



STATEWIDE PERSONNEL
— S Y S T E M —

SPS Benefits Implementation

Monthly Status Meeting - Benefits Only Agencies

September 27, 2018

Agenda

- Parallel Testing Update
- Shell Record Processing
- Benefits Issues
- Agency Scorecard Update
- Training Activities
- Preparing for Go Live



Parallel Testing Update

- DBM/DoIT Employees Using SPS Benefit Self-Service
 - They will be completing Open Enrollment in Workday starting next month
 - Reviewing training materials to address common data entry issues
- EBD is Completing the Dual-Entry for the September Agency Events/Elections into Both BAS and Workday
 - And, getting other older events entered as we see missing employee data has been entered into Workday

SEPTEMBER 2018

SPMS:

CPBI:

NON-SPMS:

- 360230: University of MD - University College

RETIREES:

- Special Circumstance Retirees & Beneficiaries

DHS was not keyed for Parallel entry in September

September is the last month for Workday parallel keying. From this point forward EBD will key Enrollment Forms to BAS after verification the employee data is accurate in Workday. The enrollment changes keyed to BAS will be loaded into Workday via conversion integration.

Parallel Testing Update – Manual Data Entry

- Dual-Entry of SPMS and CPBI Agencies
 - No or Incorrectly Entered Leave of Absence Events in WD
 - Effective Date of Contracts; Must Match the Contract Start Date
 - Not completing all steps in a business process
- Dual-Entry of Shell Record/Benefits Only Agencies
 - Getting better with timely receipt of Shell Record data
 - Need agencies to continue comparing the Master File to their source HR to make sure all Active employees exist in Workday
 - Sending a Term and Rehire Instead of a Data Change
- Dual-Entry of Retirees
 - In the Process of Keying State Pension Retirees - Medicare
- Other Parallel Testing
 - Running *Overage 25* and *Overage 26* Processing
 - Still Testing *Retiree/Dependent Turning Age 65* Processing
 - Currently Testing *End of Contract* and *Start of New Contract* Processing



Shell Record Processing – Benefits Only Agencies

- To Date, Loaded Full-File + 19 Delta Files
 - 9/20 Delta File
 - Contained 4656 total records
 - There were 416 (9%) Preliminary Validation - Fatal and Partial errors
 - There were 73 (2%) Workday - Fatal and Partial errors
 - There were 349 records (8%) > 60 days old
 - Mid-Cycle Pending records were processed for the 1st time in this drop
 - 102 records (out of 136 Pending) successfully processed.
 - They are included in the Master File uploaded on 9/26

Shell Record Updates

■ Contracts Expiring 12/31/18

- Need to be renewed/extended by the 12/13/18 Delta File
- If these are not renewed/extended in SPS the employee will not be eligible for benefits on 1/1/19 and we will not be able to convert in their Open Enrollment elections
- Open Enrollment data conversion into Workday will begin in mid-December

■ Off-Week Processing of Pending Events:

- Beginning with the 9/20 Delta File, SPS will process 'Pending' events for RG and CT agencies using the updated CPB Master File received on the Tuesday night before we publish the SPS Master File
- Currently, we cannot do the same for UM agencies since CPB only publishes a Health Master File every 2 weeks. We are researching with CPB whether there is a more frequent Master File available to us.
- We had 136 Pending events from the 9/20 Delta file and were able to successfully process 102 of them on Weds 9/26.
- As a reminder.... processed Pending events will be in the Master File we send out for the Delta file; but errors will not appear in the Error Files for that same Delta file, they will appear in the next Error file.



Shell Record Updates

- Do Not Send Terms/Hires When No Break in Service
 - These should be sent as a 03-Data Change; in the event you can change:
 - Employee Type, Employee Sub-Type, FTE, Job Number, Contract Data, etc.
 - An 04 + 01 with no break in service will...
 - Result in a State/Regular having their benefits reinstated but they will receive a COBRA notification.
 - Result in a Contractual having their benefits end; they will receive a benefit event where they will have to re-elect their benefits. They will also receive a COBRA notification.
- Termination Date
 - The Termination Date should be the last day the employee worked.
 - Do not send the 1st day the employee did not work
 - We are seeing Termination Dates of the 1st day of the month when employees are retiring.
 - Employees cannot terminate and enroll in retiree benefits on the same day (ie. the 1st of the month). The Termination Date should be the last day of the previous month.



