Eligibility File Frequently Asked Questions

Client FAQs	Bright Horizons Answers
In what format should the eligibility file be sent?	Fixed format flat text file. Every file should have the same number of characters from Start Position to End Position as described in tab: Eligibility File Specs.
How should we name the file?	ClientName_Elig.txt (ABC_EdAssist _Elig.txt), or (ABC_BUCA _*MMDDYYYY*_Elig.txt) Same file name each time. A date or version might be required, but you will be instructed to include this information. Always include "TEST" somewhere on file name for the test files.
If I don't use all of the character spaces available for a given field, should I send spaces?	Yes, send trailing spaces to fill the field and leave the format in the current structure.
If I don't want to pass information to Bright Horizons in a specific location, should I send spaces?	Yes, send spaces in between the fields and leave the format in the current structure.
How often should the eligibility file be sent once the project goes live?	Files are typically sent weekly, or monthly but other arrangements can be made if necessary.
What day of the week should my file be sent to Bright Horizons?	Files can be sent to Bright Horizons at any time. It is recommended that files be sent on or as close to the scheduled load day as possible to ensure fresh data. Files received before 8am can typically be loaded that same evening/early next morning. Note: Files will not be scheduled to be loaded Wednesday Evening/Thursday Morning.
Should the eligibility file have headers/footers?	No. However, we can accommodate if you require that your file be sent with headers/footer.
How long should terminated employees remain in the file?	Terminated employees should remain on the file for at least one file cycle to record the employee's non-eligibility status prior to going "missing" from the file. Employees who are terminated due to a reduction in force may need to say on the file longer if you will be paying out benefits for courses in progress. For this reason, most of our clients leave terminated employees on the file for 3-6 months, some up to one year. This is up to you.

| What is the preferred method of data transfer? | Bright Horizons supports sFTP. |
| Does Bright Horizons support data encryption? | Bright Horizons can support PGP encryption upon request. |

Eligibility Setup and Contact Information

Setup Questions:	ClientName Response (Bright Horizons **will help complete this section.**)
How often will eligibility file be sent to Bright Horizons? (weekly, bi-weekly)	
What day of the week will eligibility file be sent to Bright Horizons? Note: File should be sent no later than 8am on the day it will be loaded.	
What day of the week will Bright Horizons load eligibility file? Note: Files should not be scheduled for load Wednesday Evening/Thursday Morning.	
What will be the method of data transfer?	
Does Client required data encryption? (Bright Horizons supports PGP)	
Approximately how many records will be sent on eligibility file?	
What Employee Statuses are eligible to login to the participant website?	
For what length of time will records for terminated employees be sent on the eligibility file?	
What will be used for system's default Username? *Please make sure SSO Authentication is defined prior to determine what should be used as system's default usernanme.*	
Should the participant profile default to Home or Work Email Address?	
Should the participant profile default to Home or Work Address?	
ClientName contact for problems with data feed:	**Response ClientName to provide contact information)**
Contact Name	

Job Title	
Address	
City	
State	
Zip Code	
Phone	
Fax	
E-mail	

Eligibility File Specification

Note on System Required Fields: If it's a required field for system or eligibility determination, the following must be considered.

- UNKOWN = Blank field (no data): Determine how the system should interpret.
- NULL = unacceptable. NULL fields should be populated with spaces so that it is UNKNOWN.

Starting position	Ending position	Length	Column Name	Description	System Required? (Y/N)	Data Type	Notes	Example	Included in ClientName File? (Y/N)	ClientName Decode/Layout Detail
1	1	1	Employee Status	System Required: Identifies employment status of company employee.	Yes	character	Decode is required to determine ppt eligibility based on policy.	A, T, L		
2	17	16	Unique ID	System Required: Uniquely identifies employee within the Bright Horizons systems. May be used as system default username. SSO Consideration: If SSO is used, and CLIENT employee ID is not the SSO ID then CLIENT can populate employee id in Bright Horizons Unique ID. This allows CLIENT to still use employee id as system default usernanme if SSO ID is not preferred.	Yes	varchar	Alphanumeric is acceptable. No special characters. Can be Employee ID, unique ID from ERP system, etc. May be used to interface data with accounts payable, payroll or other company systems.	123456789		

