

Change Benefits – Life Events Job Aid for Agency Benefit Coordinators



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Title: Complete Initial Benefit Elections (New Hires

or Job Changes)

Role: **Agency Benefit Coordinators**

Complete Initial Benefit Elections (New Hires or Job **Changes**)

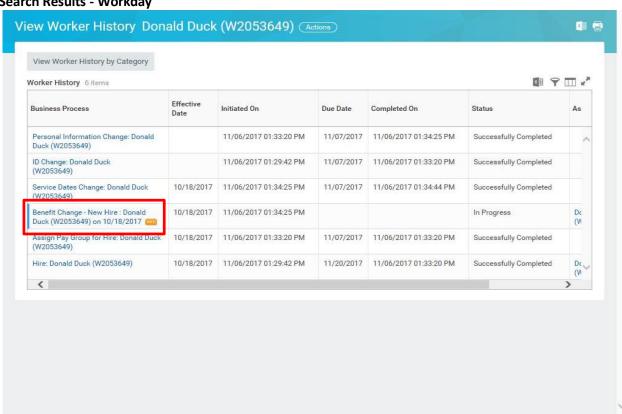
When an employee is first hired, he or she will get a "New Hire" task in your Workday Inbox to complete initial benefit elections. Use this procedure to find the task to complete the initial benefit elections on behalf of the employee.

You can also use this procedure to attach documentation for dependents for new hires.

Procedure:

- 1. Search for the employee.
- 2. Click the Related Actions and Preview icon next to the employee's name. In the menu, hover over Worker History and then click the View Worker History icon.

Search Results - Workday



3. Find the Benefit Change: New Hire (or Benefit Change: Job Change) Event in the Worker History for the employee.

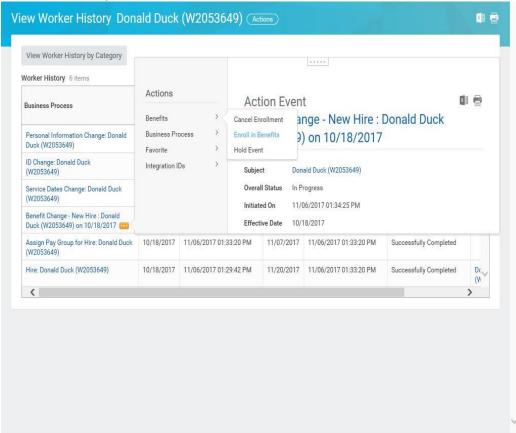


Title: Complete Initial Benefit Elections (New Hires

or Job Changes)

Role: Agency Benefit Coordinators

Worker - Workday



4. Click the **Related Actions and Preview** icon. In the menu, hover over **Benefits** and then click the **Enroll** in **Benefits** hyperlink.

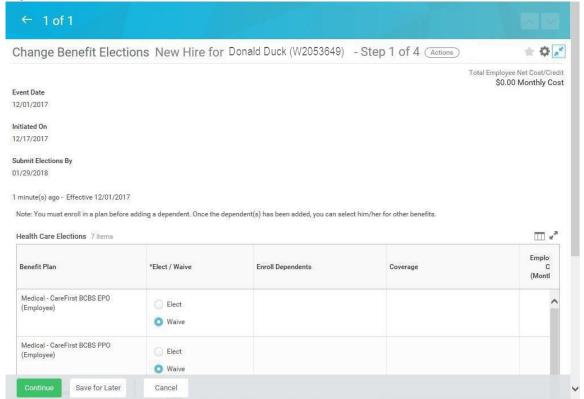


Title: Complete Initial Benefit Elections (New Hires

or Job Changes)

Role: Agency Benefit Coordinators

Change Benefits Elections



Refer to the <u>Elect or Change Benefit Elections</u> section of this job aid for instructions on how to complete benefit elections for the employee.

For attaching documentation for NEW HIRES or JOB CHANGES, go to step 12 of the <u>Elect or Change Benefit Elections</u> section of this job aid.

5. The System Task is complete.



Functional Area: Benefits Administration

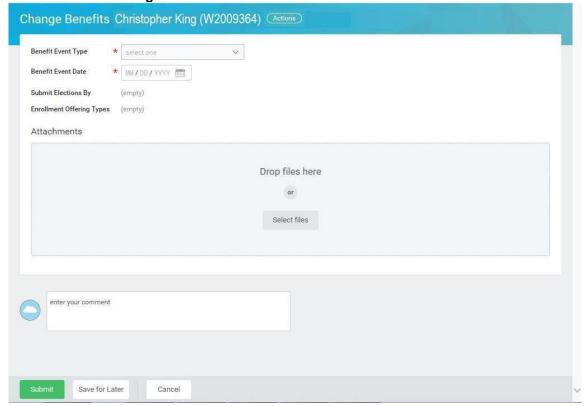
Role: Agency Benefit Coordinators

Change Benefits (Initiate a Life Event)

Use this procedure to initiate a life event on behalf of an employee. Examples of life events include birth/adoption, marriage, divorce, death of dependent, etc. When you perform this initial task, you are initiating the event and submitting the applicable documentation. You will have an opportunity later in the process to change your benefit elections.

