

Workday Benefit Questions & Responses – Last Updated August 27, 2019

Date Added or Updated	Category	Question or Concern	DBM/EBD/SPS Response
8/19/19	Open Enrollment	Do I need to give current active employees a hard copy of the guide?	No, you need to make sure that all employees have access to the Benefit Guide.
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 will be available on the DBM website mid-September. Most updated version of the Benefit Guide will be posted on the DBM website. You will need to read through the guide and most changes are notated.
8/19/19	Open Enrollment	What happens if someone submits something on 11/13 during Open Enrollment and it contains an error? Will that be given time to be corrected?	The employee has until 11:59 pm on 11/14 to make changes or corrections. The employee has 30 days to complete the Open Enrollment from October 15 – November 14 th . “30 Days Only! No extensions! No correction period!”
8/19/19	Open Enrollment	Where can the employee find their W#?	The W# will be 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
8/19/19	Open Enrollment	Is anything changing with the Dependent Verification Process?	The previous DVA process gave members an extended timeline where newly added dependent(s) were not determined to be eligible for benefits or removal up to 5 months into the new plan year. Under the new DVA process it will ensure that ineligible dependent(s) will not receive benefits coverage they are not eligible for prior to the new plan year starting.
8/19/19	Open Enrollment	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.
8/19/19	Open Enrollment	If we can't scan the dependent supporting documents, can we send hard copies into EBD?	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.
8/19/19	Open Enrollment	For FSA will there be an increase in the allowed amount?	Yes, starting January 1, 2020 the healthcare FSA annual amount will be \$2700.
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.
8/20/19	Open Enrollment	What is the cut-off date to determine whether or not an employee gets an OE packet?	Aug. 23, 2019

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8/20/19	Open Enrollment	Will the State Retirement Agency post a message about the retirement 1/1/2020 date for retirees to be eligible for the Rx reimbursement?	SRA will make retirees aware of the eligibility.
8/20/19	Open Enrollment	If I have a life event change during OE through January 1st, what will happen if I don't go through the OE event?	If you have any life event during the OE through 12/31/2019, once you complete that life event, the OE event will regenerate in your SPS Benefit system inbox to complete the event. You will need to review and make changes as necessary.
8/20/19	Open Enrollment	How many times can an employee go into SPS during OE and make changes?	Unlimited changes can be "submitted" before Open Enrollment "closes" on 11/14/19 at 11:59pm.
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.
8/22/19	Open Enrollment	Will ABCs be able to see the WEB enrollment instructions in advance?	Not in advance. Once the document is available, it will be posted on the DBM website under ABC Corner and the SPS Help Center website.
8/22/19	Open Enrollment	What about new hires 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.
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. However, FSA elections MUST be elected each year.
8/22/19	Open Enrollment	Can an ABC upload DVA docs for an employee?	Yes, an ABC can upload DVA documents for an employee through the employee's Open Enrollment event.
8/22/19	Open Enrollment	For current employees retiring during OE do they manually complete an OE Form?	All newly retiring employees have to complete a paper Enrollment Form.
8/27/19	Open Enrollment	Will there be IVR during Open Enrollment?	No IVR.
8/27/19	Open Enrollment	Will W# be included somewhere on the packet?	Yes, the W# will be included in the O.E. packet
8/27/19	Open Enrollment	Is the new online enrollment interface applicable after open enrollment?	No, the SPS view/look is only for OE events. All other life events (New Hire, Job Change, Marriage, Birth/Adoption, etc.) will continue with the current view/look.
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.

