: Health Insurance Claim (HIC) Number contained special characters. Resolution: Submit a valid HIC number.

Severity: INFO

00051 TIME WORK CODE IS INVALID

Definition: Time Work Code contained spaces, special characters or alphas.

Resolution: Submit a valid Time Work Code.

Severity: INFO

00052 TYPE CONTRACT IS INVALID

Definition: The Subscriber's Contract Code does not consist of one of the following values:

1 – Single Male

2 – Single Female

3 – Two Party

4 – Family

7 – Parent and Child

9 – Parent and Children

Resolution: Submit a valid Type Contract.

Severity: INFO

00053 SLOT ID IS INVALID

Definition: Slot ID contained spaces, special characters or alphas.

Resolution: Submit a valid Slot ID.

Severity: INFO

00054 DIVISION CODE IS INVALID

Definition: Applicant Division code contained special characters.

Resolution: Submit a valid Division Code.

Severity: INFO

00055 DIVISION SEGMENT CODE IS INVALID

Definition: Applicant Division Segment code contained special characters.

Resolution: Submit a valid Division Segment code.

Severity: INFO

00056 OTHER CONTRACT ID IS INVALID

Definition: Other Contract ID contained special characters.

Resolution: Submit a valid Other Contract ID.

Severity: INFO

00057 OTHER GROUP NUMBER IS INVALID

Definition: Subscriber's Group Number contained special characters.

Resolution: Submit a valid Other Group Number.

Severity: INFO

00058 PREVIOUS CARRIER EFFECTIVE DATE IS INVALID

Definition: Previous Carrier Effective Date contained spaces, special characters, alphas, or invalid date (e.g. 20081332).

Resolution: Submit a valid previous Carrier Effective Date.

Severity: INFO

00059 MULTIPLE RECORDS CAUSED ENTIRE CONTRACT TO ERROR

Definition: Multiple records were received for the same subscriber or dependent.

Resolution: Submit current record. Contact E&B for manual update.

Severity: DCARD

00060 MULTIPLE SPOUSE RECORDS CAUSED ENTIRE CONTRACT TO ERROR

Definition: Multiple spouse records received for one Contract ID.

Resolution: Contact your E&B Representative to update spouse information.

Severity: DCARD

00061 A SUBSCRIBER RECORD WAS NOT PROVIDED

Definition: A subscriber record is not received, but a dependent record is sent.

Resolution: Submit valid subscriber and dependent records.

Severity: DCARD

00062 MULTIPLE SUBSCRIBER RECORDS CAUSED ENTIRE CONTRACT TO ERROR

Definition: Multiple subscriber records received for one contract ID.

Resolution: Submit current subscriber record. Contact E&B for manual update.

Severity: HARD

00063 DEPENDENT RECORD DID NOT LOAD DUE TO A SUBSCRIBER RECORD ERROR

Definition: Subscriber record on the electronic enrollment file received a discard or hard error causing the entire contract to error. This prevented the dependent information from processing.

Resolution: Submit valid Subscriber and Dependent Records.

Severity: DCARD

00064 RELATIONSHIP CODE IS INVALID

Definition: The Relationship Code is not one of the following:

- 1 – Subscriber
- 2 – Spouse/Domestic Partner
- 3 – Dependent Child
- 4 – Disabled Dependent
- 5 – Sponsored Dependent

Resolution: Submit a valid Relationship Code.
Severity: HARD

**00068 EFFECTIVE AND CANCEL DATES CANNOT BE UPDATED;
INCONSISTENT INFO**

Definition: Subscriber or Dependent Effective and Cancel Dates do not match existing dates on UCCI subscriber database.
Resolution: Contact E&B to update Effective and Cancel Date(s).
Severity: INFO

00281 INVALID STATE OR COUNTRY CODE

Definition: Invalid State or Country Code sent in address for member.
Resolution: Submit a valid address.
Severity: HARD

00282 INVALID ZIP OR COUNTRY CODE

Definition: Invalid zip code or country code sent in address for member.
Resolution: Submit a valid address.
Severity: HARD

00283 INVALID COUNTRY CODE

Definition: Invalid country code sent in address for member.
Resolution: Submit a valid address.
Severity: HARD