Procedure:

- 1. Search for the employee.
- 2. Click the **Related Actions and Preview** icon next to the employee's name. In the menu, hover over **Benefits** and then click the **Change Benefits** icon.



3. Select the applicable **Benefit Event Type** from the drop down box.



Title: Change Benefits (Initiate a Life Event)

Area: Benefits Administration

Role: Agency Benefit Coordinators

Functional Area:

Benefit Event Type	Required Documentation					
Employee: Birth/Adoption	Biological child:					
Retiree: Birth/Adoption	 Copy of child's official state birth certificate with name of employee listed as child's parent. Adopted Child: 					
	Pending Adoption: Notice of placement for adoption on adoption agency letterhead or copy of court order placing child pending final adoption.					
	Final Adoption: Copy of final adoption decree signed by a judge or a state-issued birth certificate showing employee as parent.					
	Step-Child:					
	Copy of child's official state birth certificate with name of spouse of employee listed as child's parent					
	Copy of employee's official state marriage certificate signed by clerk of the court.					
	Grandchild:					
	Proof of relation by blood or marriage.					
Employee: Change in	To Reduce the Annual Amount:					
Dependent Daycare	 Letter from the daycare provider on letterhead indicating a reduction in rate or a reduction in hours with the effective date of the change. 					
Retiree: Change in Dependent	To Cancel:					
Daycare	 Letter from the daycare provider on letterhead indicating the last day the dependent attended the daycare. 					
Employee: Child Support Order	Copy of child support order					
Retiree: Child Support Order						
Employee: Death of Dependent	Death certificate					
Retiree: Death of Dependent						
Employee: Dependent Arriving in US	In addition to the documentation required to show proof of relationship, a copy of the passport with the arrival date indicated and proof of permanent residency.					
Retiree: Dependent Arriving in	For children:					
us	One of the following – letter from school, daycare provider or pediatrician on letterhead indicating address on file, driver's license/identification card, or lease agreement.					
	For spouse:					
	 One of the following – driver's license/identification card, mortgage/lease agreement, letter from employer on letterhead indicating address on file. 					



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

S Y S T E M-	One of the following
Employee: Dependent	One of the following –
Leaving US	Copy of flight itinerary,
	Copy of Lease agreement or mortgage.
Retiree: Dependent Leaving US	Letter from employer on letterhead indicating permanent address on file.
	For children - letter from school/daycare on letterhead indicating permanent address on file.
Employee: Divorce	Divorce decree
Retiree: Divorce	
Employee: Gains Coverage Elsewhere	Letter from other employer (on company letterhead) or the insurance provider. The letter must list the names of your covered dependents and the effective date of the new coverage.
Retiree: Gains Coverage Elsewhere	
Employee: Legal Guardianship	Copy of Legal Ward/Testamentary court document, signed by a judge.
Retiree: Legal Guardianship	
Employee: Loses Coverage Elsewhere	Letter from previous employer (on company letterhead) or the insurance provider. The letter must list the names of your covered dependents and the effective date of the loss of coverage.
Retiree: Loses Coverage Elsewhere	
Employee: Marriage	Official State marriage certificate (must be a certified copy and dated by the appropriate State or County official after the date of marriage, such as the Clerk of Court).
Retiree: Marriage	Oldin of Courty.

4. Enter or select the **Benefit Event Date**.

This is the date that the life event occurred. For example, a child was born on January 15th – the **Benefit Event Date** is January 15th.

The **Submit Elections By date** will automatically populate based on the date entered for the **Benefit Event Date**. It will populate to 60 days after the **Benefit Event Date**.

In general, the Benefit Event Date can NOT be greater than 60 days in the past except for the following:

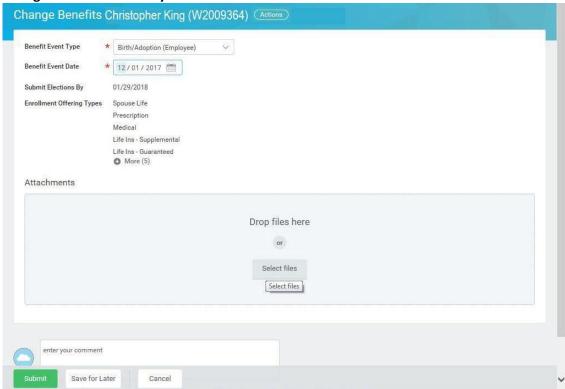
Benefit Event Type	Benefit Event Date
Employee: Death of Dependent	Date can be > 60 days in the past
Employee: Divorce	Date can be > 60 days in the past
Employee: Gains Coverage Elsewhere	Date can be in the future
Employee: Loses Coverage Elsewhere	Date can be in the future



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

Change Benefits - Workday



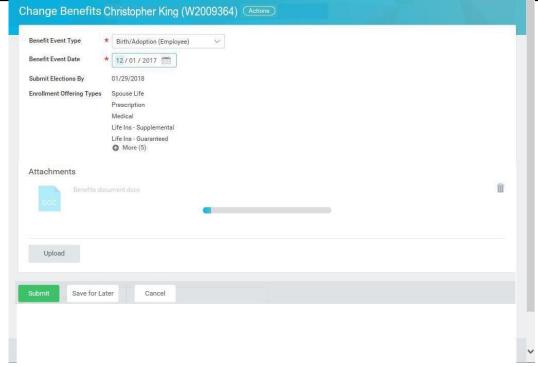
- 5. Attach the applicable document for the event.
 - In the Attachments section, click the Select Files button.
 - Browse to the document on your computer and select it.
 - Click the Open button to attach the required documentation.

