

# 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

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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)**

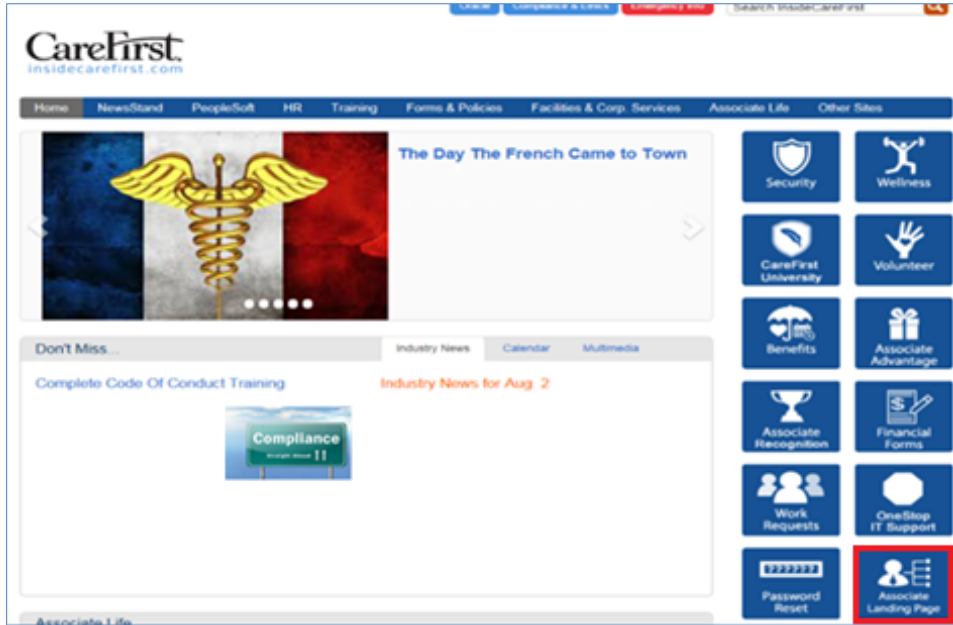
MAPD Enrollment files are submitted to CareFirst daily and monthly. The Enrollment files contain updates, terminations, and additions to membership records. The enrollment files may contain errors that prohibit the membership records from being updated with the most recent enrollment changes or updates.

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

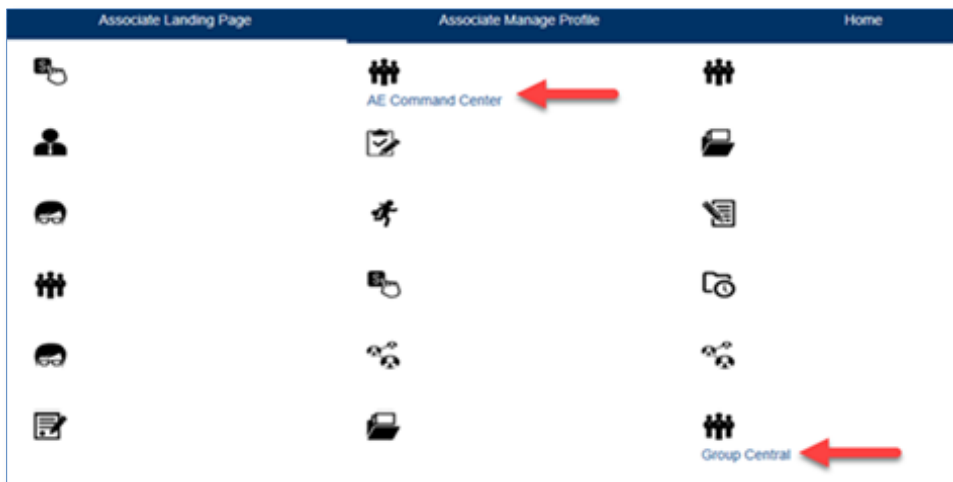
The AECC application is accessed through the Associate Landing Page. Associates must submit a OneStop ticket to request access to the application. Once access is granted, click on the Associate Landing Page from the CareFirst Intranet.



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

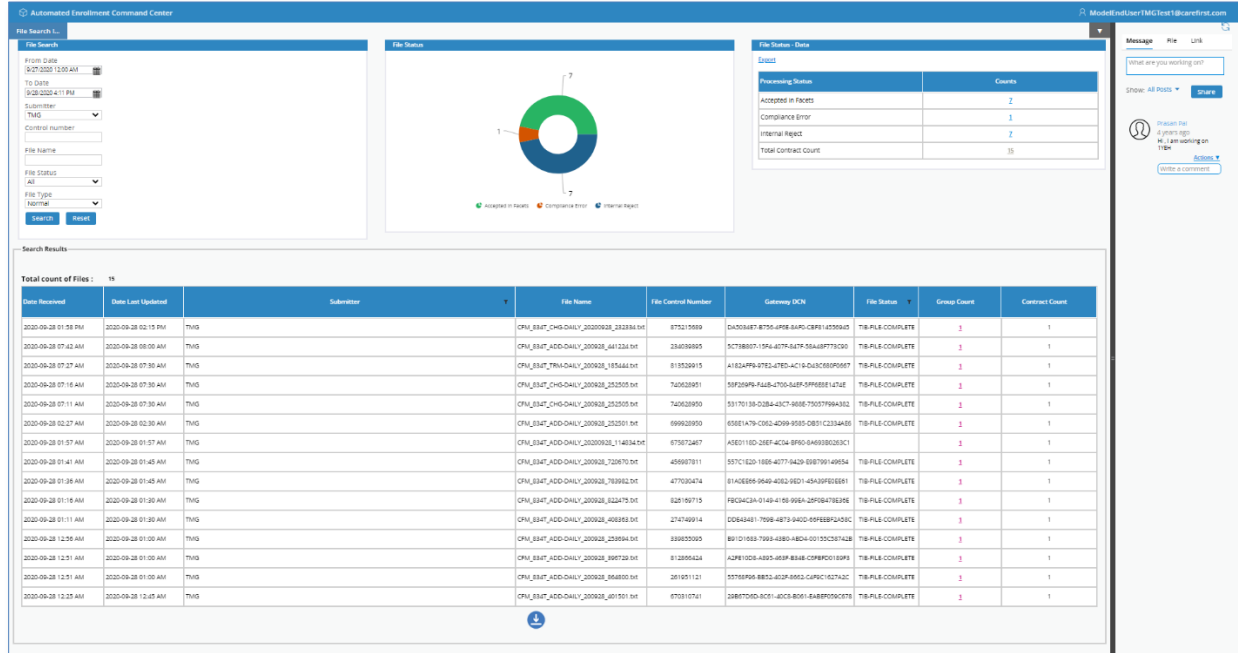
The below users have access to all Command Center screens:

- 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.

