

Workday Benefit Questions & Responses – Last Updated January 9, 2019

Date Added or Updated	Category	Question or Concern	DBM/EBD/SPS Response
1/9/19	EBD Process	What if an employee chooses not to enroll in benefits?	<p>1. The employee can complete the event in Workday and leave everything marked as waived.</p> <p>OR</p> <p>2. SPS will close the event after 60 days.</p>
1/9/19	EBD Process - Corrections	What if an employee needs to make a correction to their benefits after they hit submit in Workday?	If an employee needs to make a change/correction to their benefits and they are still within the 60 day window; the ABC will need to submit the paper enrollment form with the corrections to EBD. The employee and ABC will not be able make changes directly in Workday.
1/9/19	Reports - Benefits	How do I find reports for benefit information?	<p>Anyone with a role to view benefit information will be able to access the reports. They will be able to search 'SPS Ben' or use the Agency Benefit Report worklet on the home page to access the reports.</p> <p>*EBD staff will also have access to the benefit reports.</p>
1/7/19	EBD Process	Why can't a new hire complete their elections online in SPS Benefits?	<p>If the employee Hire Date is 12/31/18 or earlier, the employee will need to complete a paper enrollment form.</p> <p>If the employee Hire Date is 1/1/19 or later and the Hire event was started in SPS 1/1 or later, the employee will get a Benefit Change - New Hire event to complete online.</p> <p>If the employee Hire Date is 1/1/19 or later and the Hire event was started in SPS before 1/1, the employee will need to complete a paper enrollment form that must be emailed to EBD Enrollment.</p>
1/4/19	EBD Process	Life Insurance isn't showing the new amount selected during 2018 Open Enrollment	If the employee selected a higher Life Insurance amount from 2018, they do not see the new amount in Workday until the new medical underwriting has been approved. Evidence of Insurability forms will be sent from MetLife by mid-January.
1/3/19	Dependents	How can dependent information be corrected?	Active employees bring the correction to their ABC; the ABC will submit the correction through a SPS Shared Services Support ticket with the employee W# and supporting documentation.
1/3/19	EBD	When will the ABC need to use the 2019 Enrollment Form?	Only in the rare case that the ABC completes the enrollment for the employee will they need to use the 2019 paper enrollment form as backup documentation. The form is

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	Process		available on the DBM Benefits Website.
1/3/19	Beneficiary	Did the beneficiary designation transfer from Securian to MetLife?	Yes, if it was on file with Securian it was transferred to MetLife. If it was not on record with Securian; MetLife will send out a request to those individuals to update their beneficiary designations. Employees can set up an account with MetLife to view and update their beneficiary designations online. PLEASE NOTE: Beneficiary designations are not captured or stored in Workday.
1/3/19	EBD Process	After Go-Live, will we still have to provide the same forms to EBD as they do now (Notice of Termination, Contract Renewals, FMLAs and Transfers)?	You will need to send Notice of Termination, Contract Renewals, FMLAs, and Transfer forms to EBD for any 2018 events. Also, paper enrollment forms must be submitted to EBD for any 2018 life events or 1/1/2019 life events for all agencies EXCEPT DBM and DoIT. SPS Benefits system will not allow an employee or ABC to initiate a life event or new hire event for a 2018 Event Date or a 1/1/19 date.
1/2/19	EBD Process	Will EBD still accept temporary documents such as crib cards for a birth/adoption?	Yes, EBD will continue to accept temporary documentation such as crib cards for initiation of Birth/Adoption life events. The employee or ABC will have to provide the permanent documentation when available as they have in the past.
1/2/19	EBD Process	For a divorce - what are the guidelines for how long you can wait before reporting it?	Must report within 60 days of the date of divorce in order to avoid penalties
1/2/19	EBD Process	If an employee dies, when does the coverage end for the dependents?	The coverage will end the last day of the employee's month of death.
1/2/19	EBD Process	For birth of a child - the Change Benefit Elections step allows you to not only add that child but also make other changes (for example, add/delete other dependents, change plans, etc.). Is this a change in the current process?	For birth of a child, members have always been able to add other dependents who were previously eligible but not enrolled as a part of the "Tag Along" rule with the event. They can also change plans and add new plans.
1/2/19	EBD Process	How long will it take for EBD to approve events?	EBD will approve complete events or send the event back for additional information within 2 business days.
1/2/19	EBD Process	Certain agencies (e.g. CPBI, State Board of Elections, and MDH) have to have sign off from Finance for contractual benefits. How will this work in SPS Benefits?	If a contractual employee qualifies for Benefits they will get a Benefits event in Workday. EBD no longer requires the RSTARS information.

