



**SPAHRs  
BCBSMS  
Electronic Enrollment  
FAQs**

## **AGENCY-TO-AGENCY TRANSFER**

- 1. When someone transfers from one agency to another, what code should be used for the end coverage reason in the old agency and the add coverage reason in the new agency?**

Master agencies that have multiple agencies within their purview *usually* have only one State Health and Life Insurance group number, which is the “Insurance Department Code” on the Agency record in SPAHRs. Payroll deductions are established in SPAHRs based on the agency in which the PIN is assigned. Transfers from one agency to another that do not result in an employee’s State Health and Life Insurance group number changing must be handled differently from those transfers in which the State Health and Life Insurance group number does change.

The following information will serve as a guideline for you:

### **I. Agency-to-agency Transfer – SAME group insurance code**

- A. Lateral Salary Transfer** - Life insurance coverage will remain the same  
Life & Health deductions move from one agency to the other  
Coverage **End** reason code: **TC** for employee & dependents  
Coverage **Add** reason code: **TC** for employee & dependents

Using “TC” as the reason code for these transactions will prevent the transactions from going to Blue Cross Blue Shield (BCBS). They will be picked up in the nightly processing and changed to active.

- B. Increase/Decrease Salary Transfer** - Life insurance coverage will change  
Coverage **End** reason code for both Health & Life in old agency: **TC**  
Coverage **Add** reason code for **Health**: **TC**  
Coverage **Add** reason code for **Life**: **29**  
(The Coverage Add effective date should be the 1<sup>st</sup> of the month following the pay increase.)

**Note to New Agency:** Process the Health insurance one day and the Life insurance the next day. They do not need to process together.

The life insurance “add” transaction for the new agency must be sent to BCBS, and it will do so in this case.

### **II. Agency-to-agency Transfer – DIFFERENT group insurance code**

Coverage End reason code in old agency for both Health & Life: **XT**  
Coverage Add reason code in new agency for both Health & Life: **XT**  
Dependent coverage End and Add reason code: **XT**