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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.
8/19/19	SPS Benefit Training	I just took the Agency Benefit Coordinator (ABC) test. Why do I have to retake it so soon?	The upcoming test contains updated questions related to the current OE concerning several of the changes for this year.
8/19/19	SPS Benefit Training	How many times can I fail the ABC certification test?	Maximum of 3 times before losing the ABC access.
8/19/19	SPS Benefit Training	What happens if I can't pass the ABC certification test?	The ABC will lose their access to the system and the ABC role. The candidate must begin the process again after a 6 month break.
8/22/19	SPS Benefit Training	Will there be webinar training like this for Satellites?	Yes, there will be webinar training for Satellite agencies.
8/27/19	SPS Benefit Training	If a current ABC does not pass the exam, will the supervisor be notified?	Yes, the ABC's supervisor will be notified.
8/20/19	SPS Benefit Transition Update	Do we need to type our name in the Q & A to receive credit for the ABC Open Enrollment Webinar?	No, you do not need to submit your name in the Q & A.
8/19/19	SPS Benefit Transition Update	What happens if an employee doesn't have access to the internet; how can the employee be enrolled during OE?	The employee should contact their ABC to have the OE changes processed by the ABC. A completed paper Enrollment Form from the employee must be attached to the OE event along with supporting dependent documentation, if applicable is required.
8/20/19	SPS Benefit Transition Update	I am with a Benefits Only agency, I thought only work emails were being utilized and that the employee could not change that information?	An employee can utilize a work or personal email address but the work email is preferred. Employee email changes should be submitted to SPS via a Benefits Only Delta file.
8/27/19	SPS Benefit Transition Update	What if employees do not have email?	The agency should pursue a minimum of a personal email address for all employees. However, if there is no email on record it is the ABCs responsibility to develop a plan for communication to these employees.
8/22/19	SPS Benefit Transition Update	If employee has personal email and business email, which is the default email address for benefit purposes?	For benefit purposes, the Business (work) email address will be used as the default email. If there is no Work email address, SPS will send to the Personal email address.
8/27/19	SPS Benefit Transition Update	On the Go Live FAQ on the SPS website it says that ABCs can contact EBD if unable to resolve and that team assignments are forthcoming. Who is the contact for CPBI agencies?	For any employee issues or inquiries, the ABC(s) should send the request along with any pertinent documentation attached, through the SPS Ticket System for EBD review and response.
8/19/19	Contractual	I'm a Benefits Only Agency, are we allowed to send in future dated contracts?	Yes. Benefits Only agencies can send contract extensions or renewals prior to the contract end date of the existing contract. The key to doing this is the 03-Data Change Event Effective Date; it must be equal to or prior to the Delta file date.
8/19/19	Contractual	If I send a contract in on 12/30 and they do their OE event within the 14 days, when will their benefits changes for OE be effective? 1/1 or the first of the month following the enrollment?	The coverage will begin on January 1, 2020.

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8/19/19	Contractual	What if I don't know that I'm going to have contracts after September 19? I don't know which faculty is going to sign contracts for the fall.	If you submit contracts extensions or renewals between 11/1/2019 to 12/31/2019, EBD will have to push an OE event to the employee and the employee will have 14 days to complete the event.
8/19/19	Contractual	How do contractual employees during the Special Open Enrollment period know that they are eligible to enroll?	The employee will receive a letter from EBD that notifies the employee of eligibility. The employee can access their OE benefit event in their SPS Welcome page Announcement section and SPS Inbox.
8/19/19	Contractual	Will all contractual employees receive Open Enrollment information, or just those that currently have benefits?	Contractual employees who are currently enrolled in the State of Maryland Benefit program will receive an OE benefit packet from their agency. Meanwhile, all eligible contractual employees will receive an OE benefit event, if they have an "Open" contract in SPS covering 1/1/2020.
8/19/19	Contractual	If I am in a Benefits Only agency, how do we ensure that future dated contracts get sent in the Delta files?	Benefits Only agency ABC's should work with their IT department to send contract extensions or renewals prior to the contract end date of the existing contract. The key is the 03-Data Change Event Effective Date must be equal to or prior to the Delta file date.
8/19/19	Contractual	In reference to contractual employees what is meant by "open contract"?	This means that employees with contracts that expire on December 31, 2019 or earlier that do not have a January 1, 2020 contract in SPS will not get an Open Enrollment event in October 2019.
8/19/19	Contractual	I'm in a SPMS agency, do we send a file? What file do we send?	SPMS agencies do not submit files; they key their data direct into SPS. Benefits Only agency data gets into SPS via a Delta file.
8/19/19	Contractual	Will Benefit Only agencies be able to send Delta files weekly during OE instead of bi-weekly?	No, the Delta file schedule will not change; we will stay on the same bi-weekly schedule.
8/22/19	Contractual	What if the contract is an existing contract and ends on 1/31/2020?	The Contractual employee will still receive an O.E. Event for effective 1/1/2020. However, if a Contract renewal or extension is not received, the coverage will end as of 1/31/2020.
8/19/19	Wellness	Do you have to belong to the CareFirst plan in order to take advantage of the wellness apps?	Yes, you must be enrolled in a CareFirst benefit plan in order to take advantage of the wellness package
8/19/19	Wellness	How does an employee sign-up to get the Livongo meter? Are the strips free?	You will have to contact CVS CareMark on how to sign-up for this program. Once enrolled, yes the test strips are free.
8/19/19	Wellness	If a person doesn't participate in health insurance, are there wellness activities they have access to?	You must be a participant in order to receive the wellness activities and benefits.
8/19/19	Wellness	If the employee overpays a co-pay, is a refund automatically processed for the employee?	Once the Medical plans complete their reconciliations process and there is an overpayment for your co-pay, the service provider will forward your refund

