National Medical Support Notice (NMSN) and QMSCO Overview

A National Medical Support Notice (NMSN) requires the employer group health plan to extend health coverage to a child of an eligible participant. It is served upon the agency by the entity requiring the dependent coverage and requires that the information on the Rider is stored in Cardinal. A Qualified Medical Child Support Order (QMCSO) is received by the agency from the Employee. Rider information does not need to be stored in Cardinal. This job aid refers only to the National Medical Support Notice.

When a National Medical Support Notice (NMSN) is received by an Agency, it is the responsibility of the Benefit Administrator (BA) to enter the Rider information and process the DSS/National Medical Support Order event in Cardinal.

This Job Aid provides the step-by-step instructions utilized by an Agency Benefits Administrator (BA) to process the NMSN in Cardinal for each of the following scenarios:

- Processing the DSS/National Medical Support Order to Enroll Event when the dependent(s) already exists in Cardinal
- Processing the DSS/National Medical Support Order to Enroll Event when the dependent(s) does not already exist in Cardinal
- Processing a DSS/National Medical Support Order to Remove Event

This Job Aid also contains sections that provide the step-by-step instructions utilized by an Agency BA to complete the following after the DSS/National Medical Support Order Event is completed and finalized:

- Viewing the employee's benefits information to validate accuracy
- Viewing/printing the Confirmation Statement for the employee

Navigation Note: Please note that you may see a **Notify** button at the bottom of various pages utilized while completing the process within this Job Aid. This "Notify" functionality is not currently turned on to send email notifications to specific users within Cardinal.

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Validating the NMSN and Employee for Validity

The NMSN is sent by the court to the Agency outside of Cardinal. Prior to processing a DSS/National Medical Support Order event, the Benefits Administrator (BA) must first review the NMSN to determine if it meets the necessary legal requirements and validate that the employee is still employed by the Agency and being paid. Additionally, the BA must coordinate with an Agency Payroll Administrator or the Payroll Service Bureau to ensure that processing the NMSN event will not cause the employee to go over their State or Federal withholding limitations. Questions regarding the validity of court orders should be directed to the Office of Health Benefits (OHB).
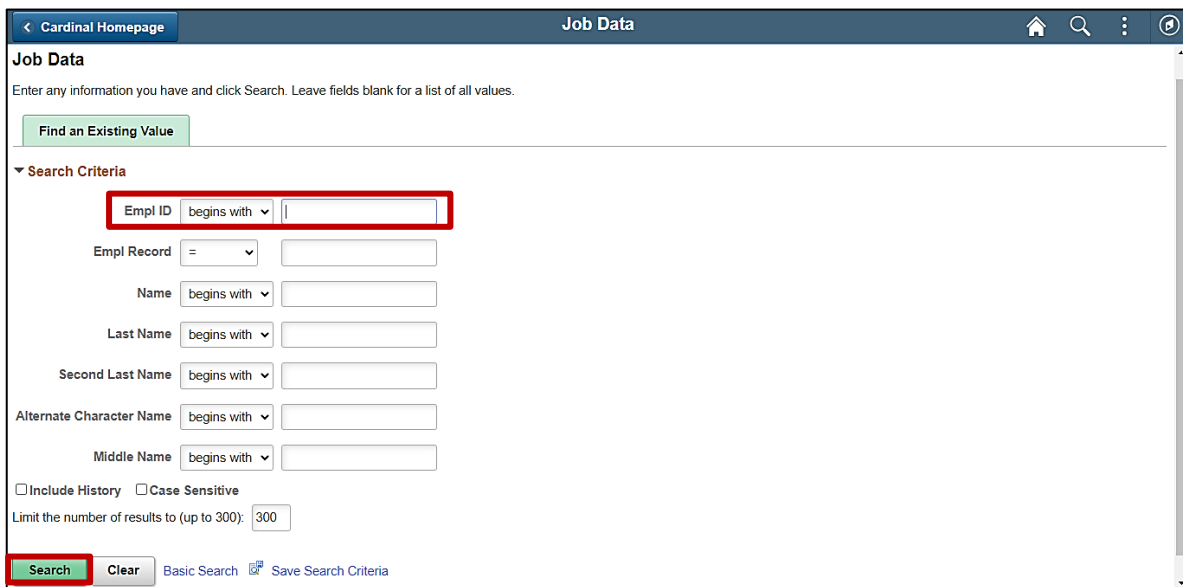
This section of the Job Aid should be referenced prior to processing any DSS/National Medical Support Order event within Cardinal. The steps included in this section of the Job Aid are based on the following example scenario:

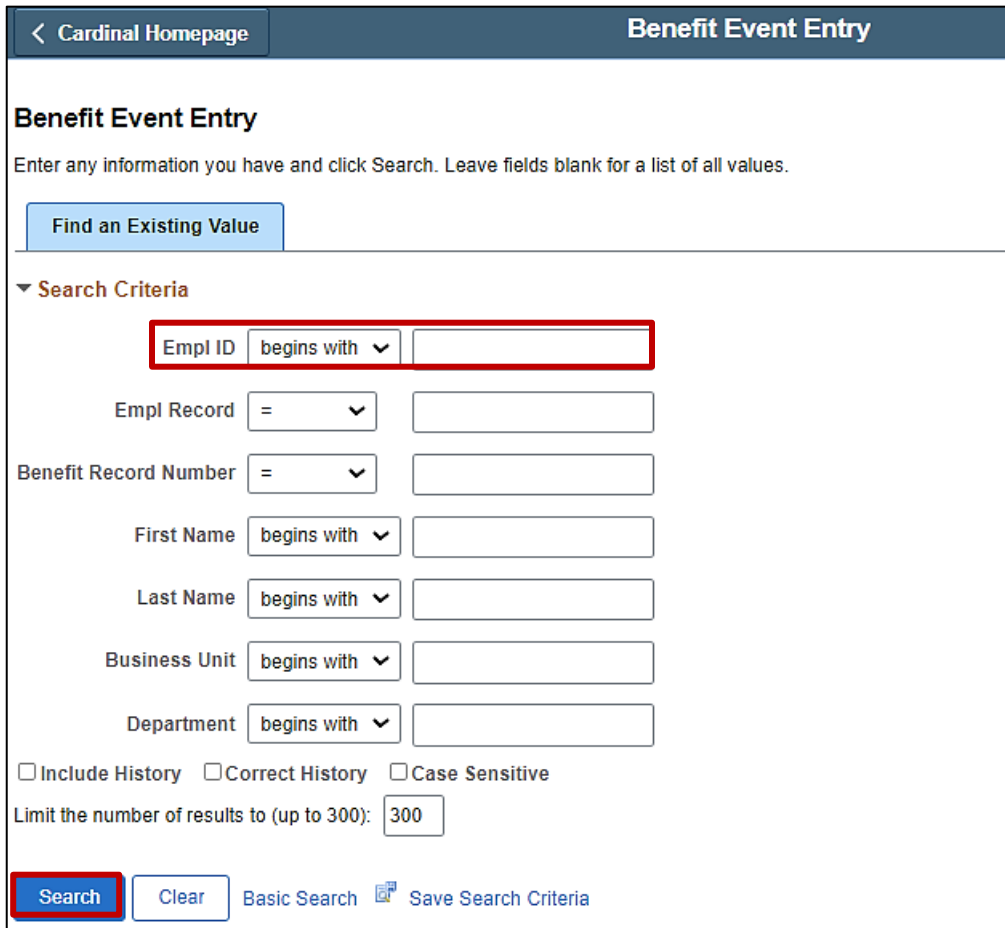**Scenario**: A NMSN was received for an employee on 12/5/2023. As the BN Administrator, you need to verify that the employee is still employed by the Agency and being paid.

1.   Access the **Job Data** page using the following navigation path:

   Menu > Workforce Administration > Job Information > Job Data

The **Job Data Search** page displays.

2.   Enter the employee's Employee ID in the **Empl ID** field.

   Note: Searches can also be performed using the employee's name. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID.

3.   Click the **Search** button.

The J**ob Data** page displays for the applicable employee.

4. Review the **HR Status** and the **Payroll Status** fields and ensure that they both display a status of "Active".

   Note: If the employee is no longer actively employed within the Agency or is not being paid, return the NMSN to the court in accordance with established Agency business practices.

5. Once validated, notify the employee of the NMSN in accordance with established Agency business practices.

Processing a DSS/National Medical Support Order to Enroll Event (Dependent(s) already in Cardinal)

This section of the Job Aid should be referenced when you are creating and processing a DSS/National Medical Support Order to Enroll event when the dependent(s) requiring coverage per the NMSN are already in Cardinal. The steps included in this section of the Job Aid are based on the following example scenario:

Scenario: A NMSN was received for an employee on 12/5/2023 from a Virginia Court. The effective date of the NMSN is 12/3/2023. You have already validated the NMSN and verified that the employee is still employed by the Agency and being paid. This NMSN mandates that the employee maintains Health Plan coverage for their one named child dependent on the order through their 18th birthday (9/10/2031). The employee is currently enrolled in an "Employee + Child" plan and the named dependent is currently covered. You need to process this NMSN and mark the child dependent as a NMSN Rider to ensure that the child dependent is not inadvertently removed from the coverage prior to the mandated end date.

Note: Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Enroll event wherein the dependent(s) are already in Cardinal. Be sure to use the actual dates and information from the NMSN when completing this process in Production.

1. First, the Benefit Event must be created. Access the **Benefit Event Entry** page using the following navigation path:

    Menu > Benefits > Manage Automated Enrollment > Events > Benefit Event

The **Benefit Event Entry Search** page displays.

2.   Enter the employee's Employee ID in the **Empl ID** field.

(If there are more than one Empl Record or Benefit Record, be sure to select the correct record.)

Note: The other search by options available are First Name, Last Name, Business Unit, and Department.

3.   Click the **Search** button.

The **Benefit Event Entry** page displays for the applicable employee.

4.   Click the **Life Event** dropdown button.

The **Life Event** menu displays.

5.   Select the "DSS/National Medical Support Order to Enroll" list item.

The **Benefit Event Entry** page redisplays with the selected Life Event.

6. Click the **Life Event Date Calendar** icon and select the applicable date ("12/3/2023" in this scenario).

   Note: This is the date of the NMSN ("12/3/2023" in this scenario).

7. Click the **Paperwork Receipt Date Calendar** icon and select the applicable date.

   Note: This is the date that the NMSN was received ("12/5/2023" in this scenario).

![Cardinal logo]

8. Click the **Health Change Needed** dropdown button and select "Yes".

Note: Even if the Life Event does not require a change in the Health Plan Coverage Code for the employee, select "Yes" as this Life Event will involve updating the information for a covered dependent. If "Yes" is not selected, a Benefit Event will not be created.

The page refreshes.

Note: The **Current Cov. Level** field auto-populates with the employee's current Health Plan enrollment coverage level.

9. Click the **Future Cov. Level** dropdown button and select the applicable coverage level.

    Note: The coverage levels available for selection are "Single, Employee", "Employee + Spouse", "Employee + CH (Child)", and "Family". Please note that this does not actually change the employee's enrollment. This will be done when the DSS/National Medical Support Order to Enroll event is processed.

10. Click the **Change** dropdown button and select "Change an employee's plan and/or add court ordered dependent".

    Note: The selections available will vary based on the type of Life Event previously selected.

11. Complete the fields within the **FSA Change** section regardless of whether the employee is making any changes to their Flex Spending Account(s) (Flex Spending Medical or Flex Spending Dependent Care) in conjunction with the DSS/National Medical Support Order to Enroll Event. Although no changes to the employee's FSA elections will be made for this scenario, "No" must be selected for the event to create properly.

12.   Click the **Save** button.

The page refreshes.

