What is an LOA?
LOA stands for Level of Aggregation. It is synonymous with filter.

Why don't I see any value options in a particular LOA?
Not all LOAs are applicable to each group. If you do not have applicable data for a specific LOA, there will be no value selection within that LOA.

How do I use the new Report Tag functionality (replacement for Group Structure Insights dimension in previous application)?
The Report Tag functionality replaces the use of the Group Structure Insights dimension in the previous application. Report Tag is in the list of Levels of Aggregation (LOAs). It is easy to use, and can be applied just as any other LOA (e.g. Group).

What is Shock Claimant?
Shock Claimant refers to High Cost Members. Similarly, Non-Shock Claimant refers to non-High Cost Members.

When is data refreshed in the application?
Data will typically be refreshed between the 11th and 15th of each month.

What is the best date to select when setting up a scheduled monthly report?
It is recommended that you set up any scheduled reports to Repeat = Every Monthly Data Refresh. This will automatically run the scheduled reports or bundles the calendar day following the data refresh.

How do I find a list of reports?
Navigate to the **Reports Manager** menu on the left side of the application. You can then search for reports by name in the search bar or scroll to find reports.

What happens if select and run multiple reports together or I run a bundle of pre-bundled reports?
When running multiple reports, whether selected at the same time or in a pre-built bundle, reports will be exported together and display on separate tabs (Excel) or sheets (Word, PDF). You will also be provided a Table of Contents, which is interactive. Clicking a report within the Table of Contents will bring you to that report within your output.

Where do I find my run reports?
You can find reports that you ran or that were run for you in the **Downloads** menu on the left side of the application.

How do I update which format my report is exported in?
When running a report, expand the **Settings** section. You can select to export your report in Excel, Word, or PDF.

Why does Connect seem to be stuck on a loading screen while using Internet Explorer?
Internet Explorer is not a supported browser. Please use Microsoft Edge or Chrome if you experience issues in Internet Explorer.

Why is my historical data different this month?
Employer Reporting uses Last Adjusted Logic, which applies the Last Positive Adjustment for data. This means that the data is always updated and current; however, it also means you may notice changes reflected in historical data over time.

Why are there two places to enter High Cost Threshold?
High Cost Members section - Switching the toggle to Yes filters the entire report to either exclude high cost members, or only include high cost members according to the threshold set. This setting does not apply to reports that specifically report on high cost members.

Settings - Set the Plan Paid amount Threshold to be used to define a high cost claimant on specific high cost reporting (e.g. High Cost Members Monthly Claims). This setting applies to specific high cost reporting only, and is separate from the Include/Exclude High Cost Members.

I am an agent, how can I tell which groups I have access to?
In the upper left-hand corner, click **Profile**. Then, click **Data Availability**. This will display a window for which groups you have access to within the tool.

Why does my date selection revert to the default if I change my filter selections?
You select all filter options prior to changing the date parameters. Work from the top down when setting up a report or bundle to run.

Why do values change on High Cost Members Monthly report if I run on incurred vs. paid basis?
High Cost Members Monthly report runs on a "run time basis." If paid basis is selected, claims will be placed into the month in which they were paid. If incurred basis is selected, claims will be placed into the month in which the were incurred.

Example 1: You select Paid Basis and run for 2020. The report will return all dollars paid under defined months. A claim paid in Dec 2020 will show under Dec 2020 month.

Example 2: You select Incurred Basis and run for incurred in 2020 and paid through Feb 2021. The report will return all dollars incurred under defined months. A claim incurred in Dec 2020 but paid in Jan 2021 will show under Dec 2020.

This is different from how other reports are built, as they are built to run based on paid date regardless of paid / incurred selection.
Example: You select Incurred Basis and run for incurred in 2020 and paid through Feb 2021. The report will return all dollars paid under defined months. A claim incurred in Dec 2020 but paid in Jan 2021 will show under Jan 2021.

On the MER report, how is Liability calculated?
Liability = Charges – Med Provider Savings – Rx Provider Savings – Plan Paid + ITS Fees.

This calculation has not changed from our previous platform reporting.

What is the length of inactivity that leads to deactivation?
Automatic deactivation will occur after 90 days of inactivity. If your account was deactivated due to inactivity, please contact salestech@bluecrossmn.com or your Account Manager.

How is Membership counted?
Membership (Employee and Contract count) is determined based on active members as of the middle of the month.