

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

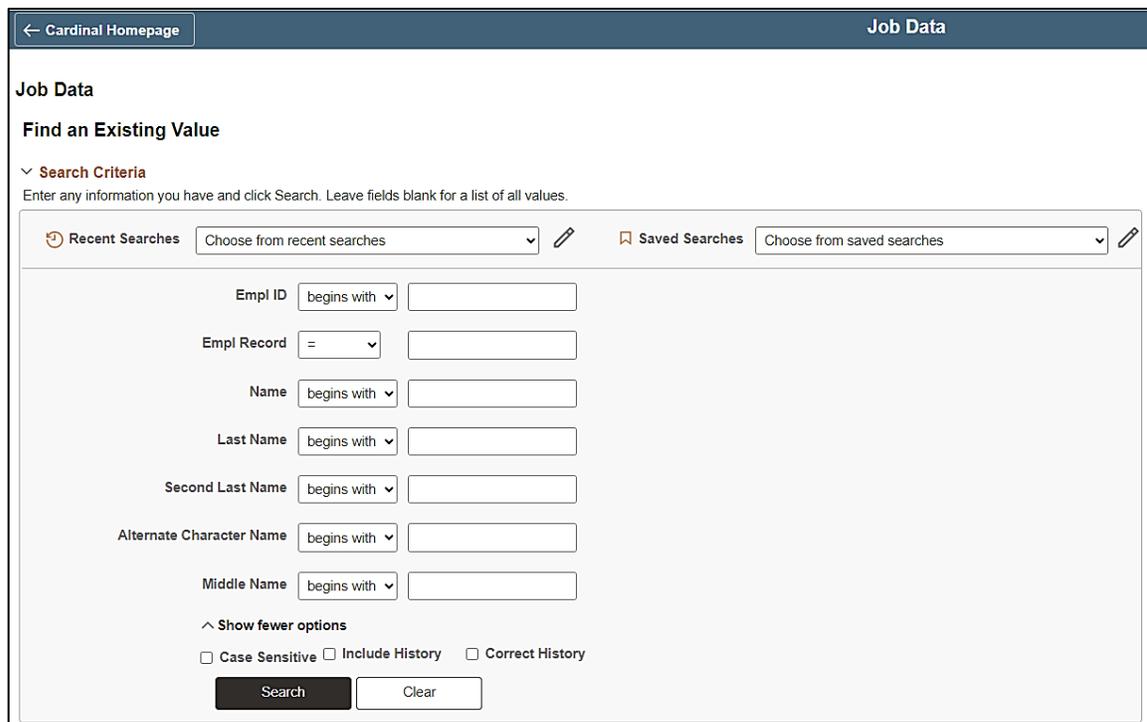
The NMSN is sent by the court to the Agency outside of Cardinal. Prior to processing a DSS/National Medical Support Order event, the Benefits Administrator (BA) must first review the NMSN to determine if it meets the necessary legal requirements and validate that the employee is still employed by the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



← Cardinal Homepage Job Data

Job Data

Find an Existing Value

▼ Search Criteria
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches Saved Searches

Empl ID begins with

Empl Record =

Name begins with

Last Name begins with

Second Last Name begins with

Alternate Character Name begins with

Middle Name begins with

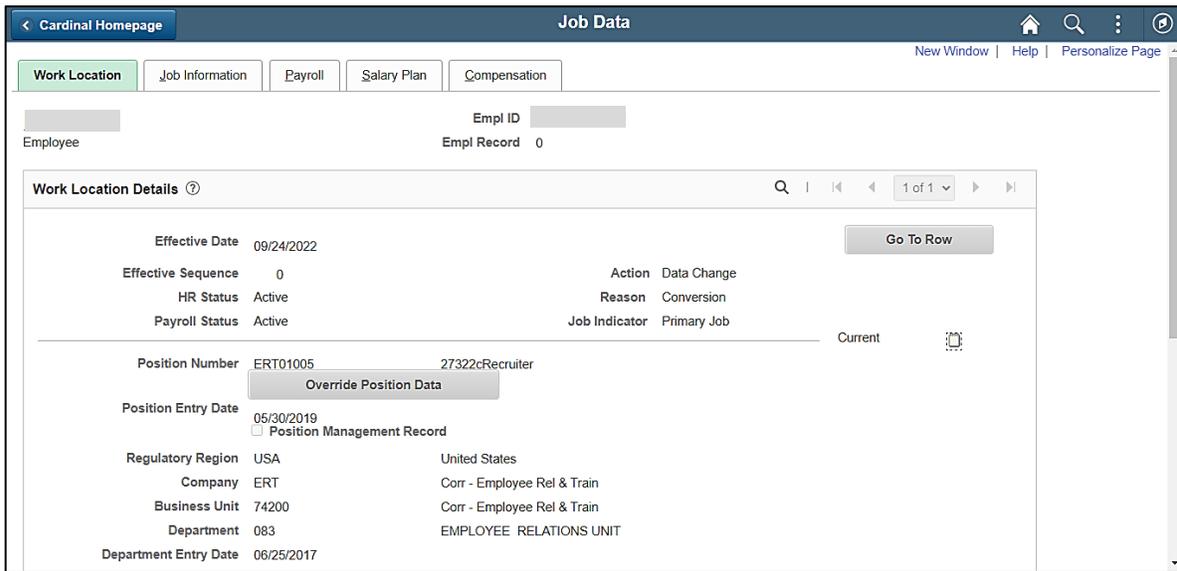
^ Show fewer options

Case Sensitive Include History Correct History

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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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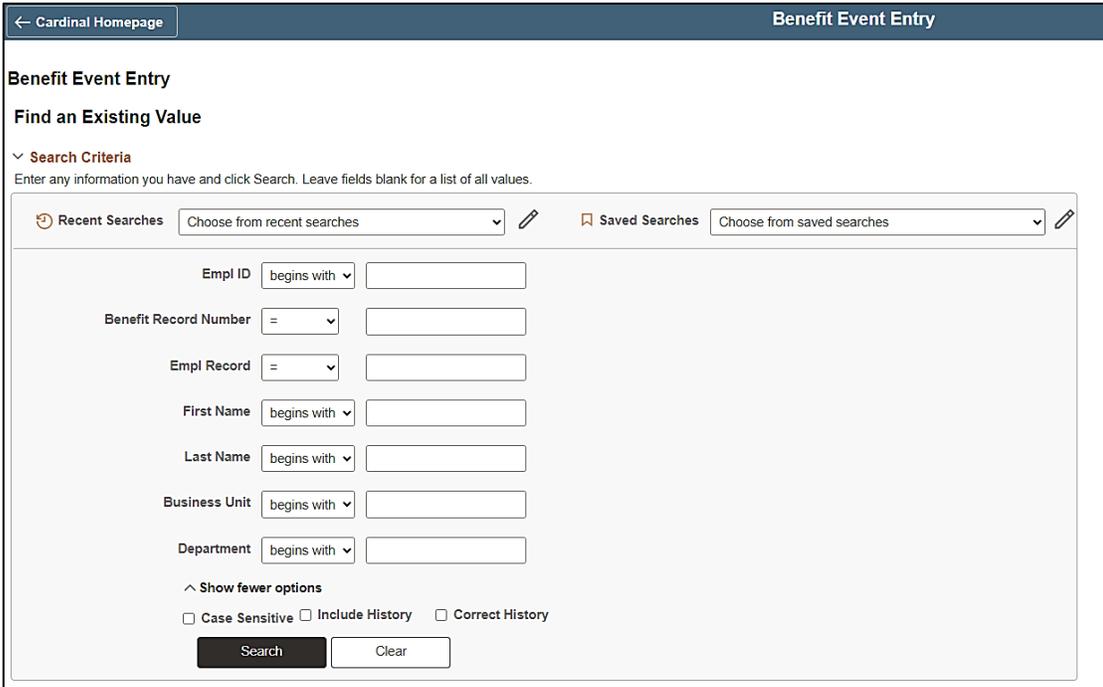
Step	Action
4.	<p>Review the HR Status and the Payroll Status fields and ensure that they both display a status of "Active".</p> <div data-bbox="293 453 1110 741" style="border: 1px solid black; padding: 10px;"> <p>Work Location Details ?</p> <hr/> <p style="text-align: center;">Effective Date 09/24/2022</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.

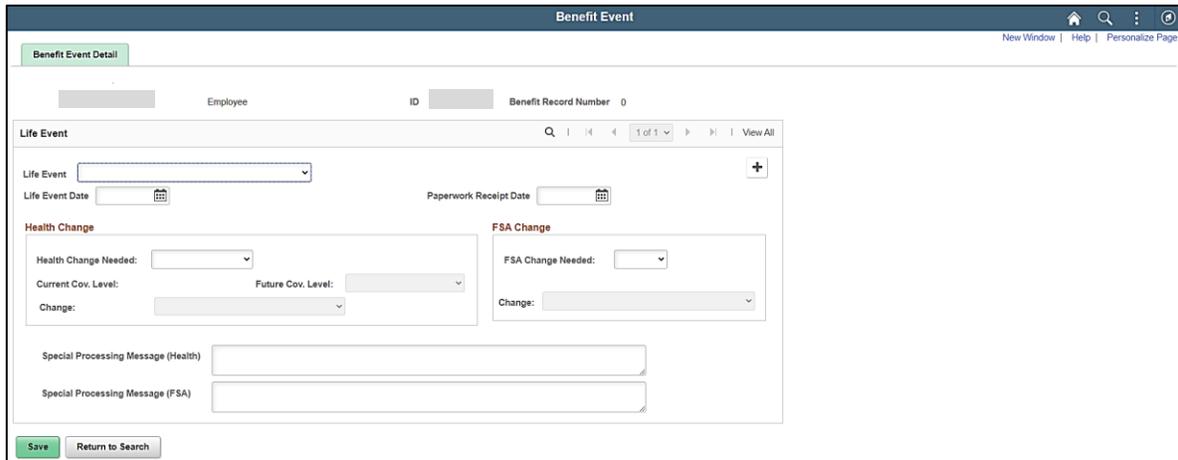
Step	Action
	Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Enroll event wherein the dependent(s) are already in Cardinal. Be sure to use the actual dates and information from the NMSN when completing this process in Production.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

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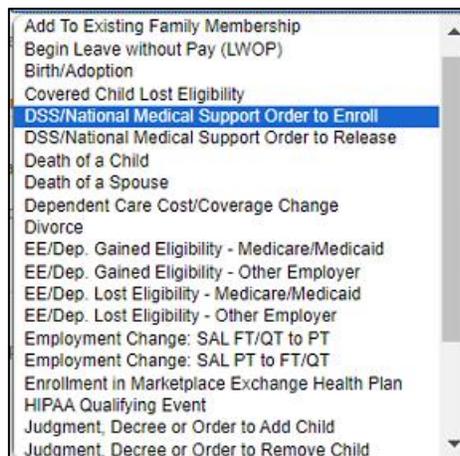
The **Benefit Event Entry** page displays for the applicable employee.



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



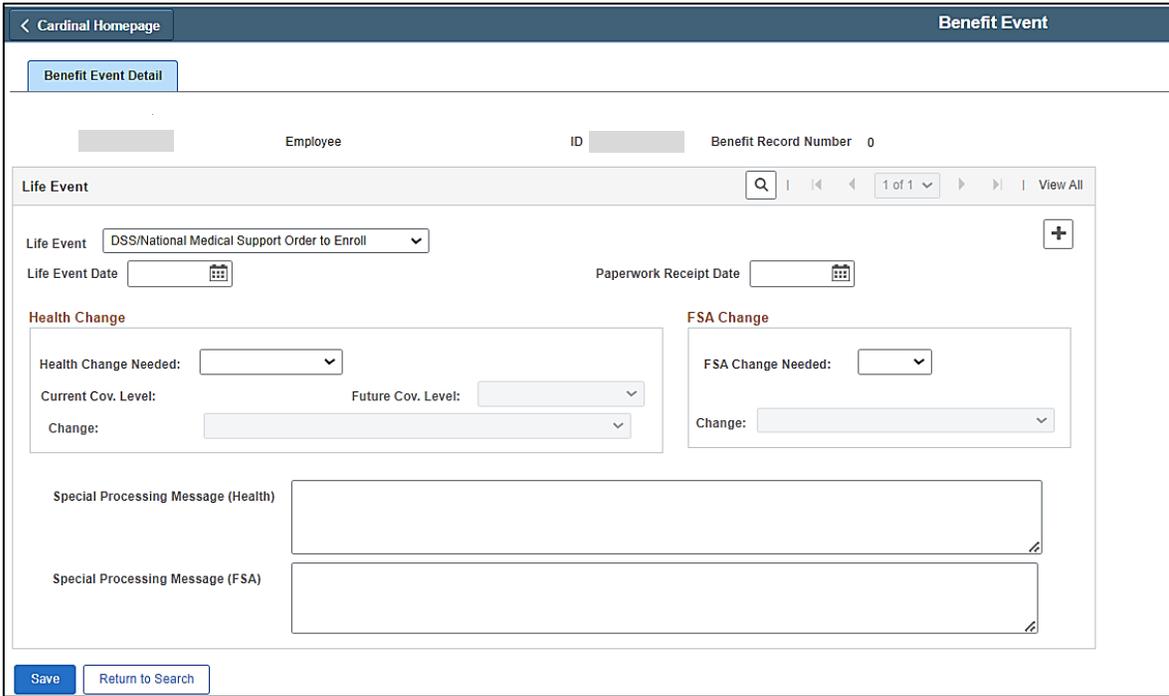
The **Life Event** menu displays.



- 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.

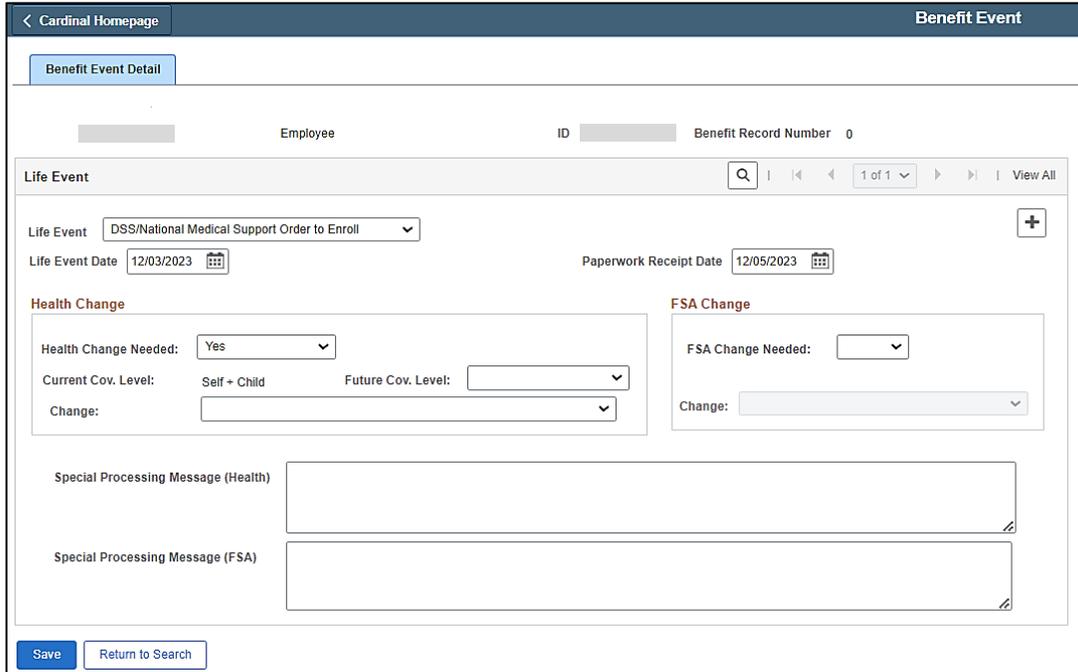


Step	Action
	<p>The Benefit Event Entry page redisplay with the selected Life Event.</p> 
6.	<p>Click the Life Event Date Calendar icon and select the applicable date. Note: This is the date of the NMSN (“12/3/2023” in this scenario).</p> 
7.	<p>Click the Paperwork Receipt Date Calendar icon and select 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="269 604 997 869" style="border: 1px solid black; padding: 5px;"> <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="269 957 651 1024" style="border: 1px solid black; padding: 5px;"> <p><input type="button" value="Save"/> <input type="button" value="Return to Search"/></p> </div>

The page refreshes.

< Cardinal Homepage
Benefit Event

Benefit Event Detail

Employee
ID
Benefit Record Number 0

Life Event 🔍 | ⏪ | 1 of 1 | ⏩ | View All

Life Event +

Life Event Date Paperwork Receipt Date

Health Change

Health Change Needed:

Current Cov. Level: Future Cov. Level:

Change:

FSA Change

FSA Change Needed:

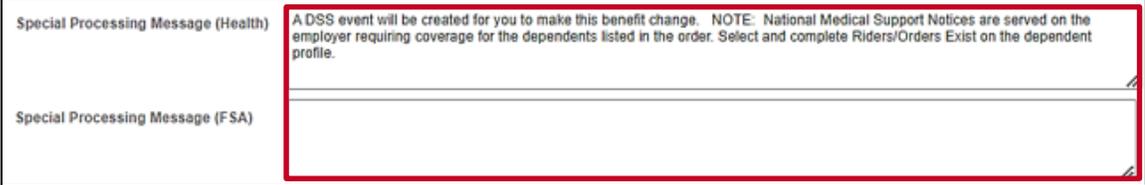
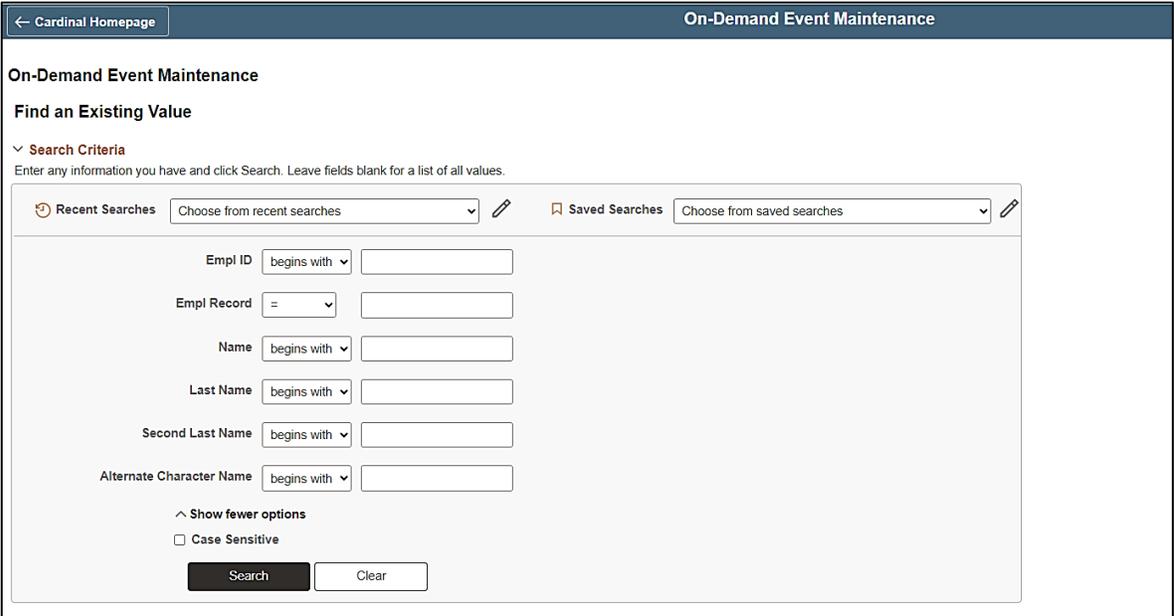
Change:

Special Processing Message (Health) ✍

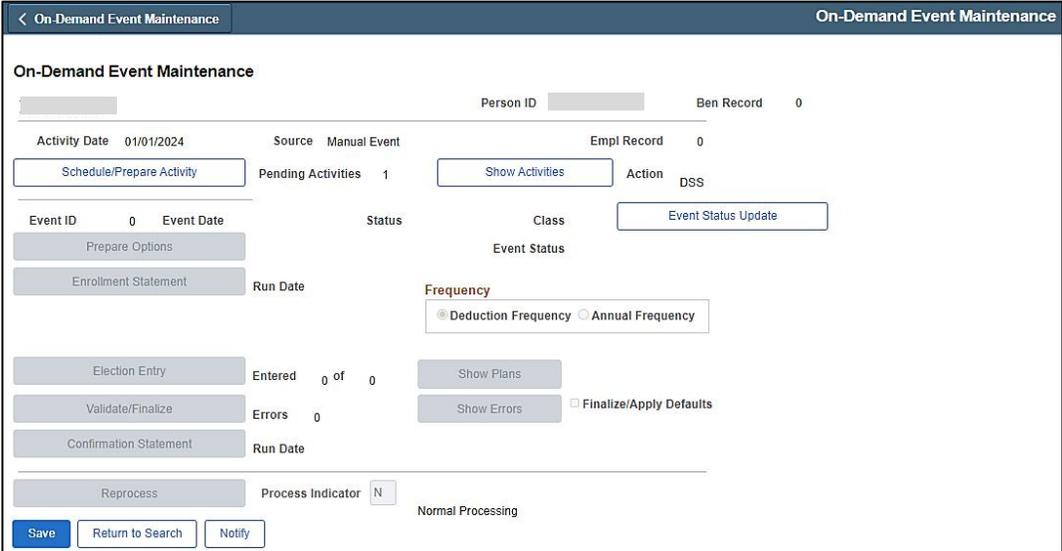
A DSS event will be created for you to make this benefit change. NOTE: National Medical Support Notices are served on the employer requiring coverage for the dependents listed in the order. Select and complete Riders/Orders Exist on the dependent profile.

