# HR352
# Cardinal Employee Data Setup and Maintenance Benefits Only

## Instructor Led Training

# Welcome to Cardinal Training

This training provides participants with the skills and information necessary to use Cardinal and is not intended to replace existing Commonwealth and/or agency policies.

The following HCM training materials are located on the Cardinal website (www.cardinalproject.virginia.gov) under Learning:

- Job Aids on topics across all functional areas

- Functional process and instructional videos

The Cardinal HCM Reports Catalogs are located on the Cardinal website under Resources.

The system screenshots included in the Cardinal HCM training courses show system pages and processes that some users may not have access to due to security roles and/or how specific responsibilities relate to the overall transaction or process being discussed.

- For a list of available roles and descriptions, see the Statewide Cardinal Security Handbook on the Cardinal website in the Security section under Resources.

# Course Objectives

After completing this course, you will be able to:

- Understand the Cardinal System Applications

- Understand the Cardinal HCM functional areas

- Understand the Cardinal Human Resources and Benefits Functional Areas

- Know how to Hire an employee online (Personal and Job Data)

- Know the Key Concepts related to Benefit Events and Programs

- Know how to navigate within Cardinal Human Resources and Benefits Functional Areas

# Course Objectives

After completing this course, you will be able to:

- Know how to process Rehires and Leaves of Absence

- Know how to process New Hire Enrollments and Manual Benefit Events

- Know how to view Employee and Dependent Benefits information

- Know how to process Employee Separations

- Know how to administer COBRA

- Understand how to administer Affordable Care Act (ACA) reconciliation

# Agenda

| | |
|---|---|
| 1 | Overview of Cardinal HCM |
| 2 | HR Key Concepts |
| 3 | Setup Employee HR Data |
| 4 | Benefit Events and Programs |
| 5 | Benefits Navigation Overview |
| 6 | Processing New Hire Enrollments |

# Agenda

| | |
|---|---|
| 7 | Processing Rehires and Leaves of Absence |
| 8 | Processing Manual Benefit Events |
| 9 | Viewing Other Employee and Dependent Benefits Information |
| 10 | Processing Employee Separations |
| 11 | COBRA Administration |
| 12 | Affordable Care Act (ACA) Administration |

# Lesson

| 1 | Overview of Cardinal HCM |
|---|---|

This lesson covers the following topics:

- Overview of Cardinal HCM

- Overview of HCM Functional Areas:

  - Human Resource (HR)

  - Benefits (BN)

- Cardinal Effective Dating

# Overview of Cardinal HCM

Cardinal provides better access to essential business functions and improved single sign-on technology.

The Cardinal system is comprised of three applications: Human Capital Management (HCM), Financials (FIN), and Business Intelligence (BI).
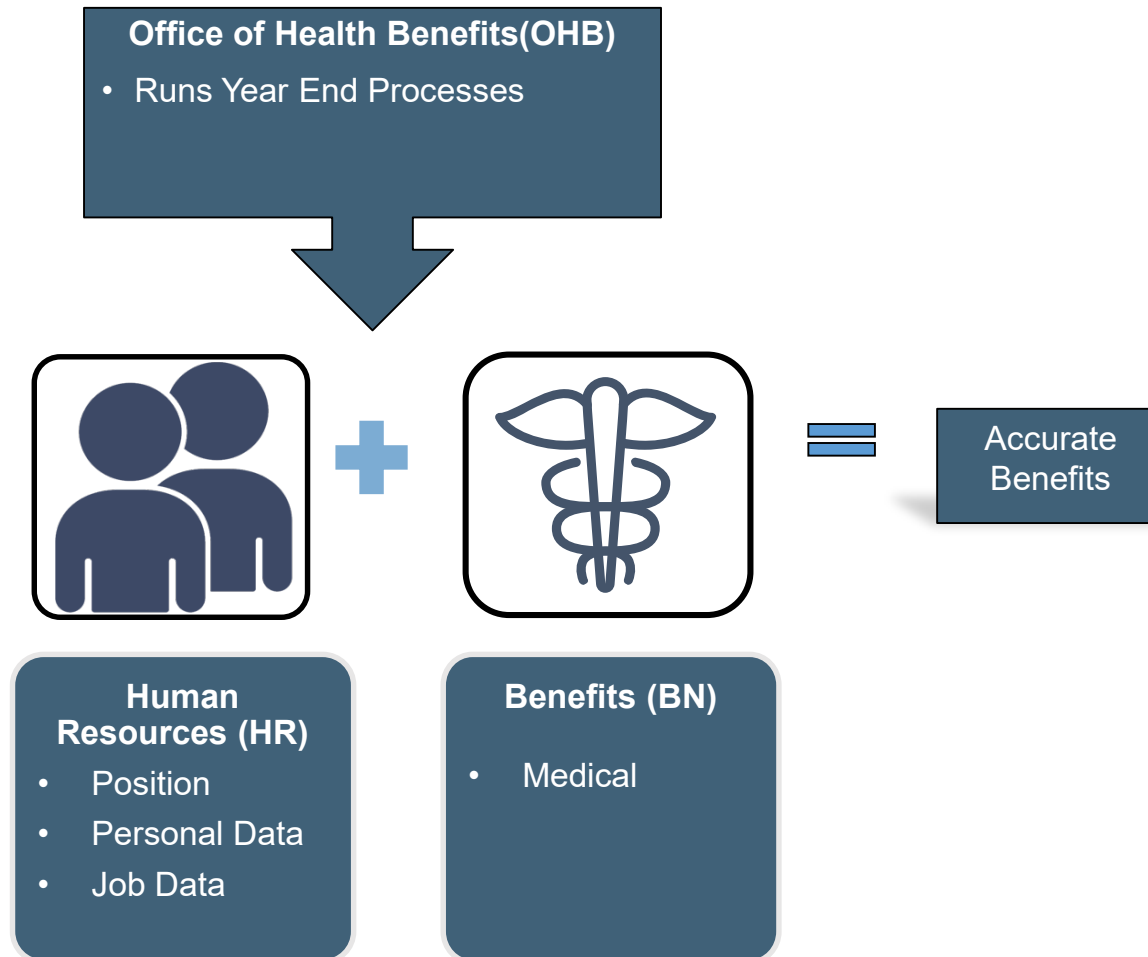
# Cardinal Human Capital Management (HCM)

In Cardinal HCM**, HR Administrators**, **BN Administrators**, TL Administrators, Payroll Administrators, and State Payroll Operations (SPO) work together so that all employees are paid on time and accurately and are benefited properly.

All these roles and their unique responsibilities flow to one another in order to ensure that all employee records are accurate and up-to-date.



Human Resources

Benefits

HCM

Payroll

Time & Attendance
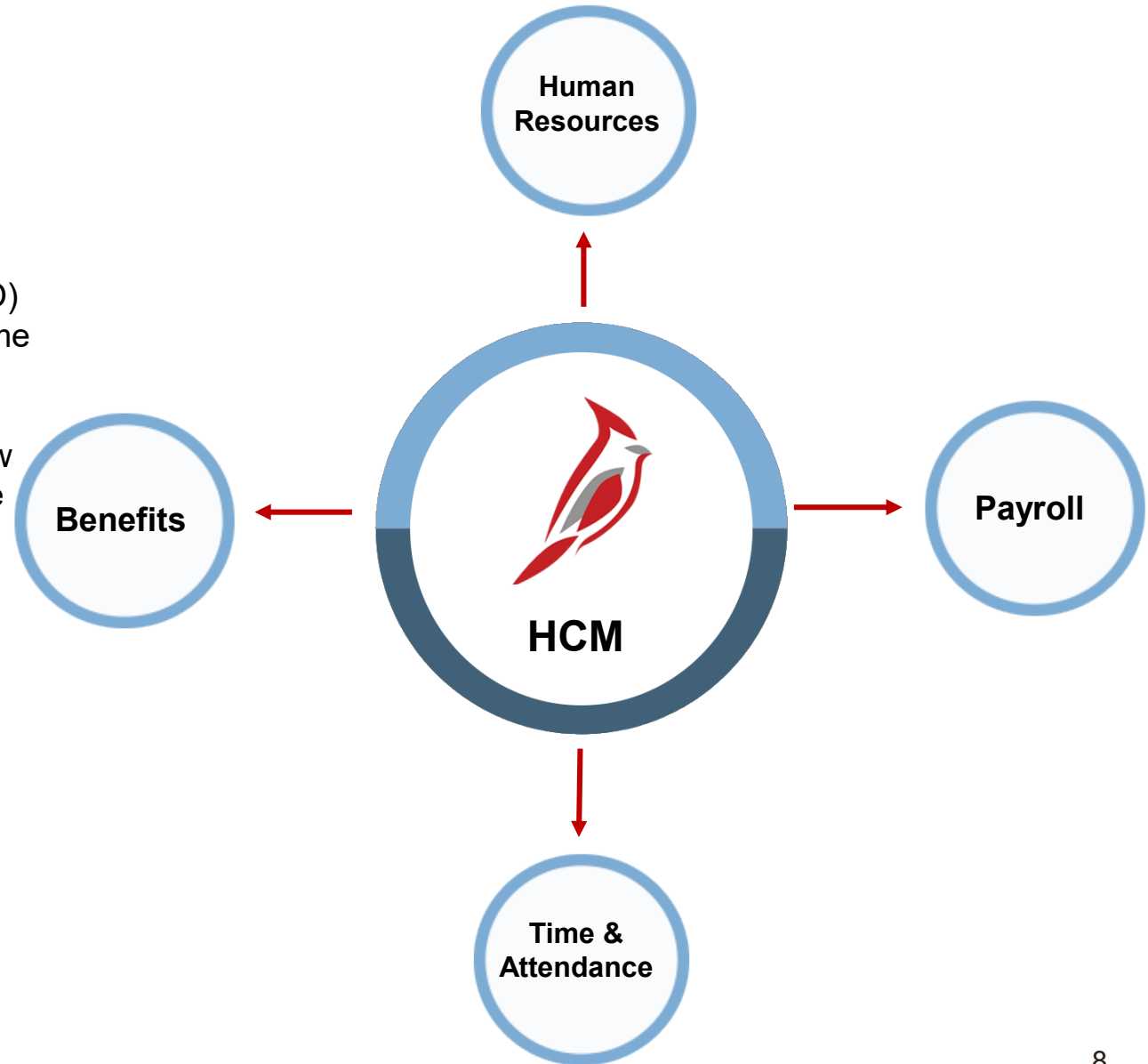
# Cardinal HCM Responsibilities and Relationships

**Office of Health Benefits(OHB)**

- Runs Year End Processes

**Human Resources (HR)**

- Position
- Personal Data
- Job Data

**Benefits (BN)**

- Medical

Accurate Benefits

# Cardinal HCM Human Resources

The Human Resources (HR) functional area contains all employee HR data related to the employee lifecycle.  The business processes and sub-processes that make up the core HR functionality enable agencies to add and update:

*   Position data (e.g., job code, department, location)

*   Employee personal data (e.g., name, address)

*   Employee job data (e.g., employee type)

**Human Resources**

HR data maintained in the Human Resources functional area feeds into and supports all other HCM functional areas.

The personal data record for an employee working in multiple agencies or HR Offices can be accessed by the applicable agency or locality.

The following HR business processes and sub-processes are part of Cardinal HCM:

*   Hire/Rehire Employee

*   Maintain Unpaid Leave Status

*   Separate Employee

The data is utilized by the Benefits module to administer employee benefits.
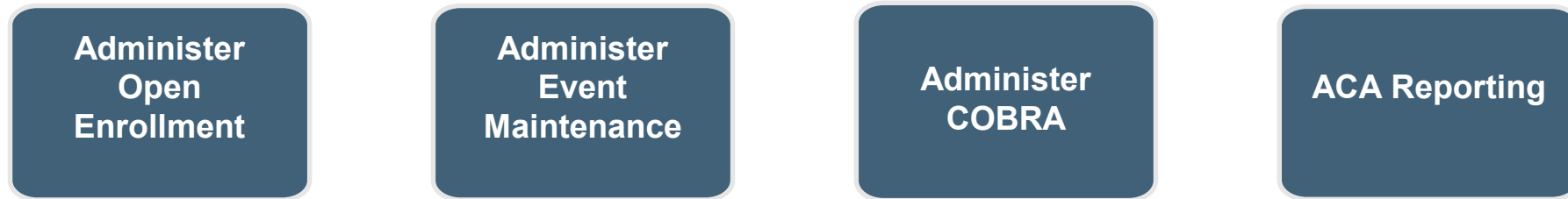
# Overview of the Benefits Functionality

The Benefits functional area includes all processes and sub-processes required for maintaining benefits for the organization's employees and their dependents.