13. After saving, review the messages in the **Special Processing Message (Health)** and **Special Process Message (FSA)** fields. These messages will provide next step instructions.
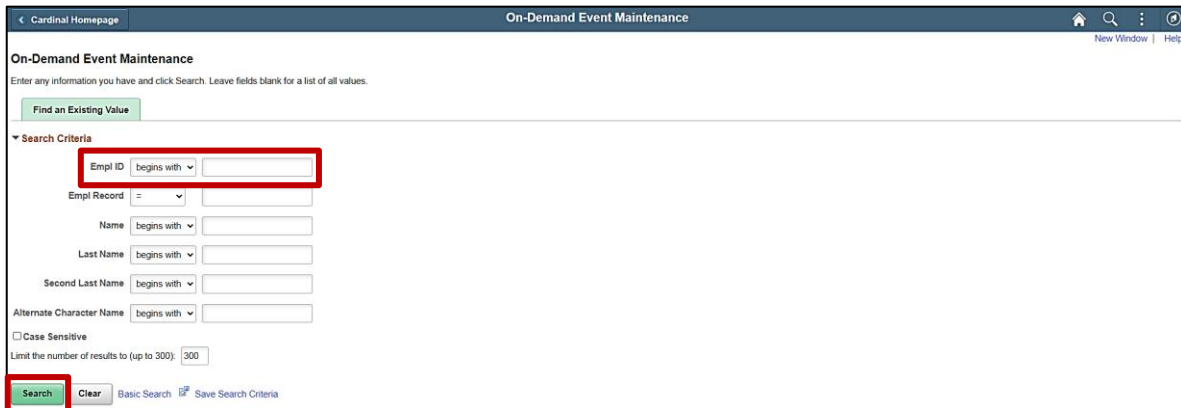
    Note: If an additional Office of Health Benefits (OHB) approval will be required based on the dates entered or if any other processing guidance is applicable, a comment will display in the **Special Processing Message (Health)** field and/or the **Special Processing Message (FSA)** field.

14. The manual Benefit Event (DSS/National Medical Support Order to Enroll Event) is now created.

15. Next, this DSS/National Medical Support Order to Enroll Event must be processed. Access the **On-Demand Event Maintenance** page using the following navigation path:

    Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Maintenance

The **On-Demand Event Maintenance Search** page displays.
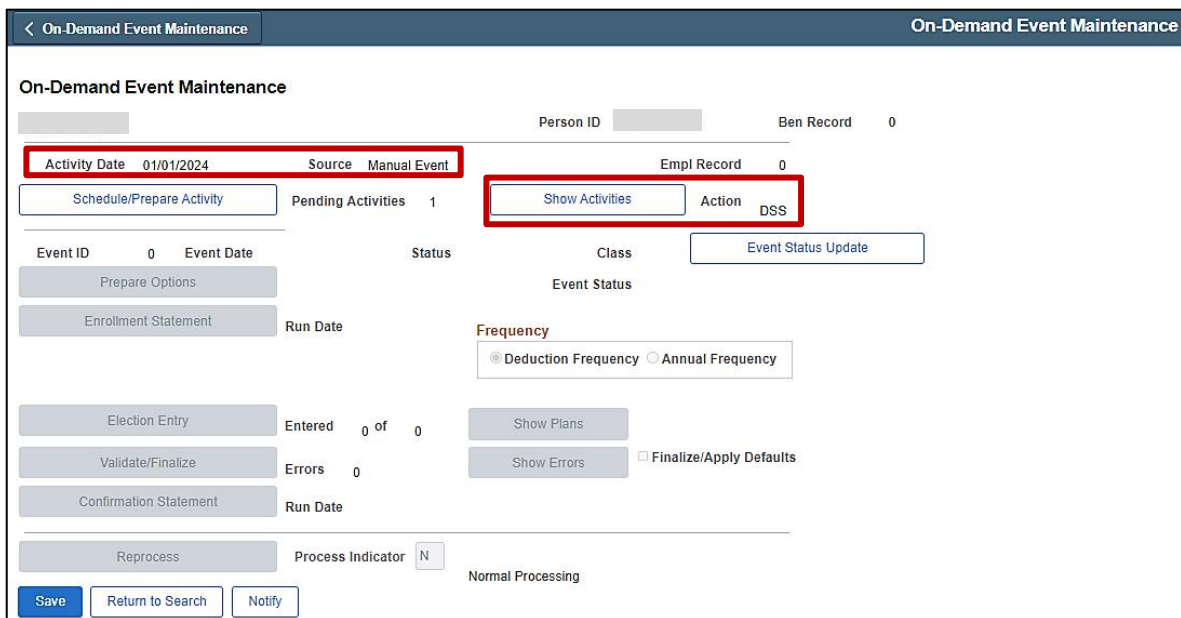
16.   Enter the employee's Employee ID in the **Empl ID** field.

   Note: Searches can also be performed using the employee's name. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID.

17.   Click the **Search** button.

The **On-Demand Event Maintenance** page displays for the applicable employee.

18.   Review the **Activity Date** field. For DSS/National Medical Support Order Events, this date will be auto-populated based on the Life Event date previously entered (effective date is 1/1/2024 in this scenario, 1st of the month following the paperwork receipt date). Ensure that this date is accurate.

   Note: The **Source** field will be "Manual Event". The **Action** field will default to "DSS".

19. Click the **Show Activities** button **only** if there is more than one activity. Since there is only one activity, proceed to the next step.

20. If the Benefits Administration process has already run since the time the manual event was created, the **Pending Activities** field will display a "0". In this case, proceed to Step 23. If the **Pending Activities** field displays a "1", click the **Schedule/Prepare Activity** button.

    Note: Clicking the **Schedule/Prepare Activity** button will launch an automated program that schedules and prepares the activity. This button will be disabled if the Benefits Administration process has already run.

A **Confirmation** message displays in a pop-up window once the automated program completes.

21. Click the **OK** button.

The **On-Demand Event Maintenance** page redisplays.

22. Confirm that the **Status** field displays as "Prepared" and the **Event Status** field displays as "Open for Processing".

23. Click the **Election Entry** button.

The **Election Entry** page displays in a pop-up window with the **Option Election** tab displayed by default.

24. First, review the current Health Plan enrollment and coverage code for the employee. If adding the dependent as a NMSN Rider requires an update to the coverage code, click the **Option Code Look Up** icon (magnifying glass) within the **Plan Type 10: Medical** section and select the applicable coverage code (in this scenario, the coverage code is already "Self + Child" and does not to be updated).

25. Next, mark the child dependent as a NMSN Rider. Click the **Dependents / Beneficiaries** tab.

The **Dependent / Beneficiaries** tab displays.

26. Review the **Dependent/Beneficiaries Currently on Record** section and verify that the child dependent(s) on the NMSN is displayed.

27. Click the **Change/Add Dependent Data** link.
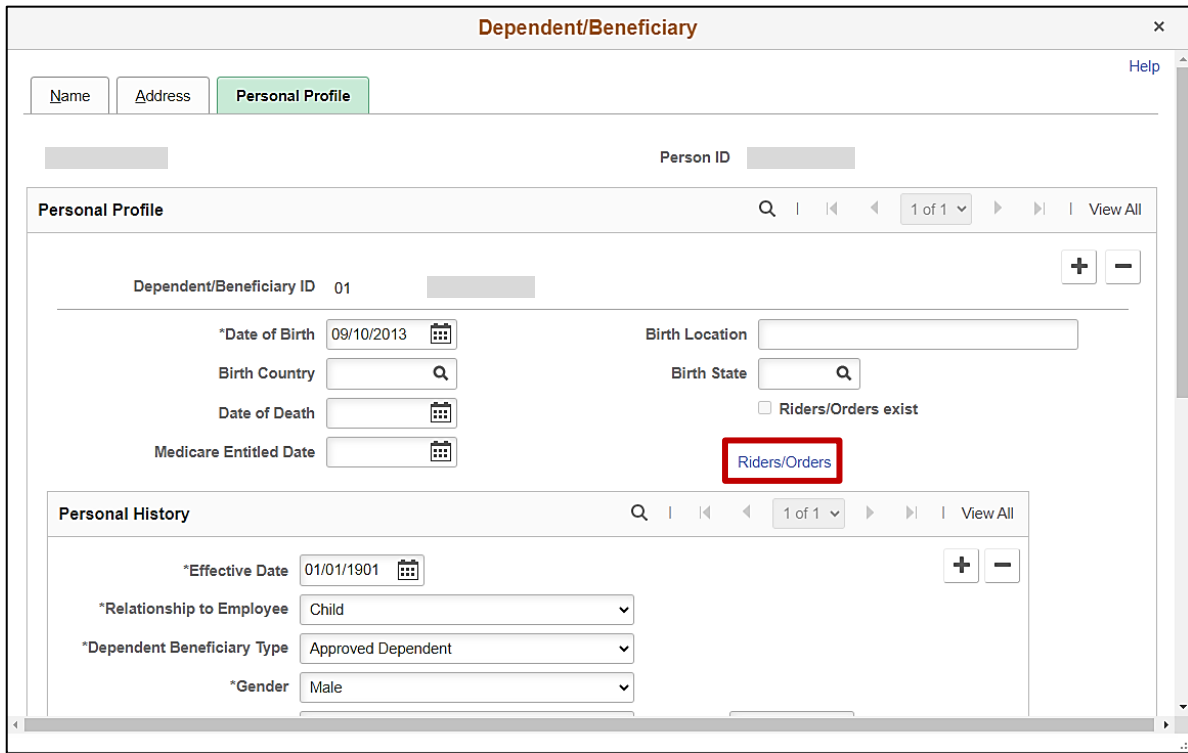
The **Dependent/Beneficiary** page displays in a pop-up window with the **Name** tab displayed by default.

28. Review the **Display Name** field and ensure that you are on the record for the applicable child dependent. Use the navigation arrows or the **View All** link within the **Dependent/Beneficiaries** section as needed to locate the applicable child dependent.

29. Click the **Personal Profile** tab.
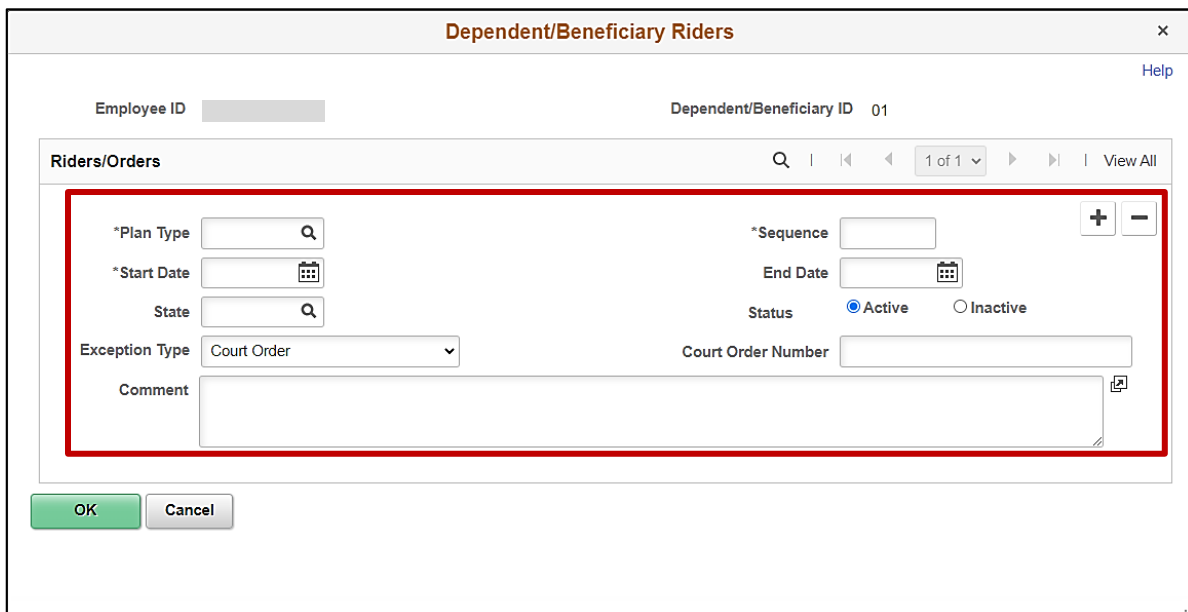
The **Personal Profile** tab displays.

30. Verify that the correct child dependent is displayed and then click the **Riders/Orders** link.

The **Dependent/Beneficiary Riders** page displays in a pop-up window.

