

Date Added or Updated	Category	Question or Concern	DBM/EBD/SPS Response
4/22/2019	Workday General	What is the new SPS Benefits system?	SPS Benefits is a system where you can view your benefits, initiate life events and make corresponding changes to benefits online.
4/22/2019	Workday General	What is the postcard that I received?	Current Retirees are being notified via mailings with information on their W number, which will be used as your SPS Benefits Username, and log on instructions.
4/22/2019	Workday General	What is the W number?	Your W number is a unique number assigned to you that starts with a "W" and follows with 7 digits. Your W number is used in SPS Benefits to identify you. You will use the W number as your Username to log into SPS Benefits.
5/1/2019	Workday General	How will I log in to SPS Benefits and how will I get the information for logging in?	Current Retirees are being notified via mailings with information on their Username, Password and log on instructions. Your Username will be the W number you receive/received on a postcard from the State.
5/1/2019	Workday General	Do I have to use this new system?	Retirees can use SPS Benefits to view current benefits, initiate life events and make corresponding changes to benefits. However, Retirees can still submit forms to the Employee Benefits Division (EBD) to make benefit changes.
5/1/2019	Workday General	I lost the postcard and need help finding my W number. Where do I find it?	Please contact the Shared Services Team at 410-767-4112 for assistance with your W# and password
5/1/2019	Workday General	I don't have a computer so what do I do now?	Retirees can still submit forms to the Employee Benefits Division (EBD) for life events.
5/1/2019	Workday General	I never received my log in information, now what do I do?	Please contact the Shared Services Team at 410-767-4112 for assistance
5/1/2019	Dependents	I'm now divorced how do I remove my spouse?	You would initiate a Retiree: Divorce life event in SPS Benefits. Once that is initiated and approved by the Employee Benefits Division (EBD), your spouse will be removed from your benefits. Retirees can also submit a form to the EBD to remove the spouse.

5/1/2019	Dependents	How do I remove my dependent or overage dependent?	<p>Dependents who have the relationship of legal ward, grandchild, or other child are not eligible to be covered after they turn 25. Dependents who have the relationship of child or stepchild are not eligible for coverage after they turn 26 (unless they are marked as permanently disabled). Benefits coverage for these dependents will end automatically on the last day of the month for anyone who had a birthday during the month.</p> <p>If you need to remove a dependent for another reason you would either initiate a life event online in SPS Benefits or submit a paper form to EBD.</p>
5/1/2019	EBD Process	This information is different than the log in and password I use to make payments, do I use this system to make payments now?	The system to make payments is different from the SPS Benefits system. To make payments, you would use the existing information that you use to make payments now. The login and password to SPS Benefits is not the same.
5/1/2019	EBD Process	Can I see my payment vouchers on this system?	The system to make payments is different from the SPS Benefits system. Your payment vouchers can be viewed at www.velocitypayment.com where you can also arrange online payments.
5/1/2019	EBD Process	Can I change my own benefits any time I want?	You can change benefits when you have a qualifying life event.
5/1/2019	EBD Process	My address is incorrect, how can I update that?	You can initiate an address change by clicking on the Personal Information worklet on the SPS Benefits homepage, selecting Contact Information under the Change section, you will then click the EDIT button and make the appropriate changes.
5/1/2019	EBD Process	My name is misspelled or has been changed, how can I update that?	You can initiate a correction to the spelling of your name or a legal name change by clicking on the Personal Information worklet on the SPS Benefit homepage, selecting Legal Name from the Change section. Under Legal Name choose to EDIT and make the appropriate changes. You should anticipate uploading documentation to support the corrections/changes.
5/1/2019	EBD Process	Do I need to change my benefits now?	Retirees are receiving information about the SPS Benefits system with details on how to access it and informing them of the features available through this system. Retirees are not required to re-enroll in health benefits due to the launch of this system.