



Re-opening and Reprocessing a Benefit Event Overview

This Job Aid provides the step-by-step instructions utilized by an Agency Benefits Administrator (BA) to re-open and reprocess a Benefit Event after the Benefit Event was validated and finalized. Re-opening a Benefit Event may be required in any of the following circumstances:

- Additional dependents need to be enrolled
- Additional enrollments need to be completed
- Updates or corrections to the enrollments or dependents information are needed

Benefit Events should only be re-opened within their original enrollment window. Request permission from the Office of Health Benefits (OHB) prior to re-opening a Benefit Event outside of the original enrollment window.

Navigation Note: Please note that there may be 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

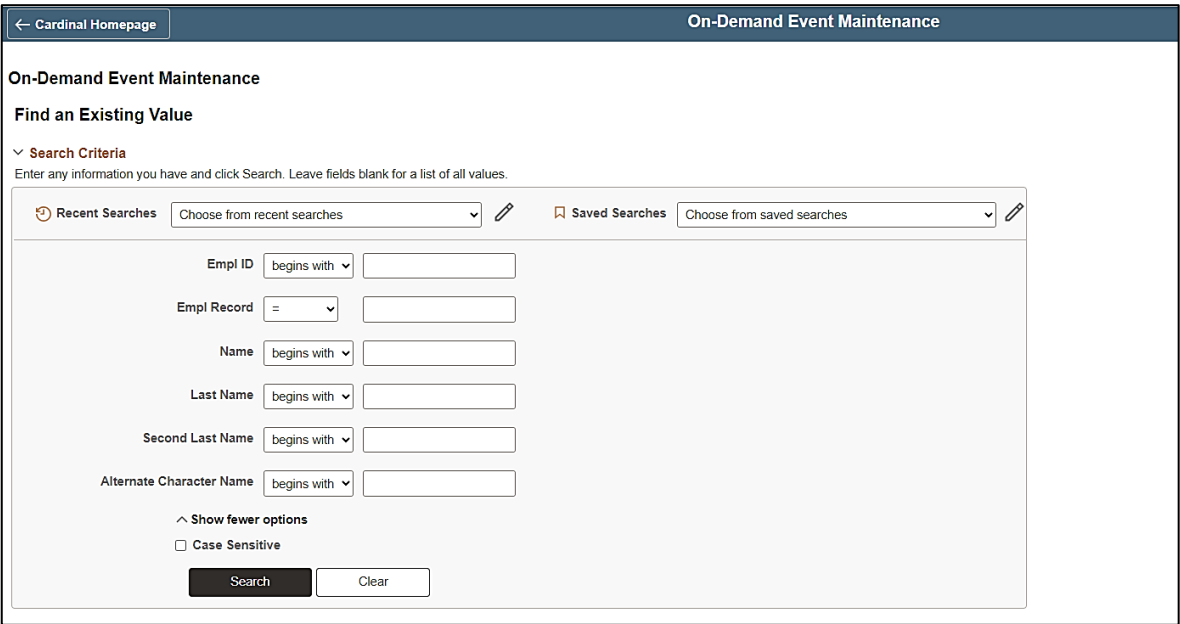




Revision Date	Summary of Changes
12/22/2025	Revised with updated screenshots, extra steps, and additional notes added.
3/1/2025	Updated the screenshots of the Search pages (Section 1 , after Step 1). Added reference information to the Overview of the Cardinal HCM Search Pages Job Aid.



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Re-opening and Reprocessing a Benefit Event

Follow the steps in this section to re-open a Benefit Event.

Step	Action
1.	<p>Navigate to the On-Demand Event Maintenance page using the following path: 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></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>
2.	<p>Enter the employee's Employee ID in the Empl ID field.</p> <div></div>
	<p>Searches can also be performed using the employee's name. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID.</p>
3.	<p>Click the Search button.</p> <div></div>



Benefits Job Aid

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




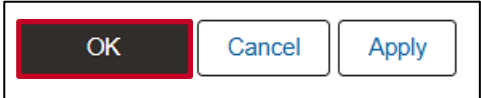


The **Pending Activities** field displays a “0” as there are no Benefit Events for this employee that are open for processing.