31. Click the **Plan Type Look Up** icon and select the applicable plan type ("Medical" in this scenario as the employee is currently enrolled in a Medical + Expanded Dental plan).
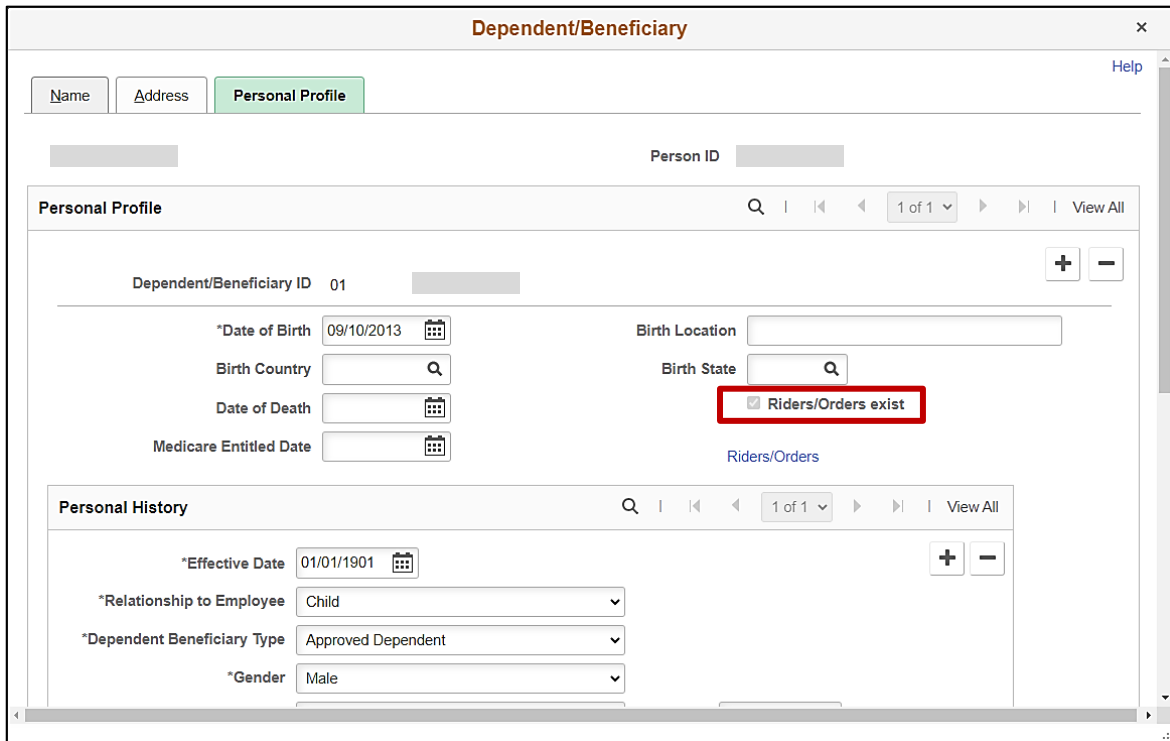
32. Enter "1" in the **Sequence** field.

33. Click the **Start Date Calendar** icon and select the applicable start date based on the dates provided in the NMSN ("12/3/2023" in this scenario).

34. Click the **End Date Calendar** icon and select the applicable end date if an end date is provided in the NMSN ("9/10/2031" in this scenario).

35. Click the **State Look Up** icon and select the applicable State that issued the NMSN (Virginia in this scenario).

36. Verify that the **Active** radio button option is selected.

37. The **Exception Type** field defaults to "Court Order". Do not update.

38. Enter the NMSN Number in the **Court Order Number** field ("ACRVA123" in this scenario).

39. Enter comments in the **Comment** field to include the date the NMSN was received and the address and contact information for the issuing entity.

40. Click the **OK** button.

The **Personal Profile** tab redisplays.

41. Verify that the **Riders/Order exist** checkbox option is selected (read-only).

42. Repeat Steps 27 – 40 for any additional child dependents that need to be marked as NMSN Riders.

43. Scroll down to the bottom of the page and click the **OK** button.

The **Dependents / Beneficiaries** tab redisplays.

44. Click the **Option Election** tab.

The **Option Election** tab redisplays.

45. Scroll down to the bottom of the page and click the **OK** button.

The **On-Demand Event Maintenance** page redisplays.

Note: The **Status** field will now display as "Entered". The **Event Status** field will still display as "Open for Processing".

46. Click the **Validate/Finalize** button. This process will validate that all of the elections are valid, close the Benefit Event, and update the Base Benefits Tables.

A **Confirmation** message displays in a pop-up window once the process completes.

The **On-Demand Event Maintenance** page redisplays.

Note: The **Status** field will now display as "Finalized-Enrolled". The **Event Status** field will still display as "Closed to Processing".

47.   Click the **Save** button.

This process is now complete. Refer to the [Viewing the Employee's Benefit Information](#) section of this Job Aid to validate accuracy. Refer to [Viewing/Printing a Confirmation Statement](#) if you need to print the Confirmation Statement for the employee or the NMSN Issuing Entity.

Processing a DSS/National Medical Support Order to Enroll Event (Dependent(s) not already in Cardinal)

This section of the Job Aid should be referenced when you are creating and processing a DSS/National Medical Support Order to Enroll event when the dependent(s) requiring coverage per the NMSN are **not** already in Cardinal. The steps included in this section of the Job Aid are based on the following example scenario:
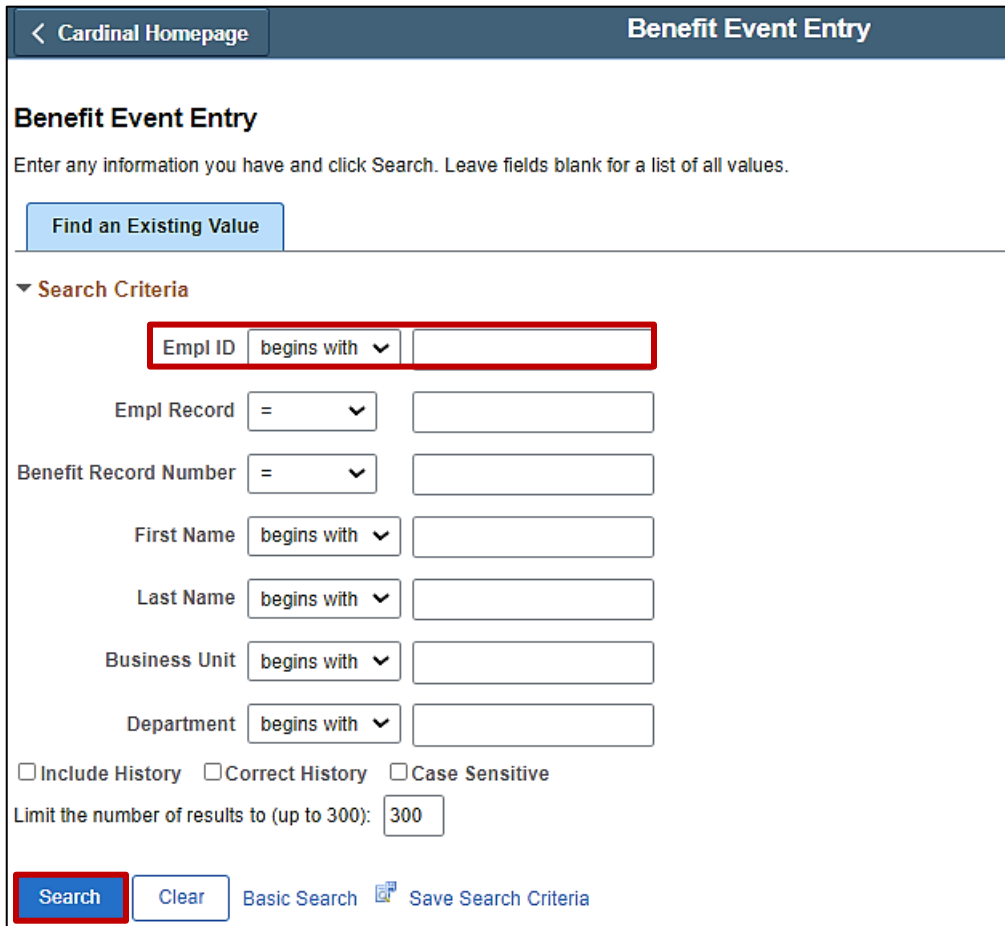
Scenario: A NMSN was received for an employee on 12/5/2023 from a North Carolina Court. The effective date of the NMSN is 12/3/2023. You have already validated the NMSN and verified that the employee is still employed by the Agency and being paid. This NMSN mandates that the employee maintains Health Plan coverage for their one named child dependent on the order through their 18th birthday (9/10/2031). The employee is currently enrolled in a "Single" plan and the named dependent is not currently covered. You need to process this NMSN to enroll the child dependent in coverage and mark the child dependent as a NMSN Rider to ensure that the child dependent is not inadvertently removed from the coverage prior to the mandated end date.

Note: Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Enroll event wherein the dependent(s) are not already in Cardinal. Be sure to use the actual dates and information from the NMSN when completing this process in Production.

1. First, the Benefit Event must be created. Access the **Benefit Event Entry** page using the following navigation path:

   Menu > Benefits > Manage Automated Enrollment > Events > Benefit Event

The **Benefit Event Entry Search** page displays.

2.   Enter the employee's Employee ID in the **Empl ID** field.

If there are more than one Empl Record or Benefit Record, be sure to select the correct record.

Note: The other search by options available are First Name, Last Name, Business Unit, and Department.

3.   Click the **Search** button.

The **Benefit Event Entry** page displays for the applicable employee.

4. Click the **Life Event** dropdown button.

The **Life Event** menu displays.

5. Select the "DSS/National Medical Support Order to Enroll" list item.

The **Benefit Event Entry** page redisplays with the selected Life Event.

6.   Click the **Life Event Date Calendar** icon and select the applicable date ("12/3/2023" in this scenario).

   Note: This is the date of the NMSN ("12/3/2023" in this scenario).

7.   Click the **Paperwork Receipt Date Calendar** icon and select the applicable date.

   Note: This is the date that the NMSN was received ("12/5/2023" in this scenario).

8. Click the **Health Change Needed** dropdown button and select "Yes".

    Note: Even if the Life Event does not require a change in the Health Plan Coverage Code for the employee, select "Yes" as this Life Event will require adding a new dependent to the coverage. If "Yes" is not selected, a Benefit Event will not be created.

The page refreshes.

Note: The **Current Cov. Level** field auto-populates with the employee's current Health Plan enrollment coverage level.

9. Click the **Future Cov. Level** dropdown button and select the applicable coverage level.

   Note: The coverage levels available for selection are "Single, Employee", "Employee + Spouse", "Employee + CH (Child)", and "Family". Please note that this does not actually change the employee's enrollment. This will be done when the Life Event is processed.

10. Click the **Change** dropdown button and select the applicable list item ("Change an employee's plan and/or add court ordered dependent" in this scenario).

    Note: The selections available will vary based on the type of Life Event previously selected.

11. Complete the fields within the **FSA Change** section regardless of whether the employee is making any changes to their Flex Spending Account(s) (Flex Spending Medical or Flex Spending Dependent Care) in conjunction with the DSS/National Medical Support Order to Enroll event. Although no changes to the employee's FSA elections will be made for this scenario, "No" must be selected for the event to create properly.

12. Click the **Save** button.

13. After saving, review the messages in the **Special Processing Message (Health)** and **Special Process Message (FSA)** fields. These messages will provide next step instructions.

    Note: If an additional Office of Health Benefits (OHB) approval will be required based on the dates entered or if any other processing guidance is applicable, a comment will display in the **Special Processing Message (Health)** field and/or the **Special Processing Message (FSA)** field.

    The manual Benefit Event (DSS/National Medical Support Order to Enroll Event) is now created.

14. Next, this DSS/National Medical Support Order to Enroll Event must be processed. Access the **On-Demand Event Maintenance** page using the following navigation path:

    Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Maintenance

The **On-Demand Event Maintenance Search** page displays.

15. Enter the employee's Employee ID in the **Empl ID** field.

    Note: Searches can also be performed using the employee's name. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID.

