

National Medical Support Notice (NMSN) and QMCSO 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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Revision History

Revision Date	Summary of Changes
3/1/2025	Updated the screenshots of the Search pages (Section 1 , after Step 1; Section 2 , after Step 1 and 14; Section 3 , after Step 1 and 14; Section 4 , after Step 1 and 5; Section 6 , after Step 1). Added reference information to the Overview of the Cardinal HCM Search Pages Job Aid.

Validating the NMSN and Employee for Validity

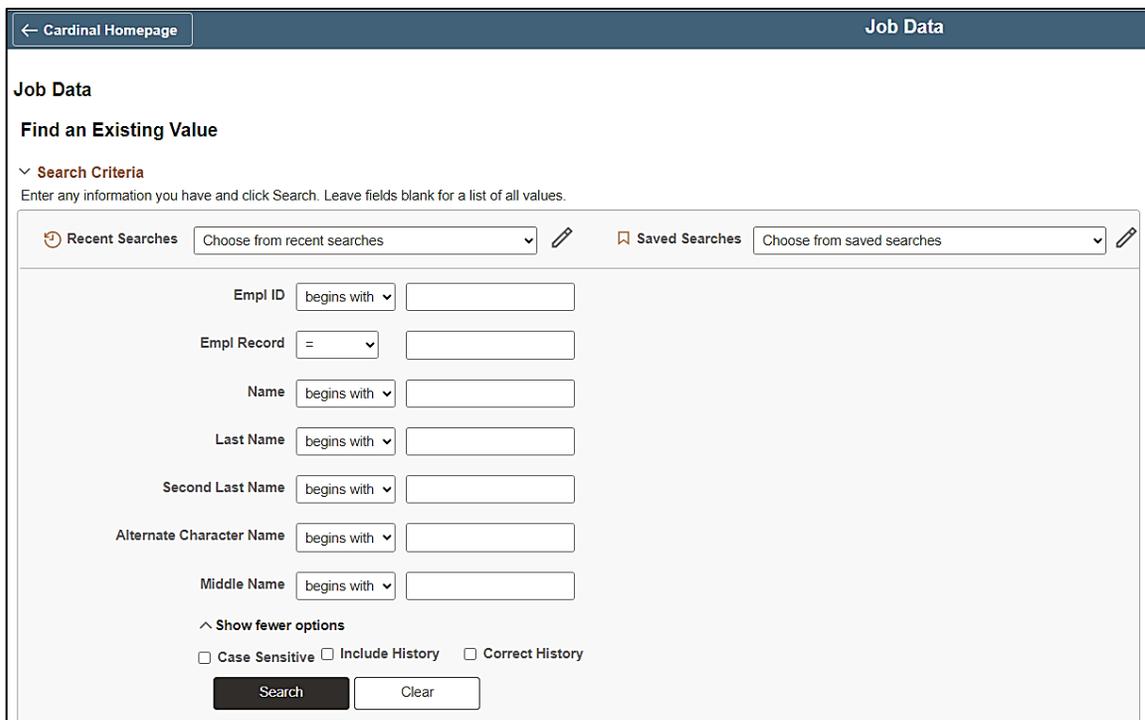
The NMSN is sent by the court to the Agency outside of Cardinal. Prior to processing a DSS/National Medical Support Order event, the Benefits Administrator (BA) must first review the NMSN to determine if it meets the necessary legal requirements and validate that the employee is still employed by the 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.

Step	Action
1.	Access the Job Data page using the following navigation path: NavBar > Menu > Workforce Administration > Job Information > Job Data

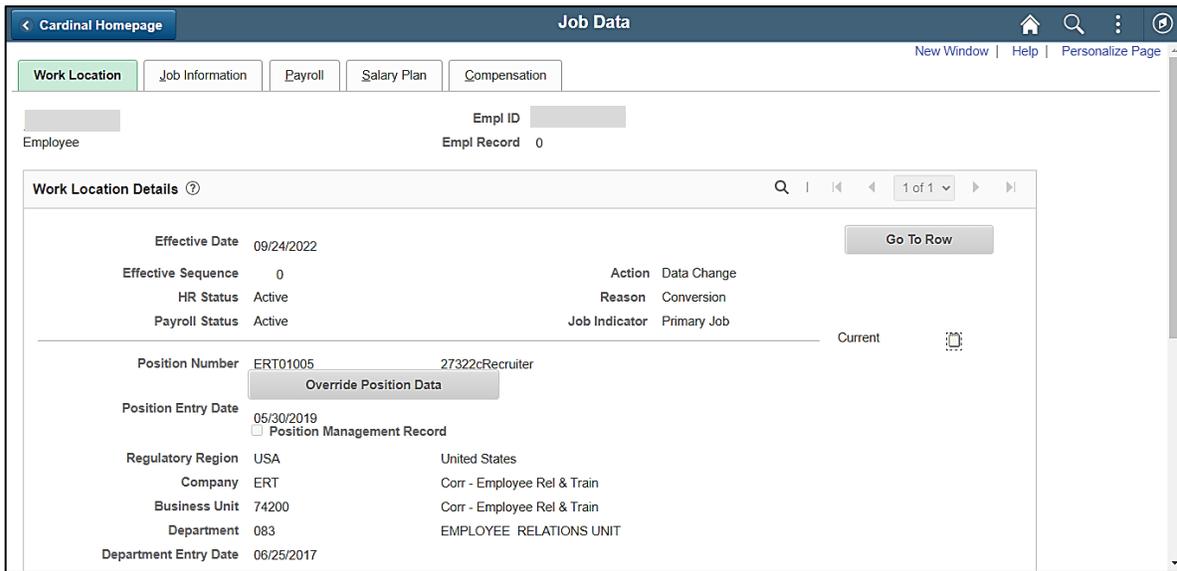
The **Job Data Search** page displays.



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Step	Action
	For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled "Overview of the Cardinal HCM Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning .
2.	Enter the employee's Employee ID in the Empl ID field. Note: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known. 
3.	Click the Search button. 

The **Job Data** page displays for the applicable employee.



Job Data

Cardinal Homepage | New Window | Help | Personalize Page

Work Location | Job Information | Payroll | Salary Plan | Compensation

Employee: [redacted] Empl ID: [redacted] Empl Record: 0

Work Location Details (1 of 1)

Effective Date	09/24/2022	Action	Data Change
Effective Sequence	0	Reason	Conversion
HR Status	Active	Job Indicator	Primary Job
Payroll Status	Active	Current	

Position Number: ERT01005 27322cRecruiter

Position Entry Date: 05/30/2019
 Position Management Record

Regulatory Region: USA United States
 Company: ERT Corr - Employee Rel & Train
 Business Unit: 74200 Corr - Employee Rel & Train
 Department: 083 EMPLOYEE RELATIONS UNIT
 Department Entry Date: 06/25/2017

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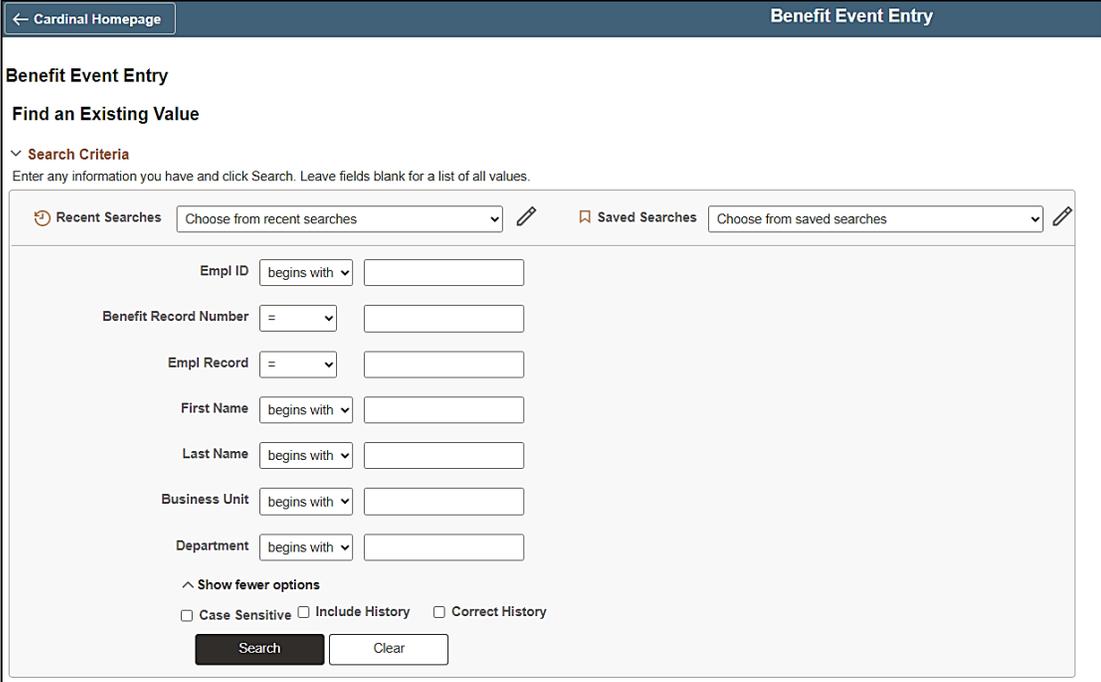
Step	Action
4.	<p>Review the HR Status and the Payroll Status fields and ensure that they both display a status of "Active".</p> <div data-bbox="293 453 1110 741" style="border: 1px solid black; padding: 10px;"> <p>Work Location Details ?</p> <hr/> <p style="text-align: center;">Effective Date 09/24/2022</p> <p style="text-align: center;">Effective Sequence 0</p> <div style="border: 2px solid red; padding: 2px; display: inline-block;"> <p style="margin: 0;">HR Status Active</p> <p style="margin: 0;">Payroll Status Active</p> </div> </div>
	<p>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.</p>
5.	<p>Once validated, notify the employee of the NMSN in accordance with established Agency business practices.</p>

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:

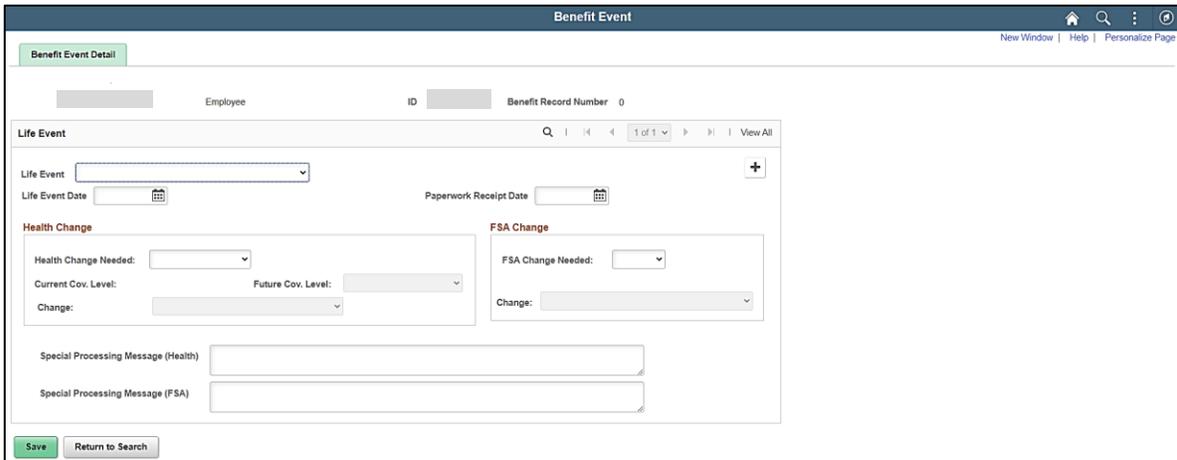
Scenario: A NMSN was received for an employee on 12/5/2023 from a Virginia Court. The effective date of the NMSN is 12/3/2023. You have already validated the NMSN and verified that the employee is still employed by the Agency and being paid. This NMSN mandates that the employee maintains Health Plan 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.

Step	Action
	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: NavBar > Menu > Benefits > Manage Automated Enrollment > Events > Benefit Event

Step	Action
	<p>The Benefit Event Entry Find an Existing Value page displays.</p> 
	<p>For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled “Overview of the Cardinal HCM Search Pages”. This Job Aid is located on the Cardinal Website in Job Aids under Learning.</p>
<p>2.</p>	<p>Enter the employee’s Employee ID in the Empl ID field.</p> <p>Note: If there are more than one Empl Record or Benefit Record, be sure to select the correct record. Users can also search for the applicable employee using the various Name fields, Business Unit and Department if the Employee ID is not known.</p> 
<p>3.</p>	<p>Click the Search button.</p> 

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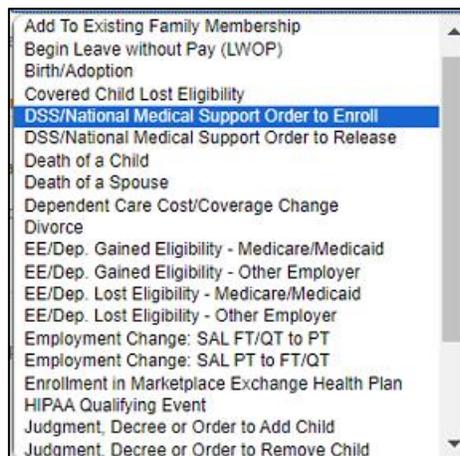
The **Benefit Event Entry** page displays for the applicable employee.



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



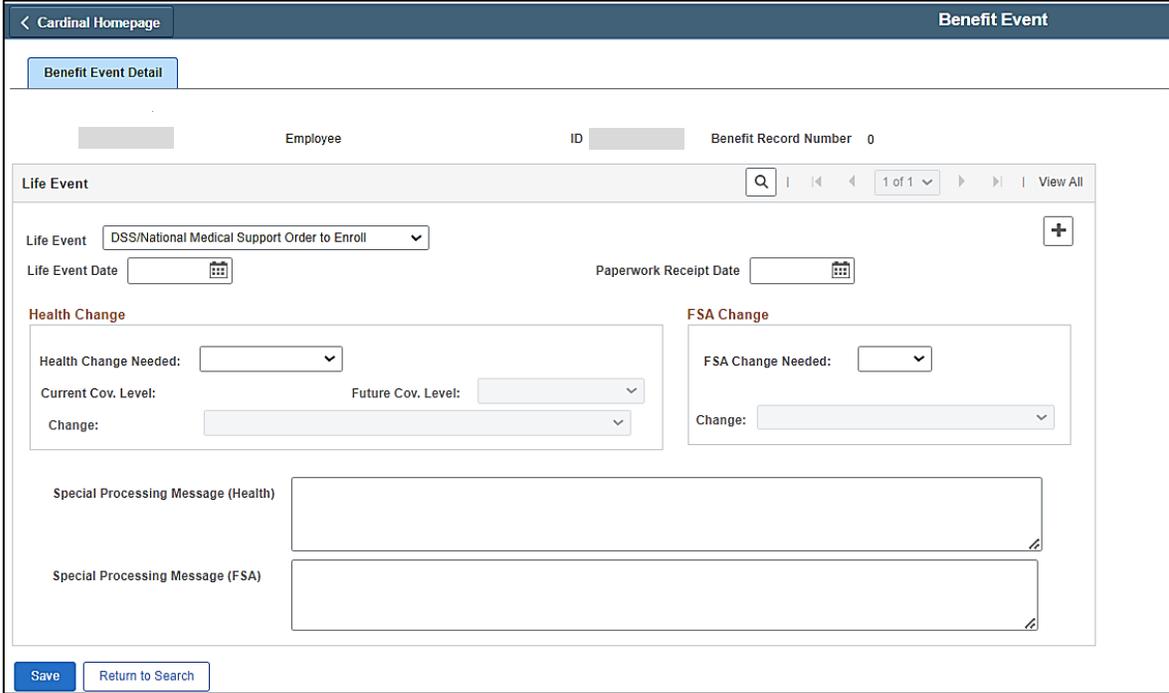
The **Life Event** menu displays.



- Add To Existing Family Membership
- Begin Leave without Pay (LWOP)
- Birth/Adoption
- Covered Child Lost Eligibility
- DSS/National Medical Support Order to Enroll**
- DSS/National Medical Support Order to Release
- Death of a Child
- Death of a Spouse
- Dependent Care Cost/Coverage Change
- Divorce
- EE/Dep. Gained Eligibility - Medicare/Medicaid
- EE/Dep. Gained Eligibility - Other Employer
- EE/Dep. Lost Eligibility - Medicare/Medicaid
- EE/Dep. Lost Eligibility - Other Employer
- Employment Change: SAL FT/QT to PT
- Employment Change: SAL PT to FT/QT
- Enrollment in Marketplace Exchange Health Plan
- HIPAA Qualifying Event
- Judgment, Decree or Order to Add Child
- Judgment, Decree or Order to Remove Child

- Select the “DSS/National Medical Support Order to Enroll” list item.

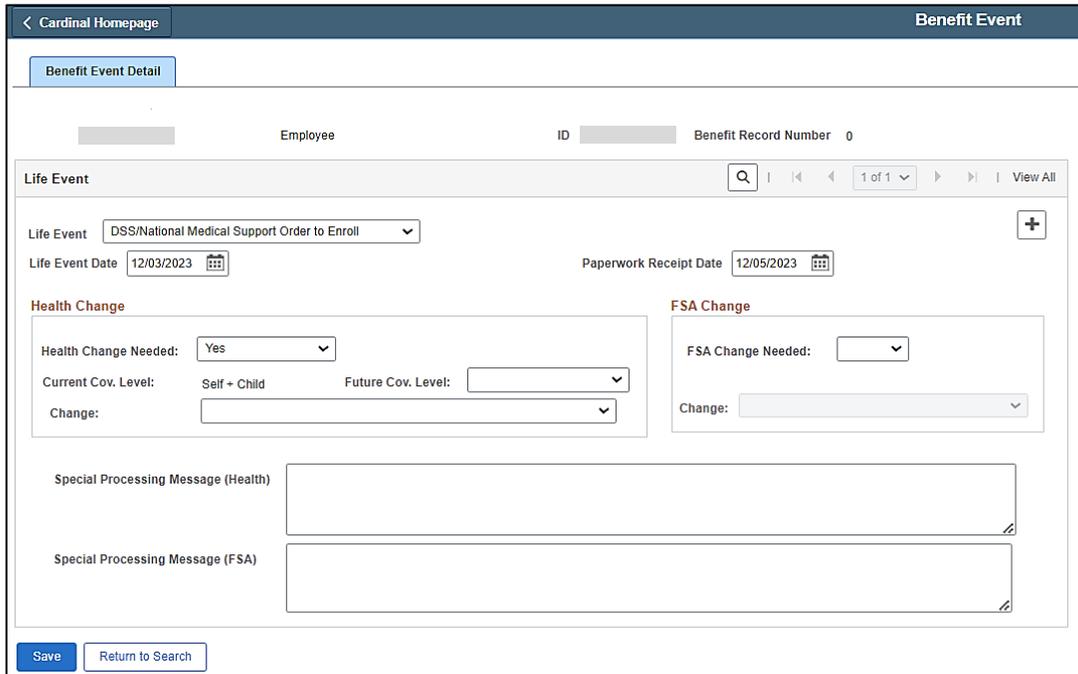


Step	Action
	<p>The Benefit Event Entry page redisplay with the selected Life Event.</p> 
6.	<p>Click the Life Event Date Calendar icon and select the applicable date. Note: This is the date of the NMSN (“12/3/2023” in this scenario).</p> 
7.	<p>Click the Paperwork Receipt Date Calendar icon and select the applicable date. Note: This is the date that the NMSN was received (“12/5/2023” in this scenario).</p> 
8.	<p>Click the Health Change Needed dropdown button and select “Yes”.</p> 
	<p>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.</p>

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Step	Action
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The page refreshes. 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. 
	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”. 
	The selections available will vary based on the type of Life Event previously selected.



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Step	Action
11.	<p>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.</p> <p>Scenario: Although no changes to the employee's FSA elections will be made. "No" must be selected for the event to create properly.</p> <div data-bbox="267 604 997 869"><p>FSA Change</p><p>FSA Change Needed: <input type="text" value="No"/></p><p>Change: <input type="text"/></p></div>
12.	<p>Click the Save button.</p> <div data-bbox="267 957 651 1024"><p><input type="button" value="Save"/> <input type="button" value="Return to Search"/></p></div>

The page refreshes.

The screenshot shows a web interface for a "Benefit Event". At the top, there is a navigation bar with "Cardinal Homepage" and "Benefit Event". Below this is a "Benefit Event Detail" section. The form displays fields for "Employee", "ID", and "Benefit Record Number 0". A "Life Event" section is active, showing "DSS/National Medical Support Order to Enroll" as the event type, with a date of "12/03/2023" and a "Paperwork Receipt Date" of "12/05/2023".

There are two main sections for changes:

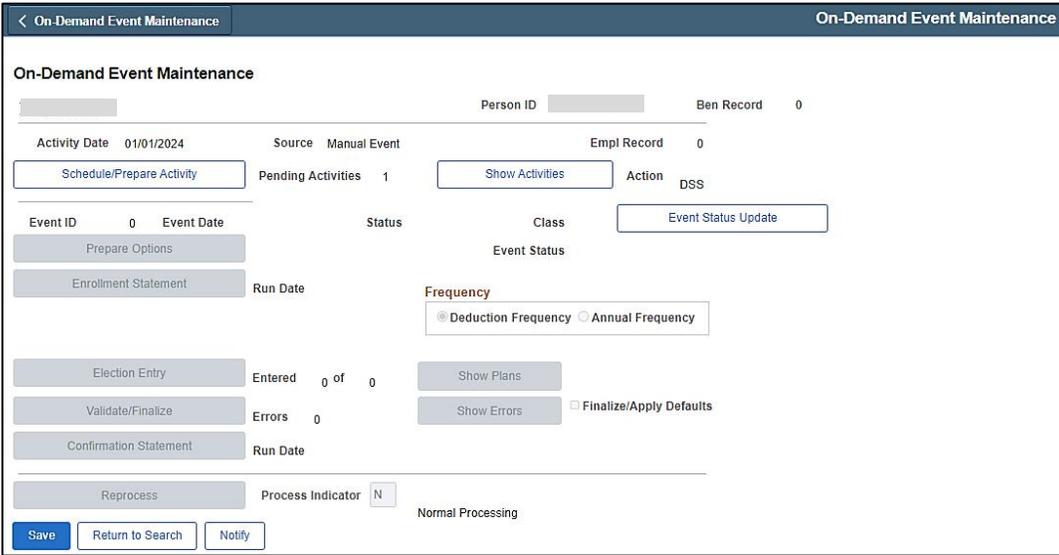
- Health Change:** Includes "Health Change Needed" (set to "Yes"), "Current Cov. Level" (set to "Self + Child"), "Future Cov. Level" (set to "Employee + CH"), and a "Change" dropdown menu.
- FSA Change:** Includes "FSA Change Needed" (set to "No") and a "Change" dropdown menu.

At the bottom, there are "Special Processing Message" fields for "Health" and "FSA". The Health message states: "A DSS event will be created for you to make this benefit change. NOTE: National Medical Support Notices are served on the employer requiring coverage for the dependents listed in the order. Select and complete Riders/Orders Exist on the dependent profile." At the very bottom, there are "Save" and "Return to Search" buttons.

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Step	Action
13.	<p>After saving, review the messages in the Special Processing Message (Health) and Special Process Message (FSA) fields. These messages will provide next step instructions.</p> <div data-bbox="267 451 1412 640" style="border: 1px solid black; padding: 5px;"> <p>Special Processing Message (Health) A DSS event will be created for you to make this benefit change. NOTE: National Medical Support Notices are served on the employer requiring coverage for the dependents listed in the order. Select and complete Riders/Orders Exist on the dependent profile.</p> <p>Special Processing Message (FSA)</p> </div>
	<p>The manual Benefit Event (DSS/National Medical Support Order to Enroll Event) is now created.</p> <p>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.</p>
14.	<p>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:</p> <p>NavBar > Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Maintenance</p>
<p>The On-Demand Event Maintenance Find an Existing Value page displays.</p>	
<div data-bbox="240 1129 1412 1743" style="border: 1px solid black; padding: 10px;"> <p style="text-align: left;">← Cardinal Homepage On-Demand Event Maintenance</p> <p>On-Demand Event Maintenance</p> <p>Find an Existing Value</p> <p>▼ Search Criteria</p> <p>Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Recent Searches Saved Searches</p> <p>Choose from recent searches Choose from saved searches</p> </div> <p>Empl ID begins with <input type="text"/></p> <p>Empl Record = <input type="text"/></p> <p>Name begins with <input type="text"/></p> <p>Last Name begins with <input type="text"/></p> <p>Second Last Name begins with <input type="text"/></p> <p>Alternate Character Name begins with <input type="text"/></p> <p>^ Show fewer options</p> <p><input type="checkbox"/> Case Sensitive</p> <p style="text-align: center;"> <input type="button" value="Search"/> <input type="button" value="Clear"/> </p> </div>	
	<p>For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled "Overview of the Cardinal HCM Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning.</p>

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Step	Action
15.	<p>Enter the employee’s Employee ID in the Empl ID field.</p> <p>Note: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known.</p> 
16.	<p>Click the Search button.</p> 
<p>The On-Demand Event Maintenance page displays for the applicable employee.</p> 	
17.	<p>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.</p> <p>Scenario: The effective date is 1/1/2024. The 1st of the month following the paperwork receipt date. Ensure that this date is accurate.</p> 
	<p>The Source field will be “Manual Event”. The Action field will default to “DSS”.</p> 

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Step	Action
18.	<p>Click the Show Activities button only if there is more than one activity. Since there is only one activity, proceed to the next step.</p> 
19.	<p>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 22. If the Pending Activities field displays a "1", click the Schedule/Prepare Activity button.</p> 
	<p>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.</p>
20.	<p>A Confirmation message displays in a pop-up window once the automated program completes.</p> <p>Click the OK button.</p> 



Step	Action
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The On-Demand Event Maintenance page redispays.

