



TECHNICAL GUIDANCE FOR AFFORDABLE CARE ACT (ACA) FILES FREQUENTLY ASKED QUESTIONS (FAQs)

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Described below are some FAQs regarding the production and distribution via the State Health Repository Tool (SHRT) of ACA files by ADP.

#	Question	Answer
1	Where can I find my ACA files?	Your ACA files will be found in the SHRT tool within a sub-folder titled 'ACA' that is within your 'FROM_ADP' folder.
2	How many files will be produced for my location each year?	There will be 12 files – one for each month of the year – that will be produced for your location.
3	When will ACA files be delivered each month?	Effective Plan Year 2017 , the first file of each plan year will be produced and posted to SHRT in April for the month of January and each following month. This approach ensures that each location has provided and/or processed all retroactive member benefit adjustments, which results in less risk that the contents of the file will be modified later. This also appears at the end of this document.
4	What is the difference between the monthly ACA files?	The January file is a full file (of every member, dependent, benefit and eligibility information, etc.) that ADP has in the enrollment portal database for your location. Subsequently, each month's files will include the changes that have been processed for that month. For example: The February file will contain changes processed for the month of February. Note: If no changes occurred for a member, the member and their dependent(s) will continue to appear in the subsequent months' files with only basic demographic information.
5	Can I wait until the end of the year to download and process my ACA files?	It is recommended that you download and process your ACA files each month they are posted to SHRT. This approach is suggested to ensure any identified issues are reported to SHBP for research and resolution, as soon as possible.
6	What happens if a members' eligibility, enrollment, and/or dependent information changes after that month's ACA file has been produced?	The next month's ACA file will reflect the change; however, the previous month's ACA file that would have been impacted by the change <u>will not</u> be recreated. <i>See ACA File Posting Schedules appearing at the end of this document for additional details and examples.</i>

#	Question	Answer
7	Should I expect to see retirees and eligibility data on the ACA files posted to SHRT?	No, retirees and eligibility data will be included on your file only through the month in which they were considered to be an active employee.
8	Should terminated employees appear on ACA files?	<p>Yes, all members in the enrollment portal database, will be included on the files regardless of employment and/or medical coverage enrollment status.</p> <p>Note: When a member is included with only employment information, this indicates the member is in the database as being terminated. If a member's employment and eligibility information is included, this indicates the member is still considered active and action should be taken on their record. <i>(For additional information on corrective actions, please refer to FAQ #9)</i></p>
9	If a terminated employee is included on the ACA files with employment and eligibility information, which corrective actions should be taken?	<p>If a member's employment and eligibility information is included, this indicates the member is still considered active. In order to correct the employment and eligibility information, one of the following actions should be taken:</p> <ul style="list-style-type: none"> • If you are a Manual Location, please terminate the employee through the Data Sharing Tool on the portal. • If you are a File Location, please submit an AUF file to ADP via SHRT or File Transfer Protocol (FTP) in order to terminate the employee. • If further assistance is required, please contact your SHBP Administrative Solutions Team (AST) Representative. If through the review of your ACA files you identify a terminated employee with employment and eligibility information, please refer to the next FAQ below. This FAQ describes how you can identify and resolve these situations promptly and reduce the chances of additional terminated members appearing on your ACA file.
10	Is there a way to proactively verify whether or not I have terminated employees that will appear active in my ACA file?	<p>Yes – The Monthly Premium Billing Reports, which are typically posted to SHRT by the 28th of each month, can be used to identify active employees with coverage. If you should identify terminated members appearing on this report then please complete the Discrepancy spreadsheet (available in the Additional SHRT Information folder on SHRT) and send it via email to SHBP.PremiumBilling@adp.com.</p> <p>Note: If the former employees are not enrolled for coverage then you can download from your FROM_ADP folder on SHRT a monthly report of members that are considered actively employed at your location but that are not enrolled in benefits. If discrepancies are identified then you should handle them as described above in FAQ #9.</p>

