

SPS Open Enrollment 2020 Agency Benefit Coordinator Frequently Asked Questions

Number	Date	Category	Question or Concern	DBM/EBD/SPS Response
60	11/4/19	Open Enrollment	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 ran on 10/31. The Open Enrollment event was canceled and a new Open Enrollment event was initiated for employees with dependents in these categories. If the employee made a coverage change before 10/31, these coverage changes were brought forward and no additional action is necessary by the employee.
59	11/4/19	Open Enrollment	Can an employee submit the Open Enrollment event if they don't have the Evidence of Insurability (EOI) paperwork attached?	Evidence of Insurability (EOI) paperwork is not required to be attached to the Open Enrollment event. There is nothing in the system that will stop the employee from submitting the event if EOI paperwork is not attached. EOI paperwork won't be required until after the 1 st of the year. MetLife will contact employees via regular mail with the required Forms and instructions.
58	10/28/19	New Dependent s/DVA	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.
57	10/24/19	Open Enrollment	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.
56	10/18/19	New Dependent s/DVA	What happens if an employee submits incorrect documentation for a newly added dependent?	<p>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 1, 2020.</p> <p>Newly added dependents and re-enrolled dependents require documents as described at https://dbm.maryland.gov/sps/Documents/New%20Dependent%20Required%20Supporting%20Documentation.pdf</p> <p>There is 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.</p>

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55	10/17/19	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.
54	10/17/19	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.
53	10/17/19	Open Enrollment	If I have an employee who is newly hired, has a job change, or a life event during the Open Enrollment period, do they have until later than November 14 th to complete Open Enrollment elections?	Employees who have a life event, new hire or job change event during Open Enrollment will have the Open Enrollment event manually generated to them and will have 14 days to complete Open Enrollment elections.
52	10/17/19	New Dependent s/DVA	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 Required Supporting Documentation job aid at the following link for a list of acceptable documents for dependents: https://dbm.maryland.gov/sps/Documents/New%20Dependent%20Required%20Supporting%20Documentation.pdf
51	10/16/19	Dependent Turning Age 26	A dependent child/stepchild is currently listed on 2019 benefits and will turn 26 in October, November or December 2019. Why is that same dependent child not listed on the 2020 OE event, when they are disabled?	<p>If a member's dependent loses eligibility due to reaching age 26 prior to or on 12/31/2019, the dependent will not be listed on the OE event.</p> <ul style="list-style-type: none"> - 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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50	10/16/19	Dependent Turning Age 25	A dependent Grandchild/Legal Ward or Other Child Relative is currently listed on 2019 benefits and will turn 25 in October, November or December 2019. Why is that same dependent child not listed on the 2020 OE event, when they are disabled?	<p>If the member's dependent loses eligibility due to reaching age 25 prior to or on 12/31/2019, the dependent will not be listed on the OE event.</p> <p>If the member's stating that the dependent child is disabled:</p> <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.
49	10/16/19	Dependent Turning Age 25/26	Why is the employee's current 2019 AD&D benefit listed, but the OE event shows the AD&D benefit as "Waive"?	If an employee currently has 2019 family coverage for the AD&D benefit, but due to an age 25/26 dependent(s) becoming ineligible prior to or on 12/31/2019, the AD&D benefit will automatically switch to "Waive" if there are no other dependents being covered for this benefit. Therefore, the employee will need to re-enroll in that AD&D benefit through the OE event for Employee Only coverage.
48	10/16/19	Open Enrollment	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	10/16/19	Open Enrollment	Can an ABC upload documents and /or complete Open Enrollment on behalf of an employee?	<p>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.</p> <p><i>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.</i></p> <p>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.</p>

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46	10/16/19	Open Enrollment	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?	<p>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.</p> <p>Please advise the employee to complete the elections.</p>
45	10/16/19	Open Enrollment	If an employee has a baby during Open Enrollment, how should they handle adding the new baby to the coverage?	<p>The employee should complete the Birth/Adoption life event to add the baby to 2019 coverage. Then complete the Open Enrollment event for 2020 benefit elections.</p> <p>The Open Enrollment event will automatically update after the Birth/Adoption event is completed to reflect the changes made in the Birth/Adoption event.</p>
44	10/15/19	New Dependent s/DVA	Are the student fields required when adding a dependent?	No, the student fields are not required when adding a new dependent.
43	10/15/19	New Dependent s/DVA	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 dependents during open enrollment have changed though and now require documents at the time of Open Enrollment submission.
42	10/15/19	Mobile App	Can employees and retirees use the Workday mobile app for benefit events?	Employees and retirees cannot use the Workday mobile app for benefit events. The desktop or online version must be used for benefit events.
41	10/15/19	Open Enrollment	If a new hire would like to waive benefits for 2019 but wants benefits for 2020, 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 plan year 2020. If they New Hire event is not completed, the Open Enrollment event will have an "on hold" status and won't be able to be completed.

