

# —SPS ALERT—

## SPS Alert 121: HR and Timekeeping and Payroll & Benefits Updates

*Release date: 10/1/2019*

### Important Dates Coming Up

#### **All Agencies:** Training Dates

- ✓ SPS-BEN-301A-Processing Employee Benefits in Workday: Thursday, October 10, 2019 for New ABCs Only. This process starts with the submission of the Security Form for ABC access.

#### **SPMS ONLY:** Training Dates

- ✓ SPS-POS-201, Processing Personnel Transactions in Workday: 10/24/19, 12/5/19, 1/30/20 for new HRCs.

#### **SPMS ONLY:** Timekeeping and Payroll Quarterly Update Calls

- ✓ Quarterly schedule (October and December). The agencies will be advised in advance of the dates and time by the Payroll Consolidation Unit (PCU). The next call will be Thursday, Oct. 10 at 10:00AM. Call in details will be sent out closer to the date.

## **IMPORTANT NEWS AND REMINDERS FOR SPS BENEFITS**

### **FOR ALL AGENCIES**

- ✓ **Getting ready for Open Enrollment in October 2019-Important Dates!**
  - Open Enrollment: October 15 – November 14, 2019
  - Open Enrollment Support Calls: Starting on Oct. 15, we will have support calls daily for SPMS and CPBI agencies at 10AM and for Benefit Only Agencies (BOA) at 11AM
  - ABC Certification Test ends on Tuesday, Oct. 1
- ✓ **Reminder: Employee Communications**

Please make sure your agency is getting your employees ready for Open Enrollment by sending out the communications provided by DBM Shared Services. Questions regarding your agency communications may be directed to your HR Director. Remember to get the communications out to your agency staff that do not have access to computers and/or a work email address, through supervisory staff, roll call, meetings, etc. This group of employees will need this information prior to Open Enrollment. Also, make sure that all support staff have the communications and the links provided to the SPS site for job aids and other information.

✓ **Reminder: Listing for Password and Log-On Support**

Please communicate the appropriate contact information for password resets, or other log-on issues to your employees. It is also important to remind employees that there is a “Forgot Password” process that they can use from the log-on page for SPS. For SPMS agencies, the DBM Help Desk is the primary support. Here’s a listing for all agencies:

- **DBM Help Desk Support:** SPMS (DHS provides support to DHS employees), Maryland African American Museum Corporation, Maryland Food Center Authority, Maryland Stadium Authority, Register of Wills, Canal Place Preservation and Development Authority.
- **Each Agency Provides Support to their Employees:** 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

✓ **REMINDER: NEW Dependent Verification Audit (DVA) Process**

SPS Benefits has a new process for identifying currently covered dependents in the system, who have already passed the DVA process. Now, you will see a **Dependent Event** on dependents in the employee’s **Worker History** in SPS. As in the past, this is a process handled by the Employee Benefits Division (EBD), and will aid EBD in the DVA process for new dependents that are added through the open enrollment period.

If employees are **adding a new dependent** during Open Enrollment for Jan. 1, 2020 coverage, they should review this link for the documents that will be required with their Open Enrollment event submission,

<https://dbm.maryland.gov/sps/Documents/New%20Dependent%20Required%20Supporting%20Documentation.pdf>

- Remember, Employees **MUST SUBMIT the REQUIRED SUPPORTING DOCUMENTATION for ALL NEWLY ADDED or RE-ENROLLED DEPENDENTS**. If employees do not attach the required documentation the dependent will be **removed from coverage and will be ineligible** to enroll until the next qualifying life event or Open Enrollment.
  - **“Newly added dependents”** are dependents that have never covered before
  - **“Re-enrolled dependents”** are dependents that had been covered at one time in the past, but had a break in coverage during the 2019, current Plan Year.
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✓ **What to do if an employee doesn't get an Open Enrollment event on Oct. 15?**

There are a few reasons that employees may 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. 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. Here are the most common problems that may cause an employee not to get an Open Enrollment event:

- Contractual employees must have an **OPEN CONTRACT** that makes them eligible for Plan year 2020 benefits. 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.
  - 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**, the Open Enrollment event is on hold because of the pending event. If the employee clicks on the link on the 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 pending event first. ABCs should be running the Open Events Report to assist employees with completing these events first, so they can move on to the Open Enrollment event.