01002 RECORD IS ACTIVE BUT THE GROUP NUMBER IS CANCELED

Definition: Enrollment received on customer file without a term date when the group on UCCI system was termed.
Resolution: Verify Cancel Date & Group Number & submit valid info.
Severity: INFO

01003 GROUP NUMBER CHANGED BUT THE EFFECTIVE DATE DID NOT

Definition: The Group Number changed, but the Effective Date of enrollment did not change.
Resolution: Submit New Effective Date with Group Number change.
Severity: INFO

**01004 GROUP NUMBER CHANGE IS PRIOR TO THE EXISTING GROUP
NUMBER EFFECTIVE DATE**

Definition: The Group Number changed, but the Effective Date is prior to the current Group Number Effective Date.
Resolution: Submit New Effective Date with Group Number change.
Severity: INFO

01007 PDO NUMBER DOES NOT MATCH EXISTING PDO NUMBER FOR SAME EFFECTIVE DATE

Definition: Primary Dental Office (PDO) Number changed but the PDO effective date does not change

Resolution: Submit new Effective Date with PDO Number change.

Severity: INFO

01008 PDO NUMBER CHANGE IS PRIOR TO THE EXISTING PDO NUMBER EFFECTIVE DATE

Definition: The Primary Dental Office (PDO) Number Effective Date is prior to the current PDO Number Effective Date.

Resolution: Submit new Effective Date with PDO Number change.

Severity: INFO

01009 PDO # DOES NOT MATCH EXISTING PDO # FOR SAME EFFECTIVE DATE

Definition: Primary Dental Office (PDO) Number changed, but the PDO Effective Date did not.

Resolution: Submit new Effective Date with PDO Number change.

Severity: INFO

01010 PDO ON HOLD, NOT ACCEPTING NEW PATIENTS

Definition: Primary Dental Office (PDO) is not accepting any new patients at this time.

Resolution: E&B has assigned another valid PDO.

Severity: INFO

01011 SUBSCRIBER CANCEL DATE IS PRIOR TO GROUP NUMBER EFFECTIVE DATE

Definition: The Subscriber's Cancel Date received is prior to the Group's Effective Date.

Resolution: Submit valid date(s) as applicable.

Severity: HARD

01012 DEPENDENT CANCEL DATE IS PRIOR TO THE GROUP NUMBER EFFECTIVE DATE

Definition: The Dependent's Cancel Date received is prior to the Group's Effective Date.

Resolution: Submit valid date(s) as applicable.

Severity: SOFT

01013 MULTIPLE RECORDS WERE RECEIVED

Definition: Multiple records were received for the same subscriber or dependent. Resolution: Submit current record. Contact E&B for manual update.

Severity: DCARD

01014 MULTIPLE SUBSCRIBER RECORDS FOUND

Definition: Multiple subscriber records received for one contract ID.

Resolution: Submit current subscriber record. Contact E&B for manual update. Severity: DCARD

01033 CONTRACT ID IS REQUIRED

Definition: Subscriber Social Security Number (SSN) must be sent along with the Client Assigned ID.

Resolution: Submit subscriber Social Security Number in Contract ID field.

Severity: HARD

01035 DEPENDENT CLIENT ASSIGNED ID IS INVALID

Definition: Client Assigned ID must be between 2–17 characters and cannot be zeros.

Resolution: Submit a valid Dependent Client Assigned ID.

Severity: INFO

01036 SUBSCRIBER CLIENT ASSIGNED ID IS INVALID

Definition: Client Assigned ID must be between 2–17 characters and cannot be zeros.

Resolution: Submit a valid Subscriber Client Assigned ID.

Severity: INFO

01037 DEPENDENT CLIENT ASSIGNED ID DOES NOT MATCH ANY SUBSCRIBER'S

Definition: Dependent Client Assigned ID does not match subscriber's Client Assigned ID, and the subscriber's Contract ID is not required.

Resolution: Submit Dep Client Assigned ID that matches Subscriber's.

Severity: SOFT

01038 DEPENDENT CLIENT ASSIGNED ID DOES NOT MATCH ANY SUBSCRIBER'S

Definition: Dependent Client Assigned ID does not match subscriber's Client Assigned ID, and the subscriber's Contract ID is required.