On-Demand Event Maintenance

Person ID [] Ben Record 0

Activity Date [] Source [] Empl Record 0

Schedule/Prepare Activity Pending Activities 0 Show Activities Action

Event ID 6 Event Date 01/01/2024 Status Prepared Class DSS Event Status Update

Prepare Options Event Status Open for Processing

Enrollment Statement Run Date Frequency Deduction Frequency Annual Frequency

Election Entry Entered 0 of 1 Show Plans

Validate/Finalize Errors 0 Show Errors Finalize/Apply Defaults

Confirmation Statement Run Date

Reprocess Process Indicator N Q Normal Processing

Save Return to Search Notify

21. Confirm that the **Status** field displays as “Prepared” and the **Event Status** field displays as “Open for Processing”.

Event ID 6 Event Date 01/01/2024 Status Prepared Class DSS Event Status Update

Prepare Options Event Status Open for Processing

Enrollment Statement Run Date Frequency Deduction Frequency Annual Frequency

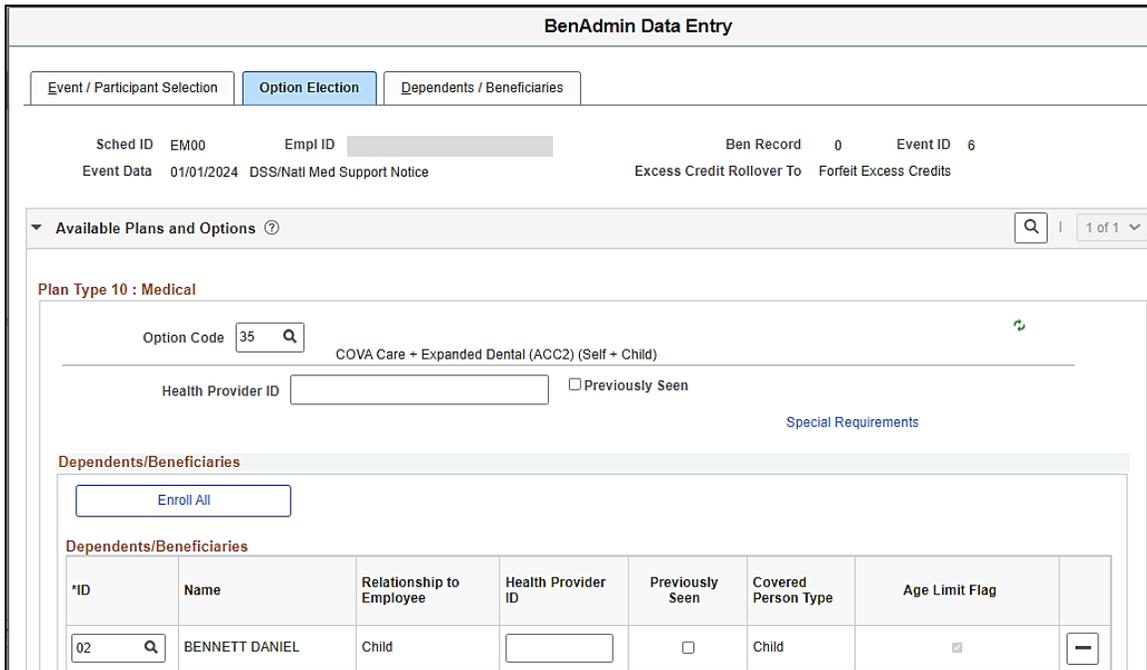
22. Click the **Election Entry** button.

Election Entry Entered 0 of 1

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

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



BenAdmin Data Entry

Event / Participant Selection | **Option Election** | Dependents / Beneficiaries

Sched ID EM00 Empl ID [REDACTED] Ben Record 0 Event ID 6
 Event Data 01/01/2024 DSS/Natl Med Support Notice Excess Credit Rollover To Forfeit Excess Credits

Available Plans and Options 1 of 1

Plan Type 10 : Medical

Option Code COVA Care + Expanded Dental (ACC2) (Self + Child)

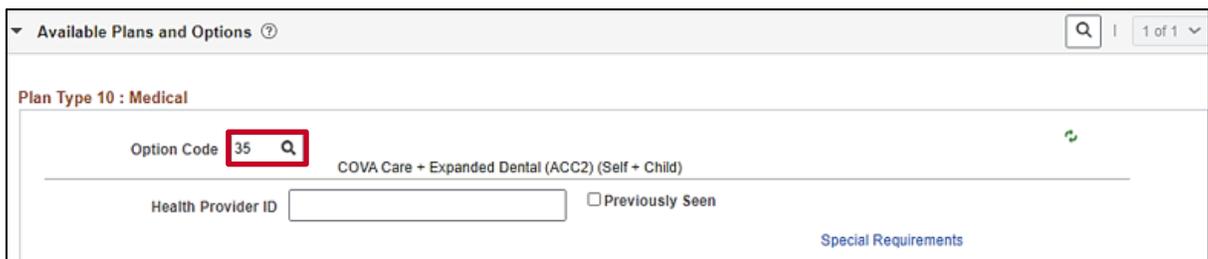
Health Provider ID Previously Seen Special Requirements

Dependents/Beneficiaries

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag
<input type="text" value="02"/> <input type="button" value="Q"/>	BENNETT DANIEL	Child	<input type="text"/>	<input type="checkbox"/>	Child	<input checked="" type="checkbox"/>

23. 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

Scenario: The coverage code is already “Self + Child” and does not to be updated.



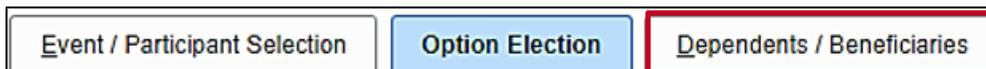
Available Plans and Options 1 of 1

Plan Type 10 : Medical

Option Code COVA Care + Expanded Dental (ACC2) (Self + Child)

Health Provider ID Previously Seen Special Requirements

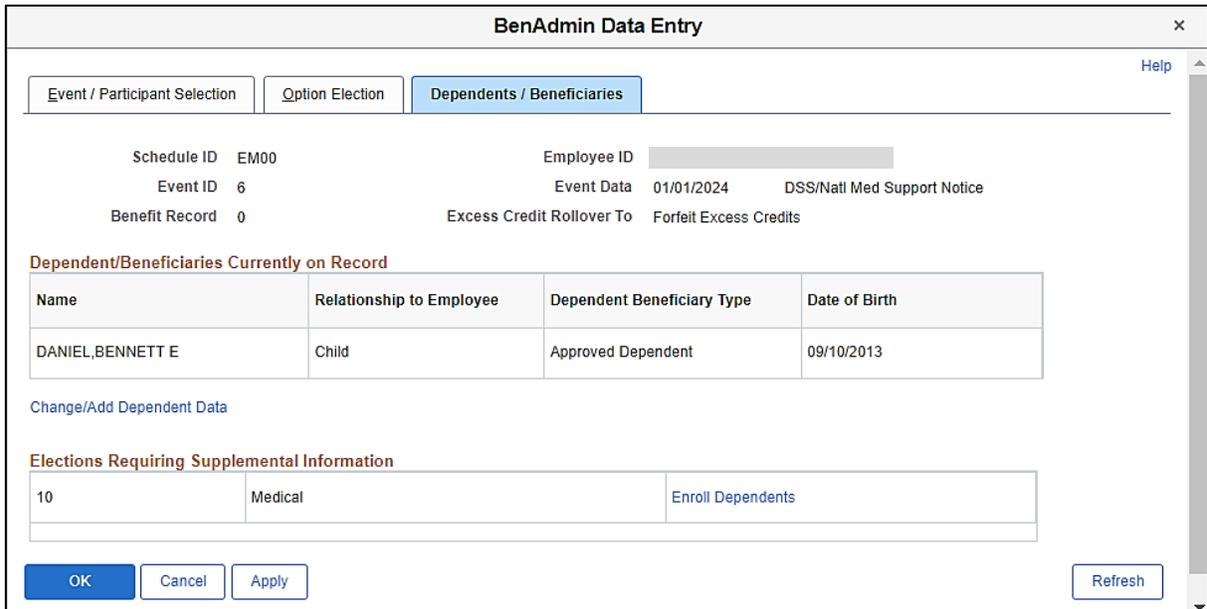
24. Next, mark the child dependent as a NMSN Rider. Click the **Dependents / Beneficiaries** tab.



Event / Participant Selection | Option Election | **Dependents / Beneficiaries**

Step	Action
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The **Dependent / Beneficiaries** tab displays.



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

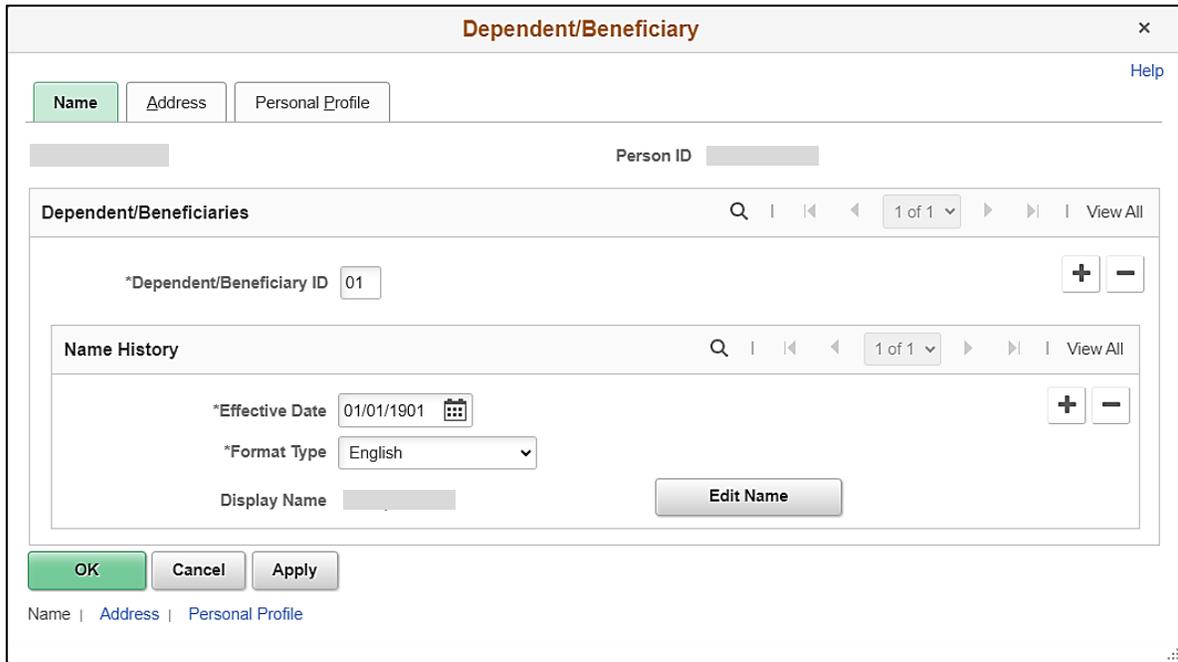
Dependent/Beneficiaries Currently on Record			
Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
DANIEL,BENNETT E	Child	Approved Dependent	09/10/2013

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

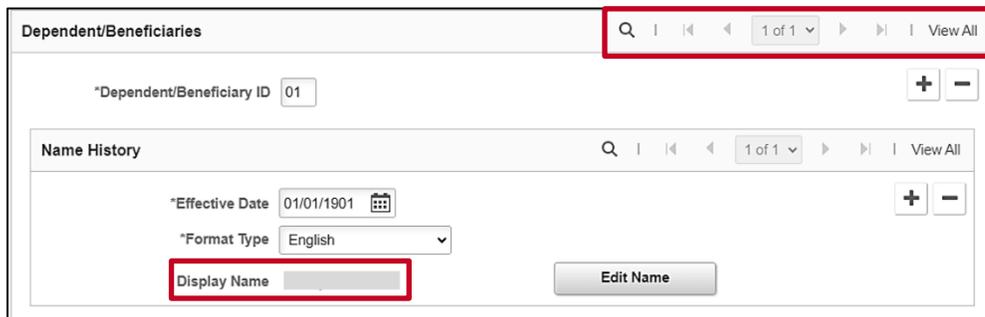
[Change/Add Dependent Data](#)

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



27. 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.

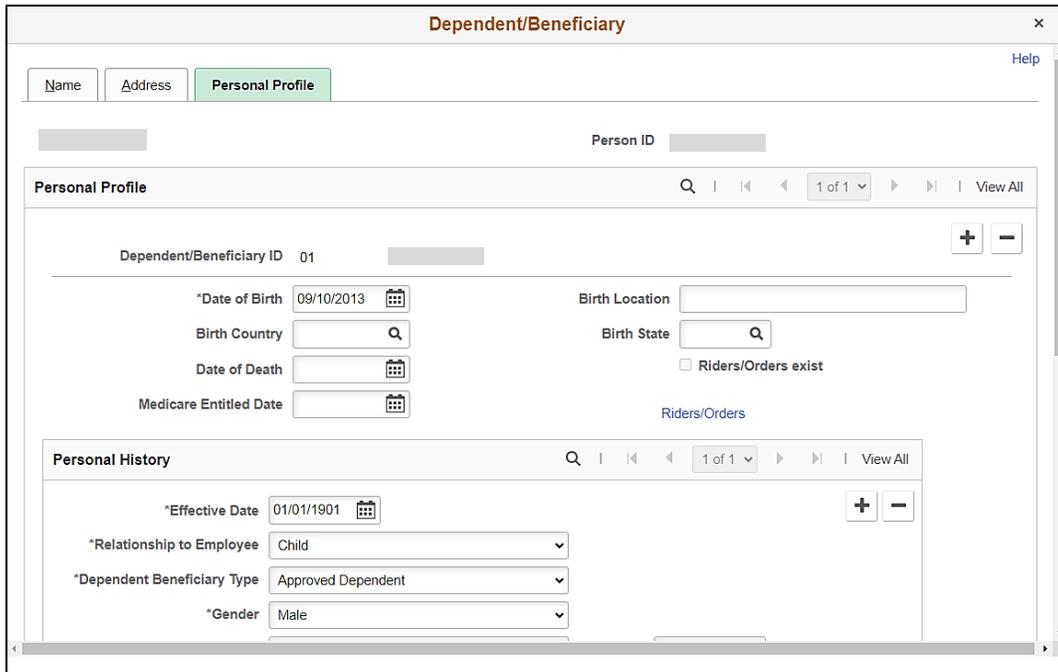


28. Click the **Personal Profile** tab.



Step	Action
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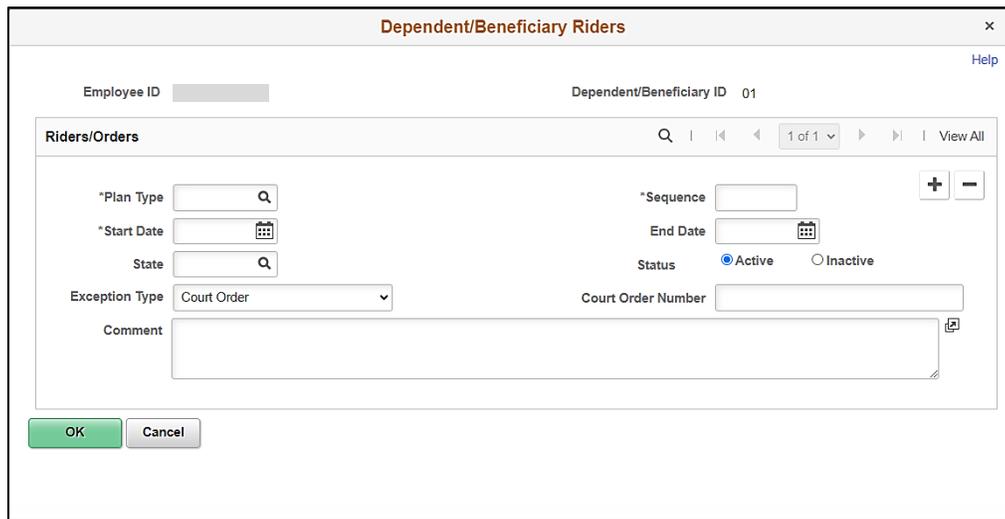
The **Personal Profile** tab displays.

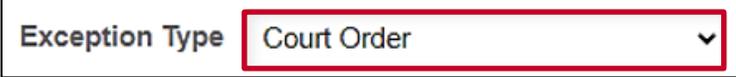


29. Verify that the correct child dependent is displayed and then click the **Riders/Orders** link.

Riders/Orders

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



Step	Action
30.	Click the Plan Type Look Up icon and select the applicable plan type. Scenario: Medical is being selected as the employee is currently enrolled in a Medical + Expanded Dental Plan. 
31.	Enter "1" in the Sequence field. 
32.	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). 
33.	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). 
34.	Click the State Look Up icon and select the applicable State that issued the NMSN (Virginia in this scenario). 
35.	Verify that the Active radio button option is selected. 
36.	The Exception Type field defaults to "Court Order". Do not update. 
37.	Enter the NMSN Number in the Court Order Number field ("ACRVA123" in this scenario). 

Step	Action
38.	Enter comments in the Comment field to include the date the NMSN was received and the address and contact information for the issuing entity. <div data-bbox="269 453 1349 543" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> Comment <input style="width: 600px; height: 40px;" type="text"/> </div>
39.	Click the OK button. <div data-bbox="269 632 738 743" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <div style="display: flex; gap: 10px;"> <div style="border: 1px solid black; background-color: #c8e6c9; padding: 5px 15px; font-weight: bold;">OK</div> <div style="border: 1px solid black; background-color: #e0e0e0; padding: 5px 15px; font-weight: bold;">Cancel</div> </div> </div>
<p>The Personal Profile tab redisplay.</p> <div data-bbox="240 831 1409 1564" style="border: 1px solid gray; padding: 10px; margin-top: 10px;"> <div style="text-align: center; border-bottom: 1px solid gray; padding-bottom: 5px;"> Dependent/Beneficiary x </div> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid gray; padding-bottom: 5px;"> <div style="display: flex; gap: 10px;"> Name Address Personal Profile </div> Help </div> <div style="padding: 5px 0 5px 20px;"> Person ID </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid gray; padding-bottom: 5px;"> Personal Profile 1 of 1 View All </div> <div style="padding: 5px;"> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 45%;"> <p>Dependent/Beneficiary ID 01 + -</p> <p>*Date of Birth 09/10/2013 📅</p> <p>Birth Country 🔍</p> <p>Date of Death 📅</p> <p>Medicare Entitled Date 📅</p> </div> <div style="width: 45%;"> <p>Birth Location </p> <p>Birth State 🔍</p> <p><input checked="" type="checkbox"/> Riders/Orders exist</p> <p style="text-align: center; font-size: x-small; color: #0070c0;">Riders/Orders</p> </div> </div> </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid gray; padding-bottom: 5px;"> Personal History 1 of 1 View All </div> <div style="padding: 5px;"> <p>*Effective Date 01/01/1901 📅 + -</p> <p>*Relationship to Employee Child ▼</p> <p>*Dependent Beneficiary Type Approved Dependent ▼</p> <p>*Gender Male ▼</p> </div> </div> </div> </div>	
40.	Verify that the Riders/Order exist checkbox option is selected (read-only). <div data-bbox="269 1654 652 1724" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <input checked="" type="checkbox"/> Riders/Orders exist </div>
41.	Repeat Steps 26 – 40 for any additional child dependents that need to be marked as NMSN Riders.

Step	Action
42.	Scroll down to the bottom of the page and click the OK button. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <div style="display: flex; justify-content: space-around;"> <div style="border: 2px solid red; padding: 5px 15px; background-color: #0056b3; color: white; font-weight: bold;">OK</div> <div style="border: 1px solid gray; padding: 5px 15px; background-color: #e6e6fa;">Cancel</div> <div style="border: 1px solid gray; padding: 5px 15px; background-color: #e6e6fa;">Apply</div> </div> </div>

The **Dependents / Beneficiaries** tab redisplay.

BenAdmin Data Entry
x

Event / Participant Selection
Option Election
Dependents / Beneficiaries
Help

Schedule ID	EM00	Employee ID	[REDACTED]
Event ID	6	Event Data	01/01/2024 DSS/Natl Med Support Notice
Benefit Record	0	Excess Credit Rollover To	Forfeit Excess Credits

Dependent/Beneficiaries Currently on Record

Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
DANIEL,BENNETT E	Child	Approved Dependent	09/10/2013

[Change/Add Dependent Data](#)

Elections Requiring Supplemental Information

10	Medical	Enroll Dependents
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OK

Cancel

Apply

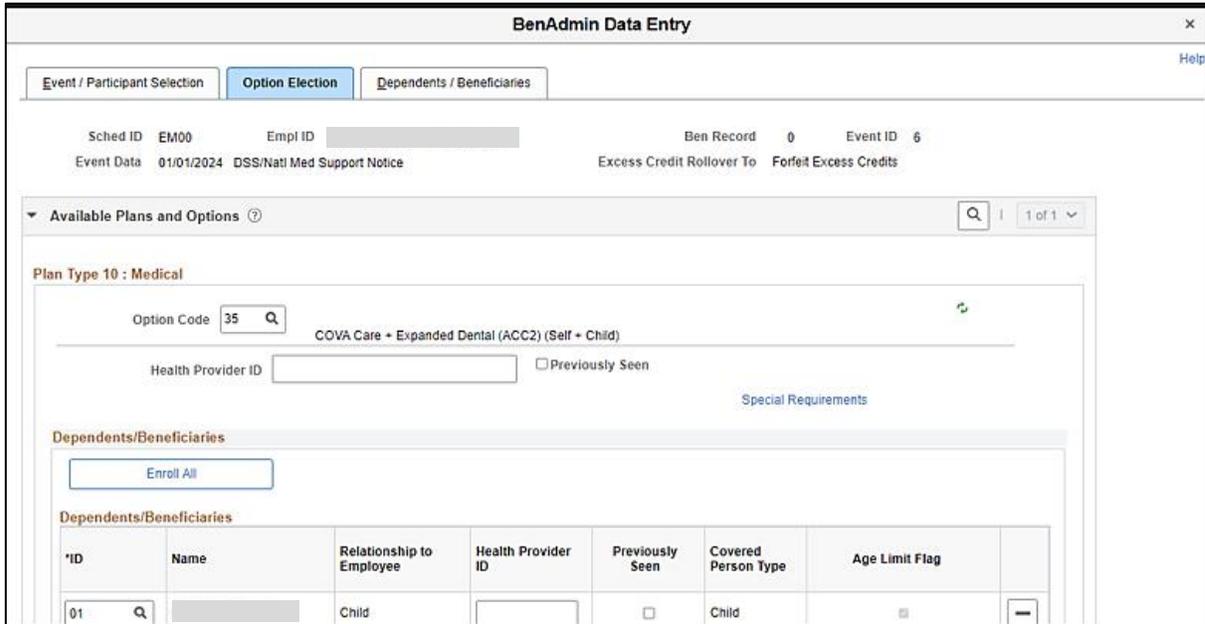
Refresh

43.	Click the Option Election tab. <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; padding: 5px 15px; background-color: #e6e6fa;">Event / Participant Selection</div> <div style="border: 2px solid red; padding: 5px 15px; background-color: #e6e6fa;">Option Election</div> <div style="border: 1px solid gray; padding: 5px 15px; background-color: #e6e6fa;">Dependents / Beneficiaries</div> </div> </div>
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BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
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The **Option Election** tab redisplay.



The screenshot shows the 'BenAdmin Data Entry' window with the 'Option Election' tab selected. It displays fields for 'Sched ID' (EM00), 'Empl ID', 'Ben Record' (0), and 'Event ID' (6). The 'Event Data' is '01/01/2024 DSS/Natl Med Support Notice'. Below this is a section for 'Available Plans and Options' with a search bar and a dropdown showing 'Plan Type 10 : Medical'. An 'Option Code' of '35' is entered, corresponding to 'COVA Care + Expanded Dental (ACC2) (Self + Child)'. There are fields for 'Health Provider ID' and a 'Previously Seen' checkbox. A 'Special Requirements' link is also visible. Below this is a 'Dependents/Beneficiaries' section with an 'Enroll All' button and a table listing dependents.

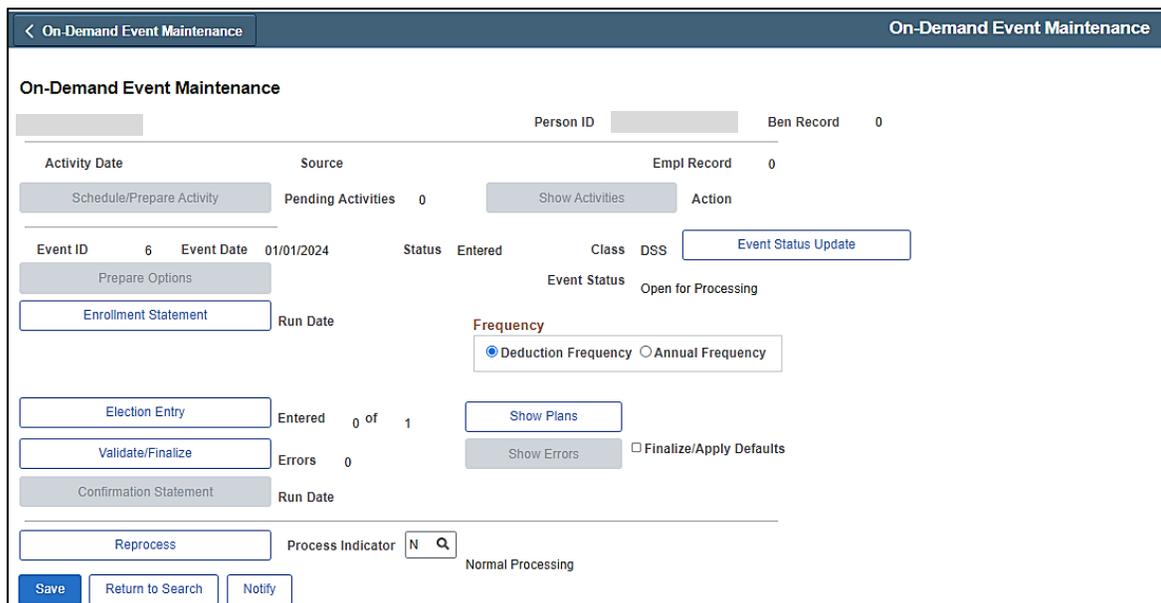
ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag
01		Child		<input type="checkbox"/>	Child	

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



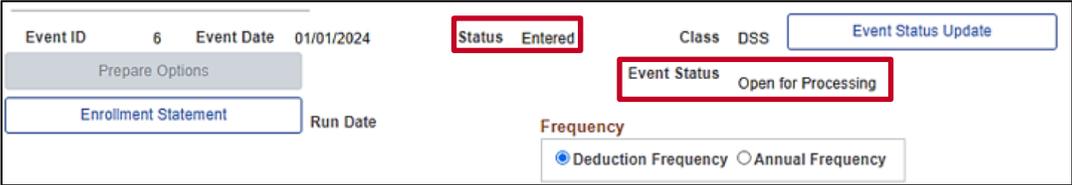
Three buttons are shown: 'OK' (highlighted with a red border), 'Cancel', and 'Apply'.

