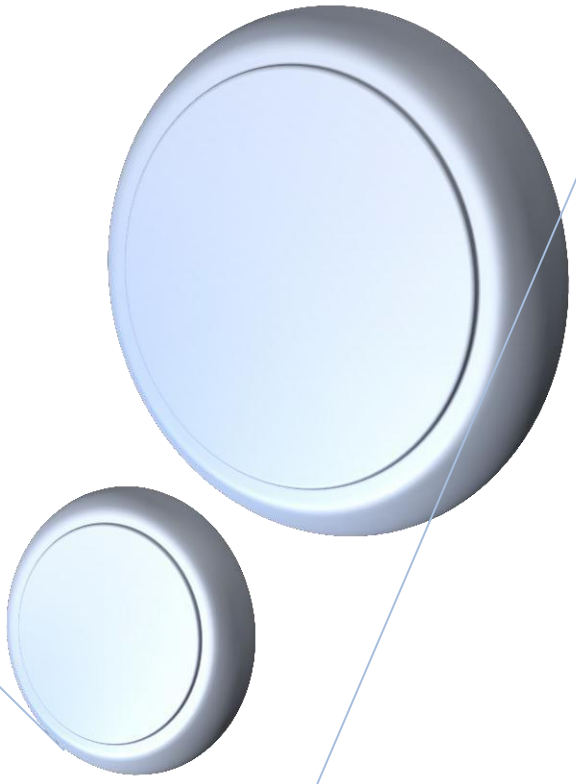

AUTOMATED ENROLLMENT COMMAND CENTER (AECC)

The purpose of this Reference Guide is to introduce the overall functionality of the Automated Enrollment Command Center.

Reference Guide

CareFirst BlueCross BlueShield © 2020

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Overview

CareFirst will offer Medicare Advantage Options starting in September 2020 with a coverage effective date of January 1, 2021. All product enrollment and billing will be managed and executed by the new CareFirst partner "TMG".

Automated Enrollment Command Center (AECC)

MAPD Enrollment files are submitted to CareFirst daily and monthly. The Enrollment files contain updates, terminations, and additions to membership records. The enrollment files may contain errors that prohibit the membership records from being updated with the most recent enrollment changes or updates.

The Automated Enrollment team downloads the AECC Report daily to verify if any errors are detected on the enrollment files. The Automated Enrollment team will research and verify the validity of the errors.

If the error is determined to be valid and needs correction the Automated Enrollment team will send a request for Manual Enrollment to correct the error.

User Access

The AECC application is accessed through the Associate Landing Page. Associates must submit a OneStop ticket to request access to the application. Once access is granted, click on the Associate Landing Page from the CareFirst Intranet.

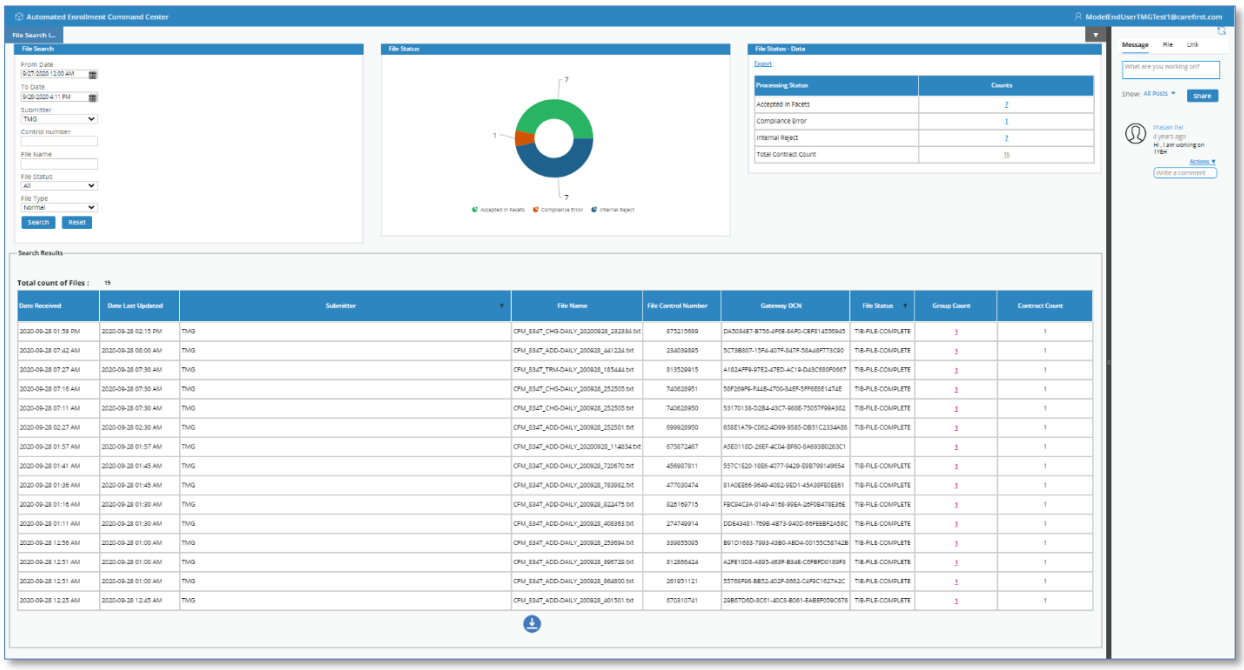
Existing users (Exchange EAB Team) should click the **Group Central** link on the landing page. New EAB users should click the **Automated Enrollment** link.

The below users have access to all Command Center screens:

- Enrollment & Billing Operations team
- AE2 Support Production team
- OTS team

Navigation

The AECC is comprised of Search functionality, File Status, File Status Data, Search Results, and the Message Center.

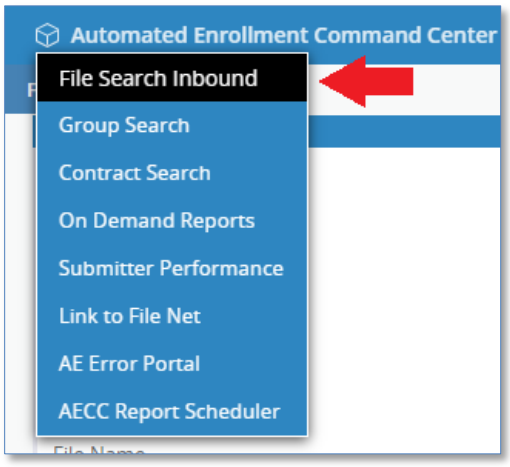


The AE Command Center has the following template options, accessed by clicking the icon in the upper left corner to view the dropdown:

- File Search Inbound
- Group Search
- Contract Search
- On Demand Reports
- Submitter Performance
- Link to File Net
- AE Error Portal
- AECC Report Scheduler

When authorized users log into the application, the **File Search Inbound** template displays by default.

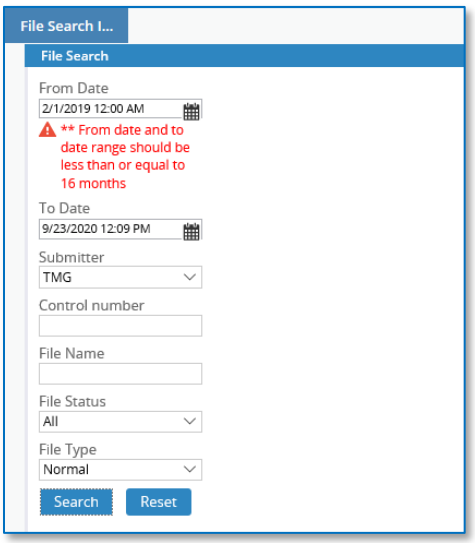
File Search Inbound

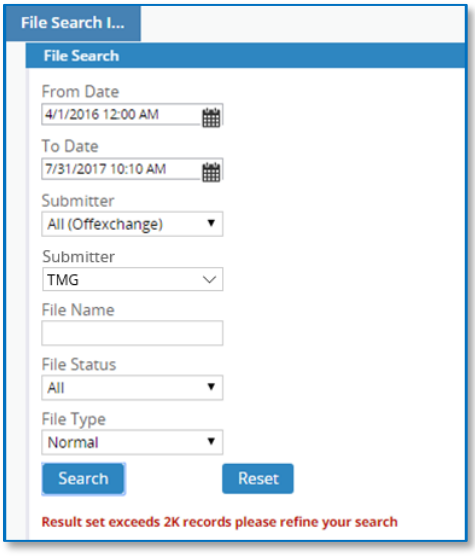


When users log into the application, the system will display Inbound file data from the previous and current day up to the time of the search. Users will not be able to search for more than 16 months of data. If the date difference between the “From” date and the “To” date is greater than 16 months, the system will alert the user to modify the date range.

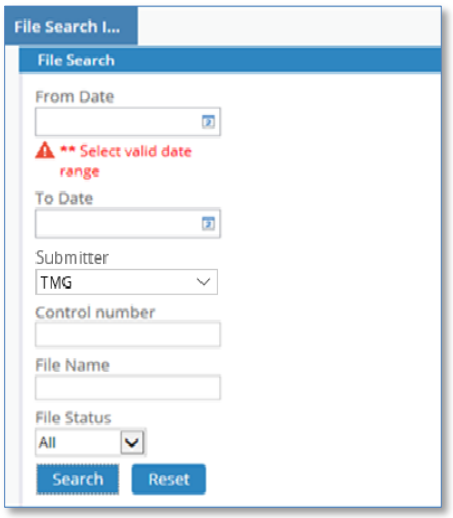
There are no row restrictions on the history of data when searching by Control Number, Group ID, EIN, or File Name.

The search is limited to 2000 (2K) records. If a search will pull up more than 2000 records, the system will display a warning message telling the user to refine the search.





If no date range is selected, the below error message displays:



Users can perform an inbound file search using the following data elements:

- Date Range
- Submitter (Defaults to TMG)
- File Control Number – This is the unique control number that is assigned to each file transmission
- File Name - Original File name sent by the submitter
- File Status – Processing status of the file (In Progress/Complete/ALL)
- File Type – ALL /Audit/Normal

The **Search** and **Reset** buttons allow the user to complete or reset the search.

