**The tables below list EUTF’s functional requirements for the Benefits Administration System.** Requirements have been broken into two types: mandatory and optional.Mandatory requirements are further broken out based on the degree of flexibility available in delivering the requirement.Offerors must confirm that they meet all mandatory functional requirements as identified below. An offeror's failure to meet these requirements will cause their proposal to be considered non-responsive and rejected.

Offerors should understand that while this list of requirements is extensive, it does not contain the full and complete scope of EUTF’s functional specifications. The winning vendor will receive business requirements documentation and will work with EUTF subject matter experts to expand these specifications into fully developed use cases on which the system function and configuration will be based.

The tables in the following sections reference different flexibility levels. The table below describes EUTF’s definitions of these priorities and the specific implementation rules. The Offeror must include in their fixed-price bid all functionality included in the Mandatory Requirements.

|  |  |  |
| --- | --- | --- |
| **Flexibility Rating** | **Definition** | **Comments** |
| **Rating 1** | **Mandatory** – No flexibility in how requirement is met | EUTF must have this requirement and it must be implemented to adhere to business rules and/or legislation. The solution must meet the requirement and conform to EUTF’s business process. The vendor must include in their fixed-price bid all functionality identified as Rating 1. |
| **Rating 2** | **Mandatory** – Flexible in how requirement is met | EUTF must have this requirement but is flexible in the way it is designed and implemented. EUTF will adjust its business process to meet the solution. The vendor must include in their bid all functionality identified as Rating 2. |
| **Rating 3** | **Optional** – Desired if requirement can be met without additional cost | EUTF would like this requirement fulfilled, but understands it might be outside the scope of the vendor’s BAS solution. |

Optional requirements are listed after all mandatory requirements. OFFEROR must confirm if they can or cannot meet each requirement within their fixed price proposal. If the requirement can be met at additional cost, OFFEROR should select “Additional” and include details in the Summary tab of Appendix D, *Cost Proposal Workbook*.

**For the mandatory requirements, indicate the Degree of Customization Required in the applicable field:**

1. **Configuration**. Existing system functionality will be configured to deliver the requirement. This includes setting of parameter values, updates to factor and value tables, updating rules engines, and selection from any available configuration options within the existing software release. Configuration changes would not be expected to have any impact on future software updates.
2. **Minor Customization**. To meet the requirement, existing functionality will be modified to incorporate unique EUTF customizations not within the existing software release. This includes customization within well-defined exit/entry points within the system, interface file format definitions, custom formulas, custom SQL or SQR code for queries or reports, and addition/modification of data fields. Minor Customizations would not be expected to have an impact on future software updates.
3. **Major Customization**. Existing functionality to meet the requirement does not currently exist within an existing module, feature, or system component. This includes EUTF-specific extensions/enhancements/customizations to existing functionality, EUTF-specific APIs, protocols, or standards, and back-porting features from another version of the system. These are customizations that would not normally be reviewed or tested by the Contractor as part of their general System release testing and validation. Special care would be required to ensure compatibility with future software updates.
4. **Other** (describe in comments). Existing functionality to meet the requirement does not currently exist and would require either a new functionality be added to the System, e.g. a new module, feature, or system component, the use of third-party technology specifically to meet EUTF’s requirement, or the requirement will be met outside of the System either manually or with a standalone tool.

# MANDATORY REQUIREMENTS

**Complete this section by checking either “Yes” or “No” below.** Offerors who select “No” will be deemed non-responsive and rejected.

| **Do you agree your firm can meet all Mandatory Functional Requirements listed below (Ratings 1 and 2)?** | **Meets All Requirements?** |
| --- | --- |
| Yes No |

## 

## 01\_New Member and Returning Member Enrollment

|  |
| --- |
| New and returning members undergo an enrollment process administered by the EUTF to verify a member’s eligibility for insurance and his/her enrollment into insurance benefits. It includes processing the enrollment form, confirming employment information, setting-up the individual in the EUTF benefit administration system and creating insurance premium deductions. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 1.01 | Eligibility and Enrollment | The system will provide the capability to disable a member’s ability to enroll in insurance benefits based on a configurable number of days following his/her date of hire. | 2 |  |  |
| 1.02 | Workflow and Case Management | The system will send an error notice to a member if the member attempts to enroll for insurance benefits outside the time period permitted for enrollment. | 2 |  |  |
| 1.03 | Eligibility and Enrollment | The system will have the capability to offer multiple effective date options to members per EUTF policies. | 2 |  |  |
| 1.04 | Billing | The system will have the capability to apply premium deductions accurately to employees’ payroll based on their insurance effective date selection for the first premium deduction and all subsequent premium deductions. | 2 |  |  |
| 1.05 | Configurability | The system will have the capability to process retroactive transactions for past-dated effective dates. | 2 |  |  |
| 1.06 | Reports, Forms & Communications | The system will automatically send the Health Insurance Premium Deductions Notice to a member whose pay period deductions amounts are initially increased to collect additional premiums owed based on the effective date chosen. | 2 |  |  |
| 1.07 | Reports, Forms & Communications | The system will have the capability to generate and send an enrollment Rejection Letter when needed, e.g., the enrollment form and supporting documentation are not received within 45 days of date of hire for active employees and 60 days from date of retirement for retirees or a user determines the member is not eligible for coverage. | 2 |  |  |
| 1.08 | Workflow and Case Management | The system will prompt the member for supporting documentation if a dependent election is made and will accept supporting documentation in multiple formats (ex. digital uploads, paper copies scanned and imaged). | 2 |  |  |
| 1.09 | Workflow and Case Management | The system will allow for review and approval process of supporting documentation for dependent enrollment for all formats for which it is received. | 2 |  |  |
| 1.10 | Workflow and Case Management | The system will display status of dependent verification (pending, approved, rejected). | 2 |  |  |
| 1.11 | Eligibility and Enrollment | The system will allow for partial processing of a transaction when verification for some dependents is received but not others. | 2 |  |  |
| 1.12 | Workflow and Case Management | The system will set incomplete enrollment transactions to pending until all required information/documentation is received and then automatically update the transaction status to complete upon the receipt and confirmation of the required information. | 2 |  |  |
| 1.13 | Workflow and Case Management | The system will automatically terminate dependents who age out of coverage per EUTF business rules and send a communication to notify the subscriber of the change in coverage. | 1 |  |  |
| 1.14 | Billing | The system will automatically adjust insurance premium deductions for a member whose dependent terminates due to no longer meeting eligibility requirements. | 2 |  |  |
| 1.15 | Workflow and Case Management | The system will automatically generate COBRA election notices when coverage terminates, and the member/dependent is COBRA eligible. | 1 |  |  |
| 1.16 | Workflow and Case Management | The system will send a notice to the user if the individual being enrolled in insurance is already in the system as a member or dependent. | 2 |  |  |
| 1.17 | Eligibility and Enrollment | The system will not allow a person to be dually enrolled in EUTF benefit plans. | 1 |  |  |
| 1.18 | Configurability | The system will have the capability to uniquely identify members and their associated dependents. | 2 |  |  |
| 1.19 | Calculations | The system will have the capability to calculate and bill members for additional premiums owed if two family linked members enroll in more than two self-plans. | 2 |  |  |
| 1.20 | Eligibility and Enrollment | The system will have the capability to issue a warning to family linked members that additional premiums are owed if more than two self-plans are elected. (Ex. Self and Family or Self and Two-Party). | 2 |  |  |
| 1.21 | Configurability | The system will have the capability to apply a family link to member accounts. | 2 |  |  |
| 1.22 | Eligibility and Enrollment | The system will not allow a member to enroll in more than one plan for the same coverage type (e.g. EUTF medical and HSTA VB medical). | 1 |  |  |
| 1.23 | Eligibility and Enrollment | The system will rollover a member’s insurance elections under the new employer if employment change type is a transfer as indicated by EUTF business rules and policies. | 2 |  |  |
| 1.24 | Eligibility and Enrollment | The system will not allow insurance election changes for a transfer of employment. | 2 |  |  |
| 1.26 | Calculations | The system will automatically calculate and adjust the employer contributions for a member who has a change of public employer. | 2 |  |  |
| 1.27 | Eligibility and Enrollment | The system will permit insurance enrollment changes for members who have a change in public employer if the member is transferring from County to State. The system will prompt the user for PCP enrollment. | 2 |  |  |
| 1.28 | Eligibility and Enrollment | The system will automatically rollover a member’s insurance elections for a member who has a change in public employer and they will remain in place if no election modifications are made after 45 days from the event date. | 2 |  |  |
| 1.29 | Eligibility and Enrollment | The system will permit an initial PCP election up to 45 days from the employee’s date of hire and will notify a member to contact EUTF if a member attempts to change an election within 45 days or if member attempts to make an initial PCP election beyond 45 days from the employee’s date of hire. | 2 |  |  |
| 1.30 | Eligibility and Enrollment | The system will have the capability to require a PCP election from active State employees when the member initially enrolls in insurance benefits. | 2 |  |  |
| 1.31 | Eligibility and Enrollment | The system will have the capability for an EUTF staff member with the proper permissions, to modify a PCP election for a newly hired employee beyond 45 days from the employee’s date of hire. | 2 |  |  |
| 1.32 | Calculations | The system will have the capability to calculate insurance premium deductions for PCP to correspond with all effective date options for the member. This may include retroactive adjustments. | 2 |  |  |
| 1.33 | Eligibility and Enrollment | The system will use employment information per EUTF’s business rules and policies to confirm member eligibility for insurance coverage. For example, enrollment in VEBA plans is limited to VEBA employees. A VEBA employee may enroll in EUTF plans; however, once enrolled in EUTF plans, they cannot enroll back into VEBA. | 2 |  |  |
| 1.34 | Workflow and Case Management | The system will use a configurable workflow to process enrollments. | 2 |  |  |
| 1.35 | Calculations | The system will calculate insurance premium deductions (pretax and post-tax) based on the coverages for which the member enrolls. | 2 |  |  |
| 1.36 | Eligibility and Enrollment | The system will allow for enrollees to elect between different plan options, including an option to waive available insurance benefits. | 2 |  |  |
| 1.37 | Reports, Forms & Communications | The system will provide members with a confirmation statement that summarizes insurance elections, insurance premium costs and benefit effective dates once enrollment is complete. | 2 |  |  |
| 1.38 | Workflow and Case Management | The system will generate an electronic notification to the member’s employer advising of the member’s insurance enrollment if the employer is designated to receive employee enrollment information. | 2 |  |  |
| 1.39 | Configurability | The system will have the capability for EUTF to designate if an employer is authorized to receive employee enrollment information. | 2 |  |  |
| 1.40 | Interface | The system will provide the capability to generate 834 files to TPA partners on a schedule determined by EUTF. | 2 |  |  |
| 1.41 | Eligibility and Enrollment | The system will allow for elections of insurance benefits to be made per EUTF business rules. | 2 |  |  |
| 1.42 | Usability | The system will provide the ability for enrollment transactions to be manually keyed or corrected by designated EUTF staff. | 2 |  |  |
| 1.43 | Usability | The system will allow an internal EUTF user with appropriate permissions to override or undo any insurance enrollment transaction. | 2 |  |  |
| 1.44 | Configurability | The system will provide the capability to update enrollment eligibility requirements through configuration, without the need for programming updates. | 2 |  |  |
| 1.45 | Reports, Forms & Communications | The system will allow for the querying of enrollment data to create enrollment reports. | 2 |  |  |
| 1.46 | Member Record Data | The system will allow for the adding and changing of beneficiary(ies) after a member is enrolled in life insurance. | 2 |  |  |

