

SPS Open Enrollment 2022 Agency Benefit Coordinator Frequently Asked Questions

Number	Category	Question or Concern	DBM/EBD/SPS Response
1	Open Enrollment	Is SPS available 24/7 for employees to be able to complete Open Enrollment elections?	The system has a maintenance window which starts every Friday evening at 9pm EST and typically ends at approximately 9am on Saturday. The maintenance window may end earlier or later than 9am on Saturday. During this maintenance window, employees will not be able to log in to complete Open Enrollment elections.
2	Open Enrollment	An employee sees the Open Enrollment event in his/her Inbox in addition to the SPS Welcome page. Why does the employee see it in both places?	Employees can see the Open Enrollment event on the SPS Welcome page throughout the Open Enrollment period, even if the Open Enrollment has been submitted. They can also access the event through the Inbox. However, after accessing through the Inbox once, the event will no longer be in the Inbox. Employees can access to make changes from the SPS Welcome page or by using Benefits self-service until Open Enrollment is closed.
3	Open Enrollment	If I have an employee who is newly hired, has a job change, or a life event during the Open Enrollment period, how long do they have to complete Open Enrollment elections?	Employees who have a life event, new hire or job change during Open Enrollment will receive an Open Enrollment event after the life event, new hire or job change event is reviewed/finalized by EBD. The employee will have until Open Enrollment ends or 14 days after the life event, new hire or job change is reviewed/finalized, whichever is later to complete Open Enrollment elections.
4	Open Enrollment	If a New Hire would like to waive benefits for the current plan year but wants benefits for the next plan year, do they need to go in to SPS and complete the new hire event?	The new hire should complete the New Hire event in their SPS Inbox and waive elections. Then access the Open Enrollment event to elect benefits for the next plan year . If the New Hire event is not completed, the Open Enrollment event will have an "on hold" status and won't be able to be completed.
5	Open Enrollment	After completing Open Enrollment elections, why does the employee see a Coverage Begin Date earlier than the new plan year for benefits?	Employees and retirees will see the date when they originally enrolled in that benefit plan. If no change was made to the benefit plan, the coverage begin date for which the employee originally enrolled in that plan will display. The exception is for FSA since you have to re-enroll each plan year. If the employee elects the exact same FSA coverage amount for the new plan year as they had elected in current plan year, the Coverage Begin Date will show the previous Coverage Begin Date. However, if they elect a different coverage amount for the new plan year, the Coverage Begin Date will update to the 1st of new plan year.
6	Open Enrollment	After completing Open Enrollment elections on behalf of an employee, how do I get back to the SPS home page from the Submitted/View (new plan year) Benefits Statement page?	Instead of clicking the DONE button on the Submitted/View (new plan year) Benefit Statement page, you will have to click the Workday home icon at the top left of the page to return to the SPS Welcome page.
7	Open Enrollment	If an employee transfers from one agency to another, will they get a new Open Enrollment event?	The employee will only get a new Open Enrollment when transferring agencies if their benefit group/eligibility changes as a result of the transfer (e.g., an employee who transfers from a State Regular to a contractual position). The employee will get a Benefit Change - Job Change event to complete and then will get the new Open Enrollment event to complete.