16. Click the **Search** button.
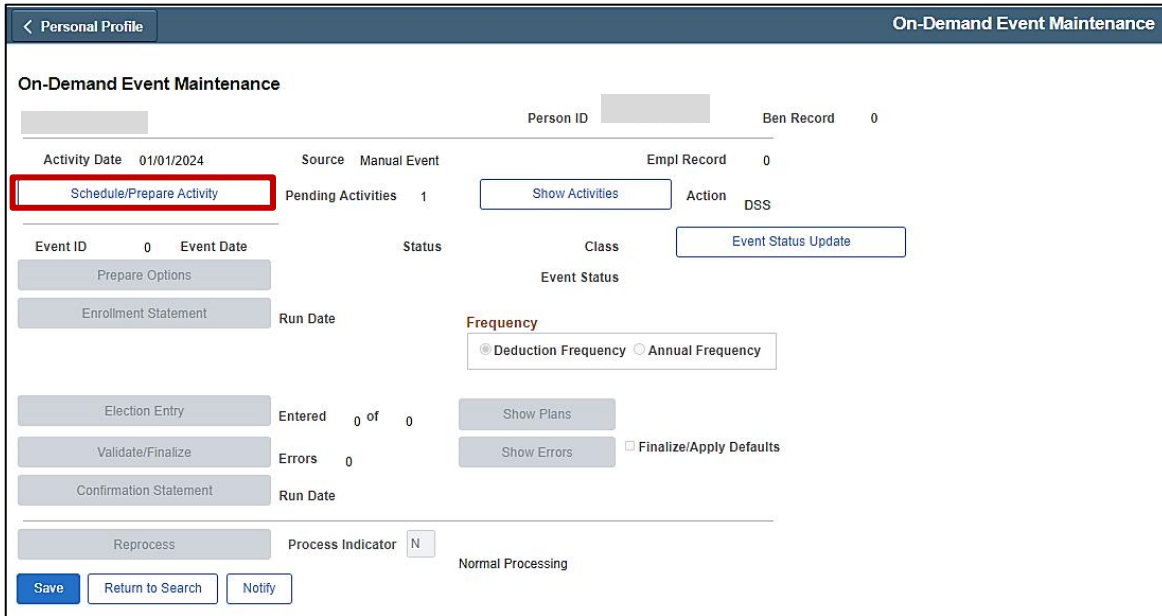
The **On-Demand Event Maintenance** page displays for the applicable employee.

17. Review the **Activity Date** field. For DSS/National Medical Support Order events, this date will be auto-populated based on the Life Event date previously entered (effective date is 1/1/2024 in this scenario, 1st of the month following the paperwork receipt date). Ensure that this date is accurate.

18. **Note**: The **Source** field will be "Manual Event". The **Action** field will default to "DSS".

19. Click the **Show Activities** button only if there is more than one activity.

20. If the Benefits Administration process has already run since the time the manual event was created, the **Pending Activities** field will display a "0". In this case, proceed to Step 23. If the **Pending Activities** field displays a "1", click the **Schedule/Prepare Activity** button.

    Note: Clicking the **Schedule/Prepare Activity** button will launch an automated program that schedules and prepares the activity. This button will be disabled if the Benefits Administration process has already run.

    A **Confirmation** message displays in a pop-up window once the automated program completes.

21. Click the **OK** button.

The **On-Demand Event Maintenance** page redisplays.

22.   Confirm that the **Status** field displays as "Prepared" and the **Event Status** field displays as "Open for Processing".

23.   Click the **Election Entry** button.

The **Election Entry** page displays in a pop-up window with the **Option Election** tab displayed by default.

24.   First, add the new dependent(s). Click the **Dependents / Beneficiaries** tab.
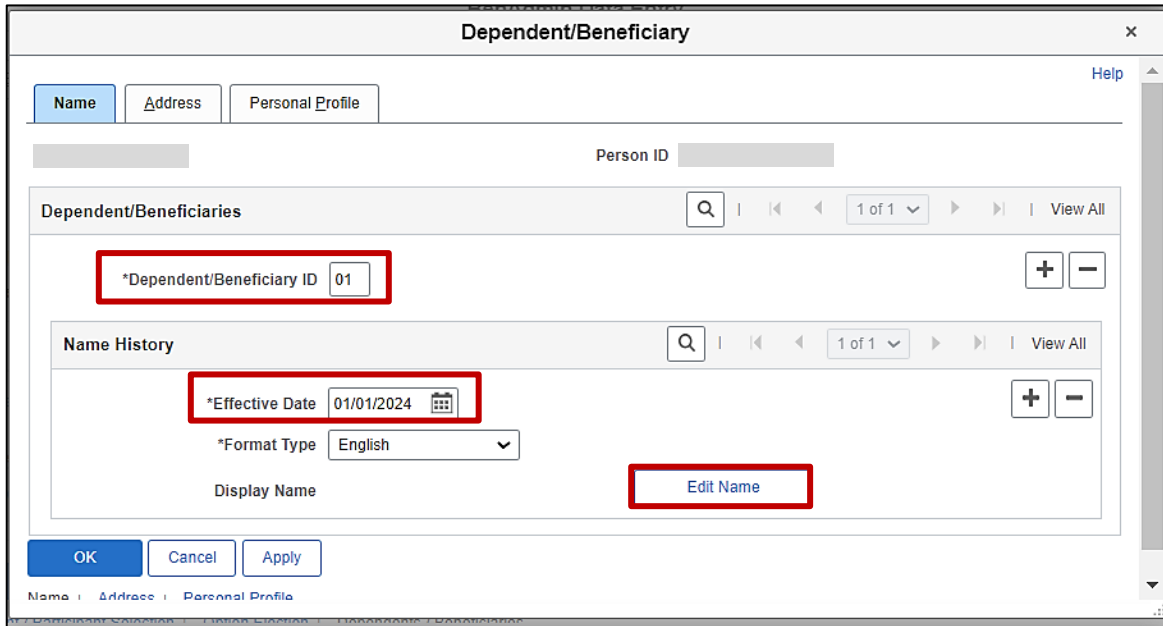
The **Dependents / Beneficiaries** tab displays.

25.   Click the **Change/Add Dependent Data** link.
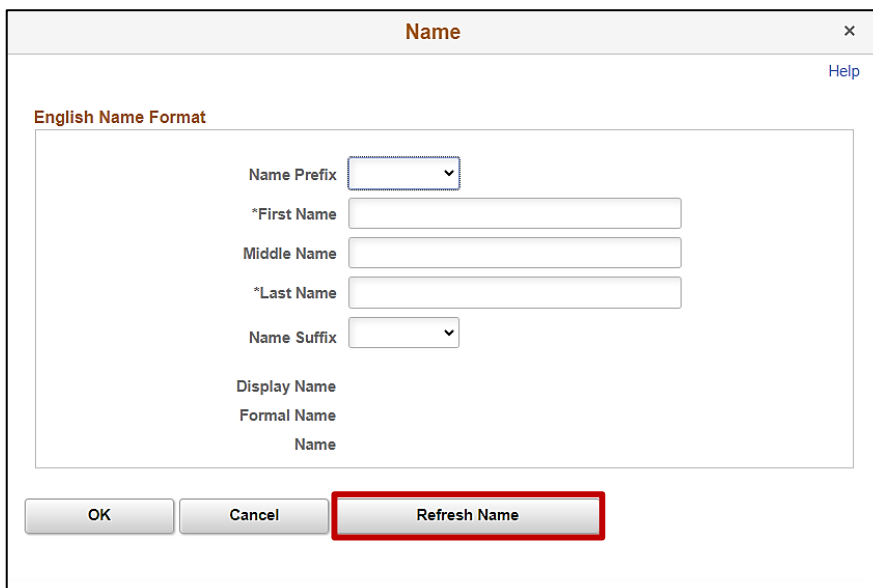
The **Dependent/Beneficiary** page displays in a pop-up window with the **Name** tab displayed by default.

Note: For DSS Medical Support Order Events, the **Effective Date** field defaults to Life Event date previously selected (1st of month following the date that the NMSN was received, which is 1/1/2024 in this scenario). The **Dependent/Beneficiary ID** field will default to "01" for the first dependent and increment by 1 for each additional dependent subsequently added.

26.   Click the **Edit Name** button.
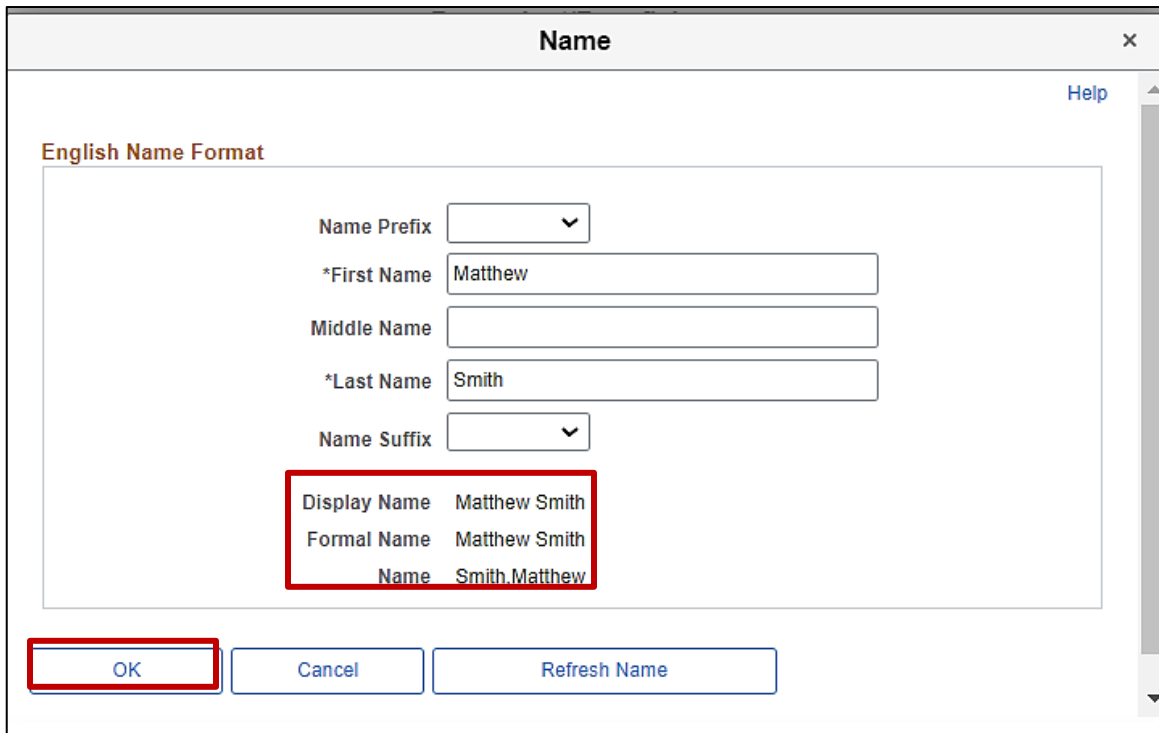
The **Name** page displays in a pop-up window.

27. At a minimum, enter the dependent's first and last name in the corresponding fields. The **Name Prefix**, **Middle Name**, and **Name Suffix** fields are optional but should be entered as applicable.

28. Click the **Refresh Name** button.

The **Name** page refreshes.
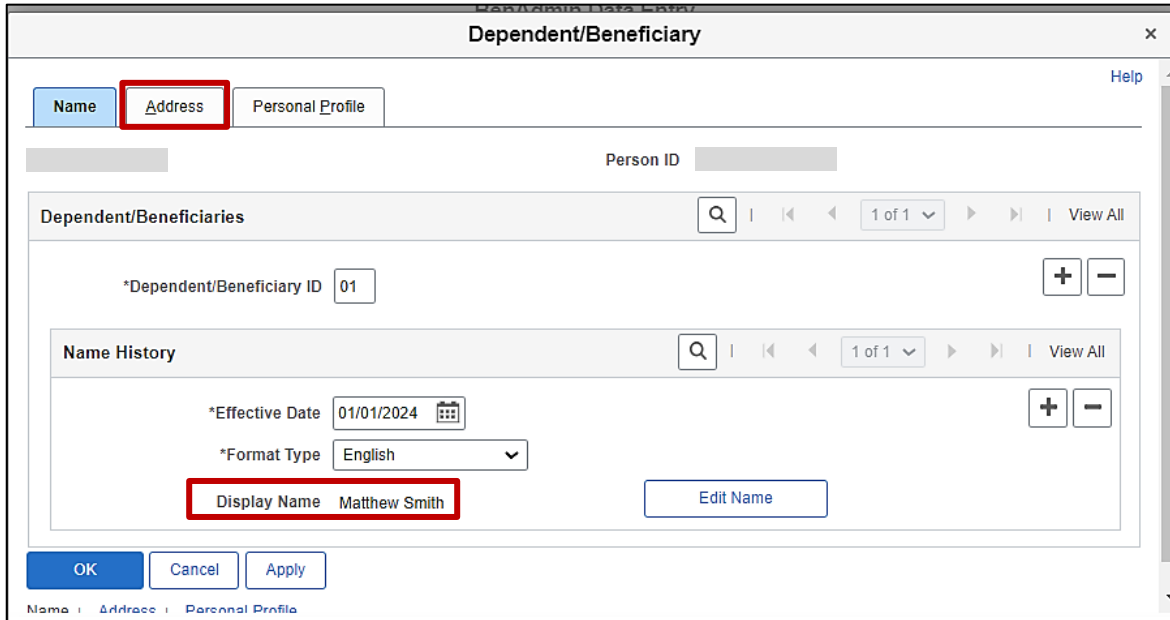
Note: The **Display Name**, **Formal Name**, and **Name** fields will populate based on the name information entered.

