

# HealthEquity | WageWorks

## Processing Report Guide

# Objectives

- ❖ To better understand the HealthEquity | WageWorks file processing
- ❖ To resolve HealthEquity | WageWorks processing errors timely and accurately

# Process Overview - Summary

- Client sends COBRA and/or Direct Bill files to HealthEquity | WageWorks
- Once received, there is a two (2)-business day turnaround for HealthEquity | WageWorks to process the file
- Once processed, HealthEquity | WageWorks will generate a processing report. Notification will be delivered to the designated recipients.
- Processing reports are specific to the most recent files sent by the file vendor
  - Process reports are not cumulative. They do not include updates/errors from previous week's files
- Recipients should review the HealthEquity | WageWorks Processing report for errors and resolve accordingly.

# Process Report Severity Codes and Message Types

- **Severity Code: 0**    **Message Type: Summary**
  - Notice of record received
  - No action required
- **Severity Code: 1**    **Message Type: Notice**
  - Informational message regarding address or participant status update
  - No action required
- **Severity Code: 2**    **Message Type: Warning**
  - Example: Report of Division or Student Relationship “not specified”
  - No action required

# Process Report Severity Codes and Message Types – cont'd

## ▪ **Severity Code: 3**    **Message Type: Needs Attention**

- Transactional notice advising information/record has been processed or updated
- **Action Required:** Review Message Description column to confirm record processed
- Note: There are several level 3 Message types that HealthEquity | WageWorks requests you review, audit, and take proactive steps to prevent continued issues

## ▪ **Severity Code: 4**    **Message Type: Rejected**

- Record did not process, see Message Description field for reason
- **Action Required:** Investigate and resolve error as determined by Message Description



## Common Processing Errors

Level 4 Errors for Review and Correction

# Level 4 Errors – Messages, Descriptions & Solutions

- **Error:** The Last Pre-COBRA Covered Date must be on or after the Qualifying Event (QE) Date.
  - **Description:** The Last Pre-COBRA Covered Date should be the last day that the participant was covered. This date can occur after the QE date, but not before. If coverage ends before the QE date, the coverage is not eligible for COBRA.
  - **Solution:** Update the Last Pre-COBRA Covered date to be on or after the Qualifying Event Date.
- **Error:** Plan coverage cannot begin after the Qualifying Event Date for a Covered Event.
  - **Description:** Only plans that were actively enrolled in at the time of the Qualifying Event are eligible for COBRA, so the plan coverage cannot begin after the Qualifying Event.
  - **Solution:** Update the plan effective date to be equal to or greater than the Qualifying Event Date.
- **Error:** Plan name does not match a plan name or alternate plan name specified in the CONEXIS system.
  - **Description:** The plan name must match the plan name or alternate plan name in our system down to the spaces and punctuation. This error often occurs when there is a missing or extra space or dash in a plan name.
  - **Solution:** Update the plan name to match how it is setup in the system, confirm with Client Services Team to resolve.
- **Error:** A qualifying event has already been processed for this employee. The employees file should contain only eligible employees.
  - **Description:** A duplicate Action Code 01 record has been passed on the file.
  - **Solution:** If this is a new event, update record and resubmit or follow below Action Required steps.
- **Action Required:** Review records, correct specified fields, and process manually via the web.

# Level 4 Errors – Messages, Descriptions & Solutions (cont.)

- **Error:** The plan was not available as of this date or the coverage code provided is not valid for this plan.
  - **Description:** Either the plan start date falls outside the plan rate start and end dates in our system, or the coverage code is not valid for the specified plan. This error can also be generated when a rate is not passed with an individually rated plan. It can also happen when a rate is passed with a plan that is a standard rated plan (not individually rated).
    - **Solution:** Review data sent on file, confirm with Client Services Team to resolve.
- **Error:** The Last Pre-COBRA covered date must match at least one coverage end date.
  - **Description:** At least one Plan Coverage End Date needs to match up to the Last Pre-COBRA Covered Date as that is the last date the employee was covered before COBRA began. If no Plan Coverage End Date is populated, the system will assume that the Last Pre-COBRA Covered Date is the Plan Coverage End Date.
    - **Solution:** Update the Plan Coverage End Date to match the Last Pre-COBRA Covered Date.
- **Error:** Plan specified but Coverage Code or Fixed Premium not present.
  - **Description:** Plan information like plan name and coverage start date was supplied, but no coverage code has been populated. Coverage codes (always two digits) are required for all plans specified on the file.
    - **Solution:** Review file to determine if there was no coverage code or fixed premium.
- **Action Required:** Review records, correct specified fields, and process manually via the web.