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8	Open Enrollment	When an employee initiates a life event during the Open Enrollment period, what is the timing for the employee to get a new Open Enrollment event?	The new Open Enrollment event will be pushed to the employee after the life event has been approved by EBD.
9	Open Enrollment	How do I know if an employee got an Open Enrollment event?	There are 2 ways you can see if an employee got an Open Enrollment event: <ul style="list-style-type: none"> You can look at the Job > Worker History for the employee and look for an event "Open Enrollment Change" in the 1st column (Business Process) Or, you can run the SPS Benefit Open Enrollment Events - Employees report
10	Open Enrollment	Will W# be included somewhere in the packet?	Only retirees, direct pay (COBRA) and satellites are getting mail. Everyone else should be directed to the website. The employee can obtain the W# at the POSC website at https://interactive.marylandtaxes.gov/Extranet/cpb/POSC/User/Start.aspx
11	Open Enrollment	Employee/Retiree's coverage was canceled due to non-payment of premiums for the month of September. Does the employee/retiree have to re-enroll in benefits through the OE event in order to have benefit coverage for the new plan year?	For any employee/retiree whose coverage was canceled due to non-payment of premiums for the month of September, their OE event will show benefits "Waived". Therefore, the employee/retiree will have to re-enroll in benefits through their OE event in order to have benefits coverage for the new plan year .
12	Open Enrollment	Does the "No Pre Existing Condition Limitation" for any of the medical plans" still apply?	The Affordable Care Act (ACA) eliminated pre-existing condition exclusions from health plans.
13	Open Enrollment	What to do if an employee's/retiree's SPS Open Enrollment Event is showing as (On Hold)?	Open Enrollment events go "On Hold" when there is another benefit event open for the employee or retiree. Check to see if the employee has a current "In Progress" life event, which will need to be completed first. Once the life event is completed, the Open Enrollment event will update to reflect any election changes made in the life event, and then the employee can complete the Open Enrollment event. ABC's should frequently run the agency's SPS Benefit Open Elections - Employees report to see employees that have open benefit events that are putting the Open Enrollment event "On Hold."
14	Open Enrollment	An employee's Open Enrollment event does not reflect the elections they thought they currently have for current plan year, what do I do?	You (ABC) must review the employee's current plan year benefits, then the "Worker's History" for any recently approved or currently "In Progress" current plan year benefits event changes and finally compare to the new plan year's OE event. Make sure the employee's new plan year's Open Enrollment event reflects the elections they want starting for that new plan year.
15	Open Enrollment	What happens when you click the "Save for Later" button?	The elections will NOT submit as an election change but will remain in the Open Enrollment event until the employee goes back in to complete it. If the employee does not go back and "Review and Submit" the changes will not go into effect on January 1; the employee elections will remain the same as the previous plan year.

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16	Open Enrollment	What do I do if an employee doesn't get an Open Enrollment event on the day the OE period begins?	<p>There are a few reasons the Open Enrollment event may not launch for an employee:</p> <p>ABCs and HRCs need to coordinate their efforts when trying to determine if there is a problem and what to do about it.</p> <ul style="list-style-type: none"> • ABCs should open an SPS Ticket only after they have determined what the issue is for an employee. • EBD cannot fix HR issues that need to be resolved at the agency for an employee. • The HR issue must be resolved first before the Benefit issue can be resolved. <p>Here are the most common situations to review/consider:</p> <ul style="list-style-type: none"> • Contractual employees must have an OPEN CONTRACT that makes them eligible for the new plan year benefits. • This means that employees that have contracts that end on December 31st of current plan year will not get an Open Enrollment event <ul style="list-style-type: none"> • Employee contracts should end on January 2nd of the new plan year or later if they will be eligible for any of the new plan year Benefits • Agencies should run the SPS Benefit Expiring Contract Report to manage this process. • Contracts that start on January 1st of the new plan year 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 the new plan year; these employees need an active contract and have no duration days requirement. <ul style="list-style-type: none"> • Benefits Only Agencies that didn't get the new contract data for employees processed by the last Delta File before OE starts; getting the contract renewal into the next Delta File. • Incorrect FTE that makes the employee ineligible. • Future Termination Dates before Jan. 1st of new plan year 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 "In Progress" event. <ul style="list-style-type: none"> • If the employee clicks on the Benefits Open Enrollment link on the SPS 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 "In Progress" event first. ABCs should be running the SPS Benefits Open Election Events - Employees Report to assist employees with completing these events first, so they can move on to the Open Enrollment event.