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8/22/19	Wellness	BCBS Rep told me they have changes in what and how wellness is done for Carefirst...?	Yes, there are changes for BCBS Wellness with more personalized features and can be accessible either online or through mobile app.
8/22/19	Wellness	For Carefirst, is the Sharecare wellness App available now or on Jan 1, 2020?	The Carefirst Sharecare wellness App option will be available on Jan. 1, 2020.
8/19/19	ACA	How do I know if my agency received a penalty in the past for ACA?	If your agency was penalized in the past, you would have received a letter from DBM with details and instructions.
8/19/19	ACA	How do I know who is getting the ACA file requests in my agency?	You will need to contact your HR department.
8/20/19	ACA	How can we identify the groups of employees eligible for 2020 benefits under the ACA measurement period reporting?	EBD determines who is eligible based on the data the agencies submit under the guidelines of the Affordable Care Act (ACA)
8/22/19	ACA	Will ABC's receive a list of contractual employees eligible for the variable rates	No, we will send the employees who are eligible letters of eligibility.
8/27/19	ACA	With reference to Special Enrollment period for Benefit Only Agencies. Will the same measurement period be used for CPBI Agencies?	Yes
8/20/19	SB946 (EGWP)	Is it possible for ABCs to be sent a courtesy copy of the SB946 (EGWP) letter to employees who are eligible to retire? Or will it be posted on the ABC corner	The SB946 (EGWP) letter will be posted on the DBM homepage website and the ABC Corner. The letter does not list the ABC as a point of contact.
8/19/19	SB946 (EGWP)	Why is the SB946 (EGWP) letter being sent to some employees and not all of them?	Only employees who are eligible for retirement as of December 31, 2019 are recipients of the letter.
8/19/19	SB946 (EGWP)	Which employees are going to get the SB946 (EGWP) letter?	All employees who are eligible to retire on or before December 31, 2019.
8/22/19	SB946 (EGWP)	Seeking positive clarification that current employees will need to retire effective 12/1/2019 (last day on payroll 11/30/2019) in order to be eligible for Maryland State Retiree Prescription Drug Coverage Program. Retired on or before 12/31/19	Employees must be retired no later than 12/31/2019 in order to be eligible for the Maryland State Retiree Prescription Drug Coverage Program under SB 946. The vast majority of employees will have to retire effective 12/1/2019 to be in compliance with this provision.
8/22/19	EBD Updates and Reminders	Is there a deadline to order marketing materials from the vendors?	No, there is no deadline for ordering marketing materials from the vendors. However, ordering sooner rather than later is recommended. Keep in mind, the supplies for your Health Fairs are ordered by EBD.
8/27/19	EBD Updates and Reminders	If employees have logged into Workday already, will they receive an email to change their password or can they continue using the password they created?	Employees that have already logged into SPS continue to use their own passwords. Shared Services at DBM does not reset passwords unless an employee contacts us about an issue they are having at that time. Employee that had logged into SPS previously, but have not been in the system for more than 90 days, may have an expired password. These employees can

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			update their password by following the instructions through the log in or contact the assigned password support office as usual.
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