## 02\_Life Events and Benefit Changes

|  |
| --- |
| The Life Event process for members generally refers to the process the EUTF completes to process a member’s change or modification to his/her benefits as the result of a qualifying event. Members can also make changes to their insurance benefits annually during the open enrollment period. Employee changes include adding and removing dependents, changing coverage tiers (ex. Single coverage to Family coverage) and opting out or waiving coverage. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 2.01 | Configurability | The system will have the capability to offer different plan options and tiers for the same benefit type. | 2 |  |  |
| 2.02 | Eligibility and Enrollment | The system will have the capability to display a member’s benefit enrollment options based on member demographic and employment information. | 2 |  |  |
| 2.04 | Eligibility and Enrollment | The system will have the capability to restrict member benefit changes from EUTF plans to HSTA VB plans. | 2 |  |  |
| 2.05 | Eligibility and Enrollment | The system will have the capability to permit a change from an HSTA VB plan. | 2 |  |  |
| 2.06 | Eligibility and Enrollment | The system will have the capability to require the member select certain bundled plans (Ex. Med/RX & Vision for a member) and restrict unbundling of same plans subject to EUTF business rules and policies. | 2 |  |  |
| 2.07 | Eligibility and Enrollment | The system will have the capability to permit changes to a State employee's PCP election during open enrollment. | 2 |  |  |
| 2.08 | Eligibility and Enrollment | The system will have the capability to include PCP enrollment options for State employees who are eligible for insurance plans with the PCP deduction option per EUTF business rules. | 2 |  |  |
| 2.09 | Workflow and Case Management | The system will create a workflow queue item upon receipt of a PCP plan election form to manage review and approval of a PCP election change. | 2 |  |  |
| 2.10 | Workflow and Case Management | The system will require confirmation of the PCP election (when applicable) as part of processing a State employee's life event. | 2 |  |  |
| 2.11 | Calculations | The system will calculate changes to insurance premium deductions based on changes from PCP elections on a prospective basis except for the enrollment of a newborn/newly adopted child which will calculate retroactive to the date of birth/adoption/placement for adoption. | 2 |  |  |
| 2.12 | Calculations | The system will calculate premium forfeitures until the end of the plan year if a PCP enrollment change is requested more than 90 days from a qualifying event (Ex. Divorce, death, ineligible student). | 2 |  |  |
| 2.13 | Workflow and Case Management | The system will create a workflow queue item when an enrollment form for a change is received to manage and review the enrollment change request. | 2 |  |  |
| 2.14 | Eligibility and Enrollment | The system will have the capability to automatically send a rejection notice to a member based on a configurable number of days from a life event. For example, if the enrollment change request is received 181 days or later from the birth date of a newborn, 61 days or later from the retirement or new survivor (retiree death date) date or 46 days or later for all other qualifying event dates. | 2 |  |  |
| 2.15 | Calculations | The system will have the capability to accept and process retroactive effective coverage dates for active employees and their dependents. This includes premium calculations and deductions. | 2 |  |  |
| 2.16 | Reports, Forms & Communications | The system will generate an enrollment confirmation letter which provides a summary of insurance coverages changes for the member after a qualifying event is processed. | 2 |  |  |
| 2.17 | Calculations | The system will have the capability to designate and process future effective dates for insurance coverages. This includes calculation and deductions of correct insurance premiums. | 2 |  |  |
| 2.18 | Eligibility and Enrollment | The system will automatically send a rejection letter to a member if enrollment request for the member’s dependent child is received 61 days or later from the loss of eligibility from CHIP or Medicaid or from when they are first notified of the loss of CHIP/Medicaid coverage. | 2 |  |  |
| 2.19 | Eligibility and Enrollment | The system will permit enrollment of dependent children who lose eligibility in Medicaid or CHIP up to 60 days from the loss of eligibility or from when they are first notified of the loss of Medicaid coverage. | 2 |  |  |
| 2.20 | Eligibility and Enrollment | The system will have the capability to permit enrollment changes for all eligible members without a life event during a designated period of time (open enrollment period) as determined by EUTF. | 2 |  |  |
| 2.21 | Eligibility and Enrollment | The system will have the capability for a member’s insurance elections to be modified by plan type, tier type and/or the addition and subtraction of dependents. | 2 |  |  |
| 2.22 | Calculations | The system will have the capability to recalculate a member’s insurance premium deductions based on insurance plan and tier election changes. | 2 |  |  |
| 2.23 | Workflow and Case Management | The system will notify an EUTF user to confirm eligibility for enrollment if a user attempts to enroll a member or dependents in insurance coverage for a member whose coverage was canceled for non-payment of premiums. | 2 |  |  |
| 2.26 | Configurability | The system will require enrollment of children into insurance plans for any member whose dependent child is linked to a QMCSO. | 2 |  |  |
| 2.27 | Eligibility and Enrollment | The system will have the capability to permit a user with proper permissions to override a benefit election for a member designated with a QMCSO. | 2 |  |  |
| 2.28 | Eligibility and Enrollment | The system will automatically rollover a member’s current elections for insurance benefits if no elections are made during an open enrollment period. | 2 |  |  |
| 2.30 | Calculations | The system will have the capability to calculate and update member premium deductions based on current plan rates after each open enrollment period. | 2 |  |  |
| 2.31 | Workflow and Case Management | The system will create a workflow queue item upon receipt of an enrollment change request from a member to manage, review and approve member benefit election changes. | 2 |  |  |
| 2.32 | Workflow and Case Management | The system will permit changes to a member’s and/or dependent’s insurance elections outside of open enrollment if a life event, as defined by EUTF’s business rules, has occurred. | 2 |  |  |
| 2.33 | Workflow and Case Management | The system will have the capability to record life event changes on the member record, including effective dates of new insurance coverages, workflows and statuses. | 2 |  |  |
| 2.34 | Workflow and Case Management | The system will have the capability to associate supporting documentation with a qualifying life event. | 2 |  |  |
| 2.35 | Configurability | The system will allow a user with the proper permissions to override or undo any insurance changes. | 2 |  |  |
| 2.36 | Workflow and Case Management | The system will automatically set dependent enrollment transactions to pending until all required information/documentation is received and then trigger a workflow item to update the transaction status upon receipt of the required information. | 2 |  |  |
| 2.37 | Workflow and Case Management | The system will trigger workflow task queue items to internal EUTF users when required evidence documentation to support an election change is received to allow the documents to be reviewed for approval or additional follow up. | 2 |  |  |
| 2.39 | Workflow and Case Management | The system will have capabilities for members to make insurance benefit election changes online through a member portal. Election changes made in the member portal will trigger a workflow to evaluate and approve active employee and/or retiree election changes. | 2 |  |  |
| 2.40 | Eligibility and Enrollment | The system will have the capability to enroll and/or disenroll both individual and groups of members during special enrollment periods as designated by EUTF. | 2 |  |  |
| 2.41 | Eligibility and Enrollment | The system will have the capability to include and exclude different groups of members per EUTF eligibility rules and policies for special enrollment periods. | 2 |  |  |
| 2.42 | Reports, Forms & Communications | The system will generate insurance election change reports that capture member benefit changes for the period of time designated by the report creator and will have the ability to capture different and specific groups of employees. | 2 |  |  |
| 2.43 | Eligibility and Enrollment | The system will only make available benefit options for which an employee is eligible for enrollment during a qualifying status event. | 2 |  |  |
| 2.44 | Imaging | The system will have the capability to scan and image any supporting documentation to the member record related to election changes (Ex. birth certificate, marriage license). | 2 |  |  |
| 2.45 | Workflow and Case Management | The system will provide a user interface for member insurance plan changes that walks users through the plan change steps, including demographic information and benefit election modifications based on eligibility rules that is accessible internally to EUTF staff and employer and member portals. | 2 |  |  |
| 2.46 | Billing | The system will provide for integration with updates to payroll that correspond to any insurance plan changes with premium impacts including retroactive owed premiums. | 2 |  |  |
| 2.47 | Validations | The system will be able to provide real-time messages and data validations for invalid entries and guide users to make valid insurance benefit changes. | 2 |  |  |
| 2.48 | Configurability | The system will use configurable effective dating for any insurance benefit change as defined by EUTF business rules and insurance policies for all coverage types. | 2 |  |  |
| 2.49 | Eligibility and Enrollment | The system will provide the ability for a user with proper permissions to reverse an insurance change if the member erroneously made the change. | 2 |  |  |
| 2.50 | Configurability | The system will allow for coverage changes to be initiated by the employer and/or member depending on the reason for the change. These reasons must be configurable and easily maintained in the system. | 2 |  |  |
| 2.51 | Reports, Forms & Communications | The system will generate enrollment change reports for all programs and make them available in various formats, including PDF, CSV and electronic formats including ANSI 834EDI. The system will also generate Adds/Changes/Terminations reports for all programs and make them available in various formats including PDF, CSV and electronic formats. | 2 |  |  |
| 2.52 | Configurability | The system will have the capability to designate a member’s insurance coverage as waived. | 2 |  |  |
| 2.53 | Configurability | The system will have the capability to flag an account as past due on premium payments, taking into account payroll schedules for premium deductions before the flag is applied. | 2 |  |  |
| 2.54 | Configurability | The system will have the capability to record multiple life events and event dates for the same type of life event. (Ex. Marriage, divorce, Domestic Partnership). | 2 |  |  |

## 03\_Medicare Enrollment and Reimbursement

|  |
| --- |
| The Medicare Enrollment and Reimbursement process generally refers to the process that the EUTF completes to verify a Medicare-eligible retiree’s participation in Medicare and to set-up the member for reimbursement of his/her Medicare Part B premiums. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 3.01 | Configurability | The system will have the capability to identify a member/dependent as a Medicare Part B participant. | 2 |  |  |
| 3.02 | Reports, Forms & Communications | The system will have the capability to automatically send a Medicare Notice to members and dependents three months in advance of their 65th birthday reminding them of their requirement to enroll in Medicare. | 2 |  |  |
| 3.03 | Workflow and Case Management | The system will automatically terminate medical and prescription drug insurance coverage for members who are non-compliant with Medicare Part B enrollment per EUTF business rules and policies. | 2 |  |  |
| 3.04 | Workflow and Case Management | The system will automatically terminate vision coverage along with medical and prescription drug coverage for HSTA VB members. | 2 |  |  |
| 3.06 | Workflow and Case Management | The system will have the capability to calculate Medicare reimbursement amounts and remit payments to the members. | 2 |  |  |
| 3.07 | Workflow and Case Management | The system will have the capability to enroll members into benefits at different points in time based on EUTF eligibility rules and polices. (Ex. Initial enrollment in vision, dental and life insurance and a second enrollment of medical/prescriptions insurance after eligibility is established with Medicare enrollment). | 2 |  |  |
| 3.08 | Workflow and Case Management | The system will require Medicare Part B enrollment verification for a Medicare eligible member or dependent before the member can be re-enrolled into medical and prescription drug insurance coverage. | 2 |  |  |
| 3.09 | Workflow and Case Management | The system will require Medicare Part B enrollment verification for a Medicare eligible HSTA VB member or dependent before the member can be re-enrolled into medical, prescription drug and vision insurance coverage. | 2 |  |  |
| 3.10 | Workflow and Case Management | The system will initiate a workflow queue item to process Medicare enrollment verification upon receipt of the member/dependent’s Medicare card. | 2 |  |  |
| 3.11 | Workflow and Case Management | The system will initiate a workflow queue item to process Medicare reimbursement set-up upon receipt of the Medicare reimbursement supporting documentation. | 2 |  |  |
| 3.12 | Workflow and Case Management | The system will pend a Medicare reimbursement set-up if only partial support documentation is received and will automatically resume the Medicare reimbursement set-up processing once missing supporting documentation is received in the system. | 2 |  |  |
| 3.13 | Workflow and Case Management | The system will utilize a configurable workflow to process Medicare reimbursement adjustments related to IRMAA. | 2 |  |  |
| 3.14 | Workflow and Case Management | The system will initiate a workflow queue item when Medicare Part B reimbursement documentation related to IRMAA is received. | 2 |  |  |
| 3.15 | Workflow and Case Management | The system will have the capability to input reimbursement amounts for Medicare Part B and IRMAA. | 2 |  |  |
| 3.16 | Workflow and Case Management | The system will have the capability to calculate a Medicare reimbursement amount inclusive of base premium and IRMAA premium amounts. | 2 |  |  |
| 3.17 | Workflow and Case Management | The system will have the capability to calculate retroactive premium reimbursement amounts for Medicare reimbursement per EUTF business rules and policies. | 2 |  |  |
| 3.18 | Workflow and Case Management | The system will have the capability to disburse one-time payments to members for retroactive adjustments made to Medicare reimbursement premiums. | 2 |  |  |
| 3.19 | Workflow and Case Management | The system will utilize a configurable workflow to process Medicare reimbursement adjustments. | 2 |  |  |
| 3.20 | Workflow and Case Management | The system will initiate a workflow queue item when Medicare Part B reimbursement documentation is received. | 2 |  |  |
| 3.21 | Workflow and Case Management | The system will have the capability to identify members who received reimbursements related to IRMAA. | 2 |  |  |
| 3.22 | Workflow and Case Management | The system will have the capability to reset Medicare reimbursement amounts to the standard amount each year for members previously receiving IRMAA related reimbursements. | 2 |  |  |
| 3.23 | Workflow and Case Management | The system will automatically generate a confirmation notice of cancellation due to Medicare non-compliance to the member when cancellation due to non-compliance occurs. | 2 |  |  |
| 3.24 | Workflow and Case Management | The system will utilize two separate configurable workflows to process Medicare reimbursement set-up and Medicare enrollment of a member. | 2 |  |  |
| 3.25 | Configurability | The system will have the capability to track member reimbursement amounts including changes and adjustments and effective dates of these changes. | 2 |  |  |
| 3.26 | Configurability | The system will allow a user with proper permissions the ability to override a member’s Medicare enrollment. | 2 |  |  |
| 3.27 | Calculations | The system will have the capability to process and calculate Medicare reimbursement amounts for the member and any Medicare eligible dependents. | 2 |  |  |
| 3.29 | Configurability | The system will provide a comprehensive, single source portal for a member to provide Medicare enrollment verification documentation. | 2 |  |  |
| 3.30 | Interface | The system will include information on a member/dependent’s Medicare enrollment status on the exchange files with the medical and prescription drug insurance carriers. | 2 |  |  |
| 3.34 | Configurability | The system will have the capability to record reasons a Medicare reimbursement is waived for a member. | 2 |  |  |
| 3.35 | Interface | The system will exchange enrollment data directly with TPAs to provide member Medicare enrollment data as frequently as needed as determined by EUTF. | 2 |  |  |
| 3.36 | Batch Processing | The system will provide a user with appropriate security designation the ability to run a Medicare Part B reimbursement batch. The batch will generate an ACH transmittal file and associated reports. | 2 |  |  |
| 3.37 | Member Record Data | The system will record the Medicare Part B reimbursement payment in the member record when the batch has been run and posted. | 2 |  |  |
| 3.38 | Batch Processing | The system will provide a user with appropriate security designation the ability to run a Medicare Part B reimbursement batch. The batch will generate an ACH transmittal file and associated reports. | 2 |  |  |
| 3.39 | Member Record Data | The system will record the Medicare Part B reimbursement payment in the member record when the batch has been run and posted. | 2 |  |  |
| 3.40 | Batch Processing | The system will allow the user to run trial Medicare Part B reimbursement batches prior to posting, such that reports can be run for validation and verification prior to posting and generation of the bank ACH file. | 2 |  |  |
| 3.41 | Member Record Data | The system will allow a user to make an adjustment to an enrolled member’s Medicare Part B reimbursement at any time during the reimbursement period. This adjustment transaction will be stored in the member record and applied to the quarterly Medicare Part B reimbursement batch run. | 2 |  |  |
| 3.42 | Batch Processing | The system will allow a user with the designated security role to execute the Medicare Part B batch at any point in time, posting the batch according to the EUTF established operational calendar. For flexibility, the batch run date will not be limited or automated. | 2 |  |  |
| 3.43 | Member Record Data | The system will provide users with the ability to override, with approval step, or cancel a system calculated Medicare Part B reimbursement total. This change will be captured in the member record history, along with the reason for the override or cancellation. | 2 |  |  |
| 3.44 | Batch Processing | The system will provide the ability to process a Medicare Part B reimbursement payment to a member(s) at any time, following all system rules and validations associated with Medicare Part B. | 2 |  |  |
| 3.45 | Calculations | The system will Provide Medicare Part B reimbursements quarterly, calculated in full month increments. | 2 |  |  |
| 3.46 | Calculations | The system will calculate the Medicare Part B reimbursement for the month of a member’s death as a full month. For example, if a member dies in February the reimbursement will be for the full months of January and February, payable with the first quarter reimbursements issued at the end of March. | 1 |  |  |
| 3.47 | Workflow and Case Management | The system will automatically stop future Medicare Part B reimbursement payments effective upon a member’s date of death. | 2 |  |  |
| 3.48 | Accounting | The system will calculate any overpayments resulting from payments being made for months following a member’s date of death. | 2 |  |  |
| 3.49 | Reports, Forms & Communications | If an overpayment is incurred for payments following a member’s death, the system will generate a letter notifying the member’s beneficiaries or estate that the overpayment must be returned. | 2 |  |  |
| 3.50 | Reports, Forms & Communications | The system will produce an adds, changes and terminations report for all Medicare Part B member record transactions during a user defined period. This period will be date from and date to inclusive. | 2 |  |  |
| 3.52 | Workflow and Case Management | The system will utilize configurable workflows to process Medicare reimbursement set-up and Medicare enrollment of a member. | 2 |  |  |
| 3.53 | Configurability | The system will have the capability to track member reimbursement amounts including changes and adjustments and effective dates of these changes. | 2 |  |  |
| 3.54 | Configurability | The system will allow a user with proper permissions the ability to override a member’s Medicare enrollment. | 2 |  |  |
| 3.55 | Calculations | The system will have the capability to process and calculate Medicare reimbursement amounts for the member and any Medicare eligible dependents. | 2 |  |  |
| 3.57 | Configurability | The system will provide a comprehensive, single source portal for a member to provide Medicare enrollment verification documentation. | 2 |  |  |
| 3.58 | Reports, Forms & Communications | The system will include information on a member/dependent’s Medicare enrollment status on the exchange files with the medical and prescription drug insurance carriers. | 2 |  |  |
| 3.62 | Configurability | The system will have the capability to record reasons a Medicare reimbursement is waived for a member. | 2 |  |  |
| 3.63 | Accounting | The system will provide the capability to apply any eligible reimbursement amounts to outstanding overpayments. | 2 |  |  |