Starting position	Ending position	Length	Column Name	Description	System Required? (Y/N)	Data Type	Notes	Example	Included in ClientName File? (Y/N)	ClientName Decode/Layout Detail
18	33	16	Employee ID	System Required: Uniquely identifies employee within the Bright Horizons systems. May be used as system default username. SSO Required: If SSO is to be used as an authentication method, the SSO SAML Object ID, or SSO logon ID, must be populated in this field. If SSO ID is different from employee id, employee id can be populated in TAMS Unique ID and used as a default username.	Yes	varchar	May be the same or different from Bright Horizons Unique ID. Alphanumeric is acceptable. No special characters. May be used to interface data with accounts payable, payroll or other company systems.	C12345678XX		
34	63	30	First Name	System Required: Employee's first name.	Yes	varchar	Identifies the employees for correspondence and telephone communications.	Jane		
64	64	1	MI	Employee's middle initial.	No	varchar	Identifies the employees for correspondence and telephone communications.	A		
65	94	30	Last Name	System Required: Employee's last name.	Yes	varchar	Identifies the employees for correspondence and telephone communications.	Doe		
95	102	8	Hire Date	System Required: Most recent date the employee began service with the company.	Yes	Date format (MMDDYYYY)	Required to determine eligibility. When policy has a length of service requirement prior to eligibility, consider if you will send most recent hire date or adjusted hire date.	10102006		
103	110	8	Termination Date	Date employee's termination became	No - See Notes	Date format (MMDDYYYY)	Required if termination date is used to determine	10102006		

Starting position	Ending position	Length	Column Name	Description	System Required? (Y/N)	Data Type	Notes	Example	Included in ClientName File? (Y/N)	ClientName Decode/Layout Detail
				effective.			employee eligibility for payment/reimbursement processing.			
111	365	255	Termination Reason	Employee termination reason description or code.	No - See Notes	varchar	Required if term reason or code is used to determine employee eligibility for application approval and/or payment processing.	T2		
366	400	35	Job Title	Employee's Job Title or Job Code .	No - See Notes	varchar	Required if used to determine eligibility based on the defined policy. Consider if this information will be valuable for reporting.	Sales Rep		
401	500	100	Cost Center	Defined by the company to identify employee's position with the organizational structure.	No - See Notes	varchar	Required if used to determine eligibility based on the defined policy. Consider if this information will be valuable for reporting.	123456		
501	550	50	Department	Defined by the company to identify employee's position with the organizational structure.	No - See Notes	varchar	Required if used to determine eligibility based on the defined policy. Consider if this information will be valuable for reporting.	Corporate Sales		
551	580	30	Region	Defined by the company to identify employee's position with the organizational structure.	No - See Notes	varchar	Required if used to determine eligibility based on the defined policy. Consider if this information will be valuable for reporting.	SW2		
581	581	1	Pay Type	Code indicating if the employee is hourly or salaried.	No - See Notes	character must be (H/S)	Required if used to determine eligibility based on the defined policy. Consider if this information will be valuable for reporting.	H, S		
582	582	1	Full Time	System Required: Code indicating if the employee is full-time or not.	Yes	character must be (Y/N)	Cap Limits are based on FT/PT status. If FT/PT determination is not available, all may be sent as Y.	Y, N		