Resolution: Submit Dep Client Assigned ID that matches Subscriber's.

Severity: INFO

01039 SUBSCRIBER ALREADY EXISTS ON UCCI SYSTEM UNDER THIS CONTRACT ID

Definition: The Contract ID provided for the subscriber matches a different subscriber on the UCCI subscriber database.

Resolution: E&B will contact you regarding this error.

Severity: HARD

01040 SUBSCRIBER ALREADY EXISTS ON UCCI SYSTEM UNDER THIS CONTRACT ID

Definition: The Contract ID provided for the subscriber matches a different subscriber on the UCCI subscriber database.

Resolution: E&B will contact you regarding this error.

Severity: INFO

01041 PDO INVALID – PROVIDER NUMBER NOT FOUND

Definition: Primary Dental Office (PDO) was not sent on the file.

Resolution: E&B has assigned another valid PDO.

Severity: INFO

01042 PDO FROZEN – PROVIDER FROZEN, NOT ACCEPTING NEW PATIENTS

Definition: Primary Dental Office (PDO) is not accepting any new patients at this time.

Resolution: E&B has assigned another valid PDO.

Severity: INFO

01044 FUTURE GROUP CANCEL DATE APPLIED TO SUBSCRIBER/DEPENDENT

Definition: Subscriber/dependent was sent without a cancel date, but the group's term date has been applied.

Resolution: Verify cancel date. Group is termed.

Severity: INFO

30000 SUBSCRIBER RECORD WAS NOT SENT BUT IS ACTIVE ON UCCI SYSTEM

Definition: Subscriber is active in UCCI's subscriber database but not sent on file. Resolution: Provide Cancel Date for subscriber to E&B.

Severity: N/A

40000 DEPENDENT RECORD WAS NOT SENT BUT IS ACTIVE ON UCCI SYSTEM

Definition: Dependent is active in UCCI's subscriber database but not sent on file. Resolution: Provide Cancel Date for dependent to E&B.

Severity: N/A

United Concordia Electronic Enrollment File Layout

Customer Header Record

CUSTOMER HEADER RECORD (Required Fields)						
#	Field Name	Field Description	Field Type	Field Length	Start Position	End Position
1	FILLER	Filler set to spaces	CHA	9	001	009
2	RECORD TYPE	Header type must be 0 (zero)	CHA	1	010	010
3	CUSTOMER ID	Customer Identification Number assigned by United Concordia	CHA	9	011	019
4	CREATE DATE	Date the enrollment file was created by customer. CCYYMMDD	NUM	8	020	027
5	CREATE TIME	Time the enrollment file was created by customer. HHMMSS	NUM	6	028	033
6	SUBSCRIBER COUNT	Total number of contracts sent	NUM	8	034	041
7	RECORD COUNT	Total records sent including the header record	NUM	8	042	049
8	FILE TYPE CODE	Type of enrollment file. Valid values are: FULL CHNGE	CHA	5	050	054
9	ELIGIBILITY DATE	1st of the month following the file Creation Date. CCYYMMDD	NUM	8	055	062
10	FILLER	Filler set to spaces	CHA	938	063	1000

United Concordia Electronic Enrollment File Layout

Subscriber/Dependent Base Record

SUBSCRIBER/DEPENDENT (*Required Fields)						
#	Field Name	Field Description	Field Type	Field Length	Start Position	End Position
*1	CONTRACT ID	Unique SSN, used to identify a subscriber. The Contract ID links the eligible dependents to the subscriber.	CHA	9	001	009
*2	RELATIONSHIP CODE	Represents relationship to the subscriber. Valid values are: 1 – Subscriber 2 – Spouse/Domestic Partner 3 – Dependent 4 – Disabled Dependent 5 – Sponsored Dependent	CHA	1	010	010
*3	LAST NAME	Minimum 2 characters	CHA	35	011	045
*4	FIRST NAME	Minimum 1 character	CHA	25	046	070
5	MIDDLE NAME	Middle Name	CHA	25	071	095
6	PRE TITLE NAME	Preceding Title Name	CHA	10	096	105
7	SUC TITLE NAME	Succeeding Title Name	CHA	10	106	115
*8	GENDER CODE	Valid values are: M – Male F – Female U – Unknown	CHA	1	116	116
*9	DATE OF BIRTH	CCYYMMDD	NUM	8	117	124
*10	ADDRESS LINE 1	Subscriber's Street Address	CHA	55	125	179
11	ADDRESS LINE 2	Subscriber's 2nd Address	CHA	55	180	234
*12	CITY	Subscriber's City Address	CHA	30	235	264
*13	STATE	Subscriber's US State abbreviation. If foreign address this field should be blank and optional field for county code should be passed.	CHA	2	265	266
*14	ZIP CODE	Subscriber's Mailing Main Zip Address	CHA	5	267	271
15	ZIP CODE SUFFIX	Subscriber's Zip Code Suffix Address	CHA	4	272	275

