Version 1.1

TRS Terminations
Carrier Outcomes

Introduction

This document explains how terminated employees are sent to the carrier via the bswift EDI file feed for TRS Medical coverage, based on how the termination is entered in THE*benefits*HUB.

This guide focuses on the outcomes of different termination scenarios—showing how specific field values and combinations determine what the carrier receives and when COBRA eligibility is triggered. It is designed to help you understand what information is being sent and why certain results occur.

When an employee is terminated, the way that termination is entered in THE*benefits*HUB determines what information is sent to the carrier on the bswift EDI file feed for TRS Medical coverage. This includes whether COBRA eligibility is triggered. Understanding these outcomes is essential to ensure accurate reporting and avoid surprises for both you and the employee.

This guide is here to give you a clear view of those outcomes. Instead of walking through step-by-step instructions, it focuses on what happens when specific fields and combinations are used. The charts and examples included make it easy for you to see exactly what the carrier receives and confirm that your terminations are processed accurately and consistently.

Pro tips you'll want to keep in mind as you review this guide:
- Review your Export Summary page after a termination to track when each carrier receives the information.
- Avoid making multiple status changes for the same employee in a single session; if a correction is needed, reach out to us at TRSEscalations@THEbenefitsHUB.com for assistance.

When Are Terminations Sent on the EDI Files

Once a termination is entered in the system, it is not immediately sent on every EDI file. Terminations follow specific timing rules that determine when they appear on the carrier file.

Termination records are sent on the EDI file within 30 days of the benefit termination date, not based on when the status change is entered. This approach is intentional and helps prevent premature terminations—especially in scenarios such as summer deferment, where an employee may no longer be working but is still eligible for coverage through a later date.

Until the termination is eligible to be sent, the employee will continue to be reported as active with benefits on the EDI files. This allows time for any changes that may occur between the status termination date and the benefit termination date, such as QLEs or demographic updates.

As a best practice, we recommend holding terminations until you are within 60 days of the benefit termination date, when possible. This reduces the risk of creating unintended downstream impacts.

Timing Scenario	Entered Date	Status Termination Date	Coverage Termination Date	When will it be sent?
Termination Within Same Month	January 1st	January 15th	January 31st	The Next File After the Entered Date
Future-Dated Termination (Held Until Closer to Term Date)	May 26th	May 15th	August 31st	The First File sent in August
Before Status Termination Date	February 15th	March 6th	March 31st	The First File sent in March
After Benefit Termination Date	February 26th	January 15th	January 31st	The Next File After the Entered Date

Please Note: Terminations are only sent once on the EDI files. After the termination record is transmitted, it drops from future files and is not resent. The only way a termination would appear again is if the employee is reactivated with coverage, that change is sent on an EDI file, and the employee is then terminated again.

How Status and Termination Fields Work Together

In THE*benefits*HUB, the employee status, termination type, reason, and effective dates all play a role in how information is translated to the carrier through the bswift EDI file feed.

When you end an employee's employment, the status must always be set to Terminated. THE*benefits*HUB includes different fields and date logic for each employee status, and the system relies on those fields to determine what information is sent to the carrier.

When a status change is saved, the Status Change Effective Date and related termination fields control:
- When the termination is reported
- What termination details are sent
- How the carrier interprets the employee's coverage end and COBRA eligibility

The EDI file does not interpret intent — it reports exactly what is entered in these fields. As a result, even small differences in how a termination is recorded can lead to different outcomes on the carrier file.

When terminating an employee, it's important to always change the employee's status from Active to Terminated, as selecting a different status—such as changing the employee directly from Active to Retired—will prevent the termination from processing correctly on the EDI file. The combination of the status change, termination type, and the coverage termination date all determine what is sent to the carrier, and in some cases, the timing of these changes matters.

As a general best practice, if multiple status updates are needed, we recommend allowing at least one file cycle to run between changes to avoid conflicting data—though there are exceptions. For example, with COBRA, you may not know immediately whether the employee will elect coverage, so you would simply process the termination first and return later to update the status to COBRA once confirmed. The timing of that second change is flexible. However, in situations such as a deceased employee, the status must be updated more quickly. In those cases, you should complete the termination and then immediately update the status to Deceased so the carrier receives the correct record and the dependent COBRA process can begin without delay.

