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Code: TECHNICAL LETTER  
HR/Benefits 2011-06

To: Human Resources Officers  
Benefits Representatives

Reference: HR/Benefits 2010-05,  
and Supplement #1

From: Evelyn Nazario   
Assistant Vice Chancellor  
Human Resources Management

Subject: **Delta Dental Benefits Interface Update: Benefits Enrollment Data Maintenance, Dependent Platform Conversion and Employee Online Access**

**Overview**

**Audience:** Benefit Officers or campus designees responsible for administering benefit programs

**Action Item:** None (Informational only)

**Affected Employee:** Benefits eligible employees  
**Group(s)/Unit(s)**

**Summary**

This Technical Letter provides campuses with direction on data maintenance of dental enrollments in Oracle/PeopleSoft and additional information regarding the final phases of the Delta Dental Benefits Interface that was implemented in each campus' production environment in September 2010.

These phases include: 1) Delta Dental's conversion of CSU dental database from subscriber to dependent-based, effective May 1, 2011; and 2) Online access to employees to view dental enrollment information.

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

**Background**

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

As a result of this initiative, CMS developed an interface that met the dental carrier's requirements to allow campuses to generate a file from Oracle/PeopleSoft's HIPAA EDI 834 process that captures employee and dependent data from the previous business month. As of September 2010, each campus has been uploading a valid encrypted Delta Dental Benefits Interface file to Delta Dental's secure FTP server. This file must be transmitted by the 15<sup>th</sup> of each month.

The following sections in this technical letter address: data discrepancy types and maintenance actions for campuses; conversion to the dependent-based platform and online access of dental plan enrollment for employees.

**Distribution:**

CSU Presidents  
Executive Vice Chancellor and CFO  
Vice Chancellor, Human Resources

Payroll Managers  
Budget Officers  
Vice Presidents, Administration

### **Discrepancy Types and Dental Enrollment Data Maintenance**

Delta Dental utilizes both the Deduction Report from the State Controller's Office (SCO) and merged campus Delta Dental Benefits Interface files each month to reconcile enrollments and payments. As a result of this data comparison, six (6) discrepancy types have been identified that are addressed below:

- **Effective Date of Coverage is not in Sync with Permitting Event Type**

- **Definition:**

The effective date of coverage reported in Oracle/PeopleSoft does not match the effective date reported by the SCO on the monthly deduction report. Example: Campus adds new dependent to an existing one (1)-party coverage in Oracle/PeopleSoft with an effective date of April 1, 2011, and submits the STD. 692 dental enrollment form to the SCO that reflects an employee's signature date of April 7, 2011, and Benefits Office receipt date of April 15, 2011. Upon receipt, the SCO processes the enrollment with a May 1, 2011, effective date.

- **Maintenance Action:**

Review dental enrollments in Oracle/PeopleSoft and the corresponding dental permitting event code(s) used to enroll, change, or delete coverage. Please note, each dental permitting event code is assigned either a "mandatory" or "standard" effective date type, which will impact the effective dates of coverage reflected on the SCO monthly deduction report, and campus Oracle/PeopleSoft data should be in accordance with processing guidelines for dental enrollments. The effective date types are defined in the CSU Dental Administrative Guide as follows:

- ***The "Standard" effective date of coverage is the first of the month following the employee's submission of a signed and completed dental enrollment request form to the campus Benefits Representative, which is determined by the "Date Received in Employing Office" field reflected in Section E, Box 21 of the STD. 692 form.***

- Please note: if an employee submits a signed STD. 692 form to the campus Benefits Office prior to the end of the month, the effective date of coverage will be the first of the following month, regardless of whether or not the SCO receives the form in time to process the deduction. In this case, a retroactive deduction will be processed.

- If the STD. 692 form reflects a "Date Received in Employing Office" that is in a different month than the employee's signature date on the form, the SCO will process the deduction on a prospective basis. For example, the employee may have signed the STD. 692 form on April 5, 2011, but did not actually submit the document to the campus Benefits Office until May 1, 2011. In this case, the SCO will process the deduction with an effective date of June 1, 2011.

- ***The "Mandatory" effective date is used for deletions/cancellations only, and enrollment is terminated the first of the month following the permitting event date.***

If this type of error is identified by Delta Dental, the campus must update the effective date in Oracle/PeopleSoft so that the data is in sync.

