

User Eligibility File Guide

The user eligibility file is **required** to launch the WellRight Wellness Portal. The file consists of all employees who have access to the wellness portal. You may need to get this information from Human Resources.

Initial Upload for Launch

- You will receive a file template from HealthSource Solutions to complete. Save the template for future use.
- Complete the file all employees who should have access to the WellRight portal.
- The following fields are **required**:
 - FirstName
 - LastName
 - Email
 - Date of Birth
 - Gender
- Save the file as “User Eligibility File _ENTITY NAME_DATE”. The file must be in .csv format.
- Upload the file to HealthSource Solutions secure portal [here](#).

For New Hires

- Add new employees to the file template and include all the required fields noted above.
- Save the file name to “User Eligibility File _ENTITY NAME_DATE”.
- Upload the file to HealthSource Solutions secure portal [here](#) **before the first day of the month. HSS will upload to the Better Health Collective portal within four business days.**

For Terminations

Send the first and last names of terminating employees via email to Jerrod at JerrodTarman@healthsource-solutions.com.

Important Notes:

- Do not send the file via email. Due to sensitive information, this file must be uploaded to the secure portal.
- All files must be submitted by the end of the day on the 1st of each month (or the next business day).
- While you may submit multiple files throughout the month, HSS will upload files only once per month.
- HealthSource Solutions **does not** have access to information about which employees are On the Health Plan or receive notifications when employees leave your organization. It is your responsibility to keep us informed of any updates.