See the table in step 3 for details on which documents should be attached for each **Benefit Event Type**.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators



The document that you attached will be displayed in the **Attachments** section.

If you need to attach additional documents, click the Upload button. You can attach one additional document at a time or select multiple documents to attach at once.

6. Click the **Submit** Submit button.

Tip: If you do not want to submit the request at this point, you can also click one of the following buttons:

- Click the **Save for Later**You can find this task in your Workday Inbox later to complete it.

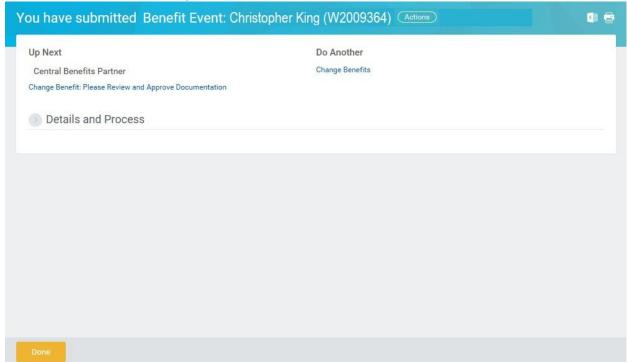
 Save for Later
 button to save your changes but not submit.
- Click the Cancel button to cancel the process and start at another time.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

You have submitted - Workday



7. Click the **Done** button.

The life event change that you initiated will be routed to the Central Benefits Partner at the Employee Benefits Division to review and approve the documentation. Once the event is approved, you will receive a task in your Workday Inbox to change benefit elections. See the Elect or Change
Benefit Elections
section of this job aid for instructions on how to complete this.

8. The System Task is complete.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

Elect or Change Benefits Elections

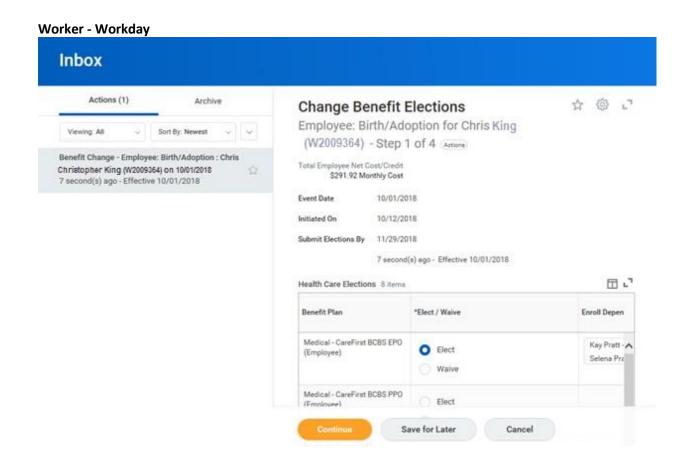
Use this procedure to elect or change benefit elections on behalf of an employee.

FOR EMPLOYEES WHO HAVE INITIATED A LIFE EVENT: Start at step 1 of this procedure.

FOR NEW HIRES: Refer to the Complete Initial Benefit Elections (New Hires and Job Changes) section of this job aid and then start at step 2 of this procedure.

Procedure:

1. Find the event in your Inbox.

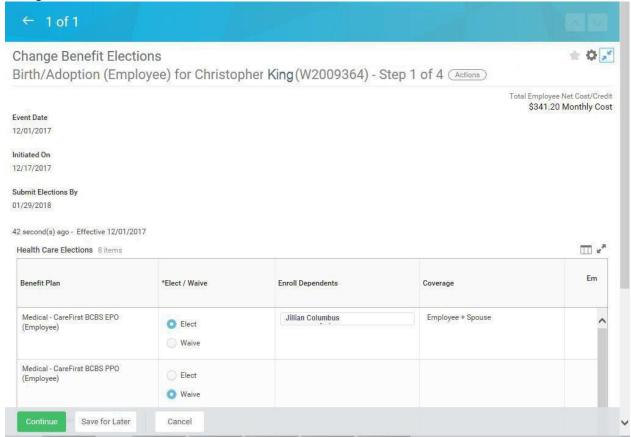




Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

Change Benefits Elections

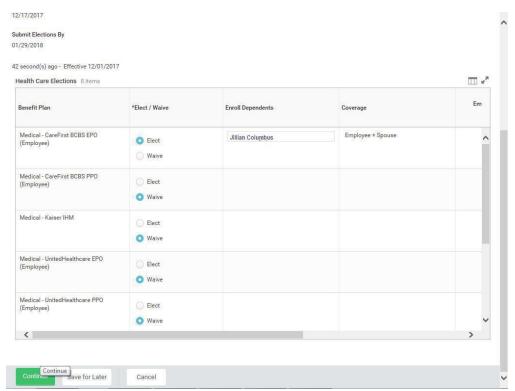


2. You are now on the **Health Care Elections** page of Change Benefit Elections. Scroll down if necessary to view all items.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators



- Make the employee's benefit elections on this screen. Note that benefits plans are automatically waived if the employee is not currently enrolled in the plan.
 - Select Elect to enroll in Medical.
 - Select **Elect** to enroll in Prescription drug coverage.
 - Select **Elect** to enroll in Dental coverage.
- Note that the system will only allow you to elect one of the medical and one dental plan.
- Note: Leave election set to Waive for coverage in which you do not wish to enroll.
 - For instructions on how to enroll a new dependent, or one who is not available to be selected from the list, refer to the <u>Add a Dependent During an Enrollment Event</u> section of this job aid.
- The coverage level will update based on the dependents selected.



Functional Area: Benefits Administration

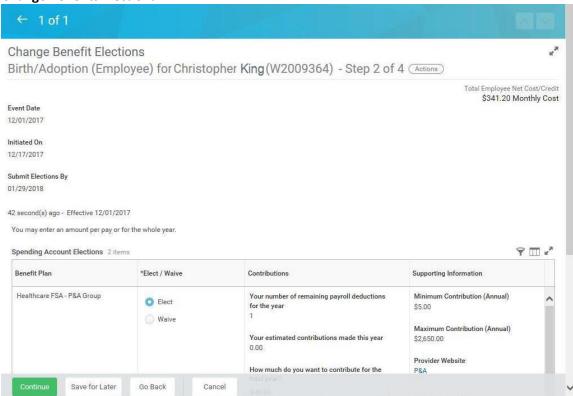
Role: Agency Benefit Coordinators

4. Click the Continue

Continue

button to go to the next screen.

Change Benefits Elections



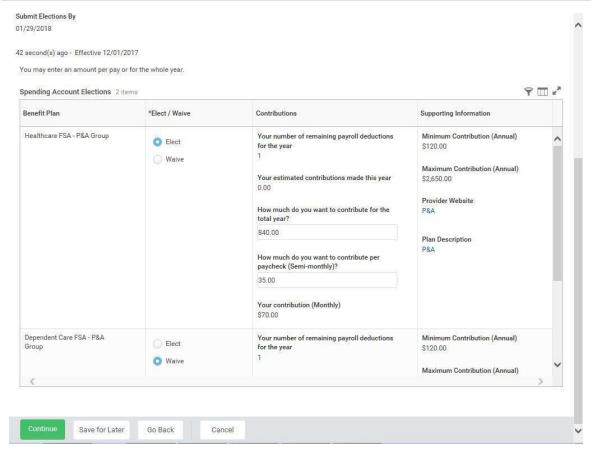
5. You are now on the **Spending Account Elections** page of Change Benefit Elections. Scroll down if necessary to view all items.

Note: Contractual and Temporary employees will not have the **Spending Account Elections** page. They will go directly to the **Insurance Elections** page.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators



6. On this screen:

- To enroll the employee in the Healthcare FSA, select Elect.
- To enroll the employee in the Dependent Care FSA, select Elect.

You will have to enter the amount that you want to contribute for the whole year or per paycheck for both Healthcare FSA and Dependent Care FSA. The system will calculate the monthly deduction amount.

The minimum and maximum contribution amounts are listed on the screen.

7. Click the Continue

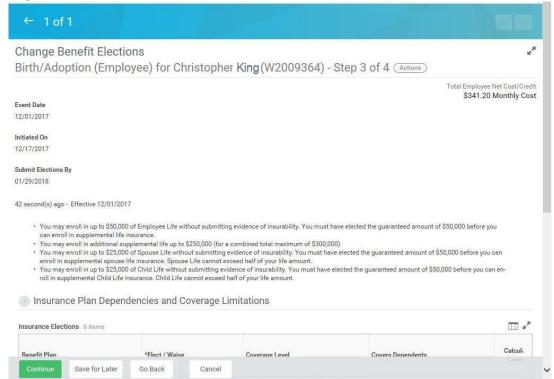
button to go to the next screen.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

Change Benefits Elections



8. You are now on the **Insurance Elections** page of Change Benefit Elections. Scroll down if necessary to view all items.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

> Insurance Plan Dependencies and Coverage Limitations

Insurance Elections 6 items							
Benefit Plan	*Elect / Waive	Coverage Level	Covers Dependents	Calculated Coverage	Employee Cost (Monthly)	Employer Contribution (Monthly)	Plan Description
Life Ins - Guaranteed - MetLife (Employee)	○ Elect ○ Waive						https://www.metlife.com/stateofn
Life Ins - Supplemental - MetLife (Employee)	Elect Waive						https://www.metlife.com/stateofn
Spouse Life - MetLife (Spouse)	○ Elect ○ Waive						https://www.metlife.com/stateofr
Child Life - MetLife (Dependent)	Elect Waive						https://www.metlife.com/stateofr
AD&D - MetLife (Employee)	_ Elect						https://www.metlife.com/stateofr

9. On this screen:

• To enroll the employee in Term Life insurance select **Elect**.