Shell Record Updates

■ Master File: Benefit Job

- A couple of agencies brought up that when Benefit Job = Retiree, the Multi-Agency Employment indicator = N and this is confusing; in this scenario you are expecting to see Multi-Agency Employment = Y.
- We are evaluating this issue and will update on status as soon as possible

■ Employee Sub-Type: 06- Subsidy Eligible Due to Multiple Contracts

- USM Only Employee Sub-Type
- Employee Sub-Type 06 should not be used to cover breaks where there is no contract and no hours are being worked
- Employees with Employee Sub-Type = 06 cannot have a 0% FTE

■ Employee Sub-Type: 07- Non-Tenure Track Faculty

- USM Only Employee Sub-Type
- SPS is ready to accept Employee Sub-Type = 07 (as of 8/23 Delta File)
- SPS will not load Contracts (new or updated) for Employee Sub-Type = 07
- SPS will close existing Contracts when Employee Sub-Type = 07 is received



Shell Record Updates

■ Shell Record Date Exceptions

- As of the 9/20 Delta File, you cannot send events > 60 days in the past
 - Events that will result in an employee benefit event should not be > 55 days in the past due to the Shell Record Delta file processing
- If you have an event > 60 days old, you must submit the event in your Delta file AND submit an email to Gagan by 5pm on the Delta file due date
 - The email must have the *60DayExceptionRequest.csv* file attached
 - A blank CSV file format will be posted to the Shell Record Website
 - The CSV file contains:
 - SPS ID
 - Action Code
 - Agency Code
 - Employee ID
 - Job Number
 - First Name
 - Last Name
 - Effective Date
 - Reason for Delay
- If we do not receive the complete exception request email the records will be rejected.
- In the 9/20 Delta file we had 230 events > 60 days that were rejected because we had not received an exception request.



Shell Record Updates

■ Unpaid Leave of Absences

- SPS is currently working on some Leave of Absence issues
 - A LOA event on a multi-employment employee where only 1 job is being placed on the unpaid LOA
 - Workday stores the leave at the worker not the job
 - A LOA event on a multi-employment employee where the Workday primary job is Contractual
- As soon as we have updates on these, we will share with everyone

■ Send All Shell Record Questions/Issues to Gagan

- In some cases SPS was receiving duplicates of the same emails/issues or having the same email sent to multiple team members
- In order to ensure all questions/issues are tracked, please send all Shell Record questions to Gagan Setia (gagan.setia@Maryland.gov)
 - Questions emailed direct to SPS or EBD team members will not be responded to



Benefits Issues

■ BAS Processes:

- Continue to send Notice of Termination, Contract Renewals, FMLAs, and Transfers to EBD
- Discontinue use of Personal Information Change Form; update in Workday only
- Contract extensions must be in Workday before Benefits can be extended or payment coupons sent out

■ Other Workday Issues

- Having no address causes the record to reject in not just medical and dental eligibility files, but life and AD&D, too
- Addresses must be keyed during onboarding/set up of new hire by HRCs
- Benefits Only agencies must check that the record is complete before sending on the shell file
- Lack of data is the primary reason for benefits enrollment delays



Agency Scorecard Update

September Scorecards:

- Tracking ABC training
 - ABCs registered for training
 - ABCs completed the training



ABC Web Based Training

- Completion of Web Based training is a requirement for all ABCs before they will be able to register for the Instructor-Led training.
 - **Introduction to Benefits Fundamentals web based training**
 - **SPS Navigation Basics web based training (CPBI and Benefits Only agencies only)**
 - As of last Friday, 363 out of 428 ABCs had completed all of the web based training assigned to them and are considered “eligible” to sign up for a session of the Instructor Led training to be held October through December.
 - All eligible ABCs were sent instructions with how to select a session of the training.
 - As additional ABCs complete the web based training, they will also be sent the instructions.



ABC Instructor Led Training

- Training will be held at various locations throughout the State to include Annapolis, Hanover, Largo, Sykesville, Cambridge, Salisbury, Hagerstown, and Frostburg.
 - We encourage signing up for a class as soon as possible so that the ABC can get a seat at the location of their preference before all of the seats are filled.
- Approximately 253 ABCs have already signed up for a session of the Instructor Led training
- Students will be emailed additional information before their session of the course if applicable (e.g., instructions for how to print the course slides to bring to class).



ABC Instructor Led Training (Cont.)

- Classes will start promptly at 8:30am. Participants who arrive late may be asked to reschedule to another session of the course.
- Course will consist of a combination of review of SPS Benefits concepts and hands on practice in the system.
- Upon completion of the course, ABCs will be given access to a Sandbox where they can practice in the system until the January 1st Go-Live.
- Class cancellations:
 - If there are not at least 5 ABCs signed up for a session by 5 days before the class is to be held, that session may be canceled and the ABC will be asked to reschedule to another session.
 - If the State has liberal leave on a day when there is a class scheduled, that session will be canceled and the ABC asked to reschedule to another session.



Preparing for Go Live

June 2018	<ul style="list-style-type: none"> • HR Directors meet with Agency/Institution HR, Time, Payroll, ABC staff to review the Agency's readiness and training needs
July 2018	<ul style="list-style-type: none"> • HR Director review staff training readiness • Training registration/online training
Aug-Sept 2018	<ul style="list-style-type: none"> • Complete Online Training • Employee Campaign for Personal Data starts
October 2018	<ul style="list-style-type: none"> • Open Enrollment in BAS; this OE will be loaded into SPS for 1-1-19 • CPBI/Benefits Only IT staff survey due 9-28-18 by COB
Oct-Dec 2018	<ul style="list-style-type: none"> • Complete Instructor Led Training • Review staff training completion
December 2018	<ul style="list-style-type: none"> • Employee Data Readiness for Conversion of 1-1-19 elections • Employee Campaign • CPBI/Benefits Only IT staff set up and training for password reset