The Benefits processes and sub-processes are:

| Administer Open Enrollment | Administer Event Maintenance | Administer COBRA | ACA Reporting |
|---|---|---|---|

**Maintain Enrollments for:**

- Benefit Events
- Life Event
- QMCSO

# Cardinal Effective Dating

When entering new information related to existing data, such as a leave of absence, retaining the data already in the database is imperative. To retain history, insert a data row identified by a date that indicates when the new information goes into effect: an effective date.
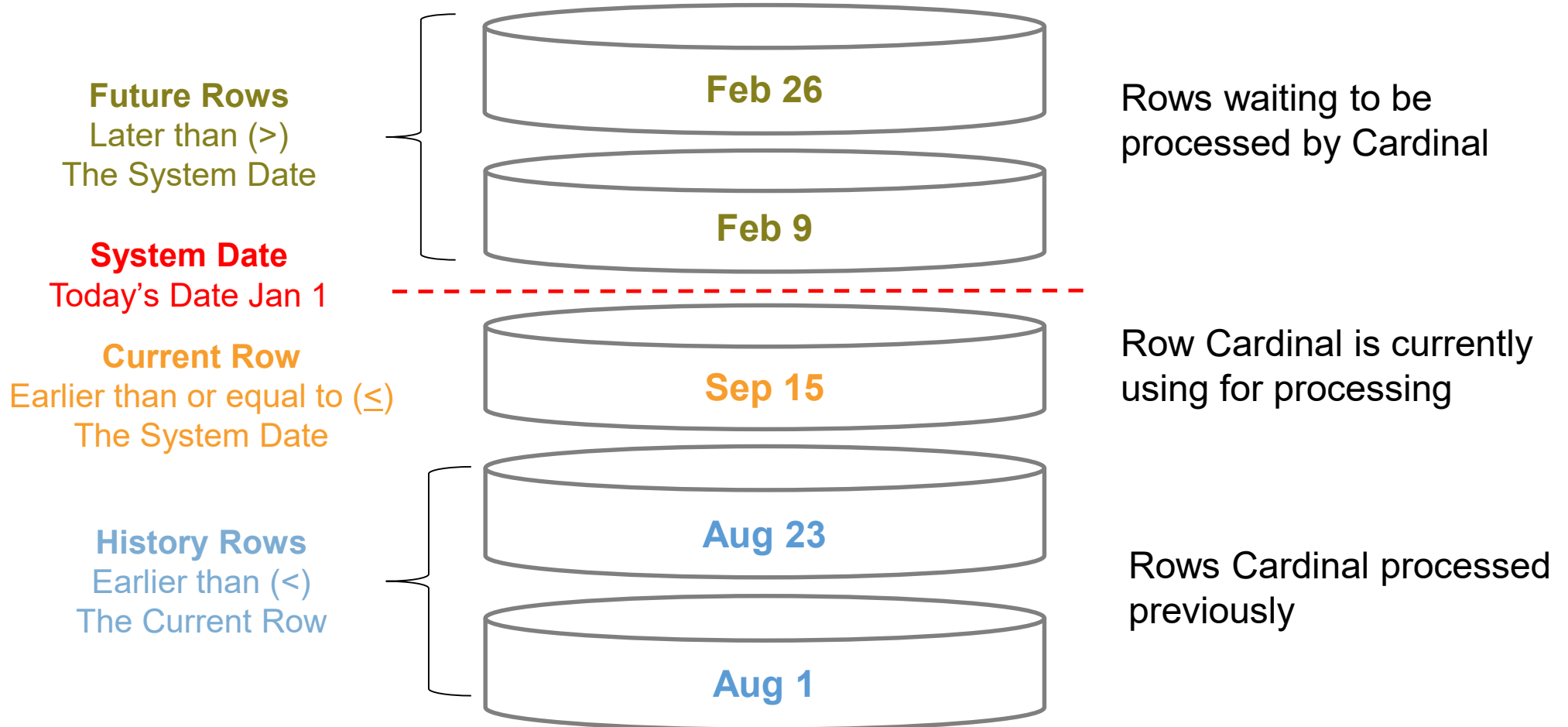
Effective dating provides the ability to keep historical, current, and future-dated information and the ability to update existing information without losing or overwriting the data already in Cardinal.

For further information on effective dating, see the Job Aid titled **HR351 Overview of Effective Dating**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.

**System Date** (Today's Date)    Example Jan 1

**HISTORY**    **CURRENT**    **FUTURE**

Row **Aug 1**    Row **Aug 23**    Row **Sept 15**    Row **Feb 9**    Row **Feb 26**

**History Rows**
Earlier than (<)
The Current Row

**Current Row**
Earlier than or equal to (≤)
The System Date

**Future Rows**
Later than (>)
The System Date

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# Cardinal Effective Dating (continued)

**Future Rows**
Later than (>)
The System Date

**System Date**
Today's Date Jan 1

**Current Row**
Earlier than or equal to (≤)
The System Date

**History Rows**
Earlier than (<)
The Current Row

Feb 26

Feb 9

Sep 15

Aug 23

Aug 1

Rows waiting to be processed by Cardinal

Row Cardinal is currently using for processing

Rows Cardinal processed previously

# Cardinal Effective Dating (continued)

**Group Effective Dating Activity**
The employee has transactions in the system for the dates listed in gray below. Review each date and identify if it is a History, Current or Future dated row based on the system date.

System Date: 01/10/2023

| 03/12/2022 | 07/02/2022 | 02/01/2023 | 02/01/2022 |

History        Current        Future

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Viewing effective dated rows in job data

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Lesson Checkpoint

Now is your opportunity to check your understanding of the course material. Read the question and make note of your answer below.

1. The effective date does not impact anything in the system.
   a. True
   b. False

2. When completing a hire, the Personal Data page must be effective dated:
   a. Prior to or equal to the effective date of the Job Record
   b. After the effective date of the Job Record

3. The data entered on the Personal and Job Record will NOT be used in determining benefits.
   a. True
   b. False

# Lesson Summary

| 1 | Overview of Cardinal HCM |
|---|---|

In this lesson, you learned:

- Cardinal HCM system applications

- Cardinal HCM functional areas: Human Resources and Benefits

- The importance of effective dating in Cardinal HR

# Lesson

| 2 | HR Key Concepts |
|---|---|

This lesson covers the following topics:

- HR Data Relationships: Position Data, Personal Data, Employee Job Record

- Core employee data used for administering Benefits

HR Data Relationships
Video

# HR Data Relationships

## ① POSITION DATA*

**Pooled Position: XXX10001**
Pos Descr: Full Time Kaiser
Business Unit: XXXXX

**Pooled Position: XXX10002**
Pos Descr: Part Time Kaiser
Business Unit: XXXXX

## ③ JOB DATA*

**Empl ID: 00100123400**
Empl Rcd:  0
Position:  XXX10001
Business Unit**:  XXXXX
Benefit Program:  XXX
Full Time/Part Time:  Full Time

**Empl ID: 00100123600**
Empl Rcd:  0 (salary job)
Position:  XXX10001
Business Unit**: XXXXX
Benefit Program:  XXX
Full Time/Part Time:  Full Time

**Empl ID: 00100123600**
Empl Rcd:  1 (wage job)
Position:  XXX10002
Business Unit**:  XXXXX
Benefit Program:  XXX
Full Time/Part Time:  Part Time

## ② PERSONAL DATA*

**Empl ID: 00100123400**
Name: Jane Doe
DOB: 5/1/2000
Address: 123 Main Street, Richmond, VA 23222
SSN: 123-45-6789
Legal Gender: Female

**Empl ID: 00100123600**
Name: Mark Thomas
DOB: 5/1/2000
Address: 123 Valley Dr, Richmond VA 23222
SSN: 345-67-8999
Legal Gender: Male

*Fields/data elements listed are only a sample for representative purposes

**Indicates a field on job data that is inherited from position data

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# Lesson Checkpoint

Now is your opportunity to check your understanding of the course material.  Read the question and make note of your answer below.

1. What three data types can be entered online or interfaced to Cardinal? (Select all that apply)
   a. Positions
   b. Personal Data
   c. Weather Data
   d. Job Data

2. HBO agencies or Localities have which type of positions?
   a. Ocean
   b. Lake
   c. Stream
   d. Pooled

3. True or False.  All employees for HBO agencies or Localities are placed in either the full time or part time position.

# Updates to Personal and Job Data

When making an update to an employee's personal information, a new effective dated row is added to capture the change.



Updating the employee's name

When updating the employee's job record to process an unpaid leave of absence or a termination, a new effective dated row is added to the employee's job data and not the position.

Updating the employee's job related information



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# Lesson Checkpoint

Now is your opportunity to check your understanding of the course material.  Read the question and make note of your answer below.

1.  True or False: An employee can have two salaried jobs in Cardinal.

2.  What items are needed to complete entry of personal data? (Select all that apply)
    a.  Effective Date
    b.  Name
    c.  Date of Birth
    d.  SSN
    e.  Legal Gender
    f.  Email Address

3.  What items are needed to complete entry of job data? (Select all that apply)
    a.  Effective Date
    b.  Position
    c.  Home Address
    d.  Compensation
    e.  Benefits Program

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# Lesson Summary

| 2 | HR Key Concepts |
|---|---|

In this lesson, you learned:

- Health Benefit Only Agencies (HBOs) and Localities will be provided pooled positions

- Employee personal data is required to save the new hire record

- Employee data will be changed on the job record, not on the position

- Core employee data entered on the personal and job data pages is used for administering benefits

# Lesson

| 3 | Setup Employee HR Data |

This lesson covers the following topics:

- Viewing Position Data

- Hiring an Employee

# Position Data

**Viewing Position Data**

- Health Benefit Only Agencies (HBOs) and Localities will be provided pooled positions

- HR Office will have view only access to Position data.

- The HR Office uses a paper form to capture position information changes and routes to DHRM for approval and entry.

   **Note**: Changes to a current position are pushed to all incumbents' job data records.

- DHRM inputs the change(s) in Cardinal after the approval process completes.
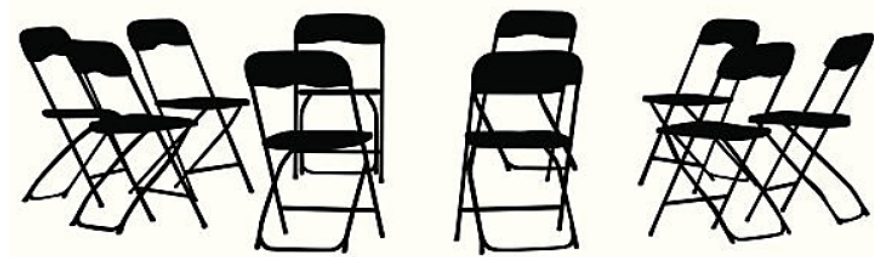
# Position Data (continued)



| | |
|---|---|
| Position Number | A010000F |
| Headcount Status | Overallocated |
| Current Head Count | 59 of 50 |

| | | | |
|---|---|---|---|
| Effective Date | 12/29/2020 | Review Date | |
| Effective Sequence | 0 | Position Months | 12.00 |
| Reason | UPD   Position Data Update | Stmt of Economic Interest Reqd | No |
| Approval Status | Approved | VPA Covered | No |

**Position Information**

| | | | |
|---|---|---|---|
| Position Status | Approved | Max Head Count | 50 |
| Status | Active | Status Date | 01/01/1901 |
| Action Date | 12/29/2020 | SOC Code / Extension | |
| Key Position | No | Job Sharing Permitted | No |
| Budgeted Position | Yes | Available for Telework | No |
| Confidential Position | No | EEO-4 Job Category | No EEO-4 Reporting |
| Alternate Work Schedule | No | Workers' Comp Code | 8810 |

**Job Information**

| | | | | |
|---|---|---|---|---|
| Business Unit | LOCAL | The Local Choice Participants | Manager Level | All Other Positions |
| Job Code | COVA99 | COV Default | | |
| Regular/Temporary | Regular | | Full/Part Time | Full-Time |
| | | | Union Code | |

**Navigation**: Navigator > Organizational Development > Position Management > Maintain Position Budgets > Manage Position

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Viewing position data

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Lesson Checkpoint

Now is your opportunity to check your understanding of the course material.  Read the question and make note of your answer below.