You can select up to \$50,000 of term life insurance under the Life Ins – Guaranteed – MetLife (Employee). Ensure that you select the value of the life insurance that you want to choose FROM THE COVERAGE LEVEL LIST. Do not type it in manually. (To see the values, click in the Coverage Level field).

• If you want to enroll the employee in more than \$50,000 of term life insurance, select **Elect** Life Ins – MetLife – Securian (Employee).

DO NOT select an amount in this field unless you have entered \$50,000 in the term life insurance guaranteed election. Any life insurance above \$50,000 will be a post-tax deduction from the employee's paycheck which means he or she WILL have to pay taxes on the amount deducted.



Functional Area: **Benefits Administration**

Agency Benefit Coordinators Role:

Evidence of insurability is required for amounts over \$50,000.

You need to add the Guaranteed and Supplemental insurance together to get the total amount elected.

To enroll the employee in Spouse Life select **Elect** and select dependent(s) covered.

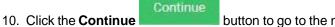
In order to be eligible for Spouse Term Life insurance, the employee must be enrolled in Term Life insurance. The amount for Spouse Term life insurance cannot be more than half of the amount that you have selected for Guaranteed and Supplemental insurance combined.

To enroll the employee in Child Life select **Elect** and select dependent(s) covered.

In order to be eligible for Child Life insurance, the employee must be enrolled in Life insurance. The amount for Child life insurance cannot be more than half of the amount that you have selected for Guaranteed and Supplemental insurance combined.

Note that if you elect life insurance to any amount above the guaranteed amount (or any amount already above that amount), you will not see the new amount until Securian approves the additional life insurance.

To enroll the employee in AD&D Insurance select Elect. Select either Employee or Employee + Family and select the amount from the list. Select dependents covered if **Employee + Family** is selected.

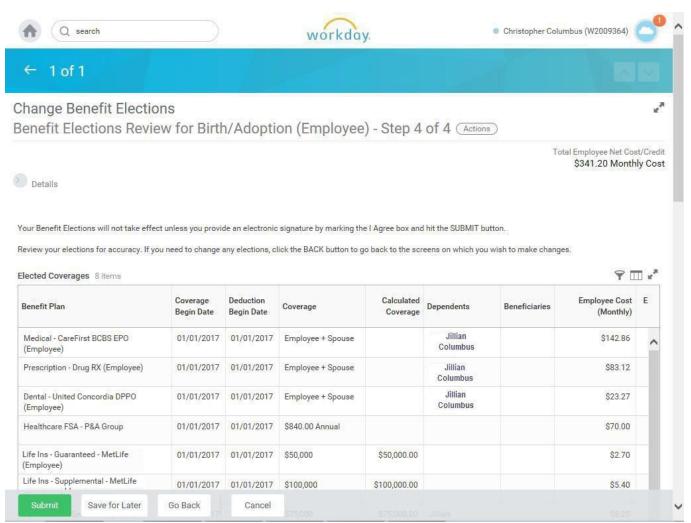


button to go to the next screen.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

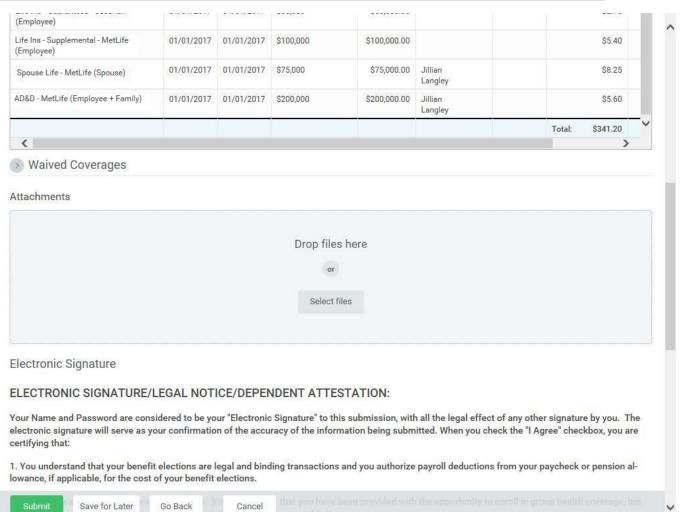


11. On the **Benefit Elections Review** page, review the employee's benefit elections and the total monthly cost for benefit elections.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators



12. Attach a completed paper enrollment form signed by the employee.

Note: For New Hires and Job Changes Only: Also attach any documentation for newly added dependents.

