

Date Added or Updated	Category	Question or Concern	DBM/EBD/SPS Response
8/22/22	Workday General	What is the new SPS Benefits system?	SPS Benefits is a system where you can view your health benefits, initiate benefit changes tied to life-events and make corresponding changes to benefits online.
8/22/22	Workday General	What is the W number?	The W number is a unique number assigned to you that begins with a "W" and continues with seven digits and can be found on your Summary Statement in your Open Enrollment Packet. The W number is used by SPS Benefits to identify you. The W number can be used as your username to log into SPS Benefits or as a substitute for your Social Security number when contacting the Employee Benefits Division.
8/22/22	Workday General	How will I log in to SPS Benefits and get the information for logging in?	Log-in instructions to SPS Benefits can be found in your Open Enrollment packet. You will need your Username, W number, and Password to log into SPS Benefits. If you do not remember or have your W number or password, please call the SPS Help Desk at 410-767-4112.
8/22/22	Workday General	Do I have to use this new system?	Retirees have the option of using the SPS Benefits to view current benefits, initiate life events, and make corresponding changes to benefits. However, Retirees can still submit the Retirement Enrollment form to the Employee Benefits Division (EBD) to make benefit changes.
8/22/22	Workday General	I don't have a computer so what do I do now?	Please fill out the Retiree Health Benefits Enrollment and Change Form and submit the form to the Employee Benefits Division (EBD).
8/22/22	Workday General	I never received my log-in information, now what do I do?	Please contact the Shared Services Team at 410-767-4112 for assistance.
8/22/22	Dependents	I'm now divorced; how do I remove my spouse?	You would initiate a Retiree: Divorce life event in SPS Benefits. Once initiated and approved by the Employee Benefits Division (EBD), your spouse will be removed from your benefits. Retirees can also submit a form to the EBD to remove the spouse. The link below provides steps to initiate the Divorce "Life Event" https://dbm.maryland.gov/sps/Documents/Initiate_Life_Event_022522.pdf .

8/22/22	Dependents	How do I remove my dependent child (biological, legal ward, grandchild, stepchild, or another child relative) who will turn 25 or 26yrs old?	<p>The removal of dependents who are legal wards, grandchildren, or other children turning 25 and dependents who are biological or stepchildren turning 26 does not require any action on your part (unless they are permanently disabled). The coverage for these dependents ends automatically on the last day of the dependent's birthday month.</p> <p>If you need to remove a dependent for another reason, you can initiate a life event online in SPS Benefits, submit a paper form to EBD or call EBD at 410-767-4775 to request a Disability Packet if the dependent child is permanently disabled.</p>
8/22/22	EBD Process	Do I still use the SPS Benefits system to make payments now?	<p>No. Payments are not accepted in the SPS Benefits system. Retirees should continue to make payments at www.velocitypayment.com.</p> <p>If you are using Velocity Payment for the first time, please click on the link below for FAQs: https://dbm.maryland.gov/benefits/Pages/DirectPayOnlineFAQs.aspx</p>
8/22/22	EBD Process	Can I use my SPS Benefits log-in information to access Velocity Payment?	<p>SPS Benefits log-in information is unique to only SPS and cannot be used to access Velocity Payment. Retirees should use the username and password they created when setting up an account on the payment system. If you have forgotten your password and need a password reset, please email ebd.billing@maryland.gov or call 410-767-4775 to request a password.</p>
5/1/2019	EBD Process	Can I see my payment vouchers on this system?	<p>No. Your payment vouchers can be viewed at www.velocitypayment.com, where you can arrange online payments.</p>
8/22/22	EBD Process	Can I change my benefits any time I want?	<p>You can change benefits only when you have a Qualifying Life Event such as marriage/divorce, birth/adoption, loss of coverage, etc..</p> <p>The following link provides information on what EBD considers a Qualifying Life Event and required documents: https://dbm.maryland.gov/sps/Documents/Qualifying%20Life%20Event%20Support%20Documentation.pdf</p>
8/22/22	EBD Process	My address is incorrect. How can I update that?	<p>You can initiate an address change by clicking on the Personal Information worklet on the SPS Benefits homepage and selecting Contact Information under the Change section; you will then click the EDIT button and make the appropriate changes.</p>

			<p>Please click on the link below for step-by-step instructions on updating your personal information.</p> <p>https://dbm.maryland.gov/sps/pages/benefits_helpcenter.aspx</p> <p>If you need further assistance updating your personal information, please request an address change via e-mail at ebd.mail@maryland.gov and provide your W number. If you do not have your W number, please provide the last four digits of your SSN and DOB so that EBD can access your account.</p> <p style="text-align: center;">-or-</p> <p>use the link below to fill out a Personal Information Change form and submit it to EBD: https://dbm.maryland.gov/benefits/Documents/HBForms/PersonalInfoChangeForm.pdf</p> <p style="text-align: center;">-or-</p> <p>If you do not have access to a computer, please send your request by mail to 301 W. Preston Street, Room 510, Baltimore, MD 201201.</p>
8/22/22	EBD Process	My name is misspelled or has been changed. How can I update that?	<p>You can initiate a correction to the spelling of your name or a legal name change by clicking on the Personal Information worklet on the SPS Benefit homepage and selecting Legal Name from the Change section. Under Legal Name, choose to EDIT and make the appropriate changes. You should anticipate uploading documentation to support the corrections/changes.</p> <p>https://dbm.maryland.gov/sps/pages/benefits_helpcenter.aspx</p> <p>If you would like to e-mail the information to EBD, fill- out a Personal Information change form, or mail in your request, please use the information provided in the question (My address is incorrect. How can I update that?) above.</p>
8/22/22	EBD Process	Suppose I become Medicare Eligible during Open Enrollment. Should I use the Retirement Open Enrollment form to elect Open Enrollment or Medicare Eligibility under the "Status and Enrollment Change Action Required?"	<p>Medicare changes are made systematically throughout the year independent of the Open Enrollment period. Retirees are not required to complete the Open Enrollment form to report changes due to Medicare eligibility when becoming Medicare Eligible during Open Enrollment. However, if you would like to discontinue your benefits due to Medicare Eligibility, you would select "Open Enrollment Jan 1st" and not "Medicare Eligibility."</p>
8/22/22	EBD Process	Does my current enrollment in benefits for the current plan year have to be reenrolled for the next plan year?	<p>The SPS system will automatically roll over existing benefits into the new benefit plan year for retirees who are not making changes to their benefits during Open Enrollment. Therefore, no action is required from the Retiree.</p>

8/22/22	EBD Process	Helpful link on how to access SPS, View Benefits Related Information, complete Enrollment Events and Life Changes, and Complete your Open Enrollment Event,	https://dbm.maryland.gov/sps/pages/benefits_helpcenter.aspx
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