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40	10/15/19	Open Enrollment	After completing Open Enrollment elections, why does the employee see a Coverage Begin Date earlier than 2020 for benefits?	<p>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.</p> <p>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 2020 as they had elected in 2019, the Coverage Begin Date will show the previous Coverage Begin Date. However, if they elect a different coverage amount for 2020, the Coverage Begin Date will update to 1/1/2020.</p>
39	10/15/19	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 2020 Benefits Statement page?	<p>Instead of clicking the DONE button on the Submitted/View 2020 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.</p>
38	10/15/19	Open Enrollment	If an employee transfers from one agency to another, will they get a new Open Enrollment event?	<p>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.</p>
37	10/15/19	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?	<p>The new Open Enrollment event will be pushed to the employee after the life event has been approved by EBD.</p>

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36	10/11/19	SPS Access	An employee can't log onto SPS, where do they call for help?	<ul style="list-style-type: none"> ● Employees can use the SPS "Forgot Password" process if they have logged in previously and completed the security questions and have an email in SPS. This process starts on the SPS log on page. ● If the employee has never been logged in before and is employed by a Benefits Only or CPBI Agency, they can use this link for the log on instructions: https://dbm.maryland.gov/sps/Documents/Workday_Access_QRG.pdf. ● Employees that have been hired recently should refer to the two emails that they received from SPS for first time log on instructions. ● Employees that have been locked out due to multiple attempts with the incorrect password or other log on issues, please contact the correct Help Desk Support for assistance: <ul style="list-style-type: none"> ○ For SPMS agency employees, DBM Help Desk is the primary support, 410-767-4112 ○ For DHS employees, 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, DBM 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
35	10/11/19	Personal/Contact Info Changes	An employee's address 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.

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34	10/11/19	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.
33	10/11/19	Open Enrollment	What if a 2020 Contract has not yet been added in SPS? Will the employee still receive an Open Enrollment event?	<p>The employee will not receive an Open Enrollment event until a Contract that meets contract requirements is entered into SPS.</p> <p>On a regular basis EBD will identify if there are any employees eligible for an Open Enrollment event but did not receive one, and will push an OE event to the employee.</p>
32	10/11/19	ACA	When will the Measurement Period Reporting/evaluation be completed?	<p>The Measurement Period Reporting for 10/15/18 - 10/14/19 is complete and all employees identified as eligible for ACA subsidy in 2020 have been 'flagged/marked' as ACA eligible.</p> <p>If these employees have a current contract in SPS they will receive an Open Enrollment event and the event will reflect the ACA subsidy</p>
31	10/11/19	Open Enrollment	How do I know if an employee got an Open Enrollment event?	<p>There are 2 ways you can see if an employee got an Open Enrollment event:</p> <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) <p>Or, you can run the SPS Benefit Open Enrollment Events - Employees report</p>
30	10/11/19	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 effective 1/1/2020?	<p>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 effective 1/1/2020?</p>

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29	10/11/19	Open Enrollment	What to do if an employee's/retiree's SPS Open Enrollment Event is showing as (On Hold)?	<p>Open Enrollment events go "On Hold" when there is another benefit event open for the employee or retiree.</p> <p>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.</p> <p>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."</p>
28	10/11/19	Open Enrollment	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 2020 OE event?	<ul style="list-style-type: none"> • Confirm that the new/updated address is showing in SPS under the employee Contact information. • Confirm that the effective date of the address change has been entered/showing correctly. • Then, the ABC has to 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 on 10/15 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 at 11:59PM on 11/14/2019.</p>
27	10/11/19	Open Enrollment	An employee's Open Enrollment event does not reflect the elections they thought they currently have for 2019, what do I do?	<p>Make sure your 2020 Open Enrollment event reflects the elections you want starting Jan 1 2020.</p> <p>If you have a question on your 2019 elections, please contact your ABC.</p>

