

Input File Error Reference Tool

Last Revised: 08/27/2020

Employers transmit their employee eligibility records via the following SHBP approved file layouts:

1. Add Update Files (AUF) submitted by Boards of Education and similarly situated Employers and Contract Employers, or
2. SAO PeopleSoft Files submitted by the State Accounting Office (SAO) on behalf of State Agencies and other Employers participating in SAO

When Employers transmit employee eligibility records to SHBP, sometimes those records error out, meaning the records cannot be processed and loaded in the SHBP Enrollment Portal. Employers are notified via an Input File Error Report automatically loaded in their "From_ADP" folder in the "Input_Errors" subfolder in the State Health Repository Tool (SHRT).

Each record included in an Input File Error Report includes a message code in column G.

	A	B	C	D	E	F	G	H	I	J	K
1	OWNER	SIMPLE DESCRIPTION	PAYROLL LOCATION	LEGAL ID	TIMESTAMP	SOURCE	MESSAGECODE	PERSONID	LASTNAME	FIRSTNAME	MESSAGE
2	SHBP	Please verify/add Subscriber 'validFrom' Date	12345	123456789	32:14.4	DateValidationRule	subscrValidfrom	123456789	DOE	JOHN	Record SUBSCR (personId=123456789 subscriberPersonId=123456789) field validFrom with value " failed validation on format 'date:Y:{yyyy-MM-dd}'.

Employers should cross reference that message code in column G with this Input File Error Reference Tool to determine the root cause of the error for the employee eligibility record on the file transmitted and the corrective action needed. **Failure to resolve the error(s) will result in the employee eligibility record never being loaded in the SHBP Enrollment Portal which will impact the employee's coverage and multiple Employer reports, including but not limited to the Employing Entity Report, Premium Billing Report (BRP), and Affordable Care Act (ACA) Reports.**

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s) Required
1	addrValidfrom	<ol style="list-style-type: none"> 1. Required Date is either missing or invalid for the reported action passed on file, for example: <ul style="list-style-type: none"> • NEMP Record Type – Invalid or missing Hire Date • TERM, RHRS, RETR or LOFF Record Type – Invalid or missing Last Deduction Date (or Employment End Date) • DCSD or KLOD Record Type – Invalid or missing Date of Death <p>OR</p> 2. Required Date is shifted out of position on the file. 	<ol style="list-style-type: none"> 1. Employer must transmit a new employee eligibility record with a valid date. <p>OR</p> <ol style="list-style-type: none"> 2. Employer must transmit a new employee eligibility record with Date in correct position. Contact your IT team for assistance.

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s) Required
2	ageGreaterThanMax	Date of birth passed on the file indicates employee is over 150 years of age.	Employer must transmit a new employee eligibility record with a valid Date of Birth.
3	ageLessThanMin	Date of birth passed on the file indicates employee is less than 16 years of age.	Employer must transmit a new employee eligibility record with a valid Date of Birth.
4	compValidfrom	<ol style="list-style-type: none"> Required Date is either missing or invalid for the reported action passed on file, for example: <ul style="list-style-type: none"> NEMP Record Type – Invalid or missing Hire Date TERM, RHRS, RETR or LOFF Record Type – Invalid or missing Last Deduction Date (or Employment End Date) DCSD or KLOD Record Type – Invalid or missing Date of Death <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> Required Date is shifted out of position on the file. 	<ol style="list-style-type: none"> Employer must transmit a new employee eligibility record with a valid Date. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> Employer must transmit a new employee eligibility record with Date in correct position. Contact your IT team for assistance.
5	empCostcenter	Payroll Location is missing on the file.	Employer must transmit a new employee eligibility record with valid a Payroll Location.
6	empHiredate	<ol style="list-style-type: none"> Hire Date is missing on the file. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> Hire Date is shifted out of position on the file. 	<ol style="list-style-type: none"> Employer must transmit a new employee eligibility record with a Hire Date. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> Employer must transmit a new employee eligibility record with Hire Date in correct position. Contact your IT team for assistance.