Starting position	Ending position	Length	Column Name	Description	System Required? (Y/N)	Data Type	Notes	Example	Included in ClientName File? (Y/N)	ClientName Decode/Layout Detail
583	589	7	Work Hours	Typically, number of hours the employee works per week. FTE Cap Set Required: If CLIENT is using FTE as a Benefit Period Cap Limit Proration, then make sure FTE is populated in this field.	No - See Notes	numeric (4,2) (4 digits before the decimal and 2 digits after)	Required if used to determine eligibility based on the defined policy. Consider if this information will be valuable for reporting.	1234.56		
590	590	1	Union	Code indicating if the employee is part of a union.	No - See Notes	character must be (Y/N)	May be required to administer separate policies based on negotiated contracts with unions. Consider if this information will be valuable for reporting.	Y, N		
591	593	3	Salary Grade	Salary grade code used to classify employee's position within the company	No - See Notes	varchar	Required if used to determine eligibility based on the defined policy. Consider if this information will be valuable for reporting.	C3		
594	643	50	Union Code	Name or code of employee's union affiliation.	No - See Notes	varchar	May be required to administer separate policies based on negotiated contracts with unions. Consider if this information will be valuable for reporting.	UAWA		
644	659	16	Approver 1	Unique ID number of person responsible for approving employee's applications. This field should be left blank.	No - See Notes	varchar (Must be same ID type as Unique ID or Employee ID)	Required if supervisor review is required as part of application approval.	123456789		
660	675	16	Approver 2	Unique ID number of person responsible for providing second level approval of employee's This field should be left	No - See Notes	varchar (Must be same ID type as Unique ID or Employee ID)	Required if more than one level of supervisor approval is required.	123456789		

Starting position	Ending position	Length	Column Name	Description	System Required? (Y/N)	Data Type	Notes	Example	Included in ClientName File? (Y/N)	ClientName Decode/Layout Detail
				blank.applications.						
676	691	16	Appeal Approver	Unique ID number of person responsible for approving appeals for denied applications. This field should be left blank.	No - See Notes	varchar (Must be same ID type as Unique ID or EmployeeID)	*Currently not used in EdAssist 4.0 - Enterprise Clients.	123456789	N	
692	701	10	Company ID	Company or sub-company identifier.	No - See Notes	varchar	Required if used to determine eligibility based on the defined policy. Consider if this information will be valuable for reporting.	ABC123		
702	801	100	Company Name	Parent company or company name unique to an employee group.	No - See Notes	varchar	Required if used to determine eligibility based on the defined policy. This field will appear as part of the Work Address on the employee's profile.	ABC Inc.		
802	841	40	Work Address 1	Employee's office address.	No - See Notes	varchar	Used for mail correspondence.	123 Main St.		
842	881	40	Work Address 2	Employee's office address continued. Distinguishes the office suite or building number.	No - See Notes	varchar	Used for mail correspondence.	Suite 100		
882	911	30	Work City	Employee's office city.	No - See Notes	varchar	Used for mail correspondence.	Chicago		
912	913	2	Work State	Employee's office state. Note: If taxation logic is required at the state level for reporting, this data element is required. Please consider this during	No - See Notes	characters	Used for mail correspondence.	IL		

Starting position	Ending position	Length	Column Name	Description	System Required? (Y/N)	Data Type	Notes	Example	Included in ClientName File? (Y/N)	ClientName Decode/Layout Detail
				payroll file specification requirements gathering.						
914	923	10	Work Zip	Employee's office zip code.	No - See Notes	varchar (can include + 4 and No dash)	Used for mail correspondence.	60603		
924	943	20	Work Country	Employee's office country.	No - See Notes	varchar	Used for mail correspondence.	USA		
944	967	24	Work Phone	Employee's office telephone number.	No - See Notes	numeric (Area Code, Prefix and Number. No dashes, punctuation, etc)	Used for telephone communications.	3125551234		
968	972	5	Work Phone Extension	Employee's office telephone number extension.	No - See Notes	varchar	Used for telephone communications	111		
973	996	24	Work Fax	Employee's office fax number.	No - See Notes	numeric (Area Code, Prefix and Number. No dashes, punctuation, etc)	Used for fax communications.	3125551234		
997	1020	24	Work Cell Phone	Employee's work cell phone number.	No - See Notes	numeric (Area Code, Prefix and Number. No dashes, punctuation, etc)	Used for mobile communications.	3125551234		
1021	1080	60	Work Email	Employee's full company e-mail address. Recommendation: It's strongly advised that work emails are	No - See Notes	varchar (. and @ Are required for validation)	Used for e-mail communications. An email address (work or home) is required to be sent on file or to be entered by the ppt upon application submission.	jsmith@company.com		