## 04\_COBRA

|  |
| --- |
| COBRA refers to the processes that enable employees, retirees and their dependents to maintain their medical, prescription drug, dental and vision insurance coverage for a limited amount of time following a loss of coverage that is a COBRA qualifying event. It includes the member’s initial enrollment into COBRA benefits, processing COBRA open enrollment and processing of qualifying events for member and/or dependents enrolling in or actively on COBRA plans. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 4.01 | Eligibility and Enrollment | The system will have the capability to recognize when a life event is also a COBRA eligible life event. | 2 |  |  |
| 4.02 | Workflow and Case Management | The system will automatically generate COBRA Election notices and documentation when a member/dependent(s) experiences a COBRA qualifying event. | 2 |  |  |
| 4.03 | Workflow and Case Management | The system will generate COBRA Election Notice for all qualified beneficiaries related to the COBRA qualifying event including the member and/or dependent(s). | 2 |  |  |
| 4.04 | Workflow and Case Management | The system will utilize a configurable workflow to process COBRA elections. | 2 |  |  |
| 4.05 | Configurability | The system will flag any terminations reported 31 days or longer from the termination date. | 2 |  |  |
| 4.06 | Configurability | The system will adjust the COBRA Election response due date for the qualified beneficiaries, based on the date EUTF receives and processes the termination, if it is reported 31 days or later from the termination date. | 2 |  |  |
| 4.09 | Eligibility and Enrollment | The system will have the ability to process prospective and retroactive effective dates for COBRA coverage. | 2 |  |  |
| 4.11 | Configurability | The system will have the capability to record received dates for COBRA documentation related to qualifying events. | 2 |  |  |
| 4.12 | Configurability | The system will have the capability to process a COBRA qualifying event of divorce 60 days from the finalized divorce date regardless if coverage lapsed due to termination for the spouse. | 2 |  |  |
| 4.14 | Workflow and Case Management | The system will have the capability to process COBRA extensions effective from the COBRA Qualifying Event date. | 2 |  |  |
| 4.15 | Configurability | The system will allow Medicare eligible dependents to enroll in COBRA benefits, if eligible for Medicare at the time of a qualifying event. | 2 |  |  |
| 4.16 | Configurability | The system will have the capability to automatically terminate COBRA coverage for dependents who become eligible for Medicare or enroll in other group coverage after they are enrolled in COBRA benefits. | 2 |  |  |
| 4.17 | Eligibility and Enrollment | The system will have the capability to permit enrollment of qualified beneficiaries into any combination of plans for which they were covered before the qualifying event. Qualified beneficiaries do not have to continue coverage under all plans. | 2 |  |  |
| 4.18 | Eligibility and Enrollment | The system will restrict COBRA enrollment for qualified beneficiaries to only allow the option to enroll in a coverage type (ex. Medical, prescription drug, dental, vision) for which the qualified beneficiary was previously covered. | 2 |  |  |
| 4.20 | Workflow and Case Management | The system will have the capability to receive and process COBRA premium payments from insurance carriers. | 2 |  |  |
| 4.21 | Workflow and Case Management | The system will have the capability to receive COBRA payment information from insurance carriers and record payment details to the member account. | 2 |  |  |
| 4.22 | Calculations | The system will have the capability to automatically calculate annual COBRA premium with actuarial inputs from an EUTF user. | 2 |  |  |
| 4.23 | Eligibility and Enrollment | The system will have the ability to roll over a qualified beneficiaries’ current coverages if no changes are made by the COBRA participant at open enrollment. | 2 |  |  |
| 4.25 | Reports, Forms & Communications | The system will have the capability to generate a report of COBRA participants and their mailing addresses should EUTF decide it wishes to continue to work with a vendor for COBRA open enrollment printing and mailing. | 2 |  |  |
| 4.26 | Workflow and Case Management | The system will utilize a configurable workflow to process COBRA open enrollment. | 2 |  |  |
| 4.27 | Workflow and Case Management | The system will have the capability to track the duration of a qualified beneficiaries COBRA coverage based on the qualifying event that occurred that resulted in COBRA eligibility. | 2 |  |  |
| 4.28 | Workflow and Case Management | The system will have the capability to automatically terminate qualified beneficiaries COBRA coverage at the end of the coverage period if no additional qualifying events are processed. | 2 |  |  |
| 4.30 | Workflow and Case Management | The system will use a configurable workflow to process qualifying events for qualified beneficiaries. | 2 |  |  |
| 4.31 | Workflow and Case Management | The system will have the ability to track coverage extensions due to qualifying events. | 2 |  |  |
| 4.32 | Workflow and Case Management | The system will have the capability to automatically terminate qualified beneficiaries COBRA coverage at the end of the qualifying event coverage period. | 2 |  |  |
| 4.33 | Eligibility and Enrollment | The system will send an error notice if a user attempts to process a COBRA qualifying event 61 days or later from the reported event date. | 2 |  |  |
| 4.35 | Configurability | The system will send an error notice if a user attempts to process a COBRA disability qualifying event 61 days or later from the date of the Social Security Administration’s disability determination date. | 2 |  |  |
| 4.37 | Workflow and Case Management | The system will use a configurable workflow to process a disability qualifying event for qualified beneficiaries. | 2 |  |  |
| 4.38 | Workflow and Case Management | The system will have the ability to track a coverage extension due to a disability qualifying event. | 2 |  |  |
| 4.39 | Workflow and Case Management | The system will have the capability to automatically terminate qualified beneficiaries COBRA coverage at the end of the disability qualifying event coverage period. | 2 |  |  |
| 4.40 | Configurability | The system will allow enrollment of a new dependent child into COBRA coverage based on the following rules and effective dates: - newborn child effective on date of birth if notified within 180 days of birth - new dependent effective 45 days from the date the notice was received | 2 |  |  |
| 4.41 | Configurability | The system will have the capability to process dependent terminations effective 45 days from the date of notice. | 2 |  |  |
| 4.42 | Workflow and Case Management | The system will require support documentation for any new dependent enrollments on COBRA coverage | 2 |  |  |
| 4.43 | Workflow and Case Management | The system will initiate a workflow queue item when documentation related enrolling a new dependent on COBRA is received by EUTF. | 2 |  |  |
| 4.44 | Configurability | The system will allow a dependent child to enroll into COBRA coverage in the event of a QMSCO, if the member is actively on COBRA coverage. | 2 |  |  |
| 4.45 | Configurability | The system will allow an EUTF user to enroll a member and dependent child into COBRA coverage if the member is within his/her 60-day election window. | 2 |  |  |
| 4.46 | Configurability | The system will have the ability to terminate/record termination of COBRA coverage at the individual coverage level. | 2 |  |  |
| 4.47 | Reports, Forms & Communications | The system will have the ability to receive COBRA enrollment and termination reports from insurance carriers and reflect current enrollment statuses on the member account. | 2 |  |  |
| 4.49 | Reports, Forms & Communications | The system will include HMSA medical and CVS Prescription Drug plan options on a COBRA Election Notice for qualified beneficiaries with addresses outside of HI. | 2 |  |  |
| 4.50 | Configurability | The system will have the capability to permit a qualified beneficiary who reports an address change that is outside of the state of HI, an option to change their medical and prescription drug plan to an HMSA medical and CVS prescription drug plan. | 2 |  |  |
| 4.51 | Configurability | The system will not allow a qualified beneficiary who reports an address change that is outside of the state of HI to modify any COBRA elections other than a medical plan. | 2 |  |  |
| 4.52 | Reports, Forms & Communications | The system will automatically generate a notice to mail to qualified beneficiaries who report an address change outside the state of HI, the they may modify their COBRA election for their medical and prescription drug plan to an HMSA medical and CVS prescription drug plan. | 2 |  |  |
| 4.53 | Workflow and Case Management | The system will have the capability to complete accounting transactions for invoicing and collection of COBRA premiums from insurance carriers and individuals. | 2 |  |  |
| 4.55 | Workflow and Case Management | The system will automatically generate COBRA Election forms and other corresponding COBRA documentation when a member or dependent experiences a loss/termination of coverage in real time. | 2 |  |  |
| 4.56 | Configurability | The system will have an indicator for members and/or dependents who are on COBRA. | 2 |  |  |
| 4.57 | Eligibility and Enrollment | The system will have the capability to automatically terminate COBRA coverage for dependents who lose eligibility for coverage due to age. | 2 |  |  |
| 4.58 | Configurability | The system will have the capability to modify or add COBRA plans when there are additions or change to COBRA participant plan options. | 2 |  |  |
| 4.59 | Usability | The system will allow an internal EUTF user with appropriate permissions to override or undo any COBRA enrollment transactions. | 2 |  |  |
| 4.61 | Reports, Forms & Communications | The system will have the capability to allow a user to generate a COBRA related document outside of a life event. | 2 |  |  |
| 4.62 | Interface | The system will accept COBRA enrollment data from insurance carriers to update member records. | 2 |  |  |
| 4.63 | Interface | The system will transfer COBRA enrollment and enrollment changes to insurance carriers. | 2 |  |  |

## 05\_Loss of Eligibility

|  |
| --- |
| Loss of eligibility refers to a member and/or dependent experiencing a change in status that makes him/her no longer eligible for insurance coverages per EUTF business rules and policies. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 5.01 | Eligibility and Enrollment | The system will automatically terminate medical and prescription drug coverage for an active member’s dependent child at the end of the month when the child reaches age 26 unless adult disabled child status has been established. | 2 |  |  |
| 5.02 | Eligibility and Enrollment | The system will have the capability to record reason for termination for dependent children. | 2 |  |  |
| 5.03 | Configurability | The system will have the capability to designate an active employee or retiree dependent as disabled. | 2 |  |  |
| 5.04 | Eligibility and Enrollment | The system will automatically terminate dental and vision coverage for an active member’s dependent child at the end of the pay period when the child reaches age 19 unless full-time student status or adult disabled child status has been established. | 2 |  |  |
| 5.05 | Workflow and Case Management | The system will utilize a configurable workflow to process full-time student verification for active employee dependent children. | 2 |  |  |
| 5.06 | Reports, Forms & Communications | The system will automatically send Student Verification Notices and full-time student recertification a designated number of days before the child’s 19th birthday and all subsequent birthdays up to age 23, as determined by EUTF, provided a student indicator shows a current end date. The Student Verification Notices will indicate to the member the dependent child may lose coverage. | 2 |  |  |
| 5.07 | Workflow and Case Management | The system will initiate a workflow queue item when full-time student status documentation is received by EUTF. | 2 |  |  |
| 5.08 | Workflow and Case Management | The system will issue an error notice to the member if full-time student status documentation is attempted to be submitted more than 45 days from the dependent child’s birth date. | 2 |  |  |
| 5.09 | Eligibility and Enrollment | The system will allow a user with appropriate permissions to process full-time student status documentation more than 45 days from the dependent child’s birth date | 2 |  |  |
| 5.10 | Configurability | The system will have a full-time student status indicator for applicable dependents. | 2 |  |  |
| 5.11 | Reports, Forms & Communications | The system will generate a Confirmation of Student Status notice to members after a member’s dependent successfully establishes/recertifies full-time student status. | 2 |  |  |
| 5.12 | Reports, Forms & Communications | The system will have the capability to send a Confirmation Notice to a member when a child’s full-time student status and insurance coverage has been reinstated. | 2 |  |  |
| 5.13 | Workflow and Case Management | The system will use a configurable workflow to process the reinstatement of full-time student status and insurance coverage for dependent children with full-time student status whose coverage is to be reinstated. | 2 |  |  |
| 5.14 | Eligibility and Enrollment | The system will have the capability to automatically terminate insurance coverage for an active member’s dependent child with guardianship status at the end of the pay period when the child reaches age 18. | 2 |  |  |
| 5.15 | Eligibility and Enrollment | The system will automatically terminate all insurance coverage for a retired member’s dependent child at the end of the pay period when the child reaches ages 19-23 unless full-time student status or adult disabled child status has been established. | 2 |  |  |
| 5.16 | Workflow and Case Management | The system will use a configurable workflow to process adult disabled child status for a dependent. | 2 |  |  |
| 5.17 | Configurability | The system will have the capability to apply prospective effective dates and end dates for full-time student status. | 2 |  |  |
| 5.19 | Workflow and Case Management | The system will have the capability to automatically transition eligible dependents to survivor coverage when a retiree dies or an employee is killed in the performance of duty is processed in the system. | 2 |  |  |
| 5.20 | Workflow and Case Management | The system will have the capability to terminate coverage for a survivor if a marriage life event for that survivor is processed in the system. | 2 |  |  |
| 5.21 | Workflow and Case Management | The system will have the capability to terminate coverage for survivors of a retiree or an employee killed in the performance of duty, if they are between ages 19 -23 and student status has not been established. | 2 |  |  |
| 5.22 | Reports, Forms & Communications | The system will automatically generate a termination of coverage letter to a survivor if a life event/status changes occurs from which he/she loses coverage. | 2 |  |  |
| 5.23 | Configurability | The system will have the capability to designate a dependent child as a survivor per EUTF business rules. | 2 |  |  |
| 5.24 | Workflow and Case Management | The system will have the capability to pend a change of address for retirees, when the new/updated address is outside of the coverage area. | 2 |  |  |
| 5.26 | Workflow and Case Management | The system will have the capability to initiate a workflow queue items upon receipt of support documentation related to premium reimbursement for Kaiser Out of State plan. | 2 |  |  |
| 5.28 | Workflow and Case Management | The system will use a configurable workflow to process out of area insurance premiums reimbursements. | 2 |  |  |
| 5.29 | Billing | The system will have the capability to complete retroactive reimbursements for a member’s insurance premiums for up to two years. | 2 |  |  |
| 5.30 | Accounting | The system will have the capability to complete accounting transactions for disbursement of insurance premium reimbursements to the member. | 2 |  |  |
| 5.31 | Eligibility and Enrollment | The system will allow a member to make changes to their insurance coverage outside of open enrollment if a dependent moves to a non-coverage area. | 2 |  |  |
| 5.32 | Workflow and Case Management | The system will utilize a configurable workflow to process dependent out of area move life event. | 2 |  |  |
| 5.33 | Configurability | The system will have the capability to show the received date for member supporting documentation. | 2 |  |  |
| 5.35 | Eligibility and Enrollment | The system will have the capability to complete mass terminations of specific groups of individuals (Ex. From a specific employer group, bargaining unit, audit population). | 2 |  |  |
| 5.36 | Eligibility and Enrollment | The system will include life events specific to audit for terminations related to audit findings. | 2 |  |  |
| 5.38 | Configurability | The system will have the capability to track and maintain history of audits completed on a member account. | 2 |  |  |
| 5.40 | Configurability | The system will have the capability to have different ends dates for each individual coverage. | 2 |  |  |
| 5.41 | Reports, Forms & Communications | The system will have the capability to automatically send termination notices to members/dependents that includes reason for termination after their termination of coverage has been processed. | 2 |  |  |
| 5.42 | Workflow and Case Management | The system will utilize a configurable workflow to establish and process full-time student status for children with Survivor status. | 2 |  |  |
| 5.43 | Eligibility and Enrollment | The system will have the capability to designate an Adult Disabled Child with different levels of disability. (Ex. Disabled and requires recertification(short-term), Disabled and does not require recertification (permanent), or unknown.) | 2 |  |  |
| 5.44 | Calculations | The system will have the capability to automatically recalculate a member’s insurance premiums based on the effective date and end dates of a member or dependent’s insurance plans. | 2 |  |  |
| 5.45 | Interface | The system will have the capability to process external files that initiate terminations of coverages. (Ex. DOH Death Report, CMS/SSI Feedback File, Kaiser Permanente Senior Advantage File) | 2 |  |  |
| 5.46 | Reports, Forms & Communications | The system will have the capability to query data in support of eligibility audits. | 2 |  |  |
| 5.47 | Reports, Forms & Communications | The system will report terminated insurance coverage to insurance carriers. | 2 |  |  |