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1/2/19	EBD Process	Why do my effective dates look different for Health, Life Insurance and FSA for 1/1/2019?	1. If elections for Health Insurance stayed the same as the 2018 coverage, employees will see the original conversion date from 2018; which may not be 1/1/2018. 2. Life Insurance has a new carrier (MetLife) so all employees will see 1/1/2019 as the effective date. 3. Re-enrollment in FSA will only show 1/1/2019 if the employee elected a different amount from their 2018 coverage. Otherwise it will show 1/1/2018 (or the conversion date from 2018).
1/2/19	EBD Process	View benefits will only show the monthly cost; not cost per pay	To find the cost per pay period take the monthly cost of premiums x 12 / 24 (or the number of deductions if different from 24). Monthly deductions are included on all rate sheets if you want to confirm that the monthly is correct.
1/2/19	EBD Process-COBRA	For adjunct staff, when and will a COBRA event launch when one contract ends and before another begins? Will they be notified?	On the last day of every month we will look at the contracts that ended on the last day of the previous month, check to make sure there is not another contract in the system for the 1st of the next month (ie. on 10/31 we find all the contracts that ended on 9/30 where there is no new contract in for 10/1) and if not, these benefits will be terminated and a COBRA eligibility notice sent if the employee was enrolled in Medical, Dental or Prescription.
1/2/19	EBD Process - Leave	For unpaid LOA - will the employees still get a mailed letter outside of SPS Benefits on the option to drop coverage?	No, they will not get a letter outside of Workday. Depending on the length of leave and if it's not an event that would drop the employee to COBRA after 30 days, they will get an event in Workday with the option to waive some or all coverage.
1/2/19	EBD Process - RETRO	How will the retro process work? Will the ABC have to calculate the amounts as they have in the past? Will BAS generate an invoice and send to employees as they do today?	Retroactive adjustment billing will be handled directly by EBD. Employees will receive the retroactive adjustment bill in the mail from EBD 1-2 pay periods after the enrollment is submitted.
1/2/19	Workday General	How will the employees get notification of actions in their Workday Inbox?	The notifications will go to the primary work email address in the system. If there is no primary work email address, it will go to the personal email address. If neither are in the system, the employee will not get notifications. The ABC should run the SPS Benefit Open Election Events - Employees report routinely to see which actions are still pending in order to alert employees without email addresses to complete the event. This report will also show if the employee has a work and/or personal email address in the system.
1/2/19	Workday General	Will all employees have access to the same worklets on the Home page?	All employees will have access to the Benefits worklet. The other worklets may not be available depending on the employee's role and agency.

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1/2/19	Workday General	What happens when you click the Save for Later button?	The event will remain in your Inbox until you go back in to complete it. Life Events not completed by the Submit Elections By Date will automatically be closed and removed from the Inbox.
1/2/19	Workday General	Are the email notifications to employees only sent once or are they sent at periodic intervals until the employee completes the action?	Employees will get one Workday notification and email (if their email is in the system) at each step of the process.
1/2/19	Workday General	Can you log in to SPS Benefits from any location?	Yes, as long as you have Internet connection and the SPS Benefits URL.