29. Click the **OK** button.

The **Name** tab redisplays.

Note: The **Display Name** field auto-populates with the name information previously entered.

30. Click the **Address** tab.

The **Address** tab displays.

31. Complete the address information as applicable for the dependent by either:

- Clicking the **Same Address as Employee** checkbox option
  or
- Selecting the applicable **Address Type** using the dropdown button provided and then clicking the **Edit Address** button
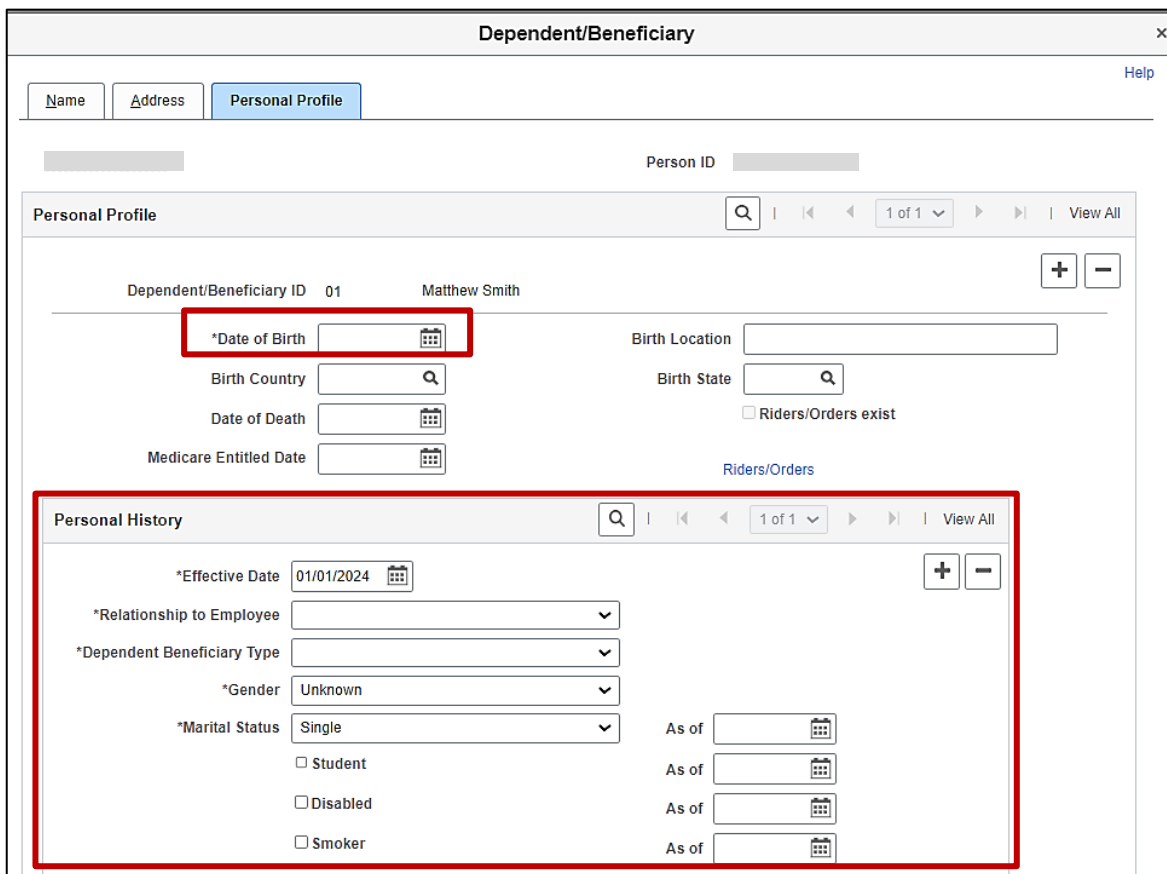
The **Address** tab refreshes.

Note: The address information auto-populates in the **Employee's Current Address** section.

32.   Click the **Personal Profile** tab.

The **Personal Profile** tab displays.

Note: The following steps provide instructions for completing the required dependent information. If any of the other optional information is provided, it can be entered in the corresponding fields. The **Student** and **Smoker** checkbox options are not required in Cardinal and this information is not transmitted to the Plan Provider (Vendor).

33. Click the **Date of Birth Calendar** icon and select the dependent's date of birth ("9/10/2013" in this scenario).

34. Click the **Relationship to Employee** dropdown button and select the dependent's relationship to the employee ("Child" in this scenario).

35. Click the **Dependent Beneficiary Type** dropdown button and select "Approved Dependent".

36. Click the **Gender** dropdown button and select the dependent's gender ("Unknown", "Male", or "Female") ("Male" in this scenario).

37. The **Marital Status** field defaults to "Single".

38. Click the vertical scrollbar to scroll down on the page to the **National ID** section.
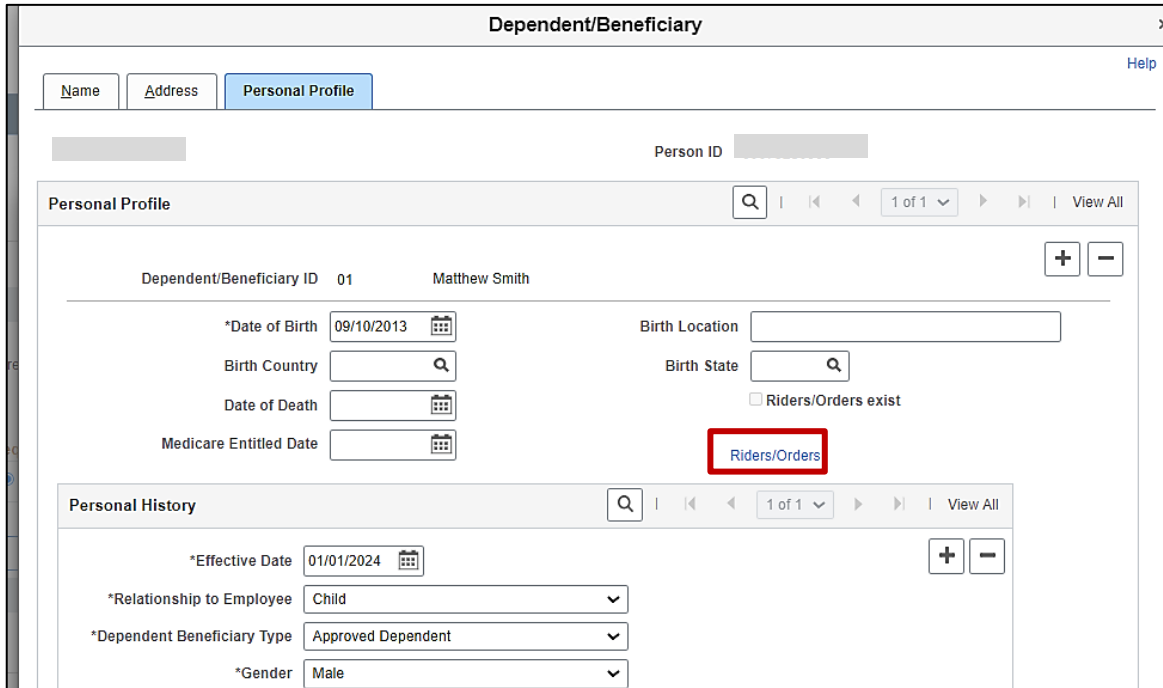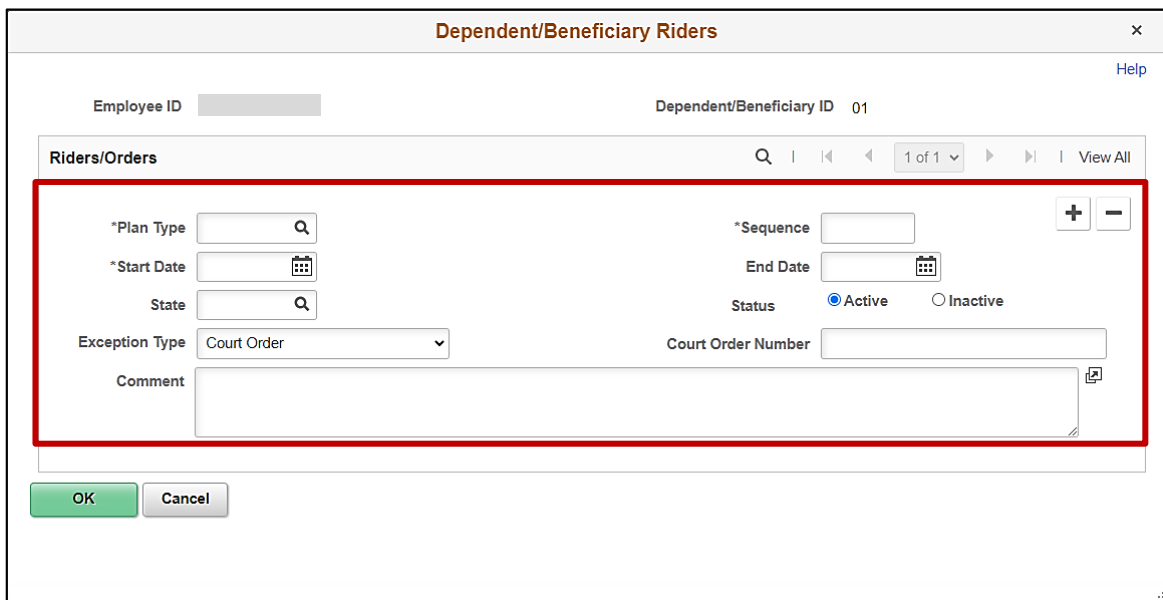
39. Enter the dependent's Social Security Number (SSN) in the **National ID** field.

40. Scroll back up to the top of the page.

41. Click the **Riders/Orders** link.

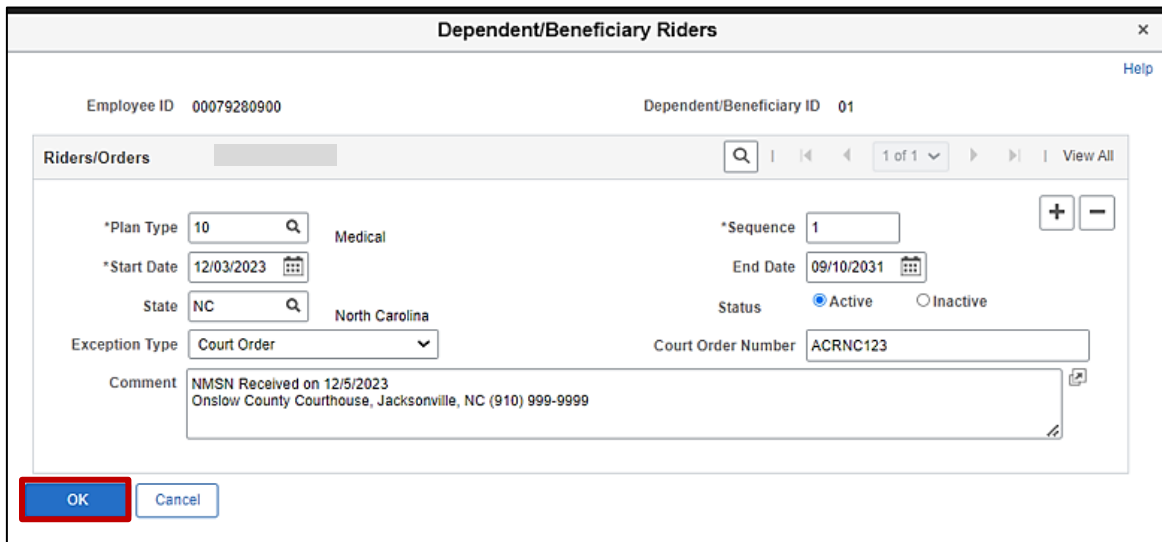The **Dependent/Beneficiary Riders** page displays in a pop-up window.

