



Human Capital Management (HCM)

Inter-Agency Transfer Process

November 16, 2023




Agenda

- Transfer Statistics
- Process Changes
- HR Responsibilities
 - Sending Agency
 - Receiving Agency
- BN Responsibilities
 - Sending Agency
 - Receiving Agency
- Payroll Impacts
- Q & A
- Additional Support



Transfer Statistics



Total Transfers

Since the final Cardinal HCM release in October 2022, 2,162 inter-agency transfers have been keyed into Cardinal.

Quarter	Transfer Count
Oct - Dec 2022	534
Jan - Mar 2023	553
Apr - Jun 2023	509
Jul - Sep 2023	486
Oct - Dec 2023	80
Total	2,162



Transfers (Payroll Systems)

94% of Transfers impact Cardinal payroll.

<u>Employee Pay Type</u>	<u>Count</u>	<u>% of Transfers</u>
Payroll to Payroll	1,769	82%
Payroll to Non-Payroll	133	6%
Non-Payroll to Payroll	132	6%
Non-Payroll to Non-Payroll	128	6%



Area for Improvement: Action/Reason

Currently, ~40% of transfers are keyed incorrectly when entering Action/Reason codes. By refining the transfer process, we can significantly enhance the accuracy of transfer transactions.

Total # of Transfers	2,162	
Action/Reason Evaluation	Count	% of Transfers
Keyed Correctly	1,318	61%
Corrected by PPS	355	16%
Incorrect: Transfer In	206	10%
Incorrect: Transfer In & Out	171	8%
Incorrect: Transfer Out	112	5%



Process Changes



New Transfer Process

Effective, **Monday, November 20, 2023**, the Transfer Process will include the following changes:

Improvements

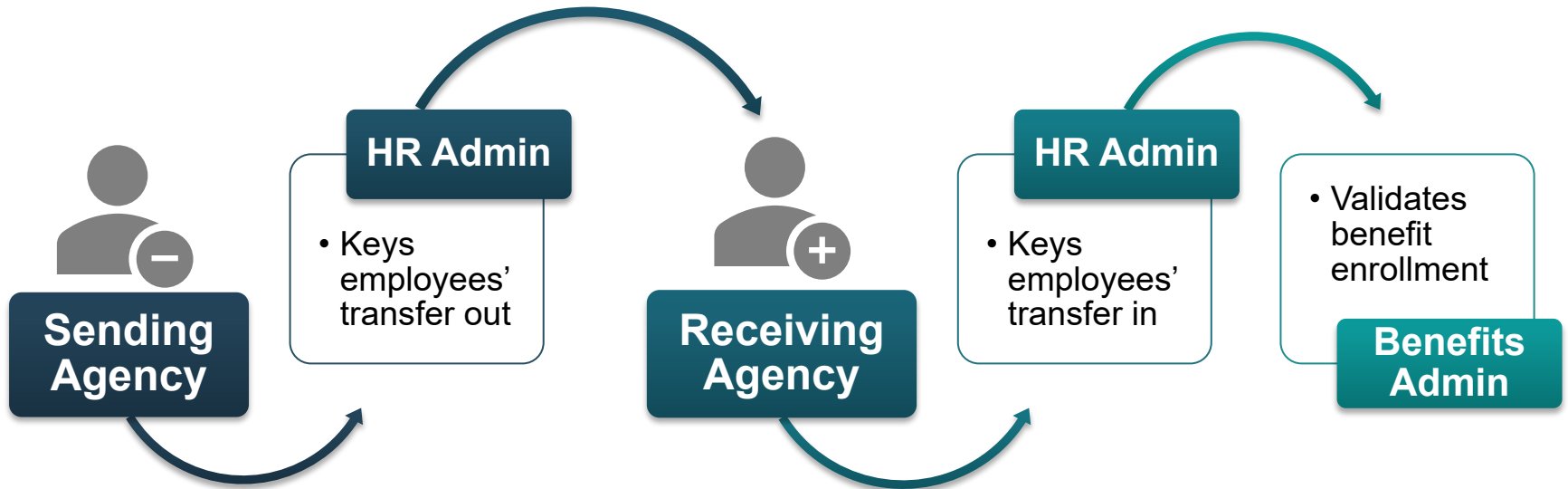
- Health insurance, premium rewards, FSA plans, and imputed income, will continue seamlessly upon transfer.
- Agency HR Admins can now process transfers without waiting a day between keying Out/In.
- Health vendors (Anthem, Delta) will be notified by interface file when an employee changes agencies.
- OHB, DHRM and Cardinal will have access to new queries to monitor the transfer process.

