



# Monitoring Your eExchange Report

Blue Cross and Blue Shield of Louisiana has partnered with Benefitfocus\* to administer electronic data interchange (EDI) transactions (834 files), called eExchange. As the reporting contact for your group, monitoring your report is **extremely important**. Here's why:

- Reviewing each report will ensure all your employees' correct demographic data and their associated elections or changes are transmitted and loaded correctly into the Louisiana Blue membership system.
- The report gives you an accurate, behind-the-scenes look of how your group's enrollment information is being received and processed.
- The report is only available for **seven days** after Benefitfocus uploads it to your secure file-transfer protocol (SFTP) site.
- Our top priority is your group's benefit election process. To avoid any complications, including access to care, we need your assistance with correcting exceptions **prior** to your next scheduled EDI file.

\*Benefitfocus is an independent company providing Electronic Data Exchange (EDI) services to Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc.



# This is how it works:



## We will post your report

Within 48 hours of the file transmission from the Group, Benefitfocus will post reports to your SFTP site.



## You will review each tab of your report

**Summary:** This tab gives an overview of the processed file and will list the count for all adds, terms and updates, as well as the count for exceptions and tolerable exceptions.

**Activity:** Each Louisiana Blue member is listed on this tab, which includes a detailed, member-specific description of all changes on the specific feed. Any member who does not have an update will not have any specific change noted in their details.

**Exceptions:** Members who have failed a validation step and are not sent to Louisiana Blue are listed on this tab with the specific error that caused the contract to be held back. This must be corrected within your group's payroll and/or benefits administration system and resent on the following feed. These errors will persist until corrected.

**Tolerable Exceptions:** Members that have failed a validation but will be sent to Louisiana Blue are listed on this tab with the specific failed validation. This must be corrected within your group's payroll and/or benefits administration system and resent on the following feed. These errors will persist until corrected.

**Termed By Absence:** Members who were missing from the file are automatically applied a termination date for the end of the month in which the file was sent.

**No Activity:** This lists your Louisiana Blue members on the file who have no changes from one week to the next.

**Drops:** Members who have dropped off the file feed without a termination sent for their coverage are populated to this tab. The members may also appear on one of the above tabs. [Please note that these members will only be reported once; this notice is not pulled forward. These members will also remain active in Louisiana Blue's system until addressed on your file.](#)

**Effective Date Only Change:** This shows information for you as the reporting contact. No call to action is needed with the details contained on this tab.



## You will update your system to reflect validated data

You will correct data for any exceptions or make any necessary modifications to changes. Benefitfocus will send the updated member data to Louisiana Blue in the next scheduled file. Any manual corrections can be sent directly to Louisiana Blue; however, this should still be updated within your payroll system to ensure the correct data is not overwritten by the incorrect file data.

## Questions?

If you have any questions, please contact [eExchangeBCBSLAMangement@benefitfocus.com](mailto:eExchangeBCBSLAMangement@benefitfocus.com).