

# —SPS ALERT—

## SPS Alert 163: HR, Timekeeping, Payroll and Benefits Updates

*Release date: 10/16/2020*

### IMPORTANT NEWS AND REMINDERS FOR SPS BENEFITS

#### FOR ALL AGENCIES

- ✓ **Getting ready for Open Enrollment in October 2020-Important Dates!**
  - Open Enrollment: October 19 – November 13, 2020
  
- ✓ **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 OneLogin/SPS. For SPMS agencies, the DBM SPS Help Desk is the primary support. Here’s a listing for all agencies:

  - **DBM SPS 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
  
- ✓ **Reminder: OneLogin Resources**

Please use the links below for the OneLogin/SPS Step By Step Guides. The process is different due to the transition to OneLogin depending on the employee’s situation. Employees should set up at least 2 security methods (instructions included in the Guides), and can use the password reset process if they forget their password.

For employees that were employed during the transition to OneLogin-Initial Users:

[https://dbm.maryland.gov/sps/Documents/Workday\\_Access\\_QRG.pdf](https://dbm.maryland.gov/sps/Documents/Workday_Access_QRG.pdf)

For new employees or employees beyond their initial login:

<https://dbm.maryland.gov/sps/Documents/First%20Time%20User%2>

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For Password Reset Instructions:

<https://dbm.maryland.gov/sps/Documents/Resetting%20Your%20OnlineLogin%20Password.pdf>

✓ **What to do if an employee doesn't get an Open Enrollment event on Oct. 19?**

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 2021 benefits. This means that employees with contracts that **expire on (or before) Jan. 1, 2021** 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 2021; 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. 15; getting the contract renewal into the next Delta File.
- **Incorrect FTE** that makes the employee ineligible.
- **Future Termination Dates** before Jan. 1, 2021 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 SPS Benefits Open Election Events - Employees Report to assist employees with completing these events first, so they can move on to the Open Enrollment event.

✓ **REMINDERS: FOR ALL SPMS and CPBI 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
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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.

**Request to Rescind/Correct HR Events** due to errors creates issues for timely Benefit events; HRCs

- must check all required information before submitting events (dates, names, SSN, position type, 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 and December, 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, 2020, and your usual end date is Dec 31, 2020

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, 2020

Contract end date: Jan 2, **2022** (note: using a Jan. 2 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.

✓ **SPS Support Tickets: For Support Staff Only**

Support staff should not advise employees or retirees to start SPS Support Tickets. Employees should be referred to their ABC staff or HR staff for assistance. After an investigation of the issue and it cannot be resolved, the ABC or HRC may submit a support ticket. All pertinent information must be included in the ticket, including the information researched already by the agency. This will assist our staff to resolve the matter more quickly. We have removed the support ticket icon from most of the SPS website pages, it can be found on the SPS Training page only.

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