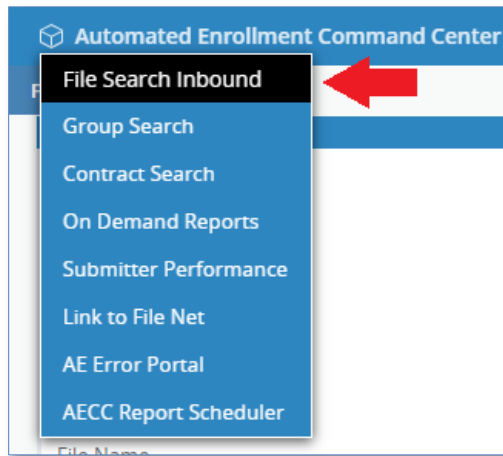


The AE Command Center has the following template options, accessed by clicking the icon in the upper left corner to view the dropdown:

- 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.

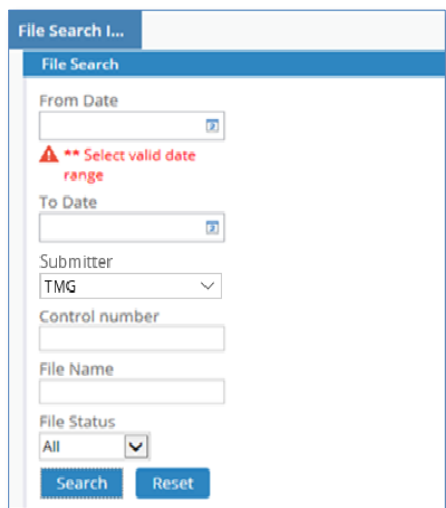
There are no row restrictions on the history of data when searching by Control Number, Group ID, EIN, or File Name.

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.

The screenshot shows the 'File Search Inbound' form. It includes fields for 'From Date' (2/1/2019 12:00 AM), 'To Date' (9/23/2020 12:09 PM), 'Submitter' (TMG), 'Control number', 'File Name', 'File Status' (All), and 'File Type' (Normal). A red warning message is displayed: '\*\* From date and to date range should be less than or equal to 16 months'.

The screenshot shows the 'File Search Inbound' form with the same fields as the previous one. The 'From Date' is 4/1/2016 12:00 AM and the 'To Date' is 7/31/2017 10:10 AM. A red warning message is displayed at the bottom: 'Result set exceeds 2K records please refine your search'.

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



The screenshot shows a 'File Search I...' dialog box. It has a title bar 'File Search I...' and a subtitle 'File Search'. The form contains the following fields: 'From Date' (with a calendar icon), 'To Date' (with a calendar icon), 'Submitter' (a dropdown menu showing 'TMG'), 'Control number' (a text input), 'File Name' (a text input), and 'File Status' (a dropdown menu showing 'All'). Below these fields are 'Search' and 'Reset' buttons. A red error message is displayed below the 'From Date' field: '⚠ \*\* Select valid date range'.

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**

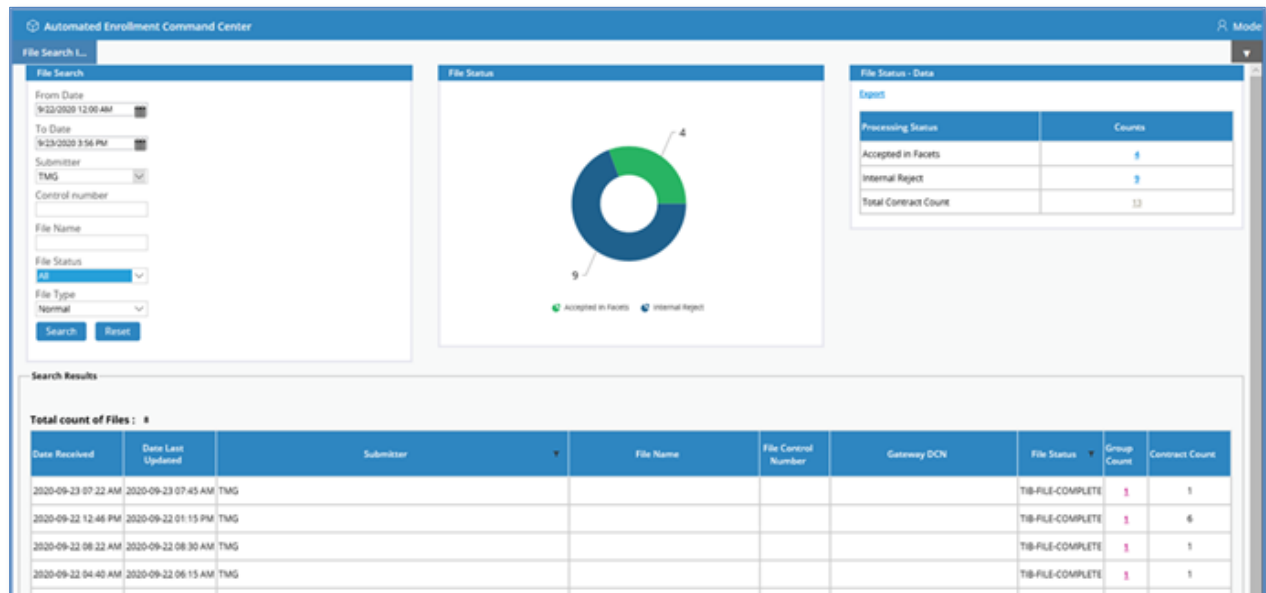
Search results are comprised of the following sortable headers:

- **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.