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17	Open Enrollment	Do I need to give current active employees a hard copy of the guide?	No, employees do not need a hard-copy of the Benefit Guide. You need to make sure that all employees have access to the Benefit Guide; this access could be online access. We will not be mailing out OE packets to agencies for employee distribution. The Open Enrollment materials and information will be available on-line.
18	Open Enrollment	Does the "No Pre Existing Condition Limitation" for any of the medical plans" still apply?	The Affordable Care Act (ACA) is the comprehensive health care reform signed into law by President Barack Obama in March 2010. Formally known as the Patient Protection and Affordable Care Act prevents insurance companies from denying coverage (or charging more) due to pre-existing conditions.
19	Open Enrollment	When an ABC completes an Open Enrollment event for an employee, is it the new plan year's Active Employees Health Benefits Enrollment and Change Form found on the DBM site that needs completed and attached?	When completing an Open Enrollment event in SPS Benefits on behalf of an employee the Agency Benefits Coordinator should have the employee submit a completed and signed new plan year's Active Employee Health Benefits Enrollment and Change form with the benefit selections or changes already marked. The Agency Benefits Coordinator will then upload the appropriate dependent documentation if needed along with the Enrollment form to the Open Enrollment event in the SPS Benefits System. If the Active Enrollment form is not loaded along with the Open Enrollment event, the document(s) should be loaded in Worker Documents in SPS Benefits.
20	Open Enrollment	What happens if someone submits something on the last day of Open Enrollment and it contains an error? Will there be additional time given for corrections?	The employee can continue to process changes up until Open Enrollment closes. Once closed, changes cannot be made.
21	Open Enrollment	Where can the employee find their W#?	The W# can be obtain at the POSC website at https://interactive.marylandtaxes.gov/Extranet/cpb/POSC/User/Start.aspx
22	Open Enrollment	Can the PowerPoint ABC Open Enrollment presentation be shared on the Employee Benefits Division website?	The new plan year's PowerPoint ABC Open Enrollment Presentation will be made available on the Employee Benefits Division website at www.dbm.maryland.gov/benefits ABC Corner.
23	Open Enrollment	If an employee has a life event change during Open Enrollment through January 1st, what will happen if the employee doesn't go through the OE event?	If the employee has any life event during the Open Enrollment through 12/31, once you complete that life event, the Open Enrollment event will re-open in your SPS Inbox to be completed. The new Open Enrollment event will reflect the changes you just made in your life event. You will need to review the new Open Enrollment event and make changes as necessary for your coverage starting on Jan 1st of the new plan year.
24	Open Enrollment	How many times can an employee go into SPS during Open Enrollment and make changes?	There is no limit to the number of change and employee can 'submit' before the Open Enrollment period closes. However, we encourage employees and retirees to only make changes as necessary and review the Benefit Statement after submitting the event for accuracy.
25	Open Enrollment	Is it mandatory for employees to go in and waive benefits if they don't have benefits and do not want to enroll in benefits?	No, it's not mandatory. If the employee is not electing benefits they do not need to do anything.

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26	Open Enrollment	What happens with new hires who are hired between the close of Open Enrollment and 12/31?	Eligible New Hires between the close of Open Enrollment and 12/31 will receive the New Hire Benefit Event and a separate Open Enrollment Event. The New Hire event must be completed before the employee can act on the Open Enrollment event.
27	Open Enrollment Dependent	Is there an issue if an employee sees their dependent spouse relationship listed as a "Spouse with Medicare"? Why would it be listed with Medicare?	Dependent Relationships for dependents age 65 or older will display as "Spouse with Medicare". However the dependent will still be on employee benefit (not retiree) plans. We may look in to changing the relationship to remove the "with Medicare" after the Open Enrollment has closed. Please advise the employee to complete the elections.
28	Open Enrollment Dependent	If an employee has a baby during Open Enrollment, how should they handle adding the new baby to the coverage?	The employee should complete the Birth/Adoption life event to add the baby to current plan year's coverage. Then complete the Open Enrollment event for the new plan year benefit elections. The Open Enrollment event will automatically update after the Birth/Adoption event is completed to reflect the changes made in the Birth/Adoption event.
29	Open Enrollment Dependent	How can dependent information be corrected?	Dependent corrections include existing dependents and newly added dependents. Active employees should bring the dependent correction data to their ABC; the ABC will submit the correction through a SPS Shared Services Support ticket with the employee W# and supporting documentation. While the dependent correction is being processed, the employee can still submit their new plan year elections with the dependent requiring the correction/update selected.
30	Open Enrollment Dependent	If employee's spouse is already enrolled in Health and Prescription benefits, but now wants to add them to Dental, does a marriage certificate still have to be submitted?	If the dependents being added to a new plan are currently covered under an existing plan within the SPS Benefits System, you do not have to upload documentation for those dependents. Only when a dependent has been dropped from all plans AND there is no existing documentation stored in the SPS System to support the dependents' relationship to the member will the member have to submit appropriate documentation.
31	New Dependents/DVR	Can an ABC upload DVR docs for an employee?	Yes, an ABC can upload DVR documents for an employee. Only upload docs to Maintain Worker Documents, the upload category should be Benefits or Benefits Correspondence. Employees are able to take pictures of the required documentation and upload legible screenshots to the Open Enrollment event.
32	New Dependents/DVR	Why is an employee showing up on the SPS Benefit New Dependents ABC report as not having attached dependent documentation when they attached the documentation during a life event (e.g. Loss of Coverage event)?	If the dependent documentation was attached as part of a life event, it is a manual process for EBD to flag that the dependent documentation was attached during the life event. Once that is done, the employee will no longer be on the SPS Benefit New Dependents ABC report as having not attached dependent documentation. A SPS ticket can be opened in cases where the dependent documentation was attached during the life event and shows up on the report.

