

—SPS ALERT—

SPS Alert 126: HR, Timekeeping and Payroll & Benefits Updates

Release date: 11/22/2019

Important Dates Coming Up

All Agencies: Training Dates

- SPS-BEN-301A-Processing Employee Benefits in Workday: 12/12/19 for New ABCs Only. This process starts with the submission of the Security Form for ABC access.

SPMS ONLY: Training Dates

- SPS-POS-201, Processing Personnel Transactions in Workday: 12/5/19, 1/30/20, 2/27/20, 3/26/20, 4/23/20, 5/28/20, 6/25/20, 7/30/20 for new HRCs.

SPMS ONLY: Timekeeping and Payroll Quarterly Update Calls

- Quarterly schedule (December). The agencies will be advised in advance of the dates and time by the Payroll Consolidation Unit (PCU).

FOR ALL AGENCIES



Thank you to all agency staff that assisted with the first SPS Statewide Open Enrollment! As we move through the rest of this process, we will reach out to you for specific feedback on how to improve this process for next year.



Dependent Verification Review (DVR)

- The Employee Benefits Division (EBD) is reviewing all dependent documents. Please do not send in tickets regarding
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document reviews.

- Employees, that have submitted documentation as part of the Open Enrollment that is found to be unacceptable, will be notified by EBD of the issue and given 14 days to submit the correct documentation.
- The ABCs will be copied on this EBD request for documentation. ABCs should follow up with the employee to assist in getting the correct documents submitted to EBD.
- Remember, employees that did not attached the required supporting documentation for all newly added or re-enrolled dependents, the dependents will be removed and will not have coverage on Jan. 1, 2020.



Off Boarding Employees/Employees Hired in to Additional Jobs:

Please make sure that your HR and/or ABC staff are advising employees in these situations. As employees leave your agency to end employment with the State, go to another State agency/institution, or are hired into a second State job, you should advise them of impacts to their current benefits. Remember, when a job change impacts the employee's Benefit Group, the employee will get a benefit event so they have the opportunity to end benefits or change benefit coverage. This is especially important when employees will see an impact in benefit cost due to a subsidy change.



What to do if an employee didn't get an Open Enrollment event and you think the employee should have been eligible for benefits in 2020?

Please check for the following scenarios with your HR office:

- Contractual employees must have an **OPEN CONTRACT** that makes them eligible for Plan year 2020 benefits. This means that employees with contracts that **expire on (or before) Dec. 31, 2019** that do not have a Jan. 1, 2020 or later contract in SPS **will not** get an Open Enrollment event. Agencies should run the ***SPS Benefit Expiring Contract Report*** to manage this process.
 - Contracts that start on January 1, 2020 **and** are for 90 days or less will not meet the eligibility rules for an Open Enrollment event, so please make sure your start and end dates are accurate for the type and length of employment.
 - The only exception is employees identified in the ACA Measurement Period Reporting as ACA Eligible for 2020; these employees need an active contract and have no duration days requirement.
 - ***Benefits Only Agencies*** that didn't get the new contract data for
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employees processed by Oct. 14; get the contract renewal into the next Delta File.

- ***Incorrect FTE*** that makes the employee ineligible.
- ***Future Termination Dates*** before Jan. 1, 2020 that makes the employee ineligible for the new plan year.
- ***Life or Job Change Event In Progress***, the Open Enrollment event is on hold because of the pending event. If the employee clicks on the link on the announcement and their OE event is on hold, they will get a message that says "You're all caught up - no active Open Enrollment events for you to complete." This means they need to complete the pending event first. ABCs should be running the Open Events Report to assist employees with completing these events first, so they can move on to the Open Enrollment event.



REMINDERS: FOR ALL ABCs

We are seeing employees that start a Life event and then never complete the event when they get it back from EBD to add the dependent for elections, or make any other changes to coverage. This is especially important on the Life event for Birth or Adoption. **Please review the following, to assist your employees with this issue:**

- ***SPS Benefit Open Enrollment Events – Employees*** report, ABCs should run this report to monitor the status of employees' Open Enrollment events. For the rest of 2019, employees that have a Life event or Job Change event will also get an Open Enrollment event for the 2020 plan year. This report will not have any data if the agency doesn't have employees with Life or Job Change events.
 - ***SPS Benefit Open Election Events – Employees*** report, ABCs should run this on a weekly basis for the agency or agency units they are responsible for assisting. Remember, employees with open events will not be able to complete the Open Enrollment event until the current 2019 event is completed.
 - Life and Job Change Events that go directly to the ABC for attaching documentation must be completed as soon as possible for the employee to have enough time to complete the elections by the 60th
 - Employees should be encouraged to complete their benefit election event as soon as possible, after a life event or job change occurs. During Open Enrollment and for the rest of this year, these employees will get an Open Enrollment event after completing a life or job change event to complete.
 - Incomplete and unsubmitted life and job change benefit events will be cancelled at the 61st
 - Employees that attached incorrect documentation for life events or do not complete and submit elections within the 60 day window will lose access to the benefit event and will miss the opportunity to enroll in benefits.
 - Employees should be reminded to check their work and/or personal/home email addresses in SPS, and to update them
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through the correct agency procedure. Email is used for benefit event notifications in SPS.



REMINDERS: FOR ALL HRCs (SPMS and CPBI Agencies)

- Please make sure you are completing all HR events in a timely manner and to the final completion for the event. We are seeing delays of Benefit events due to these reasons:
 - No **Add Retiree Status** event after terminations for Retirees
 - Incomplete Hire events, not all steps are fully completed
 - Changing an FTE for a new employee **after** the Hire event was completed
 - Personal Info not completed for a new employee
- Benefit Vendor errors are created by issues with the HR events for new employees and employees moving from one agency/job to another. Please be aware of the following issues:
 - **Onboarding events** cannot be cancelled, and must be completed in a timely manner to avoid benefit delays
 - **Home addresses** must be accurate and without additional rows or spaces, special characters, etc.
 - Employees that held Contractual positions and are returning to state employment are **NOT** Reinstatement Candidates; only previous State Regular employment is considered for reinstatement purposes--- please use the correct event reasons for all HR transactions.



REMINDER: Contractual Conversions and Missing Benefit Events

HR events must have the correct reason selected in order for employees to get the correct or any corresponding Benefit event. We are seeing this issue with Contractual Conversions and Non-Conversions. Please make sure that HRCs and HR Partners are reviewing the reasons for employee events that are job changes that will result in a change in Benefit Group. These changes would include moving from Contractual to State Regular or the reverse, and other HR events like: FTE changes that impact Benefit eligibility, Leave of Absence events, changes to contract dates, etc.



REMINDER: Primary Job Switch Events

HRCs should never cancel the Primary Job Switch events. If the primary job is staying the same and no switch is necessary, the HRC should select

“Skip” in the event instead of cancelling the event. If you cancel instead of selecting the “Skip”, this event will cause the rest of the business process to stop. This will prevent the system from generating the correct Benefit event for the employee. If the primary job is changing, you would process the Switch Primary Job to complete the event.

For ALL SPMS Agencies:



REMINDER: Advanced Payroll Dates

The holidays are almost here, please make sure you are aware of the advance pay period dates that impact the timing of HR events, timesheet submission and approval dates.