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

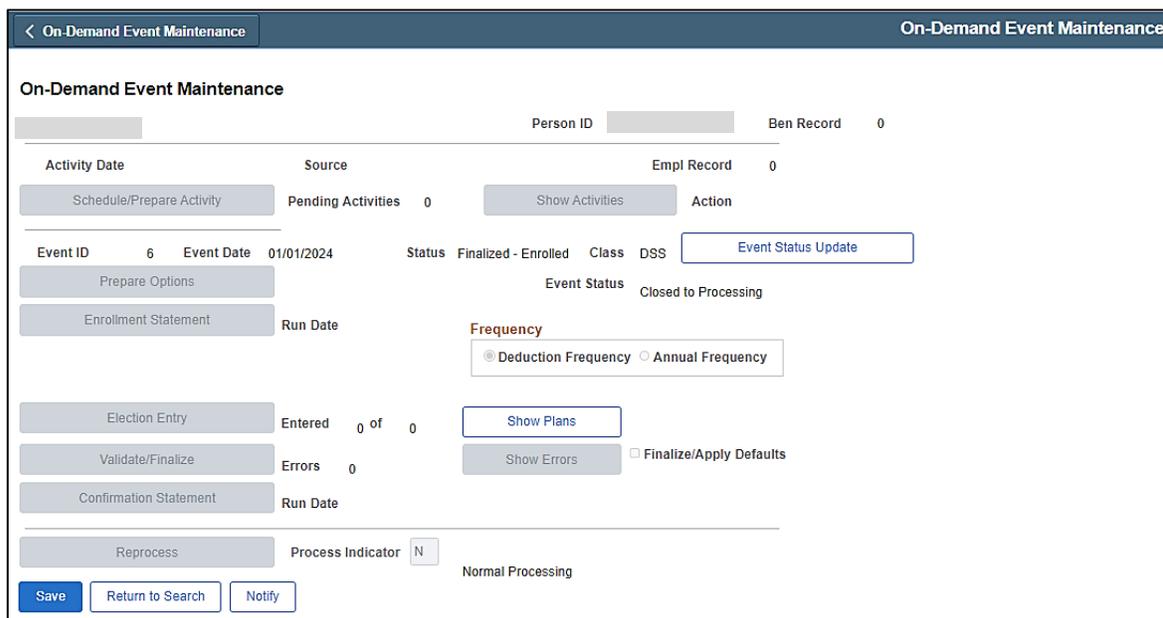


The screenshot shows the 'On-Demand Event Maintenance' page. It displays fields for 'Person ID', 'Ben Record' (0), 'Activity Date', 'Source', and 'Empl Record' (0). There are buttons for 'Schedule/Prepare Activity', 'Pending Activities' (0), and 'Show Activities'. The 'Event ID' is 6, 'Event Date' is 01/01/2024, and 'Status' is 'Entered'. The 'Class' is 'DSS' and the 'Event Status' is 'Open for Processing'. There are buttons for 'Event Status Update', 'Prepare Options', 'Enrollment Statement', 'Run Date', 'Frequency' (with 'Deduction Frequency' selected), 'Election Entry', 'Show Plans', 'Validate/Finalize', 'Errors' (0), 'Show Errors', 'Finalize/Apply Defaults', 'Confirmation Statement', 'Run Date', 'Reprocess', 'Process Indicator' (N), and 'Normal Processing'. At the bottom are 'Save', 'Return to Search', and 'Notify' buttons.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	<p>The Status field will now display as “Entered”. The Event Status field will still display as “Open for Processing”.</p> 
45.	<p>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.</p> 
46.	<p>A Confirmation message displays in a pop-up window once the process completes. Click the OK button.</p> 

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



The screenshot shows the 'On-Demand Event Maintenance' interface. At the top, there are navigation arrows and the page title. Below that, there are fields for 'Person ID' and 'Ben Record' (0). The main section displays event details: 'Activity Date', 'Source', 'Empl Record' (0), and 'Event ID' (6) with 'Event Date' (01/01/2024). The 'Status' is 'Finalized - Enrolled' and 'Event Status' is 'Closed to Processing'. There are several buttons: 'Schedule/Prepare Activity', 'Show Activities', 'Event Status Update', 'Prepare Options', 'Enrollment Statement', 'Run Date', 'Frequency' (with radio buttons for 'Deduction Frequency' and 'Annual Frequency'), 'Election Entry', 'Show Plans', 'Validate/Finalize', 'Show Errors', 'Finalize/Apply Defaults', 'Confirmation Statement', 'Run Date', 'Reprocess', 'Process Indicator' (N), and 'Normal Processing'. At the bottom, there are 'Save', 'Return to Search', and 'Notify' buttons.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	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. <div data-bbox="269 533 761 602" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> Save Return to Search Notify </div>
	This process is now complete. 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.

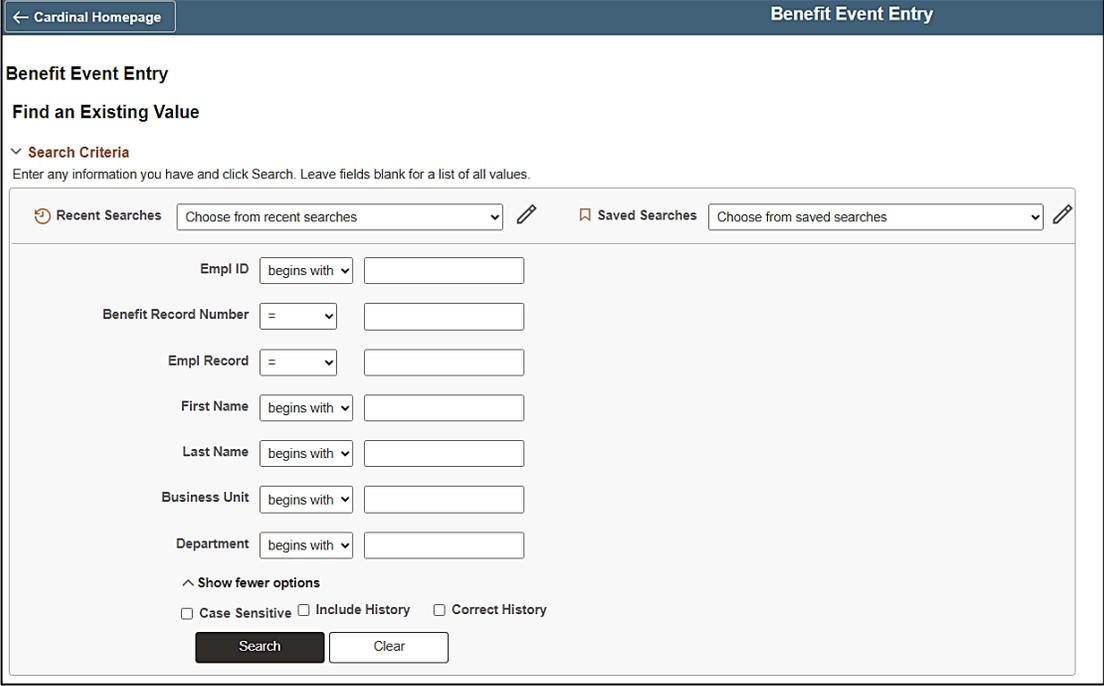
Processing a DSS/National Medical Support Order to Enroll Event (Dependent(s) not already in Cardinal)

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.

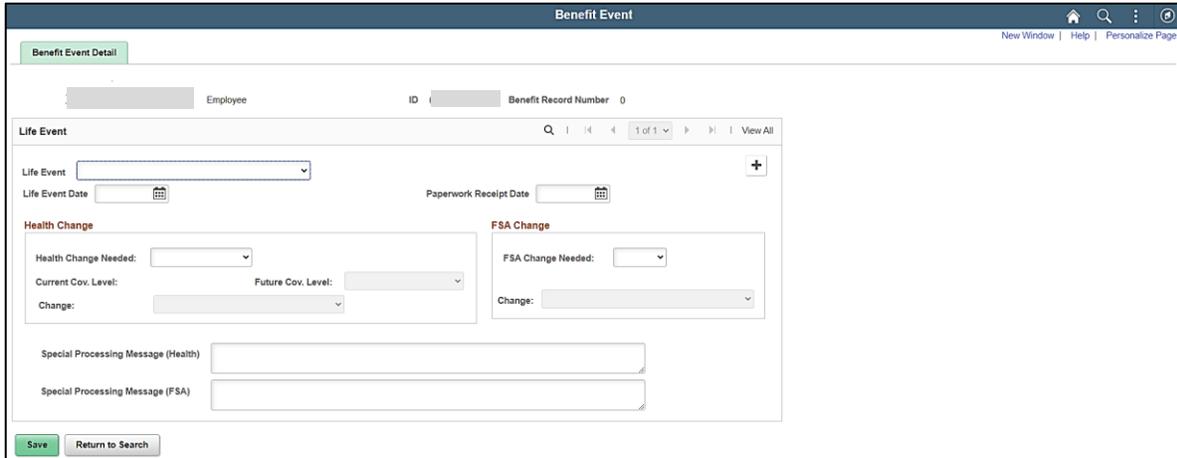
Note: Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Enroll event wherein the dependent(s) are not already in Cardinal. Be sure to use the actual dates and information from the NMSN when completing this process in Production.

Step	Action
1.	First, the Benefit Event must be created. Access the Benefit Event Entry page using the following navigation path: NavBar > Menu > Benefits > Manage Automated Enrollment > Events > Benefit Event

Step	Action
	<p>The Benefit Event Entry Find an Existing Value page displays.</p> 
	<p>For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled “Overview of the Cardinal HCM Search Pages”. This Job Aid is located on the Cardinal Website in Job Aids under Learning.</p>
<p>2.</p>	<p>Enter the employee’s Employee ID in the Empl ID field.</p>  <p>Note: If there are more than one Empl Record or Benefit Record, be sure to select the correct record. Users can also search for the applicable employee using the various Name fields, Business Unit and Department if the Employee ID is not known.</p>
<p>3.</p>	<p>Click the Search button.</p> 

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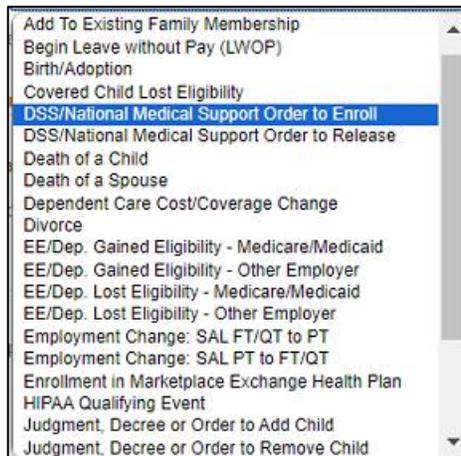
The **Benefit Event Entry** page displays for the applicable employee.



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



The **Life Event** menu displays.

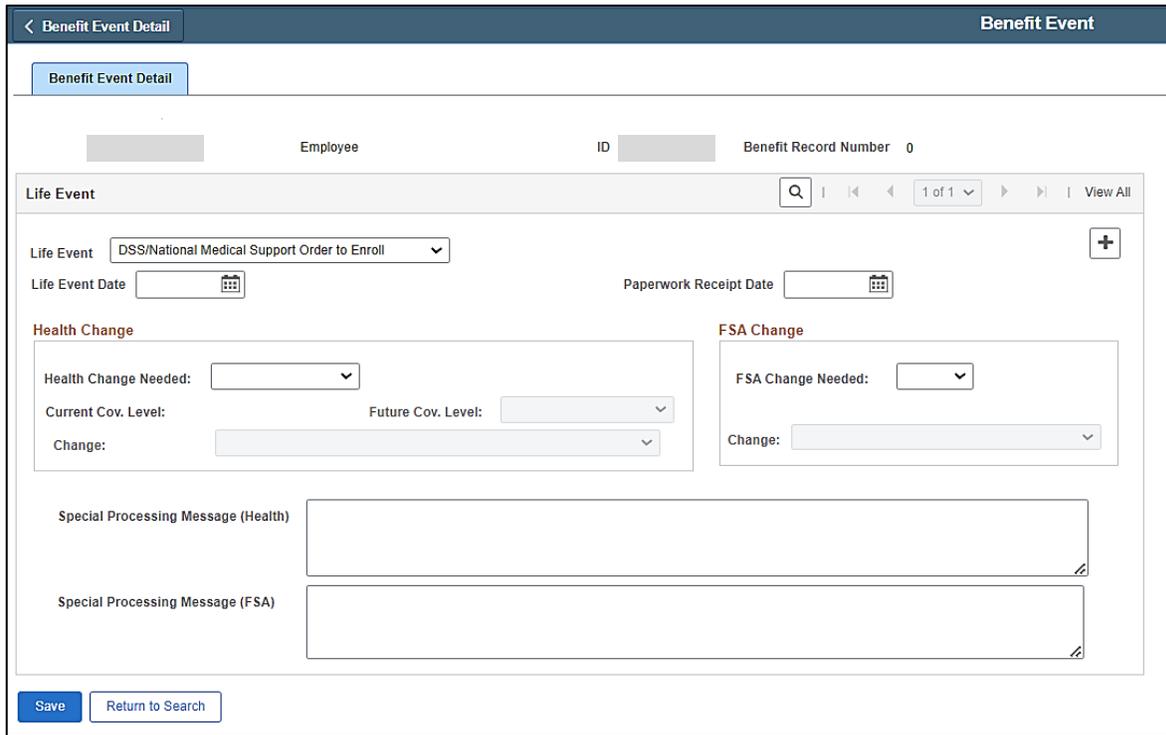


5. Select the “DSS/National Medical Support Order to Enroll” list item.



Step	Action
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The **Benefit Event Entry** page redisplay with the selected Life Event.

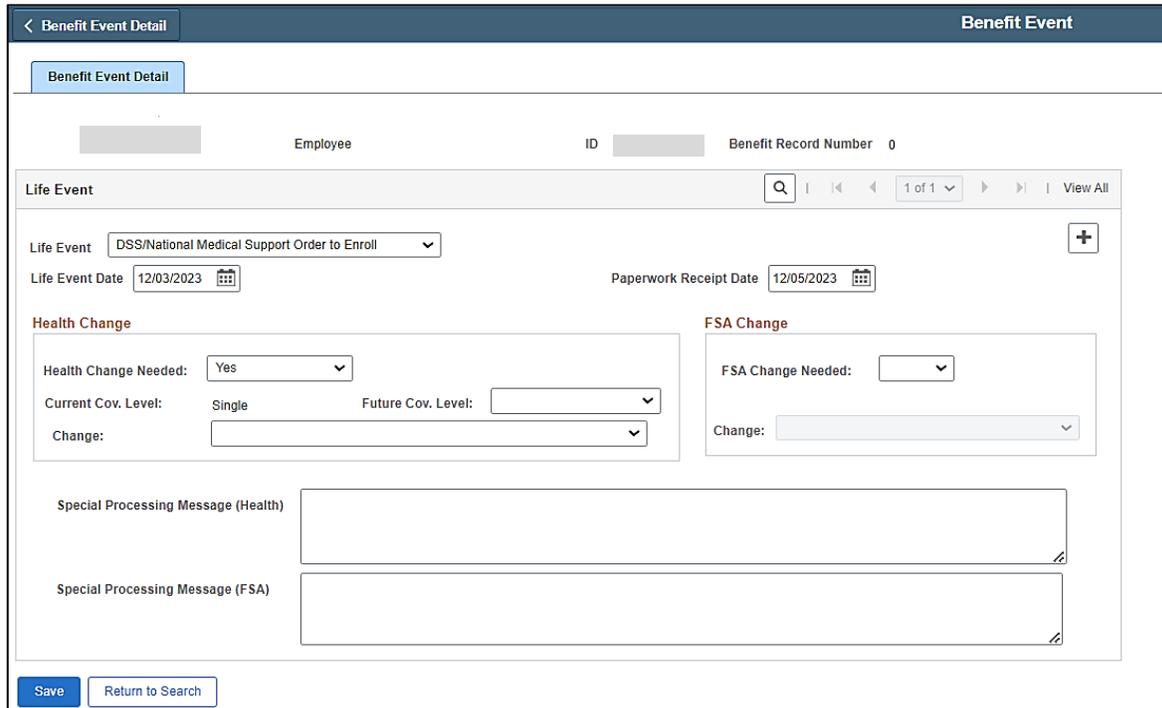


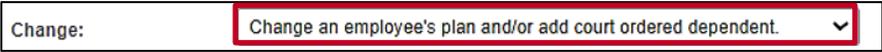
The screenshot shows the 'Benefit Event Detail' page. At the top, there are fields for Employee, ID, and Benefit Record Number. Below that is a 'Life Event' section with a search bar and a dropdown menu set to 'DSS/National Medical Support Order to Enroll'. There are two calendar icons: 'Life Event Date' and 'Paperwork Receipt Date'. Below these are two columns: 'Health Change' and 'FSA Change'. Each column has a 'Change Needed' dropdown and a 'Change' dropdown. At the bottom, there are two text areas for 'Special Processing Message (Health)' and 'Special Processing Message (FSA)'. At the very bottom are 'Save' and 'Return to Search' buttons.

6.	<p>Click the Life Event Date Calendar icon and select the applicable date. Note: This is the date of the NMSN (“12/3/2023” in this scenario).</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> Life Event Date  </div>
7.	<p>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).</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> Paperwork Receipt Date  </div>
8.	<p>Click the Health Change Needed dropdown button and select “Yes”.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> Health Change Needed:  </div>
	<p>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.</p>

Step	Action
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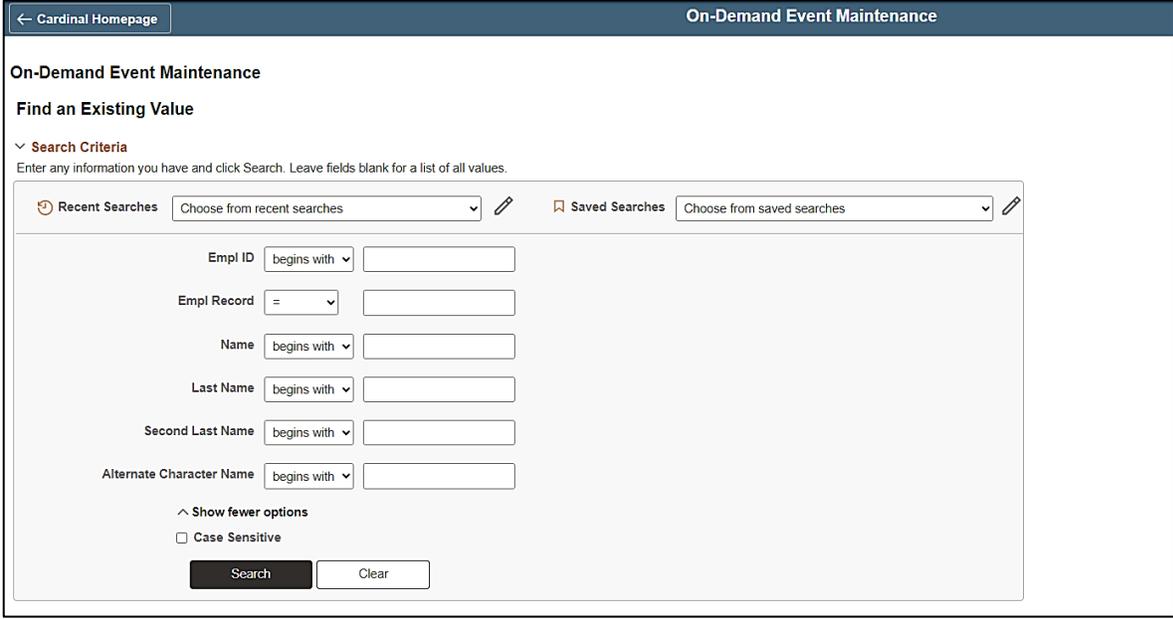
The page refreshes. The **Current Cov. Level** field auto-populates with the employee's current Health Plan enrollment coverage level.



9.	Click the Future Cov. Level dropdown button and select the applicable coverage level. 
	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). 
	The selections available will vary based on the type of Life Event previously selected.

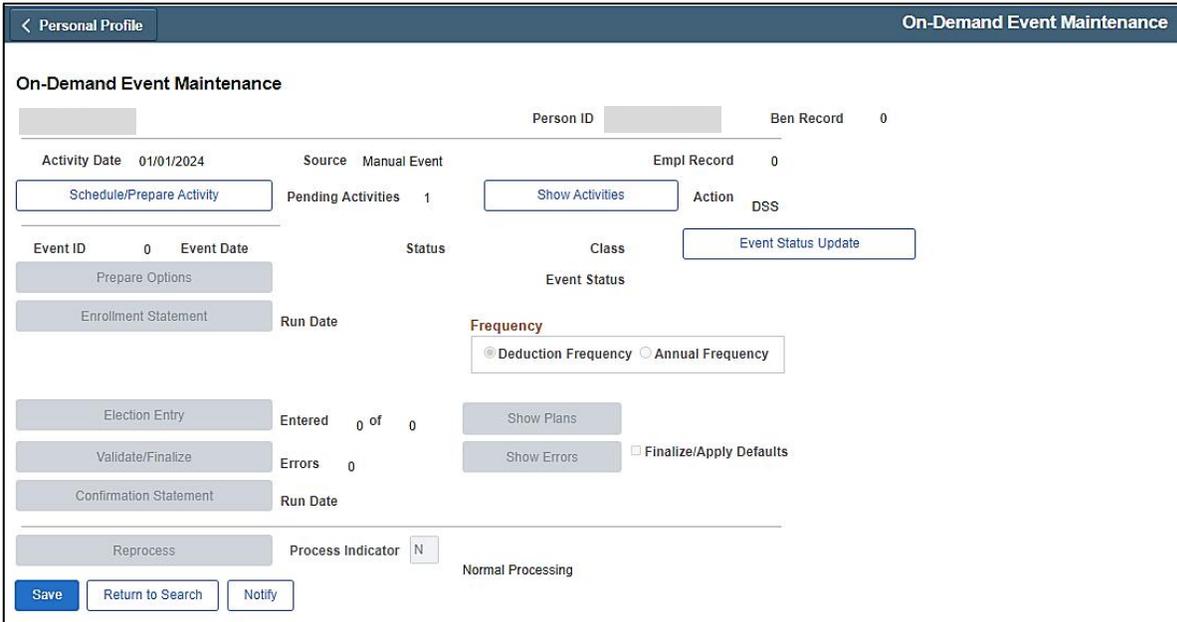
BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
11.	<p>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.</p> <p>Scenario: Although no changes to the employee’s FSA elections will be made. “No” must be selected for the event to create properly.</p> <div data-bbox="305 604 1092 894" style="border: 1px solid black; padding: 5px;"> <p>FSA Change</p> <p>FSA Change Needed: <input style="border: 2px solid red;" type="text" value="No"/> ▼</p> <p>Change: <input type="text" value=""/> ▼</p> </div>
12.	<p>Click the Save button.</p> <div data-bbox="305 982 850 1075" style="border: 1px solid black; padding: 5px;"> <input style="border: 2px solid red;" type="button" value="Save"/> <input type="button" value="Return to Search"/> </div>
13.	<p>After saving, review the messages in the Special Processing Message (Health) and Special Process Message (FSA) fields. These messages will provide next step instructions.</p> <div data-bbox="305 1230 1412 1419" style="border: 1px solid black; padding: 5px;"> <p>Special Processing Message (Health) A DSS event will be created for you to make this benefit change. NOTE: National Medical Support Notices are served on the employer requiring coverage for the dependents listed in the order. Select and complete Riders/Orders Exist on the dependent profile.</p> <p>Special Processing Message (FSA)</p> </div>
	<p>The manual Benefit Event (DSS/National Medical Support Order to Enroll Event) is now created.</p> <p>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.</p>
14.	<p>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:</p> <p>NavBar > Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Maintenance</p>

Step	Action
	<p>The On-Demand Event Maintenance Find an Existing Value page displays.</p> 
	<p>For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled “Overview of the Cardinal HCM Search Pages”. This Job Aid is located on the Cardinal Website in Job Aids under Learning.</p>
<p>15.</p>	<p>Enter the employee’s Employee ID in the Empl ID field.</p> <p>Note: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known.</p> 
<p>16.</p>	<p>Click the Search button.</p> 

Step	Action
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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.
Scenario: The effective date is 1/1/2024. The 1st of the month following the paperwork receipt date.

Activity Date 01/01/2024



The **Source** field will be “Manual Event”. The **Action** field will default to “DSS”.