42. Click the **Plan Type Look Up** icon and select the applicable plan type ("Medical" in this scenario as the employee is currently enrolled in a Medical + Expanded Dental, Vision and Hearing plan).

43. Enter "1" in the **Sequence** field.

44. Click the **Start Date Calendar** icon and select the applicable start date based on the dates provided in the NMSN ("01/01/2024" in this scenario).

45. Click the **End Date Calendar** icon and select the applicable end date if an end date is provided in the NMSN ("9/10/2031" in this scenario).

46. Click the **State Look Up** icon and select the applicable State that issued the NMSN (North Carolina in this scenario).

47. Verify that the **Active** radio button option is selected.

48. The **Exception Type** field defaults to "Court Order". Do not update.

49. Enter the NMSN Number in the **Court Order Number** field ("ACRNC123" in this scenario).

50. Enter comments in the **Comment** field to include the date the NMSN was received and the address and contact information for the issuing entity.

51. Click the **OK** button.

The **Personal Profile** tab redisplays.

52. Verify that the **Riders/Order exist** checkbox option is selected (read-only).

53. Scroll down to the bottom of the page and click the **OK** button.

The **Dependents / Beneficiaries** tab redisplays.

54. Review the **Dependent/Beneficiaries Currently on Record** section and verify that the child dependent(s) on the NMSN is displayed.

55. Repeat Steps 24 – 53 for any additional child dependents that need to be added and marked as NMSN Riders.

56. Next, update the employee's coverage code selection and enroll the child dependent(s). Click the **Option Election** tab.

The **Option Election** tab redisplays.

57. Next, select the applicable Medical Plan and coverage code. Click the **Option Code Look Up** icon (magnifying glass) within the **Plan Type 10: Medical** section.

The **Look Up Option Code** page displays in a pop-up window.

Look Up Option Code			
31	Option	ACC1	3
29	Option	ACC1	1
34	Option	ACC2	2
33	Option	ACC2	1
35	Option	ACC2	3
36	Option	ACC2	4
37	Option	ACC3	1
39	Option	ACC3	3
38	Option	ACC3	2
40	Option	ACC3	4
41	Option	ACC4	1
44	Option	ACC4	4
43	Option	ACC4	3
42	Option	ACC4	2
46	Option	ACC5	2

58. Select the same Benefit Plan that the employee is currently enrolled in but with the new Coverage Code by clicking the corresponding link in the **Option Code** column (Benefit Plan "ACC4" with Coverage Code "3" will be selected in this scenario).

The **Option Election** tab redisplays.

59. Next, enroll the dependent(s) in the selected Medical Plan by either:

- Clicking the **Enroll All** button if all dependents will be enrolled (applicable for this example) or
- Adding the applicable dependents individually using the **ID Look Up** icon within the **Dependents/Beneficiaries** section. Additional rows can be added in this section by clicking the **Add Multiple Rows** icon (**+...**)

The page refreshes.

60. Scroll down to the bottom of the page and click the **OK** button.

The **On-Demand Event Maintenance** page redisplays.

Note: The **Status** field will now display as "Entered". The **Event Status** field will still display as "Open for Processing".

61.   Click the **Validate/Finalize** button. This process will validate that all of the elections are valid, close the Benefit Event, and update the Base Benefits Tables.

A **Confirmation** message displays in a pop-up window once the process completes.

The **On-Demand Event Maintenance** page redisplays.

Note: The **Status** field will now display as "Finalized-Enrolled". The **Event Status** field will still display as "Closed to Processing".

62. Click the **Save** button.

This process is now complete. Refer to the [Viewing the Employee's Benefit Information](link) section of this Job Aid to validate accuracy. Refer to the [Viewing/Printing a Confirmation Statement](link) if you need to print the Confirmation Statement for the employee.

Processing a DSS/National Medical Support Order to Remove Event

This section of the Job Aid should be referenced when you are creating and processing a Processing a DSS/National Medical Support Order to Remove Event.

The steps included in this section of the Job Aid are based on the following example scenario:
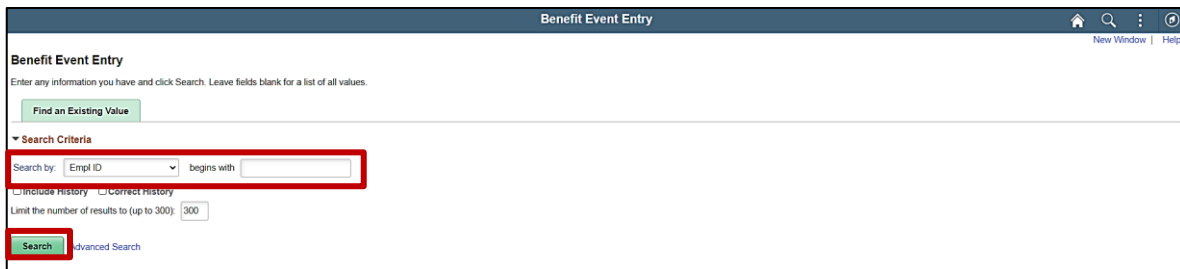
Scenario: A NMSN was received for an employee on 12/12/2023 from a Virginia Court. The effective date of the NMSN is 12/10/2023. You have already validated the NMSN and verified that the employee is still employed by the Agency and being paid. This NMSN is releasing the mandated coverage for the named child dependent. The employee is currently enrolled in a "Family" plan and the named dependent is currently covered. The court has deemed that this child dependent is not the employee's biological child and the child will be removed from coverage.

Note: Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Remove event. Be sure to use the actual dates and information from the NMSN when completing this process in Production.

1. First, the Benefit Event must be created. Access the **Benefit Event Entry** page using the following navigation path:

    Menu > Benefits > Manage Automated Enrollment > Events > Benefit Event

The **Benefit Event Entry Search** page displays.

2. Enter the employee's Employee ID in the **Search by** field.

    Note: The other search by options available (**Search by** dropdown button) are Business Unit, Department, and Name.

3. Click the **Search** button.

The **Benefit Event Entry** page displays for the applicable employee.

4. Refer to the [Processing a DSS/National Medical Support Order to Enroll Event (Dependent(s) not already in Cardinal)](#) section of this Job Aid and complete Steps 4 - 14. For Step 5, select "DSS/National Medical Support Order to Release".

5. The manual Benefit Event DSS/National Medical Support Order to Release Event (MSR) is now created. Next, this event must be processed. Access the **On-Demand Event Maintenance** page using the following navigation path:

Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Maintenance

The **On-Demand Event Maintenance Search** page displays.
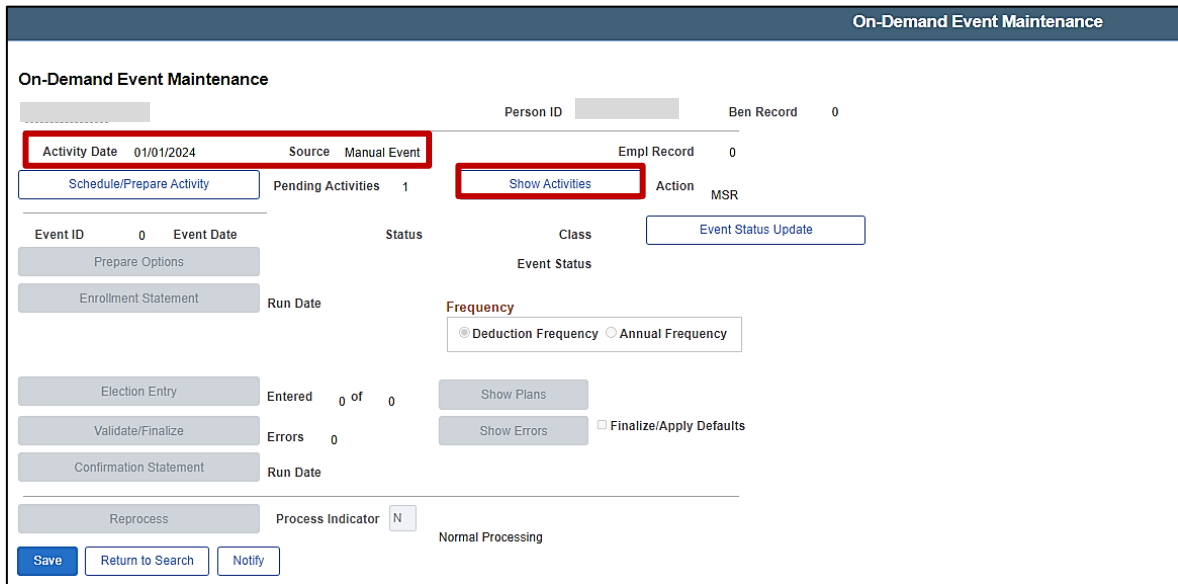
6. Enter the employee's Employee ID in the **Empl ID** field.

    Note: Searches can also be performed using the employee's name. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID.

7. Click the **Search** button.
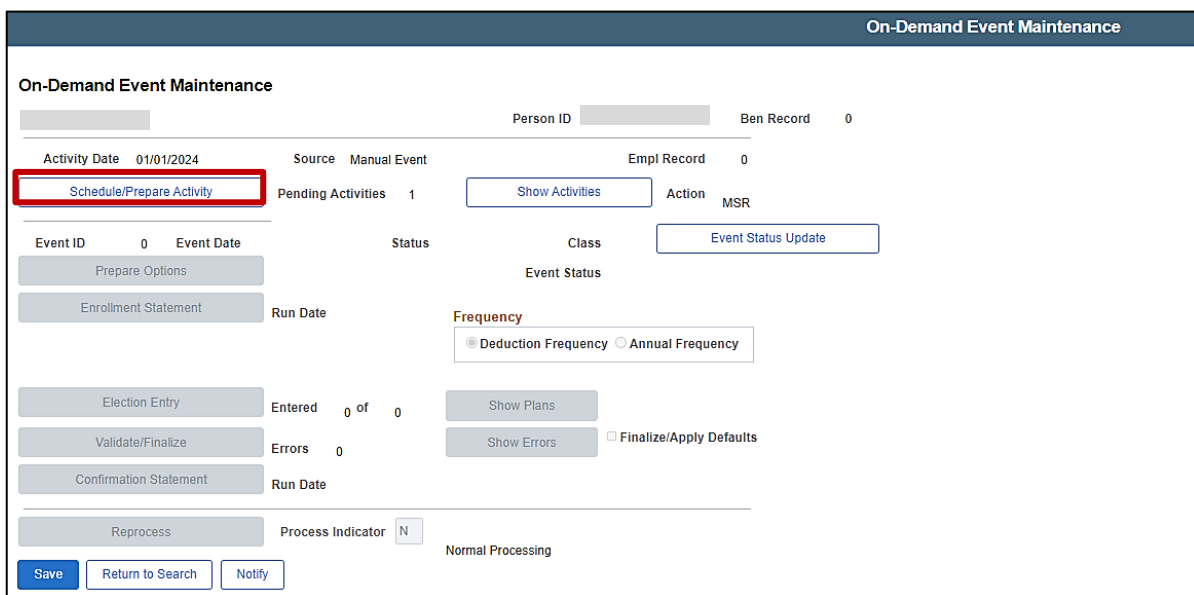
The **On-Demand Event Maintenance** page displays for the applicable employee.

8. Review the **Activity Date** field. For DSS/National Medical Support Events, this date will be auto-populated based on the Life Event date previously entered (effective date "1/1/2024" in this scenario). Ensure that this date is accurate.

    Note: The **Source** field will be "Manual Event". The **Action** field will default to "MSR".