✓ **REMINDERS: FOR ALL ABCs**

- **All ABCs** should be taking the **ABC Certification test on the Hub**, the deadline is Tuesday, Oct. 1, 2019. Note: the 2020 Benefits Guide can be found as a document resource on your transcript in the Hub. This Benefit Guide has any updated Benefits information for the 2020 Plan Year.
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- **SPS Benefit Open Election Events – Employees** report, ABCs should run this on a weekly basis for the agency or agency units they are responsible for assisting. Remember, employees with open events will not be able to complete the Open Enrollment event until the current 2019 event is completed.
- Events that go directly to the ABC for attaching documentation must be completed as soon as possible for the employee to have enough time to complete the elections by the 60<sup>th</sup> day.
- Employees should be encouraged to complete their benefit election event as soon as possible, after a life event or job change occurs.
- Incomplete and unsubmitted benefit events will be cancelled at the 61<sup>st</sup> day.
- Employees that attached incorrect documentation for life events or do not complete and submit elections within the 60 day window will lose access to the benefit event and will miss the opportunity to enroll in benefits.
- Employees should be reminded to check their work and/or personal/home email addresses in SPS, and to update them through the correct agency procedure. Email is used for benefit event notifications in SPS.

✓ **REMINDERS: FOR ALL HRCs**

- Benefit Vendor errors are created by issues with the HR events for new employees and employees moving from one agency/job to another. Please be aware of the following issues:
  - **Onboarding events** cannot be cancelled, and must be completed in a timely manner to avoid benefit delays
  - **Home addresses** must be accurate and without additional rows or spaces, special characters, etc.
  - Employees that held Contractual positions and are returning to state employment are **NOT** Reinstatement Candidates; only previous State Regular employment is considered for reinstatement purposes---please use the correct event reasons for all HR transactions.

✓ **REMINDER!!! New Contracts for 90 days or less:**

This is a reminder that if your agency completes contracts on a calendar year basis and you hire a new contractual employee between October 3 and December 31 and the contract end date is December 31, because the contract is 90 days or less, the employee will not be eligible for Benefits. If you intend to hire the employee for more than 90 days, you should expand the **contract end date** to the next calendar year end. This only occurs when it is a new employee that is hired 90 days or less from the end of the calendar year.

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Example: Your new contract employee starts Nov 1, 2019, and your usual end date is Dec 31, 2019

If you would usually renew the contract on Jan 1, 2020 for an entire year, the original contract should be as follows:

Contract start date: Nov 1, 2019

Contract end date: Jan 1, 2021 **(note: using a Jan. 1 end date will ensure an open enrollment event for the next plan year)**

If the original contract is 90 days or less, the employee **will not** get a Benefits event because they are not eligible. Please make sure all HRCs and HR support staff are aware of this potential issue and that your agency updates your procedures for the contractual hires within 90 days prior to the end of the calendar year.

## **FOR CPBI and Benefit Only AGENCIES**

### ✓ **Employee Password Resets For Open Enrollment**

We have completed the password reset process for CPBI and Benefit Only Agency employees. We are resetting passwords for employees that had **never** log in to SPS previously, since the SPS Benefits Go-Live. Your agency has received a schedule for the resets and suggested employee communications. Please make sure you are communicating with your employees regarding this process. This process is to reduce the number of employees that have log on issues during the open enrollment period. This process does not impact new employees; new employees get emails with a temporary password from the system directly.

## **FOR Benefit Only AGENCIES**

### ✓ **REMINDER-Ending Contracts and Terminations**

For Benefit Only Agencies:

- For employees that are switching jobs within the same agency or university, the Delta File transactions **should not include a termination and hire**---this is a data change only. Sending in a termination and a hire with back to back dates or with a break in service of a couple of days will cause the employee's benefits to be interrupted and will cause erroneous benefit events for the employee.
  - When an employee contract ends, the employee is not automatically terminated from employment.
  - An employee remains an active employee until a termination event is sent via the Delta File. This will impact your Master File, showing employees that no longer have a contract but have not been terminated.
  - Termination events should be sent for employees when their contract ends if you are not renewing the contract.
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For additional information, Benefit Only agencies should refer to the Shell IDD.

## FOR SPMS AGENCIES

### ✓ **Day to Serve**

Maryland's Day To Serve initiative starts on September 11 and runs through October 10, 2019.

Additional information can be found at: <http://goci.maryland.gov/dts/>. There is a State Employee page by clicking on "**For State Employees**" under **Resources**.

SPMS Agency Timekeepers will grant up to 4 hours of Paid Administrative Leave for employees that submit verification forms. Employees will complete timesheets using **Paid Administrative Leave** as the Time Off Time Type and the **Day to Serve** as the Time Off Reason. Paid Administrative Leave can only be used when it is granted by the SPMS Agency Timekeeper.

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