Special Processing Message (FSA) ✍

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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> 
	<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>	
	
	<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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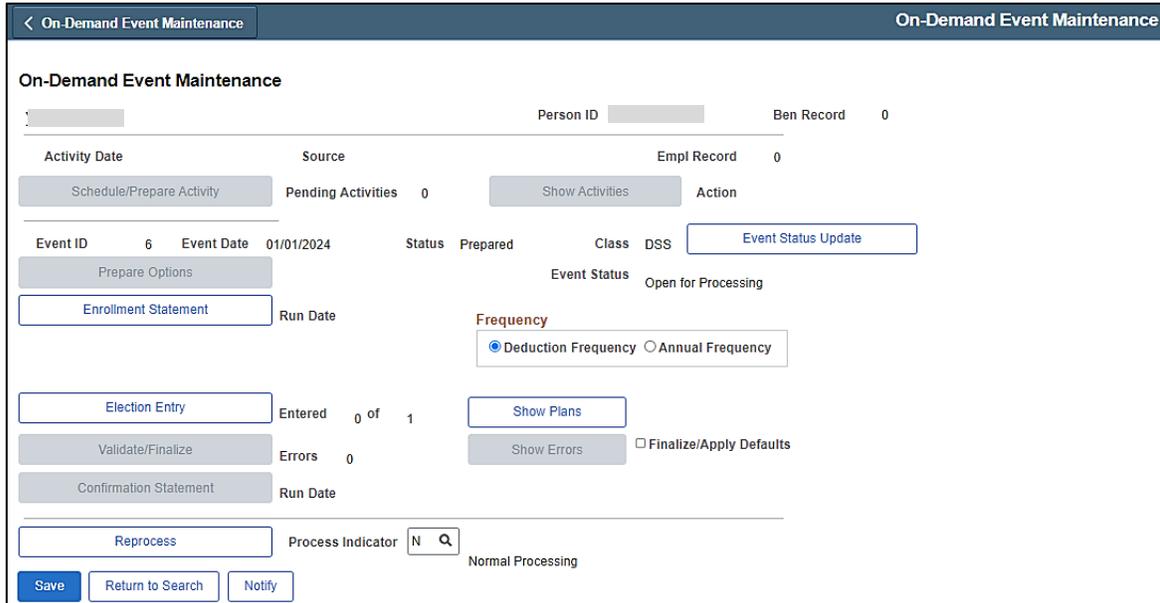
Step	Action
15.	<p>Enter the employee’s Employee ID in the Empl ID field.</p> <p>Note: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known.</p> 
16.	<p>Click the Search button.</p> 
<p>The On-Demand Event Maintenance page displays for the applicable 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 in this scenario, 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.



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



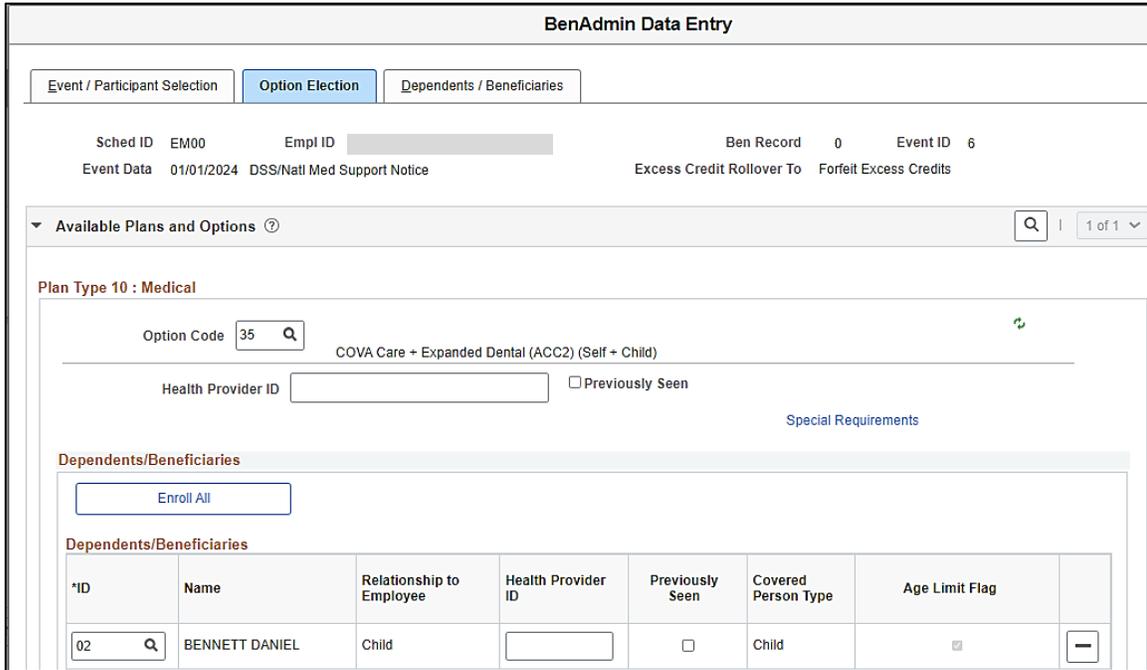
22. Click the **Election Entry** button.



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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)

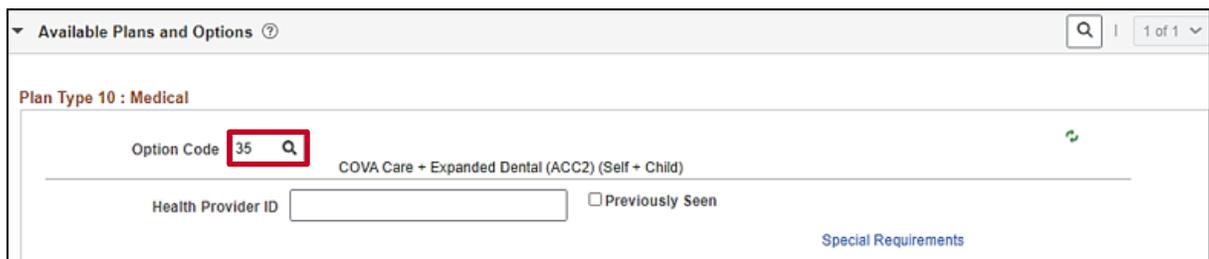
Health Provider ID Previously Seen Special Requirements

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.



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

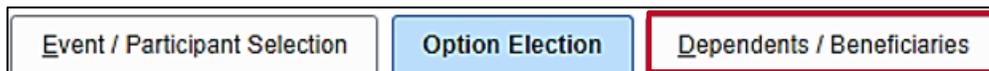
Available Plans and Options ? | 1 of 1 ▼

Plan Type 10 : Medical

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

Health Provider ID Previously Seen Special Requirements

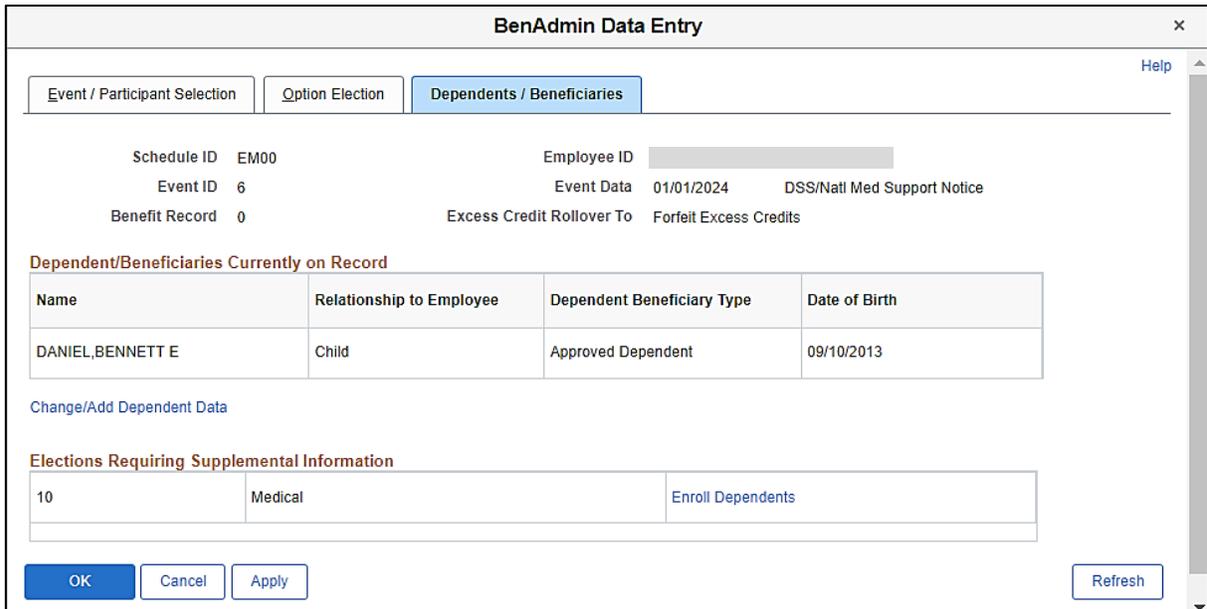
24. Next, mark the child dependent as an NMSN Rider. Click the **Dependents / Beneficiaries** tab.



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

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



The screenshot shows the 'BenAdmin Data Entry' window with the 'Dependents / Beneficiaries' tab selected. It displays employee information and a table of dependents.

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

Below the table is a link: [Change/Add Dependent Data](#)

Below that is the 'Elections Requiring Supplemental Information' section with a table:

Elections Requiring Supplemental Information		
10	Medical	Enroll Dependents

At the bottom are buttons: **OK**, **Cancel**, **Apply**, and **Refresh**.

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

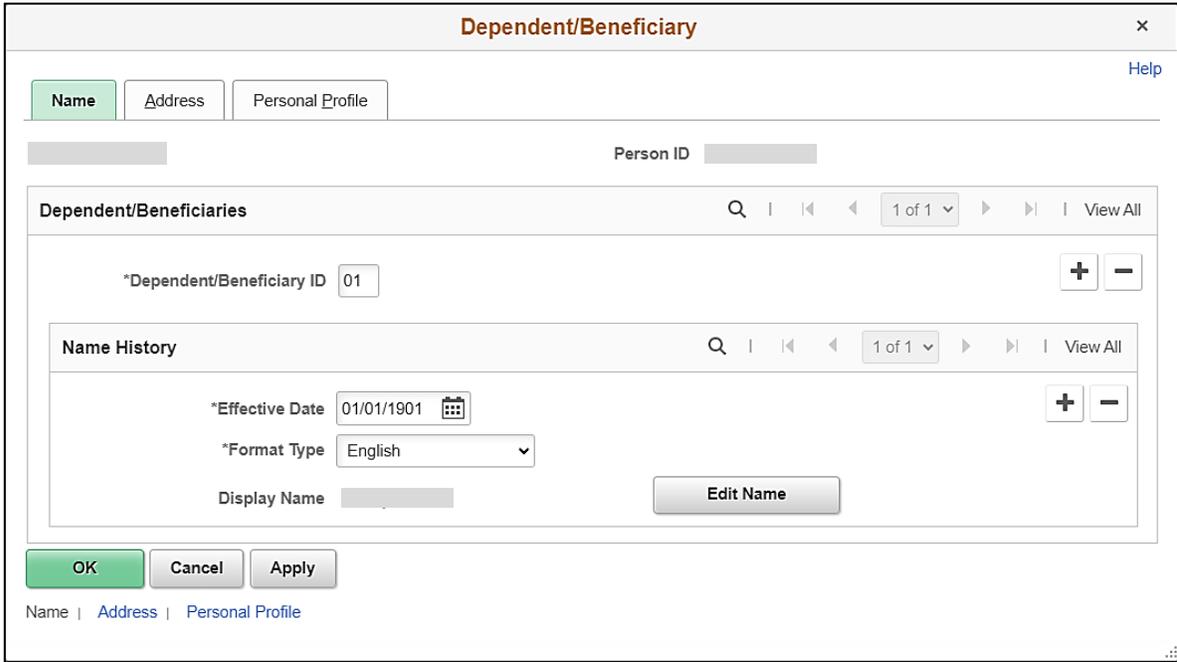
Dependent/Beneficiaries Currently on Record			
Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
DANIEL,BENNETT E	Child	Approved Dependent	09/10/2013

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

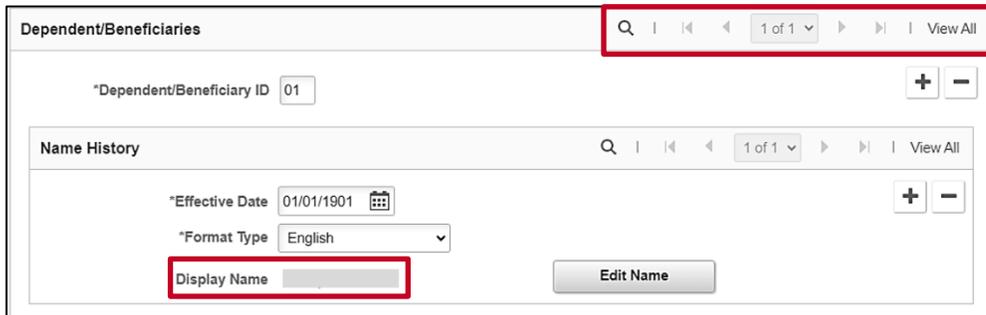
[Change/Add Dependent Data](#)

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.

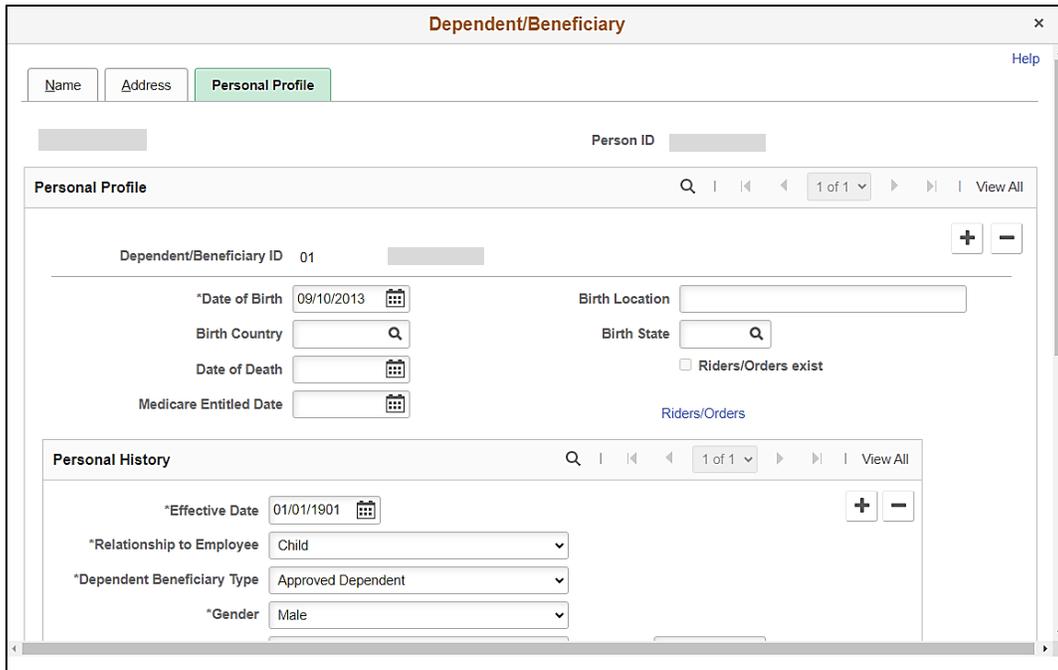


28. Click the **Personal Profile** tab.



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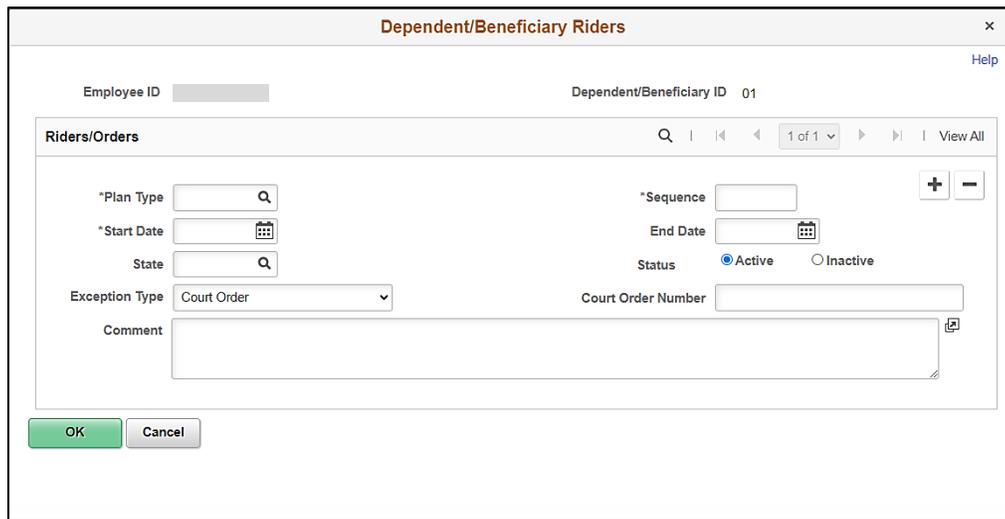
The **Personal Profile** page displays.



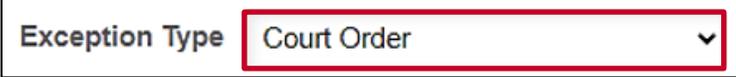
29. Verify that the correct child dependent is displayed and then click the **Riders/Orders** link.

[Riders/Orders](#)

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



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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). 

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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 541" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> Comment <input style="width: 580px; 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: #90EE90; padding: 5px 15px; font-weight: bold;">OK</div> <div style="border: 1px solid black; background-color: #D3D3D3; padding: 5px 15px; font-weight: bold;">Cancel</div> </div> </div>
The Personal Profile page redisplay.	
<div data-bbox="240 831 1409 1564" style="border: 1px solid gray; padding: 10px;"> <div style="text-align: center; border-bottom: 1px solid gray; margin-bottom: 10px;"> Dependent/Beneficiary x </div> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid gray; margin-bottom: 10px;"> Name Address Personal Profile Help </div> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> Person ID <input style="width: 100px;" type="text"/> </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid gray;"> Personal Profile 1 of 1 View All </div> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> Dependent/Beneficiary ID 01 <input style="width: 100px;" type="text"/> + - </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>*Date of Birth <input style="width: 100px;" type="text" value="09/10/2013"/> <input type="calendar"/></p> <p>Birth Country <input style="width: 100px;" type="text"/></p> <p>Date of Death <input style="width: 100px;" type="text"/> <input type="calendar"/></p> <p>Medicare Entitled Date <input style="width: 100px;" type="text"/> <input type="calendar"/></p> </div> <div style="width: 45%;"> <p>Birth Location <input style="width: 100px;" type="text"/></p> <p>Birth State <input style="width: 100px;" type="text"/></p> <p><input checked="" type="checkbox"/> Riders/Orders exist</p> </div> </div> <div style="margin-top: 10px;"> <p style="text-align: center; font-size: small; color: #4682B4;">Riders/Orders</p> </div> </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid gray;"> Personal History 1 of 1 View All </div> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> *Effective Date <input style="width: 100px;" type="text" value="01/01/1901"/> <input type="calendar"/> + - </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>*Relationship to Employee <input style="width: 100px;" type="text" value="Child"/></p> <p>*Dependent Beneficiary Type <input style="width: 100px;" type="text" value="Approved Dependent"/></p> <p>*Gender <input style="width: 100px;" type="text" value="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.

