

Eligibility File FAQs



Part of the implementation process involves the submission of an eligibility file. Please use the [MyHealthMath template](#) for optimal results. Your eligibility file should include all employees that are eligible to enroll in your health plan. The minimum necessary data requirements are highlighted in orange. For HIPAA compliance, please upload your final template via this [secure link](#) or send to your Customer Success team via secure email.

Why does MHM need an employee eligibility file?

- 1. User Experience.** Having basic employee demographic information in our system helps save employees time during the Decision Doc experience by automatically matching their information and ensuring that they are in the correct eligibility group.
- 2. Decision Doc Impact Report.** At the conclusion of your open enrollment period, we will generate an Impact Report to examine the impact of Decision Doc on your employees' enrollment decisions. To generate this analysis, we need a pre and post eligibility file.
- 3. Claims Snapshots.** When providing Claims Snapshots for employees, a Subscriber ID is also needed to accurately match employees their specific health care usage from the previous claims year, and assist in selecting the optimal health plan based on previous usage.



What is a Decision Doc Impact Report and why would we want one? The Decision Doc Impact Report is what separates us from every other decision support company out there. We measure our impact on your employee enrollment decisions by exposing migration trends and dollars saved, which will help support strategies to improve plan offerings in the next year. We will generate a report for you if the following criteria are met:

1. You have at least 100 employees enrolled in your health plans.
2. Your employee engagement resulted in the following participation based on how many eligible employees you have:
 - Over 600 eligible employees - at least 100 unique users
 - 400 - 600 eligible employees - at least 75 unique users
 - Less than 400 eligible employees - at least 50 unique users
3. You provide us with complete information in your pre and post eligibility file.

Does MHM use the eligibility file to contact employees? Typically, the only time we connect with your employees is after they indicate they want our help. The communication strategy that we develop for you will include the link to Decision Doc, and we will rely on you to send out the employee communications. If interested, we are able to send out communications materials and emails on your behalf. Please contact your Customer Success team if interested in this option.

What is the best way to send the file so that employee information stays secure? For HIPAA compliance, please upload the eligibility file via our [secure link](#) or send via secure email.

Why does MHM need to have employee Subscriber IDs in the eligibility file? Subscriber IDs help to seamlessly and accurately match employee information to Claims Snapshots. Employees are guaranteed to see accurate and actual usage from the previous plan year, helping to inform an optimal health plan selection. Without Subscriber IDs, we cannot produce Claims Snapshots!

How does MHM control access to employee information and what is MHM's data security approach related to employee information? You can find information about all of our security approaches and standards [via this link](#).

Does MHM share employee data with other agencies or companies? Absolutely not! MHM will never share or sell employee information with another agency, company or other third party.