# Level 4 Errors – Messages, Descriptions & Solutions (cont.)

- **Error:** Missing Qualifying Event Type.
  - **Description:** This is a required field. Please reference the HealthEquity/WageWorks COBRA And Direct Bill File Specs document for valid Qualifying Event Type codes.
    - **Solution:** Update the Qualifying Event Type and resend or follow below Action Required steps.
- **Error:** An Active Employee with the same social security number (SSN) exists in our system, but the hire dates do not match. No Data was updated for this Employee. Warning: If this is a rehire, a qualifying event may have been missed.
  - **Description:** This happens when a new Action Code 01 (New hire/Initial Rights Notice) record is sent with a new hire date, when no COBRA Event has been indicated in-between to close out the first employee record. If the hire date really does need to be updated, it needs to be done manually.
    - **Solution:** Review the portal for the hire date we have on file. If we need to change our records, please send a case to your Client Services team to change and then resend on file or follow below Action Required steps.
- **Error:** Employee matching EMPLOYEE\_SSN not found in CONEXIS system. Cannot process dependent.
  - **Description:** Either the SSN is inaccurate, or the employee has not yet been added to the system via an Action Code 01 (New Hire) or Action Code 03 (Qualifying Event) record.
    - **Solution:** Update dependent event with employee record and resend or follow below Action Required steps.
- **Action Required:** Review records, correct specified fields, and process manually via the web.

# Level 4 Errors – Messages, Descriptions & Solutions (cont.)

- **Error:** Dependent record previously cancelled, reactivation must be done manually.
  - **Description:** Dependent record passed on the file is cancelled and must be processed manually.
    - **Solution:** Please open a case to have the dependent reactivated
- **Error:** A Non-Covered Qualifying Event cannot have coverage.
  - **Description:** This error means an Action Code 04 record has been passed with plan information included. This record type is for non-covered events like an employee death and should not include coverage.
    - **Solution:** Update record to remove the invalid plan(s) and resend or follow below Action Required steps
- **Error:** DIVISION\_NAME is a required field. This employee has not been processed.
  - **Description:** The Division Name or Division Code can be used to populate this field. It must match our system exactly down to the spaces and punctuation.
    - **Solution:** Update record to include Division Name or Code and resend or follow below Action Required steps.
- **Error:** Missing Qualifying Event Date.
  - **Description:** This is a required field. All Qualifying Event Records must have a Qualifying Event Date populated.
    - **Solution:** Update the Qualifying Event Date and resend or follow below Action Required steps.
- **Action Required:** Review records, correct specified fields, and process manually via the web.

# Level 4 Errors – Messages, Descriptions & Solutions (cont.)

- **Error:** Qualifying Event Type not valid for a Spouse.
  - **Description:** Valid Qualifying Event Types for Spouses are: 11 (Divorce or legal Separation), 13 (Retiree Medicare Eligibility), 14 (Death of Covered Employee or Continuant), 17 (Spouse or Child to receive separate COBRA election and billed separately from Employee), and 18 (36 Months Other).
    - **Solution:** Update record and resend or follow below Action Required steps.
- **Error:** Qualifying Event Type not valid for a Child.
  - **Description:** Valid Qualifying Event Types for Children are: 12 (Loss of Dependent Eligibility), 13 (Retiree Medicare Eligibility), 14 (Death of Covered Employee or Continuant), 17 (Spouse or Child to receive separate COBRA election and billed separately from Employee), and 18 (36 Months Other).
    - **Solution:** Update record, and resend or follow below Action Required steps.
- **Error:** This individual is not being passed under an Action Code 04, and therefore must have Coverage Plans Specified.
  - **Description:** This means that an Action Code 03 (Employee Qualifying Event) or Action Code 06 (Dependent Qualifying Event) record has been passed with no plan information populated. All COBRA Covered Qualifying Events must have coverage specified. (Action Code 04 is for non-COBRA Covered Events like employee death).
    - **Solution:** Refer to the EDI specifications for the appropriate Action Code, update record, and resend or follow below Action Required steps.
- **Action Required:** Review records, correct specified fields, and process manually via the web.

# Level 4 Errors – Messages, Descriptions & Solutions (cont.)

- **Error:** Plan end date cannot occur before the qualifying event date.
  - **Description:** Coverage that ends before the Qualifying Event is not COBRA eligible, so the Plan Coverage End Date must be on or after the Qualifying Event Date.
    - **Solution:** Update the Plan Coverage End Date and resend or follow below Action Required steps
- **Error:** The qualifying event date on this record matches a qualifying event already processed on this account.
  - **Description:** This indicates a duplicate event has been passed on the file.
    - **Solution:** If this is a new event, update record and resubmit or follow below Action Required steps
- **Error:** A later qualifying event has been submitted for this employee, but the coverage begin dates are prior to the original coverage loss date so no rehire/benefits eligible date can be calculated.
  - **Description:** The coverage dates in a new record overlap the coverage period of a previous event.
    - **Solution:** Compare the existing record to what is being passed, update record, and resubmit or follow below Action Required steps.
- **Error:** Invalid hire date - New hire date precedes eligibility start date of prior continuation period.
  - **Description:** Plan information like plan name and coverage start date was supplied, but no coverage code has been populated. Coverage codes (always two digits) are required for all plans specified on the file.
    - **Solution:** Update record and resubmit or follow below Action Required steps.
- **Action Required:** Review records, correct specified fields, and process manually via the web.