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

Show Activities

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Step	Action
19.	<p>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 22. If the Pending Activities field displays a "1", click the Schedule/Prepare Activity button.</p> <div data-bbox="305 520 873 615" style="border: 1px solid red; padding: 5px; text-align: center;"> Schedule/Prepare Activity </div>
	<p>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.</p>
20.	<p>A Confirmation message displays in a pop-up window once the automated program completes.</p> <p>Click the OK button.</p> <div data-bbox="305 919 954 1167" style="border: 1px solid gray; padding: 10px; text-align: center;"> <p>Process completed successfully. (3000,530)</p> <div data-bbox="513 1052 732 1125" style="border: 1px solid red; padding: 5px; text-align: center; margin: 10px auto; width: 100px;"> OK </div> </div>

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

< Cardinal Homepage
On-Demand Event Maintenance

On-Demand Event Maintenance

Person ID Ben Record 0

Activity Date Source Empl Record 0

Pending Activities 0

Action

Event ID 4 Event Date 01/01/2024 Status Prepared Class DSS

Event Status Open for Processing

Run Date
Frequency
 Deduction Frequency Annual Frequency

Entered 0 of 1

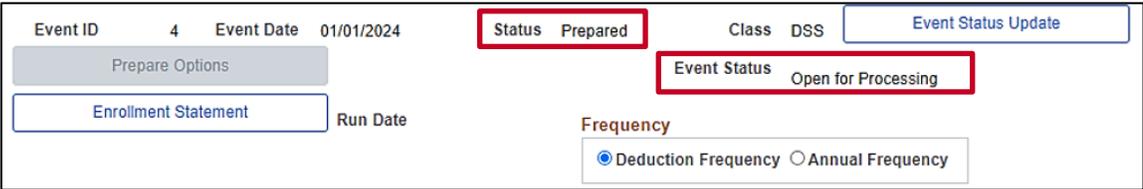
Errors 0

 Finalize/Apply Defaults

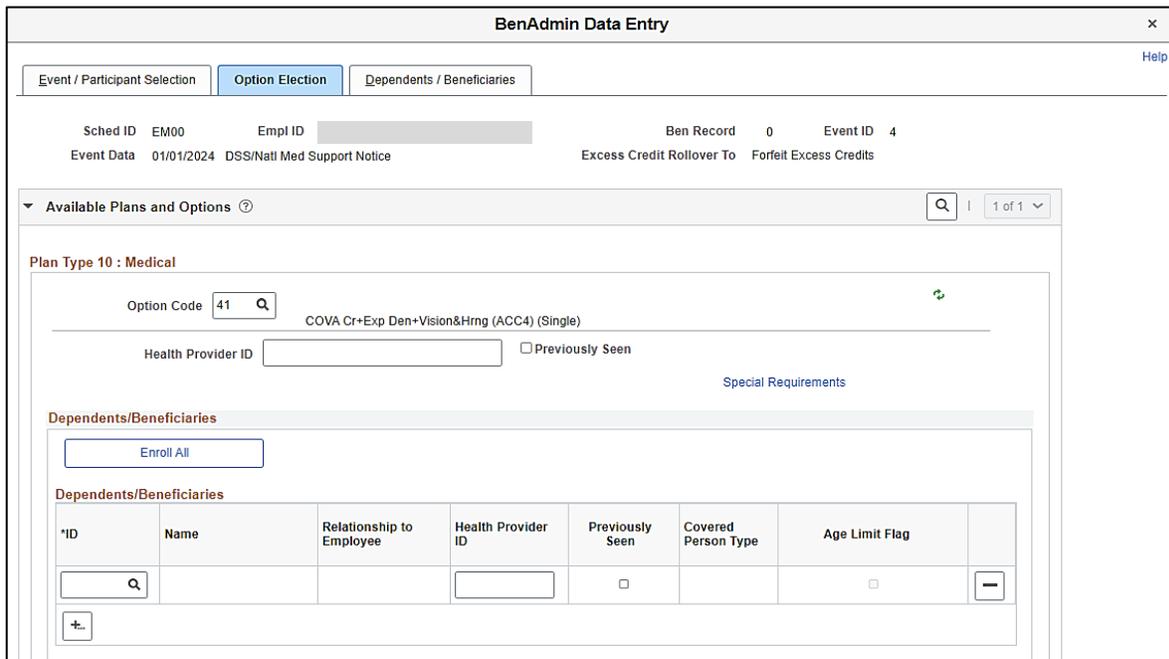
Run Date

Process Indicator N
Normal Processing

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
21.	<p>Confirm that the Status field displays as “Prepared” and the Event Status field displays as “Open for Processing”.</p> 
22.	<p>Click the Election Entry button.</p> 

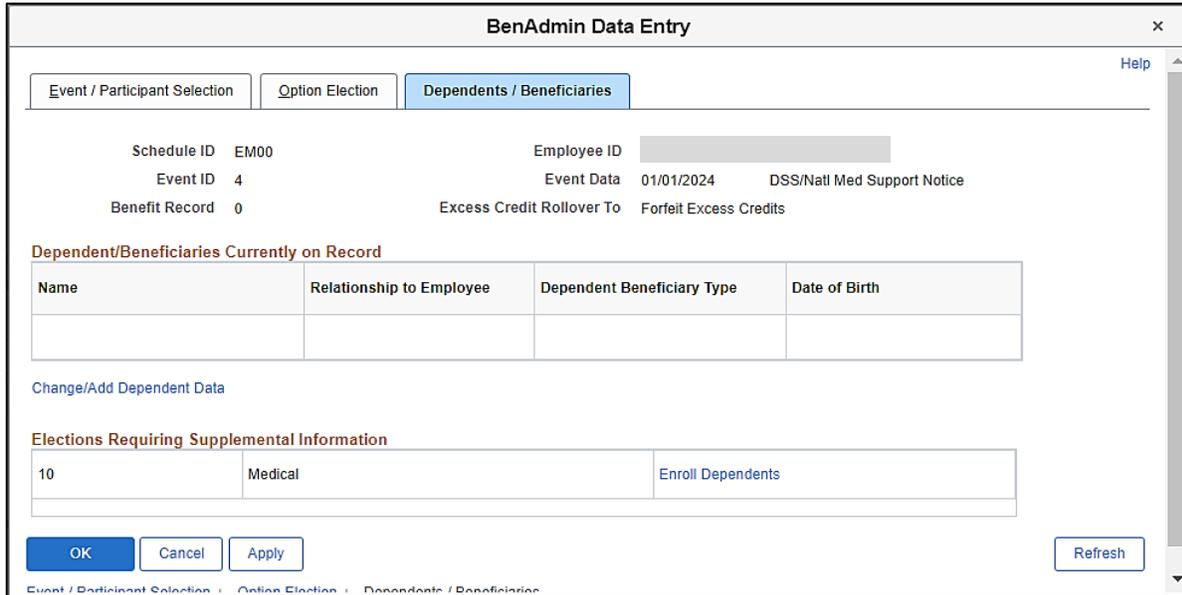
The **Election Entry** page displays in a pop-up window with the **Option Election** tab displayed by default.



23.	<p>First, add the new dependent(s). Click the Dependents / Beneficiaries tab.</p> 
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Step	Action
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The **Dependents / Beneficiaries** tab displays.



The screenshot shows the 'BenAdmin Data Entry' window with the 'Dependents / Beneficiaries' tab selected. The window displays the following information:

- Schedule ID: EM00
- Event ID: 4
- Benefit Record: 0
- Employee ID: [Redacted]
- Event Data: 01/01/2024
- Excess Credit Rollover To: Forfeit Excess Credits
- Event Description: DSS/Natl Med Support Notice

Below this information is a table titled 'Dependent/Beneficiaries Currently on Record':

Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth

At the bottom of the window, there is a 'Change/Add Dependent Data' link, a table for 'Elections Requiring Supplemental Information' (showing '10' for Medical), and buttons for 'OK', 'Cancel', 'Apply', and 'Refresh'.

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

Change/Add Dependent Data

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



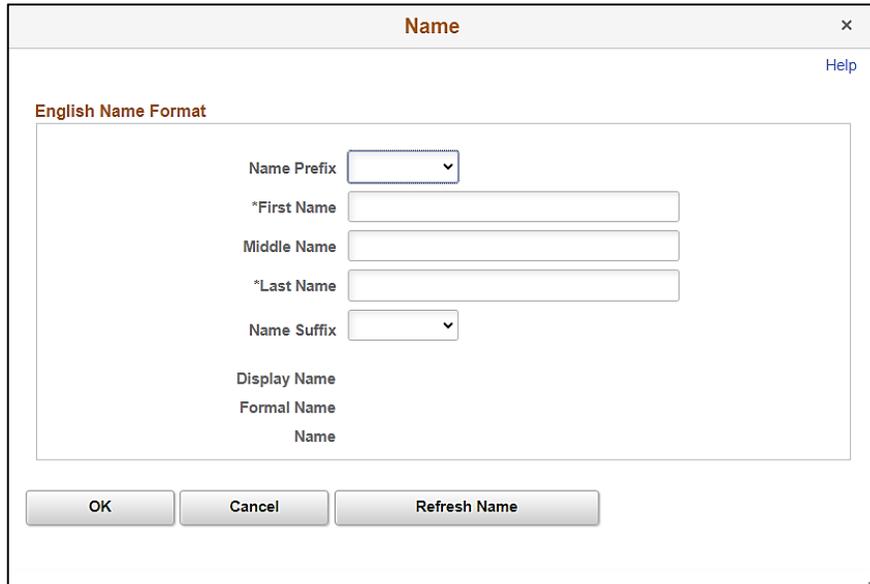
The screenshot shows the 'Dependent/Beneficiary' pop-up window with the 'Name' tab selected. The window displays the following information:

- Person ID: [Redacted]
- Dependent/Beneficiary ID: 01
- Effective Date: 01/01/2024
- Format Type: English
- Display Name: [Redacted]

At the bottom of the window, there are buttons for 'OK', 'Cancel', and 'Apply'.

Step	Action
	For DSS Medical Support Order Events, the Effective Date field defaults to Life Event date previously selected (1 st 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.
25.	Click the Edit Name button. <div data-bbox="305 619 695 699" style="border: 2px solid red; padding: 5px; text-align: center; margin: 10px 0;"> Edit Name </div>

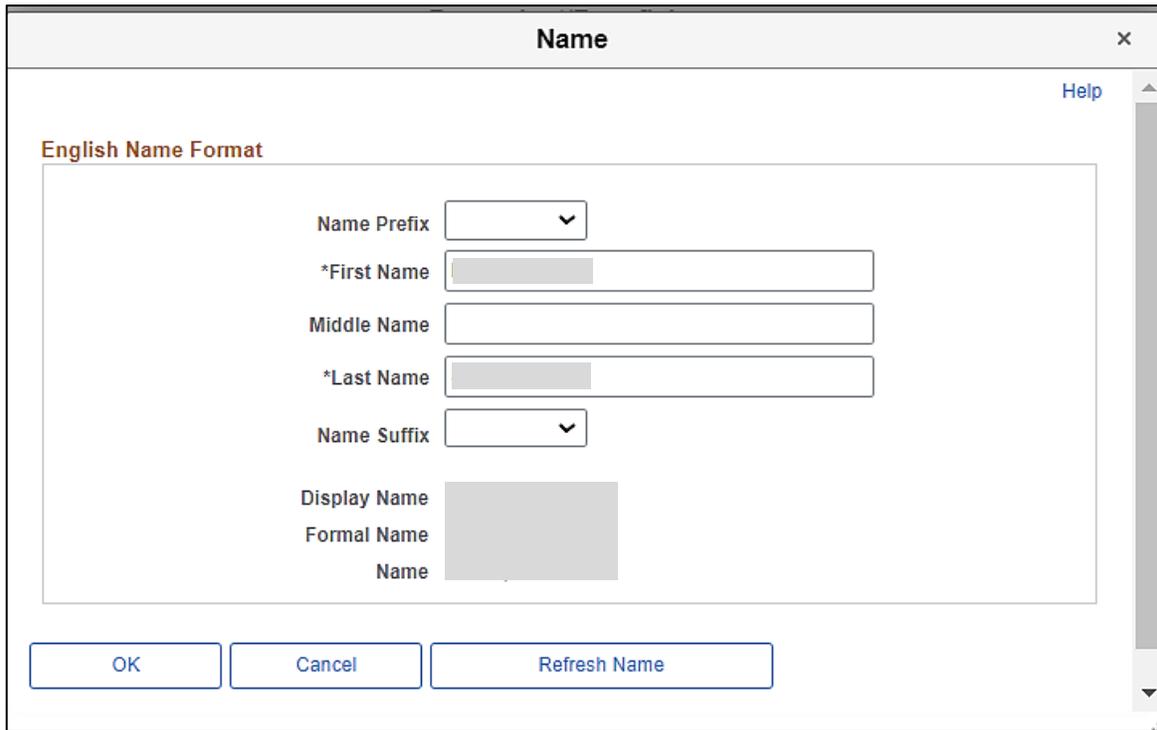
The **Name** page displays in a pop-up window.



26.	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. <div data-bbox="305 1528 1291 1791" style="border: 2px solid red; padding: 10px; margin: 10px 0;"> <p>*First Name <input style="width: 100%;" type="text"/></p> <p>Middle Name <input style="width: 100%;" type="text"/></p> <p>*Last Name <input style="width: 100%;" type="text"/></p> </div>
-----	---

Step	Action
27.	Click the Refresh Name button. <div style="text-align: center; margin-top: 10px;">  </div>

The **Name** page refreshes.



The screenshot shows a dialog box titled "Name" with a close button (x) in the top right corner. A "Help" link is also present. The dialog contains the following fields:

- English Name Format** (Section Header)
- Name Prefix**: A dropdown menu.
- *First Name**: A text input field.
- Middle Name**: A text input field.
- *Last Name**: A text input field.
- Name Suffix**: A dropdown menu.
- Display Name**: A text input field.
- Formal Name**: A text input field.
- Name**: A text input field.

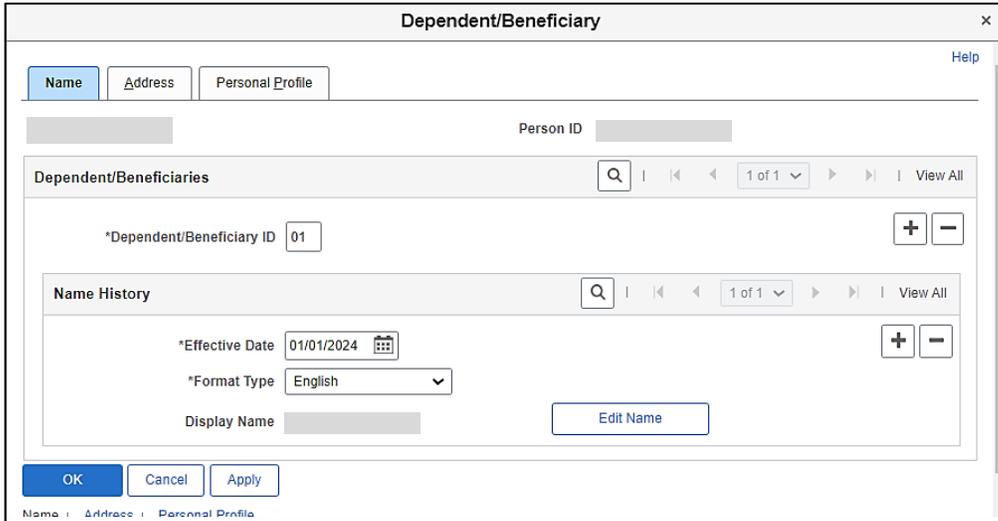
At the bottom of the dialog, there are three buttons: **OK**, **Cancel**, and **Refresh Name**.

	The Display Name , Formal Name , and Name fields will populate based on the name information entered.
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28.	Click the OK button. <div style="text-align: center; margin-top: 10px;">  </div>
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Step	Action
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The **Name** tab redisplay.



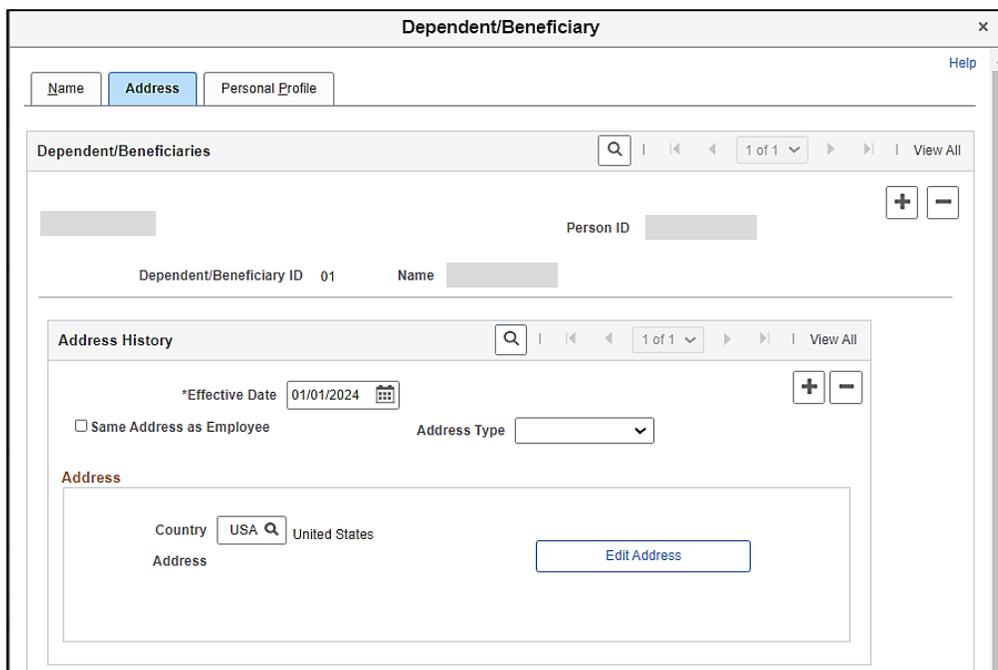
The screenshot shows a window titled "Dependent/Beneficiary" with three tabs: "Name", "Address", and "Personal Profile". The "Name" tab is active. It displays a "Person ID" field, a "Dependent/Beneficiaries" list with a search bar and "View All" link, and a "Name History" section. The "Name History" section includes a search bar, "1 of 1" indicator, and "View All" link. Below this, there are fields for "*Dependent/Beneficiary ID" (01), "*Effective Date" (01/01/2024), and "*Format Type" (English). A "Display Name" field and an "Edit Name" button are also present. At the bottom, there are "OK", "Cancel", and "Apply" buttons.

29. Click the **Address** tab.



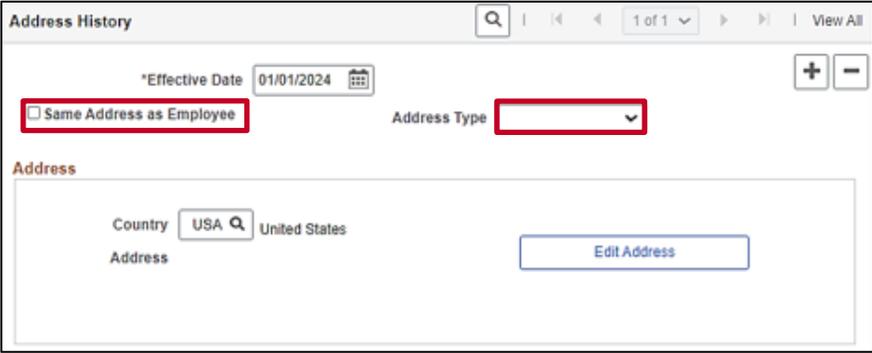
The screenshot shows the same "Dependent/Beneficiary" window, but the "Address" tab is now highlighted with a red border, indicating it is the next step to be clicked.

The **Address** tab displays.

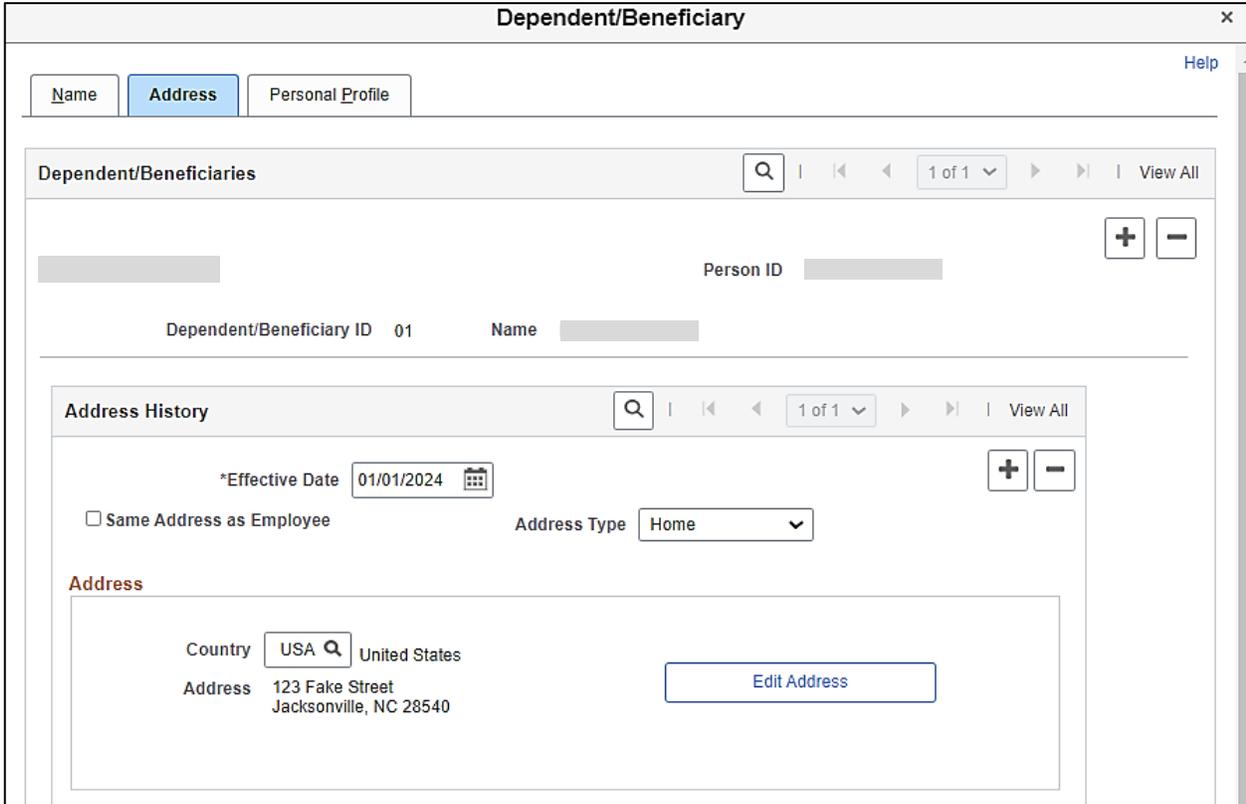


The screenshot shows the "Dependent/Beneficiary" window with the "Address" tab selected. It displays the "Person ID" field, "Dependent/Beneficiary ID" (01), and "Name" field. The "Address History" section includes a search bar, "1 of 1" indicator, and "View All" link. Below this, there are fields for "*Effective Date" (01/01/2024), a checkbox for "Same Address as Employee", and an "Address Type" dropdown. The "Address" section includes a "Country" field (USA) with a search icon and "United States" text, and an "Address" field. An "Edit Address" button is located at the bottom right.

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Step	Action
30.	<p>Complete the address information as applicable for the dependent by either:</p> <ul style="list-style-type: none"> • 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.



Dependent/Beneficiary

Name | **Address** | Personal Profile

Dependent/Beneficiaries

Person ID

Dependent/Beneficiary ID 01 Name

Address History

*Effective Date 01/01/2024

Same Address as Employee Address Type Home

Address

Country USA United States

Address 123 Fake Street
Jacksonville, NC 28540

Edit Address

Step	Action
	The address information auto-populates in the Employee's Current Address section.
31.	Click the Personal Profile tab. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> Name Address Personal Profile </div>

The **Personal Profile** tab displays.

The screenshot shows a web form titled "Dependent/Beneficiary" with a close button (x) and a Help link. It has three tabs: "Name", "Address", and "Personal Profile" (which is selected). Below the tabs, there's a "Person ID" field. The "Personal Profile" section includes a search bar and navigation controls. It shows "Dependent/Beneficiary ID 01" and "Matthew Smith". Fields include:

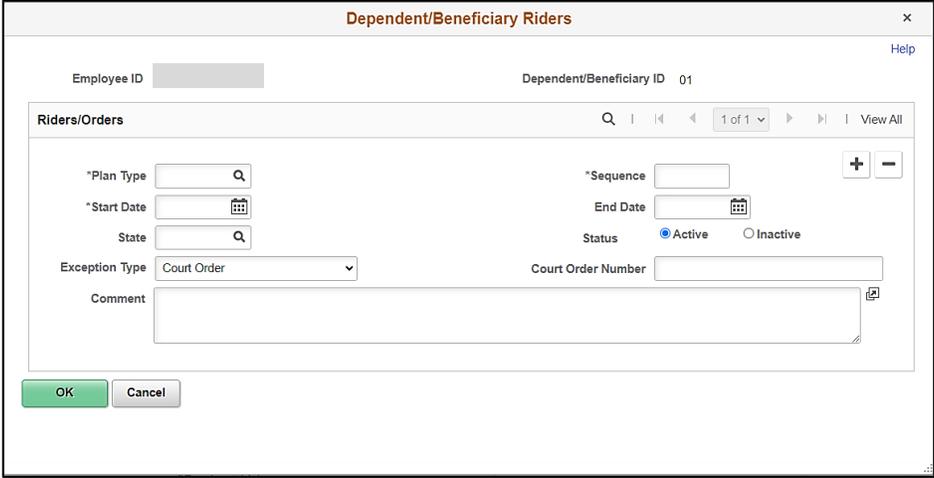
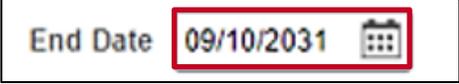
- *Date of Birth: [calendar icon]
- Birth Location: [text field]
- Birth Country: [dropdown]
- Birth State: [dropdown]
- Date of Death: [calendar icon]
- Medicare Entitled Date: [calendar icon]
- Riders/Orders exist

 The "Personal History" section includes:

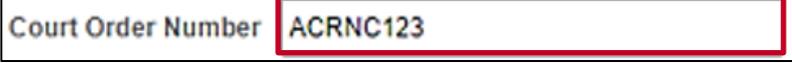
- *Effective Date: 01/01/2024 [calendar icon]
- *Relationship to Employee: [dropdown]
- *Dependent Beneficiary Type: [dropdown]
- *Gender: Unknown [dropdown]
- *Marital Status: Single [dropdown]
- Student
- Disabled
- Smoker
- As of: [calendar icon]

	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).
32.	Click the Date of Birth Calendar icon and select the dependent's date of birth ("9/10/2013" in this scenario). <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> *Date of Birth  </div>

Step	Action
33.	Click the Relationship to Employee dropdown button and select the dependent's relationship to the employee ("Child" in this scenario). 
34.	Click the Dependent Beneficiary Type dropdown button and select "Approved Dependent". 
35.	Click the Gender dropdown button and select the dependent's gender ("Unknown", "Male", or "Female") ("Male" in this scenario). 
36.	The Marital Status field defaults to "Single". 
37.	Click the vertical scrollbar to scroll down on the page to the National ID section.
38.	Enter the dependent's Social Security Number (SSN) in the National ID field. 
39.	Scroll back up to the top of the page.
40.	Click the Riders/Orders link. 