Starting position	Ending position	Length	Column Name	Description	System Required? (Y/N)	Data Type	Notes	Example	Included in ClientName File? (Y/N)	ClientName Decode/Layout Detail
				provided to avoid additional user support for email addition.						
1081	1110	30	Work Mail Stop	Employee's mail code for delivery within the internal mail system.	No - See Notes	varchar	Used for mail correspondence.	A1234		
1111	1150	40	Home Address 1	Employee's home number and street address.	No - See Notes	varchar	Used for mail correspondence.	123 Main St.		
1151	1190	40	Home Address 2	Distinguishes the employee's home address apt, suite or building number.	No - See Notes	varchar	Used for mail correspondence.	Apt. 2		
1191	1220	30	Home City	Employee's city of residence.	No - See Notes	varchar	Used for mail correspondence.	Oak Park		
1221	1222	2	Home State	Employee's state of residence.	No - See Notes	varchar	Used for mail correspondence.	IL		
1223	1232	10	Home Zip	Employee's home zip code.	No - See Notes	varchar (can include + 4 and No dash)	Used for mail correspondence.	60040		
1233	1252	20	Home Country	Employee's home country.	No - See Notes	varchar	Used for mail correspondence.	USA		
1253	1276	24	Home Phone	Employee's home telephone number.	No - See Notes	numeric (Area Code, Prefix and Number. No dashes, punctuation, etc)	Used for telephone communications.	3125551234		
1277	1300	24	Home Cell Phone	Employee's personal cell phone number.	No - See Notes	numeric (Area Code, Prefix and Number. No dashes, punctuation, etc)	Used for mobile communications.	3305551234		
1301	1360	60	Home Email	Employee's full home e-mail address.	No - See Notes	varchar (. and @ Are required for	Used for e-mail communications. An email address (work or home) is	jdoe@homeinternet.com		

Starting position	Ending position	Length	Column Name	Description	System Required? (Y/N)	Data Type	Notes	Example	Included in ClientName File? (Y/N)	ClientName Decode/Layout Detail
						validation)	required to be sent on file or to be entered by the ppt upon application submission.			
1361	1460	100	Generic1	Open for CLIENT specific use.	No	varchar	Customize definition for eligibility or reporting needs.	any characters		
1461	1560	100	Generic2	Open for CLIENT specific use.	No	varchar	Customize definition for eligibility or reporting needs.	any characters		
1561	1660	100	Generic3	Open for CLIENT specific use.	No	varchar	Customize definition for eligibility or reporting needs.	any characters		
1661	1760	100	Generic4	Open for CLIENT specific use.	No	varchar	Customize definition for eligibility or reporting needs.	any characters		
1761	1860	100	Generic5	Open for CLIENT specific use.	No	varchar	Customize definition for eligibility or reporting needs.	any characters		
1861	1960	100	Generic6	Open for CLIENT specific use.	No	varchar	Customize definition for eligibility or reporting needs.	any characters		
1961	2060	100	Generic7	Open for CLIENT specific use.	No	varchar	Customize definition for eligibility or reporting needs.	any characters		
2061	2160	100	Generic8	Open for CLIENT specific use.	No	varchar	Customize definition for eligibility or reporting needs.	any characters		
2161	2260	100	Generic9	Open for CLIENT specific use.	No	varchar	Customize definition for eligibility or reporting needs.	any characters		
2261	2360	100	Generic10	Open for CLIENT specific use.	No	varchar	Customize definition for eligibility or reporting needs.	any characters		