—SPS ALERT—

SPS Alert 122: HR, Timekeeping and Payroll & Benefits Updates
Release date: 10/21/2019

Important Dates Coming Up

All Agencies: Training Dates
- ✓ SPS-BEN-301A-Processing Employee Benefits in Workday: TBD 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).

IMPORTANT NEWS AND REMINDERS FOR SPS BENEFITS

FOR ALL AGENCIES

- ✓ **Open Enrollment Support Calls---Moving to Monday and Thursday, starting this week, the next call will be on Thursday, Oct. 24, 2019**
As we mentioned in our last Alert (SPS Alert 121), we have been conducting daily open enrollment support calls. We use the calls to relay important SPS Open Enrollment information, any changes or system issues to your agency support staff. Agencies also have a chance to report any system issues or trending employee issues related to Open Enrollment.

   We cannot answer benefit questions about specific employees on these support calls. Questions related to specific employees will be addressed/resolved through the SPS Ticket process. This call is for ABCs and other staff that are supporting your agency for Open Enrollment.

   The calls are as follows:
   SPMS and CPBI Agencies at 10:00 Monday and Thursday at:
   Dial-in: 712-775-7270
   Access Code: 242167#

   Benefits Only Agencies at 11:00 Monday and Thursday at:
   Dial-in: 605-468-8739
   Access code: 177438#

✓ **Reminder: Employee Communications**
Please make sure your agency is getting information to your employees about 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. Also, make sure that all support staff have the communications and the links provided to the SPS site for job aids and other information. Employees with an email address in SPS will receive system notifications throughout the Open Enrollment period. These notifications will be based on the employee's event status: not started, in progress, submitted, etc.

- SPS has a maintenance window on Friday evenings into Saturday mornings, employees will not be able to access SPS at that time. Employees will get a notification regarding this limitation.
- Links to the Employee and ABC FAQs for Open Enrollment
  - Employees FAQs: https://dbm.maryland.gov/sps/Documents/Open%20Enrollment%20FAQs%20Employee.pdf
  - ABC FAQs: https://dbm.maryland.gov/sps/Documents/Open%20Enrollment%20FAQs%20ABC.pdf

✓ **REMINDER: NEW Dependent Requirement**
Due to this new process, ABCs can run the ***SPS Benefit New Dependents ABC*** report. This report will show employees that have added new dependents to their Open Enrollment event and the documents that they have attached to the event. This report will also show if no documents were attached to the event. ABCs should reach out to the employees that have not attached documents to let them know that the dependent will be removed from the event prior to January 1, 2020. Employees can go back to the Open Enrollment event to add the required documents. ABCs can also review the documents that have been attached to make sure the correct documents have been attached by going to Personal > Documents for the worker. The documents attached to the Open Enrollment Change Event will be clearly indicated in the Business Process Event column, and the ABC can view the document(s) by clicking on the Worker Document hyperlink(s). EBD will review all attached documents after the Open Enrollment period. At that point, dependents without the correct, required documents will be removed from the coverage elections.

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

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

- o 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.
- o Newly added or re-enrolled dependents that have documentation attached to the Open Enrollment event that is not the correct, required documentation for the dependent will be **removed from the coverage and will be ineligible** to enroll until the next qualifying life event or Open Enrollment.
- o "*Newly added dependents*" are dependents that have never covered before
- o "*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.

✓ **What to do if an employee's dependent is not listed on the Open Enrollment event for coverage?**
First, the ABC should check to see if the dependent will turn 26 (Children) or 25 (Other Child Relative) before January 1, 2020. If this is the case, the Open Enrollment event is correct, because the dependent will not be eligible for coverage on January 1, 2020. Employees should contact their ABC for questions regarding coverage for a dependent that is disabled.

✓ **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.
  - o 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.

✓ **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

FOR Benefits Only Agency ABCs

✓ **Benefits Only (Shell Record) Agency Employee and Job Detail Reports**
We have released 2 new reports to help ABC's at Benefits Only (Shell) agencies view/review the employee and job data in SPS for Active employees.

The *SPS Benefit Shell Record - Active Employees* report shows all Active employees for a Benefits Only Agency. The report displays the employee personal and demographic data. The report does not show the job detail for the employee. The report can be run for a user-specified Worker or a user-specified Supervisory Org.

- o If an employee shows on this report they are currently ACTIVE in SPS. If an employee is terminated in your source HR system they should not be showing on this report. If they are showing, please work with your IT Department to identify why the Termination was not sent in a Shell/Delta file.

The *SPS Benefit Shell Record - Active Employees - Job Detail* report shows all Active employees for a Benefits Only Agency along with their active job data/details; this report does not show employee personal/demographic data. The report can be run for a user-specified Worker or a user-specified Supervisory Org.

- o If an employee job shows on this report it is currently ACTIVE in SPS, even though it may have an expired Contract. If an employee job is terminated in your source HR system it should not be showing on this report. If it is showing, please work with your IT Department to identify why the Job Termination was not sent in a Shell/Delta file.