13. Scroll down if necessary to view all items.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

ELECTRONIC SIGNATURE/LEGAL NOTICE/DEPENDENT ATTESTATION:

Your Name and Password are considered to be your "Electronic Signature" to this submission, with all the legal effect of any other signature by you. The electronic signature will serve as your confirmation of the accuracy of the information being submitted. When you check the "I Agree" checkbox, you are certifying that:

- 1. You understand that your benefit elections are legal and binding transactions and you authorize payroll deductions from your paycheck or pension allowance, if applicable, for the cost of your benefit elections.
- 2. For those waiving health insurance coverage: You understand that you have been provided with the opportunity to enroll in group health coverage, but you are declining enrollment for yourself and any eligible dependents at this time.
- 3. You are making the following attestation:
 - I understand that I cannot cancel or change my enrollment elections except during an Open Enrollment period or as the result of a qualifying change in status permitted by COMAR 17.04.13.04 and IRS Section 125 (26 U.S.C. §125);
 - I certify that I am not covered under another State of Maryland employee's or retiree's membership for any coverage for which I am enrolling during this Open Enrollment period;
 - For those enrolling dependents: I certify that my covered dependents are not covered under another State of Maryland employee's or retiree's membership for any coverage for which they are being enrolled during this Open Enrollment period.

I understand that if I willfully misrepresent my eligibility or the eligibility of my dependents during this enrollment, or fail to take the necessary action to remove ineligible dependents timely, or in any way obtain benefits to which I am not entitled, my benefits will be canceled, I will be required to repay the full value of the lesser of any claims or insurance premiums, and I may face criminal investigation and prosecution.

You are entitled to request a paper form for submission of your enrollment elections. By filing this form electronically you are consenting to submission by electronic means and agree that electronic filing does not invalidate your submission in any way. Pursuant to Maryland Commercial Law Article § 21-106, where a law requires a signature, an electronic signature satisfies that law, and a record or signature cannot be denied legal effect merely because it is in electronic form.

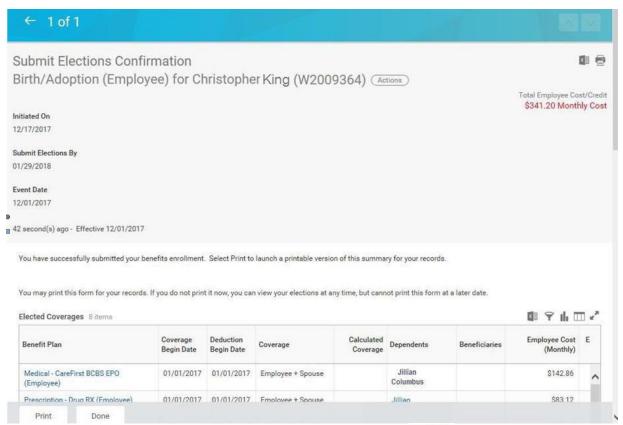


- 15. Check the "I Agree" checkbox to certify the benefit elections benefit elections you have chosen on behalf of the employee.
 - 16. Click the **Submit** button to submit the benefit elections.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators



17. The benefit elections have been submitted. Select the **Print** button from this screen if you want to print the Confirmation Summary Statement, otherwise you will not be able to go back

and print until after review by Employee Benefits Division is complete. Click the **Done** to finish.

Done button

Note that the benefit elections that you have submitted have to be approved by Employee Benefits Division before they will be in effect. Once approved, you will be able to view the benefits.

18. The System Task is complete.

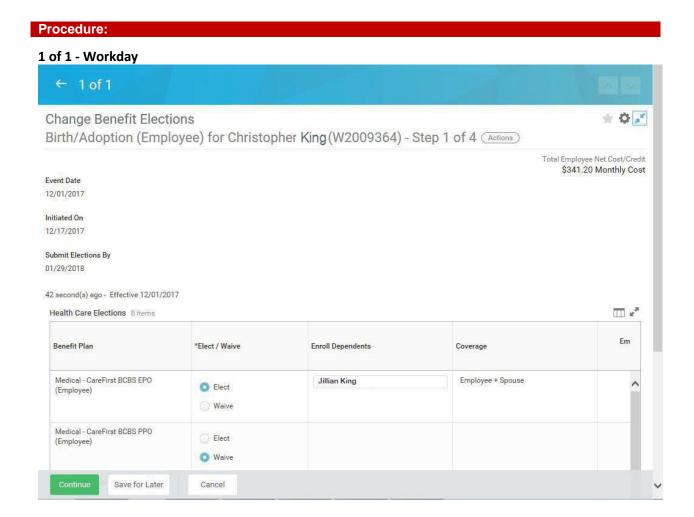


Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

Add a Dependent During an Enrollment Event

Use this procedure to add a dependent for benefits on behalf of an employee. Dependents can only be added to benefits when an enrollment event (i.e., New Hire Enrollment, Open Enrollment, Life Event Change) is being completed.