1. The HR Office will have the ability to:
   a. Create/Update Position information
   b. Create/Update Personal and Job Data
   c. Delete Positions

2. True or False.  The Job Record does not require an effective date.

# Hiring an Employee

**Personal Data Information**

If a new hire does not have a SSN, (e.g., Foreign Nationals), the employee must submit an SS-5 Application for a Social Security card to the Social Security Administration. A temporary number can be assigned until the permanent number is received. The "Employee Temporary Number Request" form must be completed and submitted to DHRM. This process is the same as it happens today.

The query RHR187 - Query to Monitor Temporary SSNs monitors temporary SSNs existing in the Cardinal system. For further information on monitoring temporary SSNs, see the Job Aid titled **HR351 Monitoring Temporary SSN**. This job aid can be found on the Cardinal website in **Job Aids** under **Learning**.

Prior to completing the new hire, the HR Office conducts an Employee Search Match in Cardinal using the employee's SSN to identify if the person already exists in the Cardinal system.

- If a match is not found, Cardinal assigns a new employee ID.
- If a match is found (SSN and Name in system must match new entry), the HR Office updates the applicable employee job data record.

For further information on hiring an employee, see the Job Aid titled **HR352 Completing a New Hire**. This job aid can be found on the Cardinal website in **Job Aids** under **Learning**.

# Hiring an Employee (continued)

The Hire process begins with the Employee Search Match to verify whether or not the employee has ever been in Cardinal. The HR Office must have the employee's Social Security Number (National ID) to complete this search. Findings will drive the **Action** and **Reason** fields when completing the hire process (Hire or Rehire).

New Window | Help | Personalize Page

**Add a Person**

**Search Criteria**

**Search Criteria**

**Search Results**

**Person Organizational Summary**

Person ID

▼ Employment Instances     🔍 | ⏮ ◀ 1 of 1 ▶ ⏭ | View All

| | | |
|---|---|---|
| ORG Instance 0 | Last Hire 06/10/2020 | Termination Date 06/10/2020 |
| HR Status Inactive | Payroll Status Terminated | |

**Assignments**

⏮ ◀ 1-1 of 1 ▶ ⏭

| Empl Record | HR Status | Payroll Status | Date Last Change | Business Unit | Last Asgn Start | Employee Class | Term Date | Job Code | Grade | Benefits Status |
|---|---|---|---|---|---|---|---|---|---|---|
| 0 | Inactive | Terminated | 06/11/2020 | 71800 | 06/10/2020 | Classified Salary | 06/10/2020 | 91512 | 6 | Active |

Return to Search    Notify

# Hiring an Employee (continued)

If an existing Employee ID is not found during the Employee Search Match, navigate to the **Add a Person** page. **Person ID** defaults to "NEW." Leave it as-is and click "**Add Person**." Cardinal will automatically assign an Empl ID.

New Window  |  Help  |  Personalize Page

**Add a Person**

Person ID   NEW

**Add Person**

Search for Matching Persons

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# Hiring an Employee (continued)

# Hiring an Employee (continued)

| Biographical Details | Contact Information | Regional | Organizational Relationships | VA Person Info |

Person ID    NEW

**Name**                                      🔍  |  |◀  ◀  [1 of 1 ▾]  ▶  ▶|  |  View All

*Effective Date    01/01/2021  📅                                    ➕  ➖

*Format Type    English  ▾

Display Name                        [Edit Name]

**Biographic Information**

Date of Birth  [                📅]    Years  0    Months  0

Birth Country  USA  🔍           United States

Birth State  [            🔍]

Birth Location  [                    ]        ☐ Exclude Contact Information?

# Hiring an Employee (continued)

# Hiring an Employee (continued)

| Biographical Details | Contact Information | Regional | Organizational Relationships | VA Person Info |

New Window | Help | Personalize Page

**Address History**

Current Addresse

**Address Type**   A

Home   0

**Phone Informatio**

***Phone Type***

Address His

***Effec***

OK

**Edit Address**

Country   United States

Address 1 

Address 2 

Address 3 

City    State 🔍

Postal 

County 

OK   Cancel

**Note:** Address 1, City, State, and Postal are required fields. The state selected as part of the address will have a direct impact on benefit options.

# Hiring an Employee (continued)

Cardinal HCM leverages the Virginia Information Technologies Agency's (VITA) cloud-based Identify Access Management tool, Okta, to authenticate agency users. This tool requires a valid email address to complete the authentication process. To ensure all employees (active and inactive) can always access Cardinal, Cardinal HCM requires a preferred email address.

The HR Office selects the appropriate **Email Option** radio button.

The HR Office then selects the Email Type (Business or Personal), enters the email address in the **Email Address** field, and selects the **Preferred** checkbox.

**Phone Information**

| | | | 1-1 of 1 ▾ | View All |
|---|---|---|---|---|

| *Phone Type | Telephone | Extension | Preferred | | |
|---|---|---|---|---|---|
| Business ▾ | 555/555-5555 | | ☐ | + | − |

**Email Option Selection**

◉ Agency Provided Email    ○ Pending Agency Provided Email    ○ Employee Provided Email

**Email Addresses**

| *Email Type | *Email Address | Preferred | | |
|---|---|---|---|---|
| ▾ | | ☐ | + | − |

# Hiring an Employee (continued)

- Select the **Employee** checkbox
- Verify **Hire** auto-populates in the **Select Checklist Code** field
- Click the **Add Relationship** button

# Hiring an Employee (continued)

**Job Data Information**

When entering job details for the new hire or rehire, the effective date represents the hire or rehire date and must be greater than or equal to the effective date of the Personal Data entered

Select the appropriate Action/Action Reason that best describes the hire reason.  For further information on valid Action/Action Reason combinations, see the Job Aid titled **HR352 Action Reason Codes**.  This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.

The selected **Action/Action Reason** field drives automatic updates to HR, Payroll, and Benefit statuses.

The shared position data automatically populates on the employee's **Job Data** page after the **Position Number** field is entered/selected.

Additional job data information, (e.g., employee class – TLC EE) is entered on the **Job Data** page.

Employees holding multiple concurrent jobs have a single Employee ID, but multiple employee job records.

For further information on hiring an employee, see the Job Aid titled **HR352 Completing a New Hire**.  This job aid can be found on the Cardinal website in **Job Aids** under **Learning**.

# Hiring an Employee (continued)

**Job Data – Work Location**



For further information on Action/Action Reasons, see the Job Aid titled **HR352 Action Reason Codes**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.

# Hiring an Employee (continued)

**Job Data – Job Information**

# Hiring an Employee (continued)

**Job Data – Payroll**

# Hiring an Employee (continued)

**Job Data – Compensation**

# Hiring an Employee (continued)

**Job Data – Benefits Program Participation**



For further information on eligibility configuration, see the Job Aid titled **BN361 Overview of the Eligibility Configuration Fields**.  This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.

# Hiring an Employee (continued)

**Citizenship/Passport**

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Hiring an employee

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Lesson Checkpoint

Now is your opportunity to check your understanding of the course material. Read the question and make note of your answer below.

1. What information must be entered on the Personal Data for the new Employee
   a. SSN, birth date, name, legal gender, business email address
   b. Position and Job information
   c. Compensation

2. What information must be entered on the Job Data for the new Employee
   a. SSN, birth date, name, legal gender, business address
   b. Position, Job information, Compensation
   c. Payroll Paysheet

# Lesson Summary

| 3 | Setup Employee HR Data |
|---|---|

In this lesson, you learned

- How to view Position Data

- How to hir an Employee

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# Lesson

| 4 | Benefit Events and Programs |
|---|---|

This lesson covers the following topics:

- Key Concepts pertaining to:

    - Benefit Events

    - Lifecycle of a Benefit Event

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# Benefit Events

Benefit Events evaluate or reevaluate an employee's benefit eligibility and provide the employee with the opportunity to update their enrollment as needed.

All benefit enrollments or changes are made through a Benefit Event. The types of Benefit Events include:

| Hire | Open Enrollment | Life Event | Address Change | Leave of Absence |
|------|-----------------|-----------|----------------|------------------|
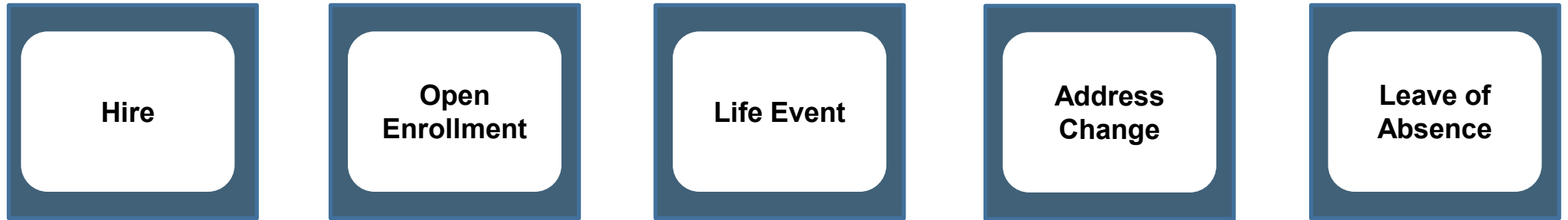
**Only one Benefit Event can be open at any time.** It is extremely important that open events are monitored and processed as soon as possible.

# Lifecycle of a Benefit Event



**1** Benefit Event triggered

**2** Benefits eligibility evaluated by Cardinal (Benefits Administration Process)

**3** Benefit events which require enrollment are open for entry (if applicable)

**4** Benefit changes are made by Agency BA or the employee

**5** Agency BA and Cardinal validate benefit changes as applicable

**6** Elections sent to plan vendors via interface and confirmation statements are available to participants

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# Benefit Events Triggers

Benefit Events can be triggered in three different ways:

**BENEFIT EVENT TRIGGERS**

- Entry of qualifying Personal and/or Job Data changes entered by an Agency HR Administrator

- Manual Entry by an Agency Benefits Administrator (BA) based on an employee-submitted form

- Employee enters a Life Event through Employee Self-Service (ESS). Each Life Event requires the employee to submit specific supporting documentation
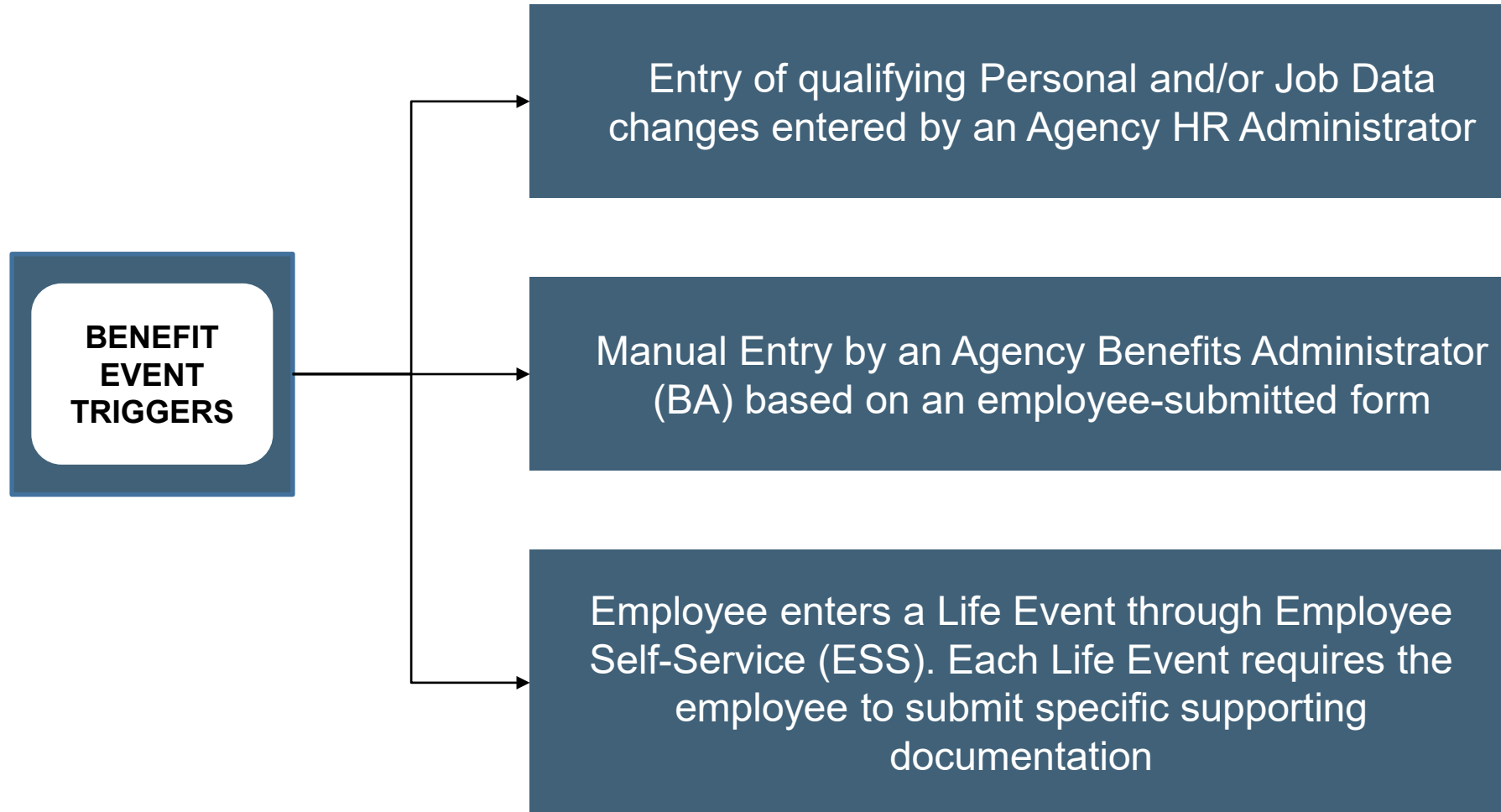
# Eligibility Determination (Benefits Administration Process)

