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Code: TECHNICAL LETTER
HR/Benefits 2010-05

To: Human Resources Directors
Benefits Officers

Reference: HR/Benefits 2008-10

From: Evelyn Nazario
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Human Resources Management



Subject: Delta Dental Benefits Interface Implementation

Overview

Audience: Human Resources Directors, Benefits Officers, and/or campus designee(s) responsible for benefits and leave of absence administration

Action Item: Information only

Affected Employees: N/A

Summary

This Technical Letter provides preliminary information regarding the Delta Dental Benefits Interface. This interface enables campuses to electronically submit benefits enrollment data of active employees and their eligible dependents to the dental carrier on a monthly basis. The implementation in each campus' production environment is scheduled for September 2010, using August 2010 (pay period) data.

Campus designees responsible for benefits administration should read this Technical Letter in its entirety.

Pursuant to HR/Benefits 2008-10, Systemwide Human Resources Management (HRM) partnered with Common Management Systems (CMS) and the dental carrier, Delta Dental Plan of California (comprised of Delta Dental and DeltaCare USA), to provide the ability for campuses to electronically transmit benefits enrollment data of active employees and their dependents.

HRM is pleased to announce the following details regarding this new benefits interface:

The CSU implementation is scheduled for September 2010, with campuses submitting August 2010 (pay period) data to the carrier. Once implemented, campuses will be submitting enrollment data for Delta Dental and DeltaCare enrollees and dependents on a monthly basis. Once implemented, this new process will prove beneficial for the dental carrier, CSU and benefits eligible enrollees.

From the dental carrier's perspective, having a monthly, electronic submission of dependent data will allow the dental plans to create an individual health record for each enrollee and dependent(s). Having this data also will strengthen the customer service experience Delta provides to enrollees and their dependents, since pertinent data elements will be provided by the CSU (i.e., full names, dental plan identifier, etc.), and dependent relationships will be more specifically defined despite the party code limitations (i.e., member and child; member, spouse and child(ren); member, domestic partner and child(ren), etc.). In addition, the dental carrier will be able to audit dependent data against the monthly file of deductions provided by the State Controller's Office (SCO). Please

Distribution:

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Vice Chancellor, Human Resources
Vice President, Administration
Delta Dental Plan of California

Payroll Manager
Budget Officers
State Controller's Office

note, however, this interface will not replace the current process in place at the State Controller's Office (SCO) for dental enrollments.

Currently, the CSU pays the full premium on behalf of its benefits eligible employees and dependents enrolled in a dental plan.

From an employer perspective, providing validation of eligible dependents supports CSU's fiduciary responsibility to ensure that benefits are appropriately utilized by eligible individuals, since benefits premium costs have a direct impact on CSU's financial resources. This implementation will further assist the CSU in its pursuit of developing a similar process with the vision carrier in 2011. At the campus level, the Delta Dental Benefits Interface will streamline claims processing and reduce the number of inquiries regarding dependent enrollee issues that require additional research and assistance by campus Benefits staff.

From an employee's perspective, implementation of the Delta Dental Benefits Interface will result in improved customer service, in addition to online web access to view enrollment information, remaining plan year maximums, and claims history.

Delta Dental Benefits Interface via Oracle/PeopleSoft

To help ensure a smooth implementation of the Delta Dental Benefits Interface project, HRM Benefits has had ongoing communications regarding its plan to partner with Common Management Systems (CMS) to develop a single interface in Oracle/PeopleSoft for all campuses to utilize for the purpose of transmitting dependent data. As a result, campuses were mandated to collect dependent data for dental and vision plans in HR/Benefits 2008-10, and HRM has recently confirmed that all CSU campuses maintain dependent dental and vision enrollments in Oracle/PeopleSoft.

While it is a shared goal of CMS and Human Resources Management (HRM) that all CSU campuses utilize the Benefits Administration Oracle/PeopleSoft module, which offers the advantage of being an automated, rules-driven benefits enrollment application, it is understood that some campuses have not yet implemented Benefits Administration. To help support campuses, the Delta Dental Benefits Interface is being designed to allow **both** Benefits Administration (Ben Admin) and Base Benefits campuses to transmit data from Oracle/PeopleSoft to the dental carrier. It is anticipated that the interface will be seamless for campuses utilizing either of the Oracle/PeopleSoft Benefits Modules.

The interface, once finalized, will meet the dental carrier's interface development requirements and each campus will generate a single monthly file that captures benefits enrollment data of both Delta Dental and DeltaCare USA enrollees and dependents. Enrollment discrepancies reported by the dental carrier that are not initially resolved by the campus, but stem from the submission of these files, will be forwarded to HRM for resolution.

Testing

There are two (2) phases of testing in preparation for the Delta Dental Benefits Interface before campuses implement in production. After the initial testing between CMS and Delta occurs to test the successful transmission of data elements and bi-directional process(es), campus testing will take place as follows:

- 1) Pilot testing by campuses of the Oracle/PeopleSoft and Delta Dental Benefits Interface process. This testing will allow the carrier to confirm receipt of, correct data processing and error handling.
- 2) All campus testing. It is expected that once the pilot testing is successful, all campuses will need to submit a file to test connectivity with the carrier.

To assure success of the Delta Dental Benefits Interface, the following campuses have agreed to participate in the second phase of testing:

- CSU Channel Islands
- CSU Los Angeles
- Sonoma State University

Training

HRM/CMS will provide appropriate training to campuses on the use of the new Delta Dental Benefits Interface. Information regarding training sessions will be announced in a future communication.

Additional Information

As the go-live date approaches, it is anticipated that additional communications regarding the Delta Dental Benefits Interface implementation will be provided.

Common Management Systems (CMS) Processing Instructions

The interface developed by CMS for the purposes of the Delta Dental Benefits Interface will be included in CMS Baseline. Specific details regarding the campus implementation activities and baseline updates will be provided in a future CMS communication.

Questions regarding this Technical Letter may be directed to Human Resources Management at (562) 951-4411. This document is also available on the Human Resources Management Web site at:

<http://www.calstate.edu/HRAdm/memos.shtml>.

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