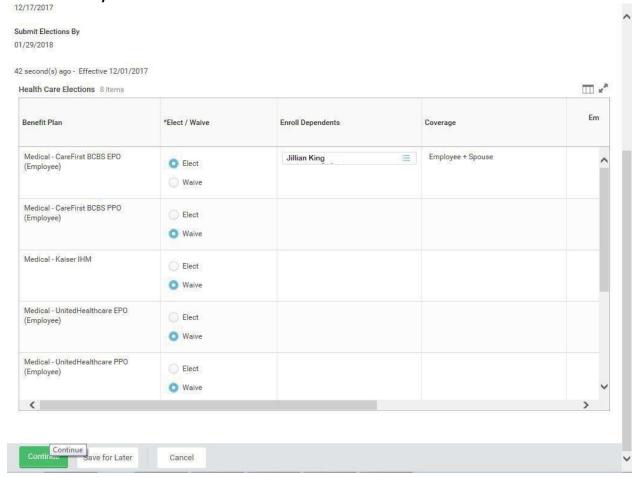
1. On the **Health Care Elections** page of Change Benefits Elections, select the item(s) to elect under health care elections.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

1 of 1 - Workday



2. Use the prompt in the **Enroll Dependents** field to enroll dependents for benefits.

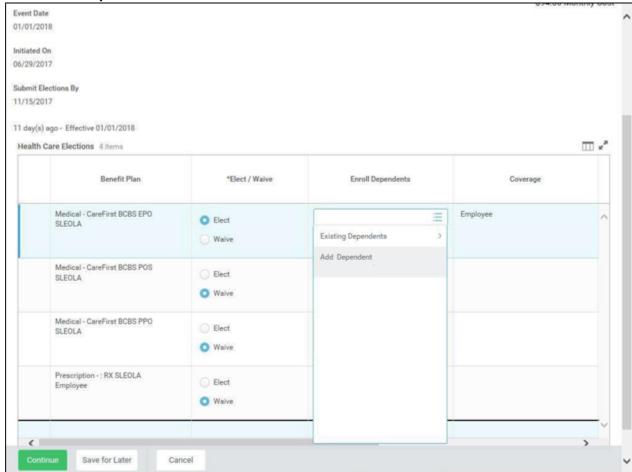
If you are not enrolling the employee in medical coverage, follow the steps for the coverage type for which you want to enroll the dependent.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

1 of 1 - Workday



3. To add a new dependent, select the **Add Dependent** menu item.

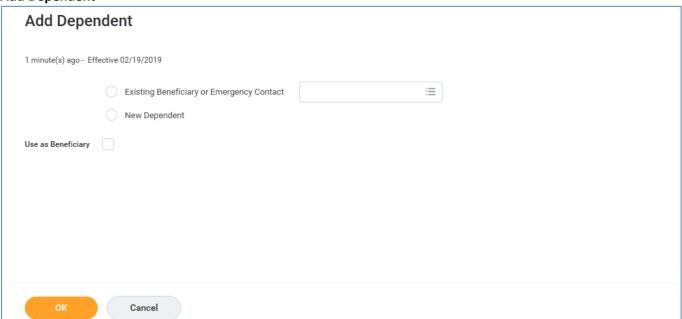
If the employee already has an existing dependent, the dependent can be selected using the Existing Dependents menu item. YOU SHOULD CHECK TO SEE IF THE DEPENDENT ALREADY EXISTS BEFORE ADDING A NEW DEPENDENT.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

Add Dependent



4. For SPMS employees only: Select the radio button next to the Existing Beneficiary or Emergency Contact section and check to see if the dependent you are adding is already listed as an Emergency Contact. If so, choose from the list. If the new dependent is not an emergency contact, select the New Dependent radio button.

CPBI and Benefits Only employees: Select New Dependent for this question.

5. **Important System Note:** Do **NOT** check the "Use as Beneficiary" radio button.

Information: Life insurance beneficiaries are not managed in SPS. Beneficiaries are managed directly by the life insurance vendor. See the Beneficiary Designation form on the DBM Health Benefits website under Term Life and AD&D to designate beneficiaries for your life insurance.

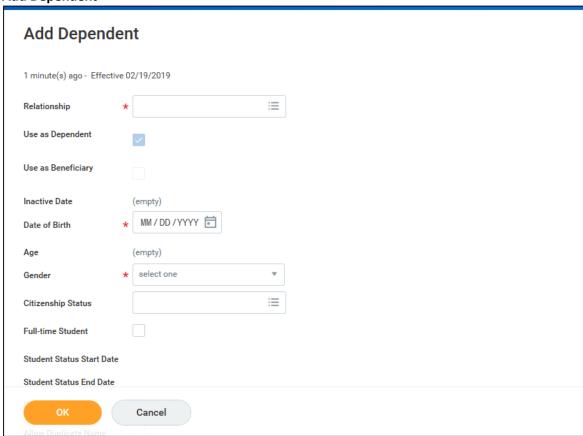


Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

6. Click the **OK** button.

Add Dependent



- 7. On this screen, complete the following fields:
 - Use the prompt = to select the **Relationship** of the dependent.

NEVER select "Employee" or "Other" for the Relationship or any relationship that indicates it is for "Internal Use Only".

