**Eligibility File Frequently Asked Questions**

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| **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**

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| **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.

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| 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 | Mapping Notes |
| 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 |  | What are the acceptable values?  Will dependents be sent on the file? | if EecEmplStatus = A, send A  if EecEmplStatus = T, send T  if EecEmplStatus = L, send 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 |  |  | EecEmpNo |

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| 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 | Mapping Notes |
| 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 |  |  | EecEmpNo |
| 34 | 63 | 30 | First Name | System Required:  Employee's first name. | Yes | varchar | Identifies the employees for correspondence and telephone communications. | Jane |  |  | EepNameFirst |
| 64 | 64 | 1 | MI | Employee's middle initial. | No | varchar | Identifies the employees for correspondence and telephone communications. | A |  |  | 1st digit of EepNameMiddle |
| 65 | 94 | 30 | Last Name | System Required:  Employee's last name. | Yes | varchar | Identifies the employees for correspondence and telephone communications. | Doe |  |  | EepNameLast |
| 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 |  |  | EecDateOfLastHire  Date format  (MMDDYYYY) |
| 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 |  |  | EecDateOfTermination  Date format  (MMDDYYYY)  Terminations should remain on the file for 30 days after Termination Date. |

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| 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 | Mapping Notes |
|  |  |  |  | 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 |  |  | Leave Blank |
| 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 |  |  | EecJobtitle |
| 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 |  |  | EecOrgLvl2  Send EE Org Level 2 code  Example - 6570 |
| 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 |  |  | EecOrgLvl2  Send EE Org level 2 Description  Example - Drug Safety |
| 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 |  |  | Leave Blank |
| 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 |  |  | If EecSalaryOrHourly = Salary send S  Else send H |
| 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 |  |  | If EecFullTimeOrPartTime  Is Full Time (FT) send Y  Else send N |

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| 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 | Mapping Notes |
| 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 |  |  | Leave Blank |
| 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 |  |  | Leave Blank |
| 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 |  |  | Leave Blank |
| 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 |  |  | Leave Blank |
| 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 |  |  | Leave Blank |
| 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 |  |  | Leave Blank |

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| 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 | Mapping Notes |
|  |  |  |  | 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 |  | Leave Blank |
| 692 | 701 | 10 | Company ID | Company or subcompany 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 |  |  | Leave Blank |
| 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. |  |  | Hardcode  Seattle Genetics, Inc. |
| 802 | 841 | 40 | Work  Address 1 | Employee's office address. | No -  See Notes | varchar | Used for mail correspondence. | 123 Main St. |  |  | Leave Blank |
| 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 |  |  | Leave Blank |
| 882 | 911 | 30 | Work City | Employee's office city. | No -  See Notes | varchar | Used for mail correspondence. | Chicago |  |  | Leave Blank |
| 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 |  |  | Leave Blank |

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| 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 | Mapping Notes |
|  |  | |  | |  | | 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 |  |  | Leave Blank |
| 924 | 943 | | 20 | | Work  Country | | Employee's office country. | | No -  See Notes | | varchar | Used for mail correspondence. | USA |  |  | Leave Blank |
| 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 |  |  | Leave Blank |
| 968 | 972 | | 5 | | Work  Phone  Extension | | Employee's office telephone number extension. | | No -  See Notes | | varchar | Used for telephone communications | 111 |  |  | Leave Blank |
| 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 |  |  | Leave Blank |
| 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 |  |  | Leave Blank |
| 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 |  |  | eepAddressEMail  Work email is the EE Primary Email |

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| 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 | | Mapping Notes | |
|  |  | |  | | |  | 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 | | |  | |  | | Leave Blank |
| 1111 | 1150 | | 40 | | | Home  Address 1 | Employee's home number and street address. | | No -  See Notes | | varchar | | Used for mail correspondence. | | 123 Main St. | | |  | |  | | Leave Blank |
| 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 | | |  | |  | | Leave Blank |
| 1191 | 1220 | | 30 | | | Home City | Employee's city of residence. | | No -  See Notes | | varchar | | Used for mail correspondence. | | Oak Park | | |  | |  | | Leave Blank |
| 1221 | 1222 | | 2 | | | Home State | Employee's state of residence. | | No -  See Notes | | varchar | | Used for mail correspondence. | | IL | | |  | |  | | Leave Blank |
| 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 | | |  | |  | | EepAddressZipCode |
| 1233 | 1252 | | 20 | | | Home  Country | Employee's home country. | | No -  See Notes | | varchar | | Used for mail correspondence. | | USA | | |  | |  | | Leave Blank |
| 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 | | |  | |  | | Leave Blank |
| 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 | | |  | |  | | Leave Blank |
| 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 | | |  | |  | | Leave Blank |

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| 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 | | Mapping Notes | |
|  |  | |  | | |  |  | |  | | 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 | | |  | |  | | Leave Blank |
| 1461 | 1560 | | 100 | | | Generic2 | Open for CLIENT specific use. | | No | | varchar | | Customize definition for eligibility or reporting needs. | | any characters | | |  | |  | | Leave Blank |
| 1561 | 1660 | | 100 | | | Generic3 | Open for CLIENT specific use. | | No | | varchar | | Customize definition for eligibility or reporting needs. | | any characters | | |  | |  | | Leave Blank |
| 1661 | 1760 | | 100 | | | Generic4 | Open for CLIENT specific use. | | No | | varchar | | Customize definition for eligibility or reporting needs. | | any characters | | |  | |  | | Leave Blank |
| 1761 | 1860 | | 100 | | | Generic5 | Open for CLIENT specific use. | | No | | varchar | | Customize definition for eligibility or reporting needs. | | any characters | | |  | |  | | Leave Blank |
| 1861 | 1960 | | 100 | | | Generic6 | Open for CLIENT specific use. | | No | | varchar | | Customize definition for eligibility or reporting needs. | | any characters | | |  | |  | | Leave Blank |
| 1961 | 2060 | | 100 | | | Generic7 | Open for CLIENT specific use. | | No | | varchar | | Customize definition for eligibility or reporting needs. | | any characters | | |  | |  | | Leave Blank |
| 2061 | 2160 | | 100 | | | Generic8 | Open for CLIENT specific use. | | No | | varchar | | Customize definition for eligibility or reporting needs. | | any characters | | |  | |  | | Leave Blank |
| 2161 | 2260 | | 100 | | | Generic9 | Open for CLIENT specific use. | | No | | varchar | | Customize definition for eligibility or reporting needs. | | any characters | | |  | |  | | Leave Blank |
| 2261 | 2360 | | 100 | | | Generic10 | Open for CLIENT specific use. | | No | | varchar | | Customize definition for eligibility or reporting needs. | | any characters | | |  | |  | | Leave Blank |