No Change

- Savings and Retirement Plans will still terminate when an employee transfers between agencies.
- Agency HR Admins must confirm employee transfer out completion **before** keying the transfer in.



New Process: Agency Responsibility

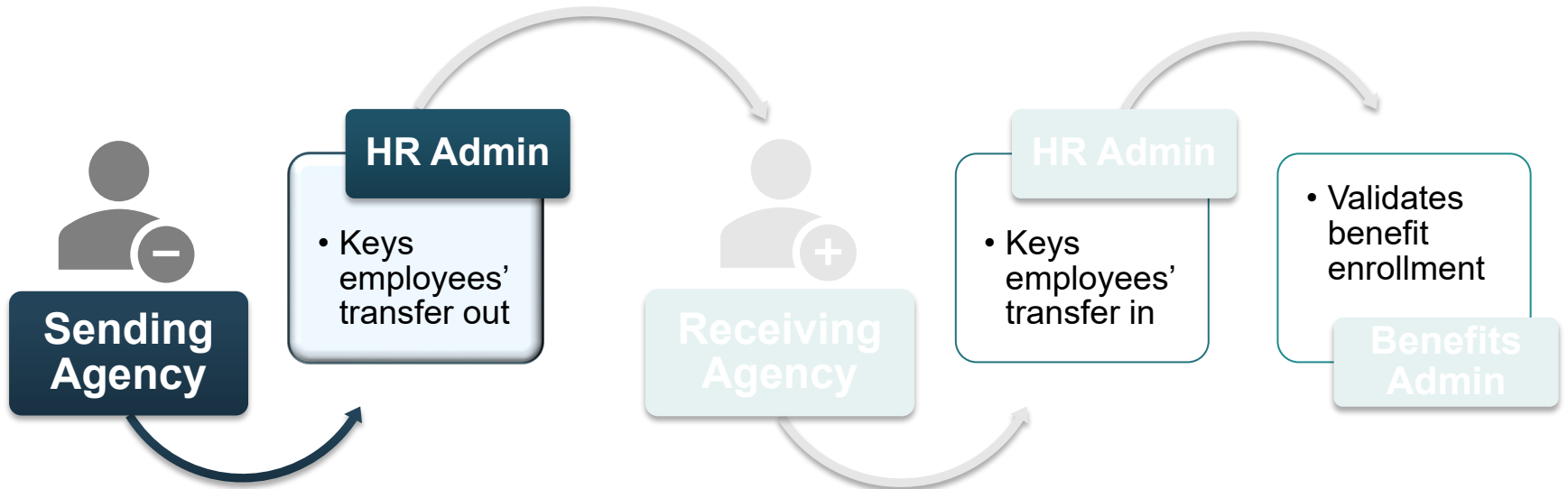




HR Responsibilities



Sending Agency Responsibility - HR





Sending Agency HR Responsibility

Using the **Termination/Transfer Out** Action/Reason to terminate employees who are transferring to a new agency is crucial to maintain insurance coverage.



IMPORTANT! Any other Action/Reason Combination will result in the **termination of all benefit plans** and a potential **disruption in services** for the employee.

DHRM Policy Team Guidance

The Receiving Agency should consult with the Sending Agency and determine the resignation/separation date. If there is a difference that involves a few days, then we encourage the former agency to approve the employee's use of LWOP and expand the separation date so there is no break in service.

Policy questions? Email policy@dhrm.virginia.gov



Sending Agency – Fixing Action/Reason

If you did not use **Terminate / Transfer Out** and later find out the employee moved to a new agency, the employee's Health, FSA, Premium Rewards will have been terminated.

To correct the Action/Reason, you **must** submit a help desk ticket.

Upon receipt of the ticket, Cardinal PPS team will:

- Fix the employees job record
- Reprocess any necessary benefit events
- Reinstate coverage with the vendors