Most Job Data changes will trigger a Benefit Event. All Benefit Events are evaluated by the Benefit Administration process. However, many are closed because no benefits eligibility change exists (e.g., supervisor change).

Changes that would make the employee eligible to update their benefits include the following:

| JOB DATA |
|---|
| • Action / Reason |
| • Employee Class |
| • Part / Full / Quasi Status |
| • Pay Frequency |
| • Work Location |
| • Eligibility Configuration Fields |

| PERSONAL DATA |
|---|
| • Date of Birth |
| • Gender |
| • Marital Status |
| • Address (Zip Code) |

**Note**: The Benefits Administration Process runs every 2 hours.

# Lifecycle of a Benefit Event (continued.)

**1** Benefit Event triggered

**2** Benefits eligibility evaluated by Cardinal (Benefits Administration Process)

**3** Benefit events which require enrollment are open for entry (if applicable)

**4** Benefit changes are made by Agency BA or the employee

**5** Agency BA and Cardinal validate benefit changes as applicable

**6** Elections sent to plan vendors via interface and confirmation statements are available to participants

# Benefit Program Selection Example

| | | | | | | |
|---|---|---|---|---|---|---|
| **PROGRAM** | WAGE | RETIREE | SALARY Part-Time | **SALARY** | SALARY No Benefit | LODA | **TLC** |

| | | | | | |
|---|---|---|---|---|---|
| **PLAN TYPE** | FLEXIBLE SPENDING | RETIREMENT | **HEALTH** | DEFERRED COMPENSATION | ANNUITY |

| | | |
|---|---|---|
| **PLAN** | **KEY ADV** | KAISER |

| | | | | |
|---|---|---|---|---|
| **COVERAGE CODE** | SINGLE | **EMPLOYEE + SPOUSE** | EMPLOYEE + CHILD | FAMILY |
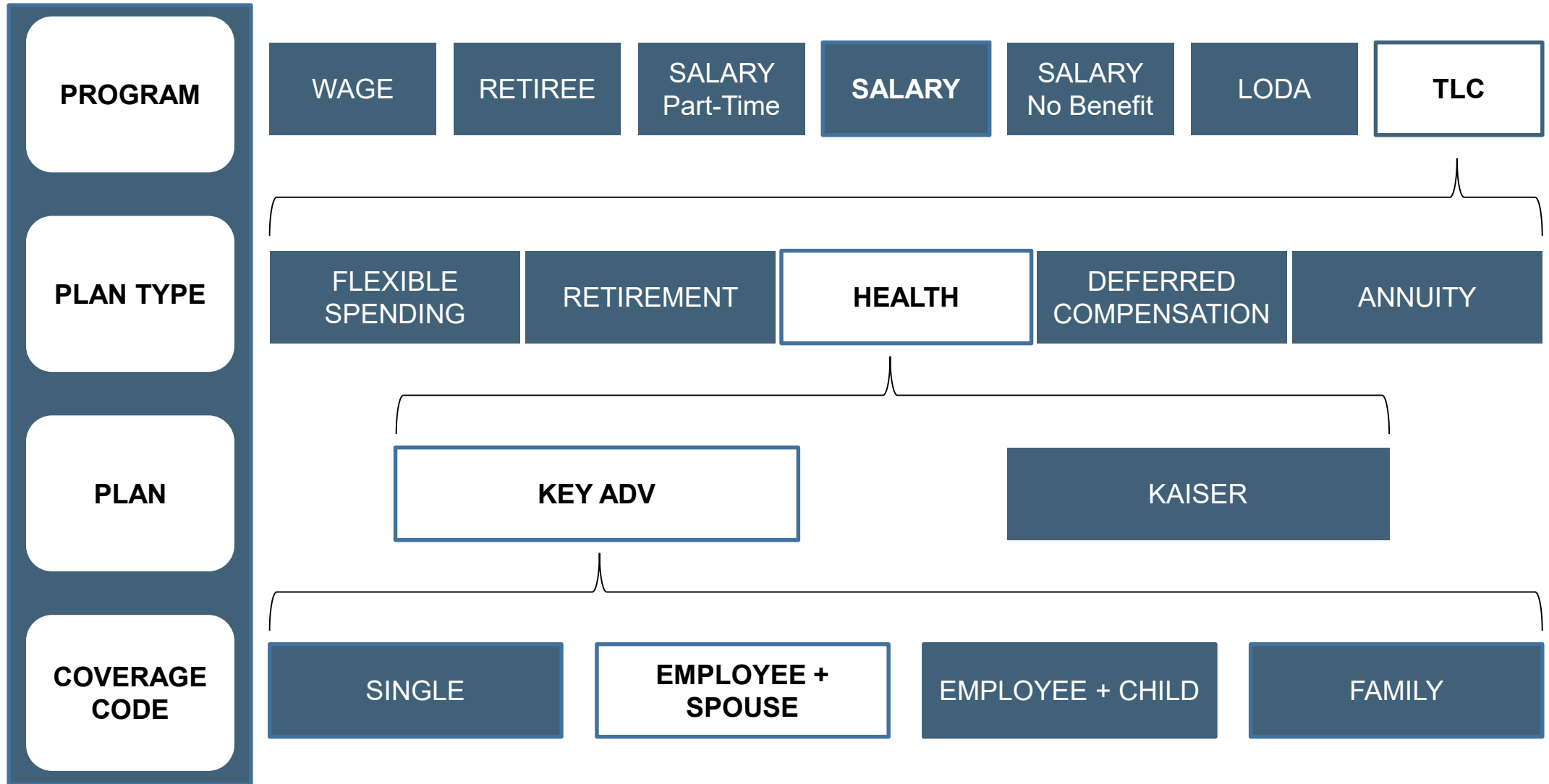
**Note**: For further information and a complete list of Benefits Plans, refer to the Job Aid titled **BN361 Quick Reference Guide**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.

# Lifecycle of a Benefit Event (continued..)



1. Benefit Event triggered

2. Benefits eligibility evaluated by Cardinal (Benefits Administration Process)

3. Benefit events which require enrollment are open for entry (if applicable)

4. Benefit changes are made by Agency BA or the employee

5. Agency BA and Cardinal validate benefit changes as applicable

6. Elections sent to plan vendors via interface and confirmation statements are available to participants

# Lesson Checkpoint



Numbered flow diagram with six empty boxes (1–6) arranged in a circle with connecting arrows.

Answer boxes:

- Benefit events which require enrollment are open for entry (if applicable)
- Agency BA and Cardinal validate benefit changes as applicable
- Elections sent to plan vendors via interface and confirmation statements are available to participants
- Benefit changes are made by Agency BA or the employee
- Benefit Event triggered
- Benefits eligibility evaluated by Cardinal (Benefits Administration Process)

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# Lesson Summary

| 4 | Benefit Events and Programs |
|---|---|

In this lesson, you learned

- The Key Concepts pertaining to:

  - Benefit Events

  - Benefit Event Triggers

  - Lifecycle of a Benefit Event

# Lesson

| 5 | Benefits Navigation Overview |
|---|---|

This lesson covers the following topics:

- Benefits Navigation Overview

- Overview of the Benefits Administrator Page Menu

- Accessing the On-Demand Maintenance Page

- Overview of the On-Demand Maintenance Page

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# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Access the **On-Demand Event Maintenance** page
- Overview of the **On-Demand Event Maintenance** page

# Benefits Navigation Overview

Accessing the various Benefits pages, reports, and queries is completed through both:

- **Benefits Administrator** tile
- **Navigator > Benefits**

# Benefits Administrator Page Menu Overview

The **Benefits Administrator Page Menu** is used to access most of the Benefits pages that are utilized to:

- Update/View Employee and Dependent information
- Perform Benefit Enrollments
- Review Employee Benefits information
- Process Benefit Events

# On-Demand Event Maintenance Page Overview

The **On-Demand Event Maintenance** page allows the BA to perform maintenance to currently open and closed Benefits Events.



**Note**: See the Appendix for a list of Events Statuses, Event Process Statuses, and the Process Indicators.

# Lesson Summary

| 5 | Benefits Navigation Overview |
|---|---|

In this lesson, you learned

- Benefits Navigation Overview

- Overview of the Benefits Administrator Page Menu

- Accessing the On-Demand Maintenance Page

- Overview of the On-Demand Maintenance Page

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# Lesson

| 6 | Processing New Hire Enrollments |

This lesson covers the following topics:

- General Information about New Hire Enrollments

- Processing a New Hire Enrollment

- Viewing employee Benefits information (current)

- Re-opening and reprocessing Benefit Events

- Viewing employee Confirmation Statements

# New Hire Enrollments General Information

**Reminder**: All benefit enrollments or changes are made through a Benefit Event.

New Hire Benefit Events are triggered when an Agency Human Resources (HR) Administrator processes a "New Hire" action.

The Event Date is driven based on the Effective Date of the "New Hire" action completed by HR.

The Coverage Begin Date for all elected plans will be the first day of the month following employee's hire date. (ex: employee hired on 10/25/2022, Coverage Begin Date for elected plans will be 11/1/2022)

The Deduction Begin Date for all elected plans will be the same as the coverage begin date for New Hire Benefit Events.

Plan elections are transmitted to the Vendor nightly (Monday – Friday excluding holidays).

Confirmation Statements will be available after the Benefits Administration process runs.

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Processing a New Hire Enrollment

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Finalizing Benefit Events Errors

The system performs validations when the **Validate/Finalize** button is clicked.  These validations include:

- Validating eligibility

- COVA systematic rules pertaining to valid elections/transactions

If any errors are identified, they will display as a numeric value (1, 2, 3, etc.) in the **Errors** field to the right of the **Validate/Finalize** button.  The corrective action will vary based on the actual error received.

For further information on troubleshooting errors, refer to the Job Aid titled BN361_Benefits Quick Reference Guide.  This Job Aid can be found on the Cardinal Website in **Job Aids** under **Learning**.

# Viewing an Employee's Current Benefits Information

The current Benefits information for an employee can be viewed on the **Current Benefits Summary** page at any time. This page does not include any historical benefit elections data for the employee. This is recommended after any Benefit Event is processed to ensure accuracy (New Hire, Life Event, etc.). Navigate to the **Current Benefits Summary** page using the following path:

**Benefits Administrator tile > Review Employee Benefits > Current Benefits Summary**

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Viewing an employee's current Benefits information to ensure accuracy

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Re-Opening a Benefit Event

If any updates/corrections need to be made after processing a Benefit Event, the Benefit Event can be re-opened for edits and then reprocessed.