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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; align-items: center;"> <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** page 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

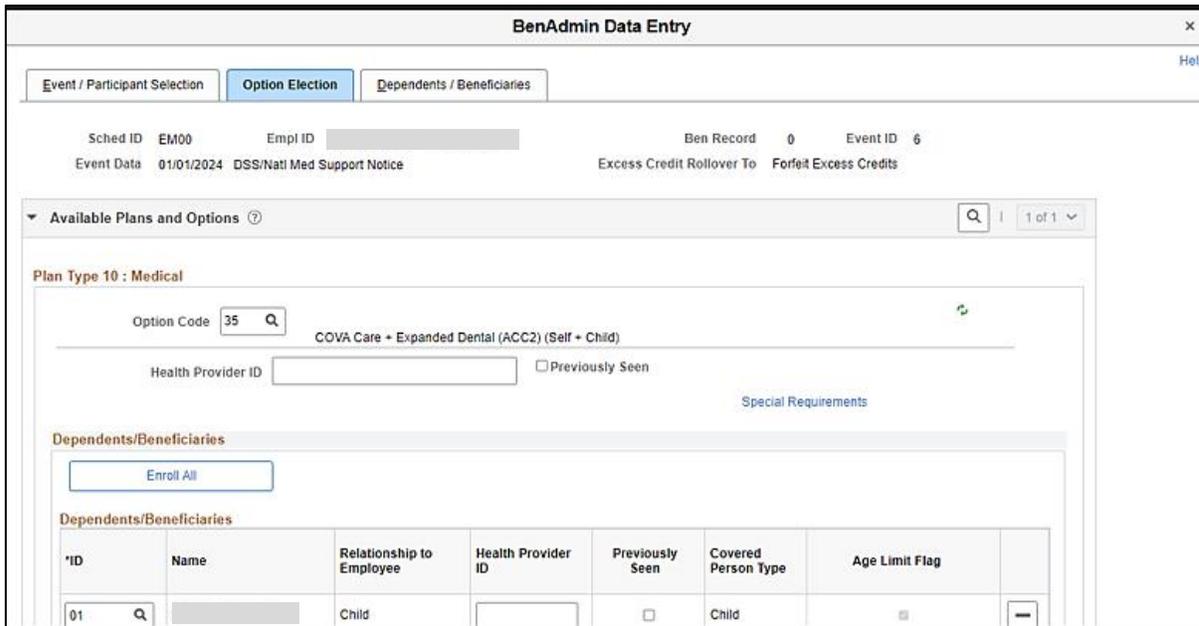
Refresh

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; align-items: center;"> <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; font-weight: bold;">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** page 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, there's 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. At the bottom, there's a 'Dependents/Beneficiaries' section with an 'Enroll All' button and a table listing dependents.

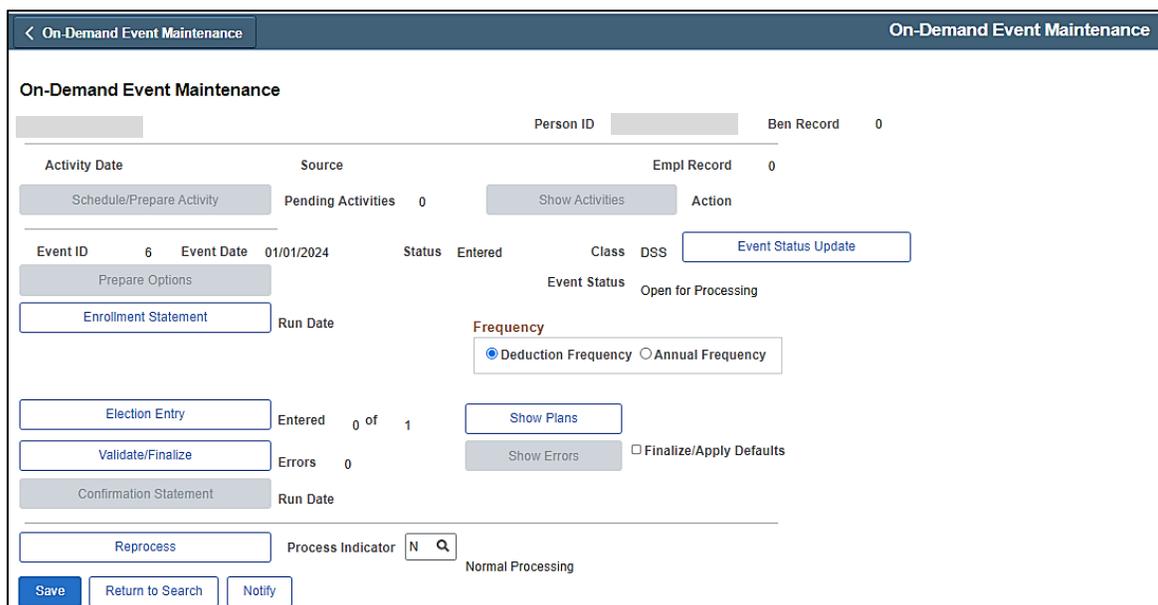
ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag
01		Child		<input type="checkbox"/>	Child	

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



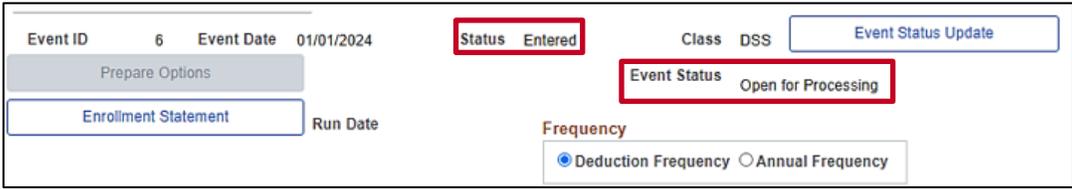
Three buttons are shown: 'OK' (highlighted with a red border), 'Cancel', and 'Apply'.

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

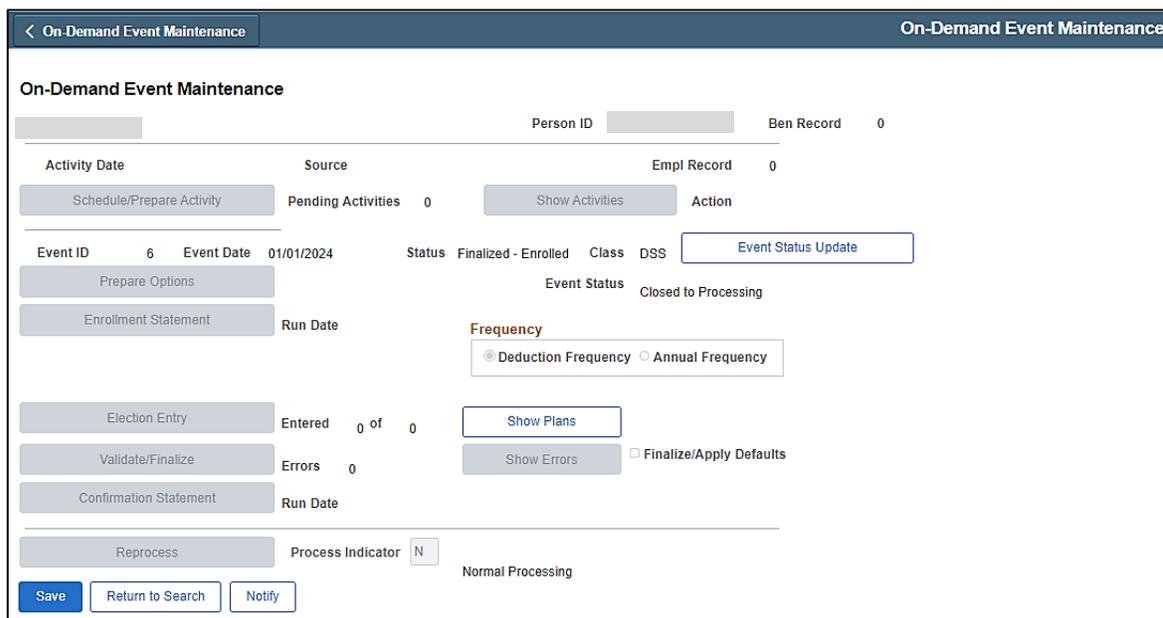


The screenshot shows the 'On-Demand Event Maintenance' page. It includes fields for 'Person ID', 'Ben Record' (0), 'Activity Date', 'Source', and 'Empl Record' (0). There are buttons for 'Schedule/Prepare Activity', 'Pending Activities' (0), and 'Show Activities'. The 'Event ID' is 6, 'Event Date' is 01/01/2024, and 'Status' is 'Entered'. The 'Class' is 'DSS' and '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, there 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' page with the following details:

- Person ID: [Redacted]
- Ben Record: 0
- Activity Date: [Redacted]
- Source: Pending Activities 0
- Empl Record: 0
- Event ID: 6
- Event Date: 01/01/2024
- Status: Finalized - Enrolled
- Class: DSS
- Event Status: Closed to Processing
- Frequency: Deduction Frequency Annual Frequency
- Errors: 0
- Process Indicator: N
- Normal Processing

**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="269 533 761 600" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <div style="display: flex; gap: 10px;"> <div style="border: 1px solid black; padding: 2px 10px; background-color: #0056b3; color: white;">Save</div> <div style="border: 1px solid black; padding: 2px 10px;">Return to Search</div> <div style="border: 1px solid black; padding: 2px 10px;">Notify</div> </div> </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.

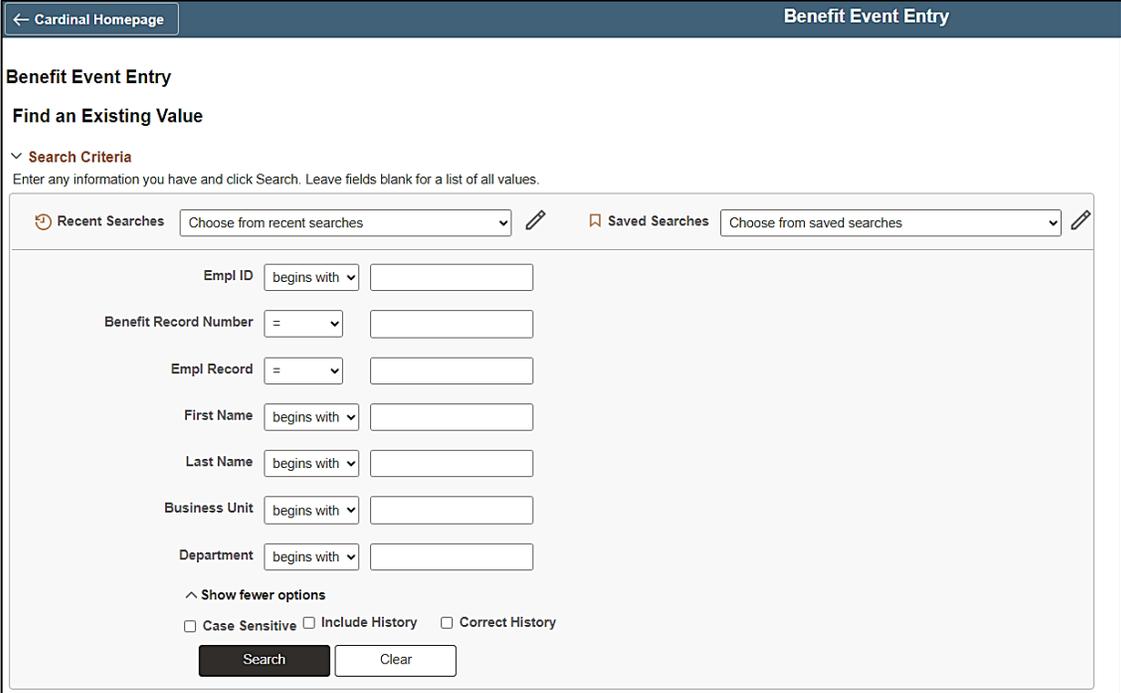
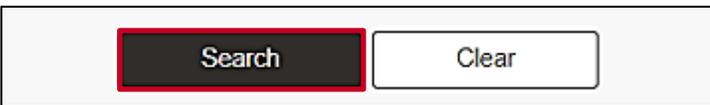
Processing a DSS/National Medical Support Order to Enroll Event (Dependent(s) not already in Cardinal)

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 an NMSN Rider to ensure that the child dependent is not inadvertently removed from the coverage prior to the mandated end date.

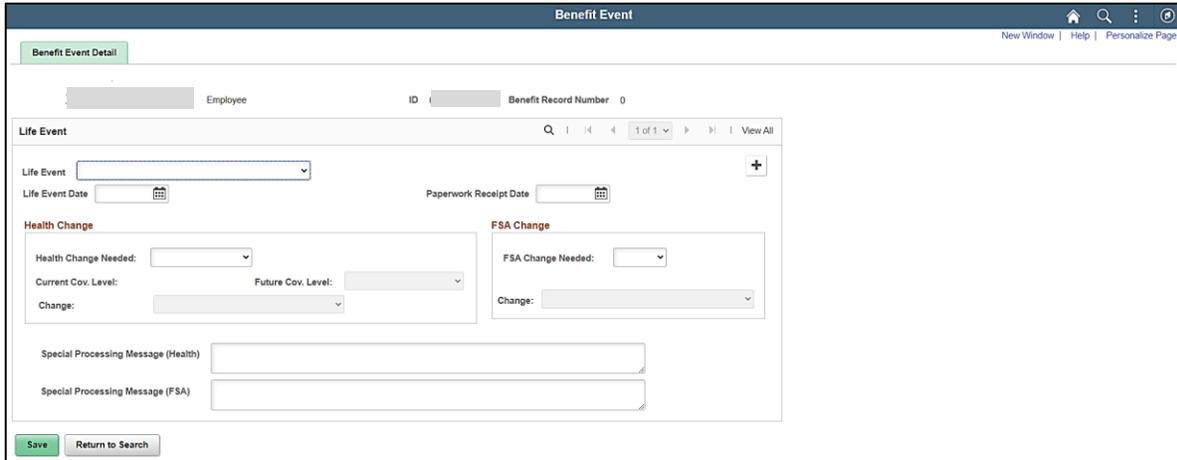
Note: Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Enroll event wherein the dependent(s) are not already in Cardinal. Be sure to use the actual dates and information from the NMSN when completing this process in Production.

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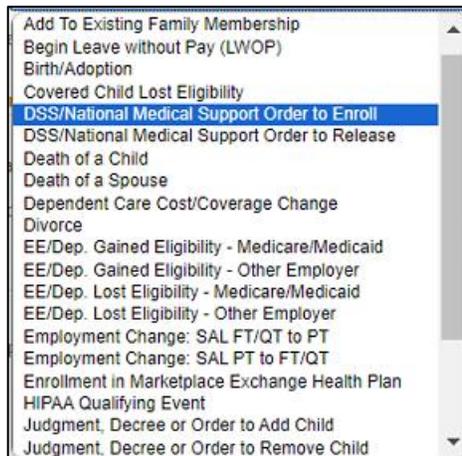
The **Benefit Event Entry** page displays for the applicable employee.



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



The **Life Event** menu displays.

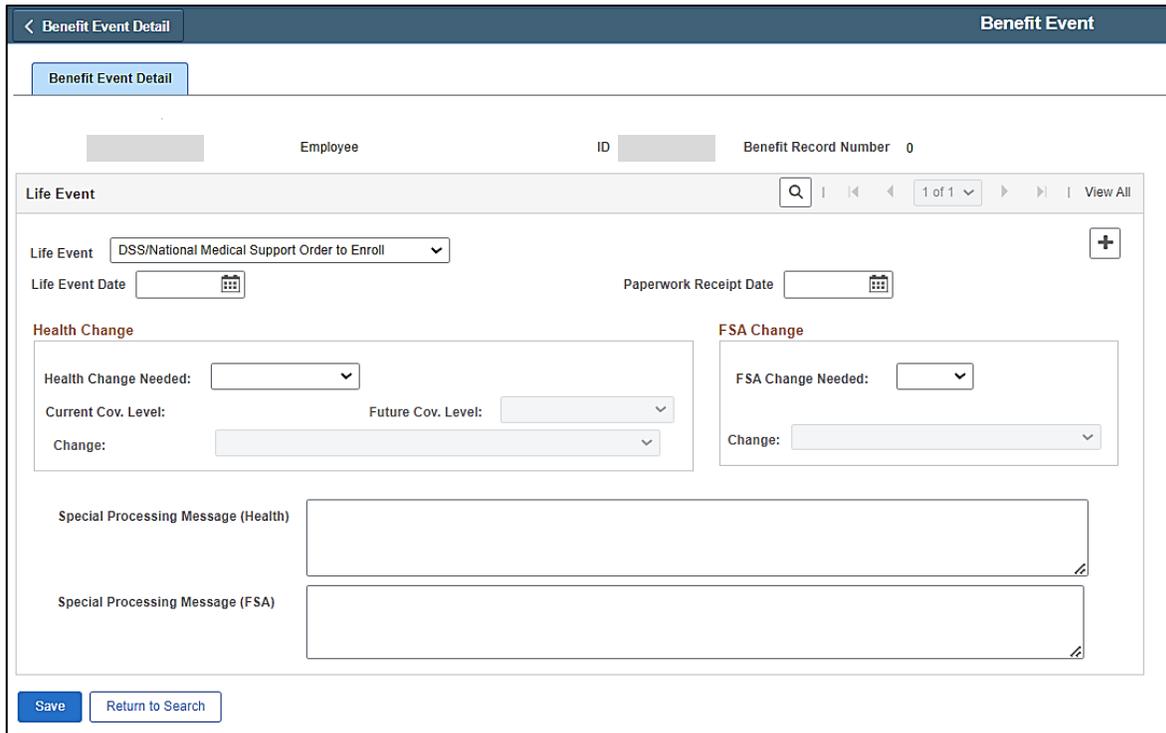
- 

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.



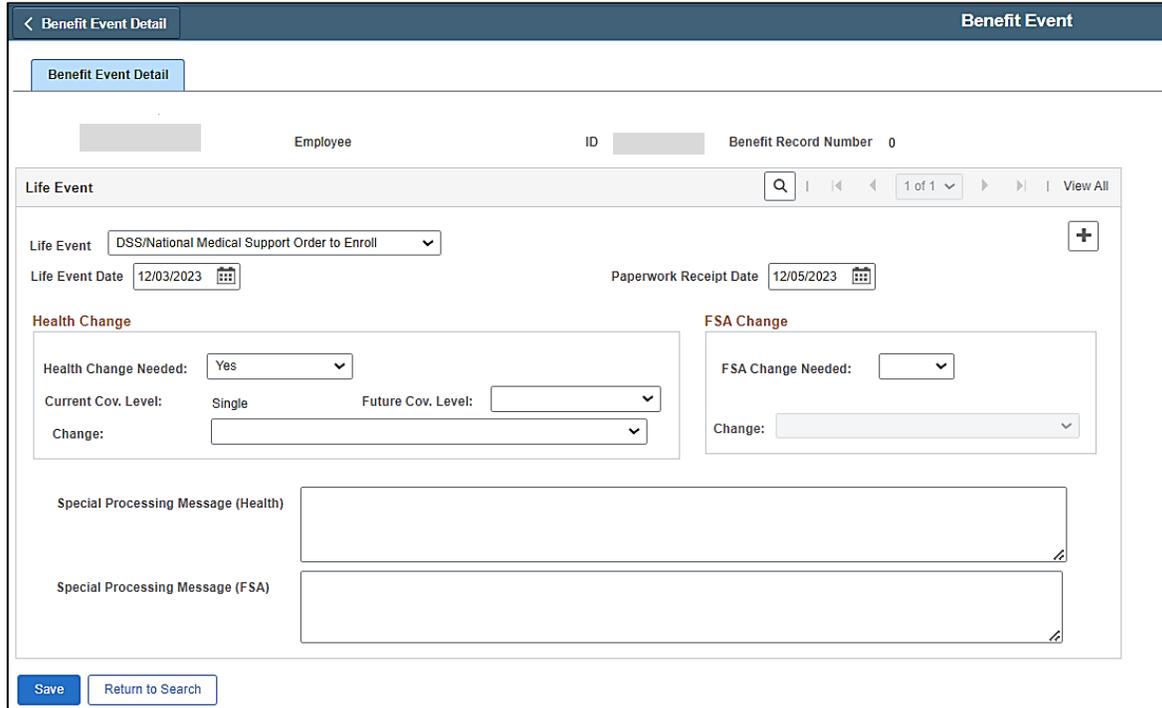
The screenshot shows the 'Benefit Event Detail' page. At the top, there are fields for Employee ID and Benefit Record Number. The 'Life Event' section has a dropdown menu set to 'DSS/National Medical Support Order to Enroll'. Below this are two calendar icons: 'Life Event Date' and 'Paperwork Receipt Date'. There are two columns of options: '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)'. Buttons for 'Save' and 'Return to Search' are at the bottom left.