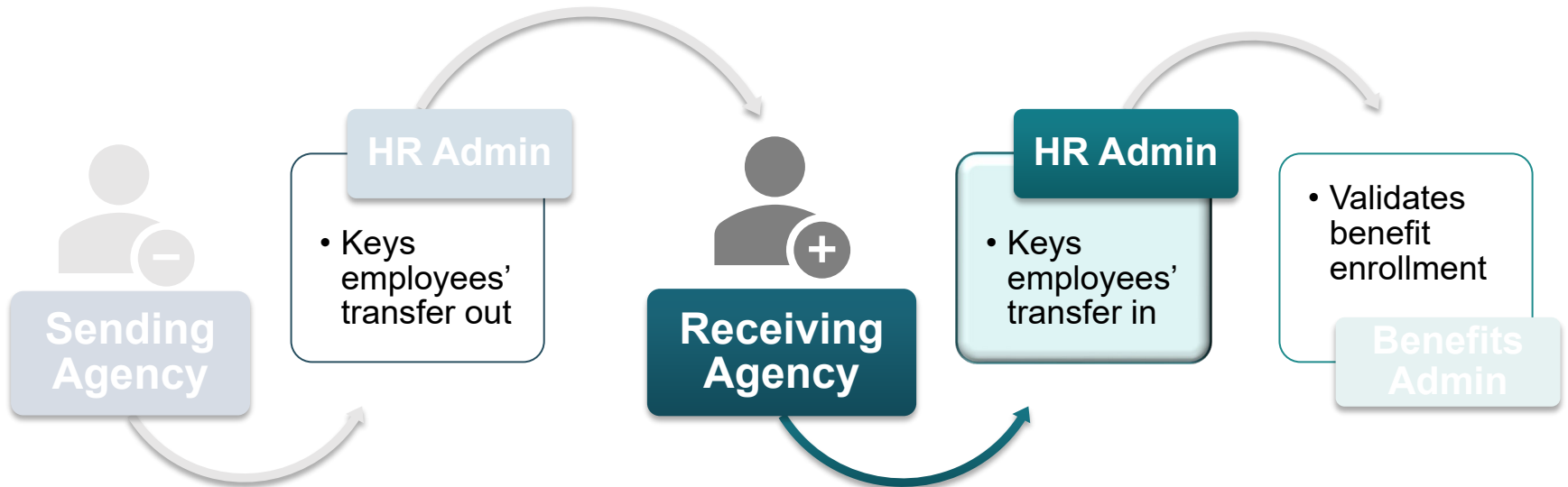
HR Action Item

Review and Update Exit Interview Materials

- Confirm you are asking employees if they are being hired by another Commonwealth of Virginia Agency.
- Explain the impacts of not notifying you of a new agency job.
 - i.e.; disruption of health insurance coverage and their ability to use their FSA card.



Receiving Agency Responsibility





Establishing the Job Record

Using the correct Action/Reason to establish the employee's record in your agency is **critical** to the transfer process.

- The Action/Reason combinations below results in the creation of the 'XFR' benefit event allowing the employee to continue health, FSA, Premium Reward, and Imputed Life plans.
- The XFR event is **not** available in Employee Self Service as benefit changes are not allowed.

Action / Reason
Hire/Transfer In Comp Lateral
Hire/Transfer In Layoff w Card
Hire/Transfer In Layoff w/o Card
Hire/Transfer In Non-Competitive
Hire/Transfer In Promotion
Hire/Transfer In Inter-Agency Reorg
Hire/Transfer In Demotion