Benefit Events are re-opened on the **BenAdmin Event Status Update** page. Navigate to this page using the following path:

**Benefits Administrator tile > Benefits Management > On-Demand Event Maintenance > Events Status Update button**

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Re-opening and reprocessing a Benefit Event (New Hire) to make a plan election correction

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Confirmation Statements General Information

The Agency BA can view and print Confirmation Statements.  Each Benefit Event creates a new Confirmation Statement. When an employee performs Benefit Enrollments and/or submits a Life Event, the Agency BA can review the employee's Confirmation Statements.

- Confirmation Statements are created and run as batch jobs once per week
- The Agency BA has access to view/print their employees' Confirmation Statements
- The Benefit Confirmation Statements list the participants' recent benefit elections and the per-pay-period costs
- The participant submits a marked-up Confirmation Statement to the Agency BA for review if any changes are required The Agency BA would update the enrollment to have a new statement generated
- Federally mandated health benefit notice language is included in the printed Confirmation Statements
- The Confirmation Statements reflect the monthly cost and does not include cost per pay period.

Confirmation Statements are viewed/printed from the **Review Employee Statements** page.  Navigate to this page using the following path:

**Benefits Administrator tile > Review Employee Benefits > Review Employee Statements**

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Viewing an employee's Confirmation Statement

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Lesson Checkpoint

1. New Hire Benefit Events are triggered by:
   a. Employee initiated through Employee Self-Service
   b. New Hire action completed by an Agency HR Administrator
   c. Employee submitted Benefits form

2. The employee's new hire date is 1/15/2023. The New Hire Benefit Event was processed on 1/17/2023. The Coverage Begin Date for the elected plans will be:
   a. 1/17/2023
   b. 1/15/2023
   c. 2/1/2023

3. True or False. Benefit Events can be re-opened and reprocessed in order to make updates or corrections.

# Lesson Summary

| 6 | Processing New Hire Enrollments |
|---|---|

In this lesson, you learned

- General Information about New Hire Enrollments

- How to process a New Hire Enrollment

- How to view employee benefits information (current and historical)

- How to re-open and reprocess Benefit Events

- How to view an employee's Confirmation Statement

# Lesson

| 7 | Processing Rehires and Leaves of Absence |

This lesson covers the following topics:

- Rehiring an employee

- Placing an employee on leave and returning an employee from leave

# Rehire - Add Employment Instance

After completing the Search and determining that the employee exists in Cardinal, review the information (Business Unit, Employee Classification, etc.). Make note of the employee ID number and navigate to the **New Employment Instance** page using the following path:

**Navigator > Workforce Administration > Personal Information > Organizational Relationships > New Employment Instance**



Enter the employee ID in the **Empl ID** field and click **Search**.

# Rehire - Add Employment Instance

The following message displays.



Do you wish to open the Job Data associated to this emplid: _____ Employee Record: 0 (25101,91)

[ Yes ]   [ No ]

Below is guidance as to when you select **Yes** or **No**.

Select **Yes** when
- Rehiring for the Same Agency
- Rehiring for same type (e.g., Salary to Salary, Wage to Wage)

This opens the current Job Data Employee Record so you can add a new Effective Dated row and make any required updates.
The Employee Record # remains the same (e.g., 0)

Select **No** when
- Rehiring but to a different agency
- Rehiring for different type (e.g., Wage to Salary, Salary to Wage)

This opens a new Job Data Employee Record since it is not the same agency or type. Unless the employee worked at your agency, you will not have access to the previous employee record
The Employee Record incremented by one (e.g., 1) to denote it is a different record for an employee that works or worked for the Commonwealth.

For further information on hiring an employee, see the Job Aid titled **HR352 Completing a Rehire**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Rehiring an employee

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Lesson Checkpoint

Now is your opportunity to check your understanding of the course material.  Read the question and make note of your answer below.

1. True or False.  When rehiring a former wage employee into a salaried position/job for the same agency, the same employee record is used for the rehire.

2. True or False.  When rehiring a former salaried employee into a salaried position/job in a different agency, the same employee record is used for the rehire.

# Maintain Leave Status (Unpaid)

The Enter and Maintain Leave Status business process is used to place employees in a paid or unpaid leave status.

Outside the Cardinal system, the HR Office examines the change in leave status and works with the employee to complete the appropriate documentation.

The HR Office completes the following in Cardinal to document a Leave of Absence (Unpaid):

- Insert a row on Job Data to change the employee's status in the Cardinal system to Leave of Absence (Unpaid)
- Enter the Expected Return Date on the Work Location tab
- If Full Time Employee change the Elig Field 9 on the Benefits Program Participation page to TP-GB (employee will pay)

The HR Office completes the following in Cardinal to document a  Return from Leave of Absence (Unpaid):

- Insert a row on Job Data to change the employee's status in the Cardinal system to Return from Leave
- If Full Time Employee change the Elig Field 9 on the Benefits Program Participation page to TF-GB (employee will pay)

# Maintain Leave Status (continued)

Leave of Absence (Unpaid)



Return from Leave

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Place an employee on unpaid leave of absence
- Return an employee from leave of absence

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Lesson Checkpoint

Now is your opportunity to check your understanding of the course material.  Read the question and make note of your answer below.

1. True or False.  The Local HR Office is required to insert a row on the Job record to place an employee on a Leave of Absence (Unpaid).

2. True or False.  The Local HR Office is required to insert a row on the Job record to return an employee from a Leave of Absence (Unpaid).

# Lesson Summary

| 7 | Processing a Rehires and Leave of Absence |
|---|---|

In this lesson, you learned:

- How to rehire an employee

- How to maintain employee leave status

# Lesson

| 8 | Processing Manual Benefit Events |

This lesson covers the following topics:

- Manual Benefit Events Overview

- Life Events Overview

- Overview of the BN361_Life Event Tool

- Processing Life Events

- QMCSO Overview

- Processing QMCSO Benefit Events

# Manual Benefit Events General Information

**Reminder**: All benefit enrollments or changes are made through a Benefit Event.

Manual Benefit Events are triggered when any of the following occur:

- A Personal and or Job Data change is entered by an Agency HR Administrator (some of these triggered Benefit Events will automatically close if the Personal or Job Data change does not make the employee eligible to update their Benefit enrollments)

- Employee submits a Benefit enrollment form

- Employee enters a Life Event or Open Enrollment through Employee Self-Service (ESS)

- A QMCSO Order is received

# Manual Benefit Events General Information (continued)

The date of the Benefits enrollment is driven based on the Event Date (Life Event, QMSCO Order received).

The Event Date (BAS Activity Event Date) is calculated based on the date of the Life Event or date the QMSCO Order was received.  Use the BN361_Life Event Tool Job Aid to determine the appropriate BAS Activity Event Date to utilize when processing the manual Benefit Event.  This Job Aid is located on the Cardinal Website in **Job Aids** under **Learning**.

For Life Events, employees have 60 days* to either:

- Submit a Benefits form with the applicable supporting documentation
  or
- Initiate the Life Event through ESS and then submit the applicable supporting documentation

* **Note**: Enrollment can still be processed after 60 Days, however, OHB approval will be required in these cases.

# Manual Benefit Events General Information (continued.)

The coverage begin and deduction begin dates will vary based on the specific type of Life Event.  Coverage begin dates can also be identified using the BN361_Life Event Tool Job Aid.  Some examples include:

| Life Event | Coverage Begin and Deduction Begin Date |
|---|---|
| Marriage | 1st Day of the Month after the marriage date |
| Birth | Immediately on date of birth |
| Divorce | 1st Day of the Month after the divorce date |

Plan elections are transmitted to the Vendor nightly (Monday – Friday excluding holidays).

Confirmation Statements will be available after the Benefits Administration process runs and will be available weekly.

**Note**: See the Appendix for a list of the Manual Benefit Events.

# Life Events

# Life Events General Information

Life Events are a type of Benefit Event and are also referred to as Qualifying Mid-Year Events.

There are various types of Life Events to include:

| MARRIAGE EVENT | BIRTH EVENT | ADOPTION EVENT | DIVORCE EVENT |
|:---:|:---:|:---:|:---:|
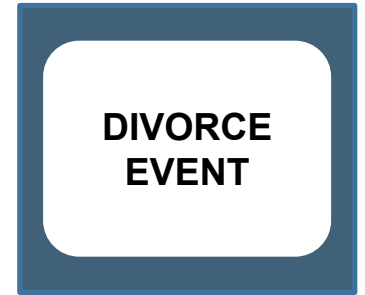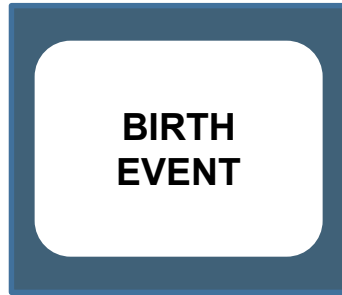
**Reminder**: Employees have 60 Days to initiate a Life Event after the event date.  Enrollment can still be processed after 60 Days, however, OHB approval will be required in these cases.

# Key Benefit Dates Related to Life Events

| Benefit Enrollment Field | Definition |
|---|---|
| ELECTION DATE | The date the employee elects their benefits.  This is typically the date the coverage changes are entered into the system. |
| BAS ACTIVITY EVENT DATE | The date used for entry when performing manual Benefit Events.  This is based on the date the Life Event occurred. |
| COVERAGE BEGIN DATE | The date the coverage starts. |
| DEDUCTION BEGIN DATE | The date the deduction begins for the employee.  This will be the Pay Period start date for the Pay Period that the coverage begin date falls in. |

# Life Event Example: Marriage

**Scenario:** An employee got married on 12/15.  This is a Qualifying Mid-Year Event which allows the employee to update their Benefit enrollments.  On 12/17, the spouse was added as a dependent with an effective date of 12/15.  The employee elected to change their benefit plan from "SINGLE" to "EMPLOYEE + SPOUSE" and the enrollment was completed on 1/17.  In this scenario, the following dates apply:

- **ELECTION DATE** = 12/17
- **BAS ACTIVITY EVENT DATE** = ___ ?
- **COVERAGE BEGIN DATE** = ___ ?

**Note for Localities:** Deduction begin dates are not applicable.

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Navigating to and opening the BN361_Life Event Tool Job Aid
- Using the BN361_Life Event Tool to identify a scenario-specific BAS Activity Event Date and coverage begin date.

# Life Event Example: Marriage (continued)

**Scenario:** An employee got married on 12/15.  This is a Qualifying Mid-Year Event which allows the employee to update their Benefit enrollments.  On 12/17, the spouse was added as a dependent with an effective date of 12/15.  The employee elected to change their benefit plan from "SINGLE" to "EMPLOYEE + SPOUSE" and the enrollment was completed on 1/17.  In this scenario, the following dates apply:

- **ELECTION DATE** = 12/17/2022
- **BAS ACTIVITY EVENT DATE** = 12/17/2022
- **COVERAGE BEGIN DATE** = 1/1/2023

**Note for Localities:** Deduction begin dates are not applicable.

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Processing a Manual Benefit Event (Birth Event)

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Reviewing an employee's historical Benefits information

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# QMCSO

# Qualified Medical Court Support Order (QMCSO) General Information

**Reminder**: All benefit enrollments or changes are made through a Benefit Event.

A Qualified Medical Court Support Order (QMCSO) requires the employer group health plan to extend health coverage to a child of an eligible participant.  A QMCSO can be in the form of either a Medical Child Support Order or a National Medical Support Notice (NMSN).  In Cardinal, the term QMCSO is used to represent both of these types.

The QMCSO Participants Query (V_BN_PARTIC_QMCSO) can be used to view all employees and their dependent(s) that are currently associated with a QMCSO.  For more information and instructions on how to run this query, refer to the HCM Reports Catalogs.  The HCM Reports Catalogs are located on the Cardinal Website in **Reports Catalogs** under Resources.

\* Enrollment can still be processed after 60 Days, however, OHB approval will be required in these cases.