File Inbound Search Results

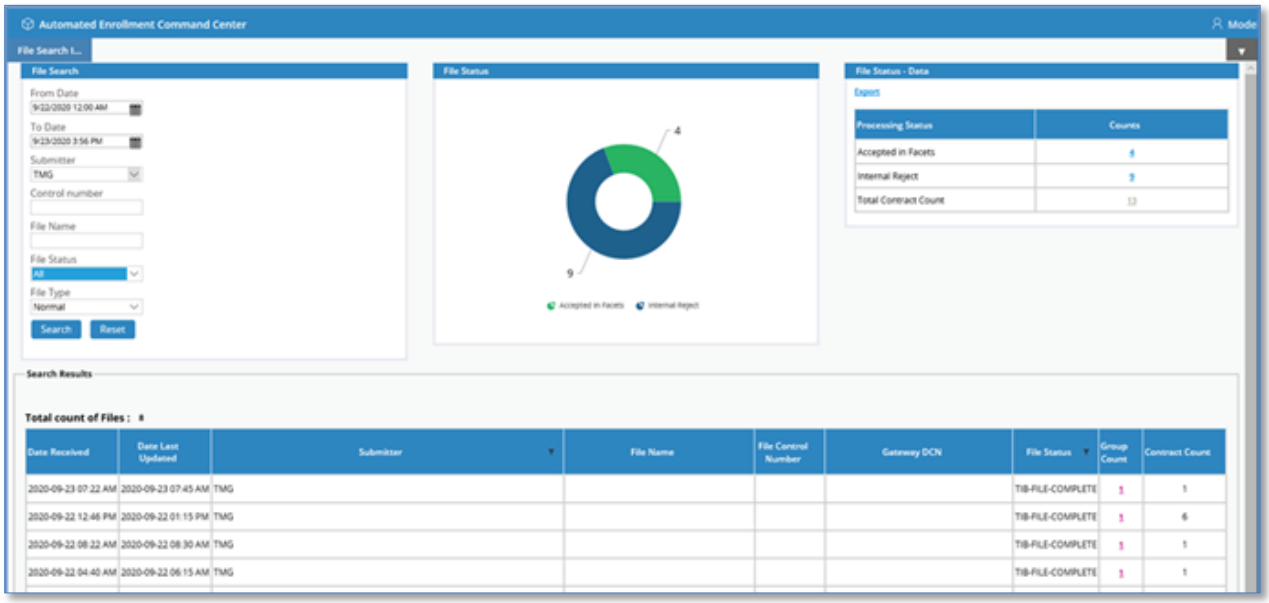
Search results are comprised of the following sortable headers:

- **Date Received**: The date the file was received in the AE2 database
- **Date Last Updated**: The date the file was last modified and processed to the source system (Facets)
- **Submitter**: Original transmitter of the file
- **File Name**
- **File Control Number**: limited to 9 characters
- **Gateway DCN**
- **File Status**
- **Group Count** (number of groups on the file, with a hyperlink that navigates the user to the **Group Search** template)

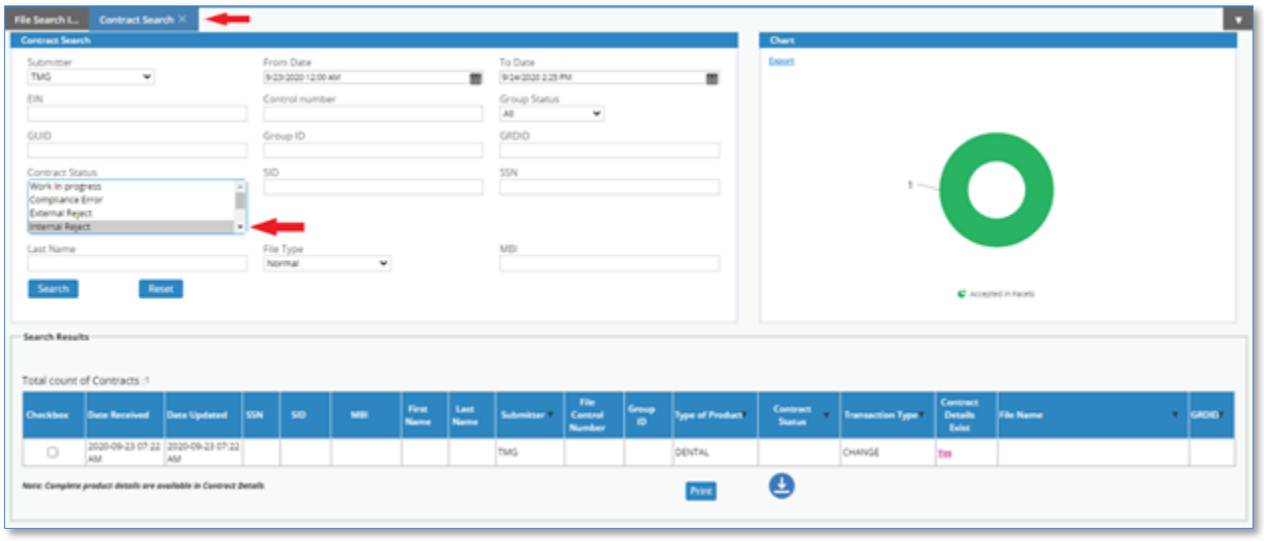
The search results will display in descending order, beginning with the most recent file receipt date.

Click the desired header to sort the search results by ascending or descending order.

The Search Results section displays the **Total Count** of files, including the pie chart of the **File Status** and the **Processing Status**. When hovering on each status, the system displays the corresponding percentage value.

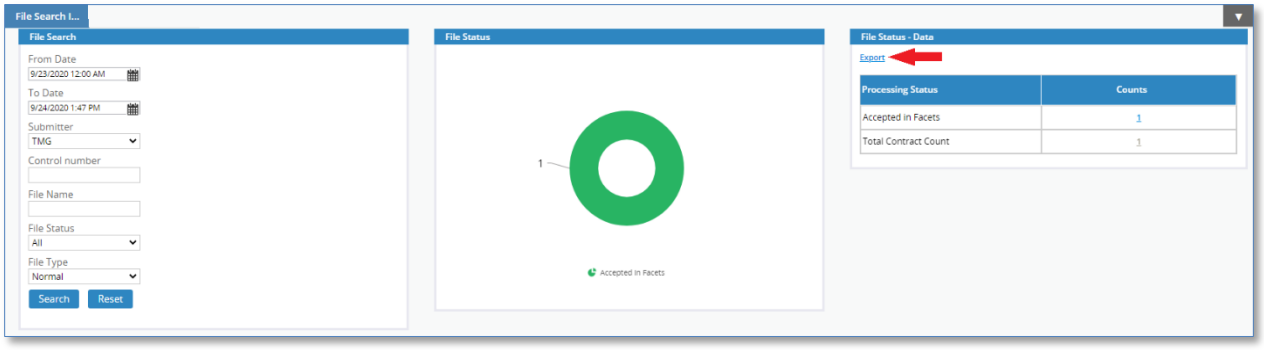


Users can click on the sortable **Contract Count** link of any specific processing status and be navigated directly to the **Contract Search** screen of the processing status.



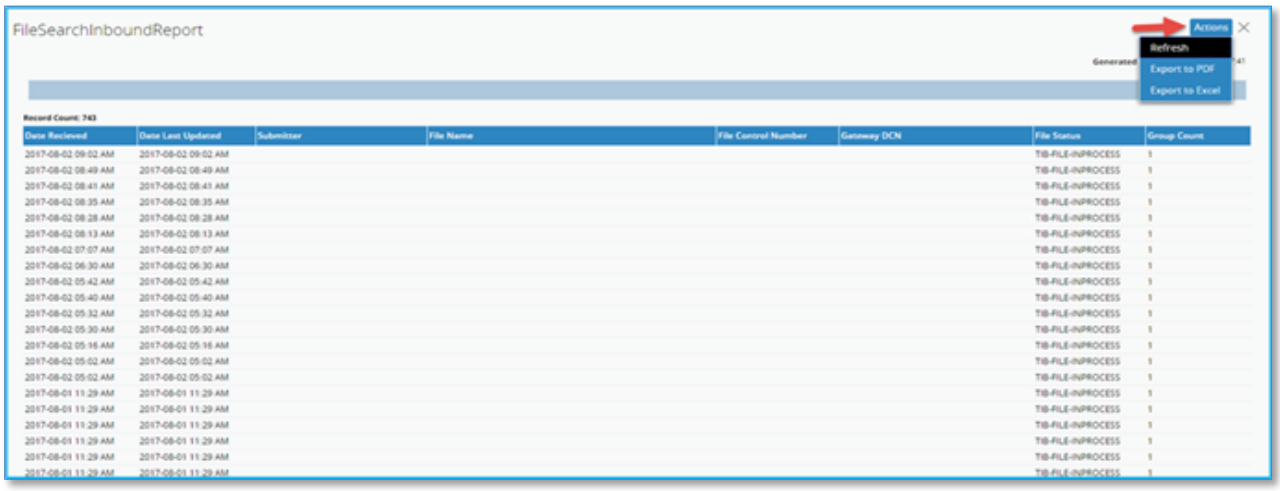
The system allows users to download the File Status Data by clicking the **Export** link on top of the Contract Status Data section throughout the AE Command Center:

- File Search
- Group Search
- Group Details
- Contract Search

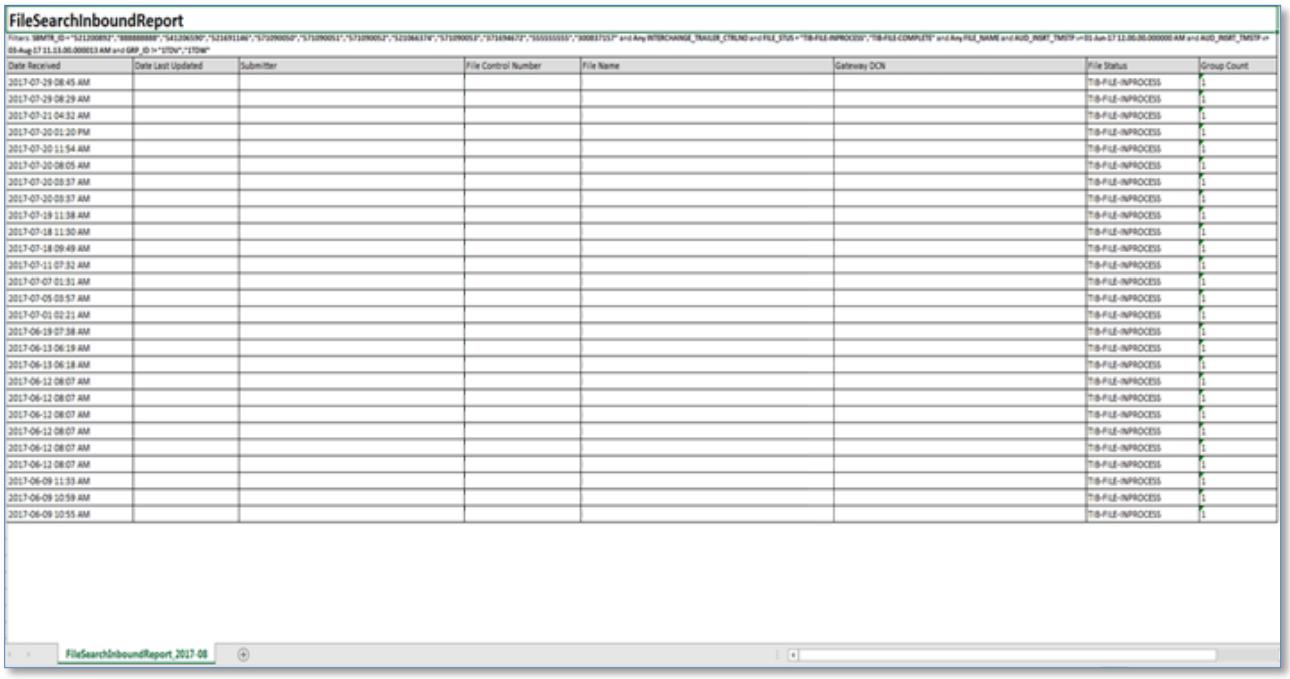


Users can click the down arrow (Report Viewer icon) at the lower section of the Search Results to download and export the report to Excel or PDF. Click the Actions link to export the document to desired format for download.