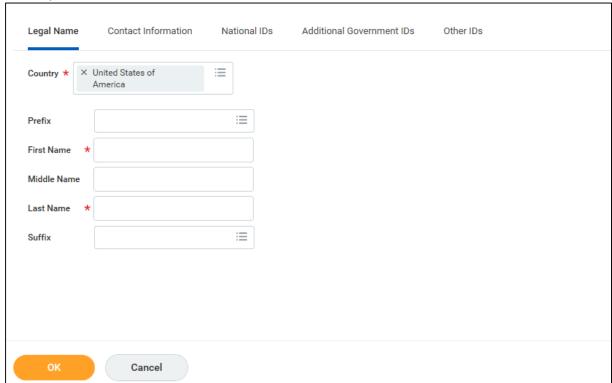
- Enter or select the Date of Birth of the dependent.
- Select the **Gender** of the dependent.
- 8. Scroll down to continue.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

Add Dependent

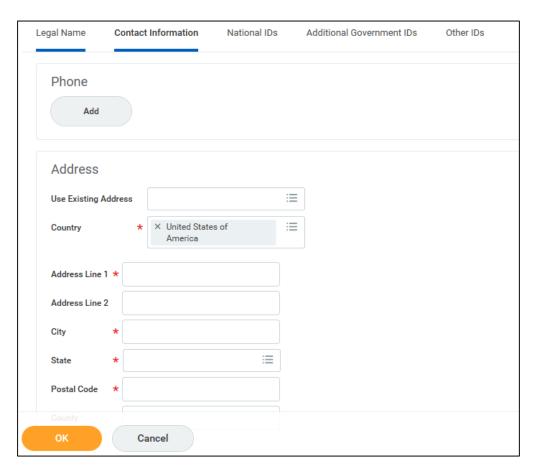


- 9. On the Legal Name tab:
 - Enter the first name of the dependent in the **First Name** field.
 - Enter the last name of the dependent in the Last Name field.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators



 On the Contact Information tab, click the Add button in the Address section to enter the address for the dependent.

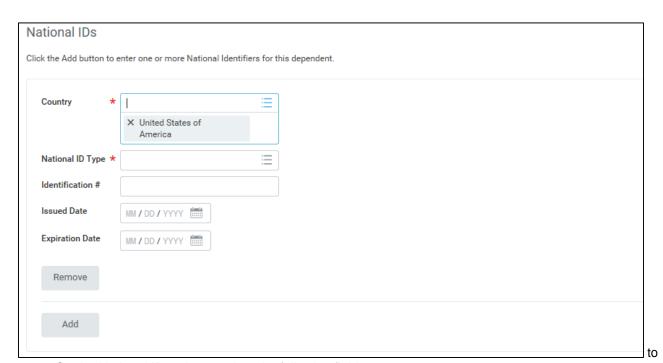
The **Use Existing Address** prompt can be used to select the address associated with the employee.

- Use the prompt to select the Country.
- Enter the street address in the Address Line 1 field.
- Enter the city in the City field.
- Enter the state in the State field.
- Enter the zip code in the **Postal Code** field.
- Select the Type.



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators



11. On the National IDs tab, complete the following fields:

- Use the prompt to select the **Country**.
- Select the **National ID Type** (either Social Security Number or Tax Identification Number for foreign nationals).
- Enter the Social Security Number for the dependent in the **Identification #** field OR enter the Tax Identification Number for foreign nationals.

Note that if you do not enter the Social Security Number or Tax Identification Number at this point, you will be prompted later to enter a reason for not entering it (e.g., birth of a child who does not yet

have a Social Security Number).



Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

12. Click the **OK** button.

You have successfully added the dependent. When you or the employee completes subsequent elections, you will not have to add the dependent again. The dependent will be listed in the Existing Dependents menu item of the **Enroll Dependents** field.

13. The System Task is complete.



Title: View Benefit Coverage History

Functional Area: Benefits Administration

Role: Agency Benefit Coordinators

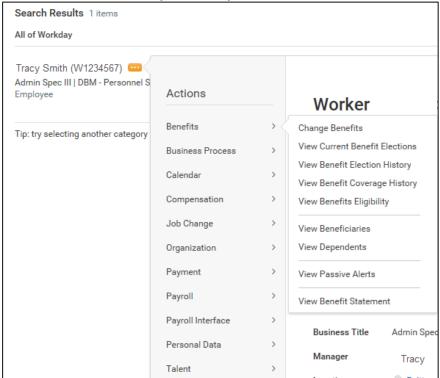
View Benefit Coverage History

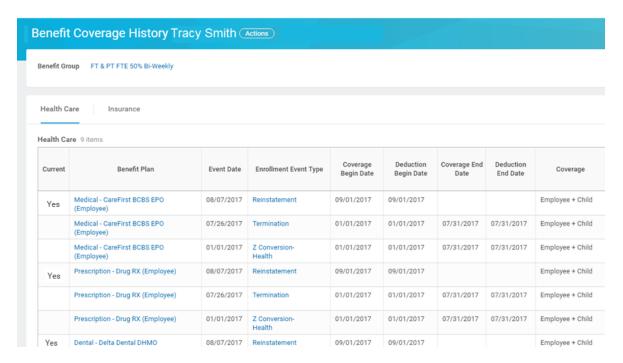
Use this procedure to view benefit coverage history for an employee.

Procedure:

- 1. Search for the employee.
- 2. Click the **Related Actions and Preview** icon next to the employee's name. In the menu, hover over **Benefits** and then click the **View Benefits Coverage History** icon.

Benefit Election History - Workday





- 3. View the benefit coverage history for the employee.
- 4. The System Task is complete.