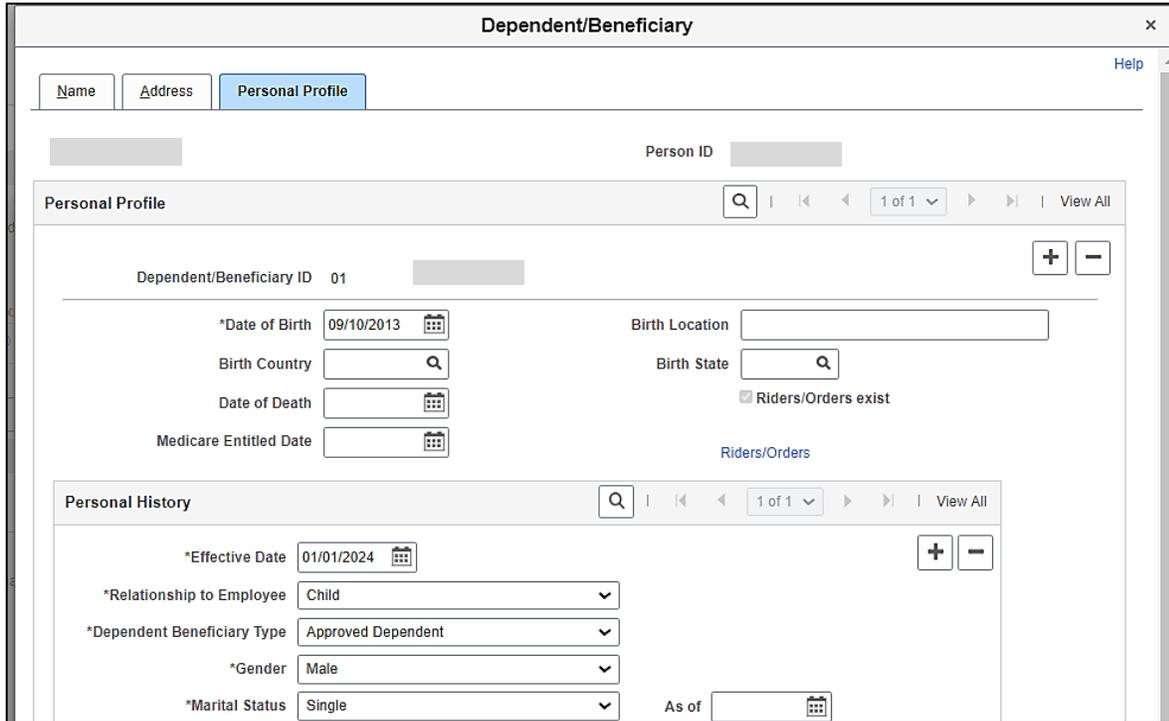
Step	Action
	<p>The Dependent/Beneficiary Riders page displays in a pop-up window.</p> 
41.	<p>Click the Plan Type Look Up icon and select the applicable plan type (“Medical” in this scenario as the employee is currently enrolled in a Medical + Expanded Dental, Vision and Hearing plan).</p> 
42.	<p>Enter “1” in the Sequence field.</p> 
43.	<p>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).</p> 
44.	<p>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).</p> 

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
45.	Click the State Look Up icon and select the applicable State that issued the NMSN (North Carolina in this scenario). 
46.	Verify that the Active radio button option is selected. 
47.	The Exception Type field defaults to "Court Order". Do not update. 
48.	Enter the NMSN Number in the Court Order Number field ("ACRNC123" in this scenario). 
49.	Enter comments in the Comment field to include the date the NMSN was received and the address and contact information for the issuing entity. 
50.	Click the OK button. 

Step	Action
------	--------

The **Personal Profile** tab redisplay.



Dependent/Beneficiary

Name | Address | **Personal Profile** | Help

Person ID

Personal Profile | 1 of 1 | View All

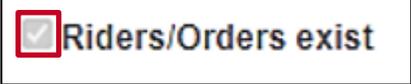
Dependent/Beneficiary ID 01

*Date of Birth 09/10/2013 | Birth Location | Birth Country | Birth State | Riders/Orders exist

Date of Death | Medicare Entitled Date | Riders/Orders

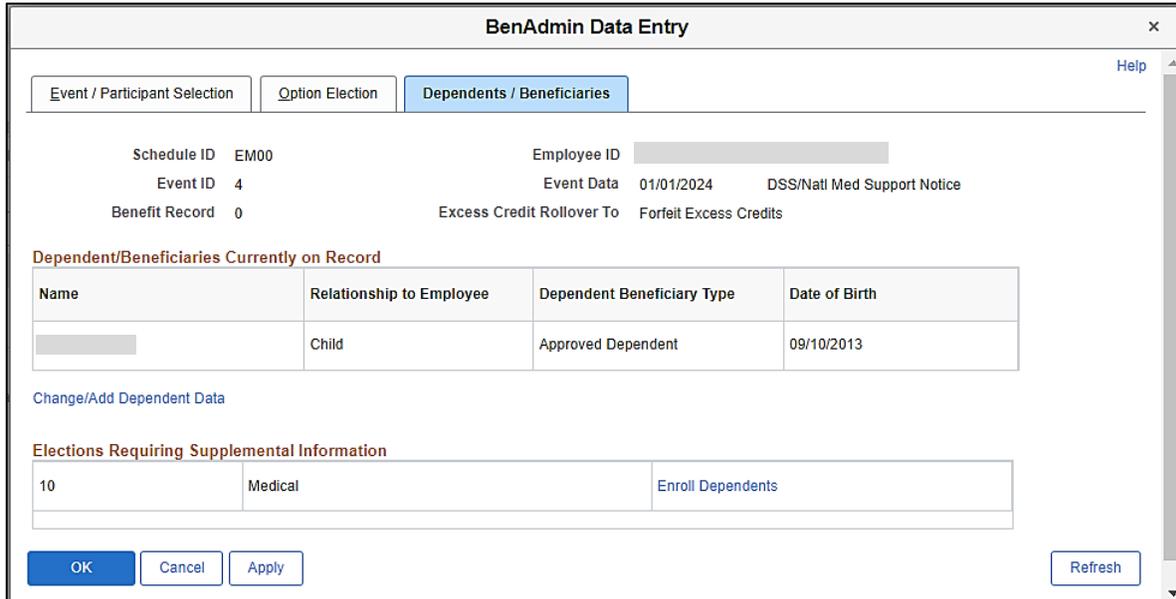
Personal History | 1 of 1 | View All

*Effective Date 01/01/2024 | *Relationship to Employee Child | *Dependent Beneficiary Type Approved Dependent | *Gender Male | *Marital Status Single | As of

51.	Verify that the Riders/Order exist checkbox option is selected (read-only). 
52.	Scroll down to the bottom of the page and click the OK button. 

Step	Action
------	--------

The **Dependents / Beneficiaries** tab redisplay.



BenAdmin Data Entry

Event / Participant Selection Option Election **Dependents / Beneficiaries** Help

Schedule ID EM00 Employee ID [redacted]
 Event ID 4 Event Data 01/01/2024 DSS/Natl Med Support Notice
 Benefit Record 0 Excess Credit Rollover To Forfeit Excess Credits

Dependent/Beneficiaries Currently on Record

Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
[redacted]	Child	Approved Dependent	09/10/2013

Change/Add Dependent Data

Elections Requiring Supplemental Information

10	Medical	Enroll Dependents
----	---------	-----------------------------------

OK Cancel Apply Refresh

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

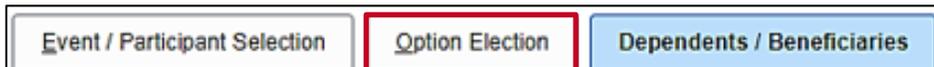


Dependent/Beneficiaries Currently on Record

Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
[redacted]	Child	Approved Dependent	09/10/2013

54. Repeat Steps 23 – 53 for any additional child dependents that need to be added and marked as NMSN Riders.

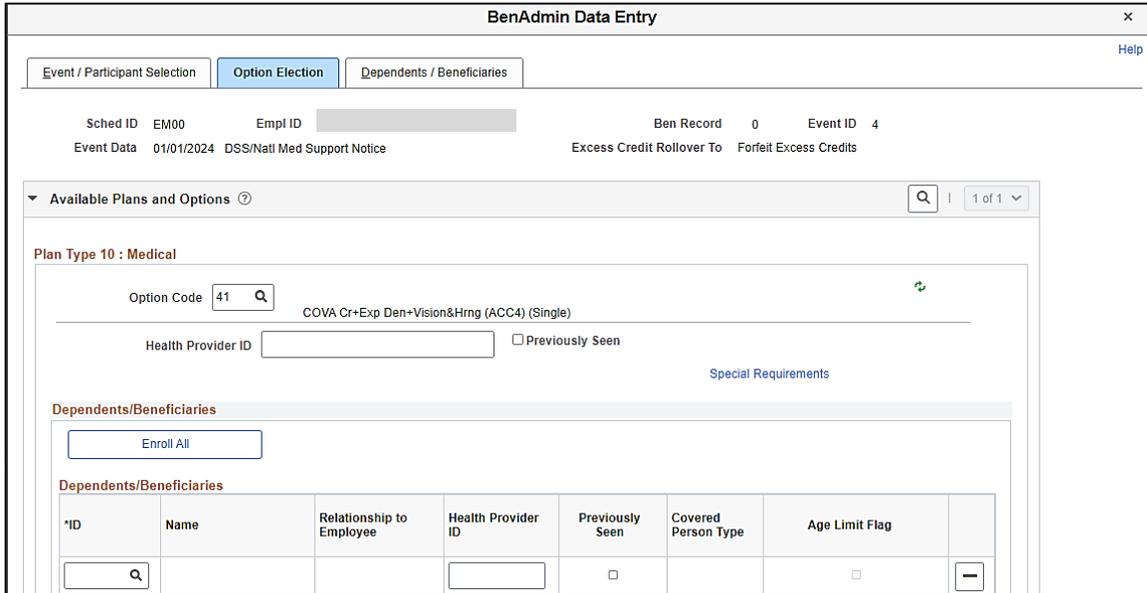
55. Next, update the employee's coverage code selection and enroll the child dependent(s). Click the **Option Election** tab.



Event / Participant Selection **Option Election** Dependents / Beneficiaries

Step	Action
------	--------

The **Option Election** tab redisplay.



The screenshot shows the 'BenAdmin Data Entry' window with the 'Option Election' tab selected. The 'Available Plans and Options' section is expanded to show 'Plan Type 10 : Medical'. Within this section, the 'Option Code' field contains '41' and has a magnifying glass icon to its right. Below this, there is a 'Health Provider ID' field and a 'Previously Seen' checkbox. A 'Special Requirements' link is also visible. Below the plan information is an 'Enroll All' button and a table for 'Dependents/Beneficiaries' with columns for *ID, Name, Relationship to Employee, Health Provider ID, Previously Seen, Covered Person Type, and Age Limit Flag.

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

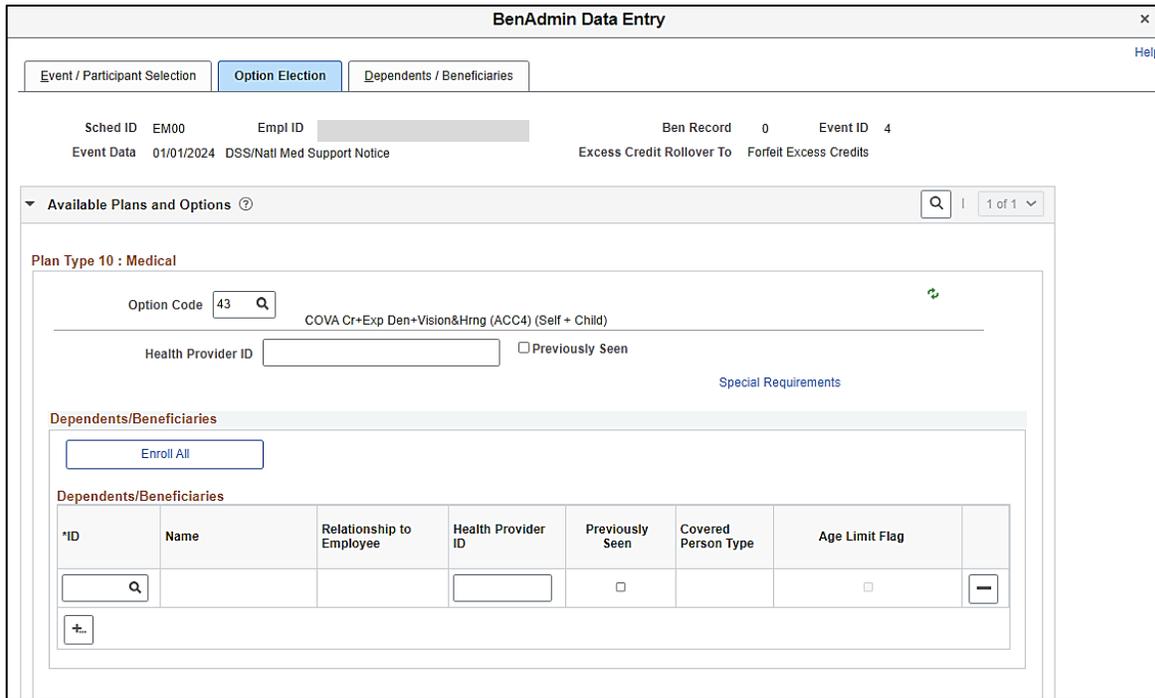


This close-up shows the 'Plan Type 10 : Medical' section. The 'Option Code' field contains '41' and is highlighted with a red box. A magnifying glass icon is positioned to the right of the '41' in the input field. The text 'COVA Cr+Exp Den+Vision&Hrng (ACC4) (Single)' is displayed to the right of the input field.

Step	Action																																																																
	<p>The Look Up Option Code page displays in a pop-up window.</p> <div data-bbox="550 417 1036 1209" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <table border="1"> <thead> <tr> <th colspan="4" style="text-align: left;">Look Up Option Code</th> </tr> </thead> <tbody> <tr><td>31</td><td>Option</td><td>ACC1</td><td>3</td></tr> <tr><td>29</td><td>Option</td><td>ACC1</td><td>1</td></tr> <tr><td>34</td><td>Option</td><td>ACC2</td><td>2</td></tr> <tr><td>33</td><td>Option</td><td>ACC2</td><td>1</td></tr> <tr><td>35</td><td>Option</td><td>ACC2</td><td>3</td></tr> <tr><td>36</td><td>Option</td><td>ACC2</td><td>4</td></tr> <tr><td>37</td><td>Option</td><td>ACC3</td><td>1</td></tr> <tr><td>39</td><td>Option</td><td>ACC3</td><td>3</td></tr> <tr><td>38</td><td>Option</td><td>ACC3</td><td>2</td></tr> <tr><td>40</td><td>Option</td><td>ACC3</td><td>4</td></tr> <tr><td>41</td><td>Option</td><td>ACC4</td><td>1</td></tr> <tr><td>44</td><td>Option</td><td>ACC4</td><td>4</td></tr> <tr><td>43</td><td>Option</td><td>ACC4</td><td>3</td></tr> <tr><td>42</td><td>Option</td><td>ACC4</td><td>2</td></tr> <tr><td>46</td><td>Option</td><td>ACC5</td><td>2</td></tr> </tbody> </table> </div>	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
Look Up Option Code																																																																	
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40	Option	ACC3	4																																																														
41	Option	ACC4	1																																																														
44	Option	ACC4	4																																																														
43	Option	ACC4	3																																																														
42	Option	ACC4	2																																																														
46	Option	ACC5	2																																																														
57.	<p>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)</p> <p>Scenario: ACC4 with Coverage Code 3 is selected.</p> <div data-bbox="305 1415 1232 1518" style="border: 2px solid red; padding: 5px; margin: 10px auto; width: fit-content;"> <table border="1"> <tbody> <tr> <td style="text-align: center;">43</td> <td style="text-align: center;">Option</td> <td style="text-align: center;">ACC4</td> <td style="text-align: center;">3</td> </tr> </tbody> </table> </div>	43	Option	ACC4	3																																																												
43	Option	ACC4	3																																																														

Step	Action
------	--------

The **Option Election** tab redisplay.



The screenshot shows the 'BenAdmin Data Entry' window with the 'Option Election' tab selected. It displays fields for 'Event / Participant Selection', 'Option Election', and 'Dependents / Beneficiaries'. Below these are fields for 'Sched ID', 'EM00', 'Empl ID', 'Ben Record', '0', and 'Event ID', '4'. There are also fields for 'Event Data', '01/01/2024', 'DSS/Natl Med Support Notice', 'Excess Credit Rollover To', and 'Forfeit Excess Credits'. A section titled 'Available Plans and Options' shows 'Plan Type 10 : Medical' with an 'Option Code' of '43' and a search icon. Below this is a 'Health Provider ID' field and a 'Previously Seen' checkbox. A 'Special Requirements' link is also visible. The 'Dependents/Beneficiaries' section includes an 'Enroll All' button and a table with columns: *ID, Name, Relationship to Employee, Health Provider ID, Previously Seen, Covered Person Type, and Age Limit Flag. A search icon and a '+...' icon are also present in this section.

58.

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 (+...)



This close-up screenshot highlights the 'Dependents/Beneficiaries' section. The 'Enroll All' button is circled in red. Below it is a table with columns: *ID, Name, Relationship to Employee, Health Provider ID, Previously Seen, Covered Person Type, and Age Limit Flag. A search icon is in the *ID column, and a '+...' icon is in the bottom left corner of the table area.

Step	Action
------	--------

The page refreshes.

BenAdmin Data Entry
x

Event / Participant Selection
Option Election
Dependents / Beneficiaries
Help

Sched ID EM00 Empl ID [REDACTED]
Ben Record 0 Event ID 4

Event Data 01/01/2024 DSS/Natl Med Support Notice
Excess Credit Rollover To Forfeit Excess Credits

Available Plans and Options ?
Q
1 of 1

Plan Type 10 : Medical

Option Code Q

COVA Cr+Exp Den+Vision&Hrng (ACC4) (Self + Child)

Health Provider ID

Previously Seen

Special Requirements

Enroll All

Dependents/Beneficiaries

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag	
01 Q	Matthew Smith	Child	<input style="width: 40px;" type="text"/>	<input type="checkbox"/>	Child	<input checked="" type="checkbox"/>	-
+.							

OK
Cancel
Apply

Refresh

59.

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

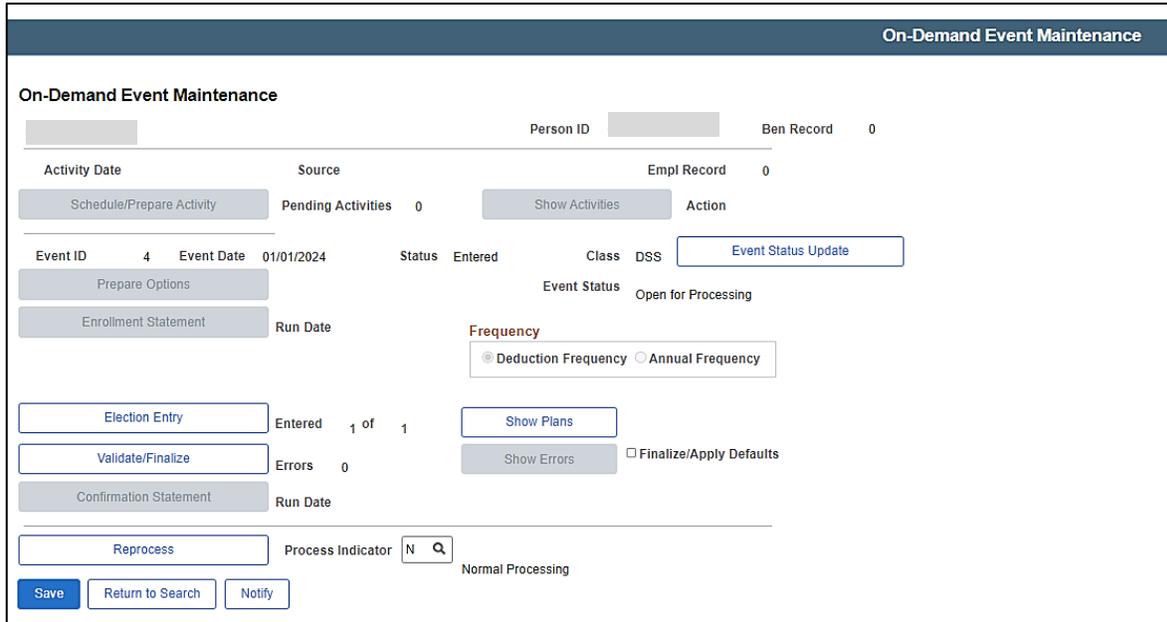
OK

Cancel

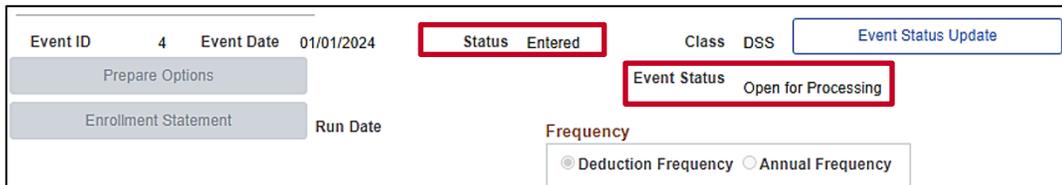
Apply

Step	Action
------	--------

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




The **Status** field will now display as “Entered”. The **Event Status** field will still display as “Open for Processing”.



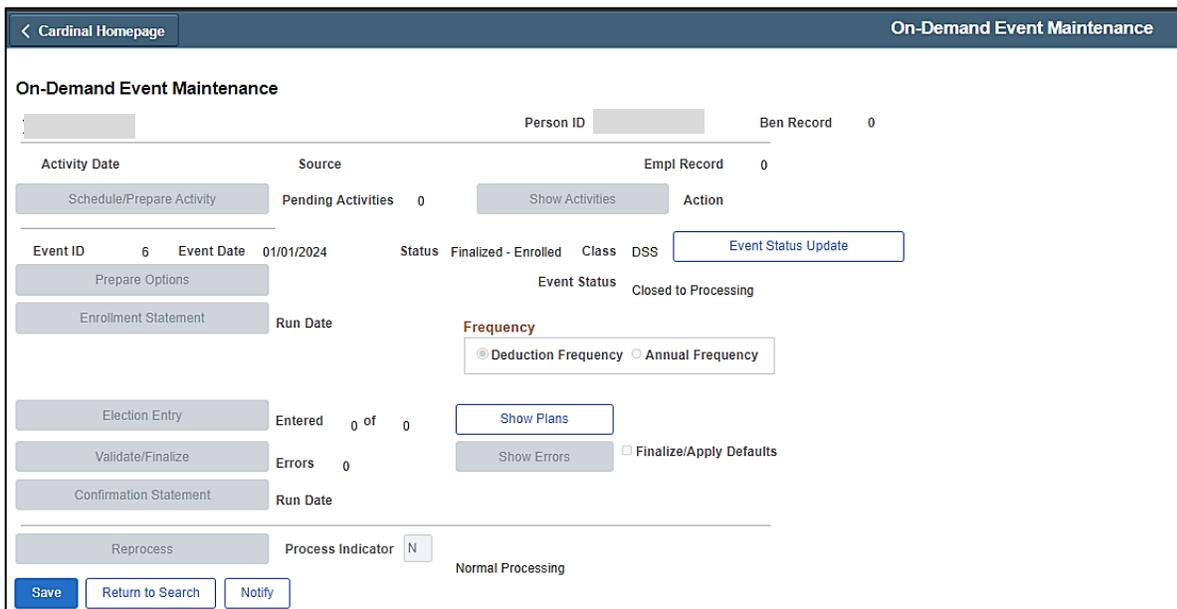
60.

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.

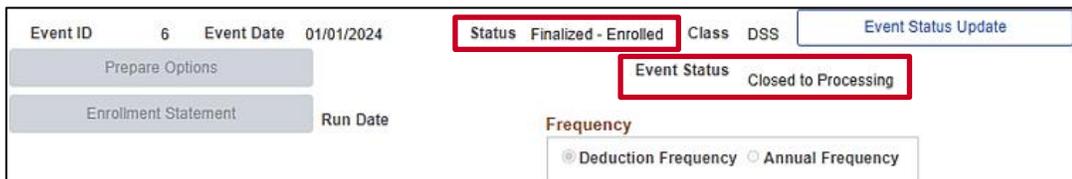


Step	Action
61.	<p>A Confirmation message displays in a pop-up window once the process completes. Click the OK button.</p> <div data-bbox="305 470 948 714" style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Process completed successfully. (3000,530)</p> <div style="border: 2px solid red; padding: 5px; display: inline-block; margin: 10px auto;"> OK </div> </div>

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




The **Status** field will now display as “Finalized-Enrolled”. The **Event Status** field will still display as “Closed to Processing”.



62.	<p>Click the Save button.</p> <div data-bbox="305 1793 867 1873" style="border: 1px solid black; padding: 5px;"> <div style="border: 2px solid red; padding: 2px; display: inline-block; margin-right: 10px;">Save</div> <div style="border: 1px solid gray; padding: 2px; display: inline-block; margin-right: 10px;">Return to Search</div> <div style="border: 1px solid gray; padding: 2px; display: inline-block;">Notify</div> </div>
-----	--

Step	Action
	This process is now complete. 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.

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.