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26	10/11/19	Open Enrollment	Which dependents need documentation? And what is the definition of a new vs. re-enrolled dependents?	<p>Newly added dependents and re-enrolled dependents require documents as described at https://dbm.maryland.gov/sps/Documents/New%20Dependent%20Required%20Supporting%20Documentation.pdf</p> <ul style="list-style-type: none"> • “Newly added dependents” are dependents who have never been covered before • “Re-enrolled dependents” are dependents who had been covered at one time in the past, but had a break in coverage during the 2019, current Plan Year. <p>There is a link on the SPS Welcome page in the Announcements section to the link shared above.</p>
25	10/11/19	Open Enrollment	How can dependent information be corrected?	<p>Dependent corrections include existing dependents and newly added dependents.</p> <p>Active employees should bring the dependent correction to their ABC; the ABC will submit the correction through a SPS Shared Services Support ticket with the employee W# and supporting documentation.</p> <p><i>While the dependent correction is being processed, the employee can still submit their 2020 elections with the dependent requiring the correction/update selected.</i></p>
24	10/11/19	Open Enrollment	What happens when you click the “Save for Later” button?	<p>The elections <u>will not submit as an election change</u> but will remain in the Open Enrollment event until the employee goes back in to complete it.</p> <p>If the employee does not go back and "Review and Submit" the changes they will not go into effect for Jan 1 2020; the employee elections will remain the same in 2020 as they were in 2019.</p>
23	10/11/19	Open Enrollment	Are the email notifications to employees/retirees only sent once or are they sent at periodic intervals until the employee/retiree completes the action?	<p>Email notifications when a new or updated Open Enrollment event is created for an employee or retiree are only sent one time.</p> <p>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.</p>

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22	10/11/19	Open Enrollment	What do I do if an employee doesn't get an Open Enrollment event on Oct. 15?	<p>There are a few reasons that may cause an employee to not get an Open Enrollment event. 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 problems that may cause an employee not to get an Open Enrollment event:</p> <ul style="list-style-type: none"> ● Contractual employees must have an OPEN CONTRACT that makes them eligible for Plan Year 2020 benefits. <ul style="list-style-type: none"> ○ This means that employees with contracts that expire on (or before) Dec. 31, 2019 that do not have a Jan. 1, 2020 contract in SPS will not get an Open Enrollment event. ○ Agencies should run the SPS Benefit Expiring Contract Report to manage this process. ○ Contracts that start on January 1, 2020 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. <ul style="list-style-type: none"> ■ The only exception is employees identified in the ACA Measurement Period Reporting as ACA Eligible for 2020; these employees need an active contract and have no duration days requirement. ● Benefits Only Agencies that didn't get the new contract data for employees processed by Oct. 14; getting the contract renewal into the next Delta File. ● Incorrect FTE that makes the employee ineligible. ● Future Termination Dates before Jan. 1, 2020 that makes the employee ineligible for the new plan year. ● Life or Job Change Event "In Progress" <ul style="list-style-type: none"> ○ The Open Enrollment event is on hold because of the "In Progress" event. ○ 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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21	8/19/19	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.
20	8/19/19	Open Enrollment	What are the changes from the previous guide and when will the most updated version of the guide be available online?	The Benefit Guide is available on the DBM website. The most updated version of the Benefit Guide will be posted on the DBM website, in case of any changes. You will need to read through the guide and most changes are notated. The link to the most recent Benefit Guide is https://dbm.maryland.gov/benefits/Documents/CY19%20Benefits%20Guide.pdf .
19	8/19/19	Open Enrollment	What happens if someone submits something on 11/14 during Open Enrollment and it contains an error? Will there be additional time given for corrections?	The employee has from October 15th through 11:59 pm on November 14th to complete the Open Enrollment event. The employee may continue to access the Open Enrollment event during the Open Enrollment window and may submit as many changes as desired. Therefore, after the 30 day time period for Open Enrollment closes, no additional time will be given to make corrections or changes.
18	8/19/19	Open Enrollment	Where can the employee find their W#?	The W# is on the instruction sheet in the OE packet and the employee can obtain the W# at the POSC website at https://interactive.marylandtaxes.gov/Extranet/cpb/POSC/User/Start.aspx
17	8/19/19	New Dependent s/DVA	Is anything changing with the Dependent Verification Process?	The previous DVA 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 DVA 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.
16	8/19/19	New Dependent s/DVA	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 11/14/19 at 11:59pm, the newly added dependent(s) will be removed from Open Enrollment coverage. They will not have coverage effective 1/1/2020. Please reference the Open Enrollment packet on acceptable documentation. https://dbm.maryland.gov/sps/Documents/New%20Dependent%20Required%20Supporting%20Documentation.pdf
15	8/19/19	New Dependent s/DVA	If we can't scan the dependent supporting documents, can we send hard copies into EBD?	No. Do Not send hard copies of DVA 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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14	8/19/19	FSA	For FSA will there be an increase in the allowed amount?	Yes, starting January 1, 2020 the healthcare FSA annual amount will be \$2700.
13	8/20/19	Open Enrollment	How can I print the Webinar for the Agency Benefit Coordinator Open Enrollment Training?	You can print a copy of the webinar from the DBM website under the ABC corner as well as the SPS website.
12	8/20/19	Open Enrollment	What is the cut-off date to determine whether or not an employee received an OE packet?	The employees who received an OE packet must have an effective date of coverage by August 1, 2019 or earlier and the coverage had to be finalized by Aug. 23, 2019.
11	8/20/19	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 you have any life event during the Open Enrollment through 12/31/2019, 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 1, 2020.
10	8/20/19	Open Enrollment	How many times can an employee go into SPS during Open Enrollment and make changes?	Unlimited changes can be "submitted" before Open Enrollment "closes" on 11/14/19 at 11:59pm. Although changes are unlimited during this period, we encourage employees and retirees to only make changes as necessary and make sure you review the Benefit Statement after submitting the event.
9	8/20/19	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.
8	8/22/19	Open Enrollment	What happens with new hires who are hired between 11/14 and 12/31?	Eligible New Hires between 11/14 and 12/31/2019 will receive the New Hire Benefit Event and a separate Open Enrollment Event. The New Hire event must be completed first before the employee can act on the Open Enrollment event.
7	8/22/19	Open Enrollment	If an employee does not do anything in SPS for Open Enrollment will their benefits just carry over from 2019 to 2020?	Yes, the SPS Open Enrollment Event will default to the current employee/retiree elections and dependents except for FSA elections. Flexible Spending Account (FSA) elections MUST be elected each year during the Open Enrollment period.

