SPS (Statewide Personnel System) Benefits System

Go Live January 1, 2019: Fact Sheet for ABCs

What Employees Can See and Do

- View current benefit elections (2019 plan year) in the SPS Benefits system January 2, 2019.
    - 2019 benefit elections have been converted from Benefit Administration System (BAS).
    - SPS Benefits system is now the system of record for 2019 benefits information and forward.
- Initiate life events in SPS (e.g. birth/adoption, marriage, divorce, etc.) and make corresponding benefit elections/changes.
- Newly hired or newly eligible employees can enroll online
- Update personal and contact information
    - SPMS agency employees will update by self-service in SPS system
    - CPBI agency employees will inform their HR Department of the update, the HRC will key the information into the SPS system on the employee's behalf
    - Benefit Only Agencies (BOA) employees will inform their HR Department of the update, which will be submitted to the SPS Benefits system electronically.
- Receive email notices sent to employees (if the employee has an email in the SPS Benefits system) alerting them to open benefit events in SPS.
    - Emails will be sent to the work email if it exists; if a work email does not exist, the message will be sent to the employee's personal email address (if available).

What ABCs Can See and Do
- View employee benefit elections and supporting documentation
- Assist employees with navigating the system to make benefit elections
- Run various reports to ensure employees complete open benefit event actions
- Monitor leave start and end dates
- Monitor contract start and end dates
- Work with their HR counterparts to ensure events are timely entered into the system (either directly or via shell record data files)
- Work with assigned team of Employee Benefits Division staff (details to follow)
- Submit tickets for system issues through SPS ticketing system
- Continue to access the BAS for read-only historical data (EBD and ABCs Only)
    - BAS remains system of record for Satellite Agency and COBRA administration as well as Direct Pay processing and billing administration

- **ABCs will no longer be required to submit the following forms <u>for 2019 Benefit events</u> beginning January 1, 2019:**
    - Transfer Forms
    - Notice of Terminations
    - Contract Renewal Forms
    - Military Notification Forms
    - FMLA Notifications Forms

ABC Responsibilities

- Ensure employee understanding of:
    - Coverage effective date – this is the first of the month coinciding with or following the date of the event. If the employee waits until late in the 60-day window, a mandatory retroactive adjustment will be due.
    - Coverage end date – this is the last day of the month in which the termination event takes place.
- Consider all qualifying events to help the employee decide which event is the most beneficial.
    - In the case of an employee having multiple qualifying events, such as hire date of April 10th and marriage on April 20th. The "New Hire" event may not be the best choice based on the employee's health insurance situation. The marriage may be the best event choice so that the employee may enroll and enroll his/her spouse in one event. In that case, the New Hire Event is waived and the more appropriate life event is selected.
- Unpaid Leave Events impact health benefits – it's critical that you have a follow up process in place to track and update leave of absence status.
- Please refer to the complete list of Leave of Absence Events and coordinate with your Agency HRC staff on these events.

Coverage Start and End Dates

- Coverage starts on the first of the month coinciding with or immediately following the date of hire or life event date. Example, if date of hire is May 1, coverage begins May 1st. If date of hire is May 10th, coverage begins June 1st.
- Birth/Adoption coverage starts on the date of birth or adoption.
- Death of dependent coverage ends on the date of death.
- Coverage ends the last day of the month in which the termination or a life event occurs.
- In the event of divorce, coverage ends the last day of the month in which the divorce is reported.
- All events have a 60 day window from the event date to elect benefits and/or make changes to benefits or add/remove dependents.
- The 60 day window starts on the event date, i.e. date of hire for new hires, date of marriage, birth, etc. for life events.

Corrections/Changes to Life Events

- Corrections/changes to completed life events (submitted within the 60 day window) must be submitted to EBD on paper enrollment and change form.
- Employee/position information on the form must match the information in SPS; the ABC must verify the accuracy of the information on the form before submitting to EBD.
- Any enrollment forms that have errors or missing information will be returned to the ABC for correction.