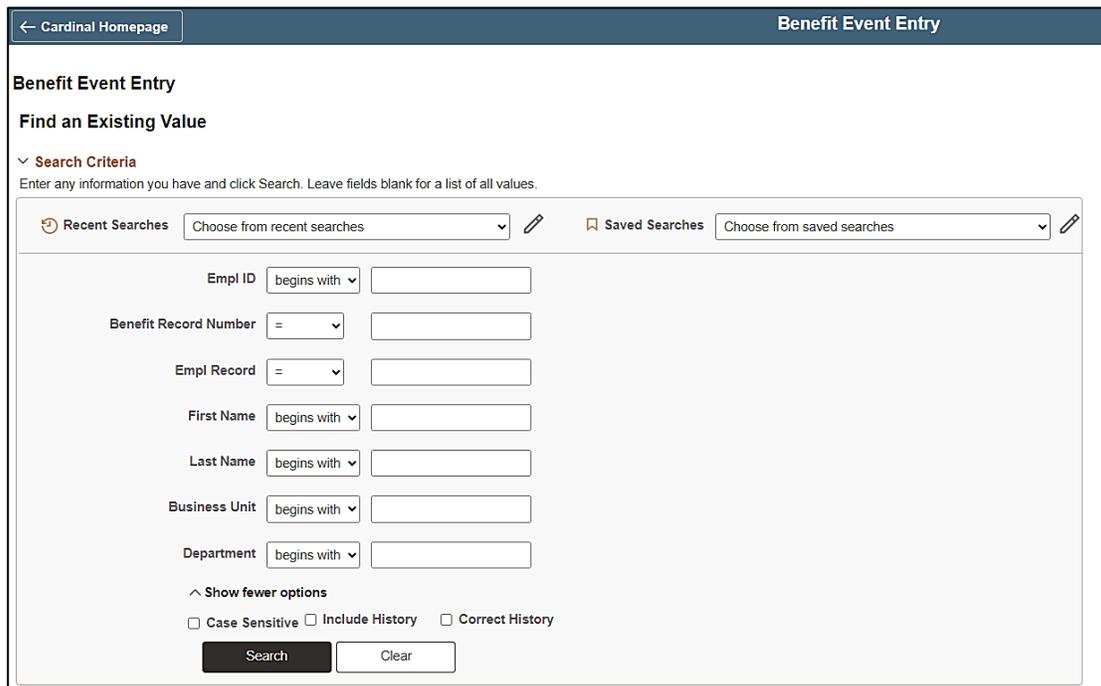
The steps included in this section of the Job Aid are based on the following example scenario:

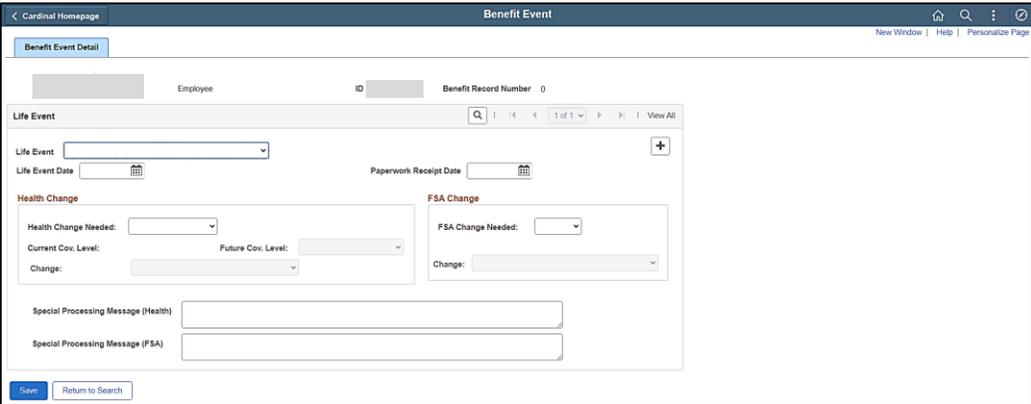
Scenario: A NMSN was received for an employee on 12/12/2023 from a Virginia Court. The effective date of the NMSN is 12/10/2023. You have already validated the NMSN and verified that the employee is still employed by the Agency and being paid. This NMSN is releasing the mandated coverage for the named 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.

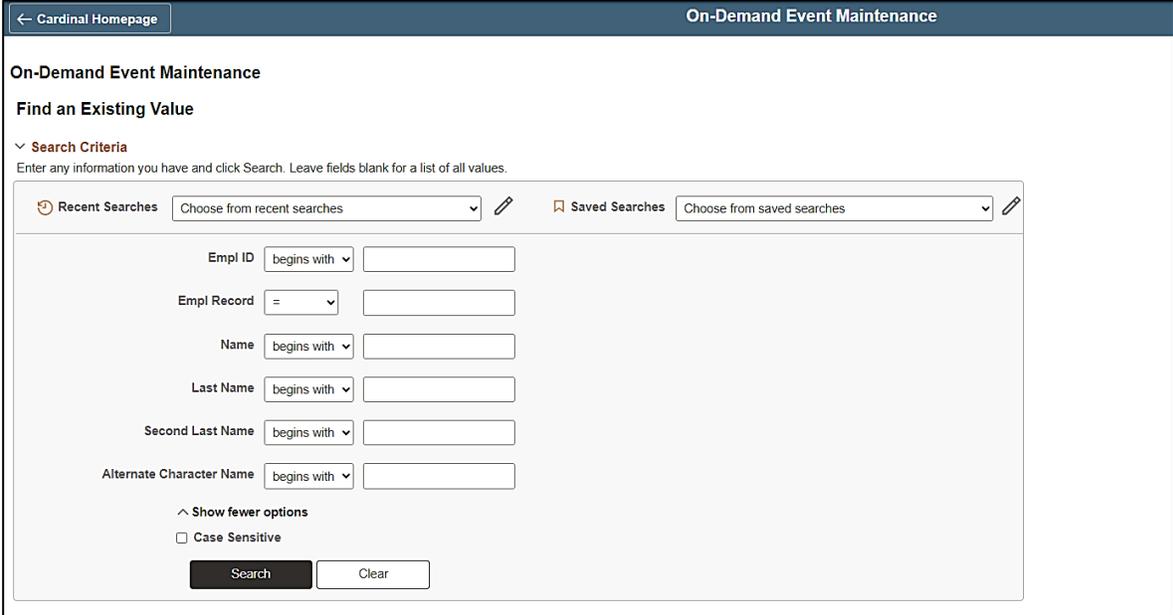
Note: Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Remove event. Be sure to use the actual dates and information from the NMSN when completing this process in Production.

Step	Action
1.	First, the Benefit Event must be created. Access the Benefit Event Entry page using the following navigation path: NavBar > Menu > Benefits > Manage Automated Enrollment > Events > Benefit Event

The **Benefit Event Entry Find an Existing Value** page displays.

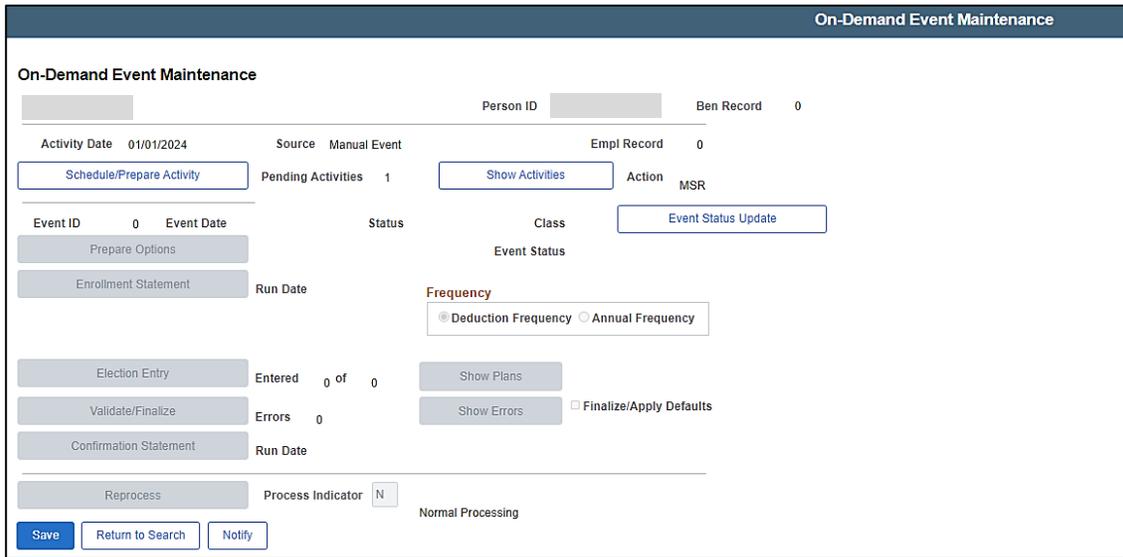


Step	Action
	For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled "Overview of the Cardinal HCM Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning .
2.	Enter the employee's Employee ID in the Search by field. Note: The other 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 - 13. 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: NavBar > Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Maintenance

Step	Action
	<p>The On-Demand Event Maintenance Find an Existing Value page displays.</p> 
	<p>For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled “Overview of the Cardinal HCM Search Pages”. This Job Aid is located on the Cardinal Website in Job Aids under Learning.</p>
<p>6.</p>	<p>Enter the employee’s Employee ID in the Empl ID field.</p> <p>Note: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known.</p> 
<p>7.</p>	<p>Click the Search button.</p> 

Step	Action
------	--------

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

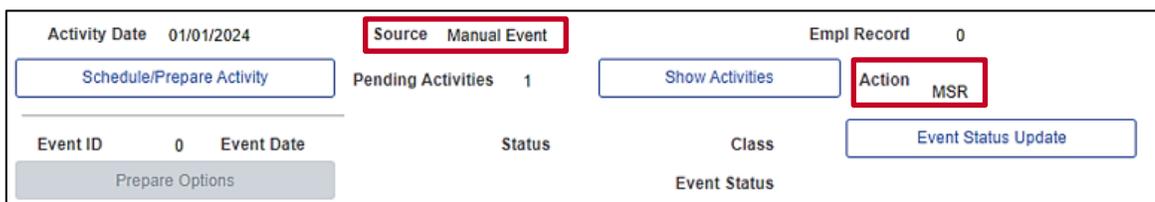


- Review the **Activity Date** field. For DSS/National Medical Support Events, this date will be auto-populated based on the Life Event date previously entered.

Scenario: The effective date is 1/1/2024. Ensure that this date is accurate.




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



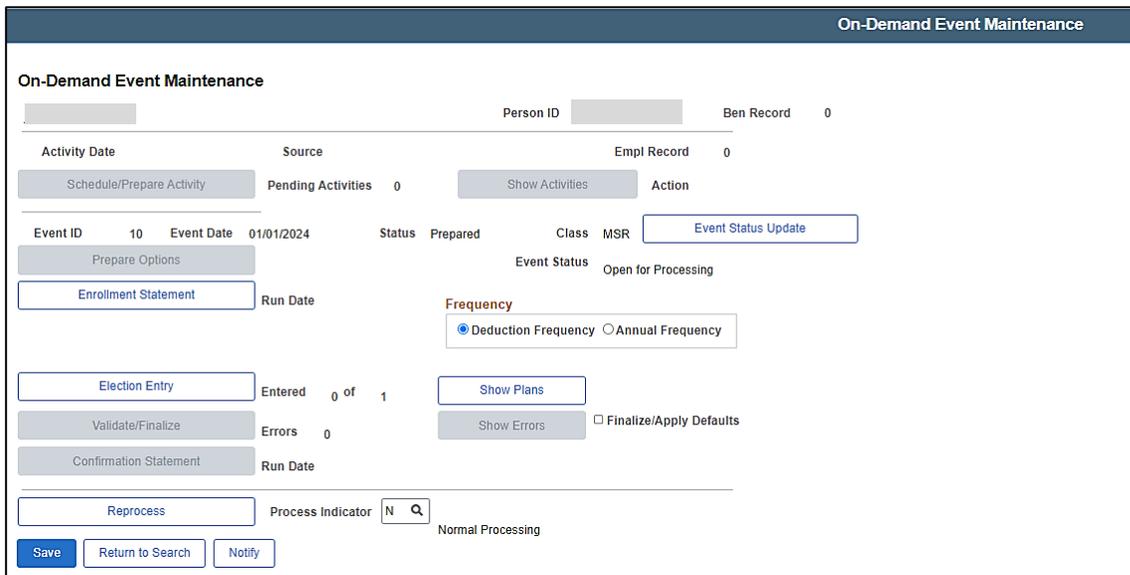
- Click the **Show Activities** button **Only** if there is more than one activity.



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

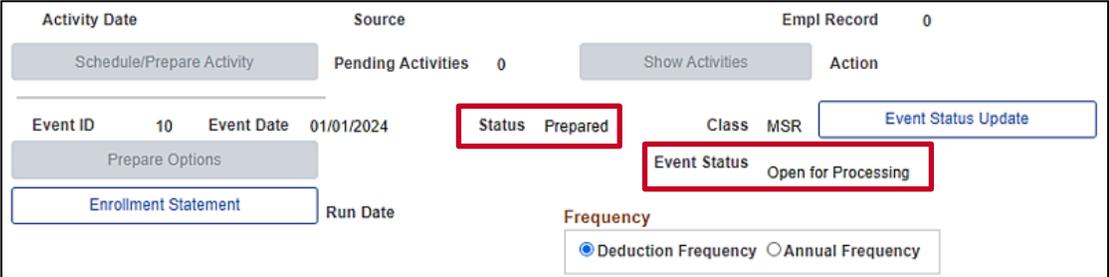
Step	Action
10.	<p>If the Benefits Administration process has already run since the time the manual event was created, the Pending Activities field will display a “0”. In this case, proceed to Step 13. Since the Pending Activities field displays a “1”, click the Schedule/Prepare Activity button.</p> 
	<p>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.</p>
11.	<p>A Confirmation message displays in a pop-up window once the automated program completes.</p> <p>Click the OK button.</p> 

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

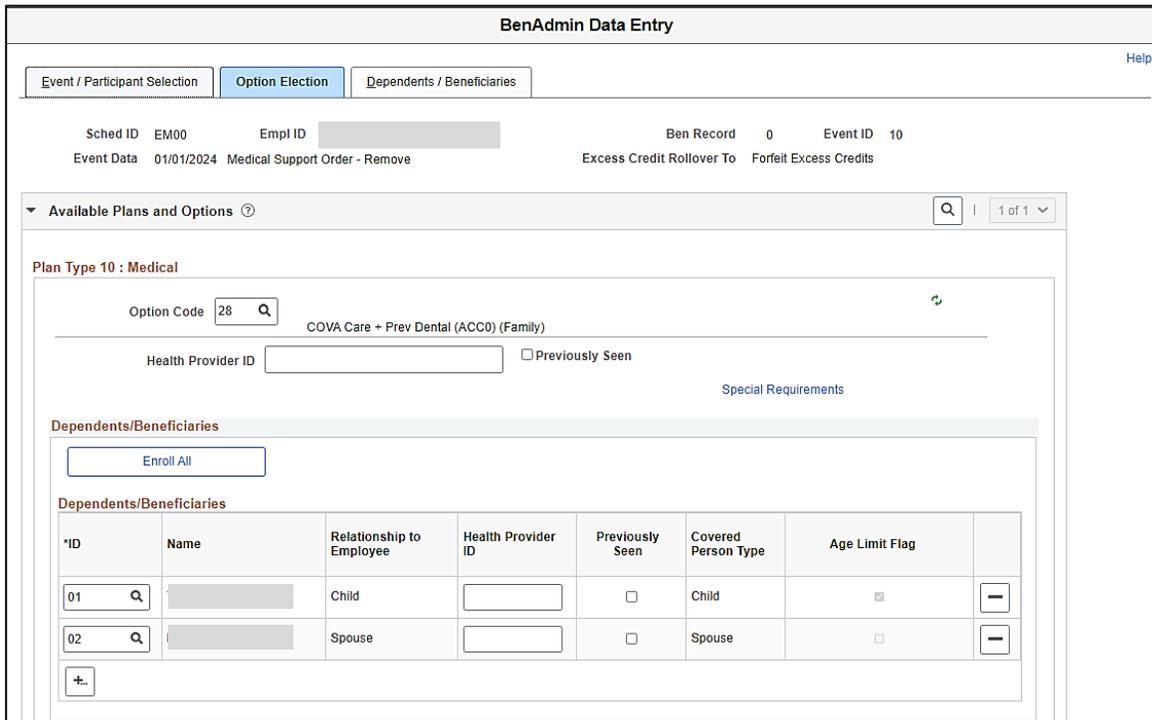




BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
12.	<p>Confirm that the Status field displays as “Prepared” and the Event Status field displays as “Open for Processing”.</p> 
13.	<p>Click the Election Entry button.</p> 

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



BenAdmin Data Entry

Event / Participant Selection | **Option Election** | Dependents / Beneficiaries

Sched ID EM00 Empl ID [REDACTED] Ben Record 0 Event ID 10
 Event Data 01/01/2024 Medical Support Order - Remove Excess Credit Rollover To Forfeit Excess Credits

Available Plans and Options | 1 of 1

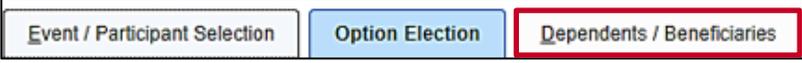
Plan Type 10 : Medical

Option Code 28 COVA Care + Prev Dental (ACC0) (Family)

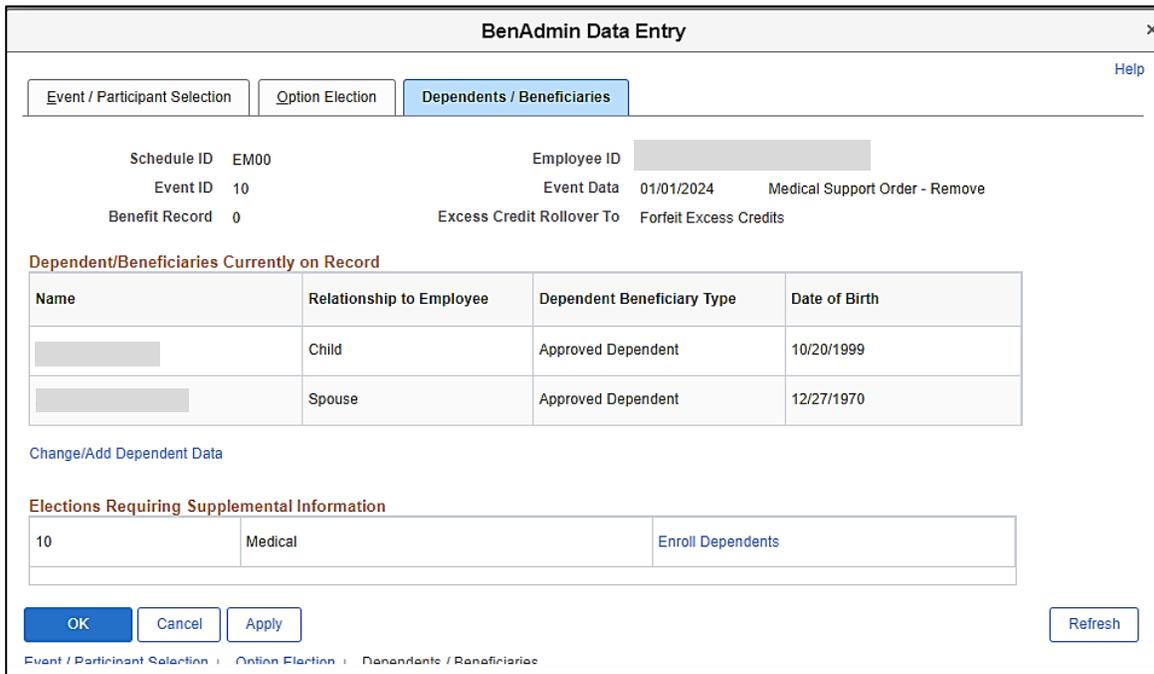
Health Provider ID Previously Seen [Special Requirements](#)

Dependents/Beneficiaries

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag	
01 <input type="text"/>	[REDACTED]	Child	<input type="text"/>	<input type="checkbox"/>	Child	<input checked="" type="checkbox"/>	<input type="button" value="-"/>
02 <input type="text"/>	[REDACTED]	Spouse	<input type="text"/>	<input type="checkbox"/>	Spouse	<input type="checkbox"/>	<input type="button" value="-"/>
<input type="button" value="+"/>							

Step	Action
14.	<p>First, update the NMSN Rider information for the named child dependent. Click the Dependents / Beneficiaries tab.</p> 

The **Dependent / Beneficiaries** tab displays.



BenAdmin Data Entry

Event / Participant Selection | Option Election | **Dependents / Beneficiaries** | Help

Schedule ID EM00 Employee ID [Redacted]
 Event ID 10 Event Data 01/01/2024 Medical Support Order - Remove
 Benefit Record 0 Excess Credit Rollover To Forfeit Excess Credits

Dependent/Beneficiaries Currently on Record

Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
[Redacted]	Child	Approved Dependent	10/20/1999
[Redacted]	Spouse	Approved Dependent	12/27/1970

[Change/Add Dependent Data](#)

Elections Requiring Supplemental Information

10	Medical	Enroll Dependents
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OK Cancel Apply Refresh

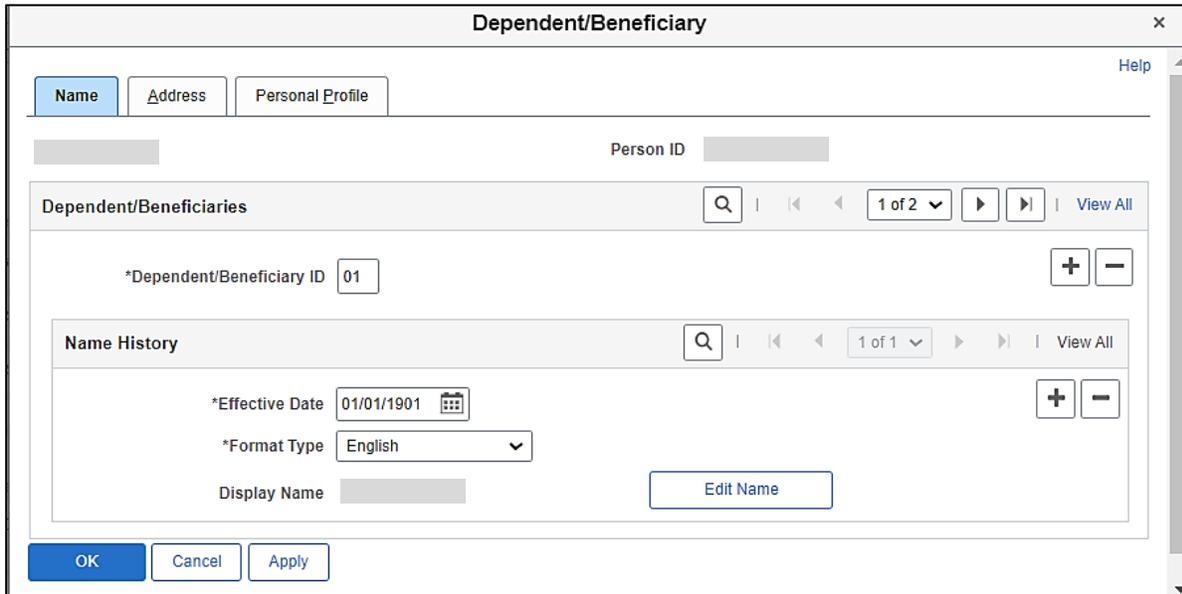
Event / Participant Selection | Option Election | **Dependents / Beneficiaries**

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

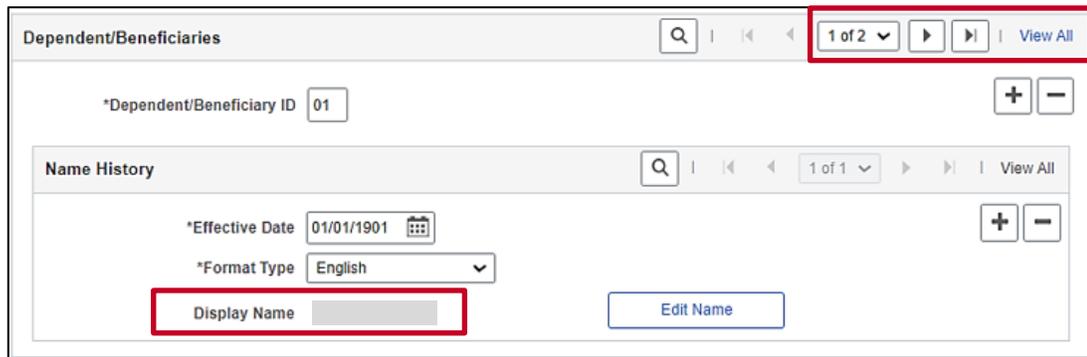
16.	<p>Click the Change/Add Dependent Data link.</p> 
-----	---

Step	Action
------	--------

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.

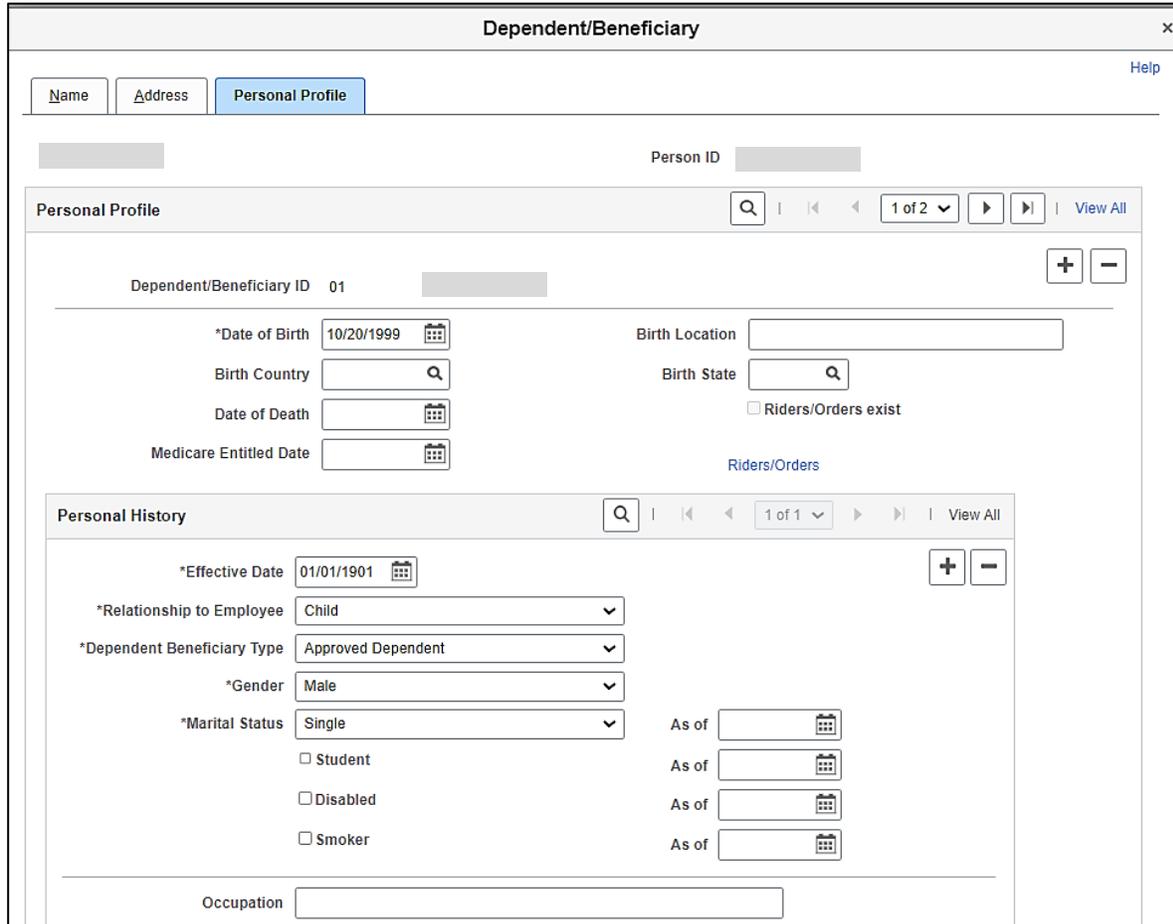


18. Click the **Personal Profile** tab.



Step	Action
------	--------

The **Personal Profile** tab displays.