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s) Required
7	empLastdateworked	1. Missing or invalid Last Deduction Date (or Employment End Date) passed on file. OR 2. Last Deduction Date (or Employment End Date) shifted out of position on the file.	1. Employer must transmit a new employee eligibility record with valid Last Deduction Date (or Employment End Date). OR 2. Employer must transmit a new employee eligibility record with Last Deduction Date (or Employment End Date) in the correct position. Contact your IT team for assistance.
8	empOriginalhiredate	1. Invalid hire date (e.g., 00000000) was passed on file. OR 2. Invalid hire date shifted out of position on the file.	1. Employer must transmit a new employee eligibility record with a valid Hire Date. OR 2. Employer must transmit a new employee eligibility record with Hire Date in the correct position. Contact your IT team for assistance.
9	empTerminationdate	1. Missing or invalid date Last Deduction Date (or Employment End Date) (e.g., 12/31/1999) passed on the file. OR 2. Last Deduction Date (or Employment End Date) shifted out of position on the file.	1. Employer must transmit a new employee eligibility record with valid Last Deduction Date (or Employment End Date). OR 2. Employer must transmit a new employee eligibility record with Last Deduction Date (or Employment End Date) in the correct position. Contact your IT team for assistance.

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s) Required
10	empValidfrom	<ol style="list-style-type: none"> Required Date is either missing or invalid for the reported action passed on file, for example: <ul style="list-style-type: none"> NEMP Record Type – Invalid or missing Hire Date TERM, RHRS, RETR or LOFF Record Type – Invalid or missing Last Deduction Date (or Employment End Date) DCSD or KLOD Record Type – Invalid or missing Date of Death Required Date is shifted out of position on the file. <p style="text-align: center;">OR</p>	<ol style="list-style-type: none"> Employer must transmit a new employee eligibility record with valid Date. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> Employer must transmit a new employee eligibility record with Date in correct position. Contact your IT team for assistance.
11	empVoluntary	<ol style="list-style-type: none"> Missing or invalid Last Deduction Date (or Employment End Date) passed on file. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> Last Deduction Date (or Employment End Date) shifted out of position on the file. 	<ol style="list-style-type: none"> Employer must transmit a new employee eligibility record with valid Last Deduction Date (or Employment End Date). <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> Employer must transmit a new employee eligibility record with Last Deduction Date (or Employment End Date) in the correct position. Contact your IT team for assistance.
12	legalId	<ol style="list-style-type: none"> Invalid value for Social Security number <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> Social Security number shifted out of position on the file. 	<ol style="list-style-type: none"> Employer must transmit a new employee eligibility record with valid Social Security number. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> Employer must transmit a new employee eligibility record with Social Security number in correct position. Contact your IT team for assistance.

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s) Required
13	subscraddrAddress1	1. Street address is missing on file. OR 2. Street address is shifted out of position on the file.	1. Employer must transmit new employee eligibility record with a valid Street Address. OR 2. Employer must transmit new employee eligibility record with address in the correct position. Contact your IT team for assistance.
14	subscraddrCity	1. City is missing on the file. OR 2. City is shifted out of position on the file.	1. Employer must transmit new employee eligibility record with a valid City. OR 2. Employer must transmit new employee eligibility record with City in correct position. Contact your IT team for assistance.
15	subscraddrPostalcode	1. Zip code is missing on the file. OR 2. Zip code is shifted out of position on the file. OR 3. International address was sent but these are not accepted.	1. Employer must transmit a new employee eligibility record with a valid Zip code. OR 2. Employer must transmit a new employee eligibility record with Zip code in correct position. OR 3. If member has an international address, Employer must transmit a new employee eligibility record with work address instead of international address. <i>Ensure there are no special characters (e.g., acute accent) in any fields on the file which can cause other fields to shift out of position.</i>