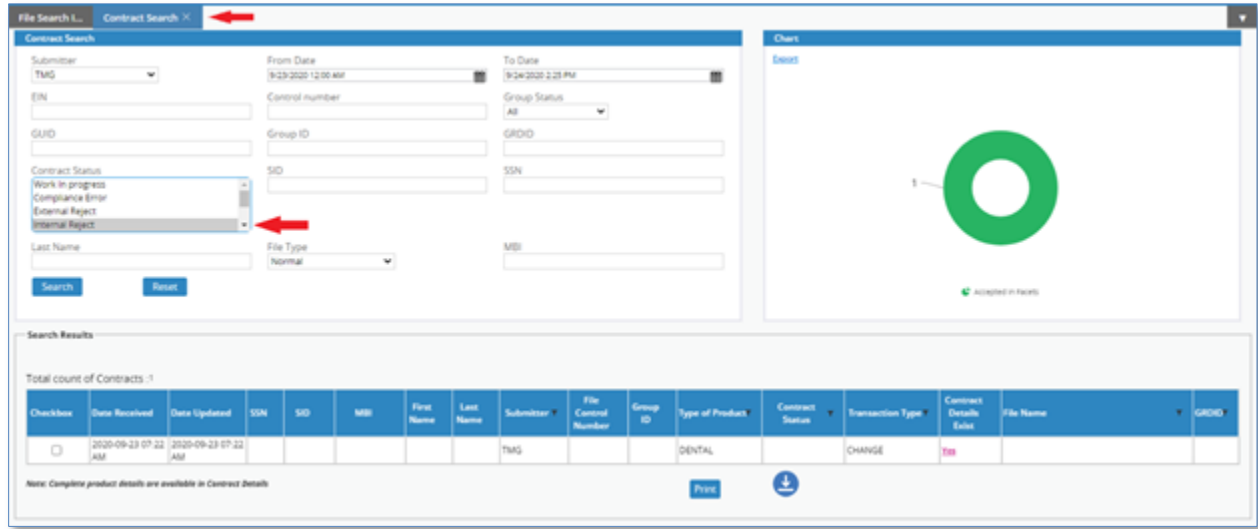
Click the desired header to sort the search results by ascending or descending order.

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.



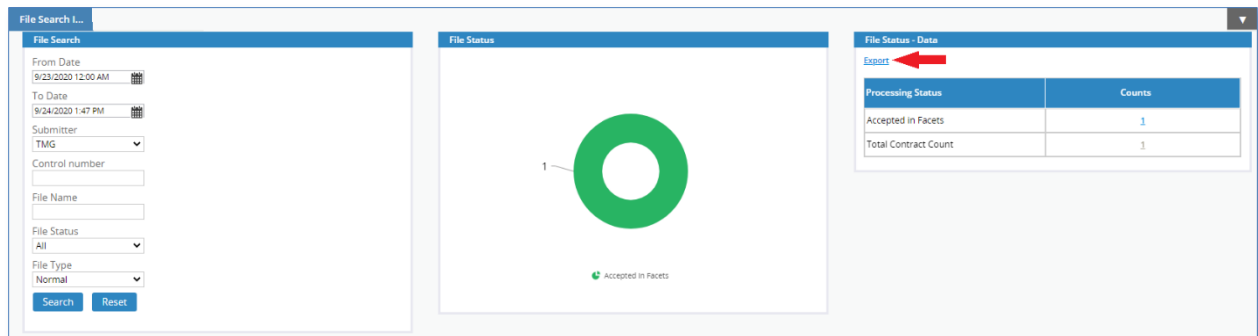



Users can click on the sortable **Contract Count** link of any specific processing status and be navigated directly to the **Contract Search** screen of the processing status.



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.

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.

File Search L...

File Search

From Date  
To Date  
Submitter  
TMIG  
Control number  
File Name  
File Status  
All  
File Type  
Normal  
Search Reset

File Status



1 Compliance Error

File Status - Data

Processing Status	Count
Compliance Error	1
Total Contract Count	1

Search Results

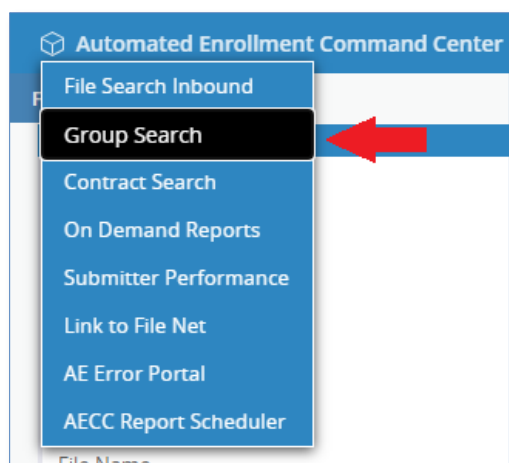
Total count of Files : 1

Date Received	Date Last Updated	Submitter	File Name	File Control Number	Gateway DCN	File Status	Group Count	Contract Count
2020-09-25 10:35 AM	2020-09-25 10:35 AM	TMIG					1	1

Download

## 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.



 A screenshot of the 'Group Search' results page. The page is divided into several sections:
 

- Group Search Filters:** Includes fields for Submitter (TMS), From Date (9/23/2020 12:00 AM), To Date (9/24/2020 3:59 PM), Group Status (All), EIN, File Type (Normal), and buttons for 'Search' and 'Reset'.
- Group Status:** A donut chart showing 1 group 'Accepted in Facsimile'.
- Group Status Data:** A table showing counts for 'Accepted in Facsimile' (1) and 'Total Contract Count' (1).
- Search Results:** A table with columns: Date Received, Date Updated, Submitter, File Control Number, File Name - Inbound, Group Name, Group ID, EIN, No. of Contracts, Group Status, Group Effective Date, and Details. The table shows one result for TMS with a status of '100% COMPLETE'.

