



Spring Health Enrollment and Maintenance User Guide

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The Guardian Life Insurance Company of America (Guardian) is pleased to provide you with this User Guide; however, it is a work in progress and may change from time to time. Guardian, therefore, reserves the right to change this document at any time without notice. The most current version of the document will be posted to the Guardian web site as updates are made.



Table of Contents

- Section 1: Introduction to Spring Health Enrollment and Maintenance..... 3
- Section 2: File specifications for Spring Health file..... 5
- Appendix A – Country (Field 11) - Example ISO-3 Country Codes..... 7



Section 1: Introduction to Spring Health Enrollment and Maintenance

Overview

This User Guide will assist you with your implementation of the electronic transfer of enrollment and maintenance eligibility information using Guardian's Spring Health file format.

This format covers the transmission of eligibility data for: Spring Health coverage.

To ensure privacy and security, you also need to be able to send files via Secure File Transfer Protocol (SFTP).

What is in this Guide?

This Electronic Enrollment and Maintenance guide outlines the criteria for establishing an electronic enrollment relationship with Guardian Life Insurance Company via our Spring Health file format.

Questions

We want you to feel at ease using Electronic Enrollment submissions. If you have questions, please call Guardian's Group Client Administration department, **Monday through Friday between 8 a.m. and 5:00 p.m. EST**. To be connected with an EDI Team representative directly, **dial 800-433-5982 and immediately enter 1 then enter extension 7311**. You may also contact us via email at Test_EDI@glic.com. Please allow 1-2 business days for an email response.

Shared Expectations

Telephone inquiries between our businesses should generally be acknowledged within one business day.

Guardian has the right to suspend submission of EDI files based on your inability to comply with the accepted format, processes, expectations, or requirements/guidelines.

To help ensure a smooth EDI submission process, Guardian will process your file within one to two business days of the date received, or we will notify you of our inability to use the file as submitted.



General Information

File Type

- Full file - must contain one record for each employee and any associated dependents
- No leading or trailing rows
- .xls or .xlsx, or .csv extension

File Name Convention: ***PlanName_8DigitGuardianPlan#_Date_Time.xlsx***

sFTP Connection

- To ensure privacy and security, you need to be able to send files via Secure File Transfer Protocol (SFTP).
- Test Credentials:

URL:	transmissions.glic.com
Port:	22
Folder:	inbound_SpringHealth
ID:	testEDI

Transfer Frequency:

- Weekly - Preferred
- Monthly - At minimum

Notes:

- One row per employee, one row per dependent. If a dependent is an employee as well, the individual should be counted as an employee rather than a dependent.
- Term by omission
- IF DATA IS NOT AVAILABLE OR PROVIDED for the specific field(gender/race), please include the header and leave cells blank
- Emails must be unique per person



Section 2: File specifications for Spring Health file

Header record MUST be the field names in the EXACT format (capitalization & spelling).

Field Name	Field Required?	Description	Valid Values
Plan holder Employee ID	Yes	Plan holder ID to identify employee. If unable to provide a plan holder ID, the employee's Tax ID can be used.	Alphanumeric - Minimum of 5 and Maximum of 15 characters
First Name	Yes	Employee or Dependent's First Name	Alphanumeric - no character limit
Last Name	Yes	Employee or Dependent's Last Name	Alphanumeric - no character limit
Date of Birth	Yes	Format: MM/DD/YYYY	Format: MM/DD/YYYY (as character when possible)
Email Address	Recommended	Email address of Employee	Alphanumeric - no character limit. Please leave field blank for Dep rows
Address	Yes	Mailing Address of Employee	Alphanumeric - no character limit
City	Yes	City in which Employee resides	Alpha - 19 character limit
State	Yes	State in which Employee resides	2 letter abbreviation - please leave blank if employee is international
Zip Code	Yes	Postal Code	Alphanumeric - no character limit - please leave blank if employee is international



Country	No	3 letter abbreviation (ISO-3) Example: USA. See Appendix A	3 letter abbreviation (ISO-ALPHA-3)
Relationship Code	Yes	If Employee, send 'Employee' If Spouse, send 'Spouse' If Child, send 'Child' If dependent(s) is employee as well, send 'Employee'.	Employee, Spouse, or Child
Phone Number	No		Country code + number. Must be unique. Please leave field blank for Dep rows.
Gender	No	Male, Female, Nonbinary, Other	Male Female Nonbinary Other
Race	No		Alphanumeric - no character limit
Group Name	Yes	Name of group/employer	Alphanumeric - no character limit
Guardian Group Number	Yes	Group number provided by Guardian	8 digit alphanumeric
Division Code	Yes	Code identifying branch/affiliated company employee is employed for	4 digit numeric
Class	Yes	Code identifying a group of Employees	4 digit numeric



Appendix A– Country(Field 11)- Example ISO-3 Country Codes

Country	Country Code
United States	USA
Mexico	MEX
Canada	CAN
Japan	JPN