



# Electronic Enrollment User Guide

**MAKING ELECTRONIC ENROLLMENT  
EFFICIENT AND EASY**

# Contents

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<a href="#">Purpose</a>	<a href="#">3</a>
<a href="#">Key Terms</a>	<a href="#">3</a>
<a href="#">Enrollment File Formats</a>	<a href="#">4</a>
<a href="#">Enrollment File Types</a>	<a href="#">4</a>
<a href="#">Enrollment File Record Requirements</a>	<a href="#">4</a>
<a href="#">File Transmission</a>	<a href="#">5</a>
<a href="#">Enrollment File Schedules</a>	<a href="#">5</a>
<a href="#">Enrollment File Process</a>	<a href="#">5</a>
<a href="#">Timeline</a>	<a href="#">5</a>
<a href="#">Initial Discussion and Inquiries</a>	<a href="#">5</a>
<a href="#">Phase One Testing</a>	<a href="#">5</a>
<a href="#">Phase Two Testing</a>	<a href="#">5</a>
<a href="#">Implementation of Production File</a>	<a href="#">6</a>
<a href="#">Post Implementation</a>	<a href="#">6</a>
<a href="#">Ongoing</a>	<a href="#">6</a>
<a href="#">ID Cards</a>	<a href="#">6</a>
<a href="#">Reports</a>	<a href="#">7</a>
<a href="#">Reviewing and Resolving Errors</a>	<a href="#">12</a>
<a href="#">Error Listing</a>	<a href="#">12</a>
<a href="#">United Concordia Electronic Enrollment File Layout</a>	<a href="#">25</a>
<a href="#">Appendix A – HIPAA 834 5010 Layout</a>	<a href="#">Separate Document</a>

## Purpose

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This user guide has been designed to help you understand the process of submitting dental 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

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**Subscriber:** Individual who has enrolled him/herself and his/her Dependents for dental 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

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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

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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](mailto:DLMain@ucci.com).*

## Enrollment File Record Requirements

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- 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

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United Concordia can accept enrollment electronically via our secure eDelivery File Transfer Protocol (FTP) site (<https://ftp.highmark.com>). 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

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

## Enrollment File Process

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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 FTP (eDelivery) site. Owners of the transfer will receive eDelivery 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**

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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

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After we process an electronic enrollment file, an error report in Excel format will be systematically produced and sent via FTP, through our eDelivery system. Contacts setup with eDelivery 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 dental coverage for the Subscriber or Dependent or the date of the most current dental coverage, whichever date is later.

**Cancel Date** – Date of termination of dental 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 dental coverage or the date of the most current dental 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 dental coverage or the date of the most current dental 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

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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 inquires.

## Error Listing

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### **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: Subscriber Gender Code contained a value other than an M or F.

Resolution: Submit a valid Subscriber Gender Code.

Severity: HARD

**00010 DEPENDENT GENDER CODE IS INVALID**

Definition: Gender Code contained a value other than an M or F.

Resolution: Submit a valid Dependent Gender Code.

Severity: SOFT

**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 not a "D" for dental.

Resolution: Submit "D" in the Product Line field.

Severity: HARD

**00020 DEPENDENT PRODUCT LINE IS INVALID**

Definition: Dependent's Product Line is not "D" for dental.

Resolution: Submit a "D" in the Product Line field.

Severity: INFO

**00021 DEPENDENT PRODUCT LINE IS DIFFERENT THAN THE SUBSCRIBER'S**

Definition: Dependent's Product Line is not "D" for dental.

Resolution: Submit a "D" in the Product Line field.