Typical (standard) steps of a termination [high-level]:
1. Profile Page:
   a. Change the status of the employee from Active to Terminated
   b. Select the 'Termination Type' of 'Voluntary'
   c. Select the 'Reason for Status Change' of 'Termination'
   d. Add the 'Status Change Effective Date' of either the last day the employee worked or the last day of the month in which coverage will terminate on
   e. Save the page
2. Benefits Termination Page:
   a. Term benefit for the end of the month (*should already be defaulted based on the date you entered on the profile page)
   b. Save the page
3. Completed

This sets a date in the termination date section of the employee's profile, which drives the termination status in the file. The file checks the termination date (not the status) to determine when to send a drop on the file. The file sends the record as either active (A) or termed (T).

Termination Scenarios

The following tables show several common termination scenarios and how different combinations of status, termination type, reason for the status change, and benefit termination date all affect what is being sent on the TRS/bswift EDI files.

Each example illustrates what the carrier receives, whether the termination triggers a discrepancy on the TRS/bswift Discrepancy Report, and how the record is ultimately processed on the TRS/bswift side. In some cases, you'll also see how a status update may occur after the initial termination has already been sent.

Together, these examples provide a side-by-side view of how termination setup choices impact carrier outcomes—and help you quickly identify when action is needed versus when the system is behaving exactly as expected.

THE*benefits*HUB General Termination Scenarios

Scenario	Step 1		Discrepancy Report	bswift Result
	Profile Page	Terminate Benefits		

Acceptable: Termination (General)	**Status:** Active to Terminated
	Termination Type: Voluntary
	Termination Type: Termination
		End of Term Month	**Entered before or within the term month:**
			  First Week Error: No Discrepancy
			  Second Wee Error: In bswift not on File (with Coverage Term Date)
			  Note: This will fall off once the coverage term date has passed.
			
			Entered after the term month:
			  No Discrepancy
				Successfully processed Termed as the benefit termination date, and COBRA Notice sent to employee

Acceptable: Termed Status Only (Summer Deferment)	**Status:** Active to Terminated **Termination Type:** Voluntary **Termination Type:** Termination	End of Term Month	No Discrepancy	EE will continue to be sent as Active until the first of the month of the benefit term date (August)
Needs Review: Termed Status Only (January)	**Status:** Active to Terminated **Termination Type:** Voluntary **Termination Type:** Termination	End of Term Month **(ex, 08/31)**	No Discrepancy	**Employee will continue to be sent as Active until the first of the month of the benefit term date, which is August (PY term date), not January as intended**
Needs Review: Termed Benefits Only (January)	- - - - - - - - -	End of Term Month **(ex, 01/31)**	**First Week Error:** Termination Reason is required if you pass an Employment Status of "T" **Second Week Error:** In bswift not on File (Coverage Term Date = 12/31/9999)	**Employee status and Coverage will stay active/in force until resolved**
Needs Review: Mid-Month Benefits Termination	**Status:** Active to Terminated **Termination Type:** Voluntary **Termination Type:** Termination	**Mid-month date (ex, 4/25)**	**First Week Error:** Benefit termination date not on the last day of the month. TPA must review and update accordingly. **Second Week Error:** In bswift not on File (Coverage Term Date = 12/31/9999)	**Employee status and Coverage will stay active/in force until resolved**

THE*benefits*HUB Retired Employee Scenarios

Expected Result	Step 1		Step 2	Discrepancy Report	bswift Result
	Profile	Termination Benefits	Status Update		
Acceptable: Retired	**Status:** Active to Terminated **Termination Type:** Voluntary **Termination Type:** Termination	End of Term Month	Terminated to Retired	**Entered before or within the term month:** 　**First Week Error:** No Discrepancy 　**Second Wee Error:** In bswift not on File (with Coverage Term Date) 　**Note:** This will fall off once the coverage term date has passed. **Entered after the term month:** 　No Discrepancy	Processed Termed as the benefit termination date, updated the status to **Retired,** and sent out the COBRA Notice to the employee
Acceptable: Termination	**Status:** Active to Terminated **Termination Type:** Voluntary **Termination Type:** Other: Retired	End of Term Month	- - - - - - - - -	**Entered before or within the term month:** 　**First Week Error:** No Discrepancy 　**Second Wee Error:** In bswift not on File (with Coverage Term Date) 　**Note:** This will fall off once the coverage term date has passed. **Entered after the term month:** 　No Discrepancy	Processed Termed as the benefit termination date and COBRA Notice sent to employee
Needs Review: Retired	**Status:** Active to **Retired** **Termination Type:** Voluntary **Termination Type:** Other: Retired	End of Term Month	- - - - - - - - -	**First Week Error:** Termination Reason is required if you pass an Employment Status of "T" **Second Week Error:** In bswift not on File (with no term date)	**Employee status and Coverage will stay active/ in force until issue is resolved**