Users can print the document after downloading the desired version.



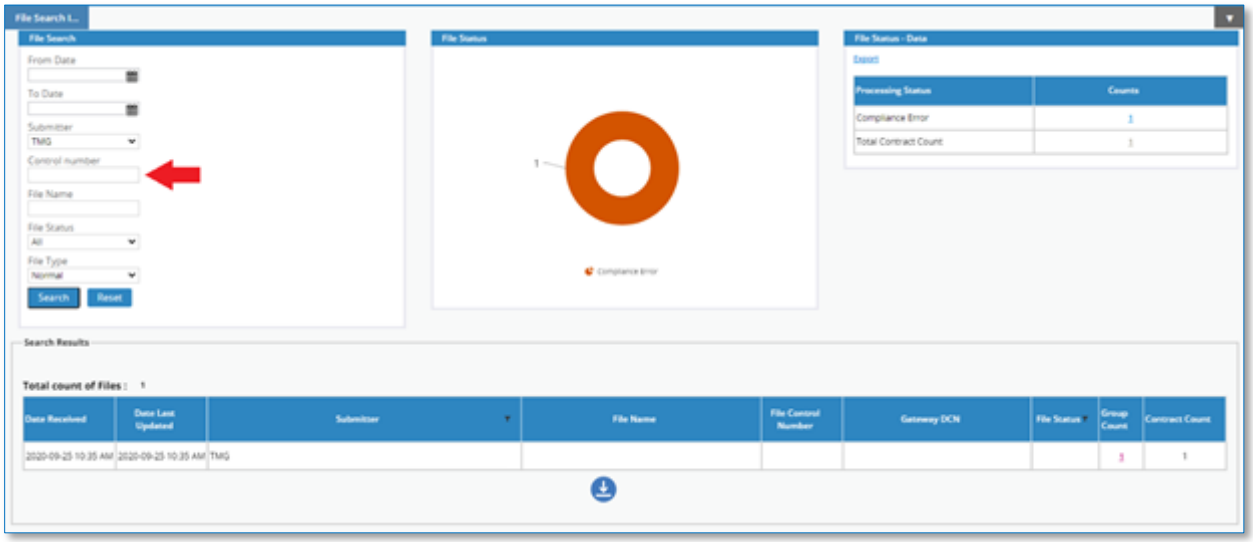
Click **Export to Excel** to download to Excel.



Click **Export to PDF** to download as a PDF.

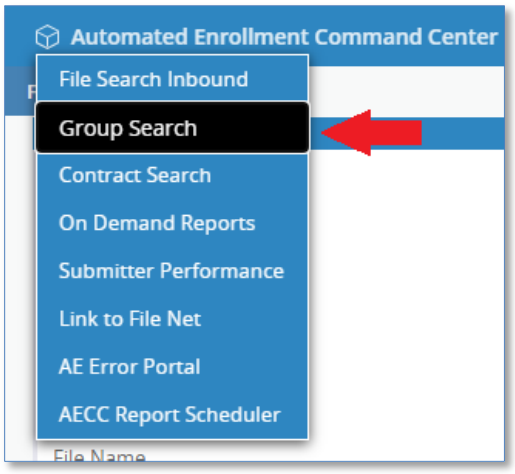
File Search by File Control Number or File Name

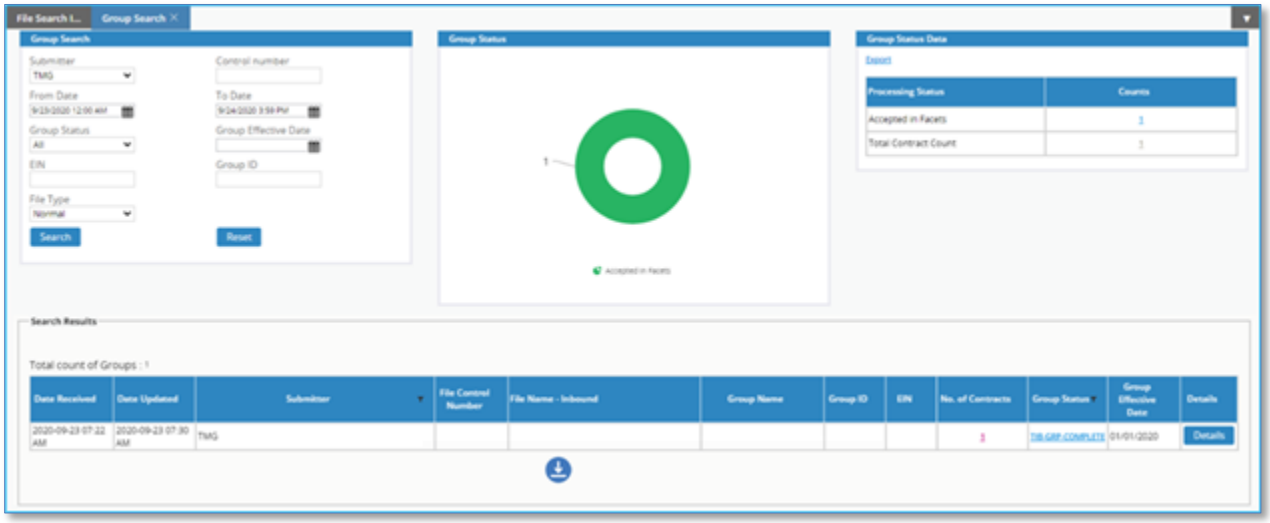
If searching by control number or file name, the user does not need to enter the date range or specify the submitter; the system returns only search results that match the defined search criteria.



Group Search

Users can search for group files received from all applicable submitters. If the **Group ID** is available, users can perform a Group Search by clicking on the Automated Enrollment Command Center icon and selecting the **Group Search** template.





Users can also click on the **Group Count** link within the **File Search Inbound** template to be navigated to the Group Details page. They can search with at least one or combination of search elements. The system limits the display of data to 50 rows and 2K records. Users are limited to a 16-month data search between the “From” Date and the “To” Date; if the date specified is greater than 16 months, system will display an alert message. There is no restriction on the rows displayed when the users search by **Control #, Group ID** or **EIN #.**

The search template displays with the following search elements:

- Submitter
- Control #
- Date Range – From/To Date
- Group Status
  - TIB-GRP-REJECT
  - TIB-GRPRI-WORKINPROG
  - TIB-GRPHLD- WORKINPROG
  - TIB-GRP-ACCEPT
  - TIB-GRP-RINJCTUNKNER
  - TIB-GRP-COMPLETE
  - TIB-GRP-WORKINPRGR
  - TIB-GRP-HOLD
- Group Effective Date
- Group ID – Required for group search
- EIN
- File Type

Enter the **Group ID** to begin the search.

Note: To limit the Search results, include additional search criteria, such as Date Range.

Search results are limited to data records for the specified **Group ID**.

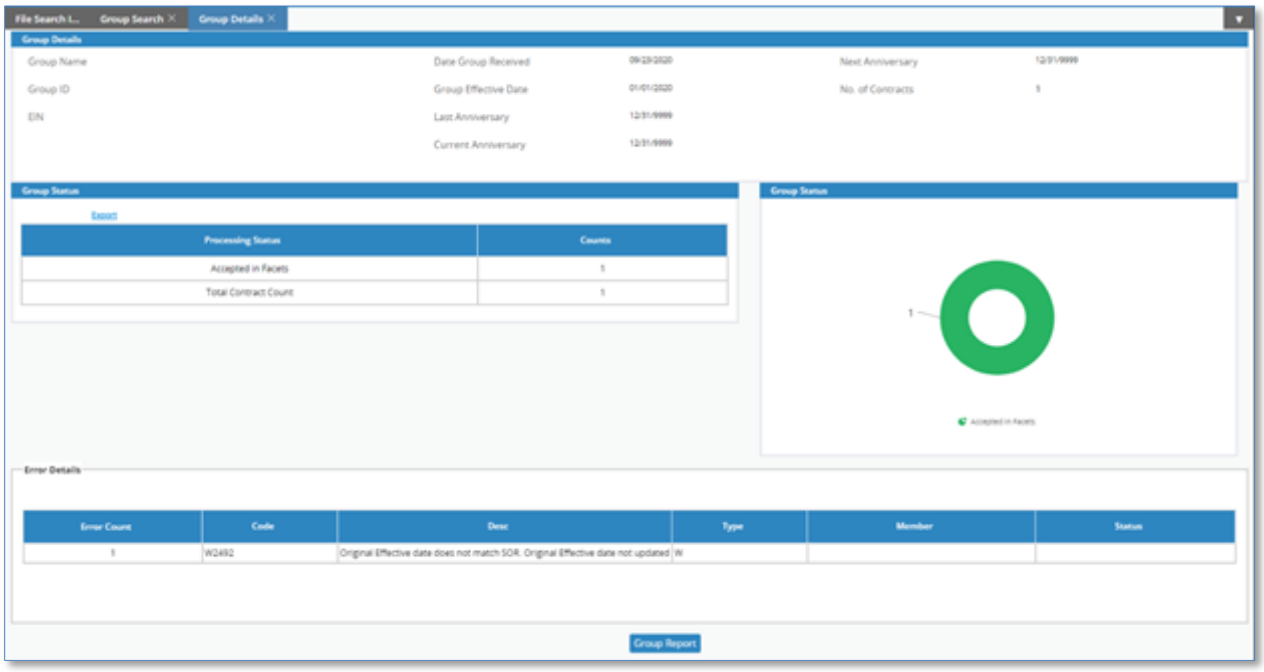
- Search result headers are:
  - Date Received
  - Date Updated
  - Submitter
  - File Control Number
  - File Name – Inbound
  - Group Name
  - Group ID
  - EIN
  - No. of Contracts – navigate users to the number of enrollment records on the file
  - Group Status
  - Group effective Date
  - Link to Details – Will navigate users to the Group details

The group search results display a pie chart of the Group Status and Processing Status.

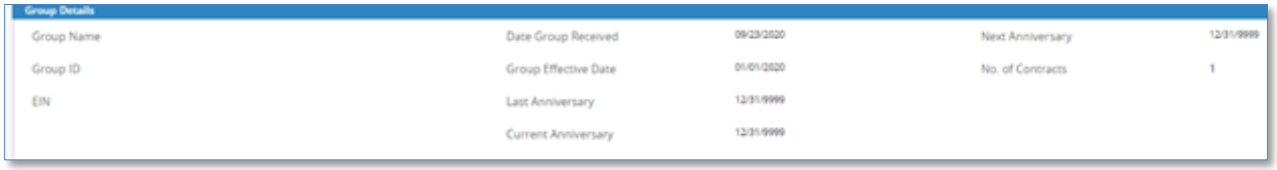
By default, the search results display in descending order of the receipt date for each group.