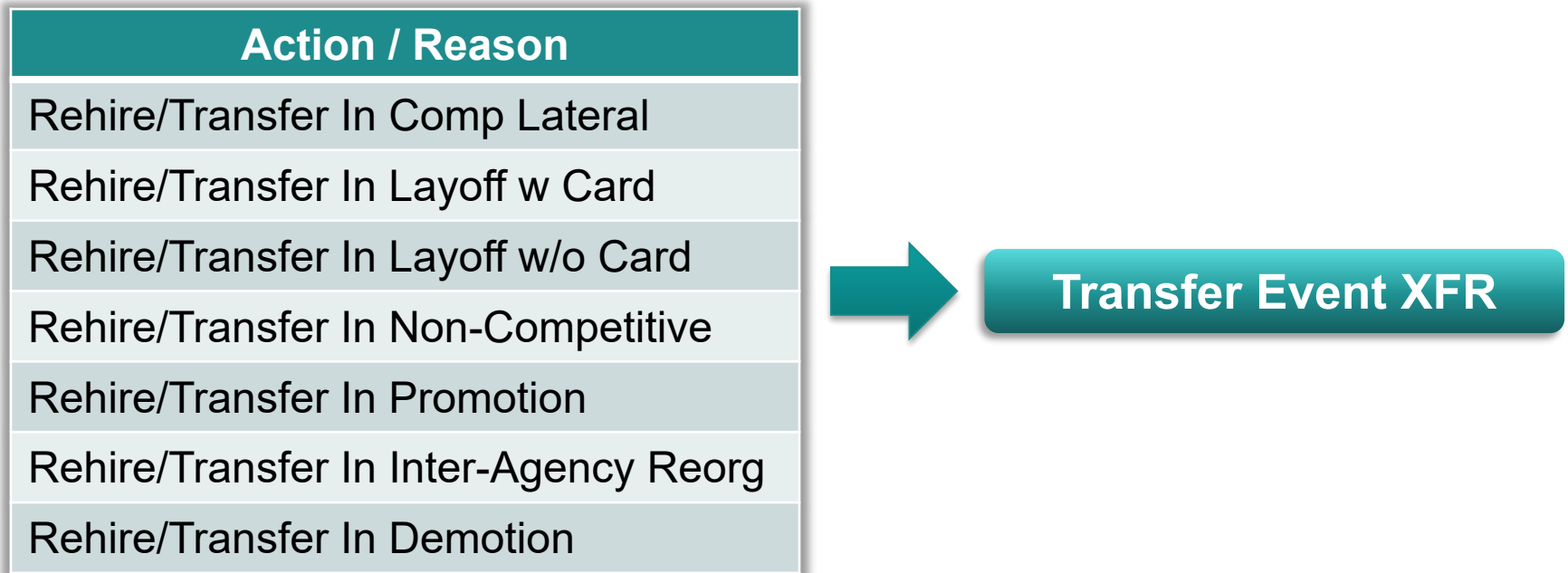


Transfer Event XFR



Rehiring Transferring Employees

Rehiring transferring employees in your agency also requires the correct Action/Reason combinations to successfully create the XFR benefit event.





Receiving Agency HR Transfer Errors

These Action/Reason combinations are **not applicable** for inter-agency transfers.





Receiving Agency – Fixing Action/Reason

If you use the **New Hire**, **Rehire** or **Reinstate** reason code and later find out the employee has transferred in from another agency, an incorrect benefit event will have been created.

To correct the Reason, you **must** submit a help desk ticket.

Upon receipt of the ticket, Cardinal PPS team will:

- Fix the employees job record
- Create the correct benefit event

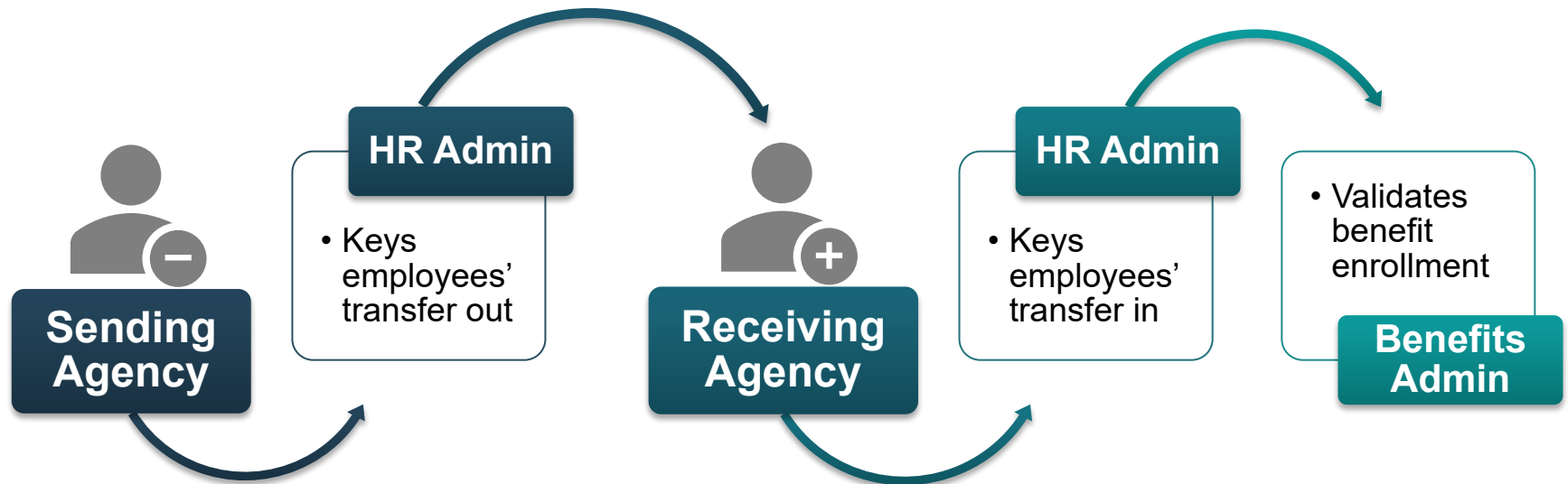


BN Responsibilities



Sending Agency BA Responsibility

- A XFO event will be created when the **Termination/Transfer Out** is entered into the employee's job record.
- The sending Agency BA will not need to update this event.
- The XFO will be automatically processed and closed by the system.