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.

**Group Details**

Group Name	Date Group Received	09/23/2020	Next Anniversary	12/31/9999
Group ID	Group Effective Date	01/01/2020	No. of Contracts	1
EIN	Last Anniversary	12/31/9999		
	Current Anniversary	12/31/9999		

**Group Status**

Processing Status	Counts
Accepted in Facets	1
Total Contract Count	1

**Group Status**

1

Accepted in Facets

**Error Details**

Error Count	Code	Desc	Type	Member	Status
1	WQ492	Original Effective date does not match SOR. Original Effective date not updated.			

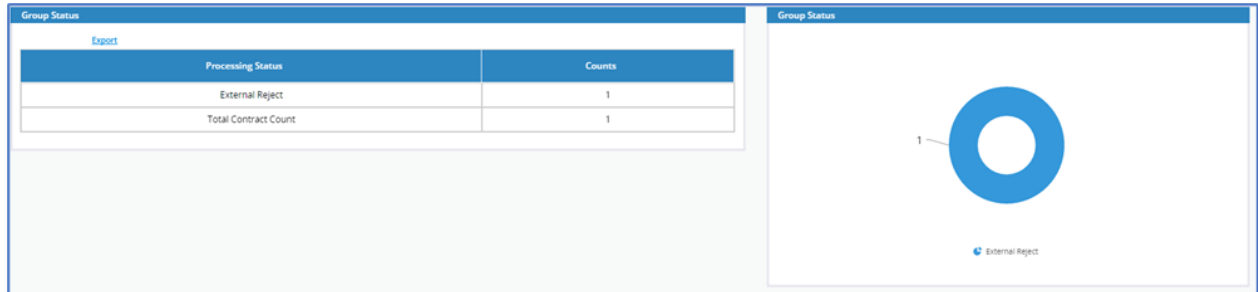
[Group Report](#)

- 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

**Group Details**

Group Name	Date Group Received	09/23/2020	Next Anniversary	12/31/9999
Group ID	Group Effective Date	01/01/2020	No. of Contracts	1
EIN	Last Anniversary	12/31/9999		
	Current Anniversary	12/31/9999		

- 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 screenshot shows the 'Error Details' pane with a table containing one row of error data:

Error Count	Code	Desc	Type	Member	Status
1	W2492	Original Effective date does not match SOR. Original Effective date not updated	W		

At the bottom right of the pane is a 'Group Report' button.

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.

This screenshot is identical to the one above, showing the 'Error Details' table and the 'Group Report' button. A red arrow points to the 'Group Report' button at the bottom right of the pane.

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

The Group Report has the following data elements:

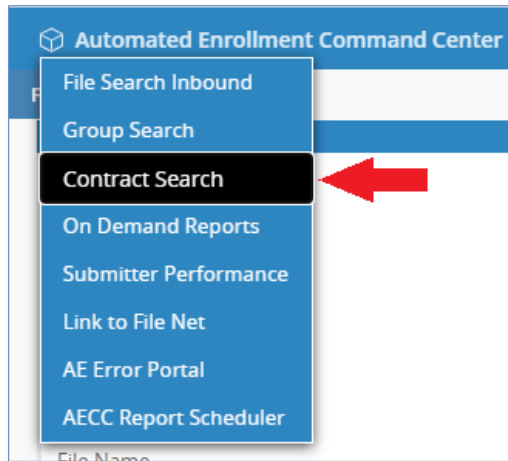
- Submitter ID
- X12\_CTC\_GUID
- Final Status
- Filename
- BGN02 Time Stamp
- Transaction Type
- Contract Type
- First Name
- Last Name
- SSN
- Effective date STG
- Group Name
- EIN
- INS04
- MSG\_RTNG\_CD
- MSG\_DESC
- MSG\_CD
- Staging table date and time
- Total No. of members in the contract

**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.



Contract Search

Submitter

TMG

From Date

9/27/2020 12:00 AM

To Date

9/28/2020 1:04 AM

EIN

Control number

Group Status

All

GUID

Group ID

GRDID

Contract Status

Internal Reject

SID

SSN

Last Name

File Type

Normal

MBI

Search

Reset

Chart

Export

1 Internal Reject  
3 Accepted in Facets

Search Results

Total count of Contracts :4

Checkbox	Date Received	Date Updated	SSN	SID	MBI	First Name	Last Name	Submitter	File Control Number	Group ID	Type of Product	Contract Status	Transaction Type	Contract Details Exist	File Name	GRDID
<input type="checkbox"/>	2020-09-28 12:56 AM	2020-09-28 12:56 AM						TMG			DENTAL	Internal Reject	TERM	Yes		
<input type="checkbox"/>	2020-09-28 12:51 AM	2020-09-28 12:51 AM						TMG			DENTAL	Internal Reject	TERM	Yes		
<input type="checkbox"/>	2020-09-28 12:51 AM	2020-09-28 12:51 AM						TMG			DENTAL	Accepted in Facets	ADD	Yes		
<input type="checkbox"/>	2020-09-28 12:25 AM	2020-09-28 12:25 AM						TMG			DENTAL	Internal Reject	ADD	Yes		

Note: Complete product details are available in Contract Details

Print

Download

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.

The screenshot shows the 'Group Search' interface. On the left, there are search filters for Submitter (TMG), From Date (9/24/2020 12:00 AM), To Date (9/25/2020 2:04 PM), Group Status (All), EIN, File Type (Normal), and buttons for Search and Reset. In the center, a donut chart shows the distribution of Group Status: 2 Compliance Error (orange) and 1 Internal Reject (blue). On the right, a 'Group Status Data' table shows counts for Compliance Error (2) and Internal Reject (1), with a Total Contract Count of 3. Below these, the 'Search Results' section shows a table with columns: Date Received, Date Updated, Submitter, File Control Number, File Name - Inbound, Group Name, Group ID, EIN, No. of Contracts, Group Status, Group Effective Date, and Details. The table lists three groups, all with 3 contracts. A red arrow points to the 'No. of Contracts' header link in the table.