- **Dependents Not Covered for Coverage Type**

- **Definition:**

Coverage level does not match the number of dependents reported by either the SCO or Campus. Example: Campus reports employee with four (4) active dependents, but the SCO deduction report indicates premium for two (2)-party coverage level, instead of three (3)-party coverage level.

- **Maintenance Action:**

Review dental enrollments in Oracle/PeopleSoft to ensure that coverage levels and the number of dependents are both reported accurately. If dependents reported on the Delta Dental Benefits Interface

file are accurate, but the coverage level reported to the SCO is incorrect, then an updated enrollment form reflecting the corrected coverage level must be sent to the SCO. If the dependents reported on the Delta Dental Benefits Interface are deemed erroneous, but the coverage level reported to the SCO is correct, then the employee's dental enrollment in Oracle/PeopleSoft must be updated so that the data is in sync.

- **Missing from File (SCO or Campus)**

- **Definition:**

- An employee's dental enrollment is reported on the Delta Dental Benefits Interface file accurately, but the SCO has no record of the deduction, or vice versa.

- **Maintenance Action:**

- While most of the errors that fall in this category were deemed to be timing issues based on the SCO's cutoff dates for benefits processing, campuses must ensure that the Oracle/PeopleSoft database is updated with eligible employees' dental enrollment information and that a dental enrollment form has been forwarded to the SCO in a timely manner. In some cases, these forms were lost in the mail; or either not received by the SCO in time or keyed by the SCO in time for the deduction to process within a specific business month, resulting in a discrepancy error.

- **Drop Report**

- **Definition:**

- Employee and/or Dependent(s) are no longer reported on a future Delta Dental Benefits Interface file, or deduction is no longer reported on SCO file.

- **Maintenance Action:**

- These errors were also attributed to SCO's timing issues. However, campuses can ensure the continued validity of the "Drop Report" by cancelling benefits in Oracle/PeopleSoft upon separation and/or loss of benefits eligibility (i.e., employee separation or loss of timebase, age 26 deletes; divorce or dissolution of domestic partnership, etc.). In some cases, a new dental enrollment form may be required in order to update the party coverage level.

- **Dependent Effective Date is Earlier than Effective Date for the Employee**

- **Definition:**

- The effective date of the dental enrollment of the dependent reported on the Delta Dental Benefits Interface file is an earlier date than the actual enrollment date of the employee.

- **Maintenance Action:**

- Discrepancies of this type stem from movement of employees from one collective bargaining identifier (CBID) to another, in addition to historical information that Delta Dental stored in its records for the CSU. Delta Dental did a one-time correction of these records by applying an implementation effective date of 11/01/2009. This is an internal date and will not impact claims processing. In Oracle/PeopleSoft, the dental enrollment for an employee and any eligible dependent(s) should either have the same effective date or the dependent should have an effective date that is subsequent to the employee's. Campuses that are unable to input dental enrollments in this manner are encouraged to report the issue by logging a Help Desk ticket with CMS.

- **Dual Campus Reporting**

- **Definition:**

- Two or more campuses are reporting dental enrollment information on the Delta Dental Benefits Interface file for the same employee(s).

- **Maintenance Action:**

- Campuses should terminate benefits in Oracle/PeopleSoft upon separation and/or loss of benefits eligibility. In cases of multiple positions across campuses, the campus that provides the qualifying

appointment is responsible for processing the benefits enrollment.

Campuses should access and review the Oracle/PeopleSoft Base Benefits Audit Report on a monthly basis for the purpose of reviewing benefits data for accuracy for records reconciliation. Instructions on running this process are provided in the Benefits Process Guide (BPG) posted on the CMS website.

#### **Conversion to Dependent Based Platform**

HRM and CMS have worked closely with the campuses and Delta Dental with regard to the discrepancies that have been identified to ensure a smooth transition of the next phase of this project.

As a result of the work that campuses have dedicated to validating the data discrepancies identified, the CSU agrees with Delta Dental's recommendation that CSU move forward with the conversion to the dependent-based platform effective May 1, 2011.

Conversion to the dependent-based platform will allow employees to access dental enrollment information for self and eligible dependents, Evidence of Benefits (EOB), maximums and remaining allowances available at <http://www.deltadentalins.com/csu/>. Log-in instructions and screen shots will be made available on the CSU Benefits Portal to coincide with the May 1, 2011, conversion.

#### **Common Management Systems (CMS) Processing Instructions**

This technical letter has no additional impact to CMS Baseline.

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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