## 06\_Termination and Reinstatement of Coverage

|  |
| --- |
| The Termination and Reinstatement of Insurance Coverage processes are completed by the EUTF to cancel or end a member’s and/or dependent’s insurance coverage and to re-enroll a member and/or dependent when applicable. These processes include terminating and reinstating coverage, reviewing supporting documentation, modifying member communications, and stopping or updating insurance premium payments. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 6.01 | Eligibility and Enrollment | The system will have the capability to retroactively and prospectively cancel a member’s and/or dependent’s insurance coverages. | 2 |  |  |
| 6.02 | Configurability | The system will have the capability to automatically cancel a member and/or dependent’s insurance coverage on premium delinquent accounts after a designated number of days as determined by EUTF. | 2 |  |  |
| 6.03 | Billing | The system will have the capability to determine the insurance coverage cancellation date for a cancellation due to non-payment of premiums based on the date of the last paid-in full premium. | 2 |  |  |
| 6.04 | Billing | The system will have the capability to stop premium deductions or invoices once a member’s coverage is terminated. | 2 |  |  |
| 6.05 | Batch Processing | The system will have the capability to identify premium delinquent members through a batch process. | 2 |  |  |
| 6.06 | Reports, Forms & Communications | The system will have the capability to automatically generate the Cancellation Notice to members whose coverage is canceled due to non-payment of premiums on a schedule as determined by EUTF. | 2 |  |  |
| 6.07 | Batch Processing | The system will have the capability to generate premium shortage notices to deliver to members in a batch process. | 2 |  |  |
| 6.08 | Workflow and Case Management | The system will use a configurable workflow to process member reinstatements. | 2 |  |  |
| 6.09 | Workflow and Case Management | The system will initiate a workflow queue item when a member’s past due premiums are received. | 2 |  |  |
| 6.10 | Configurability | The system will have the capability to track member insurance premium payment history including any gaps in payment. | 2 |  |  |
| 6.11 | Eligibility and Enrollment | The system will have the capability to permit members cancelled due to non-payment to enroll in insurance coverage during open enrollment of the next plan year or any subsequent plan year after the cancellation provided past due premiums are paid. | 2 |  |  |
| 6.12 | Configurability | The system will have the capability to require supporting documentation for some reasons for terminations but not require them for others. | 2 |  |  |
| 6.13 | Workflow and Case Management | The system will have the capability to automatically send a follow up communication to the member if supporting documentation is not received in a designated number of days as determined by EUTF. | 2 |  |  |
| 6.14 | Workflow and Case Management | The system will have the capability to automatically close the termination workflow if supporting documentation is required and not received within a designated number of days as determined by EUTF. | 2 |  |  |
| 6.15 | Configurability | The system will have the capability to identify a member on LWOP. | 2 |  |  |
| 6.16 | Eligibility and Enrollment | The system will have the capability to permit employees returning from LWOP to re-enroll in their insurance benefits that were in place prior to their leave. | 2 |  |  |
| 6.17 | Eligibility and Enrollment | The system will have the capability to restrict re-enrollment of insurance benefits for employees returning from LWOP that is not a FMLA or USERRA LWOP, to 45 days from the date of return. | 2 |  |  |
| 6.18 | Configurability | The system will have the capability to differentiate between employees returning from LWOP whose coverage was cancelled for non-payment of premiums from those returning who proactively cancelled due to their LWOP. | 2 |  |  |
| 6.19 | Billing | The system will have the capability to accept and process insurance premium payments for employees on LWOP. | 2 |  |  |
| 6.20 | Configurability | The system will have the capability to record a reason for reinstatement. | 2 |  |  |
| 6.21 | Eligibility and Enrollment | The system will have the capability to re-enroll members/dependents returning from USERRA leave in some but not all insurance coverages in place prior to the leave based on the members’ elections at time of reinstatement. | 2 |  |  |
| 6.22 | Configurability | The system will have the capability to re-enroll members/dependents in insurance benefit options that correspond to the reason for reinstatement. | 2 |  |  |
| 6.23 | Configurability | The system will have the capability to re-enroll members/dependents returning from FMLA into the same insurance benefit options they had prior to their FMLA. | 2 |  |  |
| 6.24 | Configurability | The system will have the capability to query member accounts for shortages of premium payments. | 2 |  |  |
| 6.25 | Reports, Forms & Communications | The system will have the capability to send member communications related to delinquent insurance premium payments. | 2 |  |  |
| 6.26 | Configurability | The system will have the capability to reinstate back-dated effective dates for insurance coverage. | 2 |  |  |
| 6.27 | Configurability | The system will have the capability to record reasons for terminations. | 2 |  |  |
| 6.28 | Reports, Forms & Communications | The system will have the capability to include reasons for termination in carrier reporting. | 2 |  |  |
| 6.29 | Configurability | The system will have the capability to indicate a member has been cancelled due to non-payment of premiums. | 2 |  |  |
| 6.30 | Workflow and Case Management | The system will use a configurable workflow to process terminations of coverage. | 2 |  |  |
| 6.31 | Workflow and Case Management | The system will initiate a workflow queue item when an EC termination form is received by EUTF. | 2 |  |  |
| 6.32 | Configurability | The system will have the capability for the user with proper permissions to add and delete reasons for terminations and reasons for reinstatement based on EUTF benefit administration. | 2 |  |  |
| 6.33 | Eligibility and Enrollment | The system will have the capability to distinguish between COBRA-eligible and non-COBRA terminations based on termination type, and generate COBRA notices, COBRA coverage and COBRA enrollment accordingly. This includes all coverage types (Medicare Part B, Retiree, etc.) | 2 |  |  |
| 6.34 | Workflow and Case Management | The system will utilize a configurable workflow to reinstate retirees’ health benefits and to insure the retiree is enrolled in the correct prescription drug plan. | 2 |  |  |
| 6.35 | Interface | The system will report reinstated coverage data, to insurance carriers. | 2 |  |  |

## 07\_Invoicing, Collections, and Member Reimbursements

|  |
| --- |
| The Invoicing, Collections, and Member Reimbursement process refers to the processes completed by the EUTF to identify, invoice for and collect monies due to EUTF for benefit premiums paid by employees, retirees, survivors and employers, and to reimburse out-of-state retirees covered under the Kaiser health plan for premiums paid. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 7.01 | Reports, Forms & Communications | The system will generate monthly billing letters (invoices) to each of EUTF’s participating employers, according to its operational schedule. The amounts due from employers are a summation of premium due based on EUTF’s records of enrollment for the billing period. | 2 |  |  |
| 7.02 | Reports, Forms & Communications | The system will include amounts due detailed on the monthly billing letters into the various active and retiree subcomponents applicable, including but not limited to employer premiums due for active employees, OPEB contributions (retirees), etc. | 2 |  |  |
| 7.03 | Reports, Forms & Communications | The system will generate the monthly billing letters to include total amounts due for enrolled members from the 1st of the month through the end of the current month. | 2 |  |  |
| 7.04 | Reports, Forms & Communications | The system will generate monthly billing letters that reflect retro-active adjustments, including amounts due and overpayment credits according to EUTF rules. | 2 |  |  |
| 7.05 | Workflow and Case Management | The system will recognize receipt of an out-of-state Kaiser premium payment reimbursement document, through the document imaging index schema and designate it as a request for reimbursement. | 2 |  |  |
| 7.06 | Workflow and Case Management | The system will trigger a reimbursement workflow to verify that the submitting member record indicates an active Kaiser out-of-state enrollment, and that the amount submitted for reimbursement does not exceed the monthly cap. | 2 |  |  |
| 7.07 | Data Update | The system will provide a user who has the appropriate security with the ability to easily update the monthly Kaiser out-of-state reimbursement cap. All history of caps will be maintained through effective dating. | 2 |  |  |
| 7.08 | Workflow and Case Management | The system workflow will route the reimbursement request to the designated work pool or queue. | 2 |  |  |
| 7.09 | Workflow and Case Management | The system will provide staff members with the ability approve or reject requests for reimbursement. If approved, the system will queue up the reimbursement for the next scheduled disbursement batch. | 2 |  |  |
| 7.10 | Member Record Data | The system will track all amounts paid for Kaiser out-of-state reimbursement at the member level, accumulating monthly totals paid to date for comparison against the monthly cap. | 2 |  |  |
| 7.11 | Member Record Data | The system will display in the member record, an indicator of active participation in the Kaiser out-of-state premium reimbursement program. It will also display the history of reimbursement requests received and amounts reimbursed, along with all associated dates. The member record will display the amount remaining below the cap that is available to apply to reimbursement requests. | 2 |  |  |
| 7.12 | Member Record Data | The system will indicate to the staff member assigned a Kaiser out-of-state work item that a member has met, will meet, or exceed the monthly cap. | 2 |  |  |
| 7.13 | Reports, Forms & Communications | The system will offer the staff member the option to generate a predefined letter to the member, rejecting the reimbursement if the payment would reach and/or exceeded the monthly cap. The correspondence template will include bookmarks that will automatically populate with specific member data. | 2 |  |  |
| 7.14 | Workflow and Case Management | The system will provide the ability for a member to upload a Kaiser out-of-state reimbursement request document through the member portal, triggering the reimbursement workflow. | 2 |  |  |
| 7.15 | Reports, Forms & Communications | The system will generate detailed and summary reports on the Kaiser out-of-state reimbursement program activity, with user-defined date range selection. | 2 |  |  |
| 7.16 | Reports, Forms & Communications | The system will generate quarterly invoices to the employers responsible for reimbursing EUTF for Kaiser out-of-state premium for their members. The invoices will include any retroactive activity (overpayment or underpayment) processed during the billing quarter. | 2 |  |  |
| 7.17 | Reports, Forms & Communications | The system will generate six months of direct-pay premium coupons twice yearly to all enrolled members whose member records indicate that they are liable for a monthly payment to EUTF. These coupons will display specific member plan information, payment month and monthly amount due, along with static text. | 2 |  |  |
| 7.18 | Reports, Forms & Communications | The system will allow a staff member to re-print payment coupons for individual members. | 2 |  |  |
| 7.19 | Reports, Forms & Communications | The system will allow a staff member to print coupons for individual members as a part of a life event change in coverage. | 2 |  |  |
| 7.20 | Reports, Forms & Communications | The system will print barcoding or other unique machine-readable identifier on the payment coupons, encoding doc type and member identifiers. | 2 |  |  |
| 7.21 | Member Record Data | The system will create receivable amounts in the member record for each direct-pay payment coupon issued to a member. | 1 |  |  |
| 7.22 | Workflow and Case Management | The system will recognize scanned document images as a returned coupon and associated check image, kicking off workflow to the appropriate work pool or staff member queue. | 2 |  |  |
| 7.23 | Workflow and Case Management | The system will route workflow for direct pay receipts to a staff member who will confirm receipt of payment to the member account, logging check number and amount received against the receivable recorded in the member account. | 2 |  |  |
| 7.24 | Member Record Data | The system will allow a user to credit the member record with direct payment made, regardless of whether a coupon has been received. | 2 |  |  |
| 7.25 | Interface | The system will import an electronic payment received transmittal file from the following sources:  1. Bank for payments received into the lockbox or  2. HIC for payments made through the website or  3. ERS for payments made through pension deduction  Payments will be credited to member account where identification data points match up to a receivable. | 1 |  |  |
| 7.26 | Workflow and Case Management | The system will hold in abeyance those payments received but not posted because they could not be matched to a member record receivable. | 2 |  |  |
| 7.27 | Workflow and Case Management | The system will provide the ability to route unapplied credits to a designated work pool or staff member queue for research and allocation. | 2 |  |  |
| 7.28 | Reports, Forms & Communications | The system will generate past-due notices according to EUTF’s designated schedule, routing to a staff member’s queue for follow-up according to the defined workflow. Payment is due on the 13th of the month with a grace period extended through the 15th of the month. | 2 |  |  |
| 7.29 | Reports, Forms & Communications | The system will provide running reports of past-due receivables. These reports will provide information on status of correspondence (e.g. first notice past due) and pending date of coverage cancellation. Staff members will use these reports to contact members, and to extend rescind cancellation dates as appropriate. | 2 |  |  |
| 7.30 | Interface | The system will import semi-monthly employer payroll transmittal files. | 1 |  |  |
| 7.31 | Interface | The system will post employee payroll deductions contained in the transmittal files against premium due at the member account level. | 1 |  |  |
| 7.32 | Interface | The system will post employer premium amount payable against the employer premium due at the member account level. | 1 |  |  |
| 7.33 | Accounting | The system will reflect underpayments and overpayments in the member record, derived by comparing receipt of payroll amounts transmitted to expected amount based on enrollment. | 2 |  |  |
| 7.34 | Accounting | The system will recognize retroactive adjustments and apply them to the correct receivable or payable amount. | 2 |  |  |
| 7.35 | Reports, Forms & Communications | The system will provide active member payroll reconciliation reports, facilitating the reconciliation of semi-monthly payrolls against monthly enrollment and carrier premium payments due. These reports will be available in detail and summary and can be run according to user-specified date ranges. | 2 |  |  |
| 7.36 | Reports, Forms & Communications | The system will provide the ability for an authorized user to easily update and revise billing letter components, as plans or business rules change. | 2 |  |  |
| 7.37 | Reports, Forms & Communications | The system will allow a staff member the opportunity to review and revise wording on system generated correspondence to a member regarding the member’s request for Kaiser out-of-state reimbursement. | 2 |  |  |
| 7.38 | Accounting | The system will maintain financial transactions at the individual covered member level. It will include views of the member record that are focused on financial transactions, recording and displaying amounts due, received and past due. | 2 |  |  |
| 7.39 | Accounting | The system will record and track underpayments and overpayments at the individual member level, and where applicable as a summary at the employer level. | 2 |  |  |
| 7.40 | Reports, Forms & Communications | The system will generate aging reports for receivable amounts and payable amounts, in both detail and summary. The user will have the ability to run these reports using various selection criteria, including but not limited date ranges, member level, employer level, plan level, and bargaining unit. | 2 |  |  |
| 7.41 | Accounting | The system will maintain employer views where users can view amounts due by invoice billing and in total. Underpayment and overpayments will also be clearly detailed. | 2 |  |  |
| 7.42 | Reports, Forms & Communications | The system will generate employer reports in association with the monthly Billing Letter invoice. These reports will serve as detailed back-up of the summary amounts detailed in the Billing Letter. | 2 |  |  |

## 08\_Carrier Payment

|  |
| --- |
| The Carrier Payment process refers to the processes completed by the EUTF to accurately remit payment to benefit carriers based on enrollment data maintained by EUTF according to contract and the payment period schedule. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 8.01 | Carrier Data | The system will provide the ability to designate premium pay periods by carrier. Although all carriers are currently paid on the same cycle, the system should provide the ability to accommodate different payment cycles. | 2 |  |  |
| 8.02 | Reports, Forms & Communications | The system will generate carrier premium reports based on user defined of dates from and to that are inclusive. | 2 |  |  |
| 8.03 | Reports, Forms & Communications | The system will include all adjustments to coverage in the carrier reports, including any prorated amount and adjustment reason, such as: new addition, termination, change. | 2 |  |  |
| 8.04 | Accounting | The system will designate at the carrier level whether premium adjustments from prior periods are to be applied in the month those adjustments are processed. This may vary carrier to carrier. | 2 |  |  |
| 8.05 | Reports, Forms & Communications | The system will produce carrier premium reports that include adjustments processed within the reporting period, but that are applicable to prior premium billing periods. These reports will very clearly show the prior period to which the adjustment is applicable. | 2 |  |  |
| 8.06 | Reports, Forms & Communications | The system will produce separate individual carrier premium reports for each carrier. | 2 |  |  |
| 8.07 | Reports, Forms & Communications | The system will produce detailed reports for each carrier, listing all insured members and the amounts paid or adjusted in the period. | 2 |  |  |
| 8.08 | Reports, Forms & Communications | The system will produce summary reports for each carrier, listing payment components and other information specific to the pay period activity. | 2 |  |  |
| 8.09 | Reports, Forms & Communications | The system will produce trend and year-to-date reports by carrier. | 2 |  |  |
| 8.10 | Reports, Forms & Communications | The system will produce carrier reports in downloadable user-selected format, including PDF, CSV and Microsoft Excel. | 2 |  |  |

