

—SPS ALERT—

SPS Special Alert 230: HR, Timekeeping, Payroll and Benefits Updates

October 11, 2023

For ALL AGENCIES (SPMS, CPBI and Benefits Only):

NEWS

•OPEN ENROLLMENT STARTS MONDAY, OCT. 16

Please see all the reminders below for employee data issues and login instructions. If your agency/institution has your own Security Partners, please make sure your employees know where to call for login assistance.

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ABCs and ABC Liaisons should act as the first resource for employee questions and issues. Please make sure your employees know who to contact for issues. ABCs should coordinate with their agency HR staff on employee position issues that impact benefit eligibility.

REMINDERS

- **PREP FOR OPEN ENROLLMENT:**
 - **Updates to Employee Contact and Position Information**

This is the time to start preparing for the Health Benefits Open Enrollment Period. Please remind employees to make sure that their home contact information is up to date. It is best for employees to make sure their work and home email addresses are up to date. And, a review of the FTE and employee type for any recent changes to positions is a good idea for HR staff.

Incorrect information for employees can delay open enrollment events, benefit information and actual coverage for employees and their families. Start

Now! See the list of reports in the Reports Spotlight below.

- **Open Election Events**

Employees that have a current open election event (Life event or job Change event) when Open Enrollment starts will not be able to complete the Open Enrollment event until they complete the previous event. ABCs should be running the *Open Election Events* report and should make efforts to notify the employees that their Open Enrollment event will be on Hold until they complete any pending events. Employees should complete these current events as soon as possible.

- **In Progress Retiree Status**

HRCs should complete any Retiree status events that are in progress before Open Enrollment begins. Pending events will prevent Retirees from being able to access SPS and their Open Enrollment event.

- **Contracts that end before January 2, 2024, NO Open Enrollment Event**

As a reminder, agencies should check on contract end dates prior to Open Enrollment for end dates that are before January 2, 2024. These employees will not receive an Open Enrollment event for 2024 Benefits. Employment dates must be through at least January 2, 2024 for an offer of Benefits.

- **Multi-Factor Access to OneLogin**

As a reminder, all employees should have more than one method to log into OneLogin. On occasion, there are issues with one of the methods, so having a backup is important. Having a second method will save employees from having to call their help desk for assistance. Agencies should encourage this during their onboarding process for new employees.

Here's the link to the instructions

<https://dbm.maryland.gov/sps/Documents/Adding%20a%20second%20MultiFactor%20Authentication%20Factor%20to%20OneLogin.pdf>

REPORT SPOTLIGHT:

We will be highlighting report changes, new reports and based upon the time of year, seasonal reports or reports that should be reviewed for upcoming system events in each Alert as we have this information available.

Remember, your report access depends on your SPS Role and your Sup Org access.

Reports to run in Preparation for Open Enrollment:

SPMS Benefit Readiness Audit: Use this report to verify employee contact data and home address are correct. Up to date contact and home address information will make sure the employee receives their benefit cards and important benefits notifications.

SPMS Benefit Readiness Audit Missing Data: This report will show staff missing contact information.

CPBI Benefit Readiness Audit: Same as the SPMS Benefit Readiness Audit, but geared for Central Payroll Independent agencies.

SPS Benefit Open Election Events – Employees: Run this report to see if staff have benefit events that are still in progress. Staff with existing in progress benefit events will have their open enrollment event go into a “on hold” status. The employee will need to complete their existing benefit event to begin their Open Enrollment event.

SPMS In Progress Retiree Status: Former employees who have retired and have not had a retiree status completed will not be able to participate in self service during Open Enrollment and will have to call to use Workday to enroll in benefits. Please review and complete the in progress Retiree Status events.

SPS Benefit Expiring Contract Report: Contractual employees will only get an Open Enrollment event if they have a contract that ends 1/2/2024 or later. Contractual staff with a contract end date of 1/1/2024 or earlier will not receive an open enrollment event. Please review the report and renew the contract in Workday if you plan on retaining the employee beyond 1/1/2024.

Report Reminders:

- Reminder, any report that does not appear on screen in a few seconds and displays the button “*Notify Me Later*” must be sent to the notify me later process, name the
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report and it will run in the background as you navigate to other screens and activities.

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.



When the report has completed a pop up will show in the right-hand corner of your screen. You can also retrieve the completed report your **My Reports** folder if you miss the pop up on your screen. Your My Reports folder is displayed by clicking on your photo or circle in the right-hand corner of the Home page.