Group Details

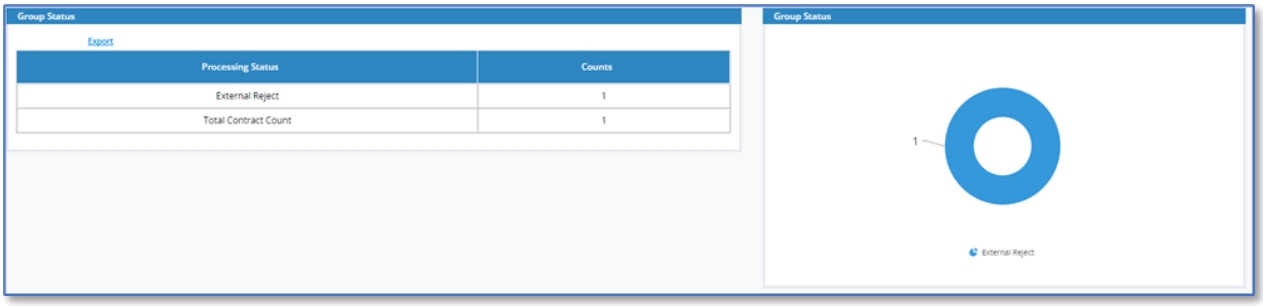
When users click on the **Details** button, from the **Group Search Results**, they are navigated to the **Group Details** screen.



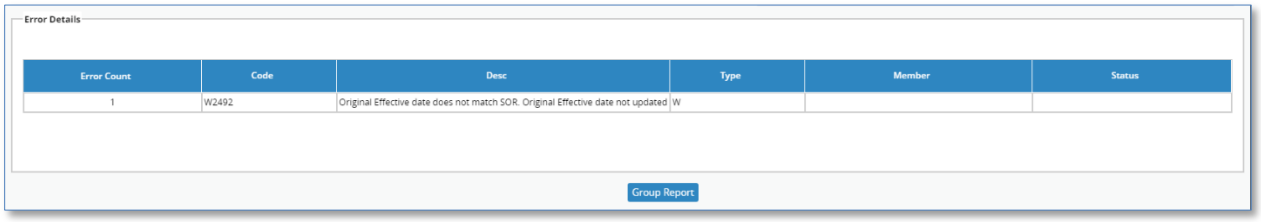
- The **Group Details** screen is divided into two sections:
  - Upper Pane – Group Details
    - Group Name
    - Group ID
    - EIN
    - Date Group Received
    - Group effective Date
    - Last Anniversary Date
    - Current Anniversary Date
    - Next Anniversary Date
    - Number of Contracts



- Middle Pane – Group Status
  - Processing Status
  - Error Counts
  - Group status pie chart



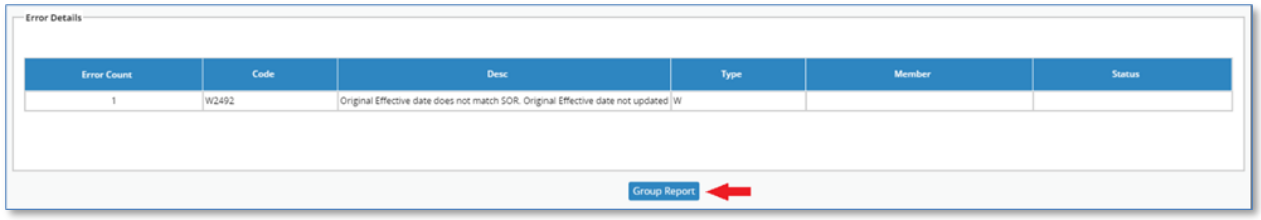
- Lower Pane – **Error Details**
  - Error Count with the following data elements:
    - Error Code
    - Error Description
    - Type
    - Member
    - Error Status



The system displays the total no. of counts for each of the following processing status' in the form of a table in the Group Details screen

- Accepted in Facets
- Internal Reject
- External Reject
- WIP
- Compliance Error
- Unknown Status

Report functionality buttons that navigate users to export the reports for the applicable submitter(s) are available at the bottom of the screen.



Note: Users can export the Processing Status table but not the Error Details

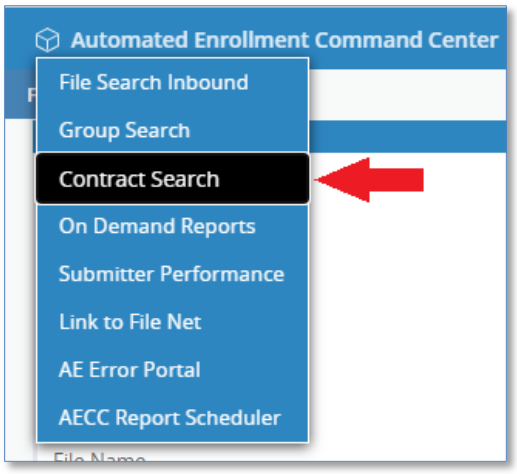
The Group Report has the following data elements:

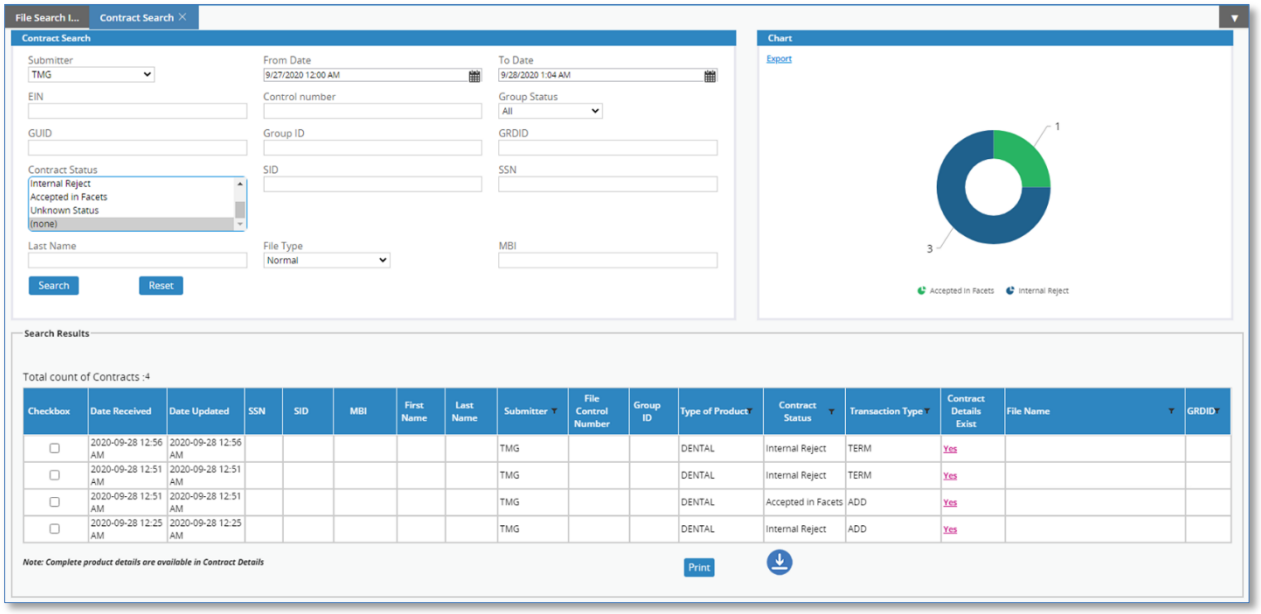
- Submitter ID
- X12_CTC_GUID
- Final Status
- Filename
- BGN02 Time Stamp
- Transaction Type
- Contract Type
- First Name
- Last Name
- SSN
- Effective date STG
- Group Name
- EIN
- INS04
- MSG_RTNG_CD
- MSG_DESC
- MSG_CD
- Staging table date and time
- Total No. of members in the contract

Note: The report can be exported to PDF or Excel.

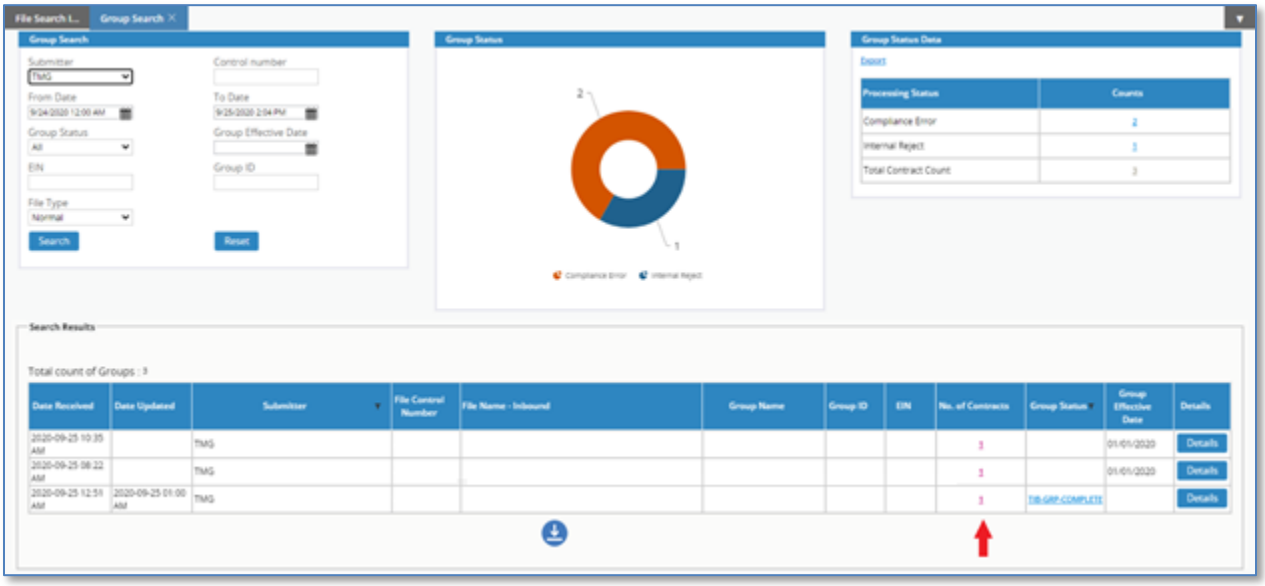
Contract Search

The AECC provides an interface where the user can view and query the list of Contracts received from Submitters. Users can perform a **Contract Search** by clicking on the Automated Enrollment Command Center icon and selecting the **Contract Search** template.

