

Type: System Enhancements	ID Number: SE 75
Date: September 26, 2011	Subject: BENO Entities ONLY - BNI_123 Process Change

Suggested Audience:
Benefits Only Entities Who Use the BNI_123 File

Details:

Effective immediately the BNI_123 error notification process is changing. Effective with the current payrolls, the BNI_123 process is moving to an automated notification process. The new process is as follows:

1. Benefit Only Entities will continue to submit their original BNI_123 file in accordance with the State of Florida payroll schedule, using the same naming convention they use today (empdeduct_entityname).
2. Files received between 8:00 a.m. and 6:00 p.m. ET, Monday through Friday, will be processed the same day received. Files received during any other time will be processed on the next **business** day at 8:00 a.m.
3. Files will be processed at the top of the hour the file is received by People First. For example, if the file is received by People First at 1:30 p.m., the file will be picked up and processed at 2:00 p.m. As long as the correct naming conventions are used, the benefits only entity will not need to notify People First that the file has been sent.
4. Once validation is completed, an automated e-mail will be sent back to the benefits only entity notifying them whether the file was validated or if a corrected file is needed.
 - a. When the file is successfully validated the e-mail title will say **"BNI 123 File Successful"** and the e-mail will include the validated report.
 - b. When the file is not successfully validated the e-mail title will say **"URGENT ATTENTION REQUIRED: [BENO Name] BNI 123 File Errors – Revised File Required"** and the e-mail will include the errors that must be corrected.
5. When you receive the error report ("Urgent Attention Required...") you must correct the original file and resubmit as quickly as possible.
 - a. If re-submitting the same day the file was originally provided (which is required if submitting on the payroll due date for the file), then you must also update the corrected file name to include "_c" at the end of the file name. For example, if the file name for the original file was "empdeduct_testagency" then the corrected file should be "empdeduct_testagency_c" signifying that the file has been corrected.
 - b. If the "_c" is not used for the corrected file you will have to contact NGA to request the file be picked up and processed. Please contact Ralph Bruner and Debbie Sisk if this occurs. Their contact information is listed below.
 - c. The automated process will ONLY pick-up one BNI_123 and one corrected BNI_123 file per day and will only pick-up the files if the naming conventions are correct. If more than one corrected file is sent on any given day, then you must

contact Ralph Bruner and Debbie Sisk to notify them to pick-up and process the file. Ralph and Debbie are available Monday through Friday between 8:00 a.m. and 6:00 p.m. eastern time)

- i. Ralph Bruner:
 1. E-mail: Ralph.Bruner@ngahr.com
 2. Office: (407) 656-0027
 3. Cell: (407) 416-4081
- ii. Debbie Sisk:
 1. E-mail: Debbie.Sisk@ngahr.com
 2. Phone: (904) 636-2996

6. If a corrected file is not received within two hours of the original error report, a second e-mail will be generated and sent to the benefits only entity. This automated reminder will be sent **every** two hours (between 8:00 a.m. and 6:00 p.m. eastern time, Monday through Friday) until a new corrected file is received and successfully validated.

Important Information for the New Process:

- This new process was designed to automate the manual validation that has historically been required by People First and to provide the benefit only entities with a faster response regarding the accuracy of the BNI_123 file they submitted.
- As this process is completely automated, the benefits only entities will be completely responsible for ensuring the files are submitted to People First timely and accurately.
- As part of this process change, if the files are not received by the established deadlines, the monthly carrier files will be created without that benefits only entities employees included.
 - If this occurs, you must submit your files immediately for processing. Once received and validated, the files will be loaded. Your employees will then be sent on the next weekly files to the pharmacy and health insurance carriers (a weekly file is sent to the pharmacy and health providers the first several weeks of each coverage month). However, your employees will not be sent to any of the supplemental carriers as eligible for coverage (there is currently no weekly file process for the supplemental carriers).
 - It's important to note that People First will NOT be performing mass reinstatements if this occurs, rather the entity must wait for the weekly process for their employees to be reinstated with the pharmacy and health carriers.
 - If an employee has an emergency situation and cannot wait for the next weekly file, then follow the emergency reinstatement process as outlined in [GC 207 People First Issue Escalations and Benefit Reinstatements](#).

What You Need To Do:

- Set your e-mail filters to allow all e-mails from the following e-mail address to come through: dwapp@convergys.com
- Immediately review e-mails to ensure your file was successfully received. If errors are present, correct the file and resubmit as quickly as possible.
- Update your FTP file names for the corrected BNI_123 files.

Transition Period:

- For the next two biweekly cycles (one monthly cycle), People First will continue to monitor these reports and send additional reminders to the benefits only entities when a corrected file is needed. However, starting with the files due the week of October 17, 2011, People First will no longer be monitoring this process. At that time the benefit only entity will be completely responsible for ensuring errors are worked and corrected in a timely fashion.

Please direct any questions related to this new process to Jimmy Cox at Jimmy.Cox@dms.myflorida.com