

carrier connect

With the passing of the 1996 HIPAA Act all medical, dental, and vision insurance providers are required to have the ability to receive enrollment data electronically. Take away all the industry jargon and this simply means a company should have the option of sending enrollment data in an electronic format to their insurance providers.

True Carrier Connectivity is more than just a text file.

Carrier connectivity is a very complicated process and very few HR systems provide “true” connectivity. There are a lot of vendors taking advantage of the convoluted legislation surrounding the law who claim to provide carrier connectivity through the creation of a report. Carrier Connectivity is more than just a simple text file or Microsoft Excel file. According to HIPAA legislation, this is not true connectivity and many carriers may be breaking the law without realizing it.

How does HROffice Carrier Connect work?

HROffice Carrier Connect outputs eligibility data in the government regulated ANSI 834 standard format for health plans and extended custom formats for non-health plans. The information is then accurately, securely, and electronically communicated from HROffice to both HIPAA and non-HIPAA insurance providers via a clearinghouse service. Currently the Ascentis Carrier Connect Clearinghouse has established relationships with most the of the nation’s leading insurance carriers. To achieve a truly paperless open enrollment, an organization can ask employees to make benefits elections online using HROffice Self-Service.

Carrier Connect Catches

Despite the best of efforts, mistakes are made as insurance providers enter benefits data from handwritten, photocopied, and faxed employee benefits enrollment forms. Read how HROffice customers used HROffice Carrier Connect to discover their insurance carriers’ databases were seriously out-of-date.

- A 171-employee organization reconciled with their vision insurance carrier and discovered five employees who should have been covered were missing, nine employees who shouldn’t have been covered were active, and one employee had an incorrect SSN. The SSN wasn’t just off by one digit; it was somebody else’s SSN! This is a 8.8% error rate.
- A 72-employee organization was being billed by their vision carrier for 79 employees. Seven employees who had been terminated in the past few months had not been dropped from the vision plan. This is a 9.7% error rate.
- An insurance broker entered 50 employees from Company A’s dental plan onto Company B’s plan. Company B had been paying for 50 extra employees for quite awhile before the mistake was caught. This is a 100% error rate.