## 09\_Reconciliation

|  |
| --- |
| The Reconciliation process refers to the steps necessary to complete resolution of Accounts Receivable and Accounts Payable at the member level, employer level and carrier level. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 9.01 | Reports, Forms & Communications | The system will generate summary and detailed reports for all employer payroll transmittal files imported and posted to member records. The summary reports will be segregated and sub-totaled by carrier or plan and by tiers (self, two-party, or family). The detailed reports will be subtotaled by insured member. | 2 |  |  |
| 9.02 | Reports, Forms & Communications | The system will generate summary and detailed reports that will contain all data in the associated Payroll Deduction file generated and sent to the employers as a part of the Collections & Invoicing process. The summary reports will be segregated and sub-totaled by carrier or program. The detailed reports will be subtotaled by insured member. | 2 |  |  |
| 9.03 | Reports, Forms & Communications | The system will generate a date-driven Adds, Changes and Terminations report. The user will have the ability to select a date from and a date to inclusive, and all coverage changes will be returned in the report. Data elements for this report must also include premium transactions positive and negative. | 2 |  |  |
| 9.06 | Reports, Forms & Communications | The system will pick up all adjustments processed during the period and include them in Payroll Deduction files and reports run for that period. Adjustments will include both amounts payable (money due back to the employer and employee from EUTF) for overpayments and amounts receivable (money due to EUTF from the employer and employee). | 2 |  |  |
| 9.07 | Premium Calculation | The system will calculate premium adjustments due or payable at the member level, recognizing if the adjustment is to pre-tax or post-tax money. | 2 |  |  |
| 9.08 | Reports, Forms & Communications | The system will generate an invoice to the member for accounts receivable adjustments calculated as owed by the member. | 2 |  |  |
| 9.09 | Reports, Forms & Communications | The system will pick up the employer portion of accounts receivable adjustments in the transaction period they were processed. These adjustments will be included in the Deduction files and reports. | 2 |  |  |
| 9.10 | Member Record Data | The system will capture user-entered payment details to log disbursements associated with a member’s post-tax refund issued by EUTF for a payable amount. | 2 |  |  |
| 9.11 | General Ledger | The system will designate all employer contribution adjustments payable (Monthly employer contributions for retirees minus monthly retirees’ premiums) as transfers to the OPEB trust fund. | 2 |  |  |
| 9.12 | Reports, Forms & Communications | The system will produce an OPEB transfer report in summary and detail that will capture all transactions designated as credits to the OPEB account. This report will be segmented by employer, and information will be returned according to date from and date to parameters entered by the user. | 2 |  |  |
| 9.13 | Reports, Forms & Communications | The system will produce reconciliation reports for direct pay members. These reports will be in both detailed and summary versions and will list all direct payments received within the user defined date range. | 2 |  |  |
| 9.14 | Reports, Forms & Communications | The system will produce reconciliation reports for direct pay members that include payments from all sources, including member check, ACH transfer, credit card payments and ERS pension deduction. | 2 |  |  |
| 9.15 | Reports, Forms & Communications | The system will produce aging reports of all direct pay premium not received by the end of the grace period. | 2 |  |  |
| 9.16 | Reports, Forms & Communications | The system will produce the reports necessary to reconcile all transaction types in the BAS, including those completed through batch processing and manually through the user interface. These reports must include detailed and summary versions and content must be date driven according to user selection of a date from and a date to. | 2 |  |  |
| 9.17 | Reports, Forms & Communications | The system will produce reconciliation reports that offer the user the choice of producing reports for one or more specified employers. | 2 |  |  |
| 9.18 | Reports, Forms & Communications | The system will produce reconciliation reports that offer the user the choice of producing reports for one or more specified carriers. | 2 |  |  |
| 9.19 | Member Record Data | The system will maintain all premium payment history in the member record, including amount received, date received and source of payment (ACH, check, credit card, payroll deduction, pension deduction). | 2 |  |  |
| 9.20 | Imaging | The system will store an image of any documents associated with direct payment of premium, such as a check copy. The image will be easily accessible from within the member record. | 2 |  |  |

## 10\_Premium Rate Management

|  |
| --- |
| Premium Rate management refers to the rules that apply to maintenance, calculation and application of EUTF’s premium rates. Active employees may select from various healthcare plan options that include medical, drug, dental, vision, life and supplemental coverage. Premium is then determined for the employer and employee contributions by the application of calculation rules associated with employer, membership date, bargaining unit, and other factors. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
| 10.01 | Reference Data | The system will maintain carrier rates and carrier administrative fees with effective dates from and effective dates to, maintaining all history and allowing the input of future-dated rates without impacting the currently effective rates. | 2 |  |  |
| 10.02 | Calculations | The system will calculate carrier rates and administrative fees based on stored rate tables for all plans based on enrollment. | 2 |  |  |
| 10.03 | Reference Data | The system will maintain EUTF employee and employer contribution rates and employee and employer administrative fees. These fees will be effective dated, maintaining all history and allowing the input of future-dated fees without impacting the currently effective fees. | 2 |  |  |
| 10.04 | Calculations | The system will provide the capability of applying or waiving administrative fees either globally or to designated population groups. The application of these fees will be effective date driven, with the ability to define an end date for the application of fees. | 2 |  |  |
| 10.05 | Reference Data | The system will maintain multiple tier structures for the application of carrier rates across multiple carriers and associated plan structures. | 2 |  |  |
| 10.06 | Calculations | The system will associate all applicable tier structures with carrier plans and rate structures based on enrollment. | 2 |  |  |
| 10.07 | Calculations | The system will use member population designations to determine rates (employee plus employer premium contributions and administrative fees) at the member level. Examples include but are not limited to bargaining unit, membership date, Medicare Part B status, employer and carrier plan. | 2 |  |  |
| 10.08 | Calculations | The system will include administrative fees and premiums when calculating and applying premium amounts at the member and employer level. | 2 |  |  |
| 10.09 | Calculations | The system will calculate both the employer premium portion and retiree premium portion due monthly for each insured member. | 2 |  |  |
| 10.10 | Reference Data | The system will maintain a Base Monthly Contribution (BMC) amount. This amount will be effective date driven, and all history of BMC contribution amounts will be maintained. | 2 |  |  |
| 10.11 | Calculations | The system will apply the following rules to determine the employer and retiree portion due based on plan selection, ERS membership date, years of service, and tier selected:   1. The employer pays up to 100% of the BMC for retiree and dependent or actual premiums of plans selected, whichever is lesser, subject to a monthly BMC cap. Any premium amount over the BMC cap is paid by the retiree. 2. The employer pays 100% of the BMC for retiree only (self-coverage) or 100% of the actual self monthly premium of plans selected, whichever is lesser, if the retiree’s Employees’ Retirement System (ERS) membership date was on or after July 1, 2001, and the employee pays 100% for any dependent coverage. Any premium amount over the BMC cap is paid by the retiree. 3. The employer pays 75% of the BMC for retiree and dependent, and the retiree pays the remaining total to reach the premium amount. If 75% of the BMC exceeds the premium amount, the retiree pays $0. 4. The employer pays 75% of the BMC for retiree (self-coverage) if the retiree’s ERS membership date was on or after July 1, 2001, and the retiree pays the remainder to meet the actual total premium due and the retiree pays 100% for any dependent coverage. 5. The employer pays 50% of the BMC for member and dependent, and the retiree pays the remaining total to reach the premium amount. If 50% of the BMC exceeds the premium amount, the retiree pays $0. 6. The employer pays 50% of the BMC for retiree self-coverage if the member’s ERS membership date was on or after July 1, 2001, and the retiree pays the remainder to meet the actual total premium due and the retiree pays 100% for any dependent coverage.   A survivorship applies 50% of applicable member rate if the retiree’s ERS membership date was on or after July 1, 2001 and the employer pays for retiree self-coverage (formulas 2, 4, and 6 above). A survivorship applies 100% of the applicable member rate if retiree is enrolled in a 100%, 75% or 50% BMC paid coverage plan (formulas 1, 3, and 5 above), but only if membership date is prior to 7/1/2001. | 1 |  |  |
| 10.12 | Reference Data | The system will maintain a monthly BMC cap to be applied to the employer portion of premium paid for each retiree. This cap will be effective dated, and all history of cap amounts will be maintained. | 2 |  |  |
| 10.13 | Calculations | The system will calculate the employer portion of a retiree’s premium by applying the current Base Monthly Contribution or actual plan premiums that the retiree is enrolled in. The employer portion will not exceed the BMC, and the retiree will be responsible for any premium due that is not paid by the employer. | 2 |  |  |
| 10.14 | Calculations | The system will manage split coverage where two covered members are married or in a domestic partnership and have a dependent(s), applying limitations on employer premium due that will not exceed contributions paid for a family plan tier. Any additional premium due will be the responsibility of the members to pay. | 2 |  |  |
| 10.15 | Member Record Data | The system will link all multiple member records. | 2 |  |  |
| 10.16 | Reports, Forms & Communications | The system will generate correspondence to the split coverage members during the enrollment process, advising them of any member premium obligations and distribution payment coupons. | 2 |  |  |
| 10.17 | Reports, Forms & Communications | The system will generate coupons for members who have split coverage to direct pay on the same schedule as other direct pay member coupon issuance. All direct pay rules and options will apply. | 2 |  |  |
| 10.18 | Calculations | The system will calculate any overpayments by employers when a missing family link is identified. The system will invoice the appropriate members for the overpayment. | 2 |  |  |
| 10.19 | Member Record Data | The system will maintain in the member record, an indicator of whether a domestic partner is non-IRS qualified or qualified. | 2 |  |  |
| 10.20 | Member Record Data | The system will maintain domestic partnership effective dates from and to in the member record. | 2 |  |  |
| 10.21 | Calculations | The system will calculate imputed income annually for non-IRS qualified domestic partners, applying the current IRS Fair Market Value rules for the year being reported. | 2 |  |  |
| 10.22 | Reports, Forms & Communications | The system will generate an extract file for electronic filing with the IRS and the Hawaii Department of Taxation and associated report for distribution to each employer, containing the annual imputed income information for all members with covered non-IRS qualified domestic partners. | 2 |  |  |
| 10.23 | Reference Data | The system will maintain Base Monthly Contribution (BMC) amounts for use in employer contribution calculation. These contribution amounts will be effective dated, and all history will be maintained. | 2 |  |  |
| 10.24 | Reference Data | The system will maintain a monthly cap (BMC) for employer contributions. This cap will be effective dated, and all history will be maintained. | 2 |  |  |
| 10.25 | Reference Data | The system will allow for the global import of new carrier, employer and employee rates without the need for manual data entry. Rates will be imported at the carrier and plan tier levels. | 2 |  |  |
| 10.26 | Reference Data | The system will allow a user to update rates manually through a user interface, or through the import of a rate table. It will be possible to make changes to individual rate components, plan tiers, etc. without having to re-enter or import all other rates. | 2 |  |  |

## 11\_General Ledger Integration

|  |
| --- |
| General Ledger processing refers to the posting of data to the EUTF general ledger based on financial transactions processed in the BAS. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 11.01 | Reports, Forms & Communications | The system will provide both detail and summary reports for use in posting, verification and reconciliation of all general ledger transactions. | 1 |  |  |
| 11.02 | Accounting | The system will track and summarize all transactions that occur in the system to be included on the general ledger extract files. | 2 |  |  |
| 11.03 | Interface | The system will provide the capability to create general ledger extract files for import into QuickBooks. | 2 |  |  |
| 11.04 | Accounting | The system will provide the capability to define, configure, and store financial transaction categories, such as active member premiums, retiree premiums, or employer contributions, and associate identifying codes to all transactions included on the general ledger extract files. | 2 |  |  |
| 11.05 | Configurability | The system will have the ability to define and maintain EUTF’s chart of accounts and to map transactions to the appropriate GL account. | 2 |  |  |
| 11.06 | Usability | The system will have the ability to add or update account numbers based upon changes that may occur in EUTF’s chart of accounts. | 2 |  |  |
| 11.07 | Accounting | The system will generate indicators, such as posted date and time stamp, for those items that have previously been posted to a general ledger extract file. Search tools will allow an internal user to review groupings of data posted to the general ledger by date range and other indicators. | 2 |  |  |
| 11.08 | Accounting | The system will have the capability to create a reversing general ledger transaction when a system process reverses or voids a transaction that has a financial impact in the system. Similarly, when a correcting transaction with a financial impact is processed, a GL transaction reflecting that correction will be generated. | 2 |  |  |
| 11.09 | Accounting | Upon acceptance and posting of financial transactions during the active payroll process, the system will have the capability to automatically create appropriate general ledger transactions associated with employer remittances. | 2 |  |  |
| 11.10 | Accounting | The system will automatically create debit/credit transactions to the general ledger for corrections in reported data with appropriate audit trail. | 2 |  |  |
| 11.11 | Reports, Forms & Communications | The system will provide the ability for EUTF users to query and report on financial information to include all appropriate financial data, (ex. amounts paid, amounts outstanding, adjustments, etc.). | 2 |  |  |
| 11.12 | Accounting | The system will have the capability to track and automatically reverse/recover any applied transaction, if necessary, to a member's account or between member accounts complete with audit tracking and general ledger entries as appropriate (ex. reversing a refund or reversing employer reporting/adjustment). | 2 |  |  |
| 11.13 | Interface | The system will have the capability to review and reconcile extract files prior to import into QuickBooks. | 2 |  |  |
| 11.14 | Usability | The system will assist EUTF users in reconciling detail transactions associated with summarized data for general ledger extracts. | 1 |  |  |
| 11.15 | Usability | The system will provide the capability to enter a transaction date range when creating the interface file to General Ledger.  The new BAS must provide monthly (1st through 31st of each month) totals for transactions (Summary for payroll journal). | 2 |  |  |
| 11.16 | Interface | The system will provide the capability to specify a level of detail (i.e., summarized, detailed, etc.) to be included in the interface file to General Ledger. | 2 |  |  |
| 11.17 | Accounting | The system will provide the capability to track funds. The chart of accounts will be based on the following fields for flexibility: - Employers - Employees - Retirees - Carriers | 2 |  |  |
| 11.18 | Security | The system will track all general ledger activities by user ID and date of each transaction and activity. | 2 |  |  |
| 11.19 | Reports, Forms & Communications | The system will provide summary and detail reports to be used for manual posting of GL journal entries, as well as in reconciliation tasks. | 2 |  |  |
| 11.20 | Accounting | The system will create individual, detailed transactions that represent the smallest level of granularity corresponding to a financial transaction. These will be referred to here as GL transactions. GL transactions will be accumulated at some aggregated level determined by the type of financial transaction and the posting date, and the accumulated GL transaction records will form the basis of GL extract files. | 2 |  |  |
| 11.21 | Usability | The system will assign, for each GL transaction and transaction type in the system, a field value that allows it to be identified back to the original transaction. This will allow end users to easily recognize if records are included or missing from a report query. Although these values will exist for each GL transaction, they may or may not be used for each GL extract file. | 2 |  |  |