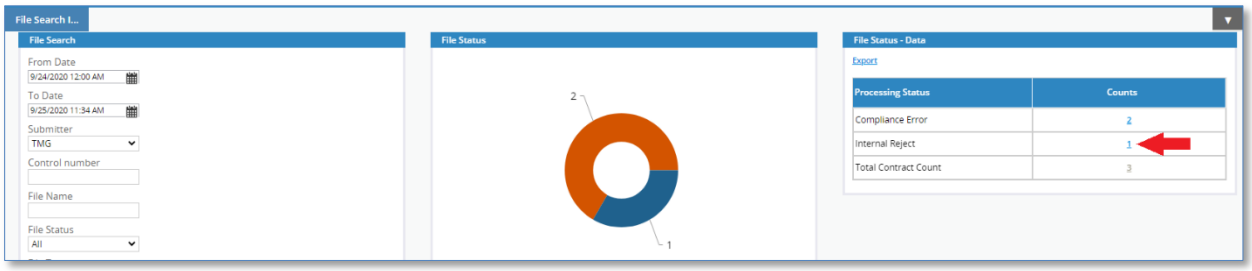


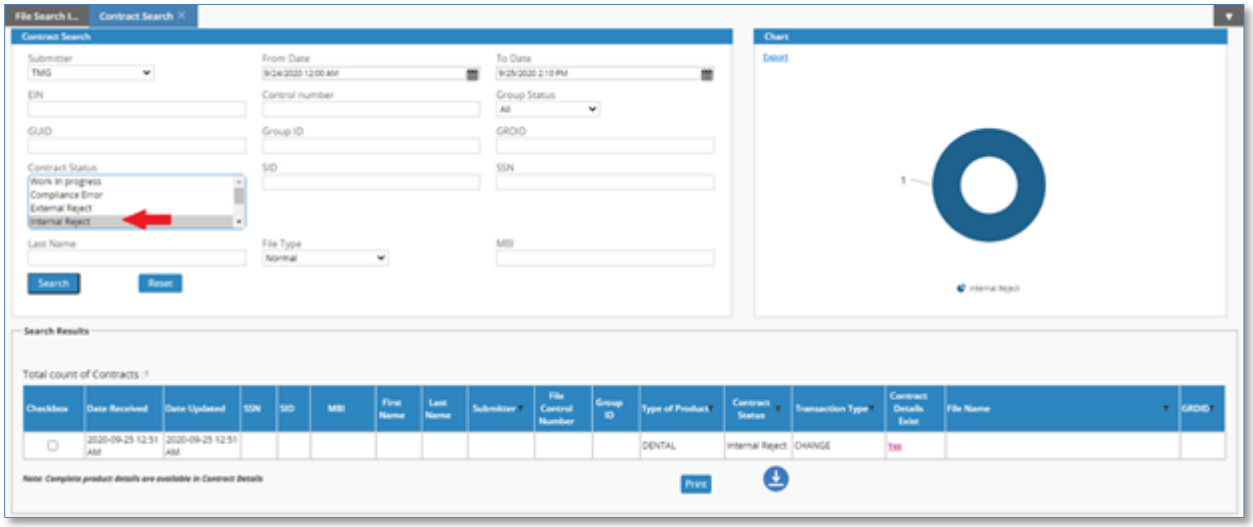


Alternatively, users can search for a specific group's contracts through the **Group Search** interface by clicking on the **No. of Contracts** header link from the **Group Search** results.



Users can also navigate to the **Contract Search** screen by clicking on the **Contract Status** count hyperlink in the **File Search screen**





The Contract Search template displays with the following search criteria:

- Submitter
- Date Range
- EIN
- Control #
- Group Status
- GUID
- Group ID
- Contract Status
- SID
- SSN
- Last Name

The date search option limits to a 16-month data search. If the date difference between the "From" date and the "To" date is greater than 16 months, the system will display an alert for the user to modify the date range. The system limits the data display to 50 rows and 7K (7000) data.

There are no row restrictions on the history of data when the user queries with any one of the following data elements:

- SID
- SSN
- Control Number
- Last Name

The system allows the user to filter by all values in the following columns:

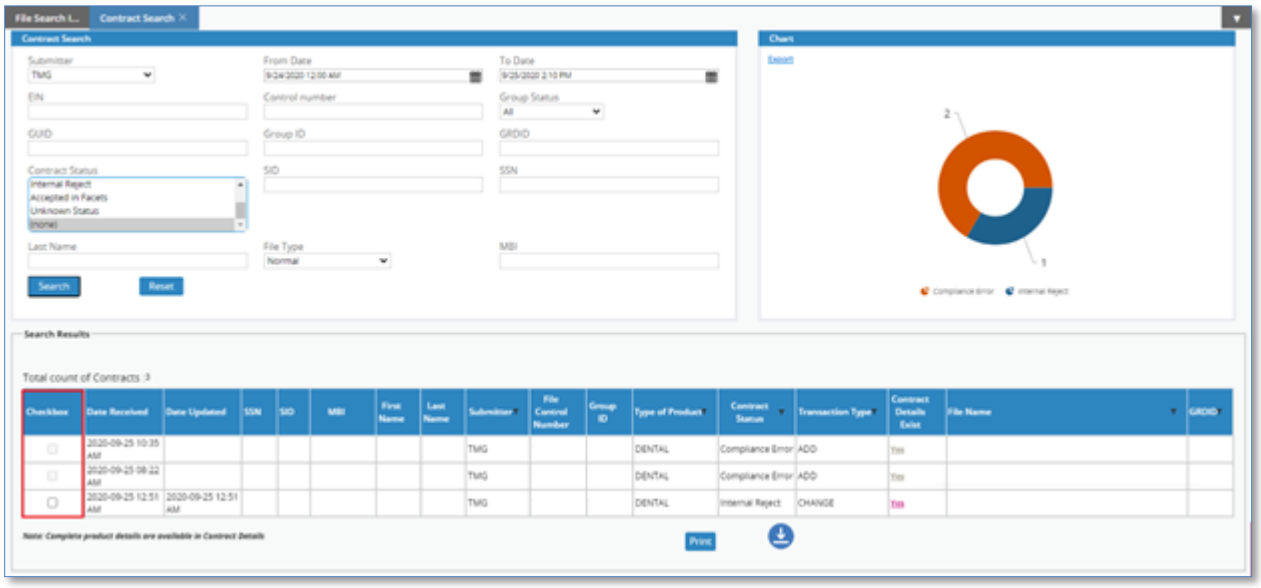
- Contract Status
- Submitter
- Transaction Type

The Search Results are comprised of the following headers:

- Date Received
- Date Updated
- SSN
- SID
- First Name
- Last Name
- Submitter
- File Control #
- Group ID
- Contract Status
- Transaction Type
- Contract Details
- File Name

Important: When the contract details value **Yes** is enabled, the contract has passed staging and has made it through to the AE database. However, if the **Yes** is **greyed out**, the contract is either still in staging or it has been rejected and **did not make it to the AE database**.

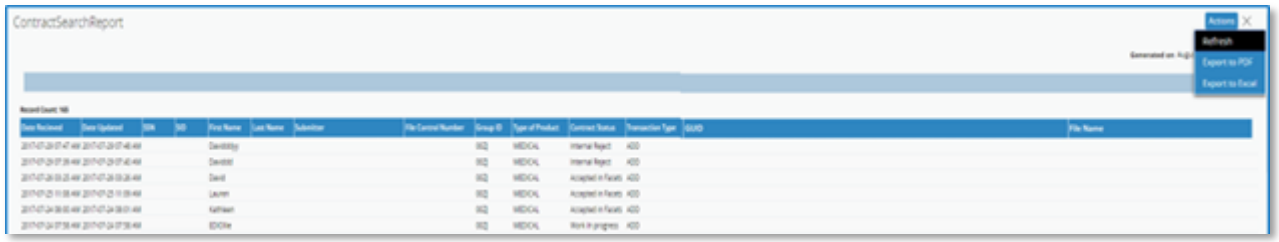
Clicking the checkbox allows the user to select the contracts which have passed staging for exporting.



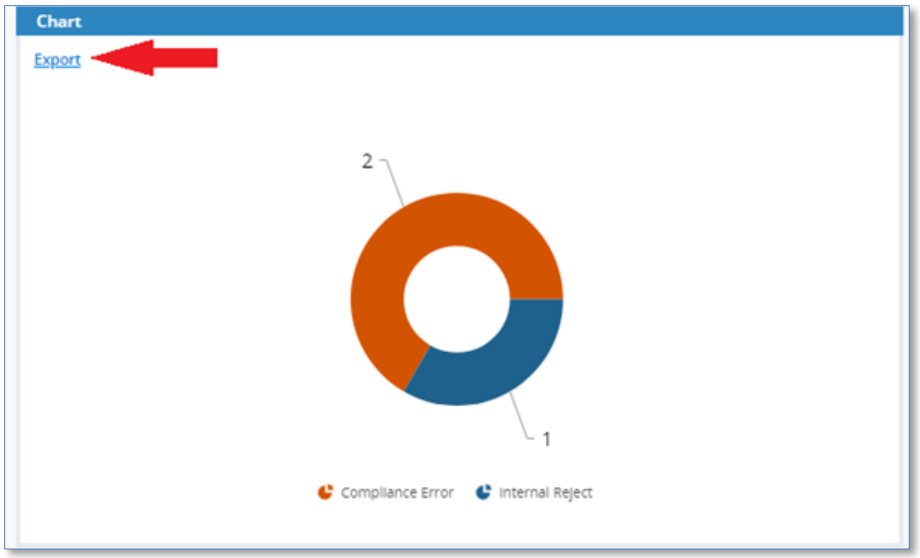
Note: The checkbox is disabled if the contracts cannot be printed. The user can only select up to a maximum of 5 contracts for printing.

To download, select the desired contracts (up to 5) and click **Print**.

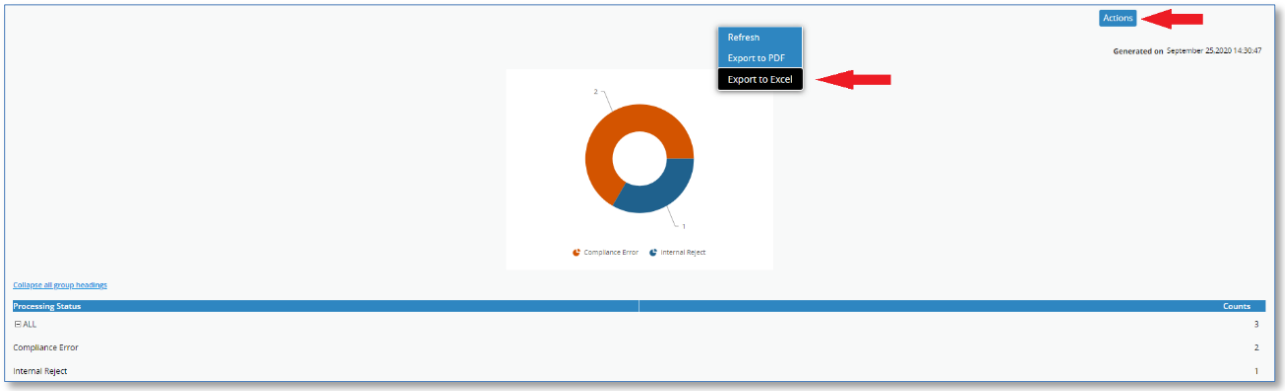
Users can click the down arrow (Report Viewer icon) at the lower section of the Search Results to download and export the report to Excel or PDF.



The Search Results screen also displays a pie chart of the **Contract Statuses**. Users can click the **Export** link on top of the chart to display the data behind the chart.