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33	New Dependents/DVR	What happens if an employee submits incorrect documentation for a newly added dependent?	The Employee Benefits Division will review the documentation. If it is determined that dependent documentation doesn't meet the requirement, the newly added dependent will be removed from coverage on January 1st of the new plan year. Newly added dependents and re-enrolled dependents require documents as described at Dependent Documentation Requirements.pdf There will be a link on the SPS Welcome page in the Announcements section to the link shared above. ABCs should encourage employees to seek assistance, if they have questions about this information.
34	New Dependents/DVR	Can an employee add a new dependent if they don't have the Social Security Number of the dependent?	Yes, the dependent can still be enrolled. Social Security Numbers for dependents are not mandatory but should be included if available. Employees do however need to attach required documentation for the new dependent. See the new Dependent Documentation Requirements job aid at the following link for a list of acceptable documents for dependents: Dependent Documentation Requirements.pdf
35	New Dependents/DVR	Are the student fields required when adding a dependent?	No, the student fields are not required when adding a new dependent.
36	New Dependents/DVR	Are there any changes to the eligibility rules for dependents?	No, there are no changes to the eligibility rules for dependents. The documentation requirements for adding new or re-enrolled dependents during open enrollment have changed though and now require documents at the time of Open Enrollment submission.
37	New Dependents/DVR	What happens if an employee can't get the documentation needed to add their dependent?	If the required dependent(s) documentation is not uploaded by close of Open Enrollment at 5:00pm, the newly added dependent(s) will be removed. They will not have coverage for the new plan year. Please reference the Open Enrollment packet Dependent Documentation Requirements link on acceptable documentation. Dependent Documentation Requirements.pdf
38	New Dependents/DVR	Is anything changing with the Dependent Verification Process?	The previous DVR process gave members an extended timeline where newly added dependent(s) were not reviewed for eligibility until after the start of the new plan year and at that time were removed if they were ineligible for benefits. Under the new DVR process, the review and verification will ensure that ineligible dependent(s) will not receive benefits coverage at the start of the new plan year if they are not eligible for benefits.
39	New Dependents/DVR	If we can't scan the dependent supporting documents, can we send hard copies into EBD?	No. Do Not send hard copies of DVR documentation into EBD. Employees are able to take pictures of the required documentation and upload legible screenshots to the Open Enrollment event.