Date Received	Date Updated	Submitter	File Control Number	File Name - Inbound	Group Name	Group ID	EIN	No. of Contracts	Group Status	Group Effective Date	Details
2020-09-25 10:25 AM		TMG						3		01/01/2020	Details
2020-09-25 08:22 AM		TMG						3		01/01/2020	Details
2020-09-25 12:51 AM	2020-09-25 01:00 AM	TMG						3	TRG-GRP-COMPLET		Details

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

The screenshot shows the 'File Search' interface. On the left, there are search filters for From Date (9/24/2020 12:00 AM), To Date (9/25/2020 11:34 AM), Submitter (TMG), Control number, File Name, File Status (All), and buttons for Search and Reset. In the center, a donut chart shows the distribution of File Status: 2 Compliance Error (orange) and 1 Internal Reject (blue). On the right, a 'File Status - Data' table shows counts for Compliance Error (2) and Internal Reject (1), with a Total Contract Count of 3. A red arrow points to the 'Internal Reject' count (1) in the table.

Processing Status	Counts
Compliance Error	2
Internal Reject	1
Total Contract Count	3

The screenshot shows the 'Contract Search' interface. On the left, there are search filters for Submitter (TMG), From Date (9/24/2020 12:00 AM), To Date (9/25/2020 2:18 PM), EIN, Control number, Group Status (All), GUID, Group ID, GROID, SID, SSN, Contract Status (Work in progress, Compliance Error, External Reject, Internal Reject), Last Name, File Type (Normal), and buttons for Search and Reset. In the center, a donut chart shows the distribution of Contract Status: 1 Internal Reject (blue). On the right, a 'Contract Search' table shows counts for Compliance Error (2) and Internal Reject (1), with a Total Contract Count of 3. A red arrow points to the 'Internal Reject' count (1) in the table.

Processing Status	Counts
Compliance Error	2
Internal Reject	1
Total Contract Count	3

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

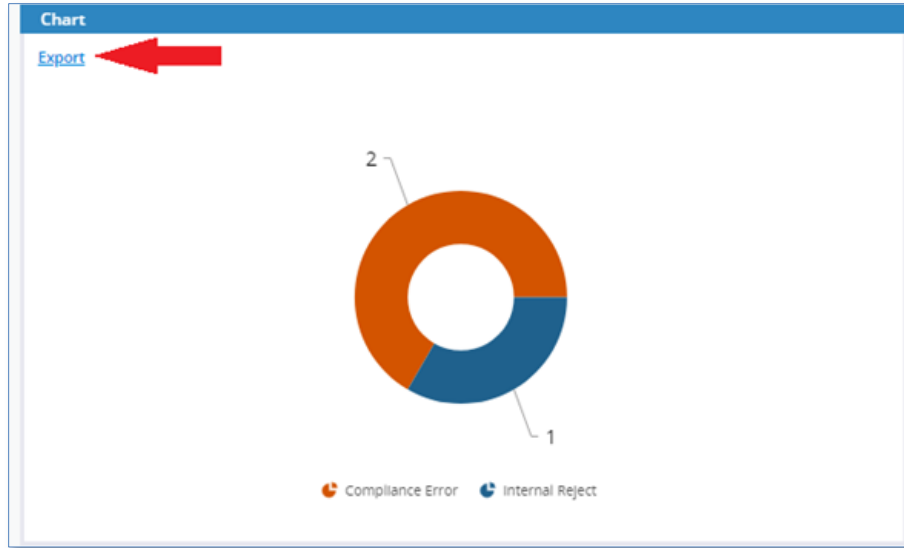
**Important:** When the contract details value **Yes** is enabled, the contract has passed staging and has made it through to the AE database. However, if the **Yes** is **greyed out**, the contract is either still in staging or it has been rejected and **did not make it to the AE database**.

**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 screenshot shows the 'Contract Search' interface. It includes a search form with fields for Subscriber (TNG), From Date (9/24/2020 12:00 AM), To Date (9/25/2020 2:10 PM), EIN, Control number, Group Status (All), GUID, Group ID, GRDID, SID, SSN, Last Name, File Type (Normal), and MBI. A 'Search' button is present. To the right, a 'Chart' section shows a donut chart with two segments: 'Compliance Error' (orange) and 'Internal Reject' (blue). Below the search form, the 'Search Results' section displays a table of contracts. The table has columns for Checkbox, Date Received, Date Updated, SSN, SID, MBI, First Name, Last Name, Subscriber, File Control Number, Group ID, Type of Product, Contract Status, Transaction Type, Contract Details, File Name, and GRDID. The table shows three rows of data, with the third row highlighted in blue and the 'Contract Details' column containing a red box with the text 'Yes'. A 'Print' button is located at the bottom right of the table.