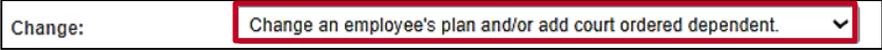
6.	<p>Click the Life Event Date Calendar icon and select the applicable date. Note: This is the date of the NMSN (“12/3/2023” in this scenario).</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> Life Event Date  </div>
7.	<p>Click the Paperwork Receipt Date Calendar icon and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

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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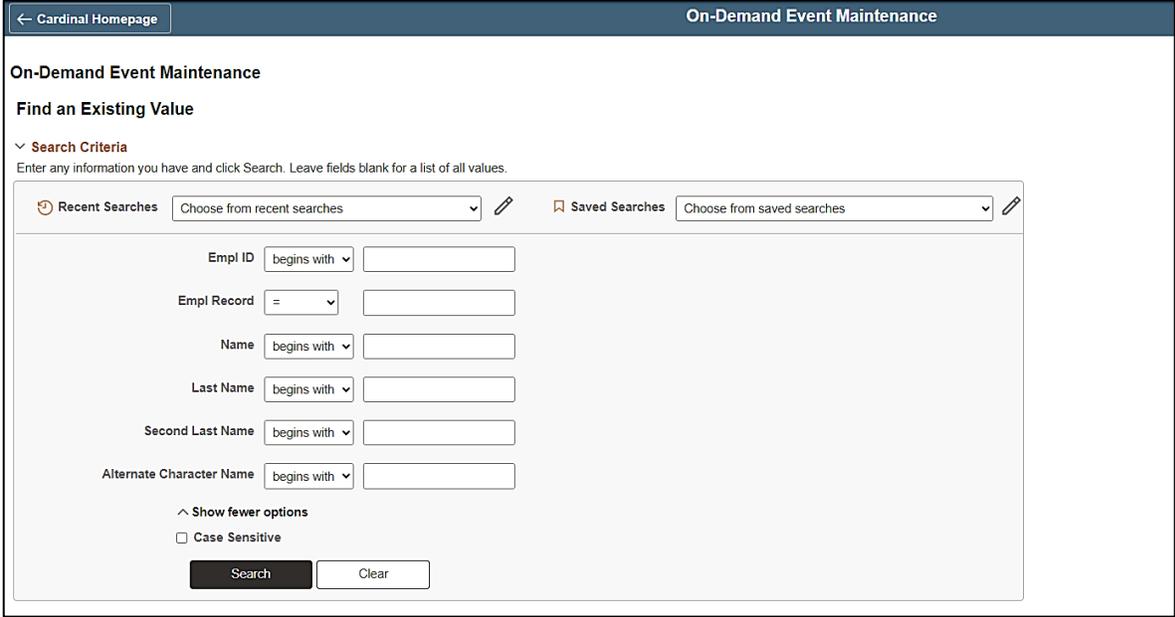
The page refreshes. The **Current Cov. Level** field auto-populates with the employee's current Health Plan enrollment coverage level.



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

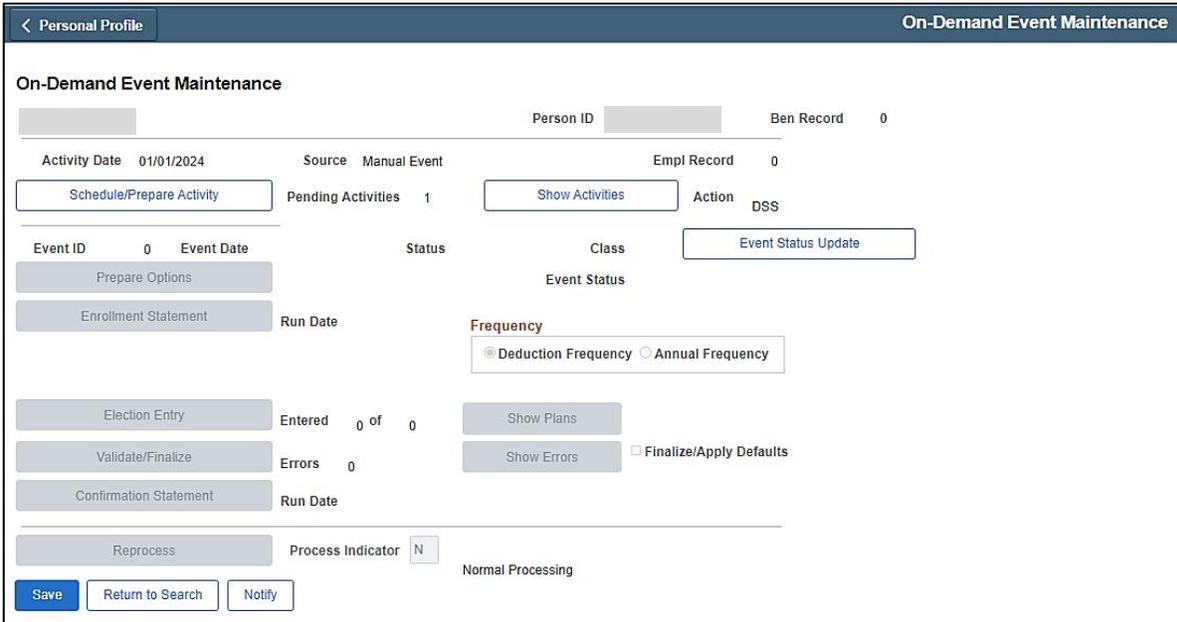
Step	Action
11.	<p>Complete the fields within the FSA Change section regardless of whether the employee is making any changes to their Flex Spending Account(s) (Flex Spending Medical or Flex Spending Dependent Care) in conjunction with the DSS/National Medical Support Order to Enroll event.</p> <p>Scenario: 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 1073" 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 1414 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 is 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 Search 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> 

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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 auto-populate 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

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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="305 520 873 613" 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="516 1050 734 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

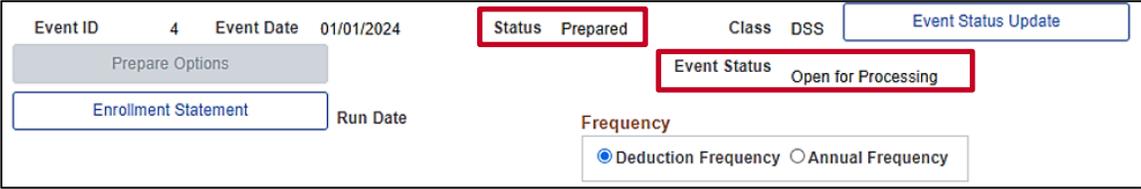
Errors 0

 Finalize/Apply Defaults

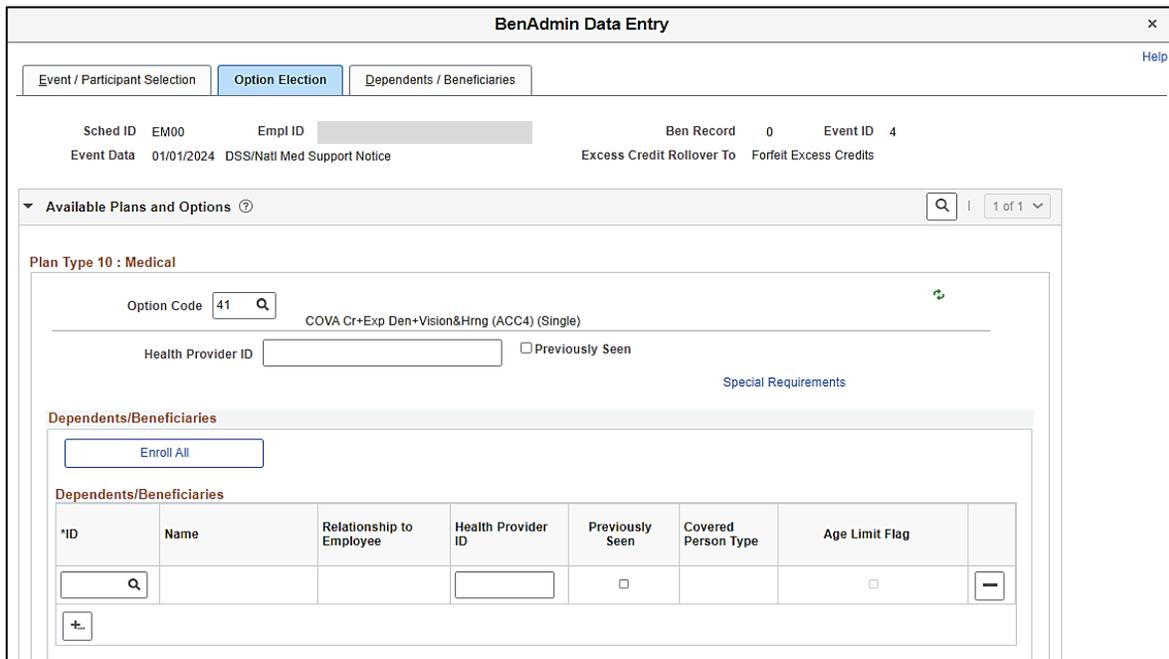
Run Date

Process Indicator
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.

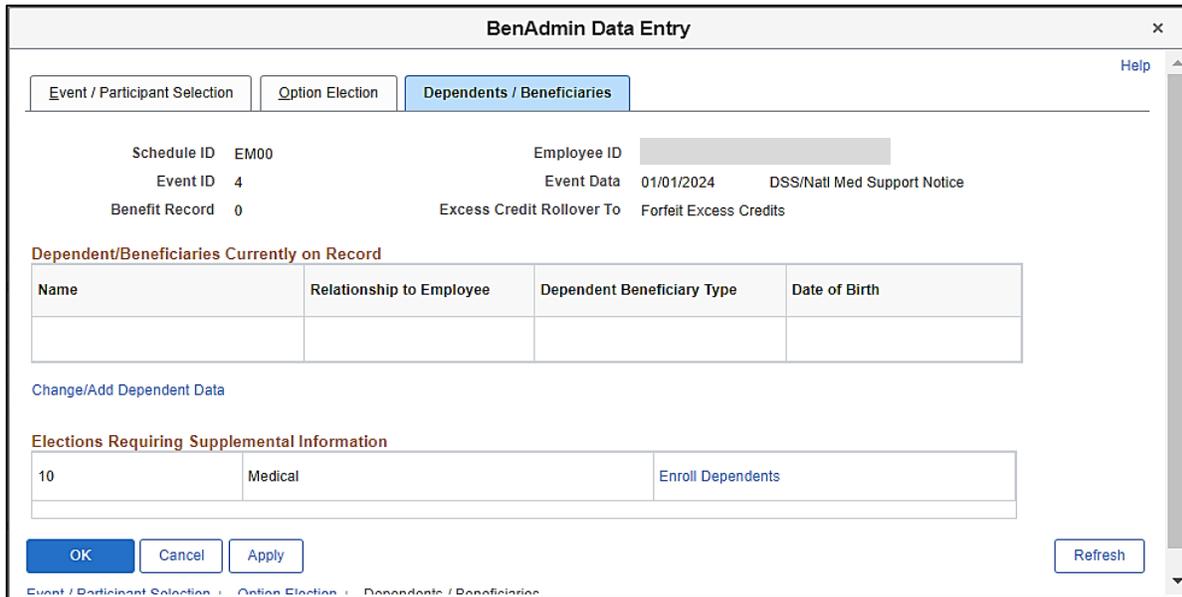


23.	<p>First, add the new dependent(s). Click the Dependents / Beneficiaries tab.</p> 
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BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
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The **Dependents / Beneficiaries** page displays.



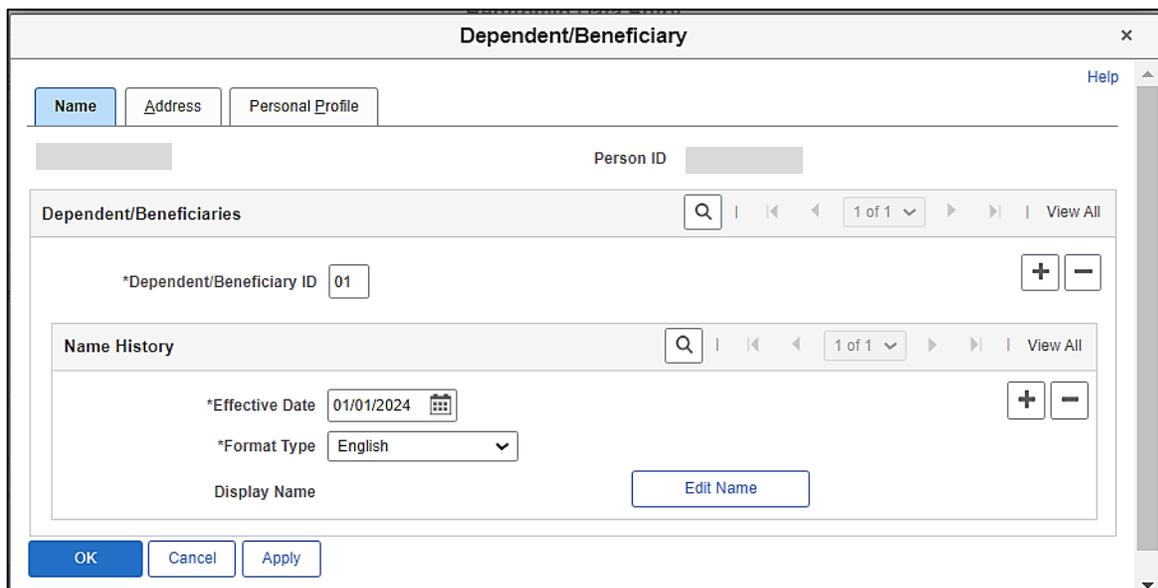
The screenshot shows the 'BenAdmin Data Entry' window with the 'Dependents / Beneficiaries' tab selected. The page displays various fields for employee and event information, a table for 'Dependent/Beneficiaries Currently on Record', and a section for 'Elections Requiring Supplemental Information'. At the bottom, there are 'OK', 'Cancel', 'Apply', and 'Refresh' buttons.

Dependent/Beneficiaries Currently on Record			
Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth

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.

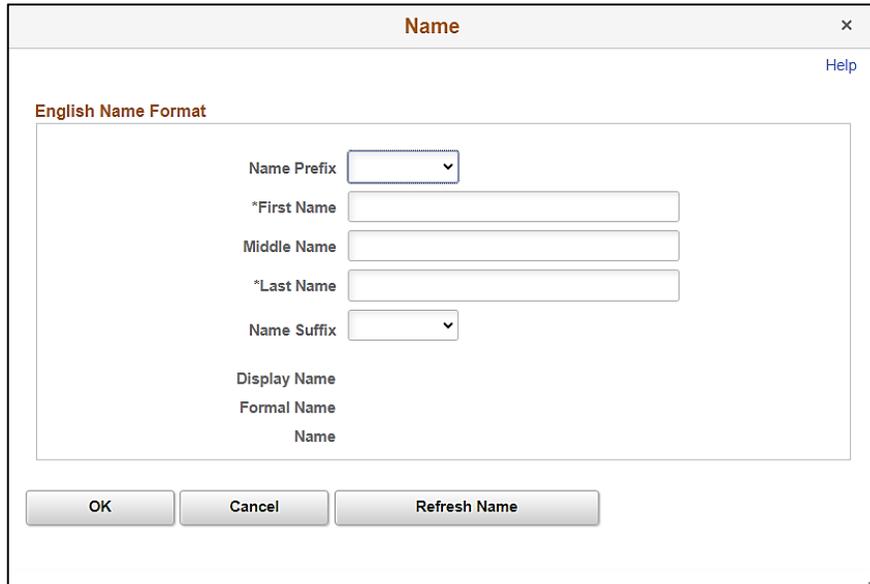


The screenshot shows the 'Dependent/Beneficiary' pop-up window with the 'Name' tab selected. It displays fields for 'Person ID', 'Dependent/Beneficiaries' (with a search and pagination bar), and 'Name History' (with fields for 'Effective Date', 'Format Type', and 'Display Name'). There are '+', '-' buttons for adding and removing entries, and an 'Edit Name' button at the bottom.

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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 style="border: 2px solid red; padding: 5px; margin: 10px auto; width: fit-content;"> Edit Name </div>

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

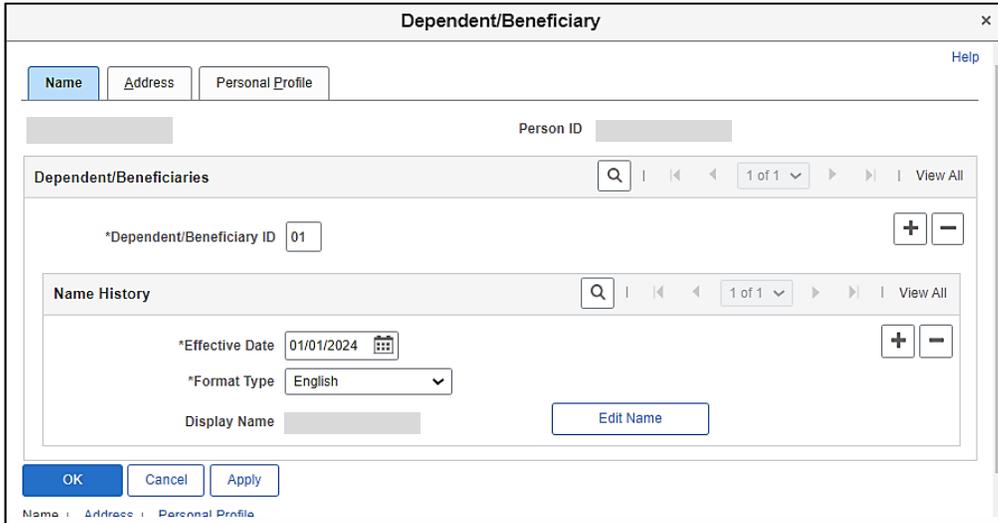


26.	At a minimum, enter the dependent's first and last name in the corresponding fields. The Name Prefix , Middle Name , and Name Suffix fields are optional but should be entered as applicable. <div style="border: 2px solid red; padding: 10px; margin: 10px auto; width: fit-content;"> <p>*First Name <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>
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Step	Action
27.	Click the Refresh Name button. <div data-bbox="305 422 906 520" style="border: 1px solid red; padding: 5px; text-align: center; margin: 10px 0;">  </div>
	The Name page refreshes. <div data-bbox="215 611 1373 1339" style="border: 1px solid gray; padding: 10px; margin: 10px 0;"> <div style="border-bottom: 1px solid gray; padding-bottom: 5px; text-align: right;"> Name × </div> <div style="text-align: right; margin-bottom: 10px;"> <a data-bbox="1273 688 1312 709" href="#">Help </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <p data-bbox="250 743 477 770">English Name Format</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div data-bbox="526 814 797 846">Name Prefix <input data-bbox="656 810 797 846" type="text"/></div> <div data-bbox="526 863 1084 894">*First Name <input data-bbox="656 858 1084 894" type="text"/></div> <div data-bbox="516 917 1084 949">Middle Name <input data-bbox="656 913 1084 949" type="text"/></div> <div data-bbox="526 968 1084 999">*Last Name <input data-bbox="656 963 1084 999" type="text"/></div> <div data-bbox="526 1022 797 1054">Name Suffix <input data-bbox="656 1018 797 1054" type="text"/></div> <div data-bbox="509 1094 829 1125">Display Name <input data-bbox="656 1089 829 1125" type="text"/></div> <div data-bbox="509 1129 829 1161">Formal Name <input data-bbox="656 1125 829 1161" type="text"/></div> <div data-bbox="581 1165 829 1197">Name <input data-bbox="656 1161 829 1197" type="text"/></div> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> OK Cancel Refresh Name </div> </div>
	The Display Name , Formal Name , and Name fields will populate based on the name information entered.
28.	Click the OK button. <div data-bbox="305 1541 1166 1608" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <div style="display: flex; justify-content: space-between; gap: 10px;"> <div data-bbox="310 1541 537 1608" style="border: 1px solid red; padding: 2px 10px;">OK</div> <div data-bbox="542 1541 760 1608" style="padding: 2px 10px;">Cancel</div> <div data-bbox="764 1541 1161 1608" style="padding: 2px 10px;">Refresh Name</div> </div> </div>

Step	Action
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The **Name** page redisplay.