THE*benefits*HUB Deceased Employee Scenarios

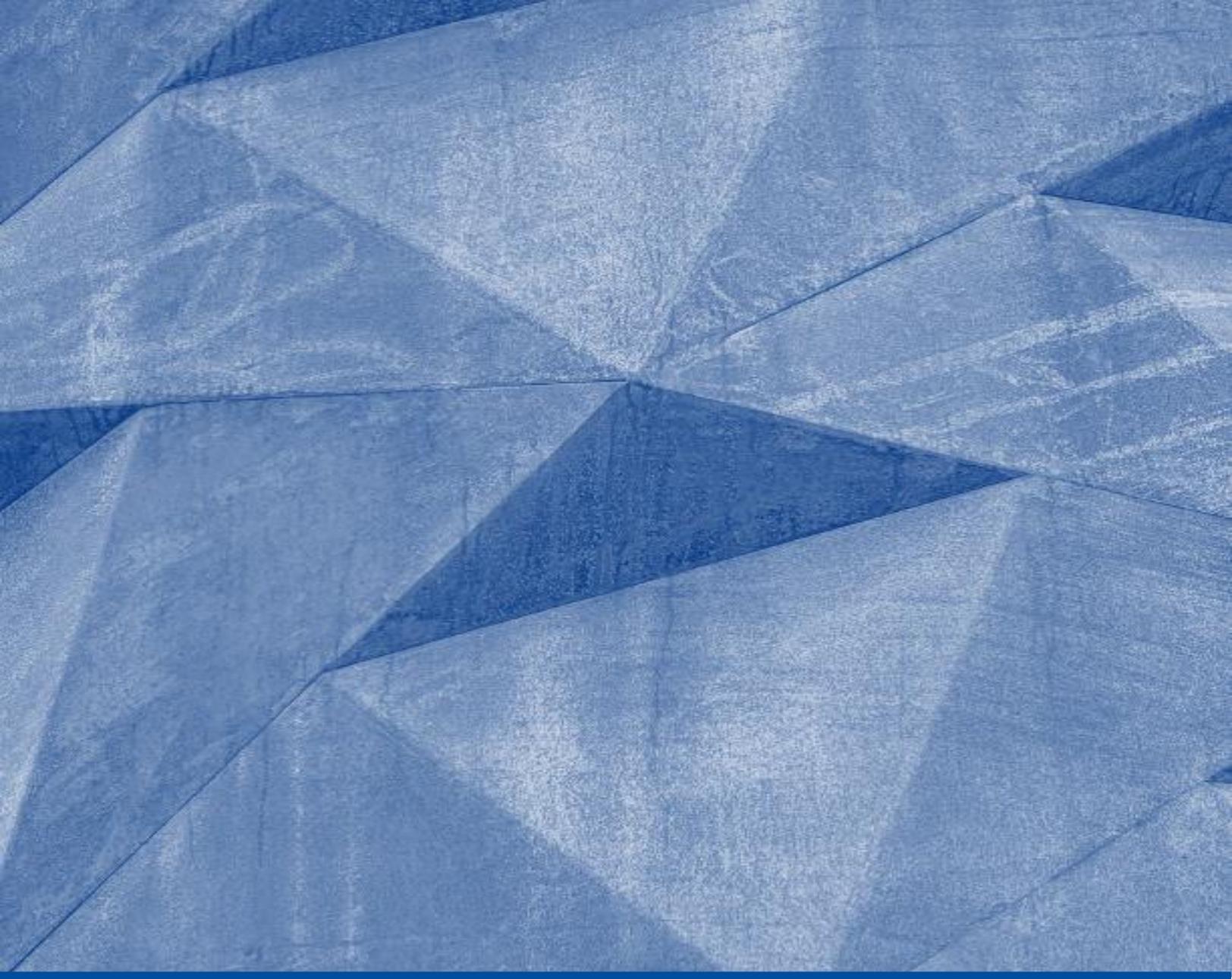| Expected Result	Step 1		Step 2	Discrepancy Report	bswift Result
	Profile	Termination Benefits	Status Update		

Acceptable: Deceased	**Status:** Active to Terminated
	Termination Type: Voluntary
	Termination Type: Termination
		End of Term Month	Terminated to Deceased	**Entered before or within the term month:**
				   First Week Error: No Discrepancy
				   Second Wee Error: In bswift not on File (with Coverage Term Date)
				   Note: This will fall off once the coverage term date has passed.
				