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s) Required
16	subscrBirthdate	1. Date of Birth missing from file. OR 2. Date of Birth shifted out of position on the file.	1. Employer must transmit new employee eligibility record with a valid Date of Birth. OR 2. Employer must transmit new employee eligibility record with Date of Birth in the correct position. Contact your IT team for assistance. <i>Ensure there are no special characters (e.g., acute accent) in any fields on the file which can cause other fields to shift out of position.</i>
17	subscrFirstname	1. First Name missing from file. OR 2. First Name shifted out of position on the file.	1. Employer must transmit a new employee eligibility record with a First Name. OR 2. Employer must transmit a new employee eligibility record with First Name in the correct position. Contact your IT team for assistance. <i>Ensure there are no special characters (e.g., acute accent) in any fields on the file which can cause other fields to shift out of position.</i>
18	subscrLastname	1. Last Name missing from file. OR 2. Last Name shifted out of position on the AUF file.	1. Employer must transmit a new employee eligibility record with a Last Name. OR 2. Employer must transmit a new employee eligibility record with Last Name in the correct position. Contact your IT team for assistance. <i>Ensure there are no special characters (e.g., acute accent) in any fields on the file which can cause other fields to shift out of position.</i>

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s) Required
19	subscrLegalid	1. Missing or invalid Social Security Number passed on file. OR 2. Social Security Number shifted out of position on the file.	1. Employer must transmit a new employee eligibility record with valid Social Security Number. OR 2. Employer must transmit a new employee eligibility record with Social Security Number in correct position.
20	subscrValidfrom	1. A required date is either missing or invalid for the reported action passed on file, for example: <ul style="list-style-type: none"> • NEMP Record Type – Invalid or missing Hire Date • TERM, RHRS, RETR or LOFF Record Type – Invalid or missing Last Deduction Date (or Employment End Date) • DCSD or KLOD Record Type – Invalid or missing Date of Death OR 2. Required Date is shifted out of position on the file.	1. Employer must transmit a new employee eligibility record with valid Date. OR 2. Employer must transmit a new employee eligibility record with Date in the correct position. Contact your IT team for assistance.
21	transferEmployeeFieldHireDateValidFromMismatch	1. Employer transmitted a Termination Date for an employee that has already transferred to a new Employer Payroll Location (or another Payroll Location for the same Employer). OR 2. Employer transmitted a Hire Date (or Start Date) that conflicts with a Hire Date (or Start Date) already in the SHBP Enrollment Portal and provided on a previous file by the current or former Employer.	1. No action is required by Employer. OR 2. Employer must transmit a new employee eligibility record with Hire Date (or Start Date) no earlier than the date noted in Column K of the Input Error Report before any eligibility changes can be transmitted.

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s) Required
22	transferNoHireDateValidFrom	<p>1. Employer transmitted an employee eligibility record for an employee currently in the SHBP Enrollment Portal in a different Payroll Location (e.g., Jane Doe is Payroll Location 55512 in the SHBP Enrollment Portal, but employer transmitted a Jane Doe in 33512).</p> <p style="text-align: center;">OR</p> <p>2. Employer transmitted a Hire Date that equals a Hire Date already in the SHBP Enrollment Portal passed on a previous file by the current or former Employer.</p>	<p>1. Employer must transmit a new employee eligibility record transferring the employee to the correct Payroll Location before any new eligibility updates can be processed in that Payroll Location (e.g., if the SHBP Enrollment Portal shows Jane Doe is in Payroll Location 55511 and Employer transmits a new address for Jane Doe in Payroll Location 55512, the new address cannot be processed until Employer transfers Jane Doe to 55512); or if the Payroll Location transmitted is accurate, Employer must contact their Employer Services Specialist for assistance.</p> <p style="text-align: center;">OR</p> <p>2. Employer must transmit a new employee eligibility record with Hire Date later than the date noted in Column K of Input Error Report.</p>

