

—SPS ALERT—

SPS Alert 164: HR, Timekeeping, Payroll and Benefits Updates

Release date: 10/16/2020

2021 OPEN ENROLLMENT

October 19 – November 13, 2020

Our 2021 Open Enrollment will launch on Monday, October 19 at 8:30am and close on Friday, November 13 at **5pm!** The Employee Benefits Division (EBD) has worked tirelessly to create a positive experience and are eager to get started. Judging by your inquiries – you are too!

Plan Year 2021 Rates have been released and posted to our website. Following 3 years of no change in cost to employees and retirees, it was necessary to pass on a small adjustment in order to maintain the rich benefits currently being provided. In summary:

- Health Insurance rates increased by 4.5% (Kaiser = 5%)
- Delta Dental and United Concordia rates increased by 4.5% and 5.9% respectively
- Prescription drug & Life Insurance rates are unchanged

In technology news, EBD has installed a new phone system, which will allow us to receive calls from our members. However, due to equipment shortages around the Country, the number of available agents is fixed and cannot be expanded during high volume times – please be patient while we transition and remember Email is always an option. EBD.mail@maryland.gov

For each of you, our partners, please use the ticket system for errors or situations that occur requiring assistance. The system really allows us to track all issues, determine if there is a larger concern and provide thorough responses.

A few updates to our last notice:

- EBD and our carrier partners collaboration for an On-Demand website with embedded videos is complete. There are 2 videos that did not launch correctly and will be corrected before posting to the website. Note: we will attach the link to member's open enrollment home page. <https://mymdbenefits.com/>
 - **Reminder:** Active employee's materials are available on our website including the Guide; Retirees & COBRA enrollees will receive materials via regular mail. All materials have been mailed and are also available on our website.
 - Dependent Documentation is always required for newly enrolled dependents. Documents must be attached to the event no later than November 13 at 5pm. We request that you run the – **SPS Benefit New Dependents ABC** report at least twice a week and coordinate with employees to assure success. **Start early and skip the mad dash to the finish!**
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- **Satellites Only:** Enrollment forms are fillable [Satellite Enrollment Form](#), electronic signatures (Agency & Employee) are acceptable and we ask that you use our secure email box for submission – EBD.mail@maryland.gov
 - Satellite employees have been sent both a current benefit statement reflecting coverage as of September 24, 2020 and an enrollment form at their home address.

Are you ready?

- Review the material on our website so you know where to find answers and direct employees as needed.
- OneLogin is LIVE! See SPS' most recent ALERT (#163) for instructions.
- Are contract renewal dates up to date to assure continuity of eligibility where applicable
- **Life Events had a make-over!** On October 1, the view is different, but the functionality is the same and easier to use. Need help? Job aides are available at: Under Completing Enrollment Events and Life Changes [Benefit Help Center for Job Aids](#)
- **Reminder:** Open Enrollment events do not initiate when a member has an open Life Event – so run your 'Open Events Report' regularly and keep these transactions moving.

Thank you for your partnership and dedication to our valuable employees!
