

# Paycor Open Enrollment Best Practice and Carrier Questionnaire

## Best Practices for a Successful Open Enrollment

This document provides Paycor's best practices to support a smooth open enrollment (OE) while striving to align with carrier expectations and guidelines.

### OE File Automation:

Paycor automates the scheduling of the Open Enrollment (OE) file **45** days prior to the renewal date, eliminating the need for manual scheduling. Files will be automatically scheduled to be sent based on the client's open enrollment window.

Typically, the files will be transmitted to the carriers about two to three weeks before the renewal date.

### Structure Changes:

All structure changes and Open Enrollment file related communications can be sent to our designated email address [BAEDI.OE@paycor.com](mailto:BAEDI.OE@paycor.com).

If the OE (Open Enrollment) file requires a structure update, it is important to provide Paycor with the necessary update at least 30 days before the renewal date. This allows sufficient time for Paycor to process the update and ensure that it is implemented correctly. Structure updates that do not require testing, the process typically takes around 1-2 weeks to complete once Paycor receives the account structure document.

However, if the structure update requires testing, the process may take longer, typically around 3-4 weeks. In such cases, Paycor will provide an initial test file within 3-5 business days after receiving the account structure document.

**COBRA Files:** If there is currently an existing COBRA file feed in production and there are plan changes made during the Open Enrollment (OE) period, it is important that Paycor receive the updated structure as soon as it is available. By doing so, Paycor can ensure that the COBRA files are accurately updated to align with the changes made during OE.

### Effective Date Logic:

Paycor will default all active enrollments for the new plan year with a minimum effective date equal to the renewal date or greater.

### Termination Logic for OE Files:

Paycor does not send termination dates or dual plan years on Open Enrollment files. Term by omission logic is used on all open enrollment files and weekly files once the Open enrollment is launched in Benefit Advisor. Customers must ensure end of the plan year terminations are reported to their carriers timely. Paycor does not provide annual drop files and cannot confirm cancellation. The OE processing reports, auto cancels, etc., should be directed to the client contact on file for confirmation.

### Termination Logic of Post OE Files:

In the event an employee terminates coverage, and the change was saved or effective within the last 8 days of the prior plan year, a cancellation date will be sent on the first production file of the new plan year. Example: If employment is terminated 12/28/2024 and coverage terminates 12/31/2024, on the first file of the new plan year a 01/01/2025 cancellation date will pass under the DTP\*348 and DTP\*349 segment on the file.

Or

In the event an employee's coverage is retracted, a cancellation date equal to the effective date will be passed on the file for the employee.

**Black Out Period:**

Once an Open Enrollment file is sent, Paycor will pause the weekly production file until the beginning of the new plan year and only send new plan year enrollments, terminations, and changes on the subsequent weekly production files. During this period, it is the responsibility of the client to manage enrollments in Benefit Advisor (Paycor) and the carrier membership and enrollment system.

**Open Enrollment Extension:**

If a client extends their open enrollment beyond the OE file send date, Paycor will send the existing OE file on the originally requested date. If the enrollment period is extended within two weeks of the renewal date, the enrollments will be included in the in the first weekly file of the new plan year.