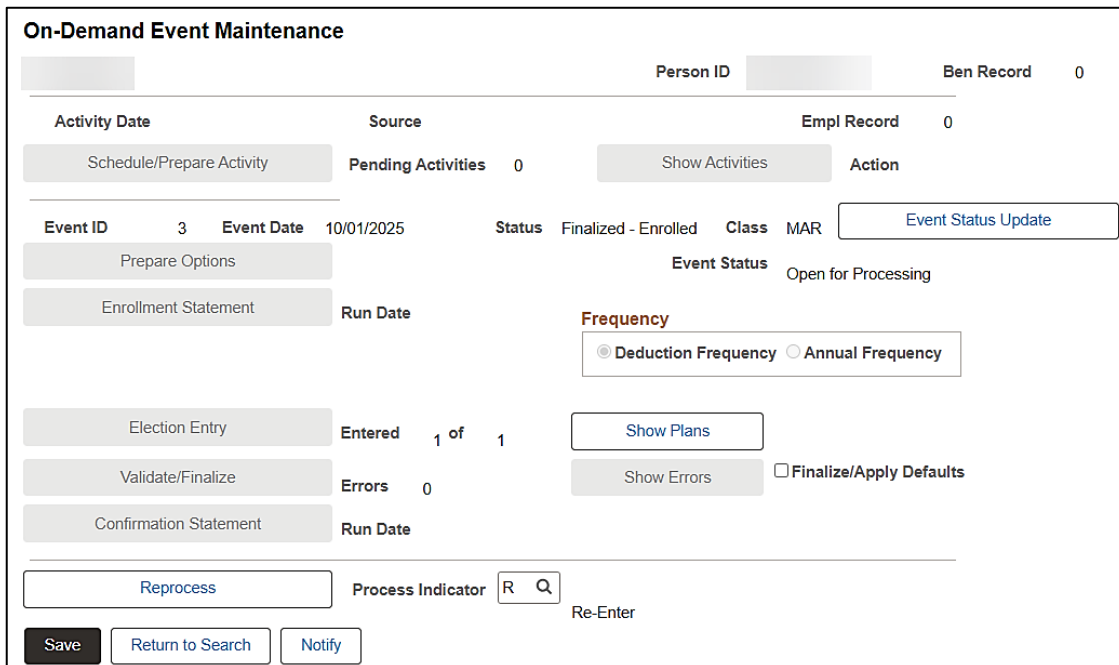
4. Click the **Event Status Update** button.

The **Update Event Status** page displays in a pop-up window.

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Step	Action
	Review the Benefit Event information (e.g., Event Class , Event Date fields) to ensure that the correct Benefit Event is displayed. Use the navigation arrows or dropdown button as needed to navigate to the applicable Benefit Event.
5.	Click the Process dropdown button and select “Re-Enter”. 
6.	Click the Event Status dropdown button and select “Open for Processing”. 
7.	Click the OK button. 

The **On-Demand Event Maintenance** page redispays with the applicable Benefit Event.



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 3 Event Date 10/01/2025 Status Finalized - Enrolled Class MAR Event Status Update