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

- 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	<b>FILLER</b>	Filler set to spaces	CHA	9	001	009
2	<b>RECORD TYPE</b>	Header type must be <b>0</b> (zero)	CHA	1	010	010
3	<b>CUSTOMER ID</b>	Customer Identification Number assigned by United Concordia	CHA	9	011	019
4	<b>CREATE DATE</b>	Date the enrollment file was created by customer. <b>CCYYMMDD</b>	NUM	8	020	027
5	<b>CREATE TIME</b>	Time the enrollment file was created by customer. <b>HHMMSS</b>	NUM	6	028	033
6	<b>SUBSCRIBER COUNT</b>	Total number of contracts sent	NUM	8	034	041
7	<b>RECORD COUNT</b>	Total records sent including the header record	NUM	8	042	049
8	<b>FILE TYPE CODE</b>	Type of enrollment file. Valid values are: <b>FULL</b> <b>CHNGE</b>	CHA	5	050	054
9	<b>ELIGIBILITY DATE</b>	1st of the month following the file Creation Date. <b>CCYYMMDD</b>	NUM	8	055	062
10	<b>FILLER</b>	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	<b>CONTRACT ID</b>	Unique SSN, used to identify a subscriber. The Contract ID links the eligible dependents to the subscriber.	CHA	9	001	009
*2	<b>RELATIONSHIP CODE</b>	Represents relationship to the subscriber. Valid values are: <b>1</b> – Subscriber <b>2</b> – Spouse/Domestic Partner <b>3</b> – Dependent <b>4</b> – Disabled Dependent <b>5</b> – Sponsored Dependent	CHA	1	010	010
*3	<b>LAST NAME</b>	Minimum 2 characters	CHA	35	011	045
*4	<b>FIRST NAME</b>	Minimum 1 character	CHA	25	046	070
5	<b>MIDDLE NAME</b>	Middle Name	CHA	25	071	095
6	<b>PRE TITLE NAME</b>	Preceding Title Name	CHA	10	096	105
7	<b>SUC TITLE NAME</b>	Succeeding Title Name	CHA	10	106	115
*8	<b>GENDER CODE</b>	Valid values are: <b>M</b> – Male <b>F</b> – Female <b>U</b> – Unknown	CHA	1	116	116
*9	<b>DATE OF BIRTH</b>	<b>CCYYMMDD</b>	NUM	8	117	124
*10	<b>ADDRESS LINE 1</b>	Subscriber's Street Address	CHA	55	125	179
11	<b>ADDRESS LINE 2</b>	Subscriber's 2nd Address	CHA	55	180	234
*12	<b>CITY</b>	Subscriber's City Address	CHA	30	235	264
*13	<b>STATE/ TERRITORY CODE</b>	Subscriber's US State Code Space, if foreign	CHA	2	265	266
*14	<b>ZIP CODE</b>	Subscriber's Mailing Main Zip Address	CHA	5	267	271
15	<b>ZIP CODE SUFFIX</b>	Subscriber's Zip Code Suffix Address	CHA	4	272	275
16	<b>FILLER</b>	Filler set to spaces	CHA	6	276	281
*17	<b>ENROLLMENT SOURCE CODE</b>	United Concordia – Assigned Code	CHA	3	282	284
*18	<b>BASE GROUP NUMBER</b>	United Concordia – Assigned Code	CHA	6	285	290
*19	<b>SUB GROUP NUMBER</b>	United Concordia – Assigned Code	CHA	3	291	293
*20	<b>BENEFIT LEVEL</b>	United Concordia – Assigned Code	CHA	3	294	296
*21	<b>PRODUCT LINE</b>	Must be <b>D</b> (Dental)	CHA	1	297	297
*22	<b>EFFECTIVE DATE</b>	Date of the new dental coverage or the date of the most current dental coverage, whichever date is later. <b>CCYYMMDD</b>	NUM	8	298	305

*23	<b>CANCEL DATE</b>	Date of termination of dental coverage. CCYYMMDD or 00000000 (zero-filled) if not used.	NUM	8	306	313
24	<b>HIPAA CONDITION RESPONSE INDICATOR</b> (Not required)	Dependent Disabled Status. Valid values are: <b>Y</b> – Yes <b>N</b> – No	CHA	1	314	314
25	<b>HIPAA RELATIONSHIP CODE</b> (Not required)	A code that represents the relationship of a dependent to the subscriber. Valid values are: 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.	CHA	2	315	316

26	<b>HIPAA CANCEL CODE (Not required)</b>	A code which represents the reason of termination. Valid values are: 03 – Death 04 – Retirement 08 – Termination of Employment 14 – Voluntary Withdrawal 17 – Fired 22 – Plan Change – This is used when a member changes from one Plan to a different Plan. This is not intended to identify changes to a Plan. 26 – Declined coverage 32 – Marriage 40 – Lay off without benefits A1 – No reason given	CHA	2	317	318
27	<b>HIPAA MEDICARE END DATE</b>	Cancel Date for Medicare Part A CCYYMMDD or 00000000 (zero-filled) if not used.	NUM	8	319	326
28	<b>FILLER</b>	Filler set to spaces	CHA	674	327	1000

# United Concordia Electronic Enrollment File Layout

## Optional Fields

<p style="text-align: center;"><b>The following are the Electronic Enrollment Base Record Optional Fields</b></p> <p style="text-align: center;"><b>Note:</b> All optional fields selected must be either data filled, zero (<b>0</b>) 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	Comments
<b>SOC SEC NUMBER</b>	Subscriber and dependent Social Security Number (SSN)	NUM	9	
<b>PDO NUMBER</b>	Primary Dental Office (PDO) Number	NUM	9	
<b>PDO EFFECT DATE</b>	Primary Dental Office (PDO) Effect Date <b>CCYYMMDD</b>	NUM	8	
<b>PDO CANCEL DATE</b>	Primary Dental Office (PDO) Cancel Date <b>CCYYMMDD</b>	NUM	8	
<b>PAYROLL LOCATION</b>	Payroll Location Code	CHA	5	
<b>WORK LOCATION</b>	Work Location Code	CHA	5	
<b>HIRE DATE</b>	Subscriber's Hire Date. <b>CCYYMMDD</b>	NUM	8	
<b>PREV CARRIER EFF DATE</b>	Applies to Concordia Select (Choice) products only. <b>CCYYMMDD</b>	NUM	8	
<b>CLIENT ASSIGNED ID</b>	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	