## 12\_Member Portal

|  |
| --- |
| The goal of the Member Portal is to provide an online self-service portal to members to complete routine tasks that would typically require a member to contact EUTF. The portal will provide members with ready access to view member information and include capabilities for the member to update certain aspects of his/her account, submit electronic documents and enroll in insurance benefits. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 12.01 | Member Record Data | The system will provide the capability for a user to view their name and address information on file at EUTF. | 2 |  |  |
| 12.02 | Usability | The system will, for the Member Portal, provide the capability for users to view and modify their beneficiary data on file at EUTF. | 2 |  |  |
| 12.03 | Usability | The system will provide a comprehensive, single source portal for registration, enrollment and maintenance of all employee insurance benefit options. The portal will have employee-specific and employer-specific versions with functionality unique to each. | 2 |  |  |
| 12.04 | Workflow and Case Management | The system will provide a user interface for employee enrollment that walks enrollee through enrollment steps based on eligibility rules and is accessible internally by EUTF staff and through the employer and member portals. | 2 |  |  |
| 12.05 | Usability | The system will, for the Member Portal, provide capabilities to users to access ACH Banking information. | 2 |  |  |
| 12.06 | Configurability | The system will, for the Member Portal, have the capability to display messages/alerts to users. | 2 |  |  |
| 12.08 | Usability | The system will, for the Member Portal, use member-friendly language where possible. | 2 |  |  |
| 12.11 | Usability | The system will, for the Member Portal, provide the capability for the member to affix an electronic signature to documents. | 2 |  |  |
| 12.12 | Reports, Forms & Communications | The system will, for the Member Portal, provide the capability for members to complete forms electronically. | 2 |  |  |
| 12.13 | Usability | The system will, for the Member Portal, provide the capability to upload files and download files from the portal including scanned documents, photos, and other digital files as deemed appropriate. | 2 |  |  |
| 12.14 | Usability | The system will, for the Member Portal, include the ability to list and maintain links to third party websites based on the role and/or participation status of the user. Links will be established at a minimum with the following carriers:  • Kaiser • Hawaii Medical Service Association (HMSA) • Hawaii Dental Service (Delta Dental) • VSP • USAble Life • Securian • CVS and SilverScript • HMA | 2 |  |  |
| 12.15 | Usability | The system will, for the Member Portal, include the ability to list and maintain links to banking institutions for the purposes of collecting member premium payments and disbursing member reimbursements | 2 |  |  |
| 12.16 | Validations | The system will, for the Member Portal, identify any data that is missing or is flagged as being incorrect by EUTF and prompt the member to provide corrected information and/or to contact EUTF. (Ex. returned mail) | 2 |  |  |
| 12.17 | Validations | The system will provide, for the Member Portal, the capability to perform “real-time” validations and provide on screen context-sensitive error, warning, and help messages where applicable. For example, the display of an indication that a required field must be completed beside the actual field entry point. | 2 |  |  |
| 12.18 | Configurability | The system will provide the capability for EUTF to turn features or displayed member data elements on and off, as needed. | 2 |  |  |
| 12.19 | Interface | The system will, for Member Portal, be capable of integrating with enterprise content management (ECM) such that documents uploaded through the Portal by users are properly indexed and placed in the member’s file in ECM. | 2 |  |  |
| 12.20 | Usability | The system will, for the Member Portal, permit the user to electronically communicate with EUTF directly through the Member Portal using a secure messaging feature fully integrated with the system. | 2 |  |  |
| 12.21 | Usability | The system will, for the Member Portal, provide the capability to navigate through screens based on standard Windows and/or Browser based navigation. | 2 |  |  |
| 12.23 | Usability | The system will, for the Member Portal, provide the capability to manage the posting of standard forms and plan documentation (Ex. Plan SPDs, EC form) and manage which audience groups can view each of these. | 2 |  |  |
| 12.24 | Validations | The system will provide the capability to validate the mailing address input by the user against a third-party vendor’s database to identify incorrect mailing addresses. | 2 |  |  |
| 12.25 | Billing | The system will, for the Member Portal, provide the capability to accept and process credit card or ACH payments from members for repayment of benefit overpayments or payments of benefit premiums. | 2 |  |  |
| 12.28 | Reports, Forms & Communications | The system will have the capability for the member to generate a Confirmation Statement from the member portal. | 2 |  |  |
| 12.29 | Usability | The system will permit users of the Member Portal to view, at a minimum, the following information:  • Employer • Employment history • Bargaining Unit • Demographics (Ex. Name, Address, E-mail, Marital Status etc.) • Imaged documents • Insurance elections • PCP election  • Dependent information  • ACH/Banking information  • Health benefit premium deductions • Medicare Part B Reimbursement • Out of state reimbursements  • Balance of premium payments/deductions including outstanding payments • Reference documentation (Ex. HI Statutes, EUTF policies, SPDs, FAQs) | 2 |  |  |
| 12.30 | Usability | The system will permit users of the portal, to complete, at a minimum, the following tasks: • Enroll in health benefits elections • Initiate a qualifying life event for insurance election changes • Submit supporting documentation • Modify demographics (Ex. Name, Address, E-Mail, Marital Status etc.) • Register for training • Send and receive messages and notifications from EUTF staff • Download forms • Initiate an appeal • Initiate a LWOP • E-sign designated documents • Access links to insurance carriers  • Remit premium payments for direct billed members (Ex. retirees and actives on LWOP) • Add or modify a life insurance beneficiary • Initiate claim reimbursement under the EUTF supplemental plan | 2 |  |  |
| 12.31 | Workflow and Case Management | The system will have the capability to initiate a workflow to initiate a LWOP from the member portal. The workflow will include steps that requires verification of employer authorization for the leave. | 2 |  |  |
| 12.32 | Interface | The system will provide, for the Member Portal, the capability to exchange data with banking and financial institutions to support direct billing of members when applicable. | 2 |  |  |
| 12.33 | Reports, Forms & Communications | The system will provide, for the Member Portal, the capability to extract premium deduction information for purposes or reporting premium deduction data and history to members. | 2 |  |  |

## 13\_Employer Portal and Employer Interface

|  |
| --- |
| The goal of the Employer Portal and Employer Interfaces process is to provide a clear and secure pathway for EUTF to interact with its employers and exchange information which includes an online self-service portal for employers to access information related to the employer and its members and enable employers to make updates to member accounts. The portal will include capabilities for employers to initiate certain transactions, enter information and display viewable employer and member information. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 13.01 | Configurability | The system will have the capability identify employers who have a confidentiality agreement on file. | 2 |  |  |
| 13.02 | Configurability | The system will have the capability to restrict sharing and viewing of information to employers who do not have a current confidentiality agreement on file. | 2 |  |  |
| 13.04 | Data Update | The system will have the capability for employers to report employee demographic information through the employer portal | 2 |  |  |
| 13.05 | Data Update | The system will have the capability for employers to report employee demographic information through a data file that can be uploaded and processed in the system. | 2 |  |  |
| 13.06 | Validations | The system will provide the capability to validate incoming demographic data from employers against existing demographic data and alert users of discrepancies. | 2 |  |  |
| 13.07 | Interface | The system will have an employer portal where employers can report employee status changes including but not limited to terminations. | 2 |  |  |
| 13.08 | Usability | The system will provide the capability for the user to view employer name and contact information on file at EUTF. | 2 |  |  |
| 13.09 | Usability | The system will, for the Employer Portal, provide the capability for users to view a member’s beneficiary data on file at EUTF. | 2 |  |  |
| 13.10 | Billing | The system will, for the Employer Portal, provide capabilities to users to add and maintain banking information. | 2 |  |  |
| 13.11 | configurability | The system will, for the Employer Portal have the capability to display messages to users. | 2 |  |  |
| 13.15 | Reports, Forms & Communications | The system will, for the Employer Portal, provide the capability for employers to complete forms electronically. | 2 |  |  |
| 13.16 | Reports, Forms & Communications | The system will, for the Employer Portal, provide the capability to upload files and download files from the portal including scanned documents, photos, and other digital files as deemed appropriate. | 2 |  |  |
| 13.17 | Validations | The system will, for the Employer Portal, identify any data that is missing or is flagged as being incorrect by EUTF and prompt the user to provide corrected information and/or to contact EUTF. | 2 |  |  |
| 13.18 | Validations | The system will provide, for the Employer Portal, the capability to perform “real-time” validations and provide on screen context-sensitive error, warning, and help messages where applicable. For example, the display of an indication that a required field must be completed beside the actual field entry point. | 2 |  |  |
| 13.19 | Configurability | The system will provide the capability for EUTF to turn features or displayed data elements on and off, as needed in the Employer Portal. | 2 |  |  |
| 13.20 | Interface | The system will, for the Employer Portal, be capable of integrating with enterprise content management (ECM) such that documents uploaded through the Portal by users are properly indexed and placed in the member’s file in ECM. | 2 |  |  |
| 13.21 | Reports, Forms & Communications | The system will, for the Employer Portal, permit the user to electronically communicate with EUTF directly through the Employer Portal using a secure messaging feature fully integrated with the system. | 2 |  |  |
| 13.22 | Usability | The system will, for the Employer Portal, provide the capability to navigate through screens based on standard Windows and/or Browser based navigation. | 2 |  |  |
| 13.23 | Usability | The system will, for the Employer Portal, provide the capability to manage the posting of standard forms and plan documentation (Ex. Plan SPDs, EC form) and manage which audience groups can view each of these. | 2 |  |  |
| 13.24 | Usability | The system will, for the Employer Portal, provide the capability for the member to affix an electronic signature to documents. | 2 |  |  |
| 13.25 | Usability | The system will permit users of the Employer Portal to view, at a minimum, the following information:  • Billing letters • Employer memos and announcements • Member bargaining unit • Member benefit and PCP elections • Member demographic information  • Member dependent information  • Member premium deductions • Employer contributions • Current status of initiated transactions • ACH/Banking information  • Reference documentation (Ex. HI Statutes, EUTF policies, SPDs, FAQs) | 2 |  |  |
| 13.26 | Usability | The system will permit users of the Employer portal, to complete, at a minimum, the following tasks: • Remit employer contributions • Exchange and upload files of member data (Ex. Payroll or Enrollment) • Complete orders for employee benefit guides and plan documentation • Generate and schedule reports. • Access forms • Complete e-signing of certain documentation  • Initiate employee transfers • Report employee leaves • Report changes in employee employment status | 2 |  |  |
| 13.27 | Usability | The system will, for the Employer Portal, have the capability to notify EUTF or the Employer when a file has been shared securely via the portal. | 2 |  |  |
| 13.28 | Interface | The system will provide the ability for employers to upload their transmittal files directly to EUTF system via an Employer Portal. | 2 |  |  |
| 13.29 | Usability | The system will provide the ability for employers to manually input transmittal information directly into the EUTF system through an Employer Portal. | 2 |  |  |
| 13.30 | Interface | The system will interface with multiple employer payroll systems to transfer premium deduction data. | 2 |  |  |
| 13.31 | Usability | The system will provide, for the Employer Portal, the capability to receive payroll data from employers. | 2 |  |  |
| 13.32 | Interface | The system will have the capability to receive employer data file feeds that automatically update a member account and trigger any corresponding workflows. | 2 |  |  |
| 13.33 | Interface | The system will have the capability to interface with HawaiiPay, the state payroll system to receive member payroll and demographic information. | 2 |  |  |
| 13.35 | Data Update | The system will have the ability to create and maintain record of files uploaded into the system. | 2 |  |  |
| 13.36 | Data Update | The system will have the capability to require certain data fields for employer payroll, demographic and membership eligibility files that if not provided result in rejection of the submitted file. | 2 |  |  |
| 13.37 | Data Update | The system will have the capability to import data file live in production without affecting the user’s ability to access the system. | 2 |  |  |
| 13.38 | Data Update | The system will have the capability to initiate the enrollment of new members from the employer interface files. | 2 |  |  |
| 13.39 | Data Update | The system will provide an authorized EUTF staff member the ability to reverse, or rollback the transmittal import process if the transmittal file is discovered to be invalid. No residual records or data of any sort should remain if a file is reversed. | 2 |  |  |
| 13.40 | Data Update | The system will provide the capability to audit or track the reversal of a transmittal file. | 2 |  |  |
| 13.41 | Data Update | The system will provide capability to store/archive historical transmittal exception errors (messages) for reporting purposes, even after the exception has been “cleared” and “posted” to the member’s record. | 2 |  |  |
| 13.42 | Data Update | The system will provide the capability to display all transmittal exceptions on a user interface screen. | 2 |  |  |
| 13.43 | Data Update | The system will provide capability to prevent duplicate or otherwise invalid data from posting to member record. | 2 |  |  |
| 13.44 | Validations | The system will provide capability to report, track and allow resolution for all exceptions and validation failures due to data from the interface file(s). | 2 |  |  |
| 13.45 | Validations | The system will provide capability to define exceptions on interface files as a warning or fatal error. | 2 |  |  |
| 13.46 | Validations | The system will provide capability to clearly label each exception or validation failure as either a warning or a fatal error as it happens. | 2 |  |  |
| 13.47 | Validations | The system will provide capability to prevent updates to the system when fatal errors exist. | 2 |  |  |
| 13.48 | Validations | The system will provide capability for staff to review warnings and update the system once it has been approved. | 2 |  |  |
| 13.49 | Batch Processing | The system will accommodate the existing transmittal reporting schedules for each existing employer. | 2 |  |  |
| 13.50 | Batch Processing | The system will provide the flexibility to alter transmittal reporting schedules as needed. | 2 |  |  |
| 13.51 | Batch Processing | The system will provide the flexibility to alter transmittal reporting methods as needed. | 2 |  |  |
| 13.53 | Workflow and Case Management | The system will assign and launch a workflow through which a transmittal report batch will be processed that is triggered by import of the transmittal file or by manual entry of transmittal data through an Employer Portal. | 2 |  |  |
| 13.54 | Configurability | The system will have the capability to enable EUTF to limit certain viewable information and/or limit certain tasks to different employers in the employer portal. | 2 |  |  |
| 13.55 | Member Record Data | The system will be capable of tracking a member’s employment across multiple employers whose benefits are administered by EUTF. | 2 |  |  |
| 13.56 | Interface | The system will have the capability to interface with county payroll systems to receive member payroll and demographic information. | 2 |  |  |

## 14\_Carrier Portal

|  |
| --- |
| The goal of the Carrier Portal is to provide an online self-service portal to carriers to securely send and receive information. The portal will provide carriers with ready access to view account information and include capabilities for the carriers to exchange plan information related to EUTF insurance coverages. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 14.01 | Configurability | The system will have the capability identify carriers who have an BAA on file. | 2 |  |  |
| 14.02 | Configurability | The system will have the capability to restrict sharing and viewing of information to carriers who do not have a current BAA on file. | 2 |  |  |
| 14.04 | Configurability | The system will have the capability to query carrier response times to communications exchanged through the carrier portal. | 2 |  |  |
| 14.05 | Configurability | The system will have the capability to track and report on dates and times when carriers access and download files from the carrier portal. | 2 |  |  |
| 14.06 | Configurability | The system will have the capability to display an inventory of carrier reports and their received dates. | 2 |  |  |
| 14.07 | Reports, Forms & Communications | The system will have the capability to create enrollment files and insurance election changes files for each line of insurance coverage. | 2 |  |  |
| 14.08 | Reports, Forms & Communications | The system will, for the Carrier Portal, have the capability to export reports in various formats including but not limited to PDF, CSV and txt. | 2 |  |  |
| 14.09 | Data Update | The system will have the capability to regularly generate and exchange reports with insurance carries on a schedule established by EUTF via the Carrier Portal. | 2 |  |  |
| 14.10 | Reports, Forms & Communications | The system will have the capability to allow an EUTF staff member with the proper permissions to add, modify, or delete the schedule for which reports are generated and/or sent to carriers via the Carrier Portal. | 2 |  |  |
| 14.11 | Configurability | The system will, for the Carrier Portal, have the capability to store historical reports. | 2 |  |  |
| 14.12 | Security | The system will require that a new user agree to the terms of an End User Agreement before the user can create a username/password to the carrier portal. | 2 |  |  |
| 14.13 | Usability | The system will, for the Carrier Portal, provide capabilities to users to access ACH Banking information. | 2 |  |  |
| 14.14 | Reports, Forms & Communications | The system will, for the Carrier Portal, have the capability to display messages to users. | 2 |  |  |
| 14.18 | Usability | The system will, for the Carrier Portal, provide the capability for the carrier to affix an electronic signature to documents. | 2 |  |  |
| 14.19 | Reports, Forms & Communications | The system will, for the Carrier Portal, provide the capability for carriers to complete forms electronically. | 2 |  |  |
| 14.20 | Usability | The system will, for the Carrier Portal, provide the capability to upload files and download files from the portal including scanned documents, photos, and other digital files as deemed appropriate. | 2 |  |  |
| 14.21 | Configurability | The system will provide the capability for EUTF to turn features or displayed carrier data elements on and off, as needed. | 2 |  |  |
| 14.22 | Workflow and Case Management | The system will, for Carrier Portal, be capable of integrating reports received through the portal to automatically initiate workflows (Ex. Termination workflows initiated for unreported deaths at EUTF based on a carrier report). | 2 |  |  |
| 14.23 | Usability | The system will, for the Carrier Portal, permit the user to electronically communicate with EUTF directly through the Carrier Portal using a secure e-mail and/or messaging feature fully integrated with the system. | 2 |  |  |
| 14.24 | Usability | The system will, for the Carrier Portal, provide the capability to navigate through screens based on standard Windows and/or Browser based navigation. | 2 |  |  |
| 14.25 | Usability | The system will, for the Carrier Portal, provide the capability to accept and process ACH payments from carriers for repayment of premium surplus insurance premiums. | 2 |  |  |
| 14.26 | Usability | The system will permit users of the Carrier Portal to view, at a minimum, the following information: ·     Surplus amounts ·     ACH/Banking information ·    Carrier contacts ·   Historical enrollment reports | 2 |  |  |
| 14.27 | Usability | The system will permit users of the Member Portal to view, at a minimum, the following information:  • Upload and download files securely (Ex. Enrollment) • Submit and maintain carrier contact information • Submit carrier reports (Ex. COBRA, Claims experience) • Set-up and maintain ACH/Banking information for surplus premium payments • Receive notifications when EUTF has posted reports • Send notifications to EUTF when carrier reports/files are available • Transfer secure communications • Accept and receive rush enrollments | 2 |  |  |
| 14.28 | Data Update | The system will, for the Carrier Portal, have the capability to regularly exchange files on a schedule designated by EUTF with insurance carriers. | 2 |  |  |