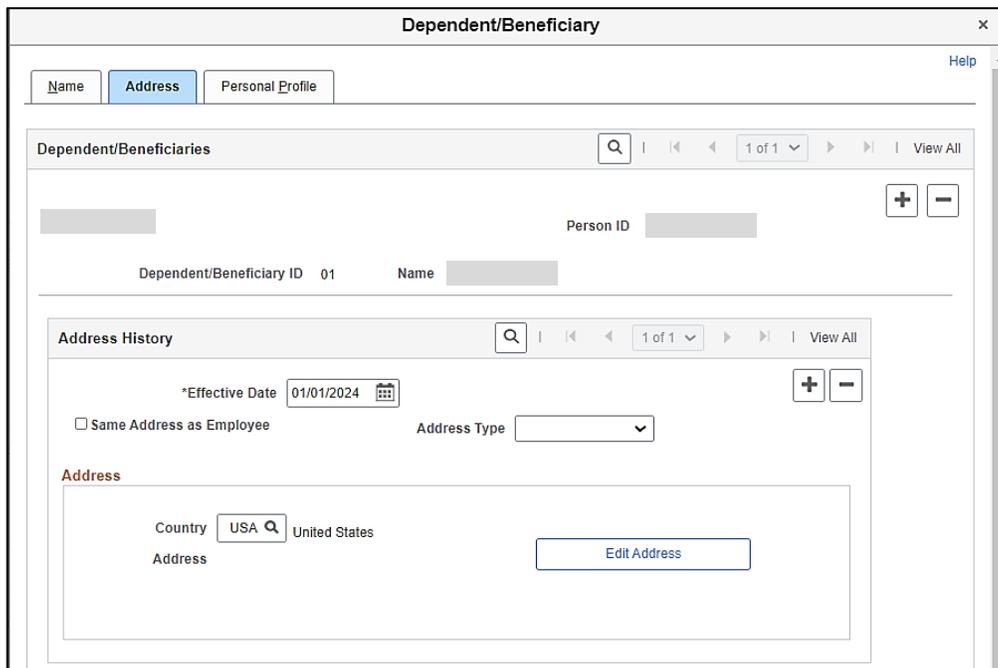
The screenshot shows the 'Name' tab selected in the 'Dependent/Beneficiary' form. The form includes a 'Person ID' field, a 'Dependent/Beneficiaries' list with a search bar and 'View All' link, and a 'Name History' section. The 'Name History' section contains fields for '*Dependent/Beneficiary ID' (01), '*Effective Date' (01/01/2024), '*Format Type' (English), and 'Display Name'. There are '+', '-' buttons for adding and removing entries, and an 'Edit Name' button. At the bottom, there are 'OK', 'Cancel', and 'Apply' buttons.

29. Click the **Address** tab.



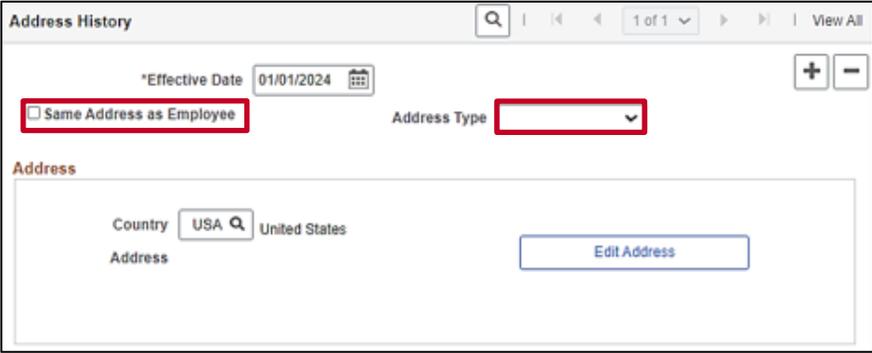
The screenshot shows the 'Address' tab selected in the 'Dependent/Beneficiary' form. The 'Name' tab is highlighted with a red border, and the 'Address' tab is also highlighted with a red border. The 'Personal Profile' tab is visible but not selected.

The **Address** page displays.

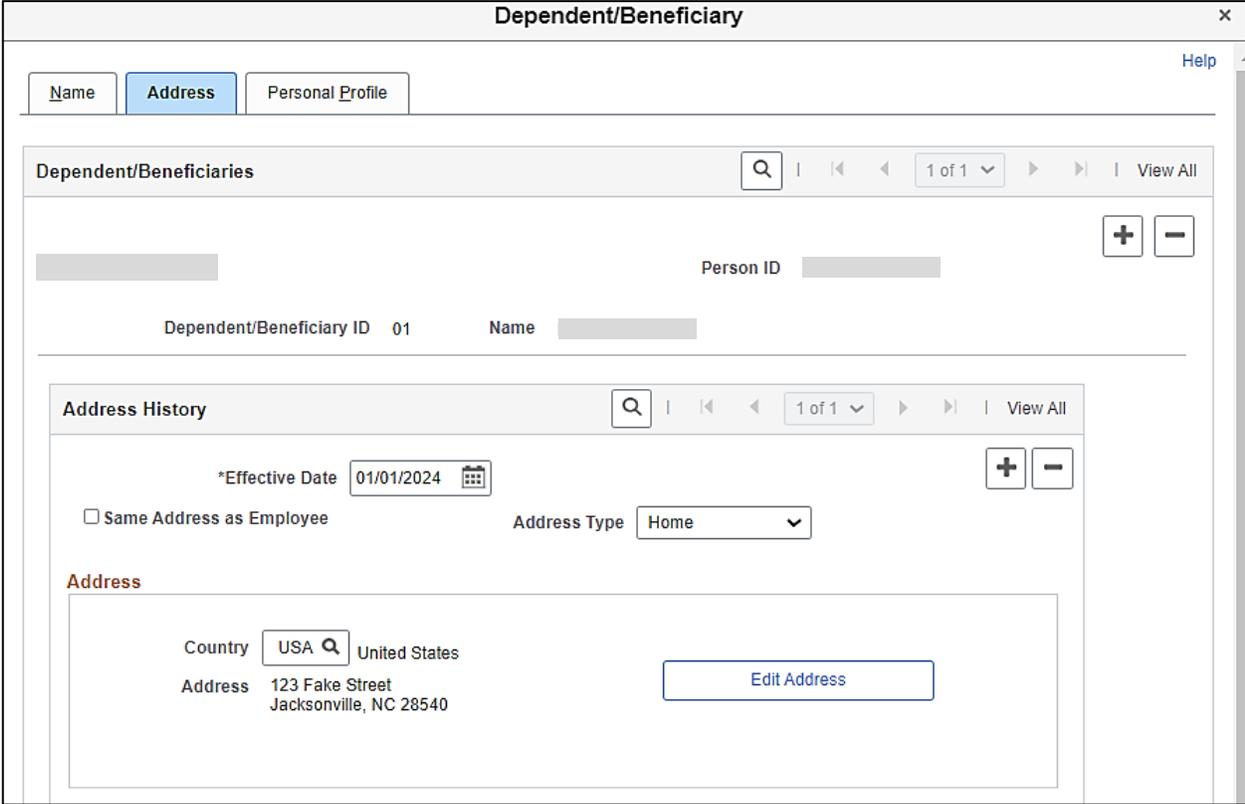


The screenshot shows the 'Address' tab selected in the 'Dependent/Beneficiary' form. The form includes a 'Person ID' field, a 'Dependent/Beneficiaries' list with a search bar and 'View All' link, and an 'Address History' section. The 'Address History' section contains fields for '*Effective Date' (01/01/2024), a checkbox for 'Same Address as Employee', and 'Address Type'. Below this is an 'Address' section with a 'Country' dropdown (USA) and a search bar (United States). There are '+', '-' buttons for adding and removing entries, and an 'Edit Address' button. At the bottom, there are 'OK', 'Cancel', and 'Apply' buttons.

BN361 National Medical Support Notice (NMSN) and QMCSCO Administration

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

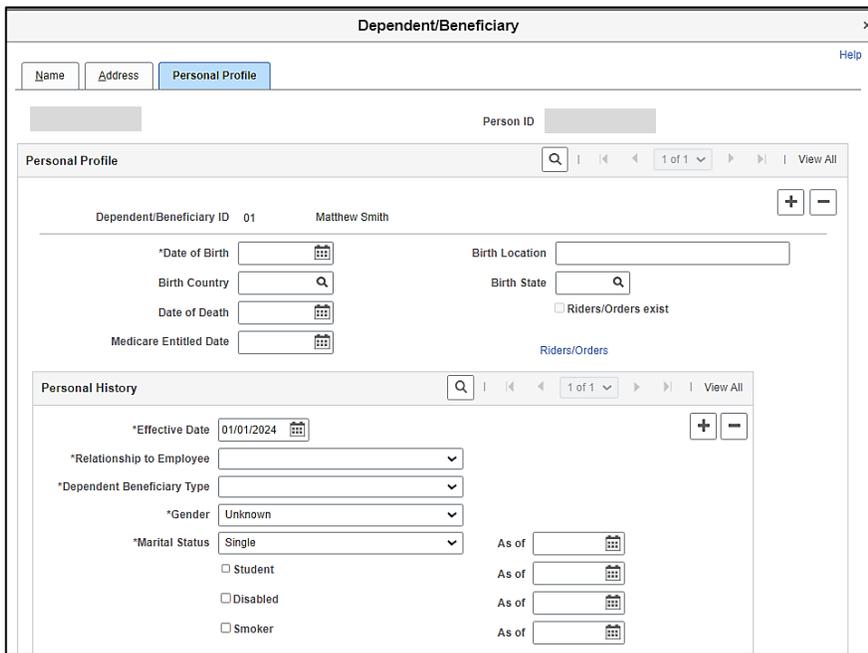


The screenshot shows the 'Dependent/Beneficiary' page with the 'Address' tab active. The 'Address History' section displays the following information:

- *Effective Date: 01/01/2024
- Same Address as Employee
- Address Type: Home
- Country: USA (United States)
- Address: 123 Fake Street, Jacksonville, NC 28540
- Edit Address button

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>

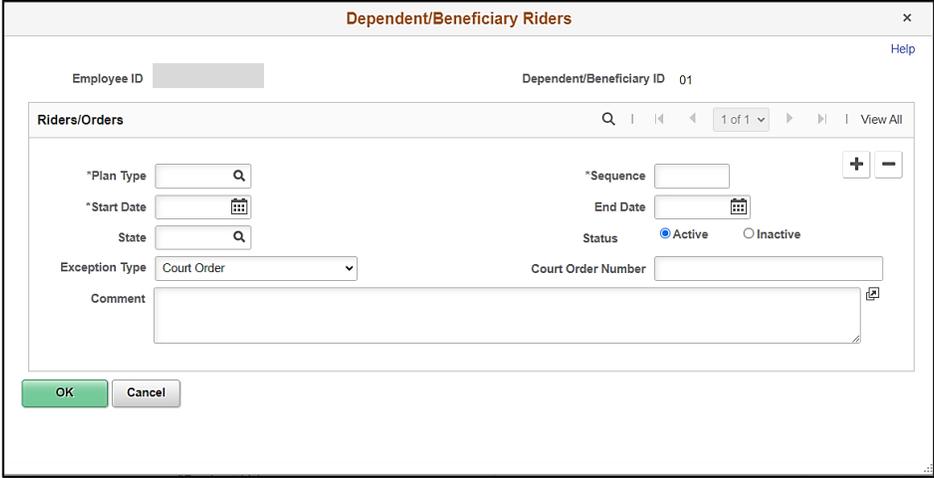
The **Personal Profile** page displays.



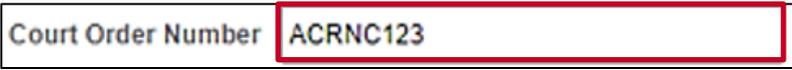
	The following steps provide instructions for completing the required dependent information. If any of the other optional information is provided, it can be entered in the corresponding fields. The Student and Smoker checkbox options are not required in Cardinal and this information is not transmitted 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 style="border: 2px solid red; padding: 5px; display: inline-block;"> <input type="text"/>  </div> </div>

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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
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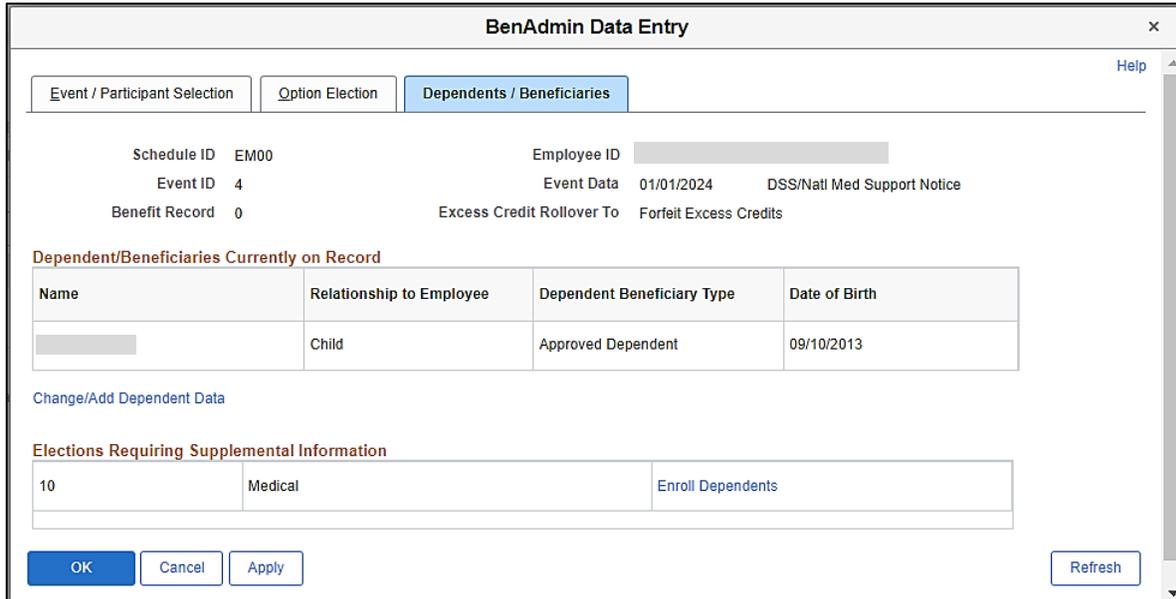
The **Personal Profile** page redispays.

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. 

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
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The **Dependents / Beneficiaries** page redispays.



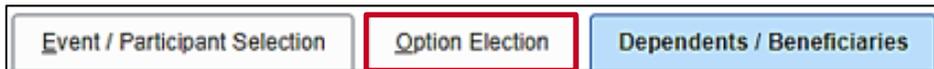
The screenshot shows the 'BenAdmin Data Entry' window with the 'Dependents / Beneficiaries' tab selected. It displays employee information (Schedule ID EM00, Event ID 4, Benefit Record 0, Employee ID [redacted], Event Data 01/01/2024, DSS/Natl Med Support Notice) and a table of dependents. The table shows one child dependent with the relationship 'Child', type 'Approved Dependent', and date of birth '09/10/2013'. There are also buttons for 'Change/Add Dependent Data', 'Elections Requiring Supplemental Information', and 'Enroll Dependents'.

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

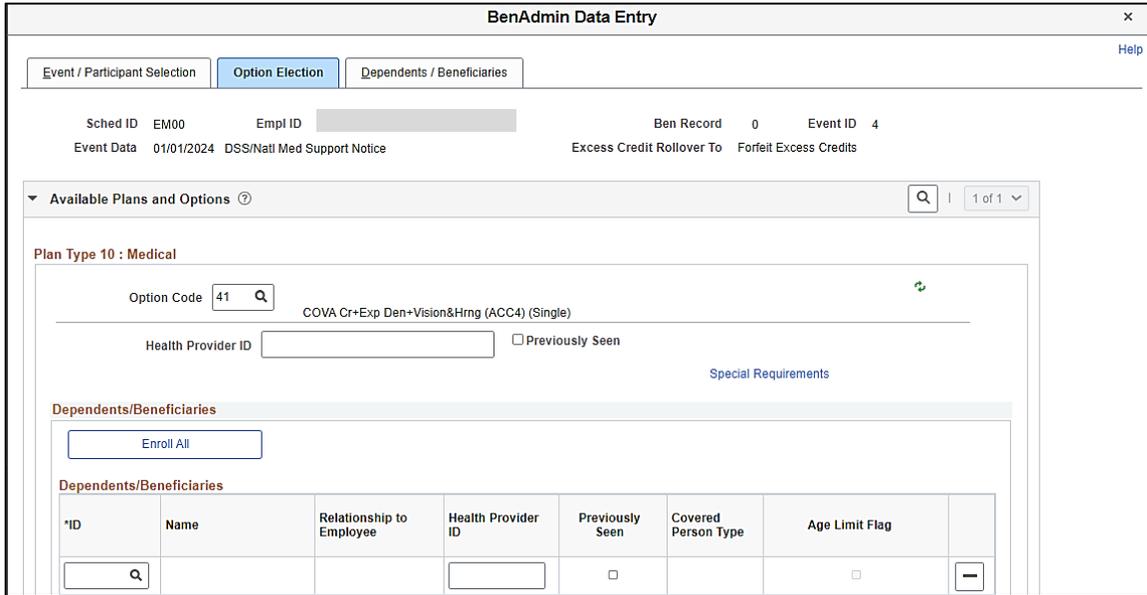


The screenshot shows the 'BenAdmin Data Entry' window with the 'Option Election' tab selected, highlighted with a red border. The other tabs are 'Event / Participant Selection' and 'Dependents / Beneficiaries'.

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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



BenAdmin Data Entry

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

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 1 of 1

Plan Type 10 : Medical

Option Code 41

COVA Cr+Exp Den+Vision&Hrng (ACC4) (Single)

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"/>			<input type="text"/>	<input type="checkbox"/>		<input type="checkbox"/>

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.



Plan Type 10 : Medical

Option Code 41

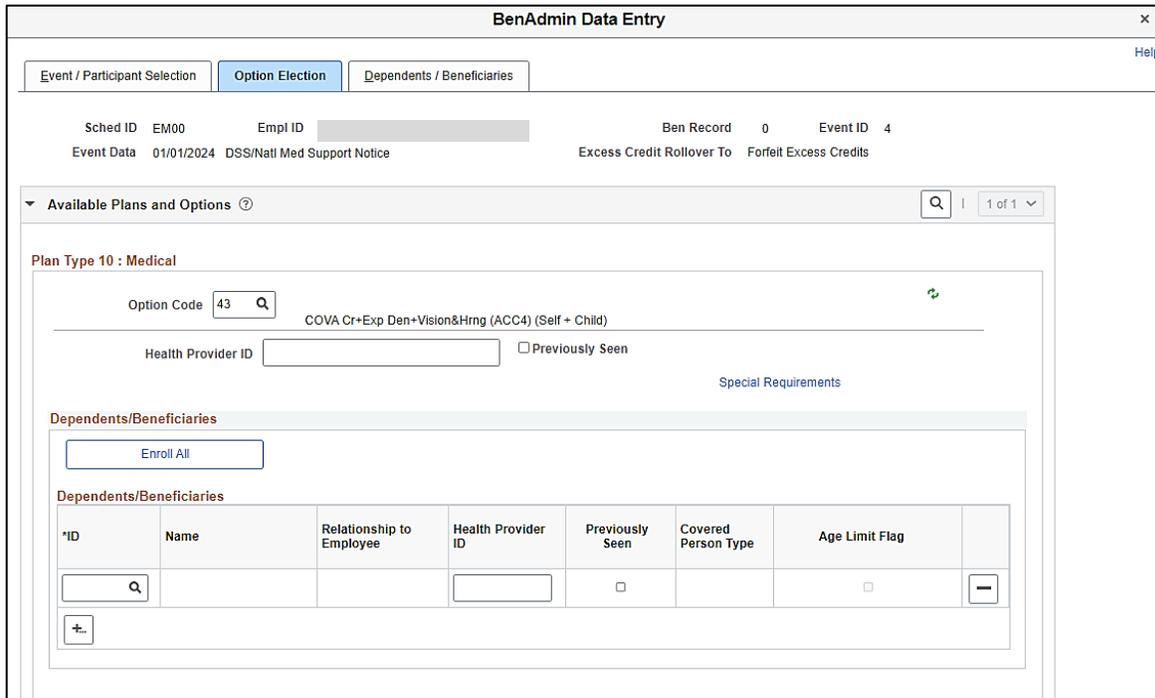
COVA Cr+Exp Den+Vision&Hrng (ACC4) (Single)

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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> <th style="text-align: right;">×</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
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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
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The **Option Election** page redisplay.



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 (+...)



BN361 National Medical Support Notice (NMSN) and QMCSSO Administration

Step	Action
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The **Option Election** page refreshes.

BenAdmin Data Entry x

Help
Event / Participant Selection
Option Election
Dependents / Beneficiaries

Sched ID EM00 Empl ID 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

Dependents/Beneficiaries

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"/>	-
<input type="button" value="+"/>							

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.

On-Demand Event Maintenance

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 4 Event Date 01/01/2024 Status Entered Class DSS [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 N Normal Processing

[Save](#) [Return to Search](#) [Notify](#)



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

Event ID 4 Event Date 01/01/2024 Status Entered Class DSS [Event Status Update](#)

Prepare Options Event Status Open for Processing

Enrollment Statement Run Date

Frequency
 Deduction Frequency Annual Frequency

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.