XFO Benefit Events

- Automatically created by the correct transfer action/reason usage
- Automatically processed and closed by the Cardinal system

Benefits Terminated

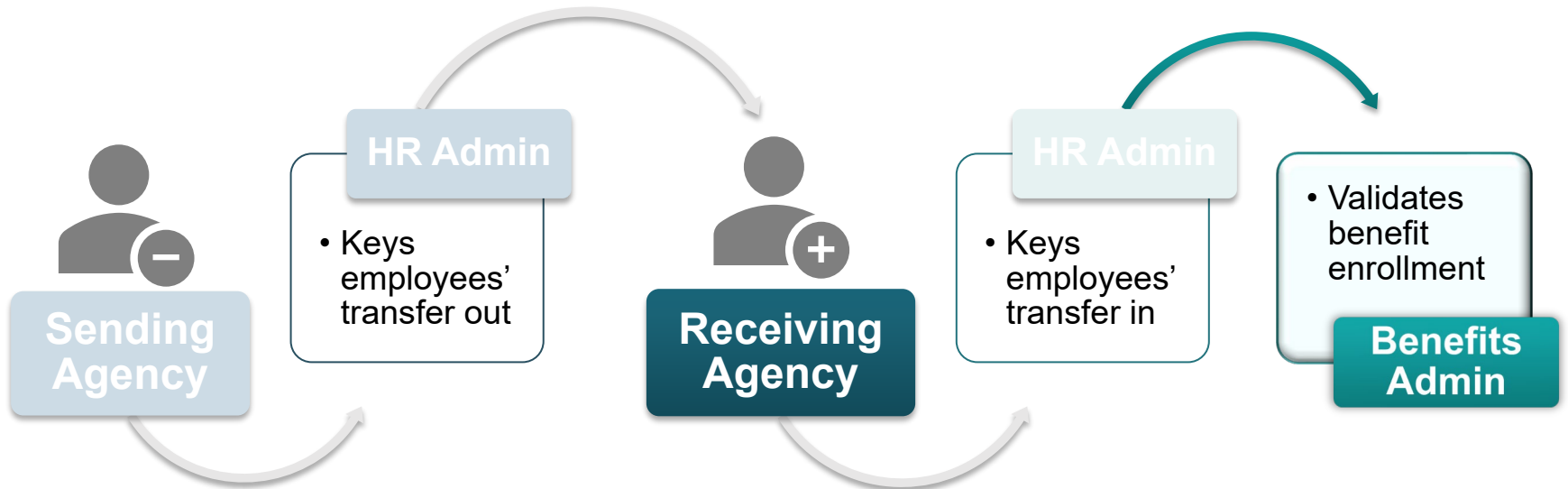
- Retirement
- Deferred Compensation Plans
- Annuity Plans

Benefits Continued

- Health
- Premium Reward
- FSA Plans
- Imputed Life



Receiving Agency BA Responsibility





XFR Benefit Events

- Evaluates new job location to check for HMO eligibility
- Event stays open for 14 days to allow for receiving agency BA to evaluate if a health change is necessary.
- Event will automatically close 14 days after the transfer date and the transferring employee will be notified that a confirmation statement was generated.

Why close the event after 14 days?

The XFR event is closed after 14 days to provide employees ample time to respond if they have lost eligibility for their HMO plan.

Why send a confirmation statement?

Issuing confirmation statements serves two purposes:

- Providing employees with a documented record of their benefits upon transferring to a new agency.
- Reinforcing notification when their HMO plan eligibility ends, reducing reliance on agency BAs for this task.



Receiving Agency BA Responsibility

Review Incoming Employees Benefits

When an employee transfers into a new agency, the receiving Benefits Administrator ensures that the transfer is done correctly and with as little disruption to the employee, as necessary.

Review the transferring employees current benefit enrollment to ensure the following:

- Health, Premium Reward, FSA Plans, FSA Fee, and Imputed Life **have not** been terminated by the prior agency.
- Retirement and Savings Accounts all show terminated as of the 1st of the month following transfer.