Prepare Options Event Status Open for Processing

Enrollment Statement Run Date Frequency

☒ Deduction Frequency ☐ Annual Frequency


Election Entry Entered 1 of 1 Show Plans

Validate/Finalize Errors 0 Show Errors ☐ Finalize/Apply Defaults


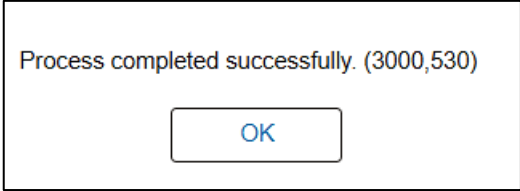

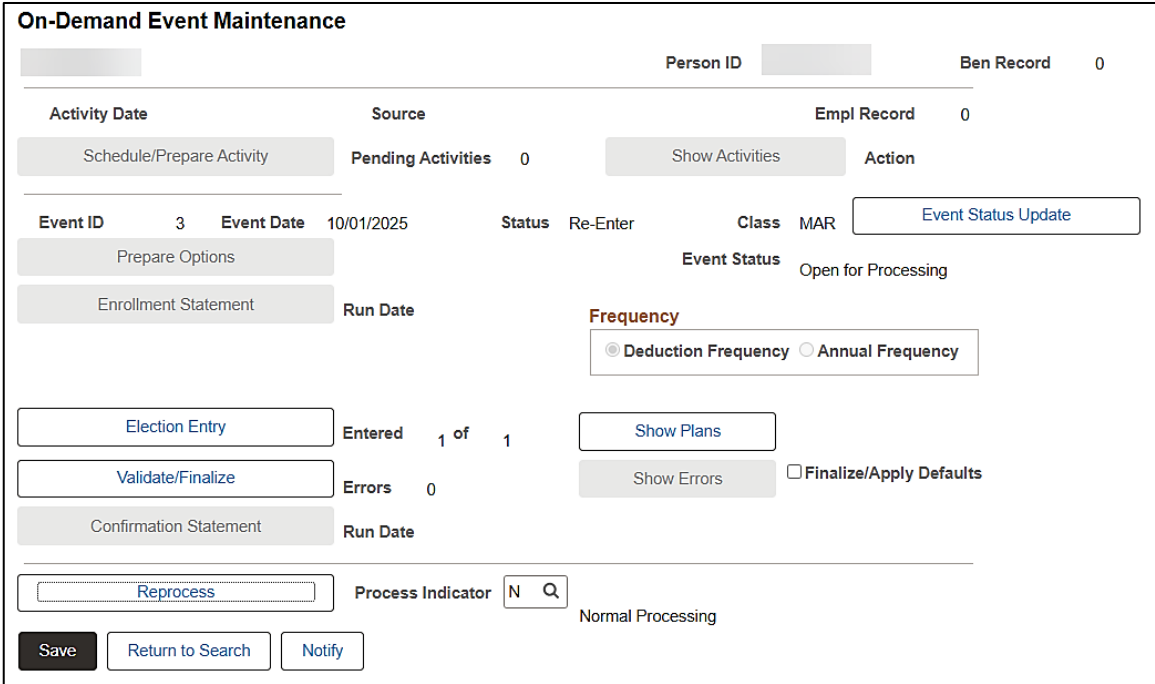

Confirmation Statement Run Date

Reprocess Process Indicator R Q Re-Enter


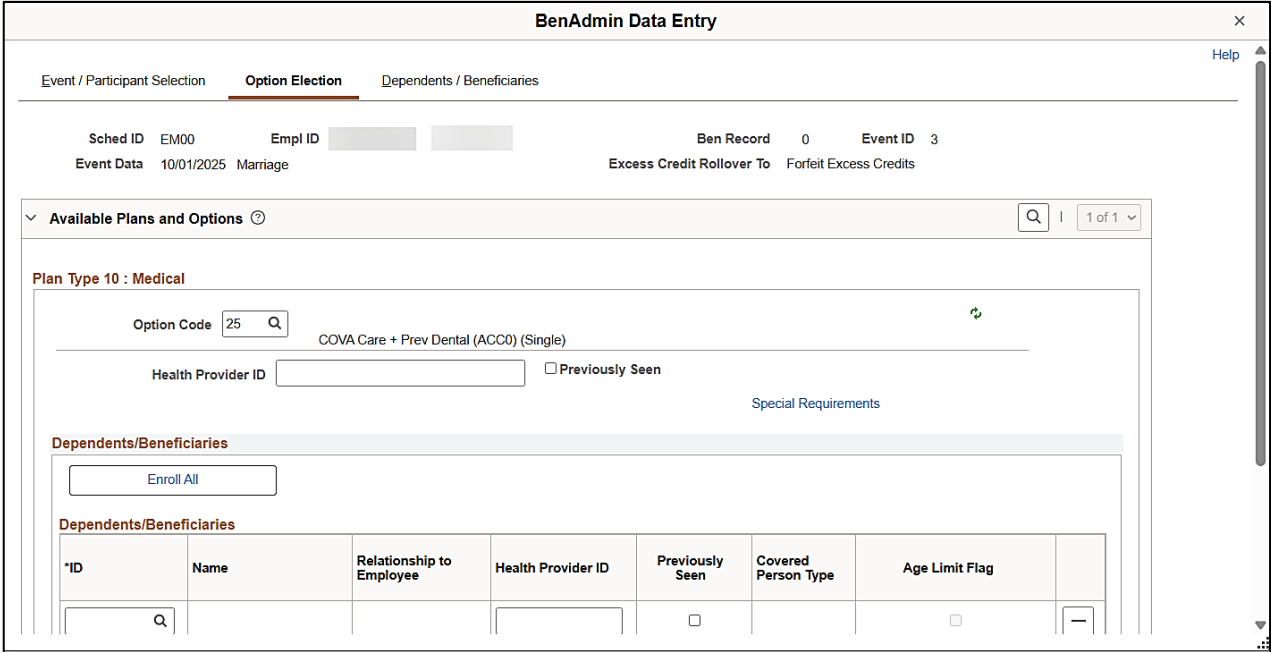

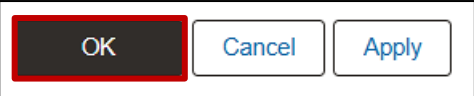
Save Return to Search Notify

	The Status field still displays “Finalized – Enrolled”. The Event Status field now displays as “Open for Processing”. The Process Indicator field displays an “R” for Re-Enter. Notice that the Election Entry button is disabled.
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Step	Action
8.	<p>Click the Reprocess button.</p> 
	<p>A Confirmation message displays in a pop-up window to acknowledge that the manual Benefits Administration process has been completed successfully.</p> 
9.	<p>Click the OK button.</p> 
	<p>The On-Demand Event Maintenance page redisplay.</p> 
	<p>The Status field now displays “Re-Enter”. The Event Status field still displays as “Open for Processing”. The Process Indicator field now displays an “N” for Normal Processing. Notice that the Election Entry button is enabled.</p>