The Contract Details section displays the following sections:

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

The screenshot shows the 'Contract Details' section. It includes a 'Print' button at the top left. Below it, the 'GUID' section displays the value '232964972-158756127-1-0001-915901352-20200805-1440211-C805E40F-3188-4A0F-A6D7-623C54A5'. Below the GUID section, the 'Contract Information' section displays a table with four columns: Group ID, SubGroup ID, SID, and Class ID. The table shows the following data:

Group ID	SubGroup ID	SID	Class ID
CC01			CC01

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

Name	RelationshipCode	DOB	Status	SubscriberId	MEMB_KEY
	18 - Self		Internal Reject		<a href="#">View Member Detail</a>

Elected Units	Product Description	Type of Product	Maintenance TypeCode	Product Benefit Begin date	Product Benefit End date
	Dental	DEN	001 - Change	08/01/2020	

**Member Details**  
 LastName  
 Title  
 FirstName  
 MiddleInitial  
 Gender  
 Relationship  
 Suffix  
 BirthDate  
 SSN  
 TIN  
 Employment Status  
 MaritalStatus  
 WorkPhone

**Address**  
 Home Address  
 Member AddressLine1  
 Member AddressLine2  
 MemberCity  
 MemberState  
 Member Zip Code  
 Member Country  
 Home Phone  
 Email  
 Mailing Address  
 Member AddressLine1  
 Member AddressLine2  
 Member City  
 Member State  
 Member Zip Code  
 Member Country

**Member Eligibility**  
 Pregnancy SEP  
 COBRA Indicator: No  
 Maintenance Reason  
 Term Date

**PCP**  
 PCPID  
 PCPEffective Date  
 PCPChange Reason

**Medicare**  
 Medicare Plan Code  
 Medicare ID  
 Medicare Begin Date: 08/01/2020  
 Medicare End Date

**Sub Rate**  
 Smoke Indicator

**RELICC Details**  
 Race: ?(Race not provided)  
 Language: UNK(Unknown)  
 Ethnicity: NOT(Not provided/no response)  
 Country of Birth: UNK(Unknown)

The Error Details section shows the following data elements:

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

Error Details			
Member First Name	Member Last Name	Error Code	Error Description
		E3133	No relationship exists between Submitter and Group

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

The screenshot shows the 'Contract Details' tab in the AECC interface. A red arrow points to the 'Print' button in the top left corner. The interface includes sections for GUID, Contract Information, Member Status, and Product Details.

**Contract Information**

Group ID	SubGroup ID	SID	Class ID

**Member Status**

Name	RelationshipCode	DOB	Status	SubscriberId	MEMB_KEY
	IS - Self		Internal Reject		<a href="#">View Member Detail</a>

**Product Details**

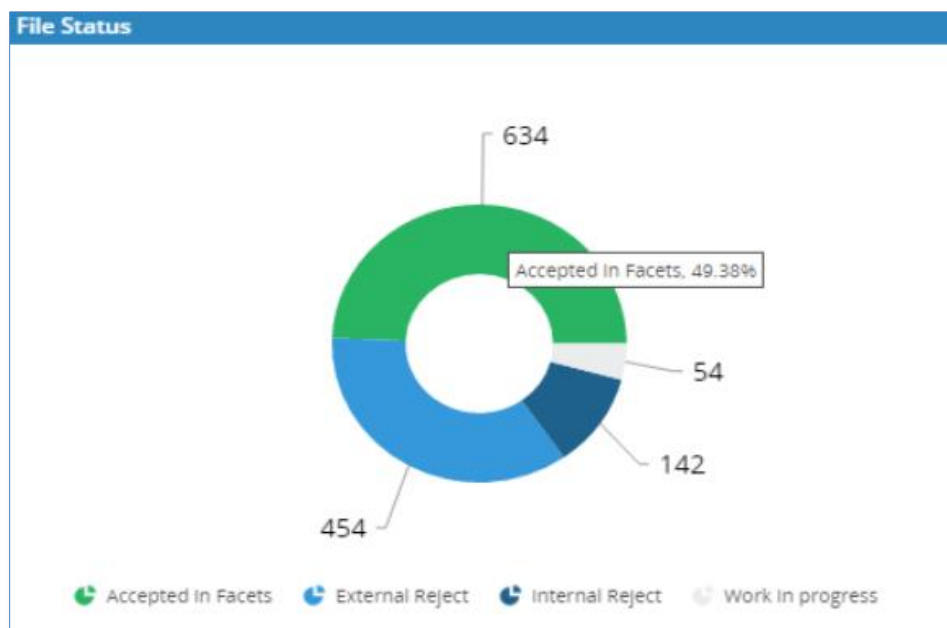


## Contract Status

The available Contract Status' within the AECC are:

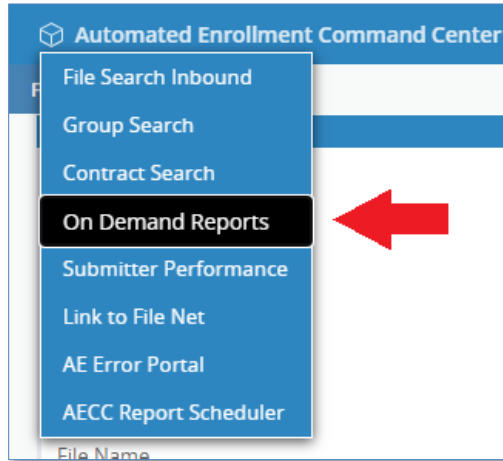
- Work In Progress
- Compliance Error
- External Error
- Internal Error
- Accepted in Facets
- Unknown Status

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.



The screenshot shows the 'On Demand Report' search interface. It includes a 'Submitter' dropdown menu set to 'TMG', a 'From Date' field set to '9/25/2020 12:00 AM', and a 'To Date' field set to '9/26/2020 10:17 PM'. There are 'Submit' and 'Reset' buttons below the fields.

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.