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40	New Dependents/DVR	Will the system stop them from submitting if they do not have the proper documentation?	The system will not prevent the event from being submitted without documentation attached. Although there are instructions on the dependent's screen which advise that documentation is required when adding a new dependent. Be aware, that EBD will review documentation for OE events with newly added dependents and contact members only when the documentation is insufficient. However, we are not reaching out to members when there is no documentation attached. Those dependents added without documentation will simply be removed as OE is finalized. It is important that you emphasize this message to your employees as part of OE communications.
41	New Dependents/DVR	What new changes have been made for acceptable newborn documentation?	Beginning January 1, 2022, we will no longer accept temporary documents for newborns. Employees have 60-days to enroll a newborn with the official birth certificate. This applies to babies born 1/1/2022 and later.
42	Open Enrollment Dependent Turning Age 25/26	Do employees who had a dependent turn age 25 or 26 during Open Enrollment have to do anything to take the dependent off the coverage?	The Age 25/26 process to remove dependents turning age 25 or 26 from coverage runs on the last day of each month; for October it will run on 10/31. Therefore, all overage dependents will be removed from the Open Enrollment event when the employee accesses the event. If the employee made a coverage change before 10/31, these coverage changes will be brought forward and no additional action is necessary by the employee. The Age 25/26 process will run at the end of each month (October, November and December) and the Open Enrollment events will not re-open when this occurs.
43	Dependent Turning Age 26	A dependent child/stepchild is currently listed on current year's benefits and will turn 26 in October, November or December of current year. Why is that same dependent child not listed on the new plan year's OE event, when they are disabled?	If a member's dependent loses eligibility due to reaching age 26 prior to or on 12/31, the dependent will not be listed on the OE event. If the member's stating that the dependent child is disabled: <ul style="list-style-type: none"> • 1st confirm with the member that the dependent is permanently and totally disabled • 2nd send in a SPS Ticket on behalf of the employee, requesting that a disability packet be mailed to the member. • The disability packet will have forms that will need to be completed by the member and dependent's physician along with a list of the required documentation that will need to be submitted for review to determine if the dependent meets the disabled dependent eligibility requirements.
44	Dependent Turning Age 25	A dependent Grandchild/Legal Ward or Other Child Relative is currently listed on current year's benefits and will turn 25 in October, November or December of current year. Why is that same dependent child not listed on the new plan year's OE event, when they are disabled?	If the member's dependent loses eligibility due to reaching age 25 prior to or on 12/31, the dependent will not be listed on the OE event. If the member's stating that the dependent child is disabled: <ul style="list-style-type: none"> • 1st confirm with the member that the dependent is permanently and totally disabled • 2nd send in a SPS Ticket on behalf of the employee, requesting that a disability packet be mailed to the member. The disability packet will have forms that will need to be completed by the member and dependent's physician along with a list of the required documentation that will need to be submitted for review to determine if the dependent meets the disabled dependent eligibility requirements.

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45	Open Enrollment Documentation	If changing medical plans, does an employee need to upload dependent docs again?	No documentation is needed for existing dependents that are currently enrolled as all eligible dependent(s) will show as listed after the particular election is made. Each "Tile" on Workday has instructions regarding dependent(s).
46	Open Enrollment Documentation	Why does a divorce decree need to be attached to the OE event when removing an "ex-spouse"?	A member can remove a spouse from their benefits coverage during Open Enrollment. However, if an ex-spouse is being removed from coverage a copy of the divorce decree needs to be attached to the OE event to document & verify that the State has been notified in a timely manner of the removal of that ineligible "ex-spouse" and to change the relationship of the spouse to "ex-spouse". We must also notify the ex-spouse of their COBRA eligibility.
47	Open Enrollment Documentation	Can an ABC upload documents and /or complete Open Enrollment on behalf of an employee?	Yes – if the Open Enrollment event is still "In Progress", the ABC can upload documents and/or complete Open Enrollment on behalf of an employee. The ABC would go to the employee's Worker History (via Job > Worker History) to find the event. Then the ABC would click the Related Actions icon next to the event and select Benefits – Enroll in Benefits. <ul style="list-style-type: none"> • Note that when completing Open Enrollment on behalf of an employee, the ABC should attach a completed, signed enrollment form from the employee to the event. • If the employee has already submitted elections the status of the event will be "Successfully Completed" and the ABC will NOT be able to upload documents or complete the Open Enrollment for the employee.
48	Open Enrollment Address change	What to do if the employee moved and their address changed after their Open Enrollment event was initiated and they now want to enroll in Kaiser, but do not see Kaiser as an option in their new plan year's OE event?	<ul style="list-style-type: none"> • Confirm that the updated address is showing in SPS under the employee Contact information. • Confirm that the effective date of the address change is also correct. Is the zip code within the Kaiser service area? • If yes, the ABC must submit a SPS Ticket on behalf of the employee requesting that another OE event be generated due to the employee's address change. The new OE event generated by EBD will include Kaiser as a medical plan option for the member to select. • Once EBD cancels the current OE event that was initiated for Open Enrollment and generates a new OE event with Kaiser as an option, the agency will receive EBD's SPS Ticket response that the action was completed. <p>Then, the ABC needs to immediately notify the employee to go into their SPS Open Enrollment event to complete their elections before the close of OE.</p>