## 15\_Communications and Notifications

|  |
| --- |
| The goal of Communications and Notifications is to communicate with all members and employers in a timely manner which adheres to all EUTF business policies, federal law, state laws and that includes thorough tracking of all communications. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 15.01 | Reports, Forms & Communications | The system will have the capability to integrate with a fax system to receive member communications and documentations. | 2 |  |  |
| 15.02 | Workflow and Case Management | The system will have the capability to initiate a workflow queue item upon receipt of a faxed document. | 2 |  |  |
| 15.03 | Reports, Forms & Communications | The system will have the capability to link the incoming fax communication to the member’s account. | 2 |  |  |
| 15.04 | Usability | The system will have the capability to integrate with a telephone application for the purposes of tracking incoming and outgoing member call information. | 2 |  |  |
| 15.08 | Interface | The system will have the capability to integrate with a general e-mail box for the purposes of receiving and accepting member correspondence. | 2 |  |  |
| 15.09 | Security | The system will have the capability to reject all incoming email which contain an attachment, for HIPAA security purposes, and send an automated message to the sender. | 2 |  |  |
| 15.10 | Security | The system will have the capability to support HIPAA compliant encrypted electronic communication with members. | 2 |  |  |
| 15.11 | Workflow and Case Management | The system will have the capability to generate a workflow based on correspondence received from the general e-mail box. | 2 |  |  |
| 15.12 | Reports, Forms & Communications | The system will have the capability to automatically generate a response e-mail to a person who e-mails the general e-mail box indicating their request has been received. | 2 |  |  |
| 15.13 | Reports, Forms & Communications | The system will provide the capability to generate mass mailing letters/correspondence based on specific constraints/parameters that are configurable without the need for programming changes. | 2 |  |  |
| 15.14 | Reports, Forms & Communications | The system will provide the capability to store templates for mass mailing and populate pre-defined form fields with the respective member data from the selected population. | 2 |  |  |
| 15.15 | Reports, Forms & Communications | The system will have different constraints and parameters based on categories such as member status, member age, or member reason for termination etc., to support mass mailing of letters. | 2 |  |  |
| 15.16 | Reports, Forms & Communications | The system will provide the capability to do selective reviews or sampling of mass mailings before the final acceptance. | 2 |  |  |
| 15.17 | Member Record Data | The system will provide the capability to store and update member’s email address for future use and mass mailings via email. | 2 |  |  |
| 15.18 | Member Record Data | The system will provide the capability for members to elect a paperless option for receipt of correspondence from EUTF. | 2 |  |  |
| 15.19 | Reports, Forms & Communications | The system will deliver correspondence electronically, subject to rules defined by EUTF, for those members that have elected paperless communications and have a valid e-mail address on file. | 2 |  |  |
| 15.20 | Member Record Data | The system will maintain a history of the e-mail or mailing address to which mass mailing was delivered, regardless of whether the address is ultimately determined as invalid. | 2 |  |  |
| 15.21 | Reports, Forms & Communications | The system will provide the capability to store templates and form letters. | 2 |  |  |
| 15.22 | Reports, Forms & Communications | The system will provide the capability to allow staff members to create letters/correspondence based on stored templates accessed from the member’s record. | 2 |  |  |
| 15.23 | Reports, Forms & Communications | The system will provide the capability to have pre-defined form fields populated automatically with respective member’s data (e.g. name, address) when creating letters/correspondence based on stored templates. | 2 |  |  |
| 15.24 | Reports, Forms & Communications | The system will provide the capability for a user to customize certain standard correspondence by choosing from a selection of boilerplate language options to include in the correspondence. | 2 |  |  |
| 15.25 | Reports, Forms & Communications | The system will provide the capability to generate letters/correspondence for a given member or a population of members. | 2 |  |  |
| 15.26 | Reports, Forms & Communications | The system will provide the capability to automatically generate letters triggered by a specific event (e.g. retirement, enrollment, termination etc.). | 2 |  |  |
| 15.27 | Workflow and Case Management | The system will provide the capability to automatically generate letters and send to the printer, email or outgoing mail, including as part of workflow. | 2 |  |  |
| 15.28 | Reports, Forms & Communications | The system will provide the capability to allow changes and updates to system generated form letters/correspondence as part of an event, based on appropriate authorization/security. | 2 |  |  |
| 15.29 | Reports, Forms & Communications | The system will provide the capability to change or update existing templates based on appropriate authorization/security without the need for a programming change. | 2 |  |  |
| 15.30 | Reports, Forms & Communications | The system will provide the capability to support mail merge features to print labels. | 2 |  |  |
| 15.31 | Reports, Forms & Communications | The system will provide the capability to generate mailing lists and labels for mass mailings for selected groups of members (e.g. all retired members, all active members etc.). | 2 |  |  |
| 15.32 | Member Record Data | The system will provide the capability to generate and combine addresses from different sources (Ex. payroll import or monthly Bank import). | 2 |  |  |
| 15.33 | Reports, Forms & Communications | The system will provide capability to keep consistency for abbreviations (e.g., apartment, space, etc.) | 2 |  |  |
| 15.34 | Reports, Forms & Communications | The system will provide the capability to prepare data files in txt, Excel, or other data formats for third party vendors to print labels. | 2 |  |  |
| 15.35 | Reports, Forms & Communications | The system will provide the capability to route letters to ECM if wet signatures are not required, eliminating the need to print out the letters and scan them manually. | 2 |  |  |
| 15.36 | Reports, Forms & Communications | The system will provide the capability to track previous correspondence that has been generated and mailed out to a member. | 2 |  |  |
| 15.37 | Reports, Forms & Communications | The system will provide the capability to use standard United States Postal Service address format rules when placing addresses on envelopes, labels, newsletters, etc. | 2 |  |  |
| 15.38 | Reports, Forms & Communications | The system will provide the capability to verify addresses with regularly updated address data obtained from the United States Postal Service. | 2 |  |  |
| 15.39 | Reports, Forms & Communications | The system will provide the capability to include a signature image on a signature line of certain standard letters and correspondence generated by the system as defined by the EUTF. | 2 |  |  |
| 15.40 | Reports, Forms & Communications | The system will provide the capability to print EUTF’s letterhead and include EUTF’s letterhead on system-generated correspondence of the EUTF’s choosing. | 2 |  |  |
| 15.41 | Workflow and Case Management | The system will provide the capability to generate automatic reminder correspondence when the specified “wait” period has been exceeded for a response from an EUTF user, member, Employer etc. | 2 |  |  |
| 15.42 | Usability | The system will have the capability to generate and send a customer satisfaction survey to members/employers for customer service feedback. | 2 |  |  |
| 15.43 | Reports, Forms & Communications | The system will have the capability to send and receive secure e-mail communications and associate those emails to the member account. | 2 |  |  |
| 15.44 | Reports, Forms & Communications | The system will have the capability to generate a barcode using a coding scheme appropriate to modern document processing using both digits and characters. | 2 |  |  |
| 15.45 | Reports, Forms & Communications | They system will have the capability to include a barcode on forms, letters and other communication outputs expected to be returned to the EUTF. | 2 |  |  |
| 15.46 | Reports, Forms & Communications | The system will have the capability to place the barcode anywhere on the communication material designs and orient the barcode vertically or horizontally to fit correspondence design. | 2 |  |  |

## 16\_Other Interfaces

|  |
| --- |
| The goal of the Other Interfaces process is to provide a clear and secure pathway for EUTF to exchange data with its non-employer groups that can be incorporated into the benefits administration processes. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 16.01 | Validations | The system will have the capability to prompt the user to confirm a BA is on file prior to establishing any interfaces with a non-employer group. | 2 |  |  |
| 16.02 | Reports, Forms & Communications | The system will have the capability to extract data from ad hoc queries using an integrated reporting tool. | 2 |  |  |
| 16.03 | Reports, Forms & Communications | The system will have the capability to save exports and format them using delimited or fixed width formatting that can be modified if necessary. | 2 |  |  |
| 16.04 | Usability | The system will be able to import data. | 2 |  |  |
| 16.05 | Security | The system will complete all data exchanges compliant with HIPAA regulations. | 1 |  |  |
| 16.06 | Interface | The system will have the capability to receive carrier data file feeds that automatically update a member account and trigger any corresponding workflows. | 2 |  |  |
| 16.07 | Data Update | The system will have the capability to require certain data fields for non-employer group files that if not provided result in rejection of the submitted file. | 2 |  |  |
| 16.08 | Batch Processing | The system will accommodate the existing transmittal reporting schedules for each existing non-employer group. | 2 |  |  |
| 16.09 | Validations | The system will provide the ability to validate payments prior to transmittal to financial institutions. | 2 |  |  |
| 16.10 | Validations | The system will provide an internal approval process for all payments issued in the system. | 2 |  |  |
| 16.11 | Interface | The system will have the capability to accept a file of cleared checks and apply them to the corresponding outgoing payment record. | 2 |  |  |
| 16.12 | Validations | The system will have the capability to automatically validate ACH routing numbers and populate the corresponding financial institution information | 2 |  |  |
| 16.13 | Interface | The system will have the capability to generate and send a prenote file and accept a corresponding response file. | 2 |  |  |
| 16.14 | Validations | The system will have the capability to validate prenote responses and update corresponding member and employer accounts | 2 |  |  |
| 16.16 | Interface | The system will have the ability to secure all files transmitted to financial institutions. | 2 |  |  |
| 16.17 | Accounting | The system will have the capability to capture line-item billing for employers in order to isolate funds due to the OPEB trust account. | 2 |  |  |

## 17\_Appeals

|  |
| --- |
| The Appeals process refers to the processes EUTF completes to efficiently address member appeals within the required deadlines. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 17.01 | Member Record Data | The system will capture the date that an enrollment or change request was denied. | 2 |  |  |
| 17.02 | Workflow and Case Management | The system will capture the date that a member appeal request was received and scanned. | 1 |  |  |
| 17.03 | Workflow and Case Management | The system will validate that an administrative appeal request is received within 180 days of the adverse decision. | 2 |  |  |
| 17.04 | Workflow and Case Management | The system will provide the capability to track the time elapsed since receipt of an administrative appeal. | 2 |  |  |
| 17.05 | Workflow and Case Management | The system will provide the capability to alert the user prior to a system-tracked appeal deadline. | 2 |  |  |
| 17.06 | Workflow and Case Management | The system will capture the date that a determination is made on an administrative or Board appeal. | 2 |  |  |
| 17.07 | Workflow and Case Management | The system will validate that a Board appeal request is received within 90 days of a denied administrative appeal. | 2 |  |  |
| 17.08 | Workflow and Case Management | The system will provide the capability to track the time elapsed since receipt of an administrative appeal. | 2 |  |  |
| 17.09 | Workflow and Case Management | The system will have the capability to capture the date of the Board Meeting at which an appeal will be reviewed. | 2 |  |  |
| 17.10 | Workflow and Case Management | The system will validate that a scheduled Board Meeting meets the 45-day requirement. | 2 |  |  |
| 17.11 | Workflow and Case Management | The system will provide the capability to track the time elapsed since receipt of an emergency appeal. | 2 |  |  |
| 17.12 | Workflow and Case Management | The system will provide the capability to launch a workflow and assign a work queue item whenever an appeal request document is received in the member’s electronic file. | 1 |  |  |
| 17.13 | Workflow and Case Management | The system will provide the ability, based on user role, to override eligibility rules in order to process an approved appeal. | 1 |  |  |
| 17.14 | Workflow and Case Management | The system will provide, based on user role, the ability to restrict viewing of member documents. | 1 |  |  |
| 17.15 | Workflow and Case Management | The system will capture the reason an enrollment or change request was denied. | 2 |  |  |
| 17.16 | Workflow and Case Management | The system will provide the capability to notate, flag, or otherwise indicate on a member’s file that an appeal has been requested or is underway. | 2 |  |  |
| 17.17 | Workflow and Case Management | The system will provide the capability to notate, flag, or otherwise indicate on a member’s file the ultimate outcome of an appeal (the Administrative and/or determinations). | 2 |  |  |
| 17.18 | Workflow and Case Management | The system will assist EUTF in tracking and processing appeals through the use of a workflow or other tools designed to facilitate and track documents, timelines, and events required by the appeals process. The workflow will include the ability to route an appeal case and associated documents to specified EUTF personnel for various review, quality control, and supervisory approval steps. | 2 |  |  |
| 17.19 | Workflow and Case Management | The system will track the progression of an appeal and display meaningful status updates. | 2 |  |  |
| 17.20 | Workflow and Case Management | The system will have the capability to distinguish between Administrative, Board, and Emergency Appeals and differentiate the required timelines for each. | 2 |  |  |
| 17.22 | Reports, Forms & Communications | The system will provide the capability to generate a Decision Letter to the applicant regarding the Administrative and/or Board determinations in the matter of the member’s appeal. | 2 |  |  |
| 17.23 | Reports, Forms & Communications | The system will provide the capability to track the status of and generate reports related to appeals logged in the system. | 2 |  |  |
| 17.24 | Reports, Forms & Communications | The system will provide the ability to log appeal requests in the system for tracking and reporting purposes. | 2 |  |  |
| 17.25 | Reports, Forms & Communications | The system will provide the ability to log denials in the system for tracking and reporting purposes. | 2 |  |  |
| 17.27 | Usability | The system will provide the capability for EUTF users to query the system for appeals based on dates and appeal types (reason, processing time, determination, etc.) | 2 |  |  |

