



## Wellsystems and TRS IMNS Reports

Our mission is to provide clients with easy-to-use, cost-effective online solutions for enrolling and managing benefits while exchanging benefit information with payroll systems, third party administrators and insurance carriers.

Hello <<First Name>>,

We want to take a moment of your time to explain some changes to your TRS medical data files and about new reports in the Ineligible Member Notification System (IMNS) geared for assisting with issues common to TRS benefits:

### Wellsystems Update

As you know, **THEbenefitsHUB** allows for canceling or wholly terminating an employee's or dependent's medical election by entering a termination date one day prior to the election's start date into the system. The original, agreed upon file format from Wellsystems accommodated the transmission of these termination dates and from the start, we have complied with their format.

Recently, Wellsystems has discovered that these particular termination dates are causing an unexpected problem with their internal processing methods. They have requested a change to their original file format, one that will take us a few weeks to fully test and implement. We want to assure you that we are working very closely with the various teams at Wellsystems to make these changes a success. Please contact your Wellsystems representative for more information regarding how this change will impact the processing of your TRS medical data files.

Due in part to these file format changes and your valued feedback, we've created three new IMNS reports that help point out potential errors specific to TRS benefits:

### Split Employees enrolled in Non-Family Coverage

Occasionally, situations arise where split employees are on Employee Only or Employee Child plan tiers in **THEbenefitsHUB**. Because an employee must have a spouse at a TRS participating district in order to be considered a Split employee, these two tiers are not valid for an employee's medical record.

If you have employees display under the "Split Employees enrolled in Non-Family Coverage" section of the IMNS, they have an invalid tier on a Split medical election. To resolve this, please update the employee's record and election to reflect the correct covered members and tier.

### Employees missing addresses

Missing addresses can be a struggle for carriers when it comes to processing coverage and sending out ID cards in a timely manner. Encourage your employees to log into **THEbenefitsHUB**

If you have employees display under the “Employees missing addresses” section of the IMNS, they have data missing in required address field(s). Please complete these fields as soon as possible.

**Duplicate Social Security Numbers within an employee’s record**

Using the same Social Security Number multiple times within one employee’s record causes errors, like preventing the processing of coverage and increasing reported data discrepancies. This typically occurs when a dependent is given the same number as the employee.

If you have employees display under the “Duplicate Social Security Numbers within an employee’s record” section of the IMNS, there is a Social Security Number listed multiple times within the employee or dependent's record. Please update the record with the correct Social Security Number.

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For more information about these reports, or suggestions for new ones, please speak with your Account Representative. We appreciate your time and your feedback!



Sincerely,

**Your Friendly Benefits Technology Team**

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