Validate/Finalize Errors 0

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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.

< Cardinal Homepage
On-Demand Event Maintenance

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 Finalized - Enrolled Class DSS 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”.

Event ID 6 Event Date 01/01/2024 Status Finalized - Enrolled Class DSS Event Status Update

Prepare Options Event Status Closed to Processing

Enrollment Statement Run Date

Frequency Deduction Frequency Annual Frequency

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

**BN361 National Medical Support Notice (NMSN) and
QMCSO Administration**

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.

BN361 National Medical Support Notice (NMSN) and QMCSO Administration
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.

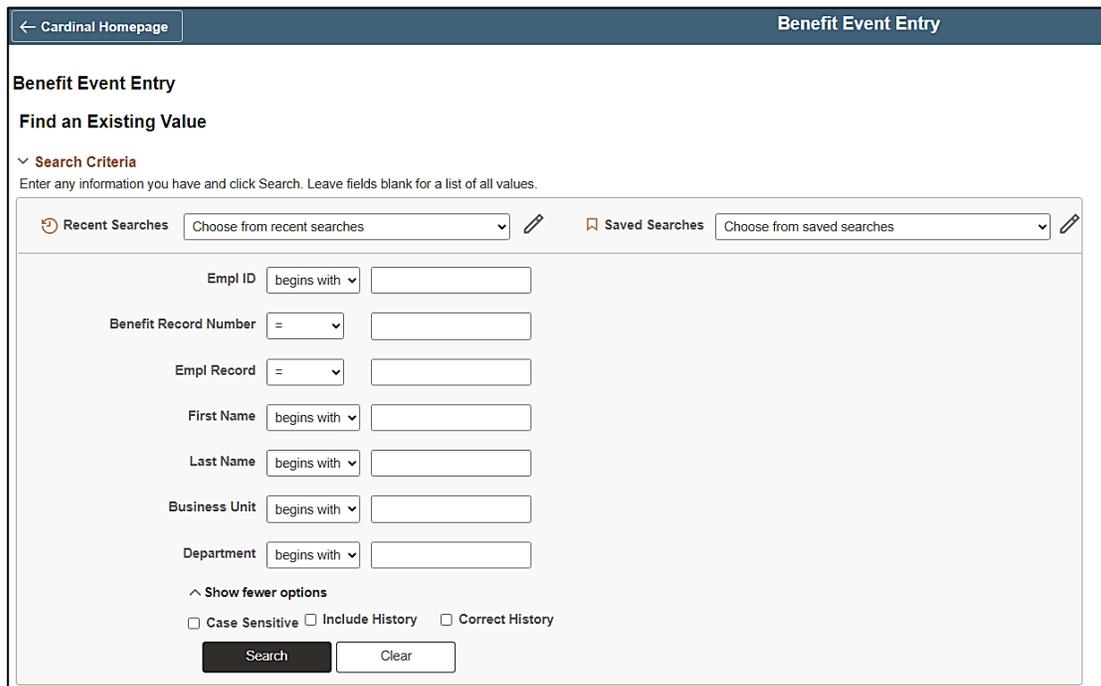
The steps included in this section of the Job Aid are based on the following example scenario:

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.

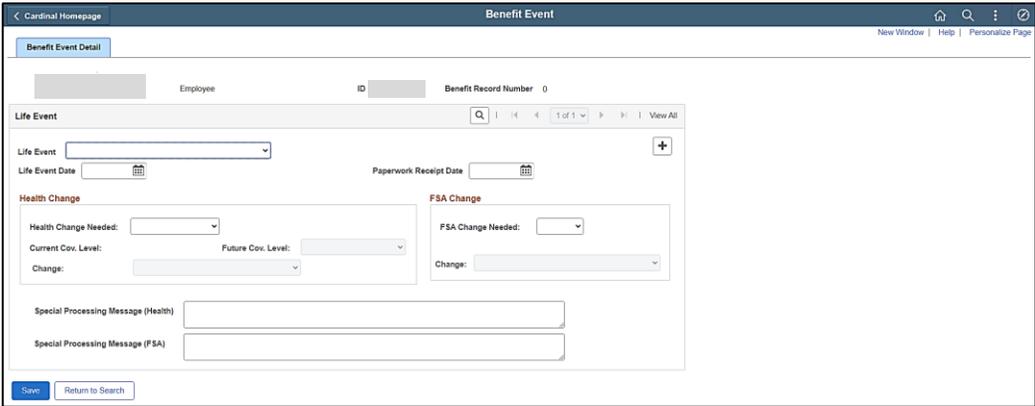
Note: Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Remove event. Be sure to use the actual dates and information from the NMSN when completing this process in Production.

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 Search** page displays.

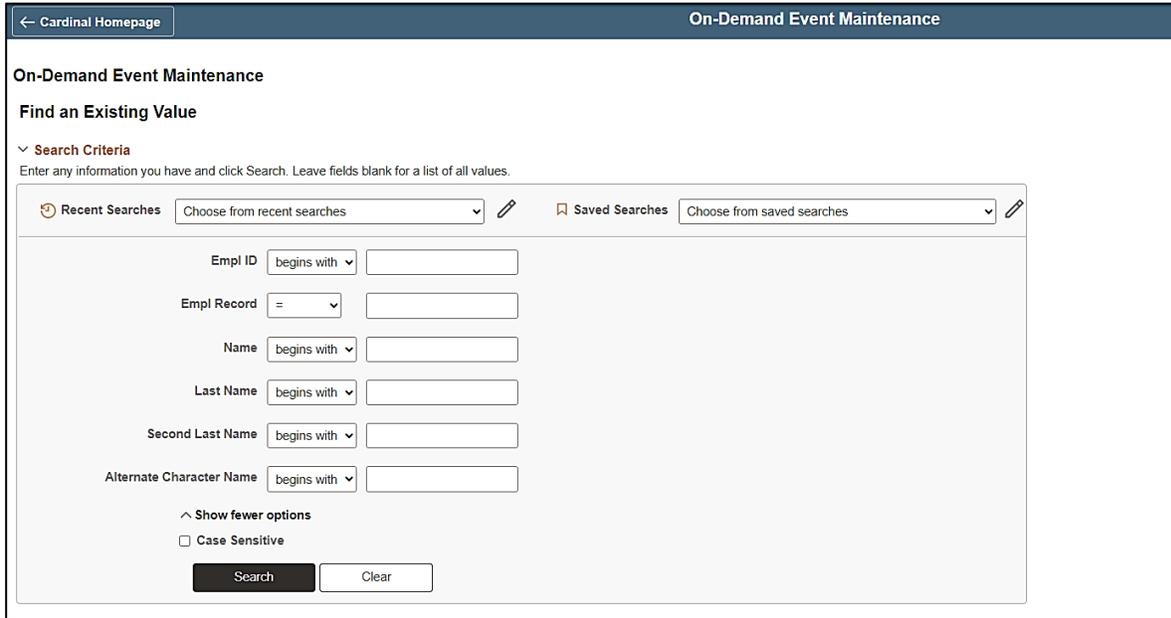


BN361 National Medical Support Notice (NMSN) and QMCSCO Administration

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
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The **On-Demand Event Maintenance Find an Existing Value Search** 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**.

6.

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.



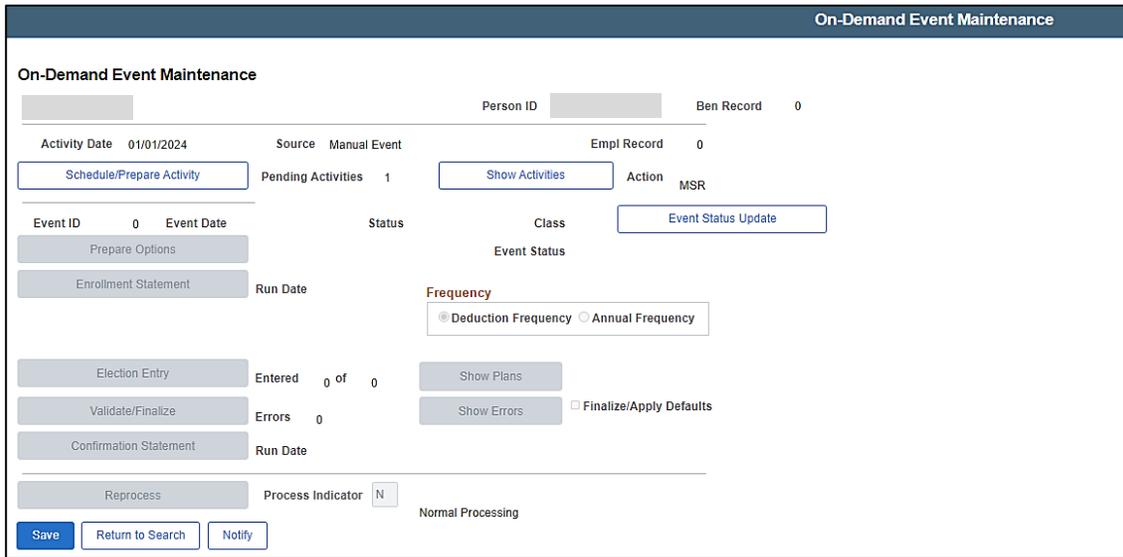
7.

Click the **Search** button.



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

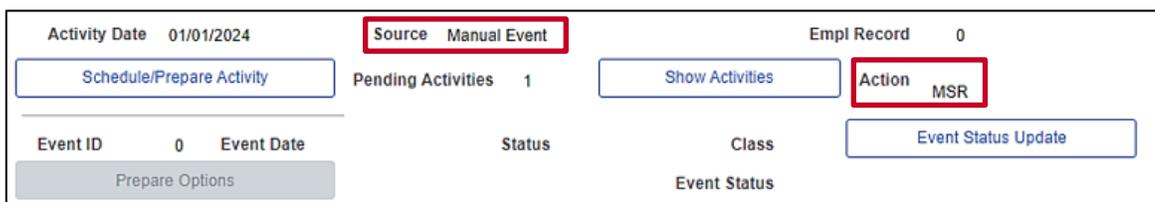


8. Review the **Activity Date** field. For DSS/National Medical Support Events, this date will auto-populate based on the Life Event date previously entered.

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".



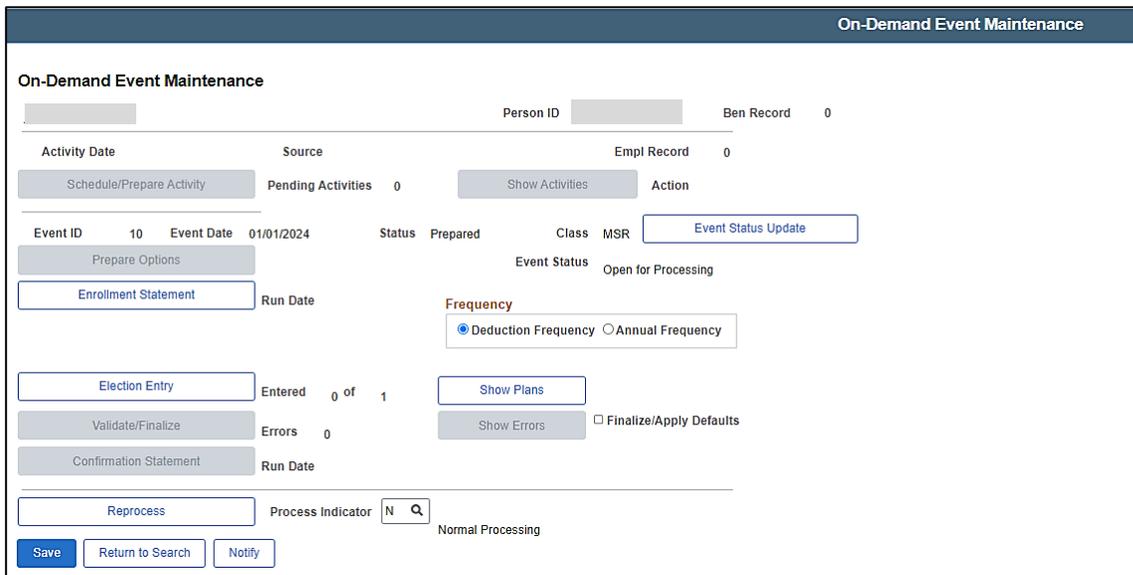
9. Click the **Show Activities** button **Only** if there is more than one activity.



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.

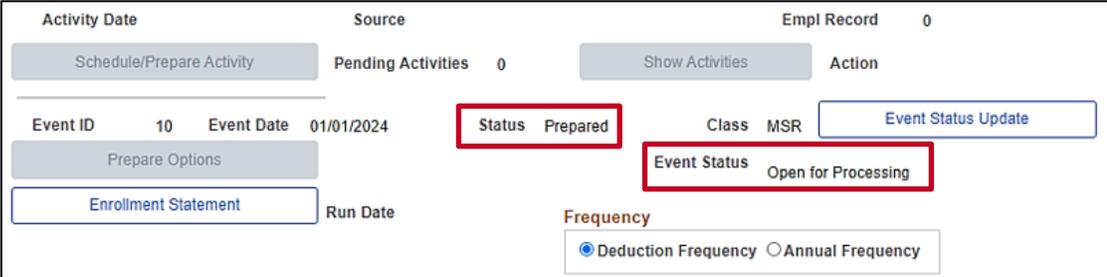


The screenshot shows the 'On-Demand Event Maintenance' interface. At the top, it displays 'On-Demand Event Maintenance' and 'Person ID' with a search field and 'Ben Record' with the value '0'. Below this, there are several sections with buttons and labels:

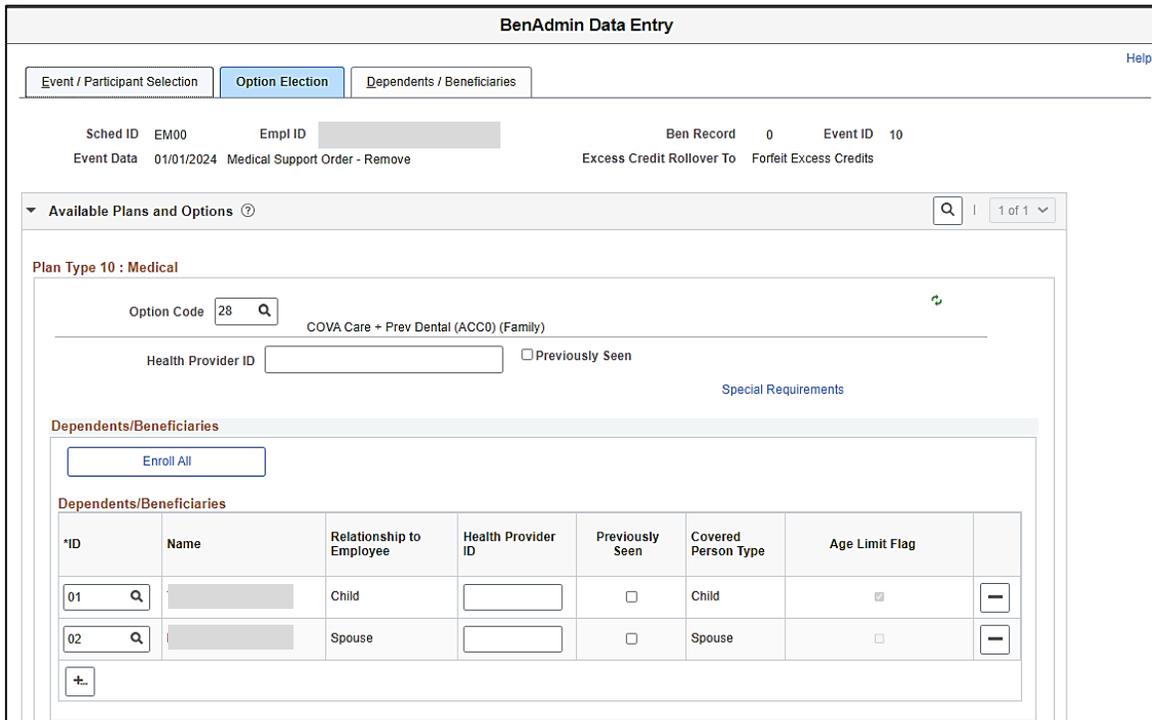
- Activity Date** and **Source** fields, with a **Schedule/Prepare Activity** button and **Pending Activities** showing '0'. There is also a **Show Activities** button and an **Action** label.
- Event ID** '10', **Event Date** '01/01/2024', **Status** 'Prepared', and **Class** 'MSR'. There is an **Event Status Update** button.
- Prepare Options** section with an **Enrollment Statement** button and **Run Date** field.
- Frequency** section with radio buttons for **Deduction Frequency** (selected) and **Annual Frequency**.
- Election Entry** section with an **Entered** field showing '0 of 1' and a **Show Plans** button.
- Validate/Finalize** section with an **Errors** field showing '0' and a **Show Errors** button. There is also a checkbox for **Finalize/Apply Defaults**.
- Confirmation Statement** section with a **Run Date** field.
- Reprocess** section with a **Process Indicator** dropdown set to 'N' and a search icon. Below it, it says '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
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> 

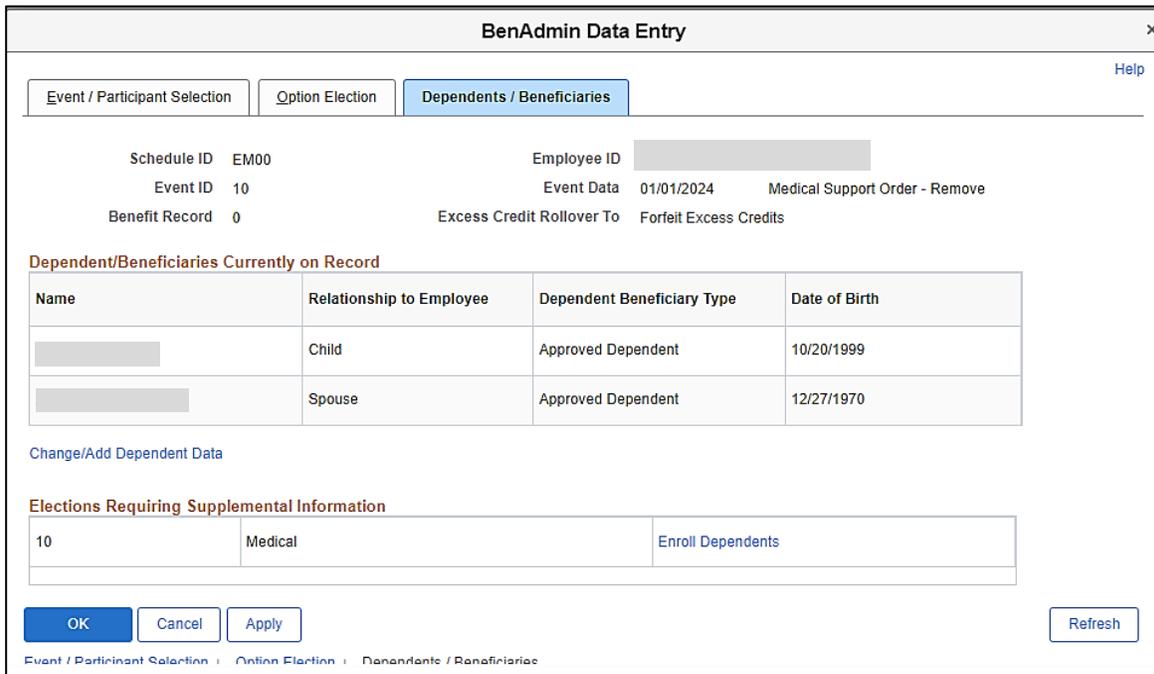
The **Election Entry** page displays in a pop-up window with the **Option Election** tab displayed by default.



BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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

The **Dependent / Beneficiaries** page 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

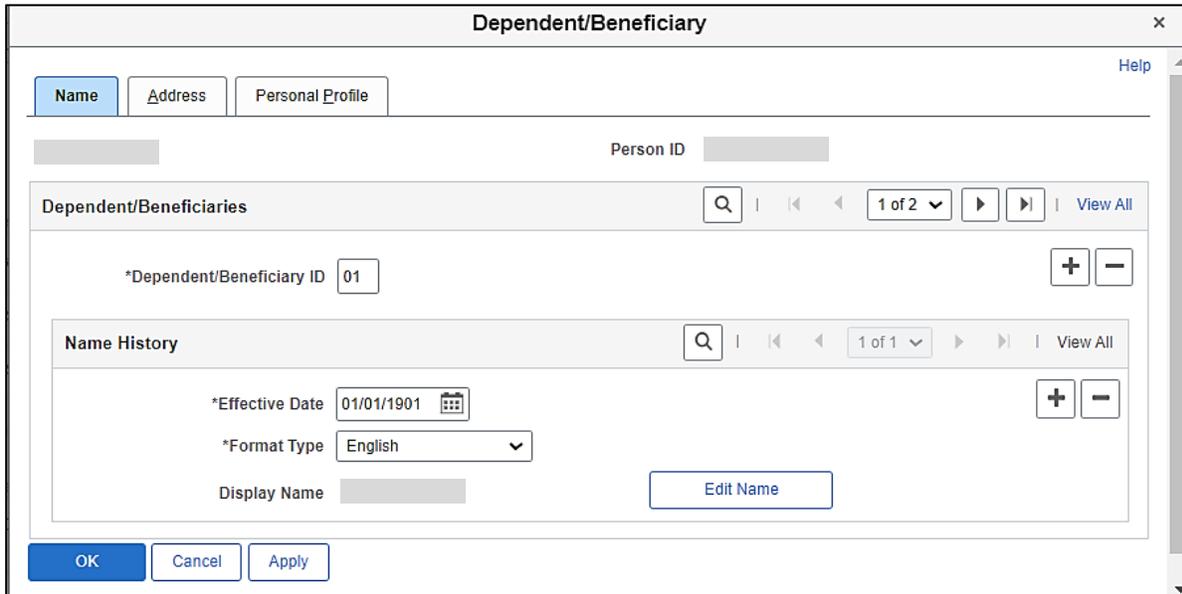
Event / Participant Selection | Option Election | **Dependents / Beneficiaries**

15.	<p>Review the Dependent/Beneficiaries Currently on Record section and verify that the child dependent(s) on the NMSN is displayed.</p> 
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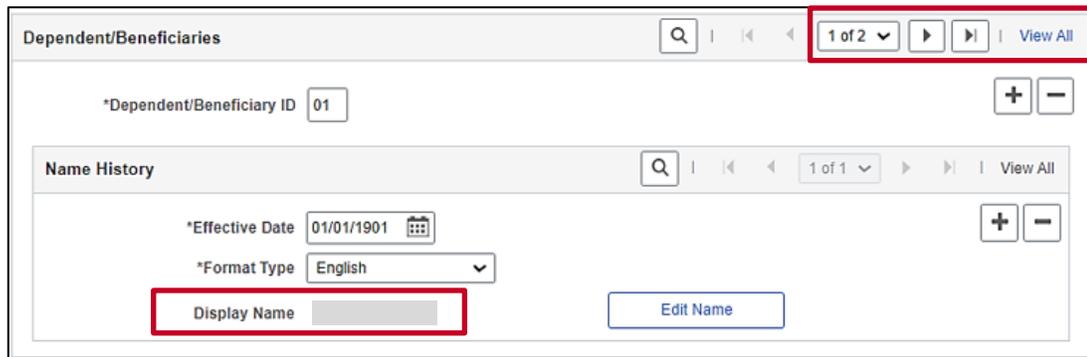
16.	<p>Click the Change/Add Dependent Data link.</p> 
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Step	Action
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The **Dependent/Beneficiary** page displays in a pop-up window with the **Name** tab displayed by default.



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** page displays.

Dependent/Beneficiary x

Name

Address

Personal Profile

Help

Person ID

Personal Profile
Q | < > 1 of 2 > > | View All

Dependent/Beneficiary ID 01 + -

*Date of Birth 📅

Birth Country Q

Date of Death 📅

Medicare Entitled Date 📅

Birth Location

Birth State Q

Riders/Orders exist

Riders/Orders

Personal History
Q | < > 1 of 1 > > | View All

*Effective Date 📅 + -

*Relationship to Employee v

*Dependent Beneficiary Type v

*Gender v

*Marital Status v

Student

Disabled

Smoker

As of 📅

As of 📅

As of 📅

As of 📅

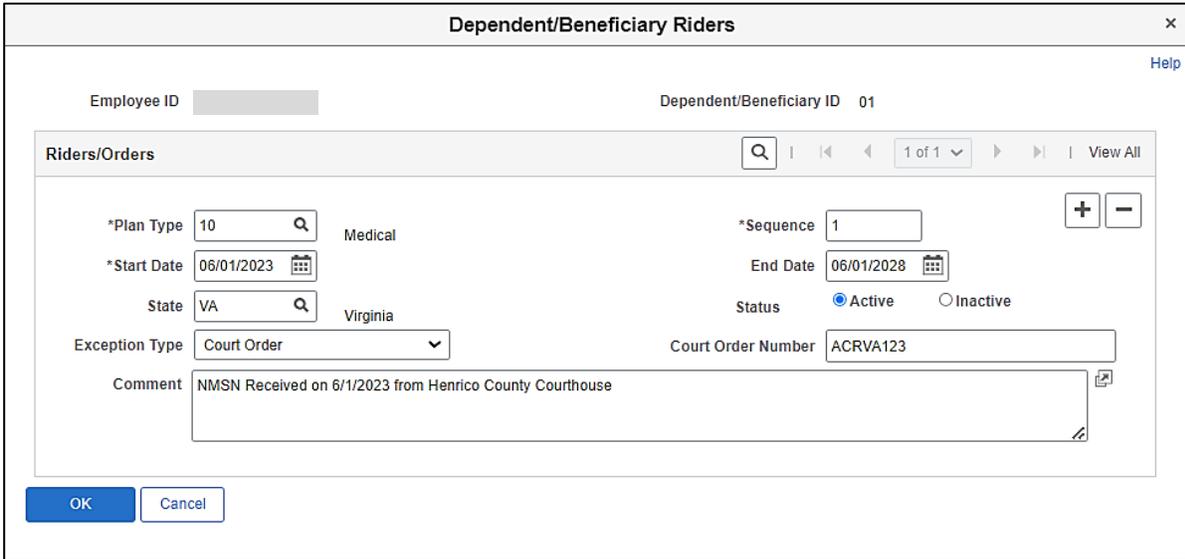
Occupation

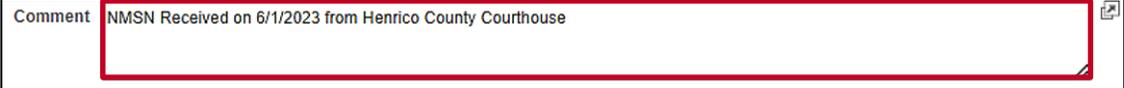
19. Verify that the correct child dependent is displayed and then click the **Riders/Orders** link.

Riders/Orders

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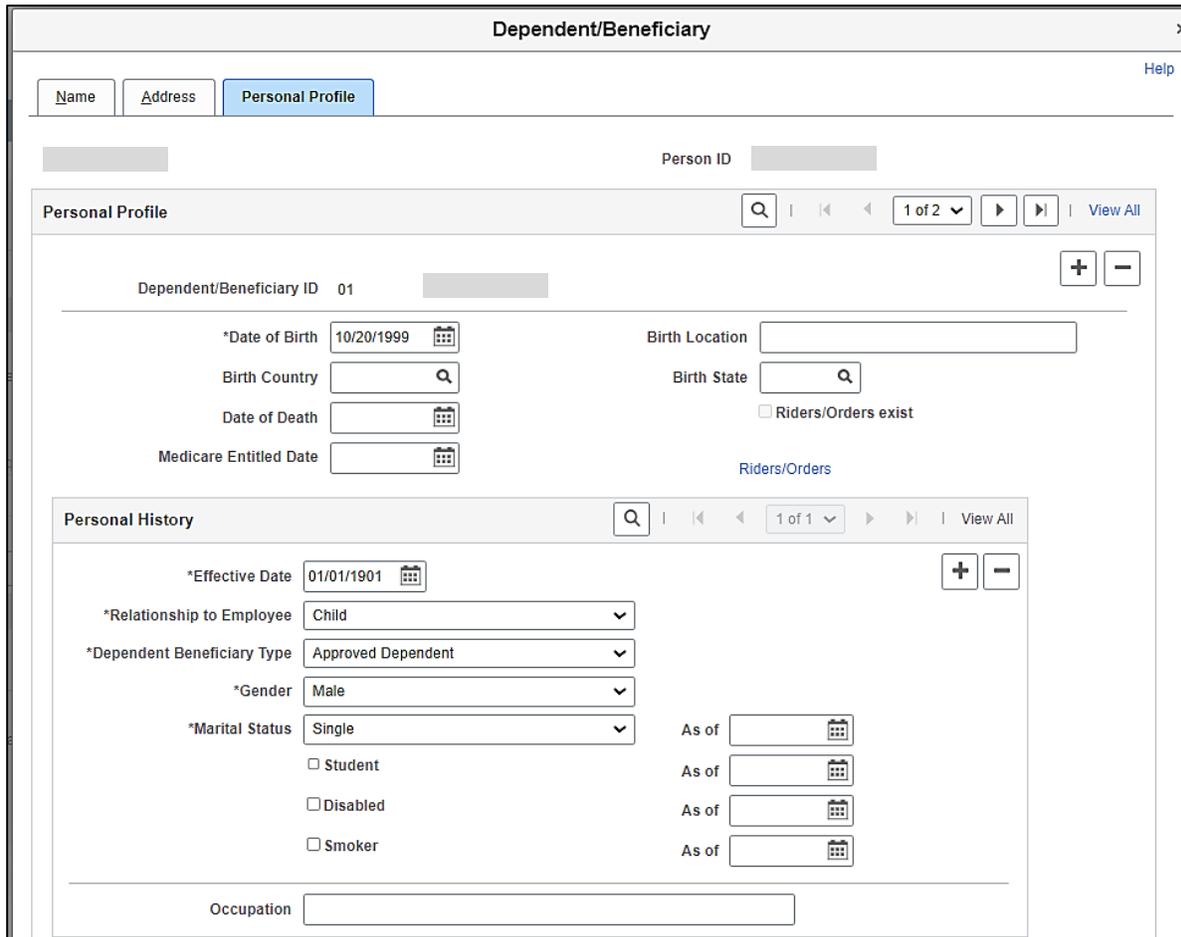
The **Dependent/Beneficiary Riders** page displays in a pop-up window.

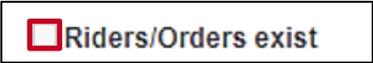
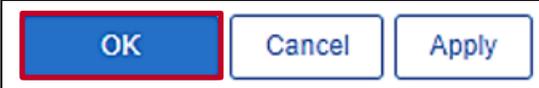


20.	Click the End Date Calendar icon and select the date of the NMSN Release ("12/10/2023" in this scenario). 
21.	Select the Inactive radio button option. 
22.	Enter applicable comments pertaining to the NMSN in the Comment field. Do not overwrite the previous comments. 
23.	Click the OK button once complete. 

Step	Action
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The **Personal Profile** page redisplay.



24.	Verify that the Riders/Order exist checkbox option is not selected (read-only). 
25.	Scroll down to the bottom of the page and click the OK button. 

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
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The **Dependents / Beneficiaries** page redisplay.

BenAdmin Data Entry x

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

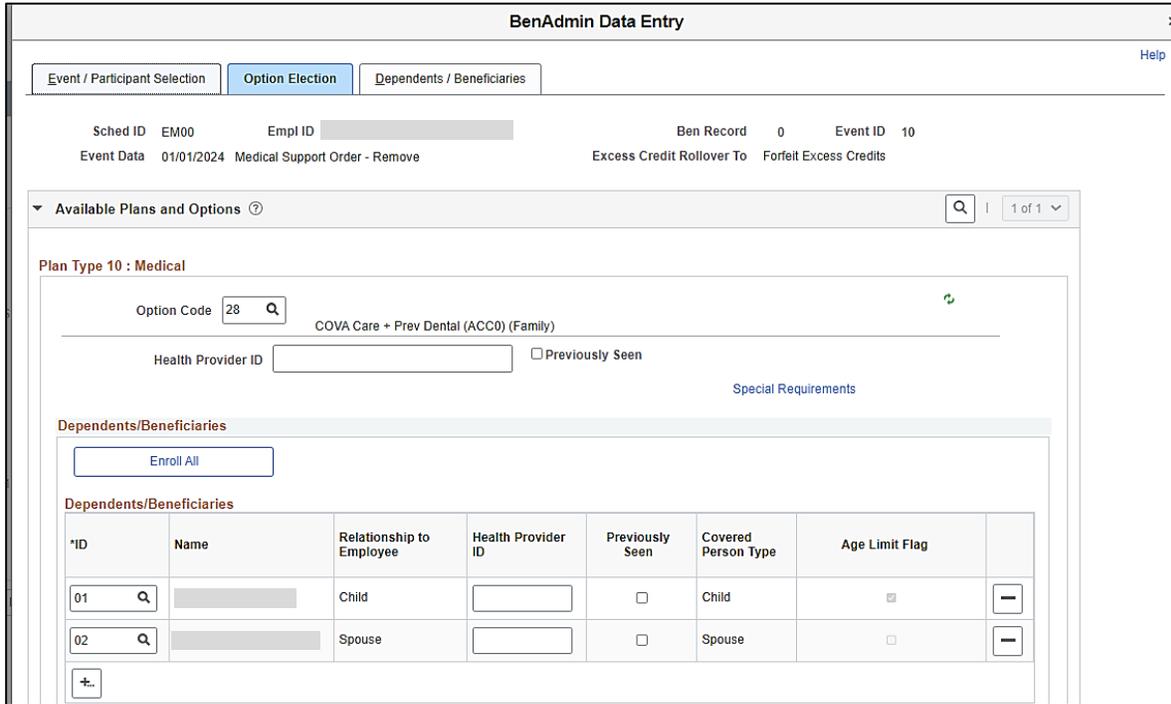
Option Election

Dependents / Beneficiaries

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

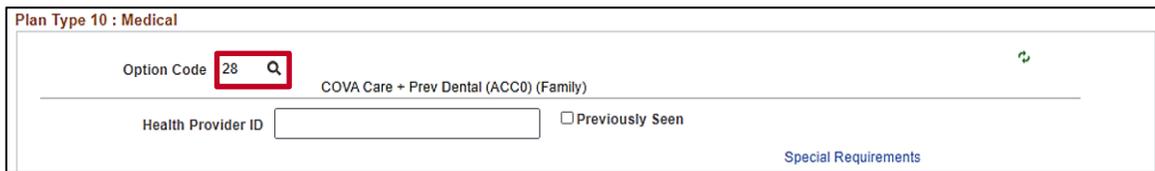
Step	Action
------	--------

The **Option Election** page 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 are fields for 'Health Provider ID' and a 'Previously Seen' checkbox. A 'Dependents/Beneficiaries' table is also visible, listing two dependents: a child and a spouse.

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 screenshot 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**.

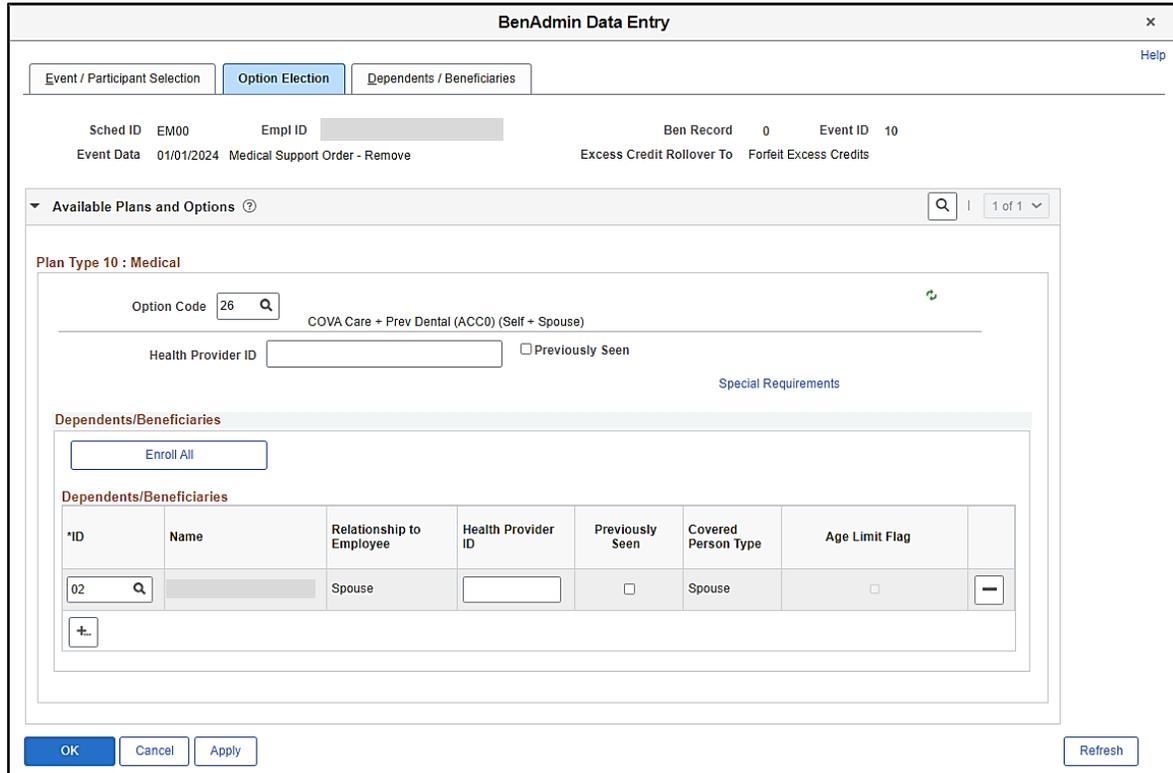
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action																																
28.	<p>If the child dependent is being removed from coverage, click the corresponding Delete Row icon (-).</p> <div data-bbox="305 453 1370 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 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 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 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="211 890 1390 1079" 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="604 978 802 1041" style="border: 2px solid red; padding: 5px 15px;">OK</div> <div data-bbox="808 978 997 1041" style="padding: 5px 15px;">Cancel</div> </div> </div>																																	
29.	<p>Click the OK button.</p> <div data-bbox="305 1167 850 1272" style="border: 1px solid gray; padding: 5px; text-align: center;"> <div style="display: flex; justify-content: center; gap: 20px;"> <div data-bbox="311 1180 571 1264" style="border: 2px solid red; padding: 5px 15px;">OK</div> <div data-bbox="581 1180 844 1264" style="padding: 5px 15px;">Cancel</div> </div> </div>																																

BN361 National Medical Support Notice (NMSN) and QMCSSO Administration

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



The screenshot shows the 'BenAdmin Data Entry' application window. The 'Option Election' tab is active. At the top, there are fields for 'Sched ID' (EM00), 'Empl ID' (redacted), 'Ben Record' (0), and 'Event ID' (10). Below this, there are fields for 'Event Data' (01/01/2024) and 'Medical Support Order - Remove'. The main section is titled 'Available Plans and Options' and shows 'Plan Type 10 : Medical'. Under this, there is a search field for 'Option Code' with '26' entered, and a description 'COVA Care + Prev Dental (ACC0) (Self + Spouse)'. There is also a 'Health Provider ID' field and a 'Previously Seen' checkbox. Below this is the 'Dependents/Beneficiaries' section, which 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. The table contains one row with *ID '02', Name (redacted), Relationship 'Spouse', Health Provider ID (redacted), 'Previously Seen' checkbox, 'Covered Person Type' 'Spouse', and 'Age Limit Flag' checkbox. At the bottom of the form are buttons for 'OK', 'Cancel', 'Apply', and '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.

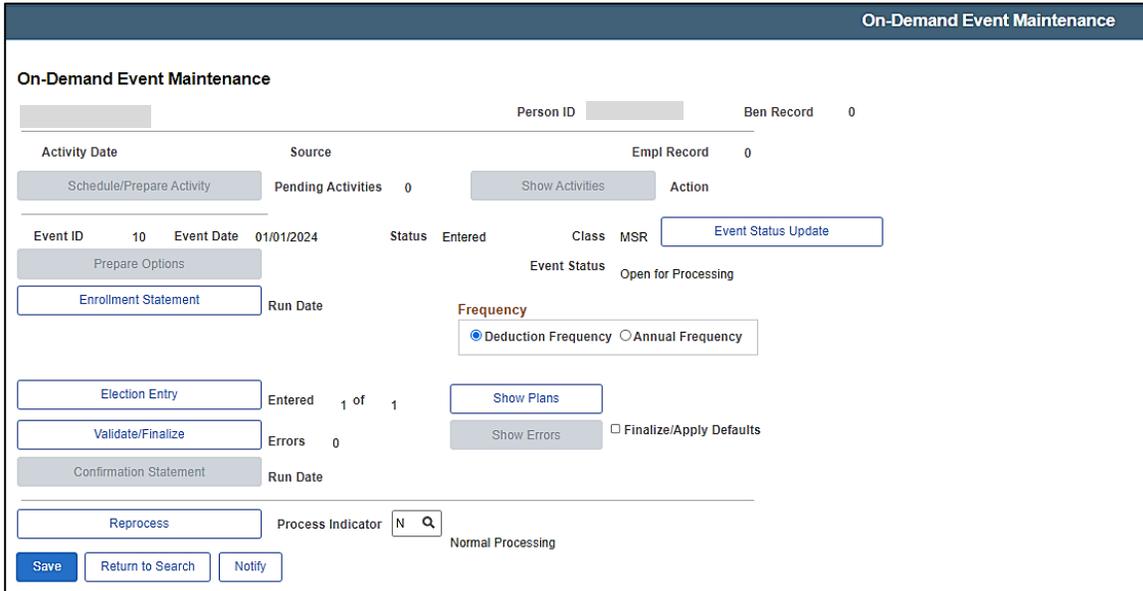


The image shows three buttons: 'OK' (highlighted with a red border), 'Cancel', and 'Apply'.