## 18\_General Requirements

|  |
| --- |
| General Requirements refers to high-level and miscellaneous system requirements. |

| **ReqID** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Degree of Customization** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| 18.01 | Member Portal | The system will provide the ability for Members to make certain demographic changes (e.g., address, phone) through a self-service Member Portal, either directly (with proper validations) or by an online request. | 2 |  |  |
| 18.02 | Member Record Data | The system will provide the capability for the following fields at minimum to be stored and changed for each address type: • Street Address / P.O. Box • Address line 2 • City • State • Zip / Postal Code  • Country • Effective From Date • Effective To Date • Address type (e.g., mailing, physical) | 2 |  |  |
| 18.03 | Member Record Data | The system will provide the capability to allow changes to address fields via payroll transmittal file or via manual adjustment by staff member. | 2 |  |  |
| 18.04 | Member Record Data | The system will provide the capability to capture and update the marital status. | 2 |  |  |
| 18.05 | Member Record Data | The system will provide the capability to capture information if the member is married, including, but not limited to:  • Is/Was spouse partner also a member (Y/N) • Spouse’s name • Spouse’s SSN or Person ID • Spouse’s DOB • Date of Marriage | 2 |  |  |
| 18.06 | Member Record Data | The system will provide the capability to record and change information for a dependent, including but not limited to: • Name (First, Middle, Last, Suffix) • Date of Birth • Relationship • SSN (if applicable/existing) • Address | 2 |  |  |
| 18.07 | Member Record Data | The system will provide the capability to store and view history of SSN changes. | 2 |  |  |
| 18.08 | Member Record Data | The system will provide the capability to store multiple addresses for a member, e.g. mailing, physical. Validation and data integrity must be enforced to disallow any overlapping periods for address by address type. | 2 |  |  |
| 18.09 | Member Record Data | The system will provide the capability to store multiple dependent records for a member. | 2 |  |  |
| 18.10 | Member Record Data | The system will provide the capability to store multiple phone numbers, e.g. Home, Cell and Alternate. | 2 |  |  |
| 18.11 | Member Record Data | The system will have the capability to future date and back date member addresses. | 2 |  |  |
| 18.12 | Workflow and Case Management | The system will provide the ability to define automated workflow-based correspondence generation and follow-up based of receipt or non-receipt of requested response from members. | 2 |  |  |
| 18.15 | Reports, Forms & Communications | The BAS will provide the ability to select and generate correspondence from within a member/payee record. | 2 |  |  |
| 18.16 | Reports, Forms & Communications | The BAS will provide the ability to store history of correspondence issuance in the member and payee records. | 2 |  |  |
| 18.17 | Reports, Forms & Communications | The BAS will provide the ability to associate business processes with the generation of particular correspondence for groups of members, payees, and/or employers impacted by the process execution. | 2 |  |  |
| 18.18 | Reports, Forms & Communications | The BAS will provide the ability to integrate correspondence with workflow / case management functionality in the BAS. | 2 |  |  |
| 18.19 | Security | The BAS will provide the ability for an administrator to control whether or not end users can create documents and document templates. | 2 |  |  |
| 18.20 | Reports, Forms & Communications | The BAS will provide the ability to produce ad-hoc queries and reports, using a simple and intuitive user interface. | 2 |  |  |
| 18.21 | Reports, Forms & Communications | The BAS will provide the ability to save queries and reports for use and modification in the future. | 2 |  |  |
| 18.22 | Security | The BAS will provide the ability for an administrator to control whether or not end users can create ad hoc reports. | 2 |  |  |
| 18.23 | Reports, Forms & Communications | The BAS will display the parameters used in the report (filters, date ranges, grouping, etc.) | 2 |  |  |
| 18.24 | Reports, Forms & Communications | The BAS will provide the ability to format the layout of reports with user-defined titles, headers, footers, grouping and sorting | 2 |  |  |
| 18.25 | Reports, Forms & Communications | The BAS will provide the ability to produce new reports that can be saved and made available to end users, including self-service users when appropriate. | 2 |  |  |
| 18.26 | Reports, Forms & Communications | The BAS will provide the user, within the reporting sub-system, the ability to list all reports and will track the user and date/time of the generation of these reports. | 2 |  |  |
| 18.27 | Reports, Forms & Communications | The system must not allow any ad hoc queries to degrade system performance or execute any unreasonable volumes of output. | 1 |  |  |
| 18.28 | Reports, Forms & Communications | The BAS will generate reports of documents imaged into the system. | 2 |  |  |
| 18.29 | Reports, Forms & Communications | Opening and viewing of stored documents will be efficient and will not impact overall system performance. | 2 |  |  |
| 18.30 | Reports, Forms & Communications | The system will provide the capability to export stored documents (imaged and system-generated) in a PDF format. | 2 |  |  |
| 18.31 | Imaging | The BAS will support storage of a variety of image types, such as TIFF, PDF, JPEG, etc. | 2 |  |  |

# OPTIONAL REQUIREMENTS

OFFEROR must confirm if they can or cannot meet each requirement within their fixed price proposal. If the requirement can be met at additional cost, OFFEROR should select “Additional” and include details in the Summary tab of Appendix D, *Cost Proposal Workbook*.

|  |  |  |
| --- | --- | --- |
| **Flexibility Rating** | **Definition** | **Comments** |
| **Rating 3** | **Optional** – Desired if requirement can be met without additional cost | EUTF would like this requirement fulfilled, but understands it might be outside the scope of the vendor’s BAS solution. For each Rating 3 requirement:   * Indicate “Yes” if the function will be delivered as part of the fixed price. * Indicate “No” if the function will not be delivered as part of the fixed price proposal. * Indicate “Additional” if the function can be delivered at added cost and provide detail in the Summary tab of Appendix D, *Cost Proposal Workbook*. |

| **ReqID** | **Process** | **Sub-process** | **Requirement Details** | **Flexibility Rating** | **Meets Requirement?** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| 1.25 | New Member and Returning Member Enrollment | Reports, Forms & Communications | The system will automatically generate a benefit confirmation letter for transferred employees that communicates the impact of the transfer to their benefits. | 3 | Yes No  Additional |  |
| 2.03 | Life Events and Benefit Changes | Eligibility and Enrollment | The system will have the capability to notify the member that his/her election from an HSTA VB plan to an EUTF plan cannot be changed back to an HSTA VB plan and require confirmation from the member to complete the change. | 3 | Yes No  Additional |  |
| 2.24 | Life Events and Benefit Changes | Workflow and Case Management | The system will have the capability to identify and track pending dependent children enrollments from QMCSOs that were deferred until the open enrollment period. | 3 | Yes No  Additional |  |
| 2.25 | Life Events and Benefit Changes | Workflow and Case Management | The system will initiate a workflow queue item during open enrollment for any pending child enrollment from a QMCSO. | 3 | Yes No  Additional |  |
| 2.29 | Life Events and Benefit Changes | Eligibility and Enrollment | The system will have the capability to send electronic notices to the member who has not submitted any changes for open enrollment and remind them of their option to make election changes by a designated number of days as determined by the EUTF prior to the end of open enrollment. | 3 | Yes No  Additional |  |
| 2.38 | Life Events and Benefit Changes | Workflow and Case Management | The system will display the status of dependent enrollment/verification (pending, approved, rejected). | 3 | Yes No  Additional |  |
| 3.05 | Medicare Enrollment and Reimbursement | Workflow and Case Management | The system will have the capability to automatically generate a Medicare Notice reminder notification to members who have not submitted proof of Medicare enrollment a designated number of days prior to their 60-day Medicare eligibility enrollment period ending. | 3 | Yes No  Additional |  |
| 3.28 | Medicare Enrollment and Reimbursement | Reports, Forms & Communications | The system will provide members with a letter to confirm their enrollment in Medicare was successfully verified. | 3 | Yes No  Additional |  |
| 3.31 | Medicare Enrollment and Reimbursement | Reports, Forms & Communications | The system will allow for the querying of Medicare enrollment and reimbursement data to create reports and complete audits. | 3 | Yes No  Additional |  |
| 3.32 | Medicare Enrollment and Reimbursement | Configurability | The system will have the capability to adjust a Retired Member’s status for Medicare reimbursement to “waived” if reimbursement is not able to be set-up within a designated number of days from Medicare enrollment verifications as determined by EUTF. | 3 | Yes No  Additional |  |
| 3.33 | Medicare Enrollment and Reimbursement | Interface | The system will have the capability to upload a file from CMS that is utilized to initiate the automatic cancellation of medical and prescription drug insurance for Retired Members who canceled their Medicare Part B coverage. | 3 | Yes No  Additional |  |
| 3.51 | Medicare Enrollment and Reimbursement | Reports, Forms & Communications | The system will provide the ability to compare two quarterly Medicare Part B reimbursement quarterly reports, allowing the user to select the two reports for comparison, and returning the variances. | 3 | Yes No  Additional |  |
| 3.56 | Medicare Enrollment and Reimbursement | Reports, Forms & Communications | The system will provide members with a letter to confirm their enrollment in Medicare was successfully verified. | 3 | Yes No  Additional |  |
| 3.59 | Medicare Enrollment and Reimbursement | Reports, Forms & Communications | The system will allow for the querying of Medicare enrollment and reimbursement data to create reports and complete audits. | 3 | Yes No  Additional |  |
| 3.60 | Medicare Enrollment and Reimbursement | Configurability | The system will have the capability to adjust a Retired Member’s status for Medicare reimbursement to “waived” if reimbursement is not able to be set-up within a designated number of days from Medicare enrollment verifications as determined by EUTF. | 3 | Yes No  Additional |  |
| 3.61 | Medicare Enrollment and Reimbursement | Reports, Forms & Communications | The system will have the capability to upload a file from CMS that is utilized to initiate the automatic cancellation of medical and prescription drug insurance for Retired Members who canceled their Medicare Part B coverage. | 3 | Yes No  Additional |  |
| 4.07 | COBRA | Reports, Forms & Communications | The system will have the capability to provide data and reports to support calculation of any tax penalties resulting from late notification of COBRA notices to qualified beneficiaries. | 3 | Yes No  Additional |  |
| 4.08 | COBRA | Reports, Forms & Communications | The system will provide reporting on employers who report terminations and other qualifying events greater than 30 days from the date of the event. | 3 | Yes No  Additional |  |
| 4.10 | COBRA | Reports, Forms & Communications | The system will have the ability to send a COBRA enrollment confirmation letter after a qualifying event has been processed. | 3 | Yes No  Additional |  |
| 4.13 | COBRA | Configurability | The system will have the capability to record if a dependent child’s elections were completed by a parent. | 3 | Yes No  Additional |  |
| 4.19 | COBRA | Configurability | The system will have the capability to display COBRA premium amounts on the member record for reference. | 3 | Yes No  Additional |  |
| 4.24 | COBRA | Batch Processing | The system will have the capability to generate COBRA open enrollment documents for COBRA participants in a batch process that will be printed and mailed to participants. | 3 | Yes No  Additional |  |
| 4.29 | COBRA | Reports, Forms & Communications | The system will have the capability to send a termination of coverage communication to a qualified beneficiary when coverage ends due to the end of an allowable coverage period. | 3 | Yes No  Additional |  |
| 4.34 | COBRA | Reports, Forms & Communications | The system will have the capability to send a communication denying the qualifying life event if the event is reported 61 days or later from the COBRA event date. | 3 | Yes No  Additional |  |
| 4.36 | COBRA | Reports, Forms & Communications | The system will have the capability to send a communication denying the disability COBRA qualifying life event if the event is reported 61 days or later from the event date. | 3 | Yes No  Additional |  |
| 4.48 | COBRA | Configurability | The system will have the ability to record a termination reason if COBRA coverage is cancelled. | 3 | Yes No  Additional |  |
| 4.54 | COBRA | Configurability | The system will have the capability to set-up member authorization to receive electronic COBRA communications. | 3 | Yes No  Additional |  |
| 4.60 | COBRA | Reports, Forms & Communications | The system will have the capability to generate a COBRA rate sheet that can be sent to insurance carriers. | 3 | Yes No  Additional |  |
| 5.18 | Loss of Eligibility | Usability | The system will have the capability to track initial processing and recertifications of full-time student status to the dependent record. | 3 | Yes No  Additional |  |
| 5.25 | Loss of Eligibility | Reports, Forms & Communications | The system will automatically generate a communication to a member whose new address is outside of the coverage area to advise them coverage changes need to be made. | 3 | Yes No  Additional |  |
| 5.27 | Loss of Eligibility | Eligibility and Enrollment | The system will have the capability to record a history of member plan changes, timing of plan changes and reason (Ex. out of coverage area move, open enrollment). | 3 | Yes No  Additional |  |
| 5.34 | Loss of Eligibility | Reports, Forms & Communications | The system will have the capability to exclude members from audit selection and reporting, if supporting documentation was provided within a designated number of days before the audit report is run. | 3 | Yes No  Additional |  |
| 5.37 | Loss of Eligibility | Eligibility and Enrollment | The system will have an audit indicator to show a user that the member account is associated with a current audit. | 3 | Yes No  Additional |  |
| 5.39 | Loss of Eligibility | Configurability | The system will have the capability to record the audit type that was completed on a member account. | 3 | Yes No  Additional |  |
| 8.11 | Carrier Payment | Batch Processing | The system will maintain carrier payment history by generating carrier payment reports as part of a batch process. This batch process will make it possible to trace premium payment for an individual member through to payment of premium to the carrier. | 3 | Yes No  Additional |  |
| 9.04 | Reconciliation | Reports, Forms & Communications | The system will generate a Variance Report by comparing the detailed Payroll Deduction report to the detailed Employer Payroll report at the member level, reporting members with variation in coverage and or premium. It will also return any member that appears on one report but not on another. | 3 | Yes No  Additional |  |
| 9.05 | Reconciliation | Reports, Forms & Communications | The system will allow the user to select which two Payroll Deduction and Employer Payroll reports to compare when running the Variance Report. | 3 | Yes No  Additional |  |
| 12.07 | Member Portal | Configurability | The system will, for the Member Portal, provide the capability for EUTF staff to change the look of the Portal for consistent branding. | 3 | Yes No  Additional |  |
| 12.09 | Member Portal | Configurability | The system will, for the Member Portal, provide the capability for the user to change the size of the font used to display content. | 3 | Yes No  Additional |  |
| 12.10 | Member Portal | Usability | The system will, for the Member Portal, provide the capability to zoom in/out on content displayed as a PDF or image. | 3 | Yes No  Additional |  |
| 12.22 | Member Portal | Usability | The system will, for the Member Portal, provide the capability to include and manage changes to a Knowledge Management Repository (frequently asked questions, standard problems and responses, glossary of terminology used by EUTF, etc.) | 3 | Yes No  Additional |  |
| 12.26 | Member Portal | Member Record Data | The system will, for the Member Portal, provide the capability for users to certify smoker or non-smoker status that would trigger an annual surcharge for smokers. | 3 | Yes No  Additional |  |
| 12.27 | Member Portal | Reports, Forms & Communications | The system will, for the Member Portal, provide the capability for the user to authorize consent for the use of a member’s personal contact information to be shared with EUTF contractors for prevention and chronic condition management. | 3 | Yes No  Additional |  |
| 13.03 | Employer Portal and Employer Interface | Configurability | The system will have the capability to notify the employer when the BA agreement is about to expire. | 3 | Yes No  Additional |  |
| 13.12 | Employer Portal and Employer Interface | Configurability | The system will, for the Employer Portal, provide the capability for EUTF staff to change the look of the portal for consistent branding. | 3 | Yes No  Additional |  |
| 13.13 | Employer Portal and Employer Interface | Configurability | The system will, for the Employer Portal, provide the capability for the user to change the size of the font used to display content. | 3 | Yes No  Additional |  |
| 13.14 | Employer Portal and Employer Interface | Configurability | The system will, for the Employer Portal, provide the capability to zoom in/out on content displayed as a PDF or image. | 3 | Yes No  Additional |  |
| 13.34 | Employer Portal and Employer Interface | Validations | The system will have capability to validate uploaded files. | 3 | Yes No  Additional |  |
| 13.52 | Employer Portal and Employer Interface | Reports, Forms & Communications | The system will provide the capability to issue a demographic information change notification letter that informs the participant that an employer-submitted change will become the data of record on a future date. | 3 | Yes No  Additional |  |
| 14.03 | Carrier Portal | Configurability | The system will have the capability to notify the carrier when the BA agreement is about to expire. | 3 | Yes No  Additional |  |
| 14.15 | Carrier Portal | Configurability | The system will, for the Carrier Portal, provide the capability for EUTF staff to change the look of the Portal for consistent branding. | 3 | Yes No  Additional |  |
| 14.16 | Carrier Portal | Configurability | The system will, for the Carrier Portal, provide the capability for the user to change the size of the font used to display content. | 3 | Yes No  Additional |  |
| 14.17 | Carrier Portal | Configurability | The system will, for the Carrier Portal, provide the capability to zoom in/out on content displayed as a PDF or image. | 3 | Yes No  Additional |  |
| 15.07 | Communications and Notifications | Usability | The system will have the capability to integrate with telephone application for the purposes of logging member incoming and outgoing calls associated to the member account. | 3 | Yes No  Additional |  |
| 16.15 | Other Interfaces | Interface | The system will have the capability to index canceled check images, received monthly on a CD, to member and employer accounts. | 3 | Yes No  Additional |  |
| 17.21 | Appeals | Workflow and Case Management | The system will assist EUTF users in compiling member data and documents related to a member’s appeal. | 3 | Yes No  Additional |  |
| 17.26 | Appeals | Reports, Forms & Communications | The system will provide the capability to prepopulate all letters and documents utilized in the Appeals processes using any applicable data available in the system. | 3 | Yes No  Additional |  |
| 18.13 | General Requirements | Reports, Forms & Communications | The BAS will provide the ability to edit groups of documents at a header or master template level for changes such as letterhead updates. | 3 | Yes No  Additional |  |
| 18.14 | General Requirements | Reports, Forms & Communications | The BAS will provide the ability to electronically add signatures to outgoing documents that would be unique to the user generating the document. | 3 | Yes No  Additional |  |