# QMCSO General Information

When a QMCSO is received, the following actions need to be taken by the Agency BA outside of Cardinal before processing a QMCSO Benefit Event:

Review the QMCSO and determine:

- Confirm that the employee (participant) is employed within the Agency

- Verify with Agency payroll that the required employee contribution to extend health coverage to the child can be withheld without violating applicable Federal and State withholding limitations or withholding prioritization laws

  - If approved, send notification to the Court or Issuing Agency and the employee (participant)

  - If denied, send notification to the Court or Issuing Agency and the employee (participant) that the QMCSO is not qualified and provide an explanation for denial (ex; employee terminated, defective or missing information, violates withholding limitations or withholding prioritization laws)*

* Court or Issuing Agency may submit a new or revised QMCSO

# QMCSO Process Flow
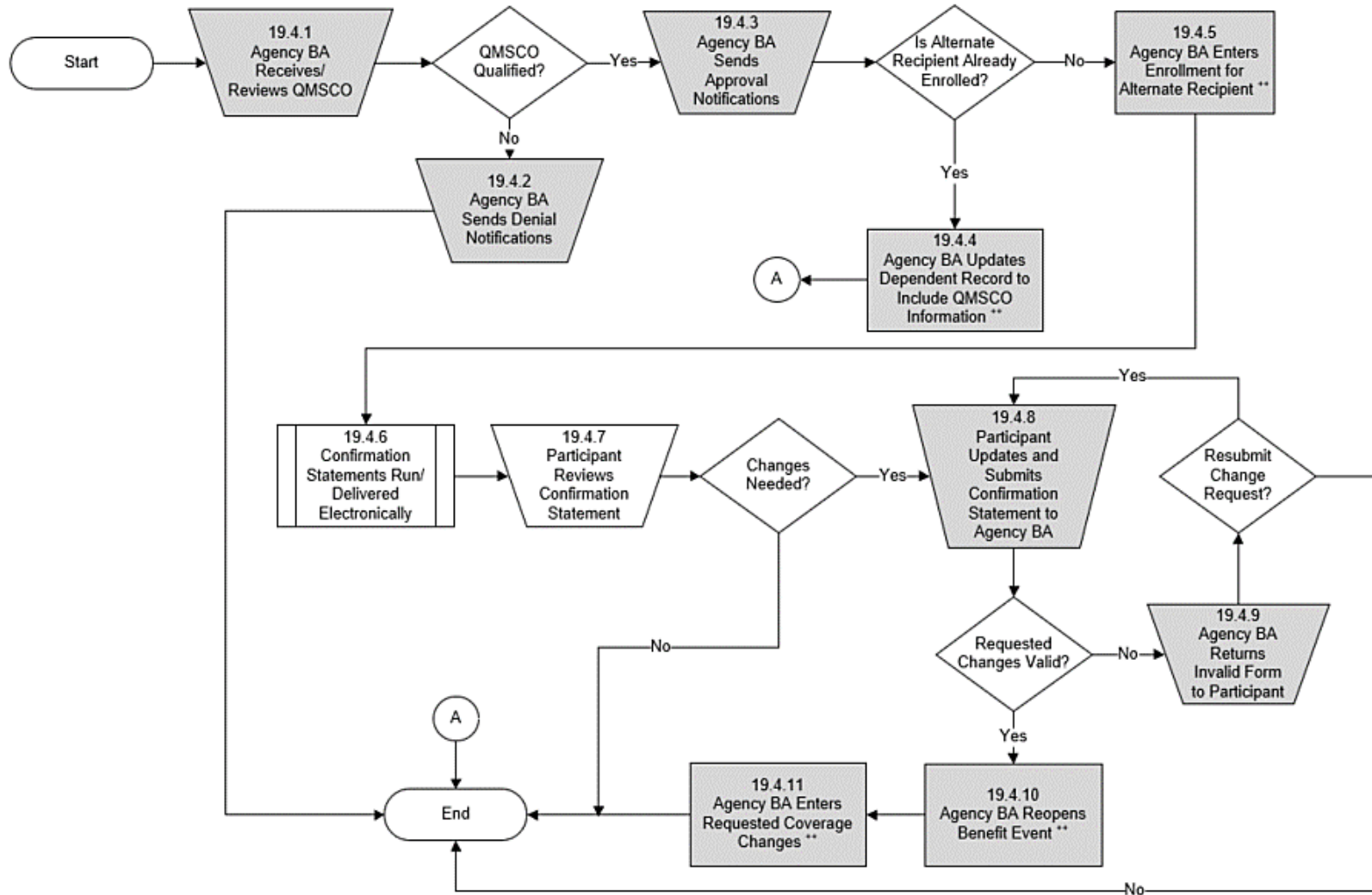
# Key Benefit Dates Related to QMCSO Benefit Events

| Benefit Enrollment Field | Definition |
|---|---|
| ELECTION DATE | The date the QMCSO Order is added and the enrollments completed by the BN Administrator. |
| BAS ACTIVITY EVENT DATE | The date used for entry when performing manual Benefit Events. This is the date the QMCSO Order was received. |
| COVERAGE BEGIN DATE | The date the coverage starts. |
| DEDUCTION BEGIN DATE | The date the deduction begins for the employee. This will be the Pay Period start date for the Pay Period that the coverage begin date falls in. |

For QMCSO Benefit Events, use the BN361_Life Event Tool to determine the BAS Activity Event Date.

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Processing an approved QMCSO Order Benefit Event when the dependent child is already covered under the employee's health plan

- Processing an approved QMCSO Order Benefit Event when the dependent child is not already covered under the employee's health plan

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Lesson Checkpoint

1. The following Job Aid should be used to identify the BAS Activity Event Date:
   a. BN361_Completing a New Hire
   b. BN361_BAS Activity Table Overview
   c. BN361_Life Event Tool

2. An employee got married on 1/12/2023 and this Life Event was processed. The Coverage Begin Date for the spouse on the elected plans will be:
   a. 1/12/2023
   b. 2/1/2023
   c. 1/1/2023

3. True or False. Manual Benefit Events processed after 60 Days will require additional OHB approval.

# Lesson Summary

| 8 | Processing Manual Benefit Events |
|---|---|

In this lesson, you learned:

- An Overview of Manual Benefit Events

- An Overview of Life Events

- An Overview of the BN361_Life Event Tool

- How to process Life Events

- A QMCSO Overview

- How to process QMCSO Benefit Events

# Lesson

| 9 | Viewing Other Employee and Dependent Benefits Information |

This lesson covers the following topics:

- Viewing Dependent Information

- Viewing and Creating Disability Certifications

- Monitoring Employee/Dependent Eligibility Information

# Viewing Dependent Information

Benefits Administrators have the ability to view and or update dependent information on the **Update Dependent/Beneficiary** page. This page is accessed using the following navigation path:

**Benefits Administrator tile > Employee/Dependent Information > Update Dependent/Beneficiary**

The key information available to review/update on this page for each dependent includes:

- Name, Address, Contact Information (Phone and Email), Date of Birth, Dependent Beneficiary Type (Approved or Unapproved Dependent), Gender, Marital Status, Disability Status, Student Status, and QMCSO Rider/Order Status

**Note**: All dependents, regardless of whether they are currently enrolled in a Benefits Plan, will display and be available to view on this page. This data is maintained within Cardinal for cases where the dependent may need to be re-enrolled in a Benefits Plan in the future.

# Viewing and Creating Disability Certifications

The ability for employee's to continue coverage for child dependents up to the age of 26 is based on their student status.

Employees can only continue coverage for child dependents after the age of 26 when the dependent has a documented disability. In this case, a Benefits Administrator must create a Disability Certification for the employee and associate it with the corresponding dependent.

Reviewing existing Disability Certifications and creating new Disability Certifications is completed on the **Maintain Certifications** page. This page is accessed using the following navigation path:

**Benefits Administrator tile > Employee/Dependent Information > Maintain Certifications**

**Note**: Disability Certifications must be re-certified every 2 years.

# Monitoring Employee/Dependent Eligibility Information

The Benefit Eligibility Audit reports are used to monitor and identify employees or dependents meeting specific criteria which may require the Benefits Administrator to take action. The Benefits Eligibility Audit reports are generated using the following navigation path:

**Navigator > Benefits > Reports > Audits > Benefit Eligibility Audits**

The user will then have the option to generate one or more of the following Reports:

- Dependent Waiting Approval Report

- Retired, Tricare and TLC Employees Approaching 65 Report

- Dependent of Retirees/Tricare/TLC employees Approaching 65

- Dependent Child Approaching 26

- Disabled Over-Age Dependent Child

For more information and instructions on how to run these Reports, refer to the HCM Reports Catalogs. The HCM Reports Catalogs are located on the Cardinal Website in **Reports Catalogs** under Resources.

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Viewing Dependent information on the **Update Dependent/Beneficiary** page
- Creating a Disability Certification on the **Maintain Certifications** page
- Running the Benefit Eligibility Audit Reports

# Lesson Summary

| 9 | Viewing Other Employee and Dependent Benefits Information |
|---|---|

In this lesson, you learned:

- How to View Dependent Information

- How to View and Create Disability Certifications

- How to Monitor Employee/Dependent Eligibility Information

# Lesson

| 10 | Processing Separations |
|----|------------------------|

This lesson covers the following topics:

- Separating employees

# Separate Employee

Types of Separations covered in this section of the course:

**Involuntary Termination**
- Layoff
- Standards of Conduct
- Unsatisfactory Performance during Probationary Period
- Inability to Perform Duties

**Voluntary Termination**
- Resignation
- Retirement: Service Retirement, Retirement In Lieu of Layoff, or Enhanced Retirement
- Separation: Completion of Limited Appointment or Contract
- Death of Employee

Voluntary and Involuntary separations are keyed to inactivate the employee record. Action/Action Reasons are used to reflect the type of separation.

After the Termination transaction is saved, the Benefits status is updated appropriately, and COBRA eligibility is triggered if applicable.

Generally a TLC would just use resignation or retirement as the personnel actions/records would be maintained in the HR system of record.

# Separate Employee

The Effective date of all termination transactions in Cardinal must be the date after the last day worked.
Example: If the employee last worked on a Friday, the termination effective date is Saturday, as it is the date immediately following the last day worked.

For further information on Separating Employees, refer to the Job Aid titled **HR351 Separation Statues**.  This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.

For further information on the Layoff Process, refer to the Job Aid titled **HR351 Managing the Layoff Process**.  This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.

**Navigation**: **Navigator > Workforce Administration > Job Information**

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Separating an employee

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Lesson Checkpoint

Now is your opportunity to check your understanding of the course material.  Read the question and make note of your answer below.

1. True or False.  Examples of Involuntary Termination include Standards of Conduct, Unsatisfactory Performance during Probationary Period, and Inability to Perform Duties.

2. True or False.  Examples of Voluntary Termination include Resignation, Retirement, and Death.

3. True or False.  The effective date of a termination is the day after the last day worked.

# Lesson Summary

| 10 | Processing Separations |
|---|---|

In this lesson, you learned:

- How to process a separation/termination for an employee

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# Lesson

| 11 | COBRA Administration |
|----|----------------------|

This lesson covers the following topics:

- Overview of COBRA

- Monitoring COBRA Eligibility and Status

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# COBRA Overview

COBRA is an extension of the current group health insurance plan offered to employees after they have left the Organization. This coverage can be kept for up to 18 months and is only available to individuals and families covered under a plan with more than 20 employees enrolled.

Upon onboarding with the Agency, a General Letter must be distributed to every employee and spouse regarding COBRA. This General Letter is not systematically generated by Cardinal and is created and distributed by the Agency.

# COBRA Overview (continued)

After onboarding with the Agency, there are various reasons that an employee, spouse, or child dependent may become eligible (COBRA qualifying events) to enroll in COBRA.

| Employee | Spouse | Child Dependent |
|---|---|---|
| Job Transaction: Termination | Marital Status Change for the Employee to "Divorced" | Removal of child dependent by the employee |
| Job Transaction: Reduction in Hours | Death of the employee | Child dependent going over the age of 26 (no disability status) |
| Waiving Coverage | | |
| Retirement | | |

# COBRA Overview (continued.)

COBRA processing is centralized at the Office of Health Benefits (OHB).  When an employee, spouse, or child dependent(s) becomes eligible for COBRA, no processing action is required by the Agency Benefits Administrator.  OHB will send the COBRA Notification Letter(s).

If the employee, spouse, and child dependent(s) elects to enroll in COBRA, OHB will process and manage the enrollment.

# Monitoring COBRA Eligibility and Status

Although OHB performs all actions related to COBRA, other than the initial distribution of the General Letter(s) upon onboarding, the Agency Benefits Administrators have the ability to monitor COBRA eligibility and the current status.