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6	8/22/19	New Dependents	Can an ABC upload DVA docs for an employee?	<p>Yes, an ABC can upload DVA documents for an employee through the employee's Open Enrollment event, if the event is still showing "In Progress". If the OE event is showing "Successfully Completed" the employee will need to come directly to the ABC's office to be assisted by the ABC with uploading the DVA documents to the OE event.</p> <p>Employees are able to take pictures of the required documentation and upload legible screenshots to the Open Enrollment event.</p>
5	8/27/19	Open Enrollment	Will there be IVR during Open Enrollment?	There will not be an Interactive Voice Response system (IVR) during Open Enrollment. Open Enrollment will be web enrollment for employees and retirees.
4	8/27/19	Open Enrollment	Will W# be included somewhere in the packet?	Yes, the W# was included in the O.E. packet.
3	8/27/19	Open Enrollment	Is the new online enrollment interface applicable after open enrollment?	<p>No, the new SPS event view/look is only for Open Enrollment events.</p> <p>All other life events (New Hire, Job Change, Marriage, Birth/Adoption, etc.) will continue with the current view/look.</p>
2	8/27/19	Open Enrollment	Will the ABC's at the CPBI and Benefits Only agencies receive a list of the employees who will be receiving the log on/password reset message for the first time? Or, are we just to assume all employees will receive a message?	As part of the Open Enrollment preparation, Shared Services at DBM will only reset passwords for CPBI and Benefits Only agency employees that have never been into SPS, still have the initial configured password, and are expired. DBM has sent the schedule for the password resets and suggested communication text for the agencies to reach out to their employees. In the suggested communication, there are links to the access instructions with the specific password configuration that the employee must use to log in.
1	8/27/19	Open Enrollment	If a state employee is turning 26 in 2020, is that a qualifying life event that the employee can initiate mid-year to acquire health benefits and does not have to sign up during open enrollment?	This is a Life Event and therefore the employee would do a life event within 60 days of event day and attach the Loses Coverage Elsewhere documentation.