9. Click the **Show Activities** button **Only** if there is more than one activity.

10. If the Benefits Administration process has already run since the time the manual event was created, the **Pending Activities** field will display a "0". In this case, proceed to Step 13. Since the **Pending Activities** field displays a "1", click the **Schedule/Prepare Activity** button.
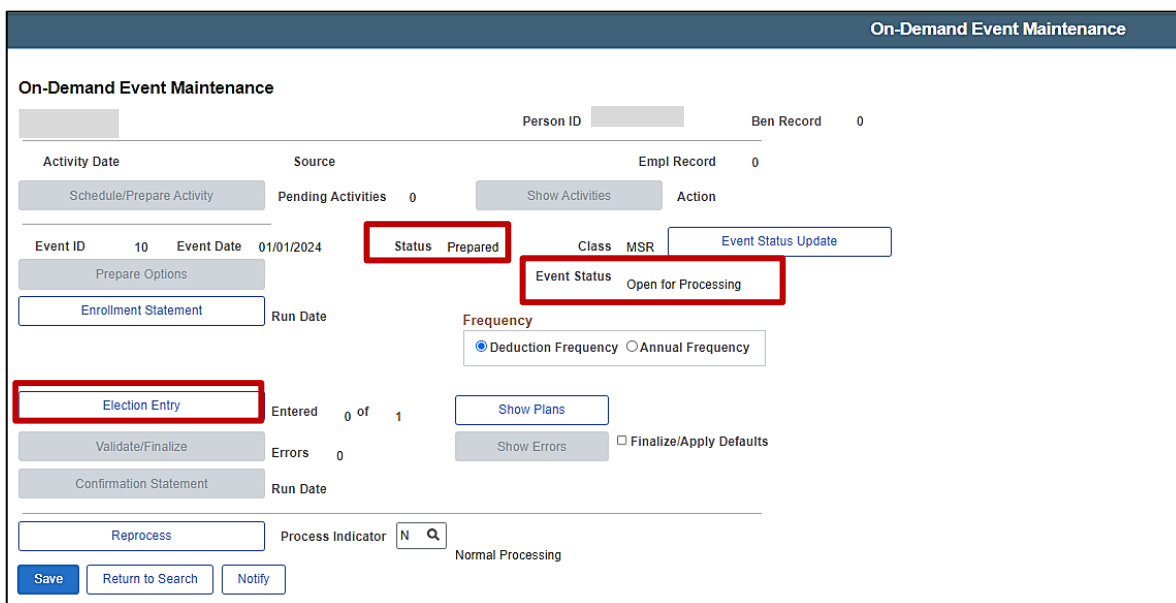
Note: Clicking the **Schedule/Prepare Activity** button will launch an automated program that schedules and prepares the activity. This button will be disabled if the Benefits Administration process has already run.

A **Confirmation** message displays in a pop-up window once the automated program completes.

11. Click the **OK** button.

The **On-Demand Event Maintenance** page redisplays.

12. Confirm that the **Status** field displays as "Prepared" and the **Event Status** field displays as "Open for Processing".

13. Click the **Election Entry** button.

The **Election Entry** page displays in a pop-up window with the **Option Election** tab displayed by default.

14. First, update the NMSN Rider information for the named child dependent. Click the **Dependents / Beneficiaries** tab.

The **Dependent / Beneficiaries** tab displays.

15. Review the **Dependent/Beneficiaries Currently on Record** section and verify that the child dependent(s) on the NMSN is displayed.

16. Click the **Change/Add Dependent Data** link.

The **Dependent/Beneficiary** page displays in a pop-up window with the **Name** tab displayed by default.

17. Review the **Display Name** field and ensure that you are on the record for the applicable child dependent. Use the navigation arrows or the **View All** link within the **Dependent/Beneficiaries** section as needed to locate the applicable child dependent.

18. Click the **Personal Profile** tab.

The **Personal Profile** tab displays.

19. Verify that the correct child dependent is displayed and then click the **Riders/Orders** link.

The **Dependent/Beneficiary Riders** page displays in a pop-up window.

20. Click the **End Date Calendar** icon and select the date of the NMSN Release ("12/10/2023" in this scenario).

21. Click the **Inactive** radio button option.

22. Enter applicable comments pertaining to the NMSN in the **Comment** field. Do not overwrite the previous comments.

23. Click the **OK** button once complete.

The **Personal Profile** tab redisplays.

24. Verify that the **Riders/Order exist** checkbox option is not selected (read-only).

25. Scroll down to the bottom of the page and click the **OK** button.

The **Dependents / Beneficiaries** tab redisplays.

26. Click the **Option Election** tab.

The **Option Election** tab redisplays.

27. Next, update the employee's elected Medical Plan and coverage code as needed. In this scenario, the child dependent will be removed from coverage. Therefore, the coverage code needs to be updated. Click the **Option Code Look Up** icon and select the applicable coverage code ("Self + Spouse" in this scenario).

    Note: If the coverage code does not need to be updated, skip to Step 29.

28. If the child dependent is being removed from coverage, click the corresponding **Delete Row** icon (-).

    Note: If the dependent is not being removed from coverage, skip to Step 31.

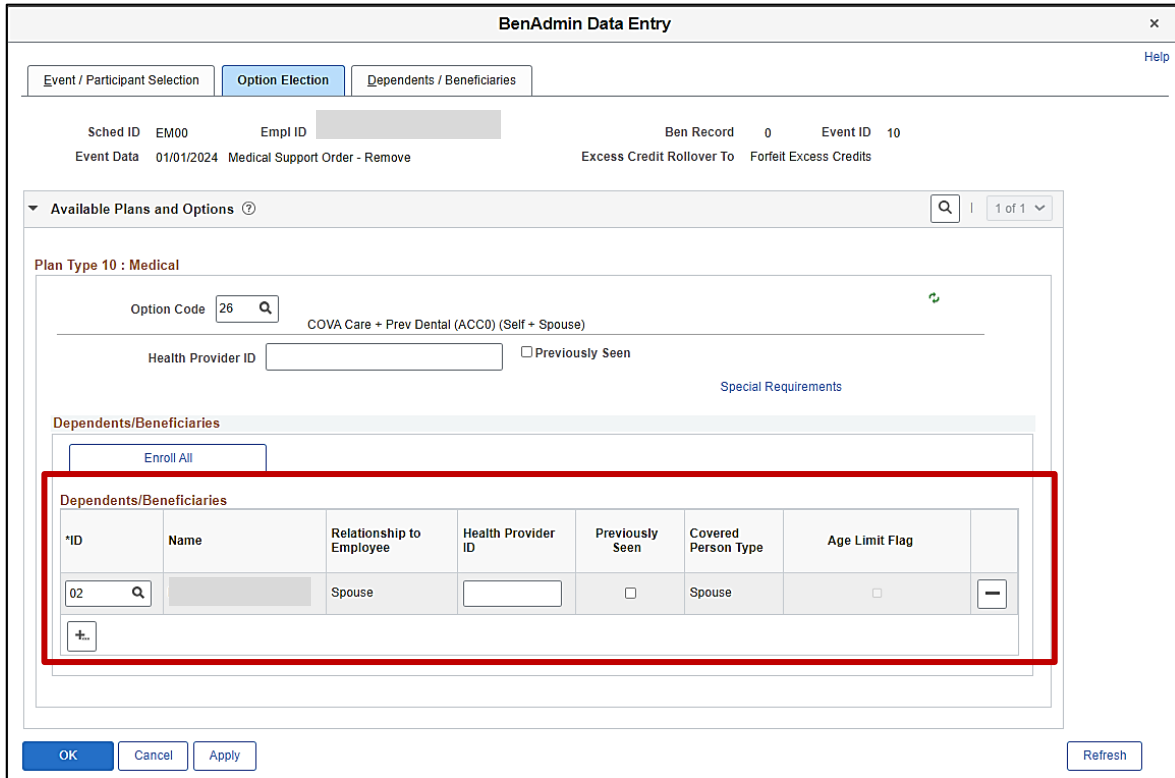A **Warning** message displays in a pop-up window.

29. Click the **OK** button.

The **Option Election** tab redisplays.
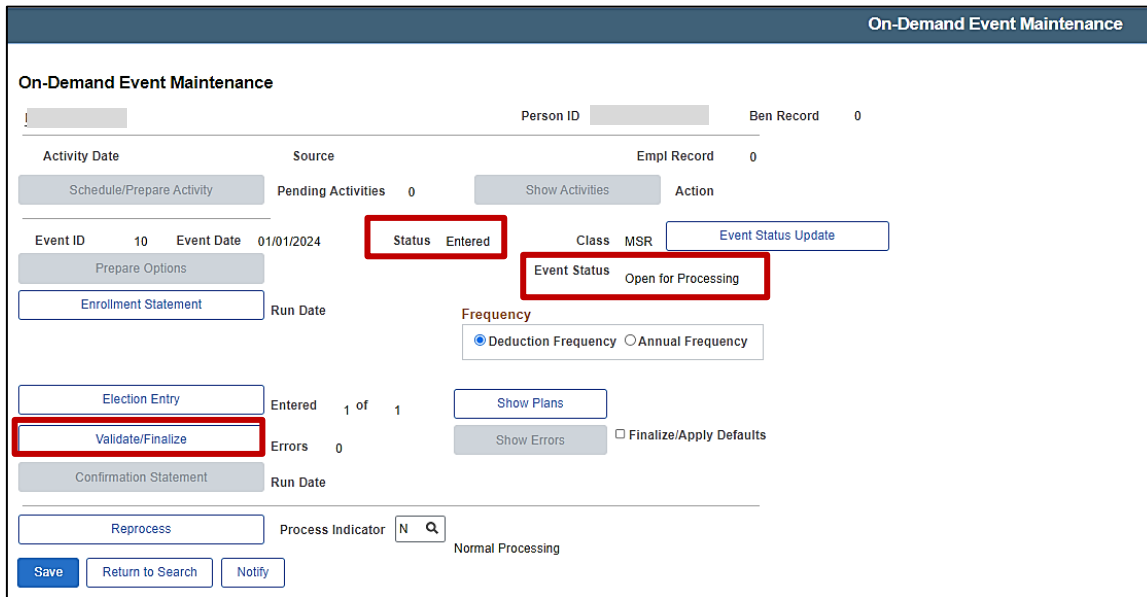

Note: The removed child no longer displays in the **Dependents/Beneficiaries** section.

30. Scroll down to the bottom of the page and click the **OK** button.

The **On-Demand Event Maintenance** page redisplays.

Note: The **Status** field will now display as "Entered". The **Event Status** field will still display as "Open for Processing".

31. Click the **Validate/Finalize** button. This process will validate that all of the elections are valid, close the Benefit Event, and update the Base Benefits Tables.

A **Confirmation** message displays in a pop-up window once the process completes.

The **On-Demand Event Maintenance** page redisplays.

Note: The **Status** field will now display as "Finalized-Enrolled". The **Event Status** field will still display as "Closed to Processing".
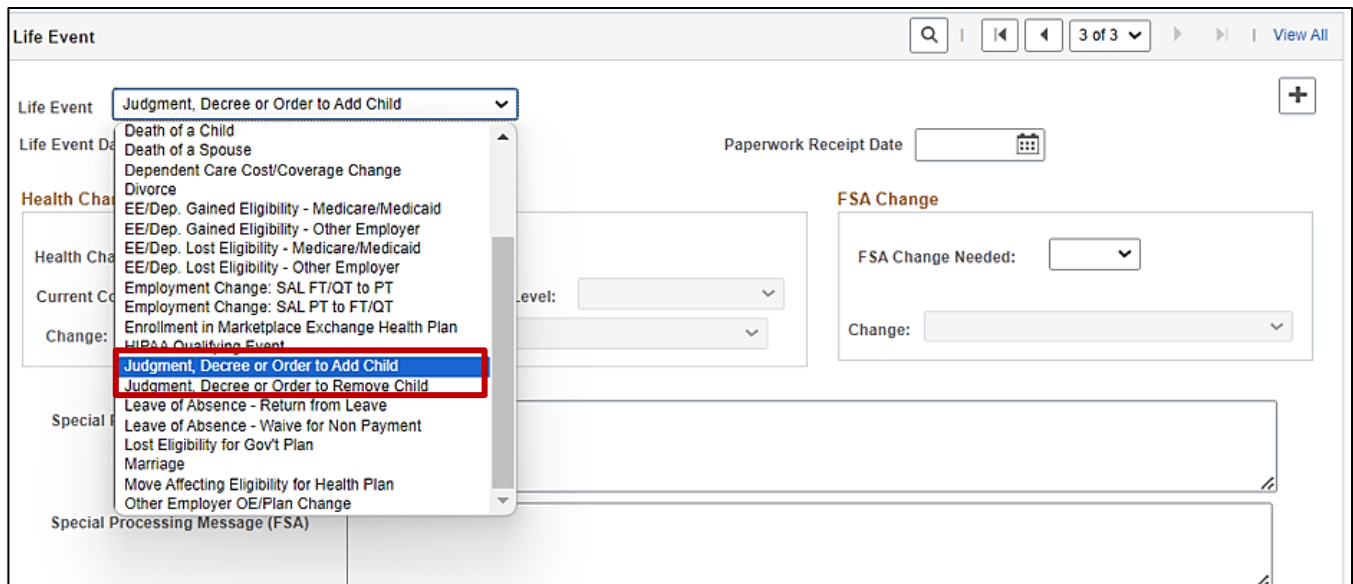
32. Click the **Save** button.