#	Question	Answer
11	Should terminated dependents appear on location's ACA files?	All dependents that are in the enrollment portal will be included on files regardless of age and/or medical coverage enrollment status.
12	Can I prevent terminated dependents from appearing on location's ACA files?	Yes – The only way to ensure they are not on your location's file is to delete them as a dependent from the system entirely. This action can be taken by your location's Human Resource (HR) Administrator or the member.
13	Should the coverage end date for a terminated employee match the termination date?	<p>When a person is terminated, the system determines their coverage end date by using the employee's last date paid. The coverage end date will be set to the end of the month following the last date paid. If the last date paid was 8/28/15, the coverage end date will be 9/30/15.</p> <p>Note: If a subscriber is terminated and reinstated (i.e. transfer or rehire), a break in coverage will not exist. As a result, the coverage end date is set to 12/31/9999 and will be displayed on the ACA file as 12/31/9999.</p>
14	If all terminations are displayed on the files with only their employee information record, should I be concerned when a terminated employee who was reinstated to a new location no longer shows on my file?	Terminated employees will show on each file with an employee information record as long as they are showing as a terminated employee within your location in our system. If they are reinstated into a new location, they will no longer show on your files and will begin to show as an active employee in their new location.
15	How can I ensure the data in my ACA files are accurate?	It's important that you and your members take action to ensure status changes (i.e. terminations, benefits eligibility status, etc.) are updated into the enrollment portal timely. Delays in the reporting of this information will have an adverse effect on the quality of your ACA files.
16	Who should I contact if I have questions or concerns about the contents of the ACA files posted to SHRT that are not addressed through this document?	Please contact the SHBP Employer Support Team (EST) at 800-610-1863; when prompted, select 'administrative solutions', Monday through Friday, 8:30 a.m. to 5:00 p.m.

2017 ACA File Production Schedule

File #	SHRT File Posting Date	Month for ACA Data	What if Retroactive Change(s) Made to Your Member's Information Since SHRT File Posting Date?
1	April 7 th	January	Any changes made retroactive to January or a prior month after April 7 th would appear as a change on the February file produced on May 5 th . The ACA file(s) impacted by the retroactive change would not be reproduced.
2	May 5 th	February	Any changes made retroactive to February or a prior month after May 5 th would appear as a change on the March file produced on June 7 th . The ACA file(s) impacted by the retroactive change would not be reproduced.
3	June 7 th	March	Any changes made retroactive to March or prior after June 7 th would appear as a change on the April file produced on July 7 th . The ACA file(s) impacted by the retroactive change would not be reproduced.
4	July 7 th	April	Any changes made retroactive to April or a prior month after July 7 th would appear as a change on the May file produced on August 7 th . The ACA file(s) impacted by the retroactive change would not be reproduced.
5	August 7 th	May	Any changes made retroactive to May or a prior month after August 7 th would appear as a change on the June file produced on September 7 th . The ACA file(s) impacted by the retroactive change would not be reproduced.
6	September 7 th	June	Any changes made retroactive to June or a prior month after September 7 th would appear as a change on the July file produced on October 6 th . The ACA file(s) impacted by the retroactive change would not be reproduced.
7	October 6 th	July	Any changes made retroactive to July or a prior month after October 6 th would appear as a change on the August file produced on November 7 th . The ACA file(s) impacted by the retroactive change would not be reproduced.

File #	SHRT File Posting Date	Month for ACA Data	What if Retroactive Change(s) Made to Your Member's Information Since SHRT File Posting Date?
8	November 7 th	August	Any changes made retroactive to August or a prior month after November 7 th would appear as a change on the September file produced on December 6 th . The ACA file(s) impacted by the retroactive change would not be reproduced.
9	December 6 th	September	Any changes made retroactive to September or a prior month after December 6 th would appear as a change on the October file produced on January 5 th . The ACA file(s) impacted by the retroactive change would not be reproduced.
10	January 5th	October, November, and December	Any changes made retroactive to December, November, or October after January 5th would appear as a final set of year-end files that would be produced on February 7th.
11	February 7th	***Final***October, November, and December	Locations may decide to use the initial set of files produced on January 5th or, if timing allows, the final adjusted set that would be produced on February 7th.