Online Life Events

- Employees are able to initiate life events and must have supporting documentation to complete and submit the event.
- Events submitted with documentation are routed directly to the Employee Benefits Division (EBD) for review and approval.
- Events submitted by the employee without documentation are routed to the ABC to attach documentation for the employee.
- If inaccurate/incomplete documentation is routed to EBD, the life event is returned to the employee with an explanation.
- Documentation remains stored in SPS Benefits system (viewable by the employee, ABC and EBD).
- Once the life event and supporting documentation are approved by EBD, the employee is notified through the SPS Benefits system's Inbox and by email.
- If there is no email in SPS for the employee, the ABC must have a process for ensuring the information reaches the employee.

2018 Life Events

- Paper enrollment forms must be submitted to EBD for any 2018 life events for all agencies **EXCEPT DBM and DoIT**.
- SPS Benefits system will not allow an employee or ABC to initiate a life event for a 2018 Event Date.
- EBD will key 2018 enrollment forms into the BAS and update the SPS Benefits system for the 2019 elections.

Life events with an Event Date = 1/1/19

- SPS Benefits systems restricts life event dates = 1/1/19 since that is the start of the new plan year.
- ABC's and employees **will not be able to initiate** a life event with an Event Date = 1/1/19 in SPS Benefits systems.
- Life events with a 1/1/19 Event Date should be submitted to EBD using a paper enrollment form.

Direct Pay Billing:

- Advise employees when applicable they may receive a mandatory retroactive adjustment bill to cover premiums back to the coverage start dates.
    - Retroactive adjustment billing will be handled directly by EBD
    - Contractual ACA and Contractual Non ACA employees will continue to be direct billed for health benefit elections

Retirees

- The Retiree Go-Live is **May 1, 2019**
    - Retirees or their beneficiaries will have access to SPS to view benefit elections
    - Retirees or their beneficiaries will have access to SPS to make life event changes
- ABC's will be able to view retirees that retired from their agency, but will not be able to initiate any life events or personal data updates. **Agencies should refer retirees to EBD for assistance with these events**.
- EBD staff will be able to assist retirees in initiating life events and benefit changes

> **Initial Retiree enrollment will occur through submission of a Retiree Enrollment Form to EBD**

- Once enrolled, the retiree will have self-service access to SPS Benefits with the ability to initiate life events, personal data changes and web enrollment.
- Retirees returning to employment AND desiring benefits under Active Employee status will complete an Active Employee Enrollment and Change Form and submit it with the appropriate documentation to the ABC for review and signature. The ABC will forward the completed form and applicable documents to EBD for review and processing.

Open Enrollment

- Open Enrollment elections will be made in the SPS Benefits system in the fall of 2019 by employees and retirees for plan year 2020
- Retirees will have the option to complete a paper enrollment form
- COBRA and Satellite participants will have a paper enrollment form option only

Reporting

- ABCs have access to various benefits reports. All of the report names start with "SPS Benefit". ABCs can get a list of reports by running the "*SPS Benefit All ABC Reports*". Staff should select "Notify Me Later" when running reports for large supervisory orgs or run larger reports at the end of the day for use the next morning. This will prevent system slowdowns during the work day.

ABC Liaison

- Agency Benefits Liaison security role allows view only access to SPS Benefits data and is available to HR Directors and IT Personnel involved in SPS activities. This role must be requested through the Security Access form process with DBM Shared Services by the employee's HR Office.

Assistance

- Assistance for you and your employees:
  - Employees should contact their ABCs first. If the ABC cannot resolve the issue, the ABC should contact EBD or submit a SPS ticket.
  - ABCs should contact EBD (see forthcoming team assignments) or submit the issue via an SPS ticket.
  - Employee and ABC Training, Job Aids, and Quick Reference Guides are on the Hub for SPMS agencies and on the SPS website for all CPBI and Benefits Only Agencies.