# Level 4 Errors – Messages, Descriptions & Solutions (cont.)

- **Error:** This Participant's Hire Date is in the Future. CONEXIS did not import this employee.
  - **Description:** Participants should not be passed on the file unless their hire date has already passed.
    - **Solution:** Resend record after the hire date has passed.
- **Error:** Missing Required Field: ADDRESS\_1/STATE/CITY/ZIP (Can be any of these).
  - **Description:** A complete address is required for all records.
    - **Solution:** Update record and resubmit or follow below Action Required steps
- **Error:** Invalid State Code.
  - **Description:** Standard 2-digit state codes must be used.
    - **Solution:** Update record and resubmit or follow below Action Required steps
- **Error:** A Dependent Qualifying Event has already been processed for this dependent. This record will not be reprocessed.
  - **Description:** A dependent qualifying event with the same hire date and qualifying event date already exists in our system.
    - **Solution:** If this is a new event, update record and resubmit or follow below Action Required steps.
- **Action Required:** Review records, correct specified fields, and process manually via the web.

# Level 4 Errors – Messages, Descriptions & Solutions (cont.)

- **Error:** The HIRE\_DATE specified does not match an employee record in our system, but an employee with the same social security number and same or later qualifying event date does exist. This record will not be processed.
  - **Description:** This may be a duplicate record or data discrepancy. The hire date is different, but the qualifying event date is on or after the qualifying event date of an existing qualifying event record for an employee with the same SSN.
    - **Solution:** Update record if not a duplicate and resend or follow below Action Required steps
- **Error:** The Hire Date on this record is the same as or earlier than a Qualifying Event Date previously processed for the employee. This event was not processed.
  - **Description:** The system expects a linear progression of dates. Any new Hire/Rehire dates should be after the latest QE date.
    - **Solution:** Update record and resubmit or follow below Action Required steps.
- **Error:** Dependent coverage not added, cannot find participant plan.
  - **Description:** This error means that some part of the dependent coverage information does not match the employee coverage information. This can happen because the start date or coverage code is missing or does not match the employee coverage or if the employee qualifying event record failed to process and add the employee's coverages to the system.
    - **Solution:** Update record and resubmit or follow below Action Required steps.
- **Action Required:** Review records, correct specified fields, and process manually via the web.

# Level 4 Errors – Messages, Descriptions & Solutions (cont.)

- **Error:** Errors Found, Qualifying Event will not be processed.
  - **Description:** This is an umbrella error and can be ignored. It is the overall error count. The specific details will be detailed in the other error messages in the report.
  - **Solution:** N/A
- **Error:** Warning: A qualifying event has already been processed on the employee matching this hire date, but the qualifying event date has changed. Date will not be updated.
  - **Description:** A new Qualifying Event cannot be processed unless there is a new hire date.
    - **Solution:** Review the portal for the hire date we have on file. If we need to change our records, please send a case to your Client Services Team to change and then resend on file or follow below Action Required steps.
- **Error:** Dependent Social Security Number (SSN) specified was the same as the Employee Social Security Number or blank. Cannot process a Dependent QE without a unique Social Security Number.
  - **Description:** Dependent QE's must have a unique SSN to be processed.
    - **Solution:** Update dependent SSN and resend or follow below Action Required steps.
- **Error:** Invalid DEPENDENT\_SSN Field. Must be in the format ###-##-#### or #####. Dependent will be imported without a SSN.
  - **Description:** The dependent SSN passed on the file was not in a valid format so, the dependent was loaded without an SSN.
    - **Solution:** Update record following below Action Required steps.
- **Action Required:** Review records, correct specified fields, and process manually via the web.

# Level 4 Errors – Messages, Descriptions & Solutions (cont.)

## Direct Bill Advisories:

- Coverage begin date has been updated to an earlier date. Warning: Changing this date may have retroactive billing or HIPAA certificate consequences, but we have not automatically updated billing start dates or requeued HIPAA Certificates.
  - **Description:** Note that the Billing Start Date will override the plan start dates, so retroactive billing caused by this change will not go back further than the Billing Start Date.
- Direct Bill participant has a new QE (Qualifying Event) and Billing Start date. Record will be processed as a new participant.
  - **Description:** A new QE date can cause duplicate participant records to be created. The QE date should remain the same through the duration of an active Direct Bill record.
- Direct Bill Participant Billing Start Date Updated.
  - **Description:** If a Billing Start Date prior to the original is sent, it can trigger retroactive billing. If the new Billing Start Date is after the original date, it may cause a refund to be issues. The Billing Start Date should remain the same through the duration of an active Direct Bill record.

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