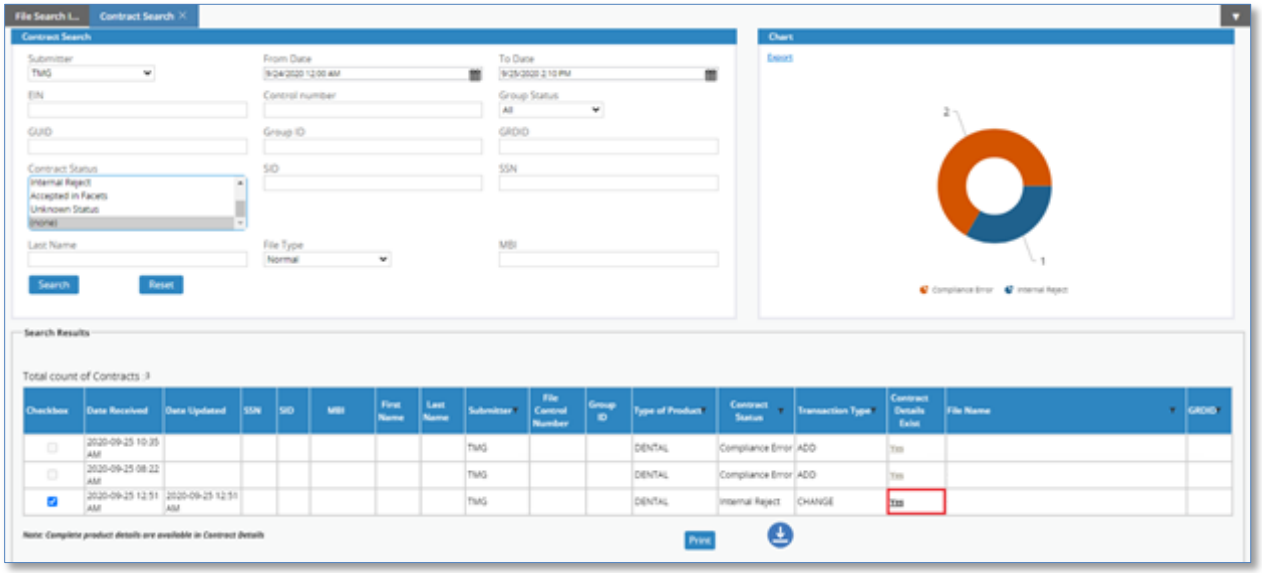


Click the **Actions** button on the top right of the report to Export to PDF/Excel



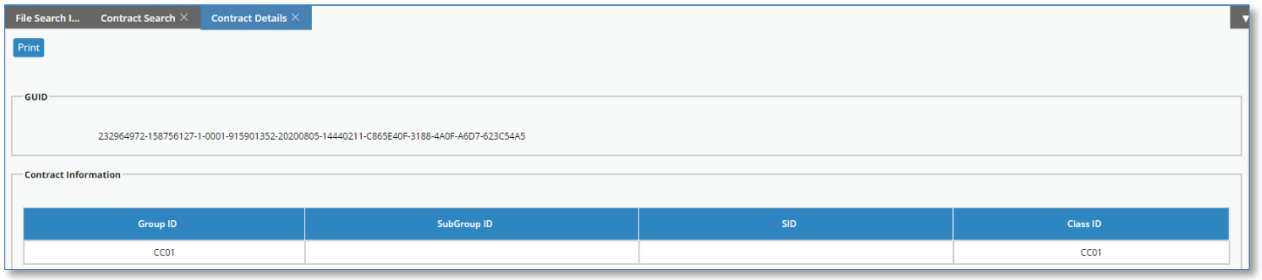
Contract Details

Users can view **Contract Details** by clicking the **Yes** link in the **Contract Search** Interface.



The Contract Details section displays the following sections:

- GUID
- Contract Information:
  - Group ID
  - SubGroup ID
  - SID
  - Class ID



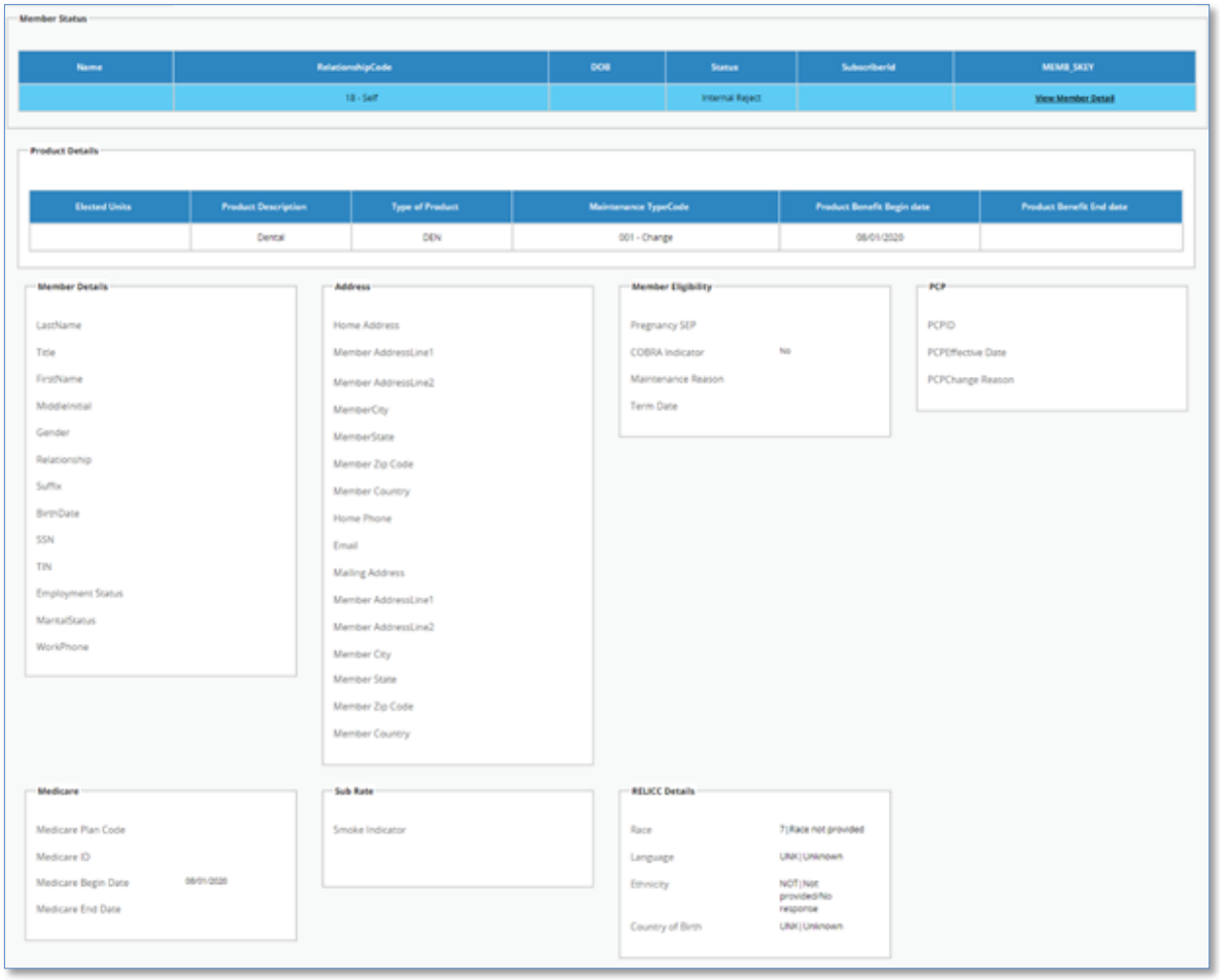
The Member Status section shows the following data elements:

- Name
- Relationship Code
  - 18 = Subscriber
- DOB
- Status
- Subscriber ID
- MEMB_SKEY – with link to open each member's details record

The Member Details section shows the following data elements:

- Demographic Information

- Member Eligibility
  - Maintenance Type Code
    - 001 = Change
    - 021 = Addition
    - 024 = Cancellation/Termination
    - 025 = Reinstatement
    - 030 = Audit/Compare
  - Maintenance Reason
  - Cobra Indicator
  - Product Benefit Begin Date
  - Product Benefit End Date – If it applies
  - Type of Product
- PCP
- Medicare
- Handicap
- Sub Rate
- RELICC Details



The Error Details section shows the following data elements:

- Member First Name
- Member Last Name
- Error Code
- Error Description

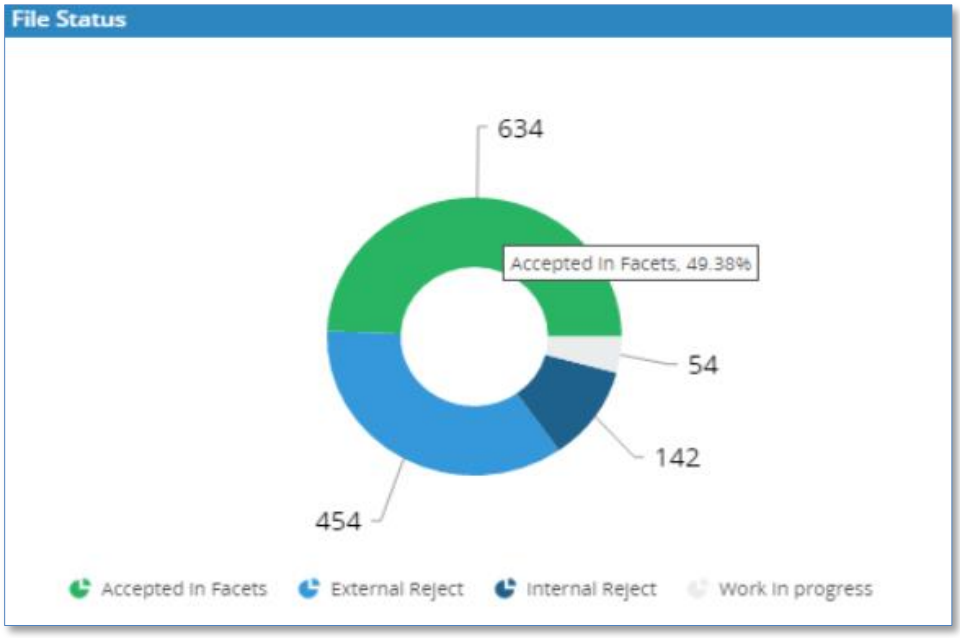
Users can click the **Print** button at the top of the screen to download or Print the Contract Details.

