

# —SPS ALERT—

## SPS Alert 123: HR, Timekeeping and Payroll & Benefits Updates

*Release date: 11/7/2019*

### Important Dates Coming Up

#### All Agencies: Training Dates

- ✓ SPS-BEN-301A-Processing Employee Benefits in Workday: 12/12/19 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: 12/5/19, 1/30/20 for new HRCs.

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

- ✓ Quarterly schedule (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---Last week of Open Enrollment: Tuesday, Nov. 12 and Thursday, Nov. 14**

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 **Tuesday and Thursday** at:

Dial-in: 712-775-7270

Access Code: 242167#

**Benefits Only Agencies** at 11:00 **Tuesday 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

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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
  - ABC FAQs

✓ **REMINDER: NEW Dependent Requirement**

Please refer to the EBD Memo dated October 29, 2019 for specific ABC instructions. The report name is: **SPS Benefit New Dependents ABC** report. This report will show employees that have added new dependents to their Open Enrollment (OE) event and the documents that they have attached to the event. This report will also show if no documents were attached to the event.

**Note:** If an employee has another event occur during OE that causes the original OE event to be cancelled and re-issued, any documents that were attached to the original OE event are not carried forward to the new re-issued OE event. The employee should attach the documents to the new OE event. Also, in these situations, the report will show the employee as missing documents until they attach the documents to the new OE event. Additionally, employees will get system generated notifications regarding the OE event cancellation and the new OE event.

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>

- 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 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.
  - **"Newly added dependents"** are dependents that have never covered before
  - **"Re-enrolled dependents"** are dependents that had been
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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 didn'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**

- **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
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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 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. 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 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.

✓ **REMINDER: Leave of Absence Events**

There is still some confusion regarding the difference between Armed Services Leave and Military Administrative Leave. Please refer to the Leave of Absence chart to review the differences between these leaves. Please see the link below:

[https://dbm.maryland.gov/sps/Documents/Leave\\_of\\_Absence\\_and\\_Corresponding\\_Time\\_Off\\_Codes\\_Chart.pdf](https://dbm.maryland.gov/sps/Documents/Leave_of_Absence_and_Corresponding_Time_Off_Codes_Chart.pdf)

Typically, the Armed Services Leave of absence is for an employee who is attending military training for an extended period of time (basic training, etc.). Whereas, a Military Administrative Leave is for an active duty service assignment (not training) that either has a pay allowance or is without a pay allowance.

Please verify that you are selecting the correct LOA event for the employee since the LOA event has an impact on the type of benefits the employee pays for while absent and when the state subsidy for benefits is continued or not. The start and end dates are also crucial to this process.

Please review this information and review your **SPMS or CPBI Workers on Leave Report** to identify type or date issues.

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## FOR BENEFITS ONLY Agencies ABCs

### ✓ **REMINDER: Terminations with Correct Reasons**

Make sure the Termination events that are sent in the Delta File have the correct reasons. This is especially important for employees that are retiring directly from their State position. Please discuss this with your HR Staff, employees should be aware that not letting the HR office know about a retirement may delay their retiree benefits.

### ✓ **REMINDER: 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.

- 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.

- 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.

### ✓ **REMINDER: 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

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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.

- 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 HRCs (SPMS and CPBI Agencies)**

- Please make sure you are completing all HR events in a timely manner and to the final completion for the event. We are seeing delays of Benefit events due to these reasons:
  - No **Add Retiree Status** event after terminations for Retirees
  - Incomplete Hire events, not all steps are fully completed
  - Changing an FTE for a new employee **after** the Hire event was completed
  - Personal Info not completed for a new employee
- 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.

✓ **Contractual Conversions and Missing Benefit Events**

HR events must have the correct reason selected in order for employees to get the correct or any corresponding Benefit event. We are seeing this issue with Contractual Conversions and Non-Conversions. Please make sure that HRCs and HR Partners are reviewing the reasons for employee events that are job changes that will result in a change in Benefit Group. These changes

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would include moving from Contractual to State Regular or the reverse, and other HR events like: FTE changes that impact Benefit eligibility, Leave of Absence events, changes to contract dates, etc.

✓ **Primary Job Switch Events**

HRCs should never cancel the Primary Job Switch events. If the primary job is staying the same and no switch is necessary, the HRC should select “Skip” in the event instead of cancelling the event. If you cancel instead of selecting the “Skip”, this event will cause the rest of the business process to stop. This will prevent the system from generating the correct Benefit event for the employee. If the primary job is changing, you would process the Switch Primary Job to complete the event.

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