16	FILLER	Filler set to spaces	CHA	6	276	281
*17	ENROLLMENT SOURCE CODE	United Concordia – Assigned Code	CHA	3	282	284
*18	BASE GROUP NUMBER	United Concordia – Assigned Code	CHA	6	285	290
*19	SUB GROUP NUMBER	United Concordia – Assigned Code	CHA	3	291	293
*20	BENEFIT LEVEL	United Concordia – Assigned Code	CHA	3	294	296
*21	PRODUCT LINE	Must be D (Dental) or V (Vision)	CHA	1	297	297
*22	EFFECTIVE DATE	Date of the new coverage or the date of the most current coverage, whichever date is later. CCYYMMDD	NUM	8	298	305
*23	CANCEL DATE	Date of termination of coverage. CCYYMMDD or 00000000 (zero-filled) if not used.	NUM	8	306	313
24	HIPAA CONDITION RESPONSE INDICATOR (Not required)	Dependent Disabled Status. Valid values are: Y – Yes N – No	CHA	1	314	314

25	HIPAA RELATIONSHIP CODE (Not required)	<p>A code that represents the relationship of a dependent to the subscriber. Valid values are:</p> <p>01 – spouse 03 – father or mother 04 – grandfather or grandmother 05 – grandson or granddaughter 06 – uncle or aunt 07– nephew or niece 08 – cousin 09 – adopted child 10 – foster child 11 – son-in-law or daughter-in-law 12 – brother-in-law or sister-in-law 13 – mother-in-law or father-in-law 14 – brother or sister 15 –ward 17 – stepson or stepdaughter 18 – self 19 – child 23 – sponsored dependent – dependents between the ages 19 and 25 not attending school; age qualifications may vary depending on policy. 24 – dependent of a minor dependent 25 – ex-spouse 26 – guardian 31 – court appointed guardian 32 – mother 33 – father 38 – collateral dependent – relative related by blood or marriage who resides in the home and is dependent on the insured for a major portion of their support. 48 – stepfather 49 – stepmother 53 – life partner – this is a partner that acts like a spouse without a legal marriage commitment.</p>	CHA	2	315	316
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United Concordia Electronic Enrollment File Layout

Optional Fields

<p>The following are the Electronic Enrollment Base Record Optional Fields</p> <p>Note: All optional fields selected must be either data filled, zero (0) filled (numeric fields) or space filled (character fields). The use of any optional fields must be discussed with United Concordia Dental.</p>			
Optional Field Name	Optional Field Description	Type of Field	Length of Field
SOC SEC NUMBER	Subscriber and dependent Social Security Number (SSN)	NUM	9
PDO NUMBER	Primary Dental Office (PDO) Number	NUM	9
PDO EFFECT DATE	Primary Dental Office (PDO) Effect Date CCYYMMDD	NUM	8
PDO CANCEL DATE	Primary Dental Office (PDO) Cancel Date CCYYMMDD	NUM	8
PAYROLL LOCATION	Payroll Location Code	CHA	5
WORK LOCATION	Work Location Code	CHA	5
HIRE DATE	Subscriber's Hire Date. CCYYMMDD	NUM	8
PREV CARRIER EFF DATE	Applies to Concordia Select (Choice) products only. CCYYMMDD	NUM	8
CLIENT ASSIGNED ID	ID assigned by the customer to identify a subscriber and eligible dependents. Length must be between 2–17 and must be approved by United Concordia.	CHA	17
COUNTRY CODE	Member's two byte country code	CHA	3