This process is now complete.

Processing QMSCO Information

For a **Qualified Medical Support Order (QMSCO)** that is received from the Agency, you would select the "Judgment, Decree or Order to Add Child or Judgment" or "Decree or Order to Remove Child" on the Benefit Event Entry page. A Medical Support Order - Add (MSA) or Medical Support Order – Remove (MSR) event would be created.

Follow all steps in the above scenarios to create and process the event. It is not required that the Rider information be completed on the **Dependents/Beneficiaries** tab.

Refer to the Viewing the Employee's Benefit Information section of this Job Aid to validate accuracy. Refer to the Viewing/Printing a Confirmation Statement if you need to print the Confirmation Statement for the employee or the NMSN Issuing Entity.
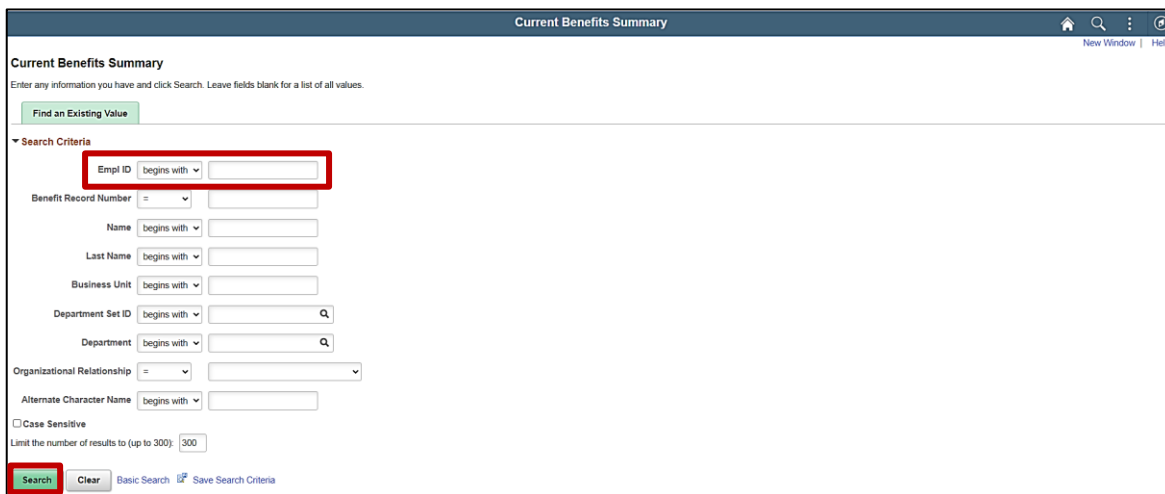
Viewing the Employee's Benefits Information

After completing a manual Benefit Event, the Benefits Administrator should view the employee's benefits information to ensure accuracy. This can be completed at any point after the Benefit Event has been finalized.

1. Access the **Current Benefits Summary** page using the following navigation path:

   Menu > Benefits > Review Employee Benefits > Current Benefits Summary

The **Current Benefits Summary Search** page displays.

2. Enter the employee's Employee ID in the **Empl ID** field.

   Note: Searches can also be performed using the employee's name. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID.
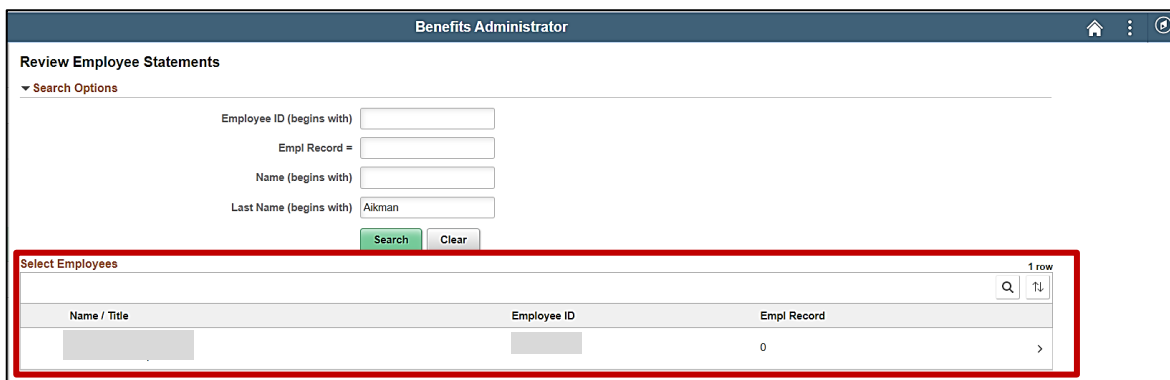
3. Click the **Search** button.

The **Current Benefits Summary** page displays for the applicable employee with the **Benefit Enrollment Summary** tab displayed by default.

4. Review the information within the **Current Enrollments** section and reconcile against the benefits enrollment form submitted by the employee to ensure accuracy.

    Note: If any data entry errors are identified, refer to the Job Aid titled **BN361_Re-opening and Reprocessing a Benefit Event**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.

5. Click the **Benefit Deduction Summary** tab.

The **Benefit Deduction Summary** tab displays.

6. Review the employee's pay group, payroll status, and deductions information to ensure accuracy. If any issues are identified, coordinate corrective action with an Agency HR Administrator and/or an Agency Payroll Administrator.
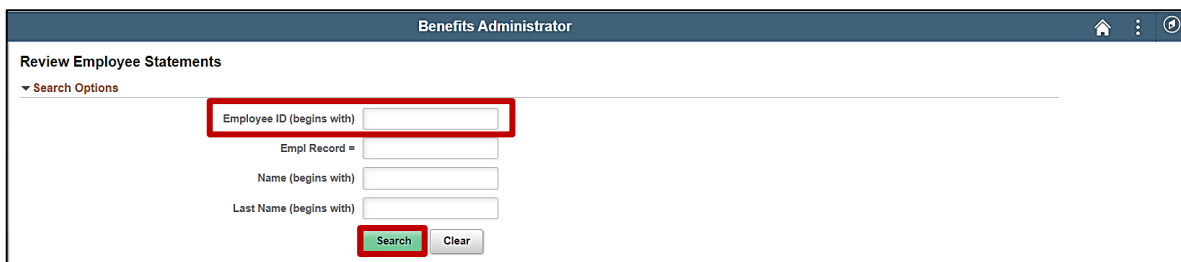
Viewing/Printing a Confirmation Statement

After completing the benefits enrollment change, the employee should receive an email with their Confirmation Statement after the next Benefits Administration process runs. However, if the employee does not have an email defined in Cardinal yet, or did not receive the email, the Agency BA can follow the steps in this section to view and print a Confirmation Statement for the employee.

1. Access the **Current Benefits Summary** page using the following navigation path:

    Benefits Administrator Tile > Review Employee Benefits > Review Employee Statements

The **Review Employee Statements Search** page displays.

2. Enter the employee's Employee ID in the **Employee ID** field.

    Note: Searches can also be performed using the employee's name. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID.

3. Click the **Search** button.

The page refreshes with the search results displayed in the **Select Employees** section.
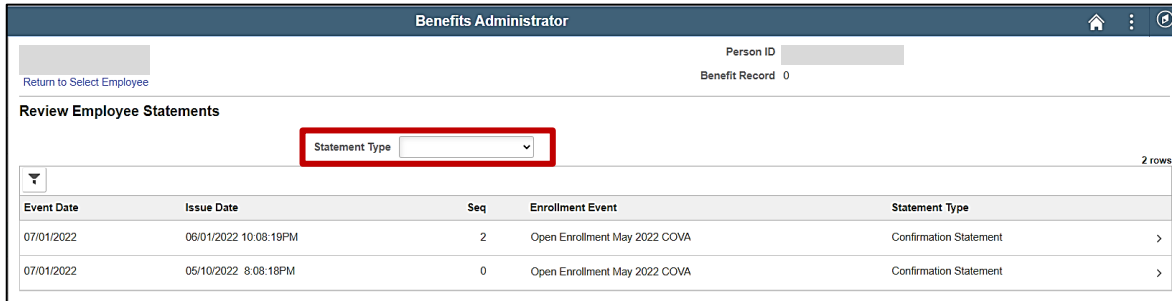
4. Click anywhere in the corresponding row for the employee within the **Select Employees** section.

The **Review Employee Statements** page displays for the selected employee.
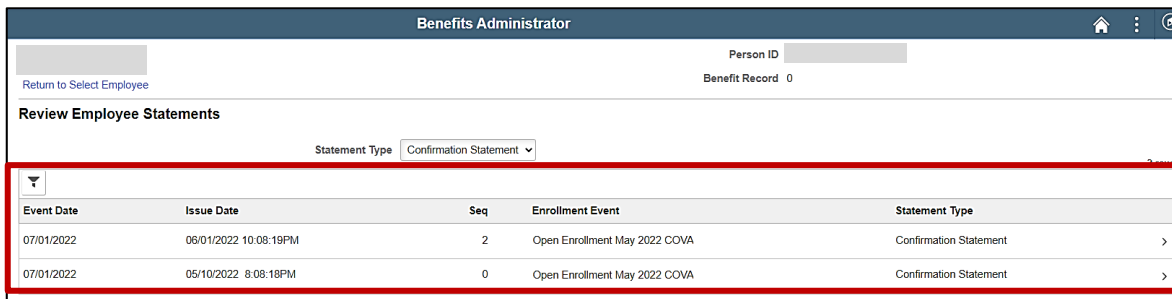
5.   Click the **Statement Type** dropdown button and select "Confirmation Statement".

The page refreshes.
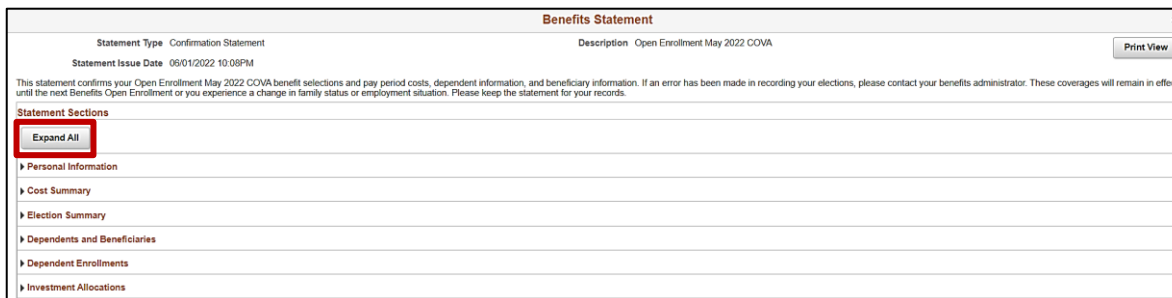
6.   Click anywhere in the corresponding row for the applicable Benefit Event (Open Enrollment May 2022 COVA (Seq Number 2) will be opened in this example).

The **Benefits Statement** page displays for the applicable Benefit Event.

7.   Click the **Expand All** button to view the detailed information.

The page refreshes with the sections expanded.

8.   Review the information as needed. Use the vertical scrollbar to scroll down and view all of the information.

9.   Click the **Print View** button.

The **Confirmation Statement** opens as a PDF document. If the Confirmation Statement does not display, you may need to allow pop-ups from the website.

10.   Save and/or print the document as needed.