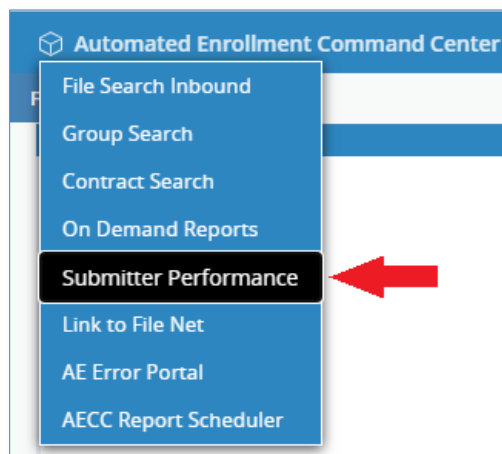
The system limits the number of records to 10K for search criteria in a report. If more than 10K records are found, the system will display the following error message: ***Result set exceeds 10K records please refine your search***

- 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

[illegible]

## Submitter Performance

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



File Search L... Submitter Per... X

Filter & Instructions

Select a Date Range or Submitter

Submitter: TMG From Date: 9/1/2020 12:00 AM To Date: 9/27/2020 10:53 PM

Search

☐ Send only to me

Send To Group: Add Item, Delete

Send Email

Submitter Performance Statistics

Export to PDF Export to Excel

Submitter ID	Submitter Name	Total Contract Count	Total Member Count	External Errors	External Errors %	External Pass %	Internal Errors	Internal Errors %	Internal Pass %	Overall Pass %
	TMG	232	234	8	3.45	96.55	82	35.34	64.66	61.21

Users can filter Submitter performance by:

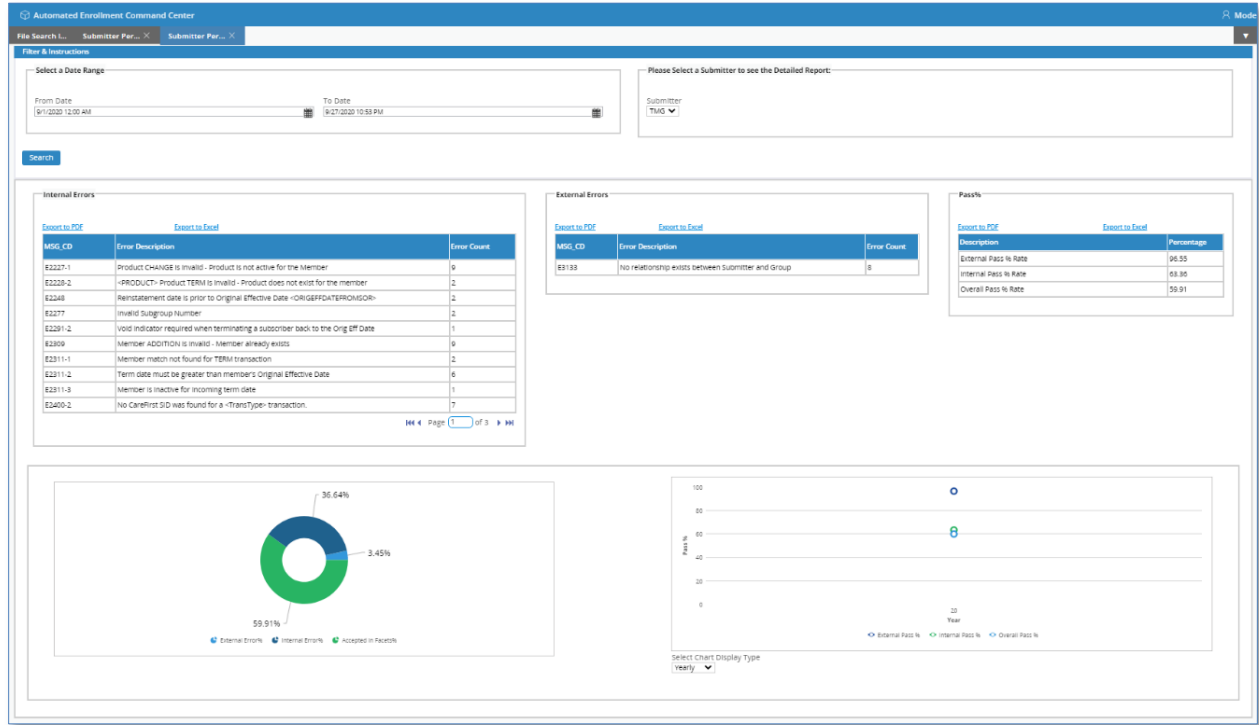
- Submitter (TMG)
- From Date
- To Date

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.

Submitter Performance Statistics

[Export to PDF](#) [Export to Excel](#)

Submitter ID	Submitter Name	Total Contract Count	Total Member Count	External Errors	External Errors %	External Pass %	Internal Errors	Internal Errors %	Internal Pass %	Overall Pass %
	TMG	232	234	8	3.45	96.55	82	35.34	64.66	61.21

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

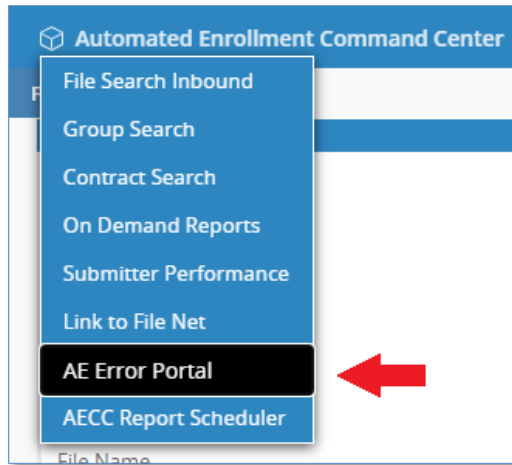
The Submitter Performance Details page is comprised of the following sections:

- 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 %

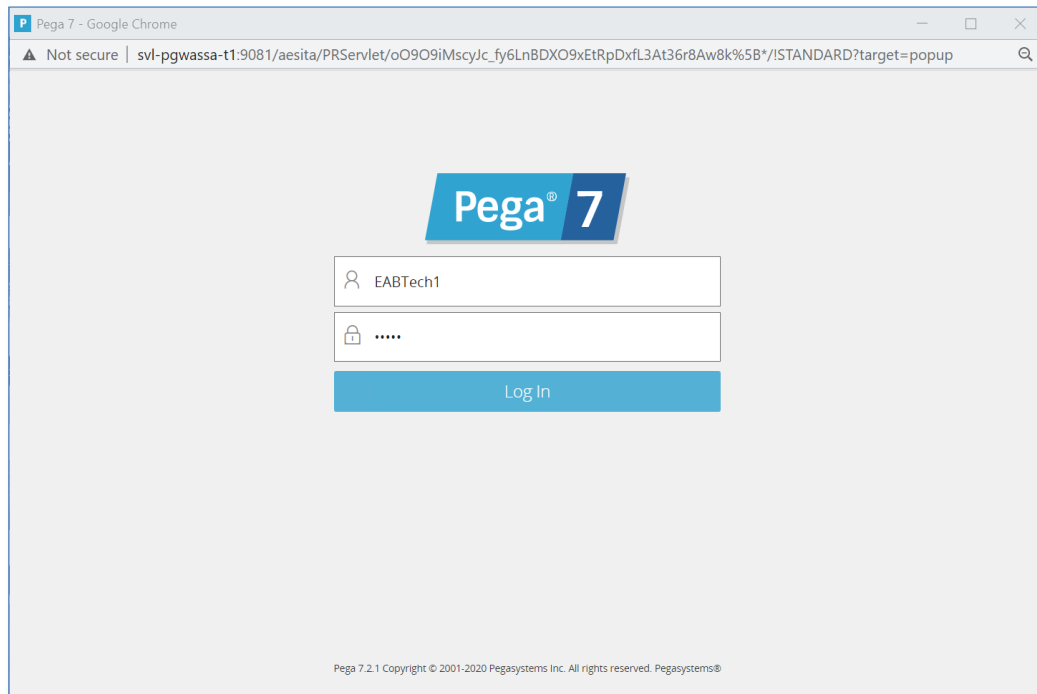
**Note:** The AECC provides the ability to export the table and chart individually in the Submitter Performance and Submitter Performance Details screen

## 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:

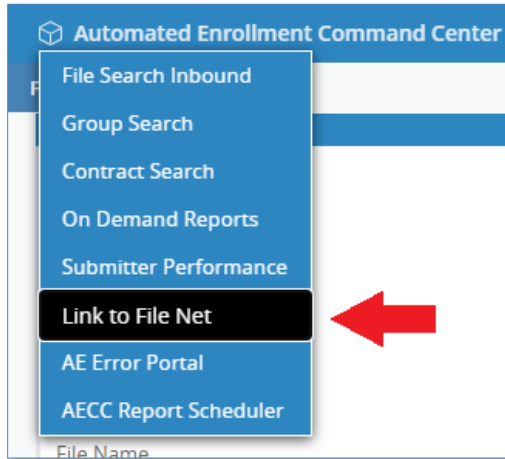




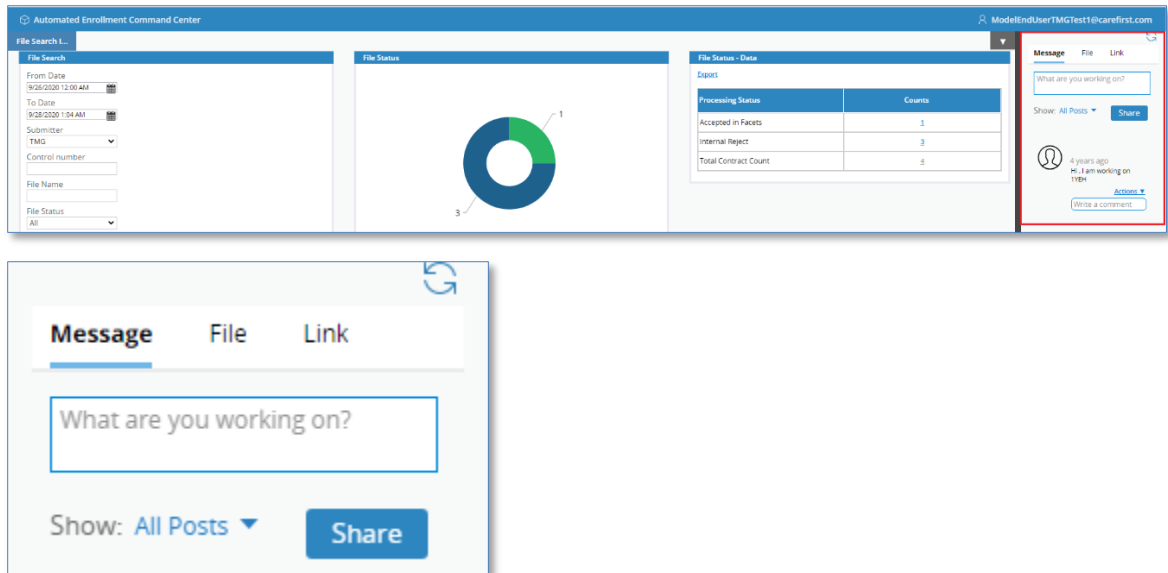
## General Center Functionality

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:**







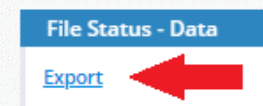


- **Message:** Users can enter a comment and click the **Share** button to post the message to the dashboard for other AECC users
- **File:** Users can attach documents from an external drive by clicking File → Browse and select the file to attach.
- **Link:** Users can click the Link button to attach 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
<b>AE2</b>	Automated Enrollment System for processing enrollments of CD SBU and SM SBU
<b>AECC</b>	Automated Enrollment Command Center
<b>AXWAY</b>	The CareFirst Secure File Transport mechanism that receives and routes to all internal downstream processes
<b>BAM</b>	Business Activity Monitoring
<b>BC</b>	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.
<b>CMS</b>	Center for Medicare Services
<b>Date Received</b>	When the file was received in the AE2 database
<b>DCN</b>	Document Control Number
<b>EIN</b>	Employer Identification Number
<b>File Name</b>	Original File name sent by the submitter
<b>File Control Number</b>	Control number is unique and it is in ISA segment
<b>IEP</b>	Initial Enrollment Period for MAPD, follows guidance outlined by CMS.
<b>INS04</b>	Maintenance Reason Code
<b>GEP</b>	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
<b>OEP</b>	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.
<b>MA</b>	<b>Medicare Advantage Plan;</b> allows subscriber(s) to enroll in PART D as well (though not Part A & B)

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