



STATEWIDE PERSONNEL  
— S Y S T E M —

## **SPS Benefits Implementation**

Monthly Status Meeting - Benefits Only Agencies

March 22, 2018

# Agenda

- **Parallel Testing Update**
- **Data Conversion Update**
- **Shell Record Processing**
- **Benefits Issues**
  - Revised Best Practices Memo
- **ABC Training Activities**



# Parallel Testing Update – Recap of Process

- Recap From Last Month: Two Flavors of Parallel Testing
  - DBM/DoIT Employees Using SPS Benefit Self-Service
    - SPS Benefits automatically opens a benefit event when an employee is hired, terminated or has a job change that affects benefits eligibility.
    - Elections entered into SPS Benefits first and then entered into BAS
  - All Other Agencies and Retirees
    - Submitting Paper Event/Elections to EBD
    - Events/Elections are entered into BAS based on paper form
    - Then elections are entered into SPS Benefits
      - Some are manually keyed into SPS Benefits
      - Some are loaded into SPS Benefits via an integration



# Parallel Testing Update – Manual Data Entry

- EBD Has Been Dual-Entering the February Agency Events/Elections into Both BAS and Workday
  - Have completed February dual-entry and working on March dual-entry
  - Had to push ORP Retiree dual-entry from February to March due to Retiree conversion issues

FEBRUARY 2018	MARCH 2018
<b>SPMS:</b> <ul style="list-style-type: none"><li>● 28xxxx: DGS</li><li>● 410101: MSP</li><li>● 410102: State Fire Marshall</li></ul> <b>CPBI:</b> <ul style="list-style-type: none"><li>● 230103: Maryland Stadium Authority</li><li>● 232800: Canal Place</li></ul> <b>NON-SPMS:</b> <ul style="list-style-type: none"><li>● 290201: MDOT</li></ul> <b>RETIREEES:</b>	<b>SPMS:</b> <ul style="list-style-type: none"><li>● 30xxxx: DNR</li><li>● 31xxxx: MDA</li></ul> <b>CPBI:</b> <ul style="list-style-type: none"><li>● 231400: Maryland Food Center Authority</li><li>● 370201: Maryland African American Museum</li></ul> <b>NON-SPMS:</b> <ul style="list-style-type: none"><li>● 2201xx: Judiciary</li><li>● 21xxxx: Maryland General Assembly</li></ul> <b>RETIREEES:</b> <ul style="list-style-type: none"><li>● ORP Retirees</li><li>● ORP Retirees - Medicare</li><li>● Special Circumstance Retirees &amp; Beneficiaries</li></ul>



# Parallel Testing Update – Manual Data Entry

- Dual-Entry of SPMS and CPBI Agencies
  - Had some employee data issues; mostly related to missing or old Contract data
- Dual-Entry of Shell Record/Benefits Only Agencies
  - Had a lot of timing issues with receipt of Shell Record data
    - Every Shell Record load we would look for employee/data to complete dual-entry
  - Some Hire Date discrepancies between Shell Record and submitted BAS election form
    - Worked with Agency to resolve these
- How do we validate the testing?
  - DBM/DoIT Employees or ABC's report online issues
  - EBD reports online and/or processing issues (when completing dual-entry)
  - Comparing CPB and Provider Integrations from BAS and SPS Benefits to make sure they match
- We make configuration adjustments as we find issues in testing



# Data Conversion – Benefits Only Agencies

- Loaded Benefits Elections from the BAS system
  - Top Issues Encountered
    - Contract dates
    - Address related discrepancies, especially foreign addresses
    - Incorrect data mapping because of mismatches with CMS data
    - Over Age dependents



# Shell Record Processing – Benefits Only Agencies

- To Date, Loaded Full-File and 5 Delta Files
  - 3/8 Delta File
    - Contained 7683 records
    - There were 906 (12%) Fatal and Partial errors
    - There were 29 records > 90 days old
  - SSN/Name mismatch errors will require Agencies affected to communicate and resolve data discrepancy
    - Still have 4-5 employees from Full-File load not resolved
- Sent Out a Shell Record Communication on Monday 3/19
  - URL for Shell Record Website
  - Shell Record Requirements - v8 <<< posted on website
  - Updated Processing Schedule <<< posted on website



# Shell Record Processing – Benefits Only Agencies

## ■ Shell Record Requirements - v8

- All Changes/Updates Highlighted in RED in File
- Field 13: Absence Change Flag
  - New 06-Absence events should have this flag = 0
- Field 14: Retirement Change Flag
  - This field should always be populated with a 0
  - We are getting 04-Termination events w/Termination Reason = Retired and this flag = 1
- Field 57: Original FTE
  - For 03 - *Data Change + Employee Type/Sub-Type Change Flag = 1*, we need the original/current FTE in this field
- Fields 62-64: Original Contract Number, New Contract Number, Contract Start Date
  - Refer to the Contracts slide
- Updated Example Transaction 3: An employee with one job transfers from one agency to another agency
- Added Example Transaction 7.1: An existing employee job changes from Regular to Contractual w/ No FTE Change