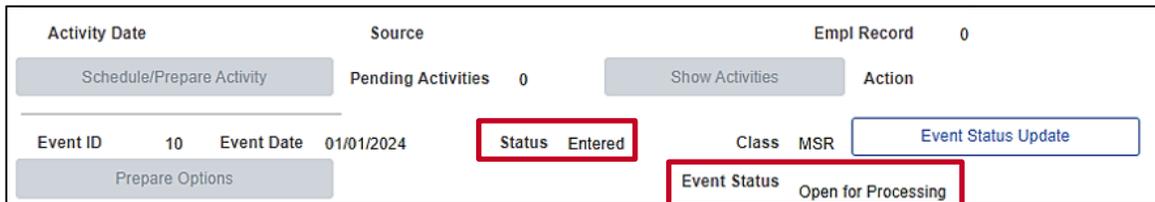
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
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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

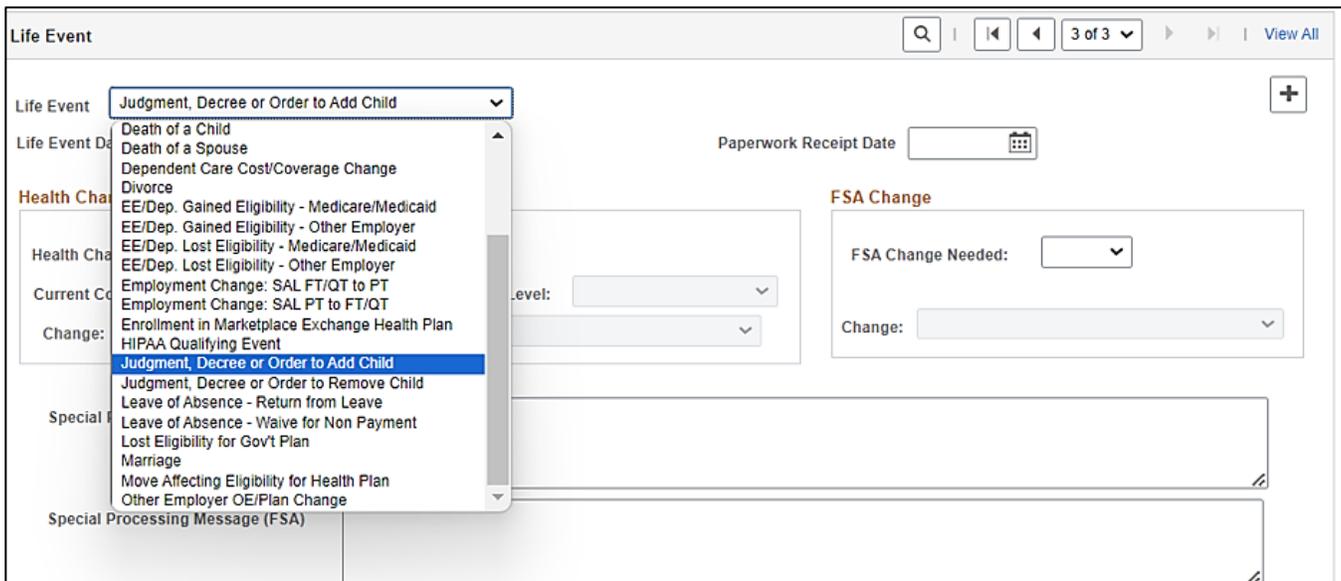
**BN361 National Medical Support Notice (NMSN) and
QMCSO Administration**

Step	Action
33.	<p>Click the Save button. This process is now complete.</p> 

BN361 National Medical Support Notice (NMSN) and QMCSO Administration
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 software interface for entering a life event. A dropdown menu is open, listing various life events. The event "Judgment, Decree or Order to Add Child" is highlighted in blue. Other visible options include "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 Remove Child", "Leave of Absence - Return from Leave", "Leave of Absence - Waive for Non Payment", "Lost Eligibility for Gov't Plan", "Marriage", "Move Affecting Eligibility for Health Plan", "Other Employer OE/Plan Change", and "Special Processing Message (FSA)".

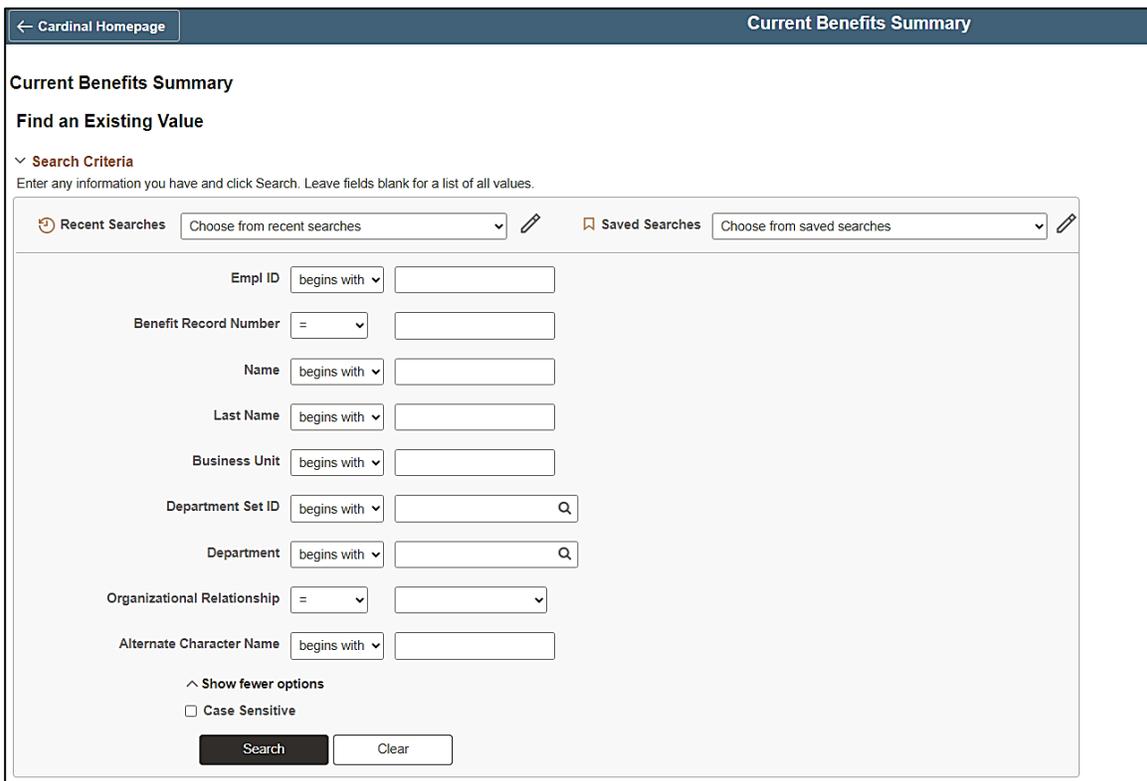
Refer to the [Viewing the Employee’s Benefit Information](#) section of this Job Aid to validate accuracy. Refer to the [Viewing/Printing a Confirmation Statement](#) if you need to print the Confirmation Statement for the employee or the NMSN Issuing Entity.

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. 



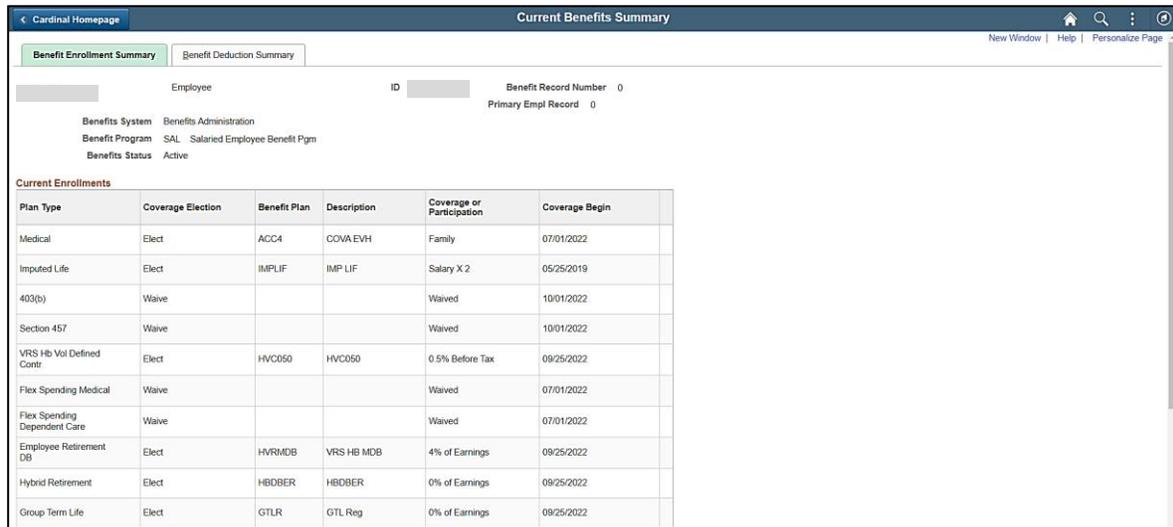
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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.



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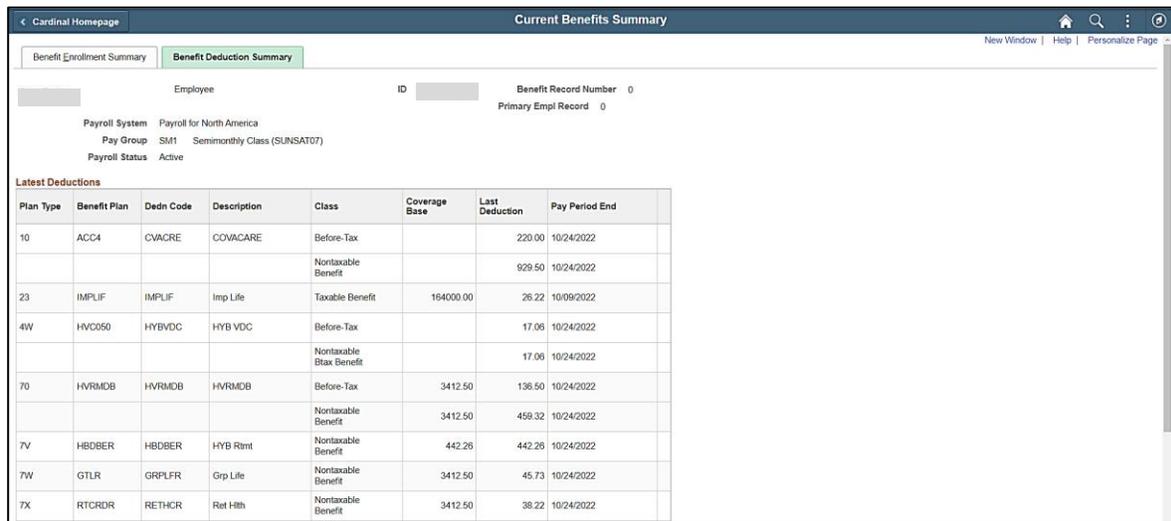
Current Enrollments

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 QMCSSO 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** page displays.



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> <p style="border: 2px solid red; padding: 2px;">Pay Group SM1 Semimonthly Class (SUNSAT07)</p> <p>Payroll Status Active</p> <p>Latest Deductions</p> <table border="1" data-bbox="316 590 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.

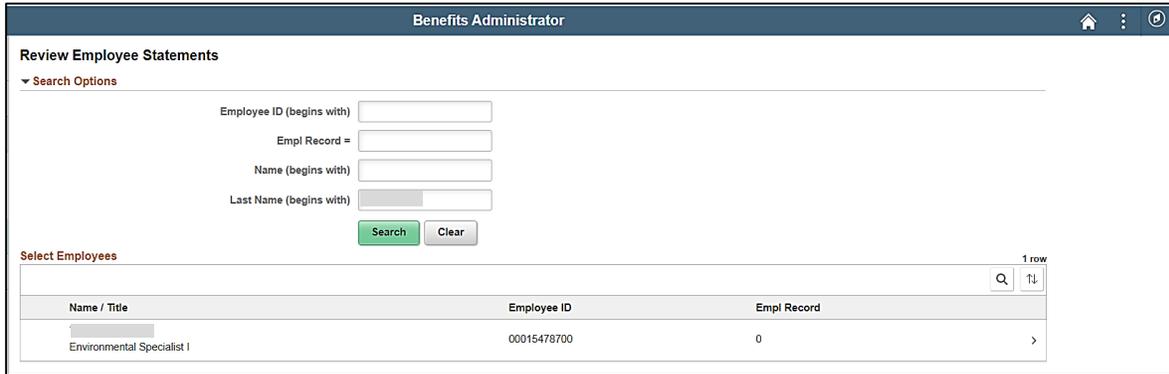


2.	Enter the employee's Employee ID in the Employee ID field. Note: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known. <div data-bbox="305 1220 808 1276" style="border: 1px solid black; padding: 2px;">Employee ID (begins with) <input style="border: 2px solid red;" type="text"/></div>
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3.	Click the Search button. <div data-bbox="305 1362 646 1446" style="border: 1px solid black; padding: 2px;"> <input style="border: 2px solid red; background-color: #c8e6c9;" type="button" value="Search"/> <input type="button" value="Clear"/> </div>
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Step	Action
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The search results display 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

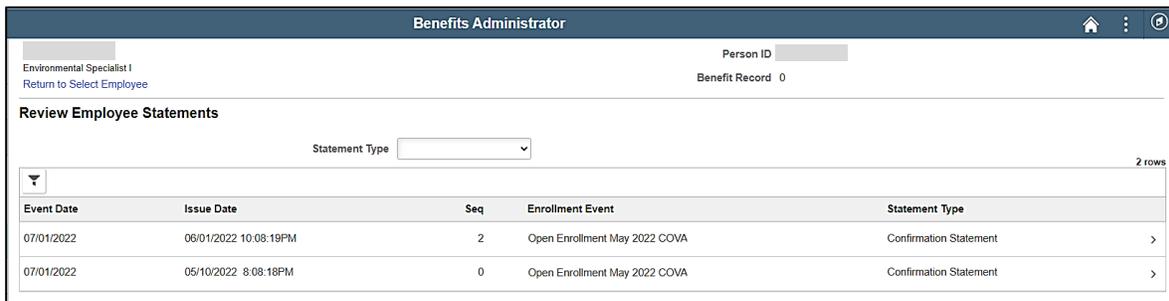
4. Click anywhere in the corresponding row for the employee within the **Select Employees** section.



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

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Step	Action
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The **Review Employee Statements** page refreshes.



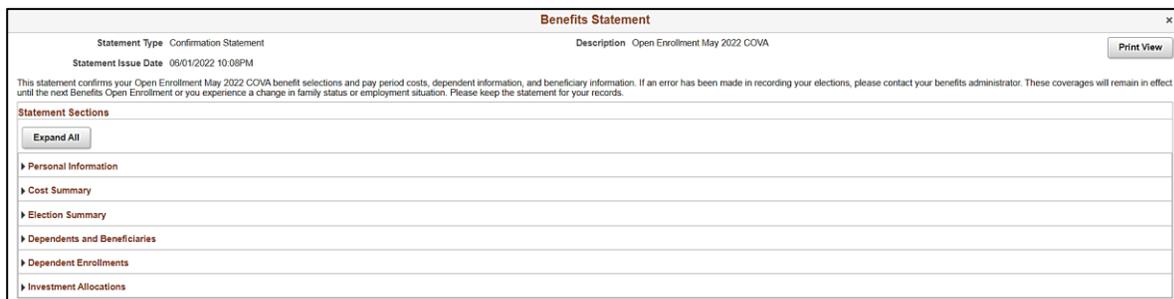
6.

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.

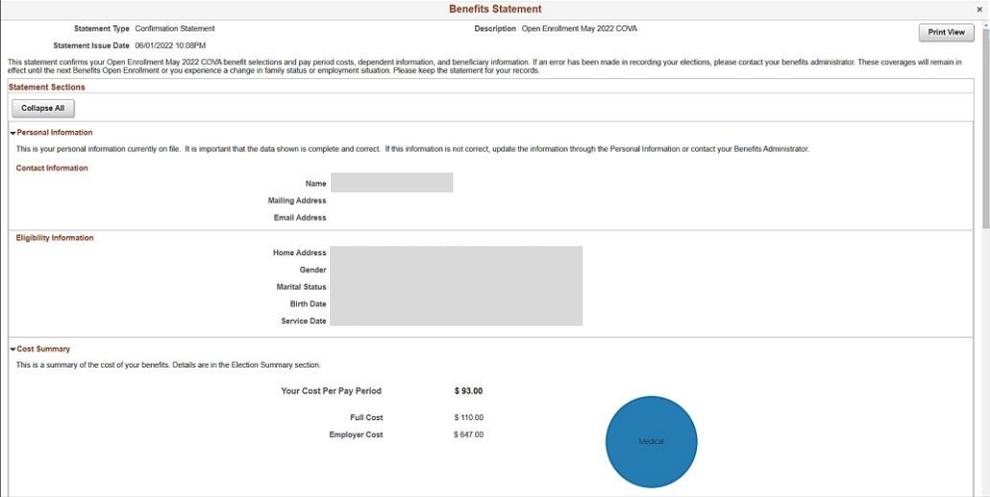


7.

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



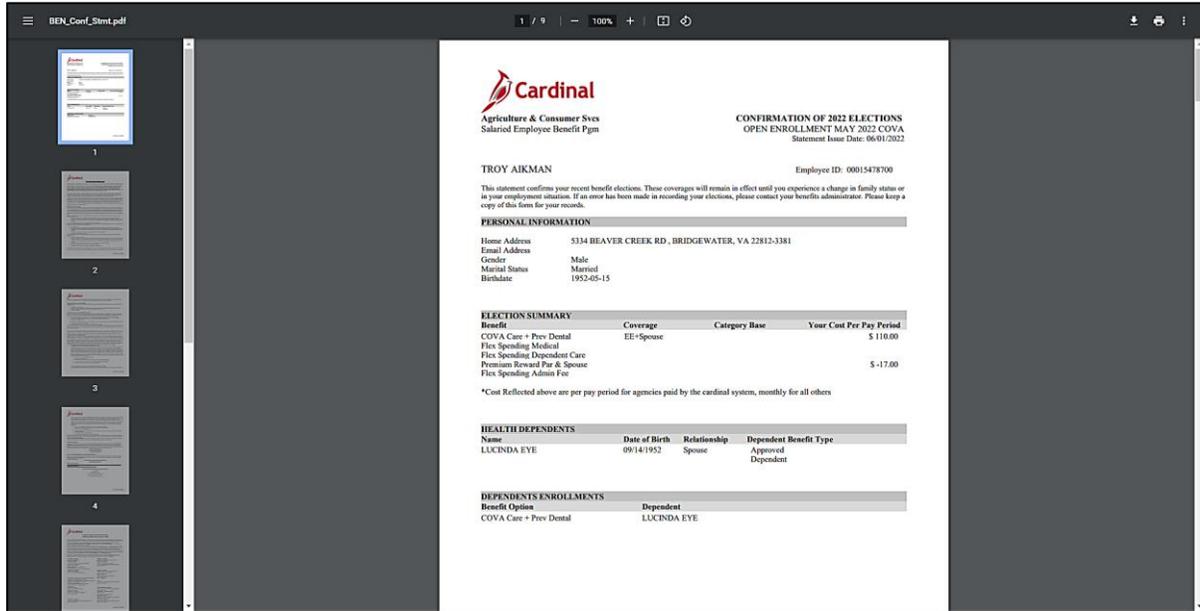
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Step	Action
	<p>The Benefits Statements page refreshes with the sections expanded.</p> 
8.	Review the information as needed. Use the vertical scrollbar to scroll down and view all of the information.
9.	Click the Print View button. 

BN361 National Medical Support Notice (NMSN) and QMCSCO 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.