The Agency BA can monitor an employee and dependent COBRA eligibility and status in the following ways:

- The Review Event Summary Page
- Event Summary Report
- COBRA Enrollment Report

# Monitoring COBRA Eligibility and Status (continued)

**Review Event Summary page** can be viewed to review information to include the Event Class (reason for COBRA eligibility), Qualification Status, Process Status, and health coverage information (coverage begin and end date).  Navigate to this page using the following path:

**Navigator > Benefits > Administer COBRA Benefits > Review Processing Results > Review Event Summary**

# Monitoring COBRA Eligibility and Status (continued).

There are several reports that the BA can generate to monitor COBRA eligibility and status:

**Event Summary Report**:  Provides a list of all COBRA eligible individuals with event and enrollment status.  Generate this report using the following navigation path:

**Navigator > Benefits > Administer COBRA Benefits > Review Processing Results > Event Summary Report**

**COBRA Enrollment Report**:  Displays all individuals enrolled in COBRA along with their health coverage information (coverage begin and end date) and dependent information. Generate this report using the following navigation path:

**Navigator > Benefits > Administer COBRA Benefits > Review Processing Results > Enrollment Report**

For more information and instructions on how to run the Event Summary Report or COBRA Enrollment Report, refer to the HCM Reports Catalogs.  The HCM Reports Catalogs are located on the Cardinal Website in **Reports Catalogs** under Resources.

# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Viewing the Review Event Summary Page
- Running the Event Summary Report
- Running the COBRA Enrollment Report

# Hands-On Exercise

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.

# Lesson Checkpoint

1. In regards to COBRA, Agency Benefit Administrators are responsible for:
   a. Sending the COBRA Notification Letters
   b. Performing the COBRA enrollments
   c. Sending the initial General Letter to the Employee and Spouse as part of onboarding

2. Eligible participants can enroll in COBRA coverage for _____ months.
   a. 24
   b. 12
   c. 18

3. True or False.   COBRA processing is centralized and handled by OHB.

# Lesson Summary

| 11 | COBRA Administration |
|---|---|

In this lesson, you learned:

- An Overview of COBRA

- How to Monitor COBRA Eligibility and Status

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# Lesson

| 12 | Affordable Care Act (ACA) Administration |

This lesson covers the following topics:

- Overview of ACA Administration Process Flow

- Agency Responsibilities during ACA Reconciliation

- Generating the ACA Reconciliation Report

- Certifying the ACA Data

# ACA Administration Overview

The **ACA Administration** business process involves:

- Capturing the data elements required to create annual regulatory forms for health benefit participants

- Capturing the data elements required to perform annual regulatory reporting to the Internal Revenue Service (IRS)

# ACA Administration Process Flow
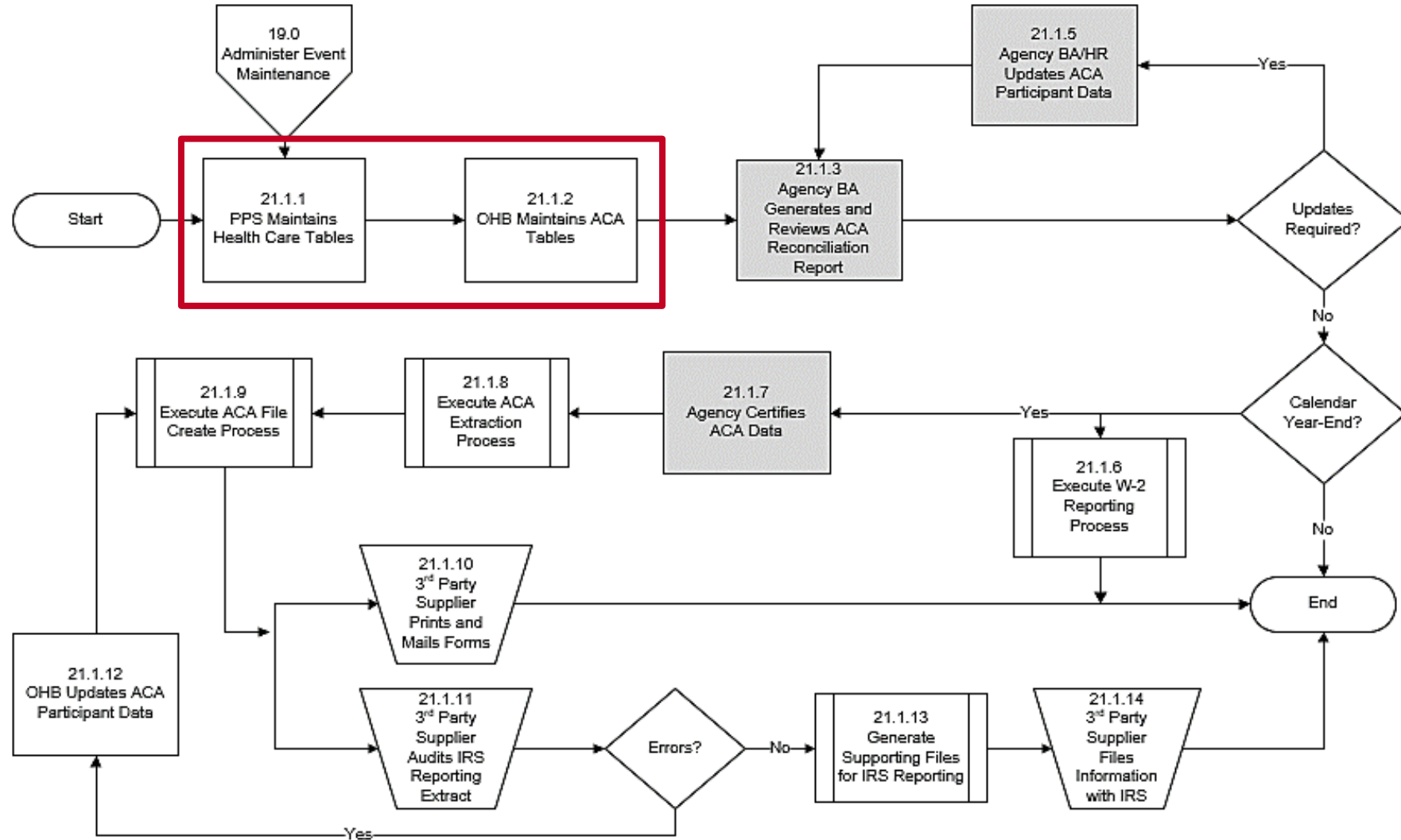
# ACA Reconciliation Data Sources

**Health Care Tables**:  Within Cardinal, the Health Care Tables are utilized to select the applicable plan and coverage code. These Tables are maintained by the Cardinal Post Production Support (PPS) Team.

**ACA Tables**:  OHB maintains the ACA Tables which contain the approved ACA Health Benefit Plans.

# ACA Administration Process Flow
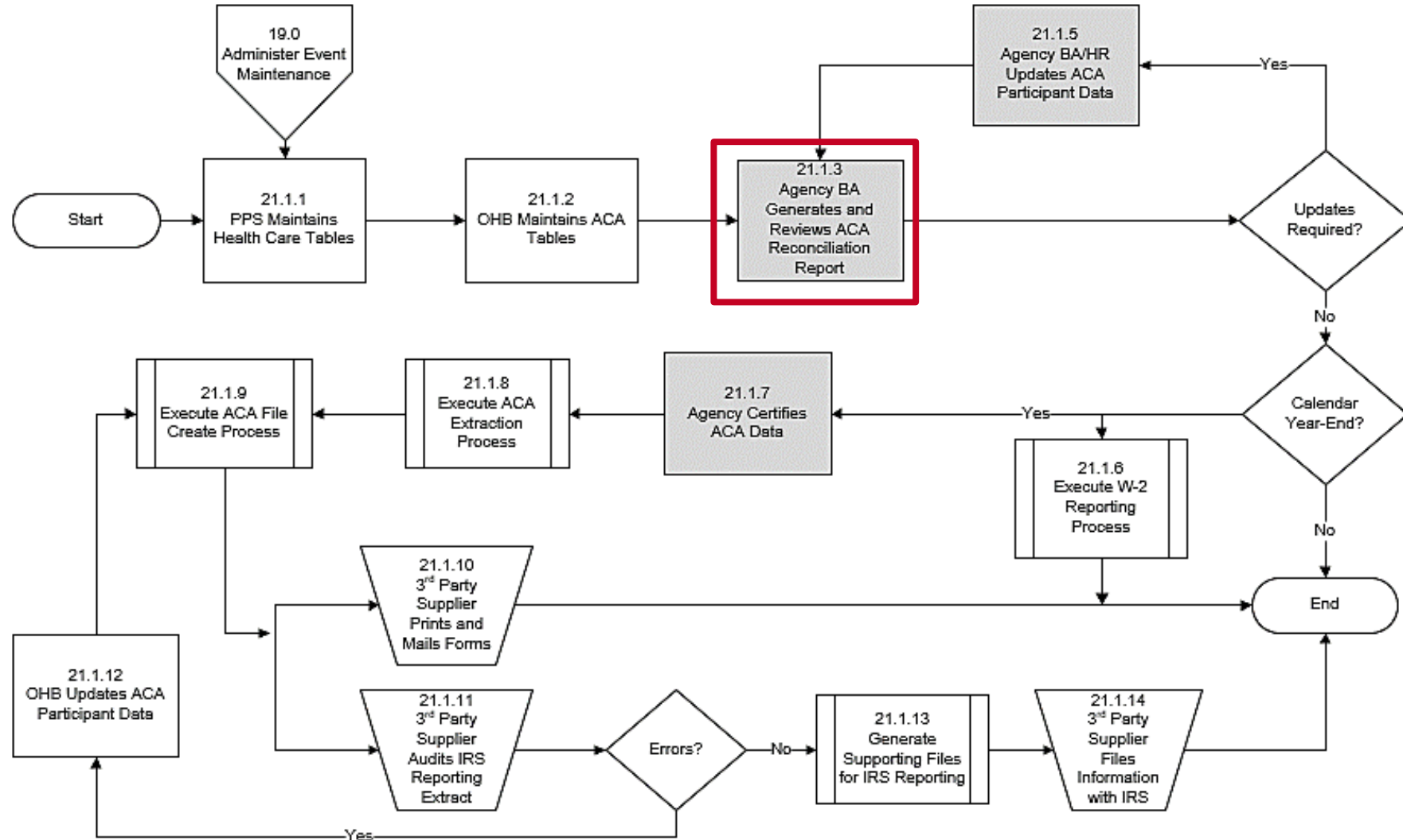


**Note:** For agencies supported by DHRM Shared Services, the steps in gray will be completed by DHRM, not the agency BA.

# ACA Reconciliation Report

The ACA Reconciliation Report is used to view data that identifies all employment and enrollment statuses for each participant and dependent by Month.

- It is recommended to run this report on a Monthly basis
- This report must be run on a Quarterly basis at a minimum and must be run twice in the last quarter of the Calendar Year and the ACA Certification must be completed

**Navigator > Benefits > ACA Annual Processing > ACA Preparation > ACA Reconciliation Report**

For more information and instructions on how to run this report, refer to the HCM Reports Catalogs. The HCM Reports Catalogs are located on the Cardinal Website in **Reports Catalogs** under Resources.

**Note**: For Non Cardinal Payroll Agencies, this report is utilized to obtain the amounts that must be reported on the year-end W-2s for each employee. The healthcare premium amount (column L) is reported on the W-2, in box 12, with a code of "DD". This process is completed by the Cardinal PPS Team.

