

Current Eligibility File Specs

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New Eligibility File Format (Effective September 1, 2018)

The eligibility file determines who can join Retrofit through a company plan. The file should include everyone who is eligible and should not include anyone who is not eligible.

Reference: [Partner-Eligibility-Template-RFLivongo.xlsx](#)

File format

- We only accept comma-delimited (also known as CSV) or pipe-delimited text files. The first line of the file **must** be a header row containing the names of the different fields in the file.
- The headers are case sensitive. Example: External ID, the ID must be in all capitals.

Additionally, if you are submitting a comma-delimited file, we highly recommend that headers and values be enclosed in double quotation marks.

Header Names

The exact names of all headers in your file must be provided to us in advance. Our system will reject the entire file if it does not recognize a header. Please note that header names are case-sensitive. "EMAIL" is not considered the same as "Email".

Required headers

Reference the file above for required headers.

Optional headers

Reference the file attachment above for optional headers.

Custom headers and fields

Our system has the ability to handle custom headers and fields of your choice if you let us know in advance what they are and how we should handle them. We can either ignore the values or store them for your reporting needs. Some fields of interest to you may be information about the person's department, work location, or job type.

Custom fields may be left blank.



If you should ever want reports based on, for example, departments, work locations, or job types, you must include these custom headers and fields in your eligibility file.

File Upload Behavior

Adding, Updating, and Deactivating

When uploading an eligibility file, Retrofit will compare the people in the file to the people already in the eligibility system. People are identified by the unique ID.

- If a person exists in the file but not in Retrofit's eligibility system, then the person is added to the system and made eligible.
- If a person exists in the file and in Retrofit's eligibility system, then any changed fields are updated in the system. Also, if the person was previously ineligible in the system, then they are reactivated and made eligible again.
- If an eligible person exists in Retrofit's eligibility system but not in the file, then they are deactivated and made ineligible.



Uploading a file containing only headers will deactivate all users.

Eligibility Dates

Effective dates and termination dates for eligibility are set to the upload date of the file.

For example, if a file is uploaded on January 1, 2014 and it contains a new user, then that user will have an effective date of January 1, 2014. Likewise, if another file is uploaded on February 1, 2014 and no longer contains that user, then that user will have a termination date of February 1, 2014.



Archived eligibility file specs

For historic information, please see [Archived Eligibility File Specs](#).