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49	Personal/ Contact Info Changes	An employee's address or contact information is incorrect, what do they do?	<ul style="list-style-type: none"> • SPMS employees (employees that use SPS for Timekeeping) should change your home address on-line through the Contact Change process. Link for Contact Change job aid is https://dbm.maryland.gov/sps/SPS%20Training%20Guides/SPS_Help_Center/Employees/Change%20Personal%20Contact%20Information-Job%20Aid.pdf • Employees in Benefits Only agencies, please follow your agency process for changing your contact information. Please contact your ABC or HR staff for more information.
50	Personal/ Contact Info Changes	An employee's legal name has changed, what do they do?	<ul style="list-style-type: none"> • SPMS employees (employees that use SPS for Timekeeping) should change their legal name on-line through the Change Legal Name process. Link for Change Legal Name job aid is https://dbm.maryland.gov/sps/SPS%20Training%20Guides/SPS_Help_Center/Employees/Change%20Legal%20Name-Job%20Aid.pdf • Employee in Benefits Only agencies, please follow your agency process for changing your Legal Name. Please contact your ABC or HR staff for more information.
51	Open Enrollment Contractual Employee	When does a new contract need to be in Workday for the employee to receive the OE event?	A Contractual employee must have an OPEN CONTRACT with an end date of January 2nd of the new plan year or after in order to be eligible for that new plan year's benefits. ABC's should run the SPS Benefit Expiring Contract Report to identify active contractual employees with an expiration date prior to January 2nd of the new plan year. Contract renewals should be loaded on or before by the last Delta File before OE starts; to ensure the employee receives the Open Enrollment Event and has access for the full 30 days. Contracts received after the last Delta File before OE starts, will give the employee less than the full 30 days to review and submit their OE Event.
52	Open Enrollment Contractual Employee	A Contractual employee hired after the start of OE will receive a manually generated event. Please explain this further?	A contractual employee hired after the start of OE will have an Open Enrollment Event generated once they complete and submit a New Hire Event. EBD manually generates the Event based on reporting.
53	Open Enrollment	If employees aren't making changes to their benefits and do nothing will benefits rollover into the new plan year?.	If you are not making any changes to your benefits including adding or removing a dependent, changing plans or choosing new coverage that you do not currently have, if you take no action your current selections will roll over to the new plan year. <i>However</i> , if currently enrolled in the Healthcare or Dependent Care FSA(s) account, you must reelect during Open Enrollment to continue the FSA elections for the new plan year. The FSA account elections do not rollover every plan year due to IRS guidelines.
54	FSA	For FSA will there be an increase in the allowed amount?	No. The IRS maximums remain \$2,750 for healthcare and \$5,000 for dependent daycare.