Dependent/Beneficiary [x] Help

Name | Address | **Personal Profile**

Person ID [redacted]

Personal Profile [Search] | [1 of 2] | [View All]

Dependent/Beneficiary ID 01 [redacted] [+ -]

*Date of Birth 10/20/1999 [calendar] Birth Location [text box]
 Birth Country [text box] [Search] Birth State [text box] [Search]
 Riders/Orders exist

Date of Death [text box] [calendar] Medicare Entitled Date [text box] [calendar]

Riders/Orders

Personal History [Search] | [1 of 1] | [View All]

*Effective Date 01/01/1901 [calendar] [+ -]
 *Relationship to Employee Child [dropdown]
 *Dependent Beneficiary Type Approved Dependent [dropdown]
 *Gender Male [dropdown]
 *Marital Status Single [dropdown]
 Student
 Disabled
 Smoker

As of [text box] [calendar]
 As of [text box] [calendar]
 As of [text box] [calendar]
 As of [text box] [calendar]

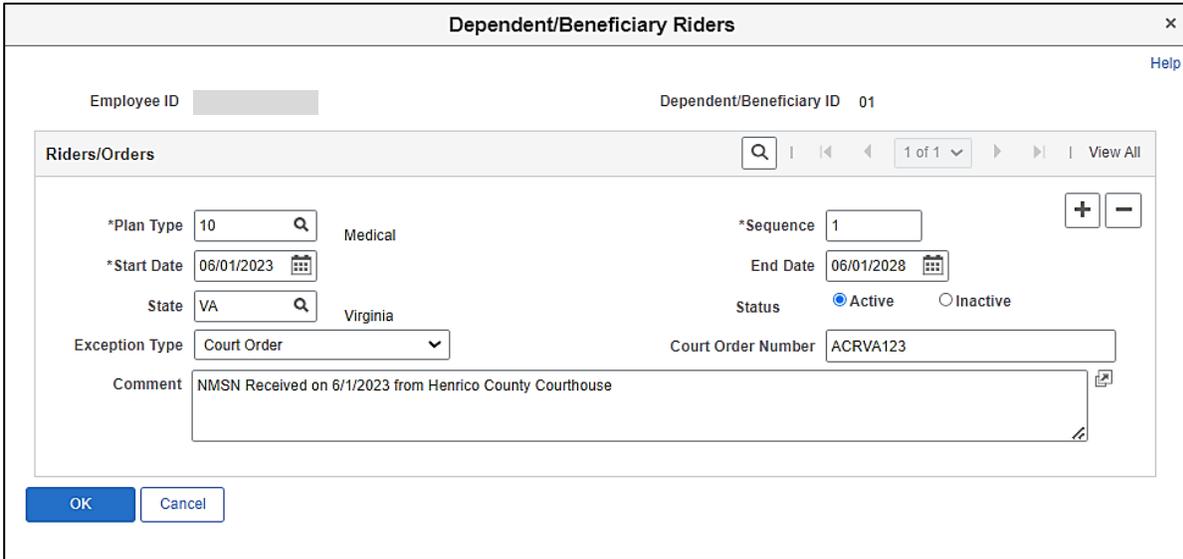
Occupation [text box]

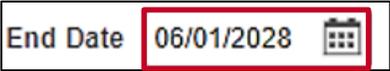
19. Verify that the correct child dependent is displayed and then click the **Riders/Orders** link.

Riders/Orders

Step	Action
------	--------

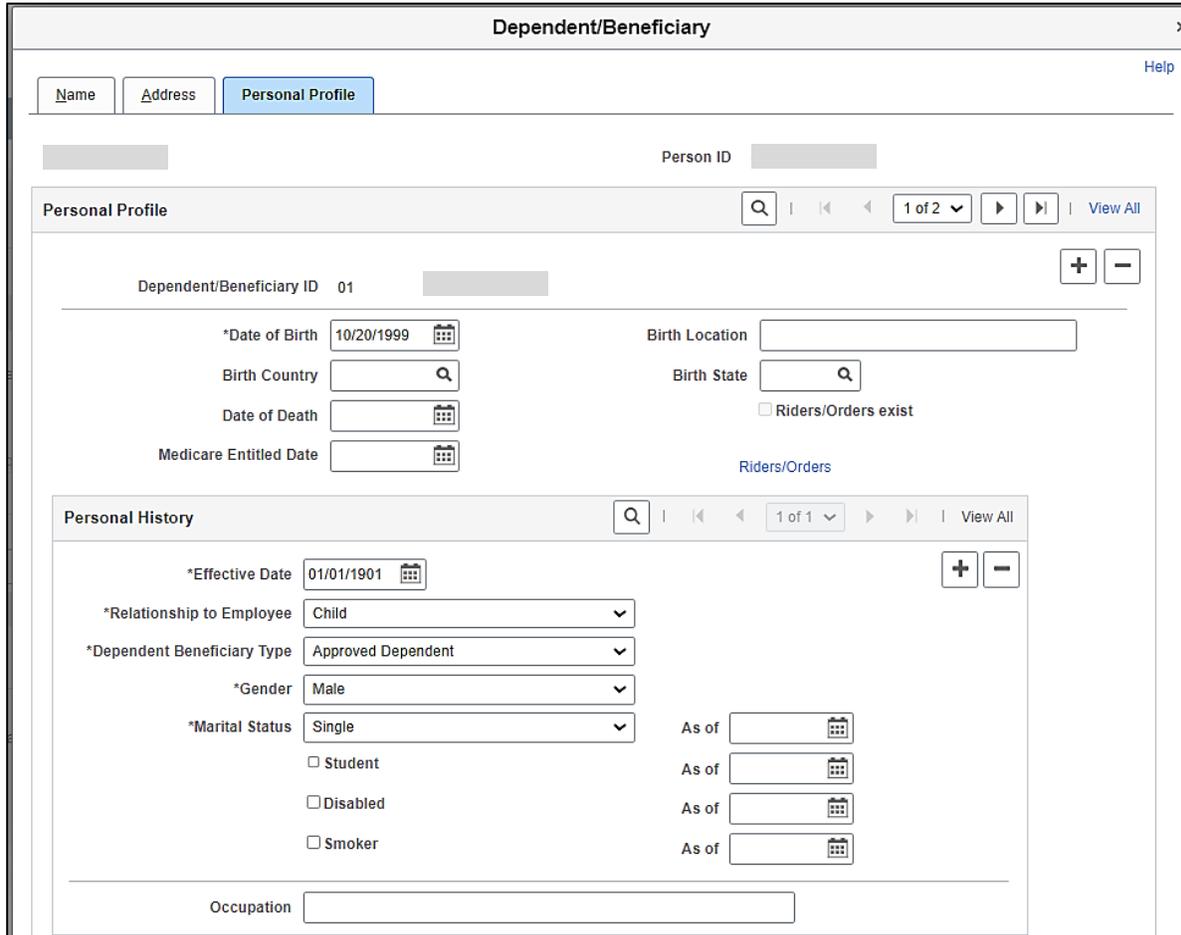
The **Dependent/Beneficiary Riders** page displays in a pop-up window.



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. 

Step	Action
------	--------

The **Personal Profile** tab redisplay.



Dependent/Beneficiary

Name | Address | **Personal Profile** | Help

Person ID

Personal Profile | 1 of 2 | View All

Dependent/Beneficiary ID 01

*Date of Birth 10/20/1999 | Birth Location | Birth Country | Birth State | Riders/Orders exist

Date of Death | Medicare Entitled Date | **Riders/Orders**

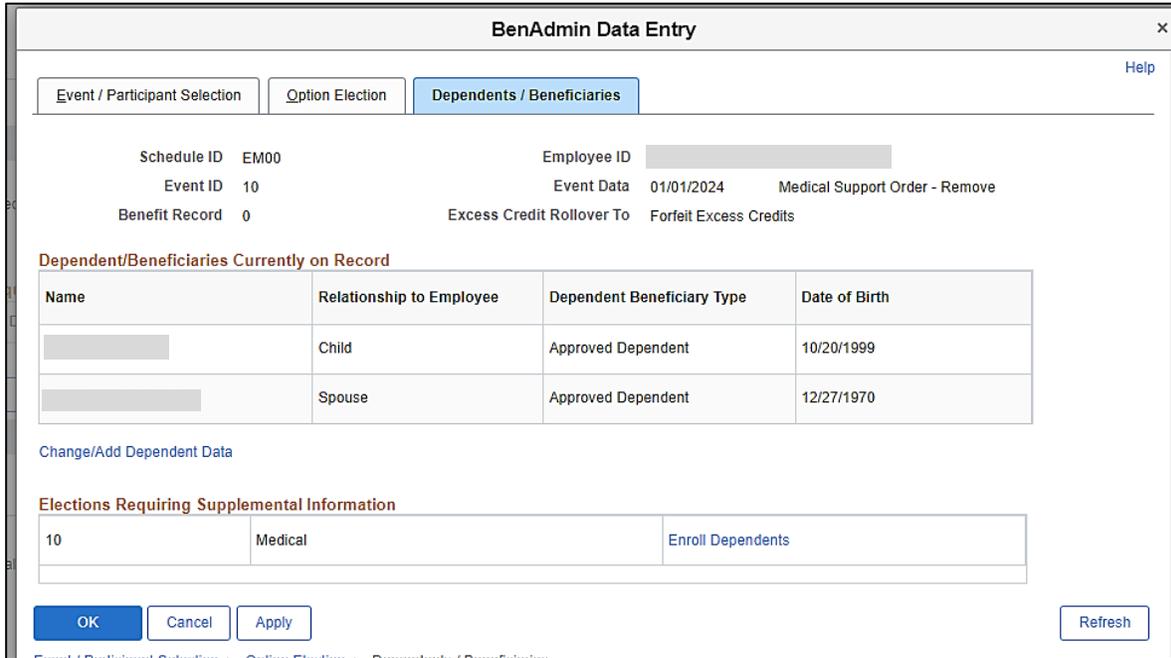
Personal History | 1 of 1 | View All

*Effective Date 01/01/1901 | *Relationship to Employee Child | *Dependent Beneficiary Type Approved Dependent | *Gender Male | *Marital Status Single | As of | Student | Disabled | Smoker | Occupation

24.	Verify that the Riders/Order exist checkbox option is not selected (read-only). <input type="checkbox"/> Riders/Orders exist
25.	Scroll down to the bottom of the page and click the OK button. <input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Apply"/>

Step	Action
------	--------

The **Dependents / Beneficiaries** tab redisplay.



BenAdmin Data Entry

Event / Participant Selection Option Election **Dependents / Beneficiaries** Help

Schedule ID EM00 Employee ID [REDACTED]
 Event ID 10 Event Data 01/01/2024 Medical Support Order - Remove
 Benefit Record 0 Excess Credit Rollover To Forfeit Excess Credits

Dependent/Beneficiaries Currently on Record

Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
[REDACTED]	Child	Approved Dependent	10/20/1999
[REDACTED]	Spouse	Approved Dependent	12/27/1970

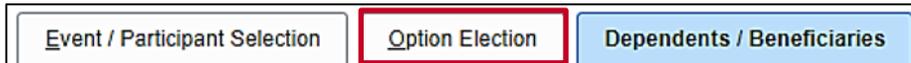
[Change/Add Dependent Data](#)

Elections Requiring Supplemental Information

10	Medical	Enroll Dependents
----	---------	-----------------------------------

OK Cancel Apply Refresh

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

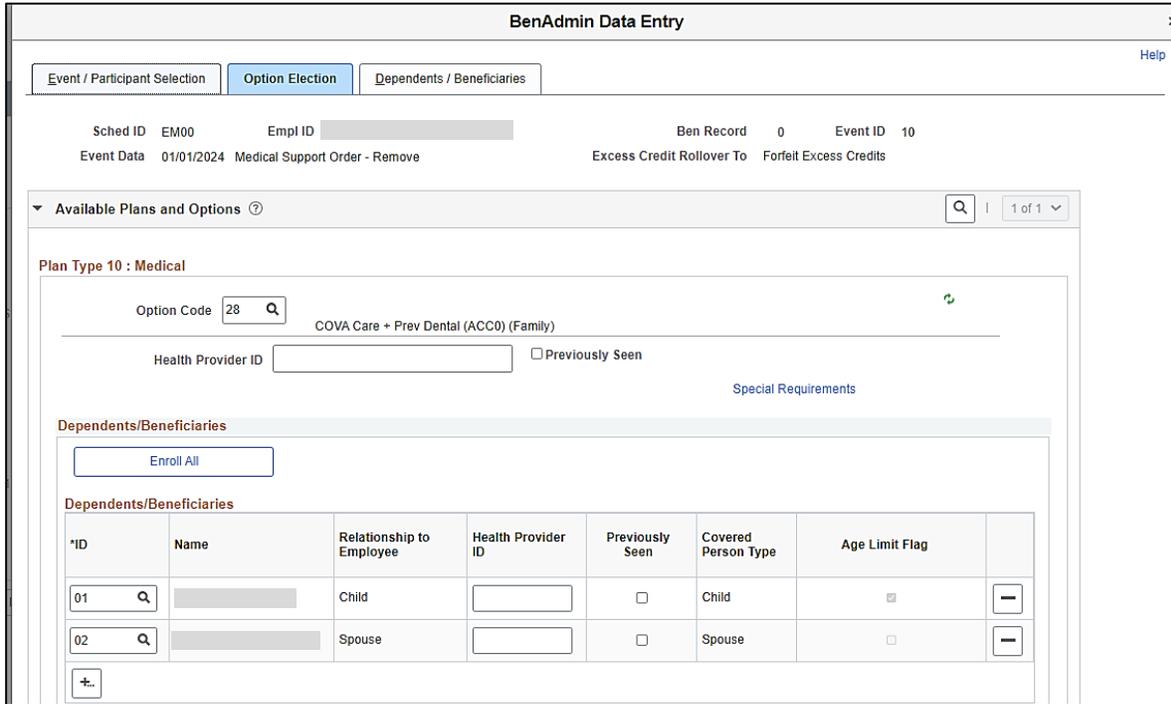


Event / Participant Selection **Option Election** Dependents / Beneficiaries

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
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The **Option Election** tab redisplay.



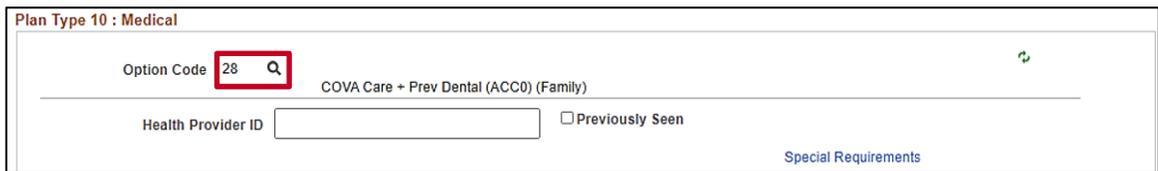
The screenshot shows the 'BenAdmin Data Entry' window with the 'Option Election' tab selected. It displays employee information (Sched ID: EM00, Empl ID: [redacted], Ben Record: 0, Event ID: 10) and event details (Event Data: 01/01/2024, Medical Support Order - Remove). The 'Available Plans and Options' section shows 'Plan Type 10 : Medical' with 'Option Code 28' selected. Below this, there is a 'Health Provider ID' field and a 'Previously Seen' checkbox. The 'Dependents/Beneficiaries' section includes an 'Enroll All' button and a table of dependents.

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag
01	[redacted]	Child	[redacted]	<input type="checkbox"/>	Child	<input checked="" type="checkbox"/>
02	[redacted]	Spouse	[redacted]	<input type="checkbox"/>	Spouse	<input type="checkbox"/>

27.

Next, update the employee's elected Medical Plan and coverage code as needed.

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).



This close-up shows the 'Option Code' field with the value '28' highlighted by a red box. The 'Option Code Look Up' icon (magnifying glass) is also visible next to the field.



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

Step	Action																																
28.	<p>If the child dependent is being removed from coverage, click the corresponding Delete Row icon (-).</p> <div data-bbox="305 457 1372 688" style="border: 1px solid black; padding: 5px;"> <p>Dependents/Beneficiaries</p> <table border="1"> <thead> <tr> <th>*ID</th> <th>Name</th> <th>Relationship to Employee</th> <th>Health Provider ID</th> <th>Previously Seen</th> <th>Covered Person Type</th> <th>Age Limit Flag</th> <th></th> </tr> </thead> <tbody> <tr> <td>01</td> <td></td> <td>Child</td> <td></td> <td><input type="checkbox"/></td> <td>Child</td> <td><input checked="" type="checkbox"/></td> <td style="text-align: center;">-</td> </tr> <tr> <td>02</td> <td></td> <td>Spouse</td> <td></td> <td><input type="checkbox"/></td> <td>Spouse</td> <td><input type="checkbox"/></td> <td style="text-align: center;">-</td> </tr> <tr> <td colspan="8" style="text-align: left;">+</td> </tr> </tbody> </table> </div>	*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag		01		Child		<input type="checkbox"/>	Child	<input checked="" type="checkbox"/>	-	02		Spouse		<input type="checkbox"/>	Spouse	<input type="checkbox"/>	-	+							
*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag																											
01		Child		<input type="checkbox"/>	Child	<input checked="" type="checkbox"/>	-																										
02		Spouse		<input type="checkbox"/>	Spouse	<input type="checkbox"/>	-																										
+																																	
	<p>If the dependent is not being removed from coverage, skip to Step 31.</p>																																
<p>A Warning message displays in a pop-up window.</p> <div data-bbox="211 892 1388 1081" style="border: 1px solid gray; padding: 10px; text-align: center;"> <p>Delete current/selected rows from this page? The delete will occur when the transaction is saved.</p> <div style="display: flex; justify-content: center; gap: 20px;"> <div data-bbox="609 976 803 1039" style="border: 2px solid red; padding: 5px 15px;">OK</div> <div data-bbox="812 976 998 1039" style="padding: 5px 15px;">Cancel</div> </div> </div>																																	
29.	<p>Click the OK button.</p> <div data-bbox="305 1165 852 1270" style="border: 1px solid gray; padding: 10px; text-align: center;"> <div style="display: flex; justify-content: center; gap: 20px;"> <div data-bbox="308 1176 576 1260" style="border: 2px solid red; padding: 5px 15px;">OK</div> <div data-bbox="584 1176 844 1260" style="padding: 5px 15px;">Cancel</div> </div> </div>																																

Step	Action
------	--------

The **Option Election** tab redisplay.

BenAdmin Data Entry x

Help

Event / Participant Selection
Option Election
Dependents / Beneficiaries

Sched ID EM00 Empl ID Ben Record 0 Event ID 10
 Event Data 01/01/2024 Medical Support Order - Remove Excess Credit Rollover To Forfeit Excess Credits

Available Plans and Options 1 of 1

Plan Type 10 : Medical

Option Code ↻
 COVA Care + Prev Dental (ACC0) (Self + Spouse)

Health Provider ID Previously Seen Special Requirements

Dependents/Beneficiaries

Enroll All

Dependents/Beneficiaries

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag	
<input style="width: 30px;" type="text" value="02"/> Q	 	Spouse	<input style="width: 50px;" type="text"/>	<input type="checkbox"/>	Spouse	<input type="checkbox"/>	-
+							

OK
Cancel
Apply
Refresh



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.

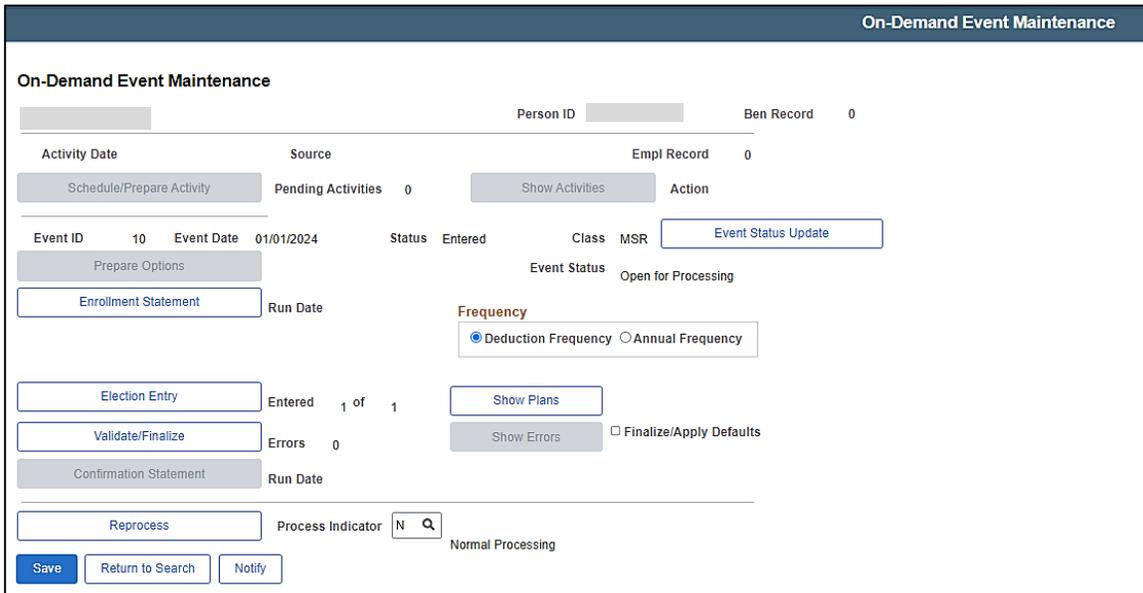
OK

Cancel

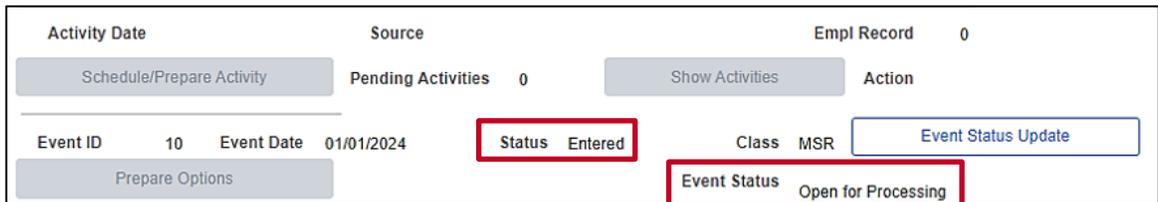
Apply

Step	Action
------	--------

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




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.



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
32.	<p>A Confirmation message displays in a pop-up window once the process completes. Click the OK button.</p> <div style="border: 1px solid gray; padding: 10px; text-align: center;"> <p>Process completed successfully. (3000,530)</p> <div style="border: 2px solid red; padding: 5px; display: inline-block; margin: 10px auto;">OK</div> </div>

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

On-Demand Event Maintenance

Person ID [] Ben Record 0

Activity Date [] Source [] Empl Record 0

Schedule/Prepare Activity Pending Activities 0 Show Activities Action

Event ID 10 Event Date 01/01/2024 Status Finalized - Enrolled Class MSR Event Status Update

Prepare Options Event Status Closed to Processing

Enrollment Statement Run Date

Frequency
 Deduction Frequency Annual Frequency

Election Entry Entered 0 of 0 Show Plans

Validate/Finalize Errors 0 Show Errors Finalize/Apply Defaults

Confirmation Statement Run Date

Reprocess Process Indicator N Normal Processing

Save Return to Search Notify



The **Status** field will now display as “Finalized-Enrolled”. The **Event Status** field will still display as “Closed to Processing”.

Activity Date [] Source [] Empl Record 0

Schedule/Prepare Activity Pending Activities 0 Show Activities Action

Event ID 10 Event Date 01/01/2024 Status Finalized - Enrolled Class MSR Event Status Update

Prepare Options Event Status Closed to Processing

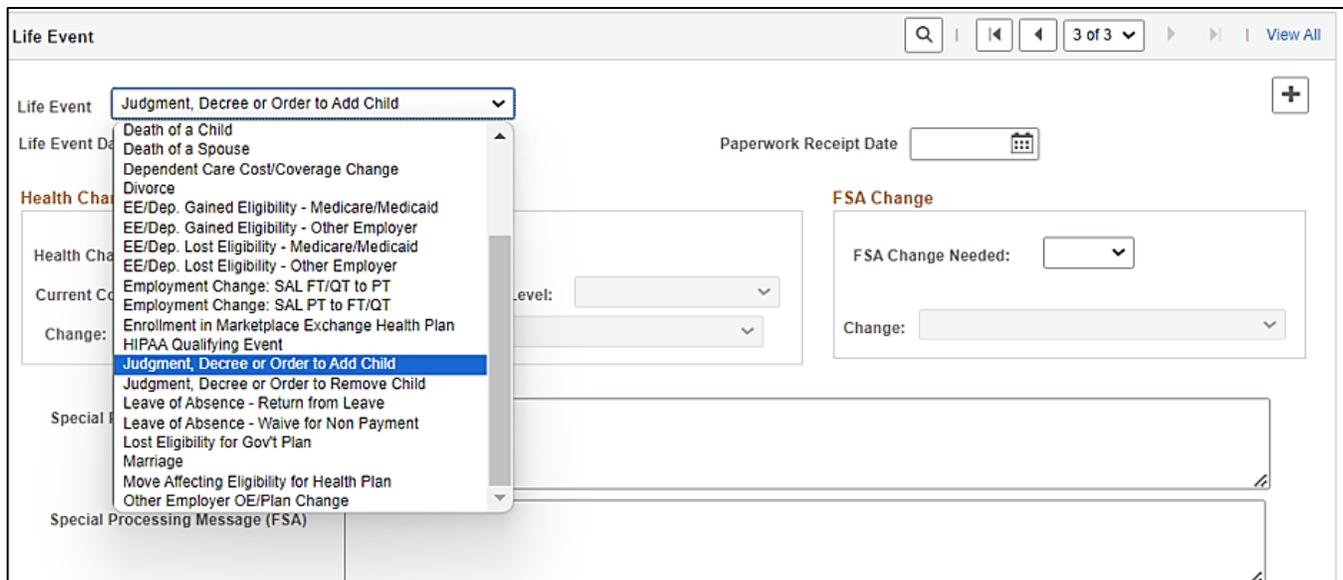
**BN361_National Medical Support Notice (NMSN) and
QMCSO Administration**

Step	Action
33.	Click the Save button. This process is now complete. 