# Shell Record Processing – Benefits Only Agencies

## ■ Contracts

### – Contracts for a New Hire

- Send as *01-Hire + Employee Type = Contractual or Temporary*, send:
  - Original Contract Number
  - Contract Start Date
  - Contract End Date
- If the Effective Date of the Hire  $\neq$  Contract Start Date, the employee will not be eligible for benefits at the Hire Date
- The Difference between the Contract Start Date and the Contract End Date must be at least 90 days for the employee to be eligible for benefits



# Shell Record Processing – Benefits Only Agencies

## ■ Contracts (con't)

### – Contract End Date Extension/Update

- Send as *03-Data Change + Contract Data Change Flag = 1*, with:
  - Original Contract Number
  - Contract Start Date <<< this is the original date you sent
  - Contract End Date <<< this is the updated/new end date
- Workday does not allow the Contract Start Date to change for an existing contract
- The 03-Data Change Effective Date in this scenario will always be later than the Contract Start Date
- You can send the contract extensions before the current contract expires
  - Use an Effective Date that matches the Delta file date
  - If you have another 03-Data Change included in the same Delta file that requires a specific Effective Date (such as an FTE or Employee Type/Sub-Type change), then use this Effective Date



# Shell Record Processing – Benefits Only Agencies

## ■ Contracts (con't)

### – Contract End Date Extension/Update Example

ORIGINAL CONTRACT NUMBER	CONTRACT START DATE	CONTRACT END DATE
SMITH-010118	01/01/2018	7/31/2018

Assume this is the Contract info you sent with the 01-Hire event

EFFECTIVE DATE	ORIGINAL CONTRACT NUMBER	CONTRACT START DATE	CONTRACT END DATE
07/12/2018	SMITH-010118	01/01/2018	12/31/2018

To extend the existing Contract you would send this in a 03-Data Change + Contract Change Flag = 1 event

Delta File date prior to old Contract End Date;  
Sending in a Delta file prior to the old Contract End date ensures no contract lapse and no benefits termination



# Shell Record Processing – Benefits Only Agencies

## ■ Contracts (con't)

### – New Contract to Replace an Existing Contract

- Workday does not allow for overlapping Contract Dates per W# + Job Number

CONTRACT STATUS	CONTRACT NUMBER	CONTRACT START DATE	CONTRACT END DATE
Open	JONES-070117	07/01/2017	12/31/2018

\*

Workday will not allow these dates to overlap

CONTRACT STATUS	CONTRACT NUMBER	CONTRACT START DATE	CONTRACT END DATE
Open	JONES-120118	12/01/2018	12/31/2019

\*

- Workday does allow multiple contracts per W# + Job Number if the Contract Dates do not overlap

This will require two  
03-Data Change +  
Contract Change  
Flag =1 events

CONTRACT STATUS	CONTRACT NUMBER	CONTRACT START DATE	CONTRACT END DATE
Open	JONES-070117	07/01/2017	11/30/2018

\*

>> 1 event to update the Contract End Date on the old contract (JONES-070117)

Workday will allow these dates

CONTRACT STATUS	CONTRACT NUMBER	CONTRACT START DATE	CONTRACT END DATE
Open	JONES-120118	12/01/2018	12/31/2019

\*

>> 1 event to add the new contract (JONES-120118)



\* These examples depict a Contract in Workday

# Shell Record Processing – Benefits Only Agencies

## ■ Contracts (con't)

- New Contract to Replace an Existing Contract (con't)
- The event to update the existing Contract End Date would be:

- 03-Data Change + Contract Data Change = 1:

EFFECTIVE DATE = 11/20/18  
ORIGINAL CONTRACT NUMBER = JONES-070117  
CONTRACT START DATE = 07/01/2017  
CONTRACT END DATE = 11/30/2018

*The event to end the original contract*

- 03-Data Change + Contract Date Change = 1:

EFFECTIVE DATE = 11/21/18  
NEW CONTRACT NUMBER = JONES-120118  
CONTRACT START DATE = 12/01/2018  
CONTRACT END DATE = 12/31/2019

*The event to add a new contract*

- Workday does allow a future Contract Start Date
  - If you do send a future Contract Start Date, know that you cannot modify the Contract End Date until the Contract Start Date is reached

**Delta File  
Date  
= 11/21/18**



# Shell Record Processing – Benefits Only Agencies

## ■ Effective Dates

### – Hires

- The Effective Date of an 01-Hire event should be the employees official start date in the job/position
- Now that we are past the initial Full-File load, do not send the employees original start date with your Agency or their Entry on Duty date
- The Hire Date is used to determine the Coverage Begin Date of benefit elections and to determine the 60 day window to make elections
- If this date is incorrect it may affect employee elections