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55	FSA	Is there a list of FSA expanded eligibility items?	The IRS has not published an exhaustive list. However, Workday includes two links to the IRS website under the Healthcare and Dependent Care FSA "Tiles" so members can review before making a decision to enroll or re-enroll in this benefit. The link for Healthcare FSA is https://www.irs.gov/pub/irs-pdf/p502 and for Dependent Care FSA is https://www.irs.gov/pub/irs-pdf/p503
56	Open Enrollment Life Insurance	Why doesn't an employee see a previously added beneficiary on the Open Enrollment event?	SPS does not track or keep beneficiaries. Information on beneficiaries will need to be communicated directly to the life insurance company.
57	Open Enrollment Retiree	Will Employees who retired after September 1st and before the start of OE receive an Open Enrollment packet?	If you have recently retired and did not receive an Open Enrollment package go to www.dbm.maryland.gov/benefits to print your enrollment package.
58	Open Enrollment Retiree	When will the new plan year Retiree Health Enrollment forms become available?	We anticipate that enrollment forms for the new plan will be available at dbm.maryland.gov/benefits along with the Guide to Health Benefits booklets no later than before Open Enrollment starts.
59	Open Enrollment Reports	Are there report(s) the Agency Benefits Coordinator can pull from Workday to show all employees who are enrolled or not enrolled in health benefits?	There are 15 Reports that an Agency Benefits Coordinator can run in Workday by entering All ABC Reports for the list. Another option is by going to the your Workday's Home page and selecting the Agency Benefit Reports application tile. The SPS Benefit Census Report produces a list of agency employees who are enrolled or not enrolled in health benefits
60	Open Enrollment Reports	Are there report(s) the Agency Benefits Coordinator can pull from Workday to show employees who currently have benefits: especially for Contractual employees?	ABC's should run the SPS Benefit Expiring Contract Report to identify active contractual employees with an expiration date prior to January 2nd of the new plan year. Contracts that start on January 1st of the new plan year 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 new plan year; these employees need an active contract and have no duration days requirement.
61	Notifications	Will employees be notified via email through Workday regarding Open Enrollment?	An employee receives an Open Enrollment event in their individual SPS Benefit System inbox accessible on their individual home page. An email notification is sent to each employee/retiree with a valid work or personal email address in the SPS Benefits System. Reminder notifications will be sent out weekly to employees and retirees based on the status of the OE event (Not Started, In Progress, Submitted, etc.) and/or where we are in the Open Enrollment cycle. Email notifications are sent if a new or updated Open Enrollment event is created for an employee or retiree are only sent one time to the inbox.
62	ACA	When will the Measurement Period Reporting/evaluation be completed?	The Measurement Period Reporting will be complete by 10/7/2021 and all employees identified as eligible for ACA subsidy in 2021 have been 'flagged/marked' as ACA eligible. If these employees have a current contract in SPS they will receive an Open Enrollment event and the event will reflect the ACA subsidy.

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63	ACA	When will we get a list of those employees who were identified as ACA eligible during the measurement period?	EBD will be able to produce a list of impacted employees prior to OE for distribution to each agency.
64	SPS Access	An employee can't log onto SPS, what do they do?	<ul style="list-style-type: none"> ● Employees can use the SPS “Forgot Password” process if they have logged into the SPS/OneLogin system previously. The system will use the security factor the employee has registered for to help them reset their password. This process starts on the SPS/OneLogin login page. ● If the employee has never been logged in before and were employed on or prior to August 28, 2021, they can use this link for the log on instructions: Initial Login for Current Employees and Retirees Guide https://dbm.maryland.gov/sps/Documents/Workday_Access_QRG.pdf ● Employees that have been hired recently should refer to the email that they received from SPS/OneLogin for first time log on instructions. They will be asked to follow a password link within 24 hours of receiving the new employee email. These employees can use the link in the email to the First Time User Login Instructions Guide for setting up OneLogin security factors. ● Employees that have been locked out due to multiple attempts with the incorrect password or other log on issues, please follow the Forgot Password link on the SPS/OneLogin log on page. This will allow users to reset the password and account. ● For additional assistance: <ul style="list-style-type: none"> ○ SPMS agency employees, the DBM SPS Help Desk is the primary support, 410-767-4112 ○ For DHS employees, the DHS Help Desk, 410-767-2400 ○ For Maryland African American Museum Corporation, Maryland Food Center Authority, Maryland Stadium Authority, Register of Wills, and Canal Place Preservation and Development Authority employees, the DBM SPS Help Desk is the primary support, 410-767-4112 ○ For the following agency/institution employees, each has their own help desk support; employees should contact their IT or HR office for assistance: Baltimore City Community College, St Mary’s College of Maryland/Historic St. Mary’s City Commission, Morgan State University, Maryland General Assembly, Maryland Judiciary, MDOT, University of Maryland Baltimore, UMCP, Bowie State University, Towson University, UMES, Frostburg State University, Coppin State University, University of Baltimore, Salisbury University, University of Maryland Global Campus, UMBC, UMCES, USM

SPS Open Enrollment 2022 Agency Benefit Coordinator Frequently Asked Questions

Number	Category	Question or Concern	DBM/EBD/SPS Response
65	Mobile App	Can employees and retirees use the Workday mobile app for benefit events?	There is NO smartphone/mobile access to benefit events/OE.