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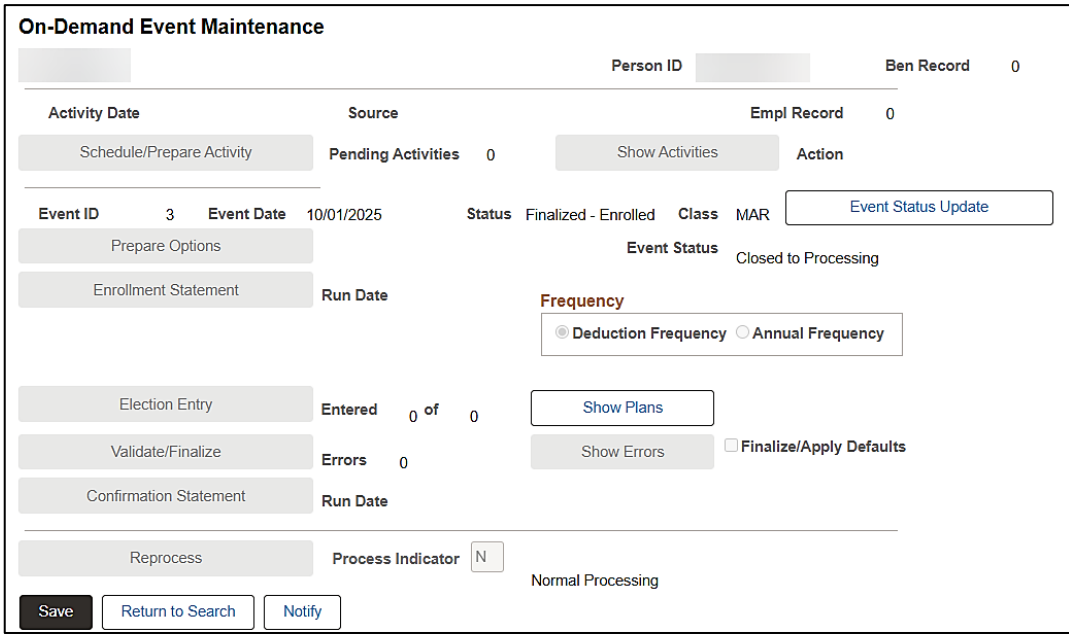

Step	Action
10.	<p>Click the Election Entry button.</p> 
<p>The BenAdmin Data Entry page displays in a pop-up window with the Option Election tab displayed by default.</p> 	
	The Benefit Event can now be completed or updated as needed.
11.	Enter the applicable information to complete or update the Benefit Event.
12.	<p>Click the OK button at the bottom of the page once all Benefit Event information has been completed/updated.</p> 



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Step	Action
	<p>The On-Demand Event Maintenance page redisplay.</p> <div><p>On-Demand Event Maintenance</p><div><div>Person ID</div><div>Ben Record 0</div></div><div><div>Activity Date</div><div>Source</div><div>Empl Record 0</div></div><div><div>Schedule/Prepare Activity</div><div>Pending Activities 0</div><div>Show Activities</div><div>Action</div></div><div><div>Event ID 3</div><div>Event Date 10/01/2025</div><div>Status Entered</div><div>Class MAR</div><div>Event Status Update</div></div><div><div>Prepare Options</div><div>Event Status Open for Processing</div></div><div><div>Enrollment Statement</div><div>Run Date</div><div>Frequency</div><div><input checked="" type="radio"/> Deduction Frequency <input type="radio"/> Annual Frequency</div></div><div><div>Election Entry</div><div>Entered 1 of 1</div><div>Show Plans</div></div><div><div>Validate/Finalize</div><div>Errors 0</div><div>Show Errors</div><div><input type="checkbox"/> Finalize/Apply Defaults</div></div><div><div>Confirmation Statement</div><div>Run Date</div></div><div><div>Reprocess</div><div>Process Indicator N</div><div>Normal Processing</div></div><div><div>Save</div><div>Return to Search</div><div>Notify</div></div></div>

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Step	Action
14.	<p>Click the OK button to close the message.</p> 
<p>The On-Demand Event Maintenance page redisplay.</p> 	
	<p>The Status field will now display as “Finalized-Enrolled”. The Event Status field will still display as “Closed to Processing”.</p>
15.	<p>Click the Save button.</p> 