Review for HMO Eligibility Changes

If employee is enrolled in a regional HMO Plan, review the XFR event options to ensure that the HMO plan is still available after transfer. If not, notify the employee another plan selection will be necessary.



Demo



Retirement and Savings Plan Enrollments

Coordinate Retirement and Savings Plan Enrollments

For agencies that interface job changes to VNAV, it is the agency's responsibility to review the **Cancel Records Report** for missing changes and if necessary, manually enter the job changes into VNAV.

- Inform the transferring employee they will need to reenroll in the Annuity/Deferred Compensation plans.
 - It is the employee's responsibility to complete the enrollment.

Note: Be sure to enter the 11-digit Cardinal Employee ID in VNAV.



Receiving Agency Benefits – Fixing Errors

If you review the employees benefits and find updates are needed it is most likely due to incorrect action/reason code entry by either the sending or receiving HR department.

To correct the Action/Reason code, you **must** submit a help desk ticket.

Upon receipt of the ticket, Cardinal PPS team will:

- Fix the employees job record
- Create the correct benefit events (if necessary)
- Re-establish any incorrectly terminated benefits
- Work with OHB to notify vendors if reinstatements are necessary



Payroll Impacts



Payroll Impacts/Responsibilities

Having healthcare, premium reward, imputed life and FSA plans continue will have the following impacts for agencies using Cardinal payroll:

- Cardinal sending agencies will no longer have the payroll deductions end one pay period early.
- The receiving agency, may need to do payroll adjustments to prevent the deductions from coming out of the employee's paycheck.

Note: If health premiums do come out of the receiving agency early, the Healthcare Reconciliation will identify them.



Recap

By using the correct action/reason combination for both the outgoing and incoming agencies;

- Employees will no longer lose health insurance, premium reward credits or FSA coverage when they transfer.
- Agency BA's will no longer need to enroll the employees in Health, FSA, FSA Fee and Premium Reward to continue the coverage between agencies.

Any corrections to action/reason combinations done in error will need to be sent to Cardinal PPS to correct.



Q & A



Additional Support



Transfer Support Materials

Job Aids

- [HR351 Managing Inter-Agency Transfers](#) – detailed steps to perform a transfer out or transfer in on a job record.
- [BN361 Benefits Quick Reference Guide](#) – detailed steps for reviewing transfer employees benefits and processing enrollments.
- [BN361_BA Contacts](#) – overview of the Benefits Administration Contacts page and provides guidance on how to update contact information.

Queries and Reports

- Benefit Event Status Report – identify open events for your agency.

Reports Catalog

- [Cardinal HCM Benefits Reports Catalog](#) – covers the Benefits (BN) functional area.

Need help running a query or report? Use the [NAV225 Running an HCM Query](#) and [NAV225 Generating an HCM Report](#) job aids for support.



Additional Support

Cardinal Help Desk:

Submit a help desk ticket by emailing vccc@vita.virginia.gov and include the following information:

Subject: Cardinal - <brief summary for routing>

Email Contents:

- Detailed information about your issue (i.e., functional area, page, actions, error).
- Name, email address, and best contact phone number.

Policy, eligibility, and general questions:

- Email: ohb@dhrm.virginia.gov
- Fax: 804-371-0231
- Phone: 888-OHB-4414 (888-642-4414)
804-225-3642 in Richmond

When you contact the Office of Health Benefits (OHB) about specific issues, be sure to include the employee's name, the ID number, and a brief description of the issue. The Form [Agency Request for Assistance Form](#) is available on the DHRM Web site.



Meeting Wrap-Up



Action/Reason Codes & Descriptions

Action (ACTION)	Action Description	Action Reason (ACTION_REASON)	Reason Description	Benefits Employee Status (BEN_STATUS)	Benefits Admin Action (BAS_ACTION)
HIR	Hire	NEW	New Hire	A	HIR
HIR	Hire	XCL	Transfer In Comp Lateral	A	XFR
HIR	Hire	XLP	Transfer In Layoff Place-Card	A	XFR
HIR	Hire	XLR	Transfer In from Layoff-NoCard	A	XFR
HIR	Hire	XNC	Transfer In Non-Competitive	A	XFR
HIR	Hire	XPO	Transfer In Promotion	A	XFR
HIR	Hire	XRE	Transfer In Inter-Agency Reorg	A	XFR
HIR	Hire	XVD	Transfer In Demotion	A	XFR
TER	Termination	XFO	Transfer Out	A	XFO
TER	Termination	XDP	Transfer Out-LOF Placement	A	XFO