✓ **Employees Eligible for Benefits Due to Multiple Jobs at the Same Agency Report:**
We have released a new report to help ABC's at Benefits Only (Shell) agencies view/review employees marked subsidy eligible due to multiple jobs at the same agency.

The *SPS Benefit EEs Marked Subsidy Eligible Due to Multiple Contracts* report shows all employees at the user-specified Supervisory Org with at least 1 ACTIVE job with a SPS Job Profile = Subsidy Eligible Due to Multiple Contracts. These jobs are sent in the Shell/Delta files with Employee Sub-Type = 06 (Subsidy Eligible Due to Multiple Contracts). Any additional ACTIVE jobs, other than those indicated as Employee Sub-Type = 06, will also display.

This report also displays the ACTIVE contracts linked to these jobs. Due to the number of ACTIVE contracts linked to a specific job, please match the "Position" and the "Position ID for Contract" to review the contracts associated with each ACTIVE job.

- o If an employee job shows on this report it is currently ACTIVE in SPS, even though it may have an expired Contract. If an employee job is terminated in your source HR system it should not be showing on this report. If it is showing, please work with your IT Department to identify why the Job Termination was not sent in a Shell/Delta file.

REMINDERs: FOR ALL ABCs

- • *SPS Benefit Open Enrollment Events – Employees* report, ABCs should run this report to monitor the status of

employees' Open Enrollment events during the Open Enrollment period.

- *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.
- Life and Job Change 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 60th day.
- Employees should be encouraged to complete their benefit election event as soon as possible, after a life event or job change occurs. During Open Enrollment and for the rest of this year, these employees will get an Open Enrollment event after completing a life or job change event to complete.
- Incomplete and unsubmitted life and job change benefit events will be cancelled at the 61st 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 Support Roles

✓ For all support staff using reports in SPS, please make sure that you are clicking the "**Notify Me Later**" box when it appears. This option comes up when the report will take more than 20-30 seconds to run. When you select "**Notify Me Later**", it will get you a chance to name the report, then click OK.
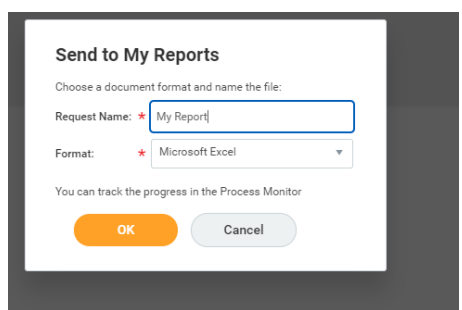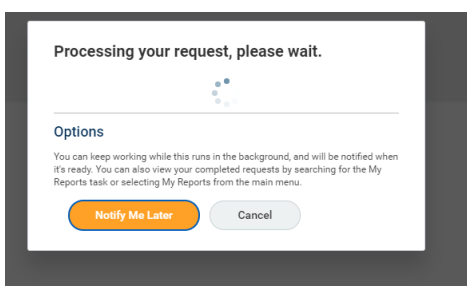
This "**Notify Me Later**" box appears when a report will take extra time to run. This allows you to move on to other work in SPS while the report is running/compiling. After completing, the report will show up: in the top right hand side of the screen if you are still logged into SPS or you can check in your "**My Reports**" listing when you sign into SPS again later. You can get to My Reports by clicking on your cloud or photo on the upper right hand side of the Home or Profile page in SPS.

If you let the report run without using "**Notify Me Later**", the system can get overloaded and slow down for other tasks. This will make all reports take longer and impact employee usage.
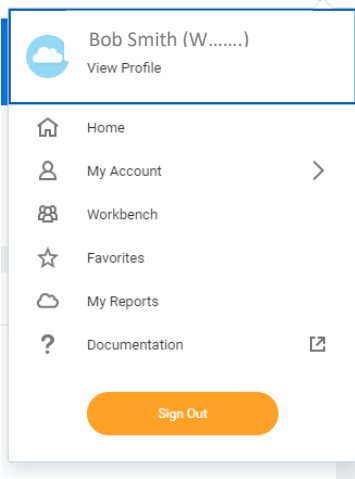
Click "Notify Me Later"   Name the report

Processing your request, please wait.

Options
You can keep working while this runs in the background, and will be notified when it's ready. You can also view your completed requests by searching for the My Reports task or selecting My Reports from the main menu.

[Notify Me Later]   [Cancel]

Send to My Reports
Choose a document format and name the file:

Request Name: * My Report

Format: * Microsoft Excel ▼

You can track the progress in the Process Monitor

[OK]   [Cancel]

Go to "My Reports" in the dropdown list to find your report

Bob Smith (W.......)
View Profile

🏠 Home
👤 My Account >
📇 Workbench
☆ Favorites
☁ My Reports
? Documentation ⬈

[Sign Out]

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.

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, 20**21** **(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.