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s) Required
23	transferRejectOlderHireDate	<p>1. Employer transmitted an employee eligibility record with a hire date that predates the current hire date in the SHBP Enrollment Portal provided on a subsequent file transmitted by the current or former Employer.</p> <p style="text-align: center;">OR</p> <p>2. Employer transmitted an employee eligibility record with an earlier Hire Date and Payroll Location that does not match the current Hire Date and Payroll Location in the SHP Enrollment Portal that was provided on a previous file transmitted by the Employer.</p>	<p>1. Employer must update its Human Resource Information System (HRIS) or other internal system (e.g., MUNIS, PC Genesis, Peoplesoft, etc.) to prevent transmitting outdated employee eligibility data unless the Employer transmits a new employee eligibility record transferring the employee back to their Payroll Location.</p> <p style="text-align: center;">OR</p> <p>2. Employer must verify if employee is a rehire and transmit an employee eligibility record with a current Hire Date and Payroll Location; or if the Hire Date and Payroll Location transmitted is accurate, Employer must contact their Employer Services Specialist to for assistance.</p>
24	transferProhibitedByExplicitLock	SHBP or ADP has locked the employee account in the SHBP Enrollment Portal to prevent an Active Member who works for two different Employers from being transferred from one Payroll Location to the other; therefore, no employee eligibility records transmitted by the Employer will be processed until SHBP approves unlocking the account.	Employer must contact their Employer Services Specialist to request the lock be removed from the employee account. SHBP Employer Services or Member Services Specialist will verify if lock should be removed from the employee account and update accordingly or inform Employer that we are unable to unlock the account.
25	Error	Employer transmitted an employee eligibility record for an employee currently in the SHBP Enrollment Portal with the same Social Security number but a different Name (e.g., Jane Doe with SSN 255-11-3939 is in the SHBP Enrollment Portal, but employer transmitted a Jane Franklin with SSN 255-11-3939.	Employer must contact their Employer Services Specialist to provide verification documentation proving the name change (e.g., Marriage License or Divorce Decree).

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s) Required
26	invalidHireDate	<p>1. Employer transmitted an employee eligibility record for an employee that is not in the SHBP Enrollment Portal.</p> <p style="text-align: center;">OR</p> <p>2. Employer transmitted a Hire Date that predates a Hire Date already in the SHBP Enrollment Portal passed on a previous file transmitted by the current or former Employer.</p>	<p>1. Employer must transmit a NEMP Record (New Hire or Transfer-In Record) to add the employee to the SHBP Enrollment Portal before any eligibility changes can be transmitted.</p> <p style="text-align: center;">OR</p> <p>2. Employer must transmit a new employee eligibility record with Hire Date later than the date noted in Column K of Input Error Report before any eligibility changes can be transmitted.</p>
27	transferHireDateValidFromMismatch	<p>1. Employer transmitted a future Hire Date that has not occurred yet and the record cannot be processed immediately.</p> <p style="text-align: center;">OR</p> <p>2. Employer transmitted an eligibility update (e.g., MISC or DTAMAN Record) indicating the employee is in a different Payroll Location than the Payroll Location in the SHBP Enrollment Portal.</p>	<p>1. No action required by Employer. The employee eligibility record will be automatically processed in the SHBP Enrollment Portal when the future Hire Date occurs (e.g., if today is August 1, 2020 and Employer transmits a September 1, 2020 Termination Date, the record will be processed on September 1, 2020 and will be visible to the employer by the next business day.</p> <p style="text-align: center;">OR</p> <p>2. Employer must transmit a new employee eligibility record transferring the employee to the correct Payroll Location before any new eligibility updates can be processed in that Payroll Location (e.g., if the SHBP Enrollment Portal shows Jane Doe is in Payroll Location 55511 and Employer transmits a new address for Jane Doe in Payroll Location 55512, the new address cannot be processed until Employer transfers Jane Doe to 55512).</p>

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s) Required
28	transferPropertyChangeNotEndOfTime ADP	<ol style="list-style-type: none"> 1. Employer transmitted a Termination Date that predates a Hire Date already in the SHBP Enrollment Portal passed on a previous file transmitted by the current or former Employer. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 2. Employer transmitted a Hire Date that equals a Hire Date already in the SHBP Enrollment Portal passed on a previous file by the current or former Employer. 	<ol style="list-style-type: none"> 1. Employer must transmit a new employee eligibility record with Termination Date later than the date noted in Column K of Input Error Report. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 2. Employer must transmit a new employee eligibility record with Hire Date later than the date noted in Column K of Input Error Report.
29	xmlParseError	<ol style="list-style-type: none"> 1. Employer transmitted an employee eligibility record with the majority of the data shifted out of position on the file. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 2. Required Date is unable to be processed on the file (e.g., RETR Record Type with a Last Deduction Date or Employment End Date of 99991231). 	<ol style="list-style-type: none"> 1. Employer must a transmit new employee eligibility record with each field in the correct position. Contact your IT team for assistance. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 2. Employer must transmit a new employee eligibility record with a valid Date.