### – Data Changes

- Similarly, do not send the employees original start date with your Agency or their Entry on Duty date for data changes (Contact, Personal Data)
- In most cases it is safe to use the Delta file date, unless...
  - you have another 03-Data Change included in the same Delta file that requires a specific Effective Date (such as an FTE or Employee Type/Sub-Type change), then use this Effective Date



# Shell Record Processing – Benefits Only Agencies

## ■ Processing Order of Events

- When multiple Action Codes are submitted for the same W# in a Delta file, we process the events in a specific order:
  - Action Code 04 – *Terminations* will always be processed first
  - Action Code 01 – *Hire* will be processed next
  - Action Code 05 – *Additional Job* will be processed next
  - Action Code 02 – *Transfer* will be processed next
  - Action Code 06 – *Absence* will be processed next
  - Action Code 03 – *Data Change* will be processed next
- This is important because if you need to send up multiple records for the same person there is an understanding of which one we will process first.

Example:

- >>> We receive an 04–Termination and a 05–Additional Job for the same W#.
- >>> Based on processing order we Term the employee 1<sup>st</sup> and then we do not have an Active employee to add the additional job.
- >>> In this example we needed to receive an 04–Termination and an 01-Hire

**NOTE:** It is always safe to send an 01-Hire for both Hires and Additional Jobs. If you use a 01-Hire you must send all 01-Hire fields per the IDD.



# Shell Record Processing – Benefits Only Agencies

## ■ Student Workers

- No longer need Student workers in Workday for benefits eligibility processing
- Keeps Workday in synch with ACA file requirements
- Need to send a 04-Termination for all Student workers by 4/19 Delta file
  - Feel free to send as soon as you are ready

## ■ Shell Record Website

- Compiled all Shell Record documents and communications on the website
- When we post updates we will send an email letting you know an update is posted
- Recordings of these meetings will be posted in the Meetings Link
- Only accessible via the URL =  
<http://dbm.maryland.gov/sps/Pages/BenefitsShell.aspx>





# Questions Received - Shell Record Communication

- Question: The SSN Mismatch file layout is not posted on the website. Will you post this file?
  - Yes, we will post a file layout.
- Question: What Termination Reason should we use for terminating the Student Workers?
  - Use either a 06-Terminated or 07-Contract Expired
- Question: When you say terminate the Student Workers, who specifically are you referring to?
  - Terminate any Student worker that does not fall into one of these Employee Sub-Type codes:
    - 03 - GFTE at University of Maryland - Baltimore (360221)
    - 04 - Graduate Assistant at UMCP (360222), USMO (360236), UMCES (360234), UMES (360225)
    - 05 - Graduate Assistant at any other Institution



# Benefits Issues

## Best Practices Memo – *Updated March 14, 2018*

- Best Practice #2 – Be aware of employee start dates
  - Effective January 1, 2018, benefits for new hires are effective the first of the month following date of hire. (e.g., date of hire Feb 5, coverage is effective Mar 1). Employees have from 60 days before to 60 days after **the event date** (not **effective date**) to elect benefits.



# ABC Survey

- Survey sent to BAS users to gather information on specific duties the ABCs are performing at the agencies
  - Survey closed on 2/16
- Results will be used as one method to start validation of those who need the ABC role and relevant training in SPS Benefits
- Response rate was approximately 70%.
  - Most that responded have access to BAS, sign benefits forms and collect benefits documents from employees
  - About half also perform HR related duties at their agency



# Next Steps for ABC Role Validation

- HR Directors have been asked to validate the list of ABCs for each agency
  - New users may be added to the list, with additional information regarding the employee's duties
- Process for new ABC's to be added after the original list is complete
- Once the results are compiled, this list will be used to determine who needs to take the applicable training:
  - Web based training (Aug - Sep 2018)
  - Instructor Led training (Oct – Dec 2018)



# ABC Certification Program

- The validated list of ABCs from the HR Directors will also be used to determine who is assigned the ABC Certification test.
- New upcoming testing requirement for individuals in agencies for whom any part of the role includes the performance of ABC duties
- Test will be assigned via The HUB (Benefits Only agencies will get directions on accessing their temporary accounts in The HUB). ***Test will start to be assigned to ABCs next week.***
- Test takers will be permitted to consult reference materials (but may not consult with others) while taking the test
- The objective of the testing process is to ensure that Agency Benefits Coordinators know (or know how to find) the answers to basic benefits questions



# ABC Certification Program (Cont.)

- Each test will consist of 30 questions with a passing score of 70%
  - ABCs will be allowed to take the test up to three times
- Communication will be sent out about when the certification test will be available
- Once implemented, ABCs will have 30 days to take the test
- Certification test will need to be passed before continuing to the next levels of training to ensure that the individuals have a basic level of proficiency before attending the SPS Benefits class
  - Certification will be a yearly continuing requirement

