

EVHI UPDATE
July 15, 2008

The EVHI database was implemented May 1, 2008. Since that time over 4,900 employers have been added to the database. Approximately 2,219 employers have had their health insurance information updated to the database from the initial surveys. Several factors have impacted on the ability or capability for updating or resolving issues with this database as follows:

1. For the vendor:
 - Late start (March vs. February)
 - Needed additional training
 - Vendor questions and concerns
 - Voluminous vendor documents to interpret

2. For the employers:
 - Non-cooperation, refusal to submit requested information
 - Failure to submit complete information
 - Business name different than “known” name (e.g. South of the Border = Taco Bell)

3. For IM Agencies (these cause a failure in the system that require a resolution by the vendor)*:
 - Failure to list name of employer or put “unknown”
 - Failure to list address or put or put “unknown”
 - Correct spelling of employer name - this is a major issue

As of June 27th, additional system modifications were put into place to allow for letters to be automatically generated to employers not on the database, including a form to complete with the health insurance information that has OCR recognition that is automatically scanned when returned by the employer to the vendor.

* It is extremely important that IM agencies carefully complete the employer CWW page and ensure that the employer information is accurate before sending. This has a major impact on the return from the EVHI database and the resolution by the vendor of the information on the EVHI database. The vendor has been given instructions not to attempt to interpret incomplete information provided.