# Demonstration

In this demonstration, the Instructor will demonstrate the following:
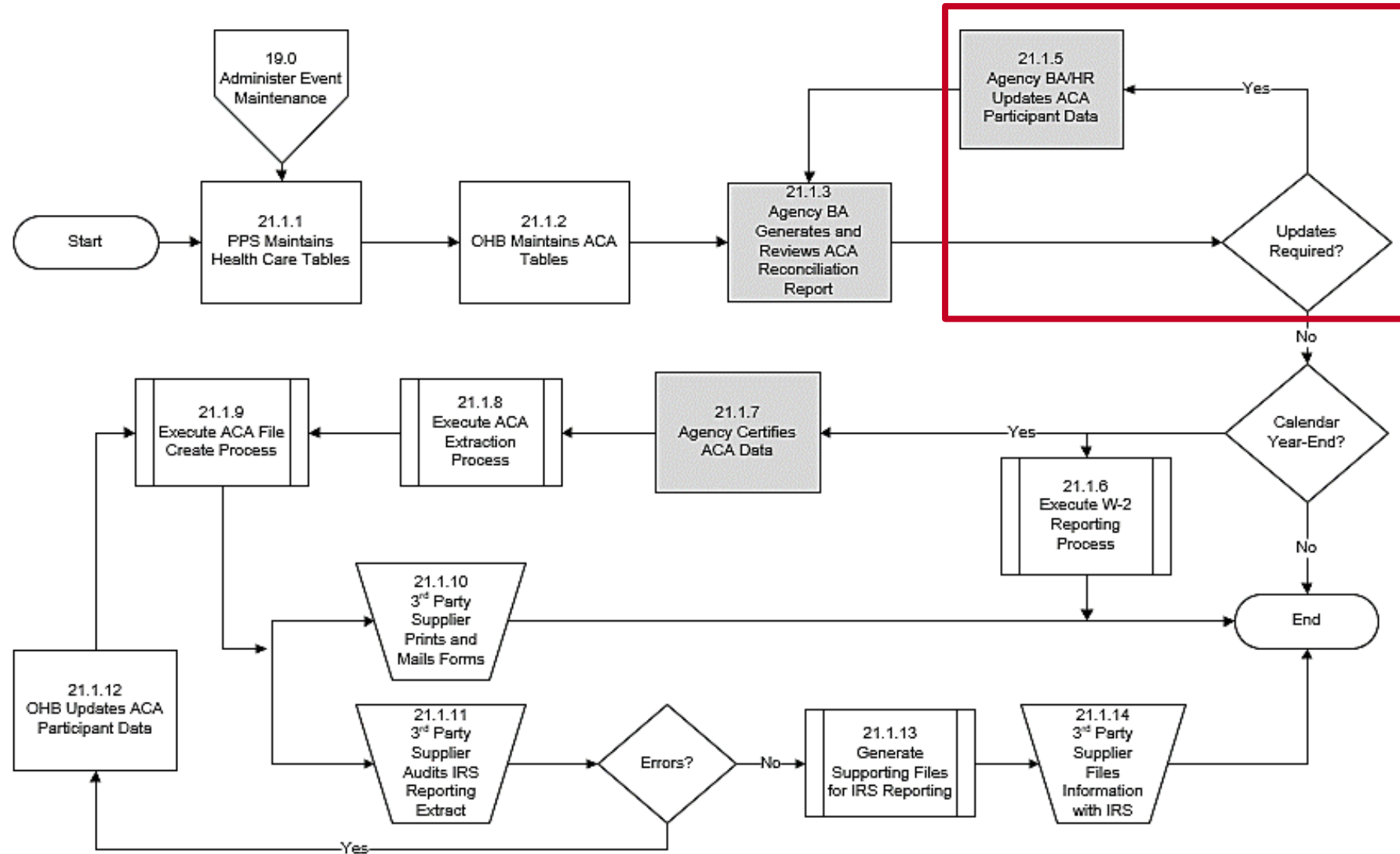
- Generating the ACA Reconciliation Report

# Sample ACA Reconciliation Report

| | Company | Department ID | FEIN | SSN | Employee ID | Empl Record | Last Name | First Name | Middle Name | Sfx | Seq | ValHC | Dep DOB | Jan | Feb |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | ACA Reconciliatic 83 | | | | | | | | | | | | | | |
| 2 | Instance = 1836904 | | | | | | | | | | | | | | |
| 4 | A01 | 047001000 | 546001386 | | 00270543600 | 2 | DOE | JOHN | | | 0 | 23814.00000 | | TF/E | TF/E |
| 5 | A01 | 047001000 | 546001386 | | 00271365200 | 0 | DOE | JOHN | | | 0 | 12870.00000 | | TF/E | TF/E |
| 6 | A01 | 047001000 | 546001386 | | 00370100100 | 0 | DOE | JOHN | | | 0 | 23814.00000 | | TF/E | TF/E |
| 7 | A01 | 047001000 | 546001386 | | 00539022900 | 0 | DOE | JOHN | | | 0 | 23814.00000 | | TF/E | TF/E |
| 8 | A01 | 047001000 | 546001386 | | 00539176300 | 0 | DOE | JOHN | | | 0 | 5645.00000 | | TG/E | TG/E |
| 9 | A01 | 047001000 | 546001386 | | 00540667500 | 0 | DOE | JOHN | | | 0 | 0.00000 | | TG/E | TG/E |
| 10 | A01 | 047001000 | 546001386 | | 00540931700 | 0 | DOE | JOHN | | | 0 | 23814.00000 | | TF/E | TF/E |
| 11 | A01 | 047001000 | 546001386 | | 00540931700 | 0 | DOE | JOHN | G | | 1 | 0.00000 | 10/12/2000 | -/E | -/E |

# ACA Reporting Process Flow



**Note:** For agencies supported by DHRM Shared Services, the steps in gray will be completed by DHRM, not the agency BA.

# Review and Update ACA Participant Data

Agencies review the ACA Reconciliation Report to identify if any updates are required. If discrepancies are identified, one of the following corrective actions may be required:

- The Agency HR and BN Administrators will work together to trigger a Benefit Event and then process the corrective enrollments

- Employees (participants) will only display on the ACA Reconciliation Report if they have a record on the **ACA Employee Eligibility** page. The participant's eligibility may need to be manually corrected on this page if they are not displaying on the ACA Reconciliation Report

# ACA Employee Eligibility Page

**ACA Employee Eligibility** page guidelines:

- On the employee's hire date, a row is automatically added to this page (effective dated based on the hire date) with a status of "Eligible" unless the hire date is the first of the Month. In these cases, only one row will be automatically added and the status will be "Always Eligible"
- For all hire dates other than the first of the Month, once the employee's elected benefits become effective, another effective dated row is added to this page with a status of "Always Eligible"
- If the employee is not eligible for health coverage, their status will be "Ineligible"

**Navigator > Benefits > Employee/Dependent Information > ACA Employee Eligibility**

# Sample ACA Employee Eligibility Page

# ACA Reporting Process Flow



**Note:** For agencies supported by DHRM Shared Services, the steps in gray will be completed by DHRM, not the agency BA.

# ACA Certification

The ACA Reconciliation Report must be certified by the Agency during the last quarter of the Calendar Year.

Once the ACA Reconciliation Report has been reviewed and all discrepancies have been updated (corrected), the Agency Benefits Administrator must certify the ACA data.

Certification is completed on the **ACA Data Entry** page. This process will include:

- Defining the Agency Contact
- Entering the total Full-Time and total employee counts for each Month of the Calendar Year
- Completing the Certification Statement

**Navigator > Benefits > Employer Information > ACA Data Entry**

For more information and instructions on how to complete the ACA certification, refer to the Job Aid titled BN361_ACA Data Entry. This Job Aid is located on the Cardinal Website in **Job Aids** under **Learning**.
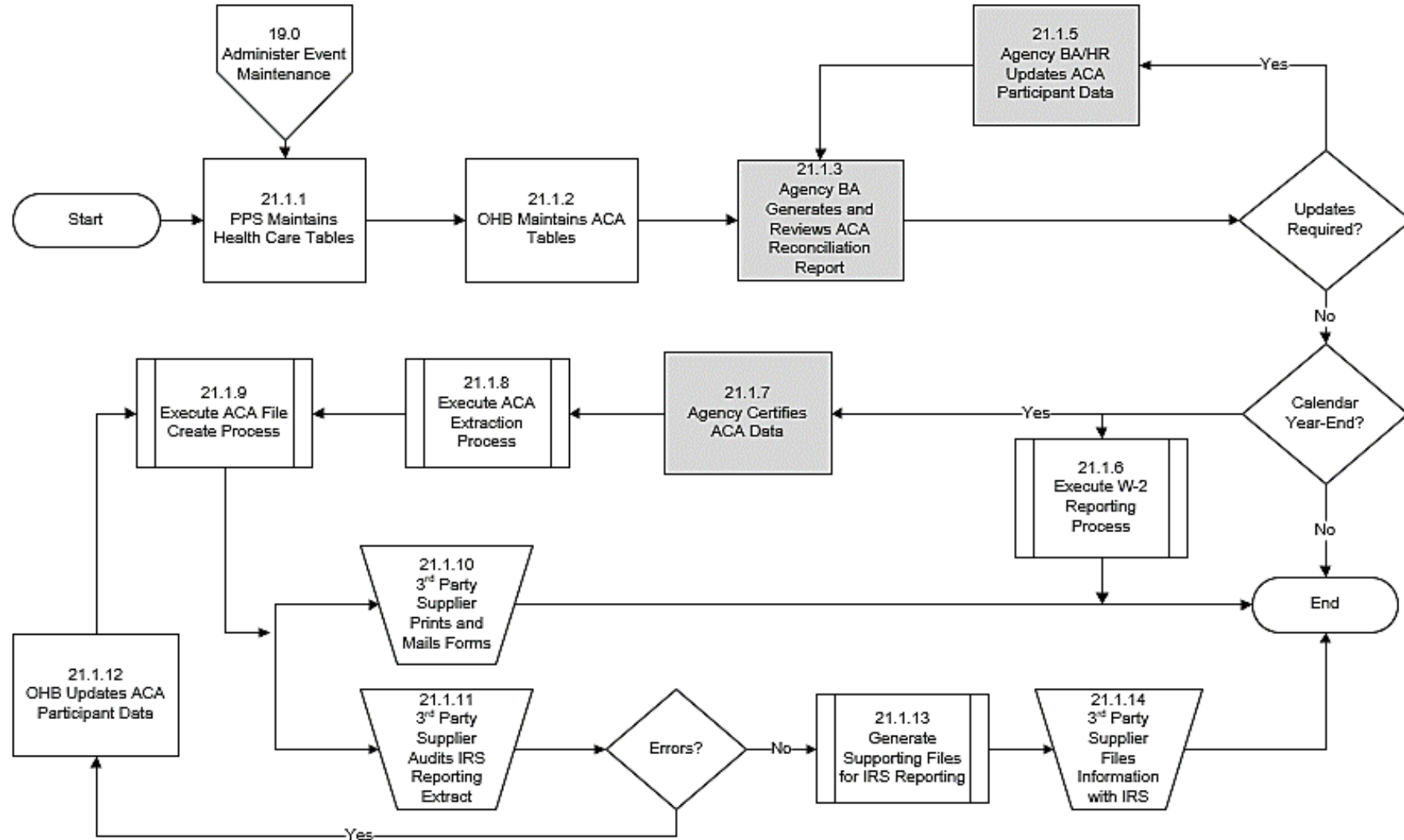
# Demonstration

In this demonstration, the Instructor will demonstrate the following:

- Completing the **ACA Data Entry** page certification

# ACA Reporting Process Flow



**Note**: Once Agency certification is complete, OHB, the 3rd Party Supplier(s), and the Cardinal PPS Team will complete the rest of the ACA Calendar Year-End processing.

# Lesson Checkpoint

Now is your opportunity to check your understanding of the course material.  Read the question and make note of your answer below.

1. An employee will only get picked up by the ACA Process if he/she has a record set  on the ACA Employee Eligibility page.
   a. True
   b. False

2. How often should the ACA Reconciliation Report be run by Agency Benefit Administrators?
   a. Monthly
   b. Weekly
   c. Daily
   d. Yearly

# Lesson Summary

| 12 | Affordable Care Act (ACA) Administration |
|---|---|

In this lesson, you learned:

- Overview of ACA Administration Process Flow

- Overview of the Agency Responsibilities during ACA Reconciliation

- How to generate the ACA Reconciliation Report

- How to certify the ACA Data

# Course Summary

HCM Cardinal Employee Data Setup and Maintenance

In this course, you learned:

- The importance of effective dating

- There is a relationship between position, job data, personal data, and job record

- How to hire and rehire an employee online

- How to process leaves of absences

- How to process separations

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# Course Summary

| BN361 | Cardinal Employee Benefit Enrollment and Maintenance |
|-------|---------------------------------------------------|

In this course, you learned:

- An overview of Cardinal and Benefits

- The key concepts pertaining to Benefit Events and Programs

- An overview of Benefits navigation

- How to process New Hire Enrollments and Manual Benefit Events

- How to view other Employee and Dependent Benefits information

- How to administer COBRA

- How to administer ACA Administration