Contract Status

The available Contract Status' within the AECC are:

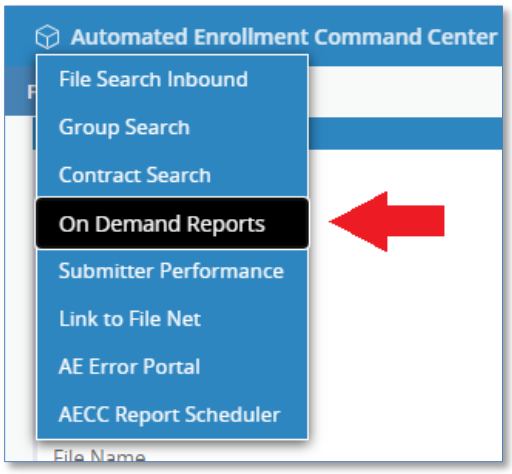
- Work In Progress
- Compliance Error
- External Error
- Internal Error
- Accepted in Facets
- Unknown Status

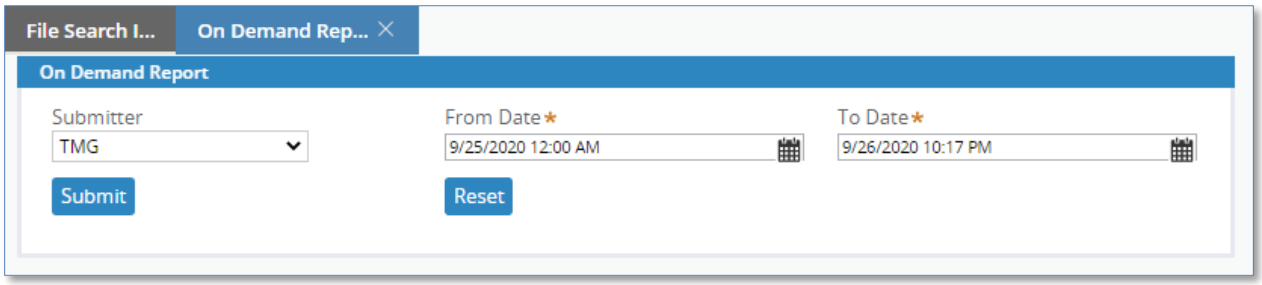
The system displays a pie chart for the various contracts within a group. Each processing status displays as a number. The percentage displays when users hover over the status.



On Demand Reports

Authorized users can access On Demand Reports by selecting the option from the AECC menu options.





Reports can be generated using the following search data:

- Submitter ID (Defaults to TMG)
- From Date
- To Date

Users are limited to a 6-month data search. If the date difference between the From date and the To date is greater than 6 months, the system alerts the user to modify the date range.

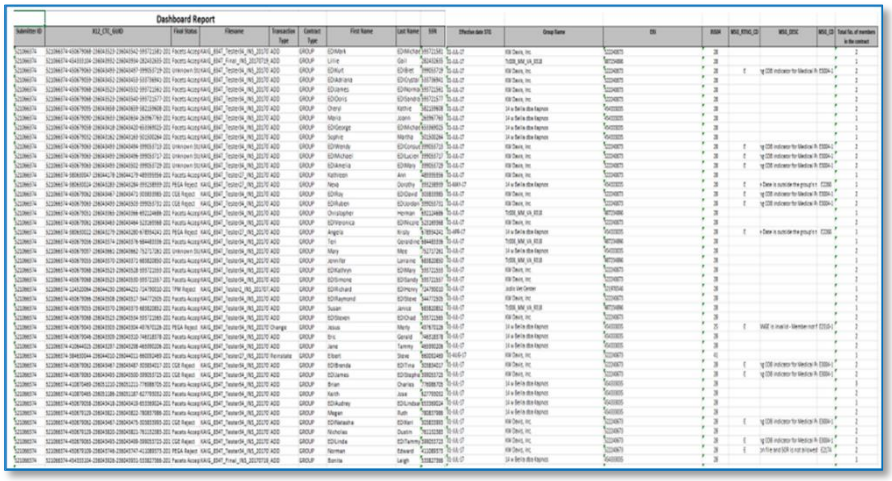
The system limits the number of records to 10K for search criteria in a report. If more than 10K records are found, the system will display the following error message: *"Result set exceeds 10K records please refine your search"*

1	**Name of the Report**	Dashboard Report	
2	**User Requested the Report**	ModelEndUserTMGTest1@carefirst.com	
3	**Run Date/Time**	09/26/2020 10:20 PM	
4	**Search Parameters**	**Submitter ID**	TMG
		From Date	25-Sep-20 12.00.00.000000 AM
		To Date	26-Sep-20 10.17.00.000017 PM

The report contains two columns:

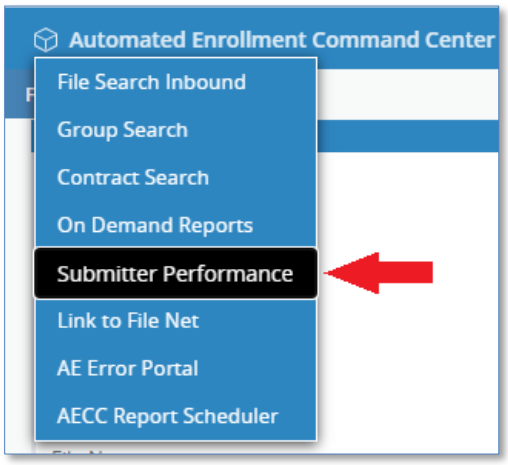
- The first column displays the following:
  - Name of the Report
  - User Requested the Report
  - Run Date/Time
  - Search Parameters

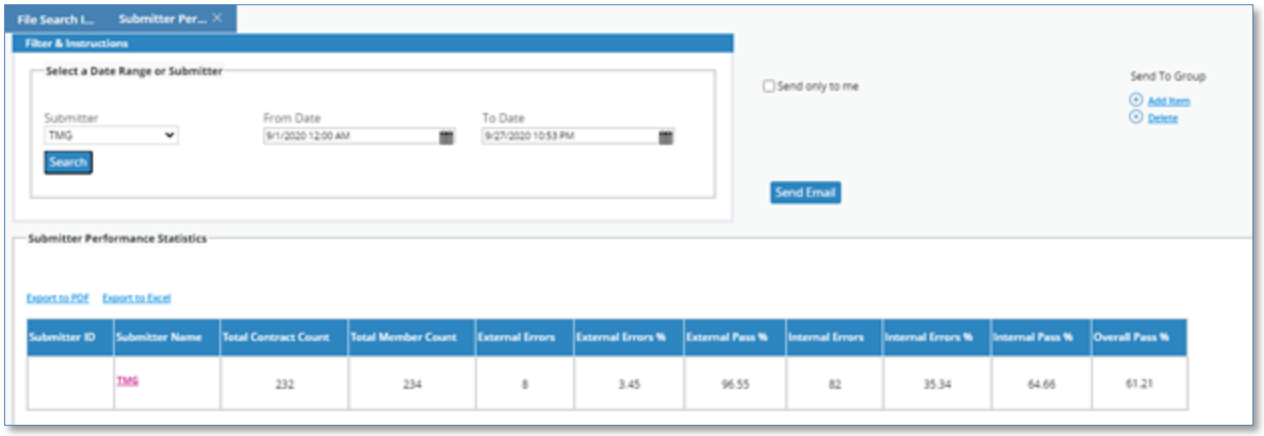
- The second column contains the following data elements:
  - Submitter ID
  - X12_CTC_GUID
  - Final Status
  - Filename
  - Transaction Type
  - Contract Type
  - First Name
  - Last Name
  - SSN
  - Effective date STG
  - Group Name
  - EIN
  - INS04
  - MSG_RTNG_CD
  - MSG_DESC
  - MSG_CD
  - Total No. of members in the contract



Submitter Performance

Authorized users can access the Submitter Performance by selecting the option from the AECC menu options.





Users can filter Submitter performance by:

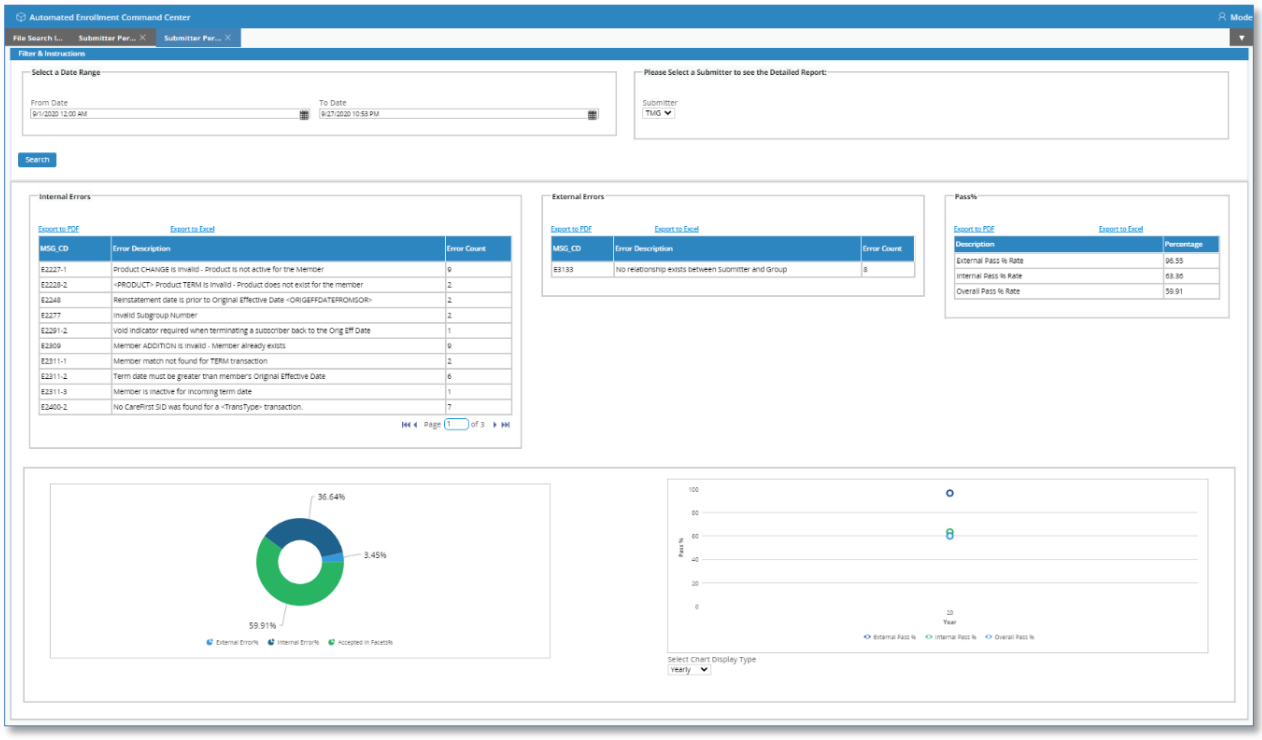
- Submitter (TMG)
- From Date
- To Date

The Submitter Performance Statistics box shows the following columns:

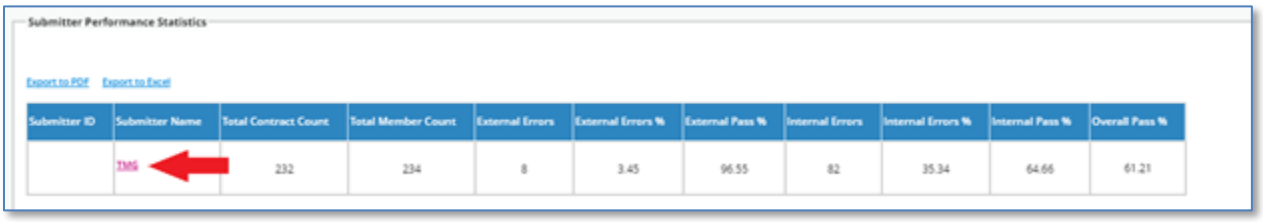
- Submitter ID
  - Submitter Name (TMG)
- Total Contract Count: Total no. of contracts received for the given date range
- Total Member Count: Includes all members in all contracts, both subscribers and dependents
- External Errors
- External Errors %
- External Pass %
- Internal Errors
- Internal Error %
- Internal Pass %
- Overall Pass %: 100 – [(internal errors %) + (external errors %)]

Note: The system also displays a horizontal bar chart of the Submitter's performance numbers.