				Entered after the term month:
				   No Discrepancy
					Processed Termed as the benefit termination date, updated the status to **Deceased,** and sent out the COBRA Notice to the **Dependents**

Acceptable: Termination	**Status:** Active to Terminated
	Termination Type: Voluntary
	Termination Type: Other: Deceased
		End of Term Month	- - - - - - - -	**Entered before or within the term month:**
				   First Week Error: No Discrepancy
				   Second Wee Error: In bswift not on File (with Coverage Term Date)
				   Note: This will fall off once the coverage term date has passed.
				
				Entered after the term month:
				   No Discrepancy
					Processed Termed as the benefit termination date and COBRA Notice sent to **Employee** (BCBS will have to confirm the employee's Death before offering to the Dependents, just a time delay)

Needs Review: Deceased	**Status:** Active to **Deceased** **Termination Type:** Voluntary **Termination Type:** Termination	End of Term Month	- - - - - - - -	**First Week Error:** Termination Reason is required if you pass an Employment Status of "T" **Second Week Error:** In bswift not on File (w/no term date)	**Employee status and Coverage will stay active/ in force until resolved**

THE*benefits*HUB COBRA Scenarios

Expected Result	Step 1		Step 2	Discrepancy Report	bswift Result
	Profile	Termination Benefits	Status Update		

Acceptable: COBRA	**Status:** Active to Terminated
	Termination Type: Voluntary
	Termination Type: Termination
		End of Term Month	Terminated to COBRA	**Entered before or within the term month:**
				  First Week Error: No Discrepancy
				  Second Wee Error: In bswift not on File (with Coverage Term Date)
				  **This will fall off once the coverage term date has past.
				
				Entered after the term month:
				  No Discrepancy
					Processed Termed as the benefit termination date, and COBRA Notice sent to employee

Acceptable: Termination	**Status:** Active to Terminated
	Termination Type: Voluntary
	Termination Type: Termination
		End of Term Month	- - - - - - - -	**Entered before or within the term month:**
				  First Week Error: No Discrepancy
				  Second Wee Error: In bswift not on File (with Coverage Term Date)
				  **This will fall off once the coverage term date has past.
				
				Entered after the term month:
				  No Discrepancy
					Processed Termed as the benefit termination date, and COBRA Notice sent to employee

Needs Review: COBRA	**Status:** Active to **COBRA** **Termination Type:** Voluntary **Termination Type:** Termination	End of Term Month	- - - - - - - -	**First Week Error:** Termination Reason is required if you pass an Employment Status of "T" Second Week Error: In bswift not on File (w/no term date)	**Employee status and Coverage will stay active/ in force until resolved**

THE*benefits*HUB Termination Reference Crosswalk Cheat Sheet

THE*benefits*HUB			
Current Status	**Step 1**	**Step 2**	**Step 3** **Update to final status [if applicable]**
Active	Terminated	Terminate Coverage [Must be the last day of the Month]	Terminated [No action needed if this is the final status]
			COBRA
			Retired
			FMLA
			Deceased

THE*benefits*HUB		**b**swift
Termination Type	**Termination Reason**	**COBRA Eligibility**
Voluntary Termination	Abandoned Job	Termination [Not COBRA Eligible]
	Acquisition/Merger	Termination [COBRA Eligible]
	Advancement	
	Attendance	
	Company Bankruptcy	
	Compensation	
	Layoff	Layoff [COBRA Eligible]
	Leave of Absence	Leave of Absence [COBRA Eligible]
	Management	Termination [COBRA Eligible]
	Misconduct	Termination [Not COBRA Eligible]
	Part-Time	Termination [COBRA Eligible]
	Performance	
	Probation	
	Rehired	
	Termination	
	Transfer	
	Quit	
	Other	

THE*benefits*HUB		**b**swift
Termination Type	**Termination Reason**	**COBRA Eligibility**
Involuntary Termination	Abandoned Job	Termination [Not COBRA Eligible]
	Acquisition/Merger	
	Advancement	
	Attendance	
	Company Bankruptcy	
	Compensation	
	Layoff	
	Leave of Absence	Leave of Absence [Not COBRA Eligible]
	Management	Termination [Not COBRA Eligible]
	Misconduct	
	Part-Time	
	Performance	
	Probation	
	Rehired	
	Termination	
	Transfer	
	Quit	
	Other	

allsynx®

Benefits enrollment done right.

At allsynx, we're pushing ourselves to become the best Benefit Administration solution for both brokers and group administrators. We have partnered with carriers and brokers since 2003 to innovate and simplify the heavy lifting behind the scenes in employee benefits, improving the lives of employers and their employees.

Connect with us! Find us by using our handle, @allsynx.