



STATEWIDE PERSONNEL
— S Y S T E M —

SPS Benefits Implementation

Monthly Status Meeting - Benefits Only Agencies

April 26, 2018

Agenda

- **Parallel Testing Update**
- **Data Conversion Update**
- **Shell Record Processing**
- **Benefits Issues**
- **Training**
 - ABC Role Validation
 - ABC Certification



Parallel Testing Update – Manual Data Entry

- EBD is Dual-Entering the April Agency Events/Elections into Both BAS and Workday

APRIL 2018	MAY 2018
SPMS: <ul style="list-style-type: none">3701xx: DHCD3605xx: Maryland School for the Deaf CPBI: <ul style="list-style-type: none">230201: Historic St. Mary's Commission360400: St. Mary's College NON-SPMS: <ul style="list-style-type: none">360221: University of MD - Baltimore360223: Bowie State RETIREEES: <ul style="list-style-type: none">ORP RetireesORP Retirees - MedicareSpecial Circumstance Retirees & Beneficiaries	SPMS: <ul style="list-style-type: none">32xxxx: MDH230801: Military (All CDC's Except 10) CPBI: <ul style="list-style-type: none">360300: BCCC NON-SPMS: <ul style="list-style-type: none">360222: University of MD - College Park RETIREEES: <ul style="list-style-type: none">State Pension RetireesSpecial Circumstance Retirees & Beneficiaries



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
 - Continue to have timing issues with receipt of Shell Record data
 - Not receiving timely data updates holds up completing dual-entry
- Dual-Entry of Retirees
 - Began ORP Retiree Dual-Entry in April
- 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
 - FTE %



Shell Record Processing – Benefits Only Agencies

- To Date, Loaded Full-File and 8 Delta Files.
 - 4/19 Delta File
 - Contained 8425 records
 - There were 666 (7.9%) Fatal and Partial errors
 - There were 93 records > 90 days old
 - There were 430 records between 60 and 90 days old
 - There were 638 records < 60 days old



Shell Record Updates

■ SSN Mismatch File

- Adding contact fields to SSN Mismatch Error File so agencies know who to contact to resolve the issue
 - 6-Digit Agency Code
 - Contact Name(s)
 - Contact Phone(s)
- Will post the updated file layout (v2) to the Shell Record Website by Friday May 4th
- The SSN Mismatch Error File will reflect the new fields starting with the 5/17 Delta File Load

■ Master File

- Will be adding to the Shell Record Processing Schedule and posting on the Shell Record Website by Friday May 4th
- Hire Date Differences
 - In some cases the Master File will reflect a Hire Date that is different from what was sent in the Shell Record Full-File or Delta File



Shell Record Updates (con't)

- Hire Date Differences (Con't)
- Example:

Workday Hire History:

1

Business Process	Initiated On	Start Date	Organization
Hire: Mary Smith (W1234567)	04/09/2018	04/02/2018	Bowie State University

Inbound Delta File Contains the Following 01-Hire:

Action Code: 01

Effective Date: 03/21/2018

Transmittal Date: 05/03/2018

Legal First Name: Mary

Legal Last Name: Smith

Agency: 360229

2

Workday Hire History:

3

Business Process	Initiated On	Start Date	Organization
Start Additional Job: Mary Smith (W1234567)	05/07/2018	04/02/2018	Salisbury University
Hire: Mary Smith (W1234567)	04/09/2018	04/02/2018	Bowie State University

Workday will not insert an event/row earlier than an existing event/row



Benefits Issues

- Address and Personal Data Changes
 - Being updated twice a month in BAS from report run in Workday



ABC Role Validation

- ABC role validation is complete
- Process to add new ABC's:
 - Starting now, any additions to the ABC role in SPS must be submitted via the OPSB security form
- ABC roles will be used to determine who needs to take the applicable training:
 - Web based training (Aug - Sep 2018)
 - Instructor Led training (Oct – Dec 2018)
- The certification test must be passed before taking the SPS Benefits training to ensure that the individuals have a basic level of proficiency



ABC Certification Program

- ABC Certification test has been assigned with a completion date of 4/30/18
- Numbers who have passed the certification test so far:
 - 78 out of 146 Benefits Only ABCs (approximately 107 out of the 146 have completed self-registration in The HUB).
- **CPBI and Benefits Only Agency ABCs who have not completed the self-registration process were sent reminders yesterday.**
- A few have failed the certification twice. Renee Hammock, Assistant Director of the Employee Benefits Division, will be contacting the ABCs who have failed and their HR Directors, to arrange to take the test a third time at DBM.
- There is a 30 day waiting period before the third test is scheduled. This time is to be used by the ABC to review all resource materials to prepare for the test.



ABC Certification Program (Cont.)



- The **Review** page at the end of the exam **DOES NOT** indicate which questions were answered incorrectly (the results are scrambled and in a different order than the exam questions).
- Shared Services ticket must be opened for those who wish to know which questions they got incorrect.
- Answers are not being given out for the certification in order to safeguard the integrity of the test.
 - Answers may be looked up using COMAR, the online benefits guide, and various federal regulations that govern employee health plans.
- If you have consulted your resources and STILL do not understand why your response was incorrect (e.g. a question that may be confusing), send an e-mail with your concerns to ebdmail@maryland.gov after May 15th.