Processing QMCSO Information

For a **Qualified Medical Child Support Order (QMCSO)** that is received from the Agency, 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.



The screenshot shows a web application interface for entering a life event. At the top, there's a search bar and navigation controls. The main section is titled 'Life Event' and contains a dropdown menu currently set to 'Judgment, Decree or Order to Add Child'. A list of other life events is visible in the dropdown, including 'Death of a Child', 'Divorce', 'Employment Change: SAL FT/QT to PT', and 'Marriage'. To the right of the dropdown, there are fields for 'Paperwork Receipt Date' and 'FSA Change'. Below these, there are several other input fields and a 'Special Processing Message (FSA)' section.

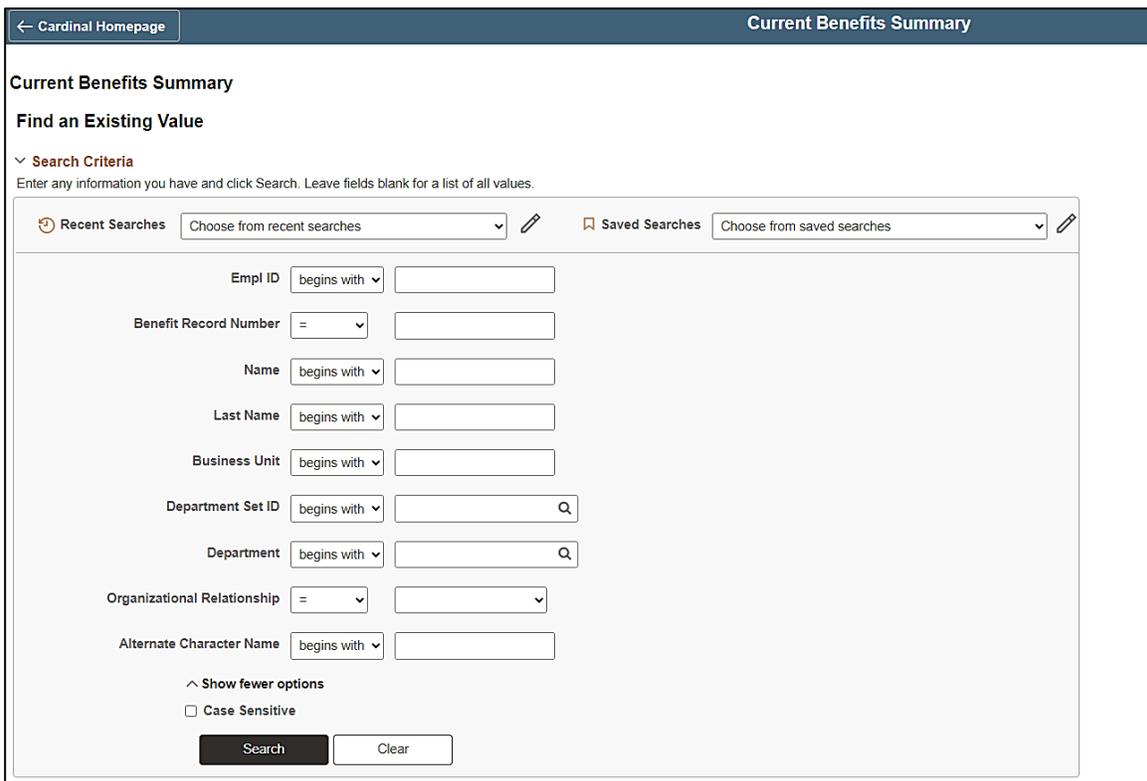
Refer to the [Viewing the Employee’s Benefit Information](#) section of this Job Aid to validate accuracy. Refer to the [Viewing/Printing a Confirmation Statement](#) if you need to print the Confirmation Statement for the employee or the NMSN Issuing Entity.

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.

Step	Action
1.	Access the Current Benefits Summary page using the following navigation path: NavBar > Menu > Benefits > Review Employee Benefits > Current Benefits Summary

The **Current Benefits Summary Find an Existing Value** page displays.



	For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled "Overview of the Cardinal HCM Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning .
2.	Enter the employee's Employee ID in the Empl ID field. Note: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known. 



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
3.	Click the Search button.

Search

Clear

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

Plan Type	Coverage Election	Benefit Plan	Description	Coverage or Participation	Coverage Begin
Medical	Elect	ACC4	COVA EVH	Family	07/01/2022
Imputed Life	Elect	IMPLIF	IMP LIF	Salary X 2	05/25/2019
403(b)	Waive			Waived	10/01/2022
Section 457	Waive			Waived	10/01/2022
VRS Hb Vol Defined Contr	Elect	HVC050	HVC050	0.5% Before Tax	09/25/2022
Flex Spending Medical	Waive			Waived	07/01/2022
Flex Spending Dependent Care	Waive			Waived	07/01/2022
Employee Retirement DB	Elect	HVRMDB	VRS HB MDB	4% of Earnings	09/25/2022
Hybrid Retirement	Elect	HBDBER	HBDBER	0% of Earnings	09/25/2022
Group Term Life	Elect	GTLR	GTL Reg	0% of Earnings	09/25/2022

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

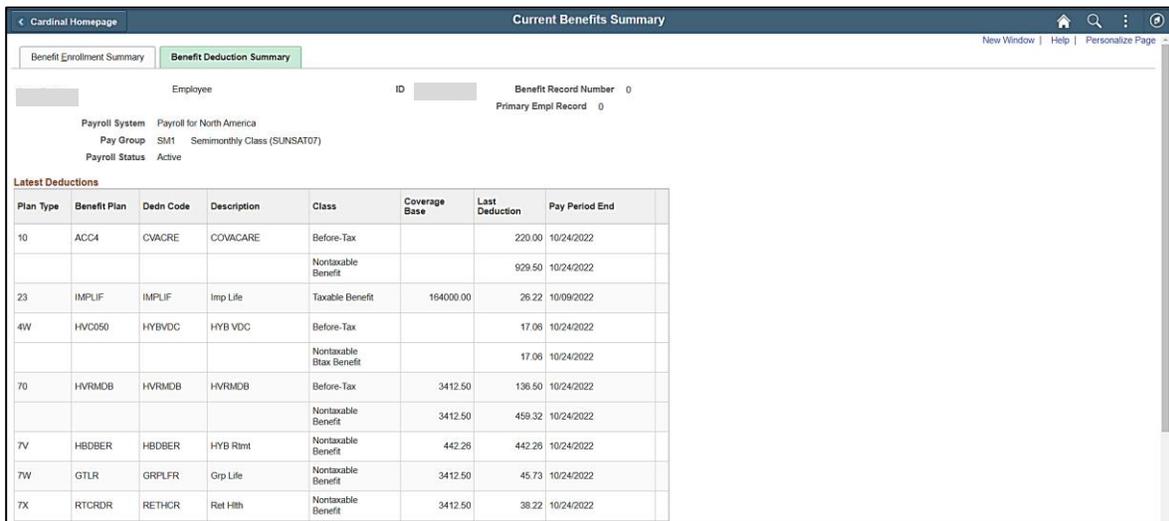
Current Enrollments

Plan Type	Coverage Election	Benefit Plan	Description	Coverage or Participation	Coverage Begin
Medical	Elect	ACC4	COVA EVH	Family	07/01/2022
Imputed Life	Elect	IMPLIF	IMP LIF	Salary X 2	05/25/2019
403(b)	Waive			Waived	10/01/2022
Section 457	Waive			Waived	10/01/2022
VRS Hb Vol Defined Contr	Elect	HVC050	HVC050	0.5% Before Tax	09/25/2022
Flex Spending Medical	Waive			Waived	07/01/2022
Flex Spending Dependent Care	Waive			Waived	07/01/2022
Employee Retirement DB	Elect	HVRMDB	VRS HB MDB	4% of Earnings	09/25/2022
Hybrid Retirement	Elect	HBDBER	HBDBER	0% of Earnings	09/25/2022
Group Term Life	Elect	GTLR	GTL Reg	0% of Earnings	09/25/2022

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	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. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> Benefit Enrollment Summary Benefit Deduction Summary </div>

The **Benefit Deduction Summary** tab displays.



Cardinal Homepage | Current Benefits Summary

Benefit Enrollment Summary | **Benefit Deduction Summary**

Employee ID: [Redacted] Benefit Record Number: 0
 Primary Empl Record: 0

Payroll System: Payroll for North America
 Pay Group: SM1 Semimonthly Class (SUNSAT07)
 Payroll Status: Active

Plan Type	Benefit Plan	Dedn Code	Description	Class	Coverage Base	Last Deduction	Pay Period End
10	ACC4	CVACRE	COVACARE	Before-Tax		220.00	10/24/2022
				Nontaxable Benefit		929.50	10/24/2022
23	IMPLIF	IMPLIF	Imp Life	Taxable Benefit	164000.00	26.22	10/09/2022
4W	HVC050	HYBVDC	HYB VDC	Before-Tax		17.06	10/24/2022
				Nontaxable Etax Benefit		17.06	10/24/2022
70	HVRMDB	HVRMDB	HVRMDB	Before-Tax	3412.50	136.50	10/24/2022
				Nontaxable Benefit	3412.50	459.32	10/24/2022
7V	HBDBER	HBDBER	HYB Rmt	Nontaxable Benefit	442.26	442.26	10/24/2022
7W	GTLR	GRPLFR	Grp Life	Nontaxable Benefit	3412.50	45.73	10/24/2022
7X	RTCRDR	RETHCR	Ret Hth	Nontaxable Benefit	3412.50	38.22	10/24/2022



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action																																																																																								
6.	<p>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.</p> <div data-bbox="305 487 1187 1024" style="border: 1px solid black; padding: 5px;"> <p>Payroll System Payroll for North America</p> <div style="border: 1px solid red; padding: 2px;"> <p>Pay Group SM1 Semimonthly Class (SUNSAT07)</p> <p>Payroll Status Active</p> </div> <p>Latest Deductions</p> <table border="1" data-bbox="315 590 1182 1024"> <thead> <tr> <th>Plan Type</th> <th>Benefit Plan</th> <th>Dedn Code</th> <th>Description</th> <th>Class</th> <th>Coverage Base</th> <th>Last Deduction</th> <th>Pay Period End</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>ACC4</td> <td>CVACRE</td> <td>COVACARE</td> <td>Before-Tax</td> <td></td> <td>220.00</td> <td>10/24/2022</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Nontaxable Benefit</td> <td></td> <td>929.50</td> <td>10/24/2022</td> </tr> <tr> <td>23</td> <td>IMPLIF</td> <td>IMPLIF</td> <td>Imp Life</td> <td>Taxable Benefit</td> <td>164000.00</td> <td>26.22</td> <td>10/09/2022</td> </tr> <tr> <td>4W</td> <td>HVC050</td> <td>HYBVDC</td> <td>HYB VDC</td> <td>Before-Tax</td> <td></td> <td>17.06</td> <td>10/24/2022</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Nontaxable Btax Benefit</td> <td></td> <td>17.06</td> <td>10/24/2022</td> </tr> <tr> <td>70</td> <td>HVRMDB</td> <td>HVRMDB</td> <td>HVRMDB</td> <td>Before-Tax</td> <td>3412.50</td> <td>136.50</td> <td>10/24/2022</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Nontaxable Benefit</td> <td>3412.50</td> <td>459.32</td> <td>10/24/2022</td> </tr> <tr> <td>7V</td> <td>HBDBER</td> <td>HBDBER</td> <td>HYB Rmt</td> <td>Nontaxable Benefit</td> <td>442.26</td> <td>442.26</td> <td>10/24/2022</td> </tr> <tr> <td>7W</td> <td>GTLR</td> <td>GRPLFR</td> <td>Grp Life</td> <td>Nontaxable Benefit</td> <td>3412.50</td> <td>45.73</td> <td>10/24/2022</td> </tr> <tr> <td>7X</td> <td>RTCRDR</td> <td>RETHCR</td> <td>Ret Hlth</td> <td>Nontaxable Benefit</td> <td>3412.50</td> <td>38.22</td> <td>10/24/2022</td> </tr> </tbody> </table> </div>	Plan Type	Benefit Plan	Dedn Code	Description	Class	Coverage Base	Last Deduction	Pay Period End	10	ACC4	CVACRE	COVACARE	Before-Tax		220.00	10/24/2022					Nontaxable Benefit		929.50	10/24/2022	23	IMPLIF	IMPLIF	Imp Life	Taxable Benefit	164000.00	26.22	10/09/2022	4W	HVC050	HYBVDC	HYB VDC	Before-Tax		17.06	10/24/2022					Nontaxable Btax Benefit		17.06	10/24/2022	70	HVRMDB	HVRMDB	HVRMDB	Before-Tax	3412.50	136.50	10/24/2022					Nontaxable Benefit	3412.50	459.32	10/24/2022	7V	HBDBER	HBDBER	HYB Rmt	Nontaxable Benefit	442.26	442.26	10/24/2022	7W	GTLR	GRPLFR	Grp Life	Nontaxable Benefit	3412.50	45.73	10/24/2022	7X	RTCRDR	RETHCR	Ret Hlth	Nontaxable Benefit	3412.50	38.22	10/24/2022
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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.

Step	Action
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.

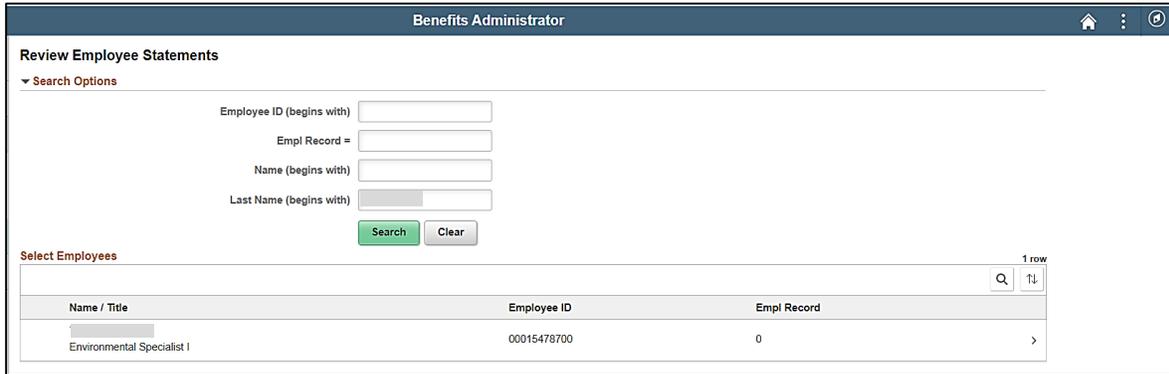


2.	Enter the employee's Employee ID in the Employee ID field. Note: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known. <div data-bbox="305 1220 808 1276" style="border: 1px solid black; padding: 2px;">Employee ID (begins with) <input style="border: 1px solid red;" type="text"/></div>
----	---

3.	Click the Search button. <div data-bbox="305 1360 646 1444" style="border: 1px solid black; padding: 2px;"> <input style="border: 1px solid red; background-color: #90EE90;" type="button" value="Search"/> <input type="button" value="Clear"/> </div>
----	---

Step	Action
------	--------

The page refreshes with the search results displayed in the **Select Employees** section.



Benefits Administrator

Review Employee Statements

▼ Search Options

Employee ID (begins with)

Empl Record =

Name (begins with)

Last Name (begins with)

Select Employees

Name / Title	Employee ID	Empl Record
Environmental Specialist I	00015478700	0

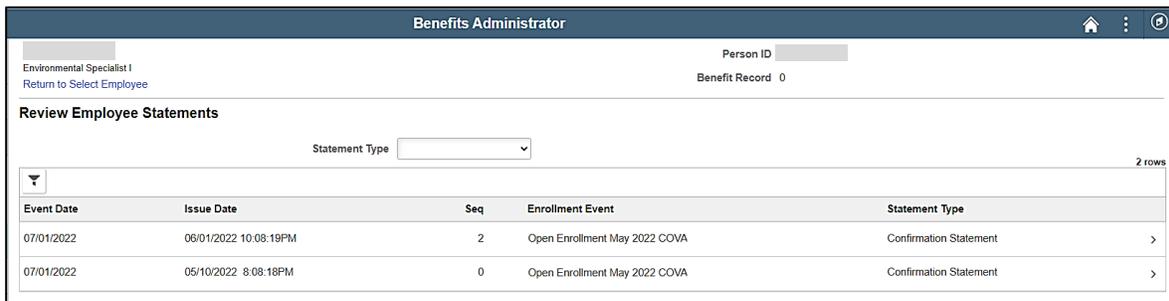
4. Click anywhere in the corresponding row for the employee within the **Select Employees** section.



Select Employees

Name / Title	Employee ID	Empl Record
Environmental Specialist I		0

The **Review Employee Statements** page displays for the selected employee.



Benefits Administrator

Environmental Specialist I
Return to Select Employee

Person ID
Benefit Record 0

Review Employee Statements

Statement Type

Event Date	Issue Date	Seq	Enrollment Event	Statement Type
07/01/2022	06/01/2022 10:08:19PM	2	Open Enrollment May 2022 COVA	Confirmation Statement
07/01/2022	05/10/2022 8:08:18PM	0	Open Enrollment May 2022 COVA	Confirmation Statement

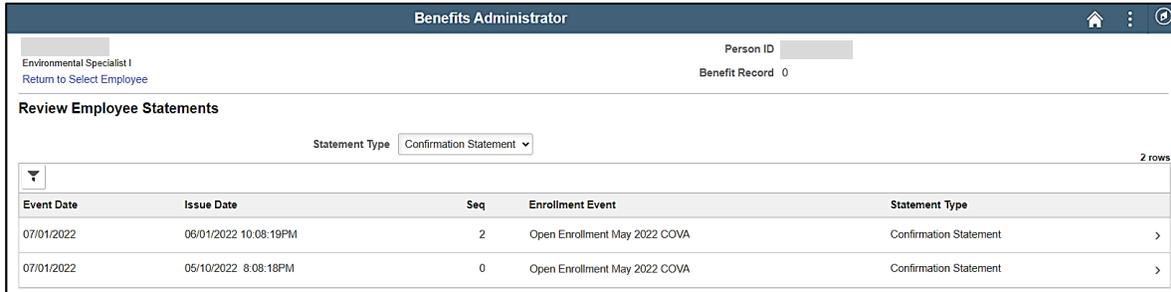
5. Click the **Statement Type** dropdown button and select "Confirmation Statement".



Statement Type

Step	Action
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The page refreshes.



Benefits Administrator

Environmental Specialist I
Return to Select Employee

Person ID [redacted]
Benefit Record 0

Review Employee Statements

Statement Type: Confirmation Statement

2 rows

Event Date	Issue Date	Seq	Enrollment Event	Statement Type
07/01/2022	06/01/2022 10:08:19PM	2	Open Enrollment May 2022 COVA	Confirmation Statement >
07/01/2022	05/10/2022 8:08:18PM	0	Open Enrollment May 2022 COVA	Confirmation Statement >

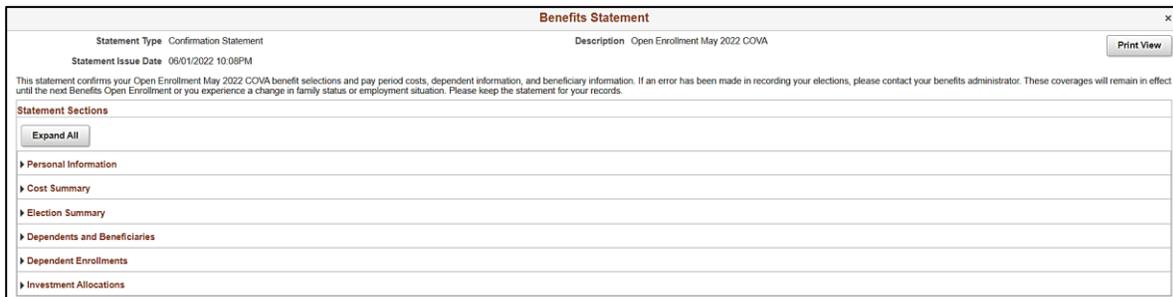
6.

Click anywhere in the corresponding row for the applicable Benefit Event

Scenario: Open Enrollment May 2022 COVA (Seq Number 2) will be opened

Event Date	Issue Date	Seq	Enrollment Event	Statement Type
07/01/2022	06/01/2022 10:08:19PM	2	Open Enrollment May 2022 COVA	Confirmation Statement >
07/01/2022	05/10/2022 8:08:18PM	0	Open Enrollment May 2022 COVA	Confirmation Statement >

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



Benefits Statement

Statement Type: Confirmation Statement
Description: Open Enrollment May 2022 COVA
Statement Issue Date: 06/01/2022 10:08PM
Print View

This statement confirms your Open Enrollment May 2022 COVA benefit selections and pay period costs, dependent information, and beneficiary information. If an error has been made in recording your elections, please contact your benefits administrator. These coverages will remain in effect until the next Benefits Open Enrollment or you experience a change in family status or employment situation. Please keep the statement for your records.

Statement Sections

Expand All

- Personal Information
- Cost Summary
- Election Summary
- Dependents and Beneficiaries
- Dependent Enrollments
- Investment Allocations

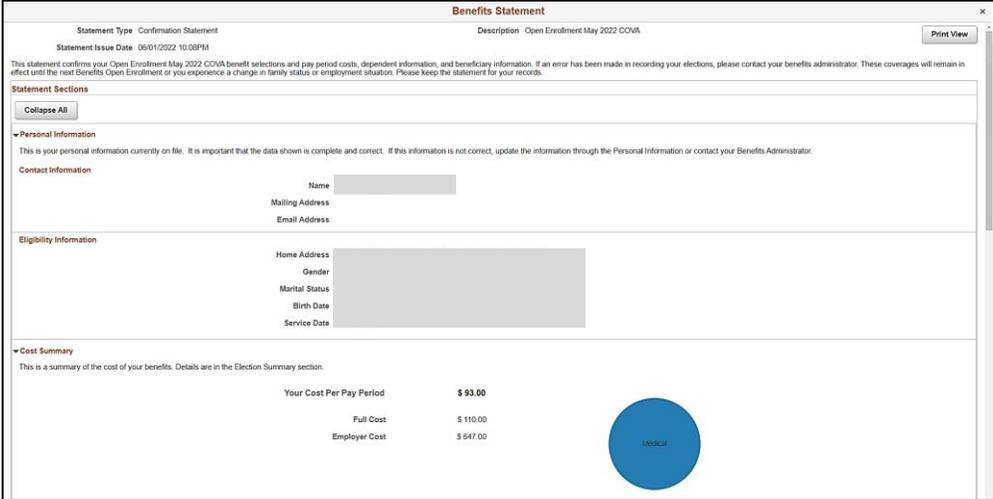
7.

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



Statement Sections

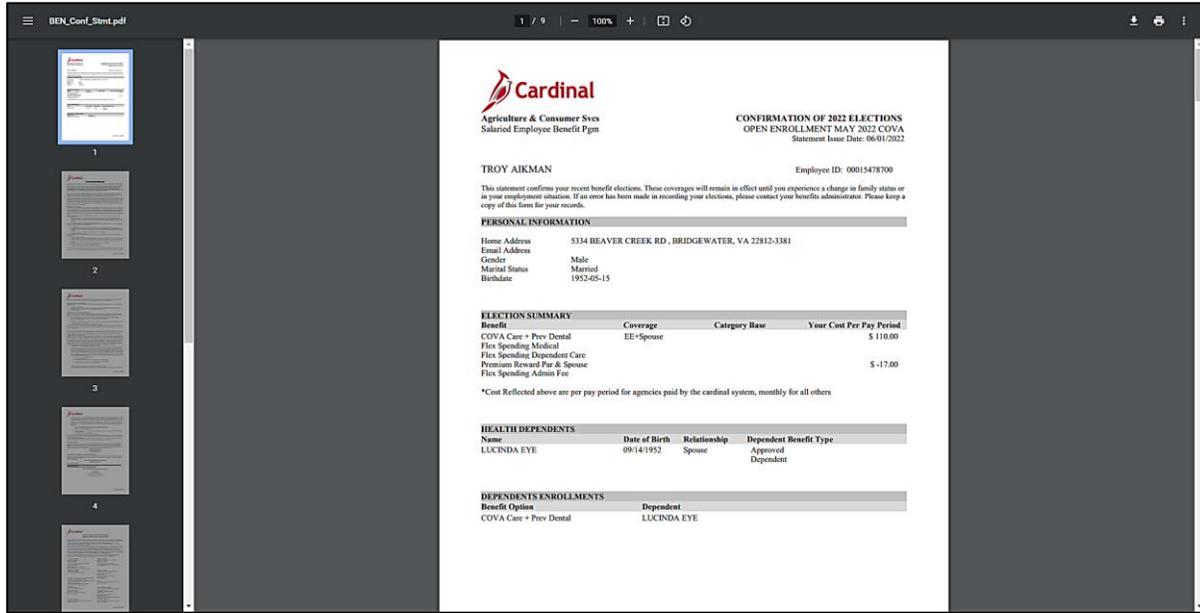
Expand All

Step	Action
	<p>The page refreshes with the sections expanded.</p> 
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. 

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
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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.