Submitter Performance Details



Users can retrieve the details of the submitter's performance by clicking on the **Submitter Name (TMG)** in the Submitter Performance Status box.



The system allows a provisioned user to access the submitter performance detail interface to view submitter performance detail metrics.

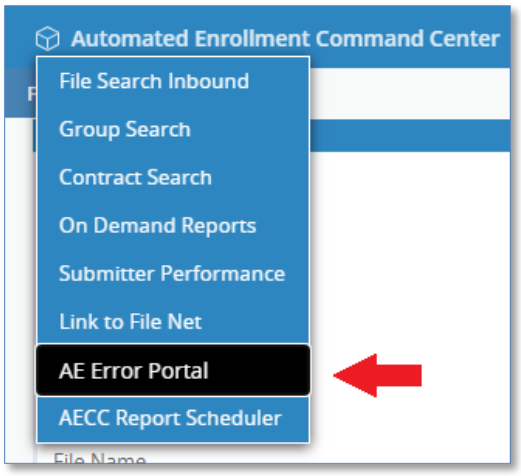
The Submitter Performance Details page is comprised of the following sections:

- Filter & Instructions:
  - Select a Date Range
  - Please Select a Submitter to see the Detailed Report
- Internal Errors:
  - MSG_CD (Error code)
  - Error Description
  - Error Count
- External Errors:
  - MSG_CD (Error code)
  - Error Description
  - Error Count
- Pass %:
  - Description
  - Percentage
- Graphical pie chart:
  - Internal Errors %
  - External Errors %
  - No Errors %

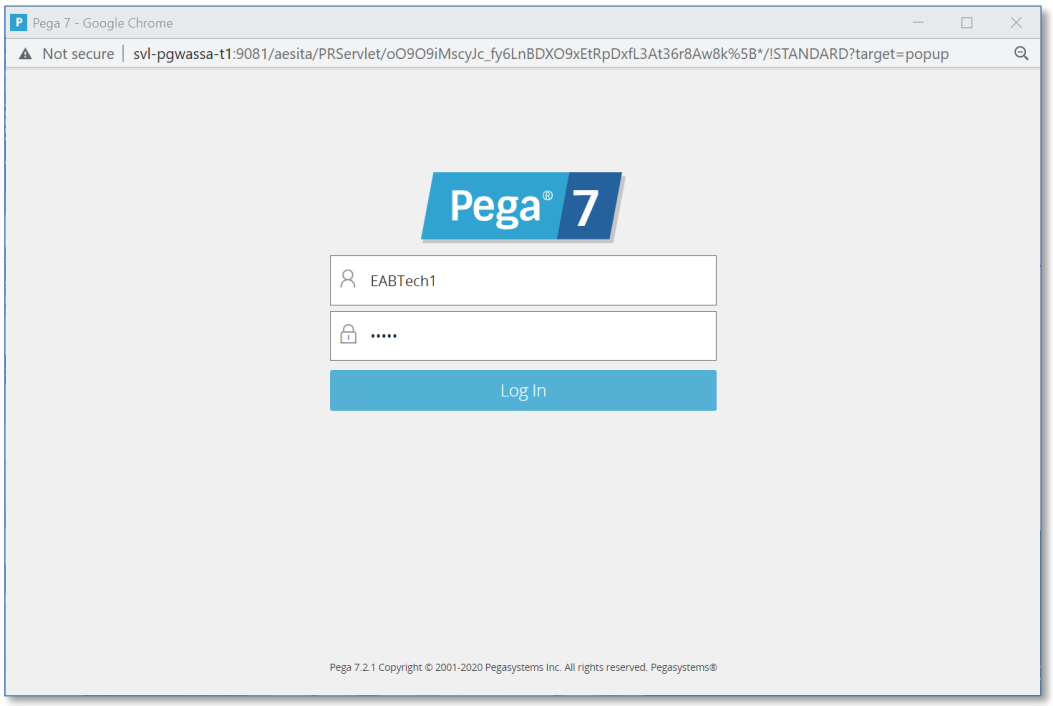
Note: The AECC provides the ability to export the table and chart individually in the Submitter Performance and Submitter Performance Details screen

AE Error Portal

Authorized users can access the AE Error Portal by selecting the option from the AECC menu options. When the AE Error Portal link option is clicked, the AE Error Portal will be opened in a pop-up window. From here, the user can login and check the internal error details.



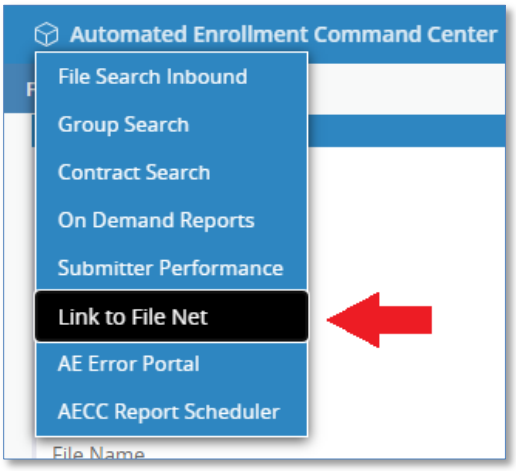
Portal Window:



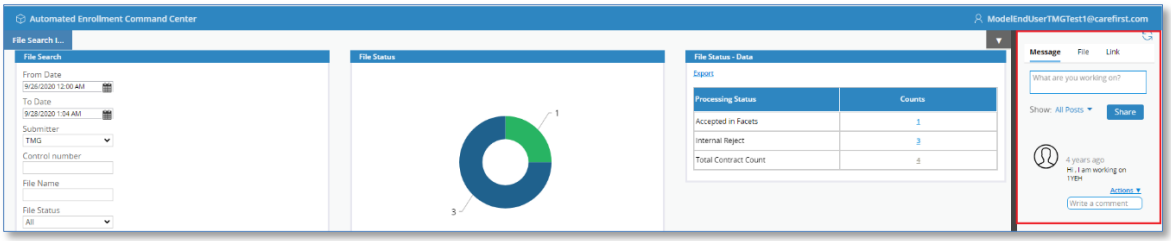
General Center Functionality

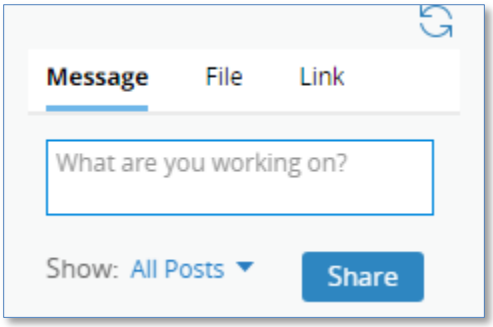
The AECC provides users additional features such as:

- **Link to File Net**: Navigates users to the FileNet application to view the 834 files



- **Attachments Section**:



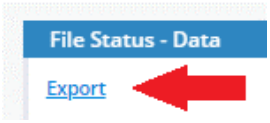


  - **Message**: Users can enter a comment and click the **Share** button to post the message to the dashboard for other AECC users
  - **File**: Users can attach documents from an external drive by clicking File ➔ Browse and select the file to attach.
  - **Link**: Users can click the Link button to attach a URL address

Notes:

- The system will display the following error message if no search results are found: "No results found, for specified search criteria"
- The system will display the following error message if the system is not available: "System is not available, please contact System Admin"

Icons in the Automated Enrollment Command Center

Icon	Meaning/Use
	Navigates user to the Details screen with sections of the application such as the Contract Details and Group Details
	Provides the users the ability to download and print selected records from a list of records (maximum 5 records)
	Allows users to download a report from each page of the application
	Click on Search to get values from given inputs or Reset to all values in the search template
	Page navigation that users can click on to navigate between pages (50 records display per page)
	This allows users to share messages posted on the application; all users can see posted messages
	Export can be selected by the users to download a chart to Excel or PDF

Terms and Glossary

Abbreviation(s), Terms(s), Acronym(s), and Definition(s)

This subsection provides a glossary of all abbreviations, acronyms, and terms required to properly interpret the document.

Abbreviation/Term/Acronym	Definition
AE2	Automated Enrollment System for processing enrollments of CD SBU and SM SBU
AECC	Automated Enrollment Command Center
AXWAY	The CareFirst Secure File Transport mechanism that receives and routes to all internal downstream processes
BAM	Business Activity Monitoring
BC	Business Connect, is a Tibco product CareFirst uses to handle compliance validation, custom editing, with additional configuration to recognize Trading Partners, file naming for each file type consumed for processing.
CMS	Center for Medicare Services
Date Received	When the file was received in the AE2 database
DCN	Document Control Number
EIN	Employer Identification Number
File Name	Original File name sent by the submitter
File Control Number	Control number is unique and it is in ISA segment
IEP	Initial Enrollment Period for MAPD, follows guidance outlined by CMS.
INS04	Maintenance Reason Code
GEP	General Enrollment Period for MAPD, follows guidance outlined by CMS. If you have Part A coverage and you get Part B for the first time during the General Enrollment Period (between January 1— March 31 each year), you can also join a Medicare Advantage Plan at that time. Your coverage may not start until July 1
OEP	Open Enrollment Period for MAPD, follows guidance outlined by CMS. Between 10/15 – 12/07 plans beginning 01/01. With buy up to be extended 30 days beyond Jan.
MA	***Medicare Advantage Plan;*** allows subscriber(s) to enroll in PART D as well (though not Part A & B)

Abbreviation/Term/Acronym	Definition
MAPD	***Medicare Advantage Prescription Drug;*** MAPD does not allow subscriber to enroll in part D, because it is part of the MAPD part C
MAPD-Dental	The 834 inbound dental enrollment records coming from TMG for Medicare eligible member dental plans, which will move to CF-SOR
MSG_ CD	ERROR_CODE
MSG_DESC	ERROR DESCRIPTION
MSG_RTNG_CD	ROUTING_CODE INTERNAL or EXTERNAL
Recon	A reconciliation will be modified/created which executes matching logic against inbound audit/full TMG files against the System of Record using business criteria to check for discrepancies
SFTP	Secure File Transfer Protocol used by CareFirst and is mandated to protect PII/PHI data
SOR	The CareFirst System of Record will apply to Facets, unless otherwise called out differently
Submitter	Original Source of file i.e. exchange
TMG	Cognizant TMG, a CareFirst Partner, that provides services
TOS	Technical and Operational support services
TPM	This is the Automated Enrollment Trading Partner Management process
Contract	When called out in the AECC, should be consider with this meaning as an enrollment Policy or enrollment record