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

When a National Medical Support Notice (NMSN) is received by an Agency, it is the responsibility of the Agency Benefits 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 the 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

Note: The same instructions apply when creating and processing a Qualified Medical Child Support Order. However, it is not required that the Rider information be completed.

This Job Aid also contains sections that provide the step-by-step instructions utilized by the BA to complete the following after the DSS/National Medical Support Order Event or Qualified Medical Child 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 there may be a **Notify** button at the bottom of various pages utilized while completing the process within this Job Aid. This "Notify" functionality is not currently turned on to send email notifications to specific users within Cardinal.



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Revision History

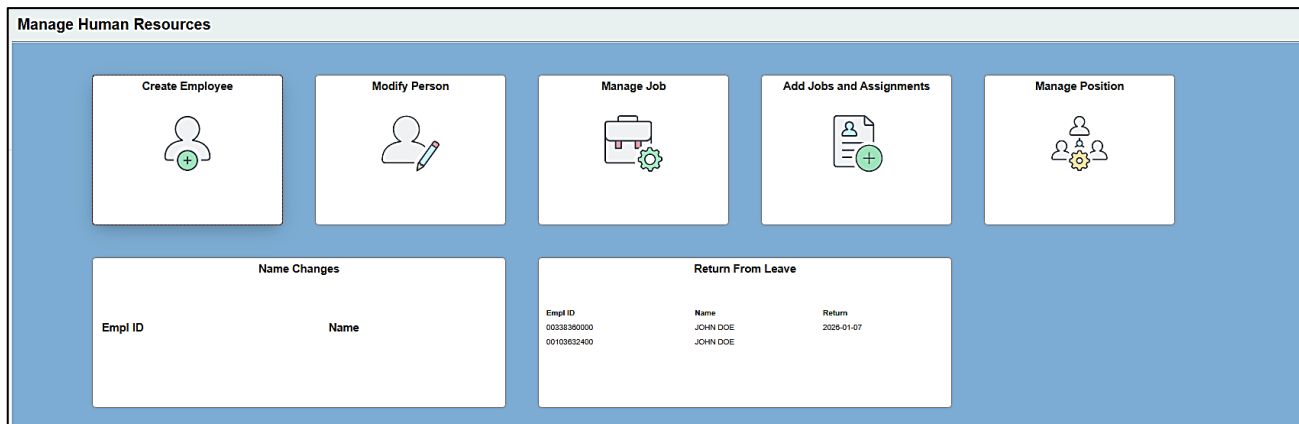
Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
3/1/2025	Updated the screenshots of the Search pages. Added reference information to the Overview of the Cardinal HCM Search Pages Job Aid.

Validating the NMSN and Employee for Validity

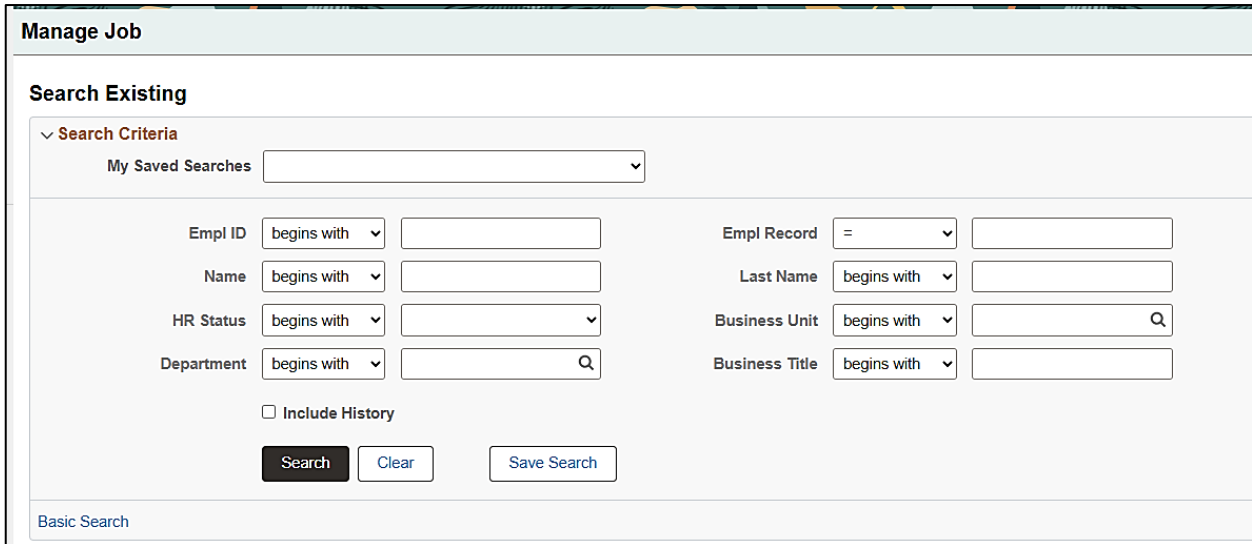
The NMSN is sent by the court to the Agency outside of Cardinal. Prior to processing a DSS/National Medical Support Order event, the Benefits Administrator (BA) must first review the NMSN to determine if it meets the necessary legal requirements and validate that the employee is still employed by the 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 8/5/2026. The BA must verify that the employee is still employed by the Agency and being paid.

Step	Action
1.	Navigate to the Job Actions Summary page by clicking the Manage Human Resources tile on the Cardinal HCM Homepage. 
The Manage Human Resources page displays. 	

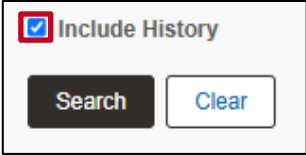
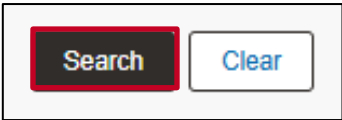
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
2.	Click the Manage Job tile. 
The Manage Job Search Existing 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.
3.	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. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID. 



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Step	Action
4.	Click the Include History checkbox option. 
5.	Click the Search button. 

The **Job Actions Summary** page displays.

Job Actions Summary																						
JOHN DOE 10 Health Compliance Officer Sr 18100 DEPT OF LABOR AND INDUSTRY Active																						
Create Job Action Update/Display Include History																						
Job Actions Summary																						
Effective Date / Sequence	HR / Payroll Status / Job Indicator	Action / Reason	Last Updated By / Date	Status	Job Code	Position	Reports To	Regulatory Region	Business Unit	Department	Location	Establishment ID	Company	Pay Group	Pay Group	Tax Location Code	Employee Classification	Employee Type	Standard Hours	FTE	Full/Part Time	Salary Grade
06/10/2025 0	Active Primary Job	Pay Rate Change FY26 Statewide Increase	AA_CARDINAL_BATCH_HR 06/07/2025	Completed	69034	DLI00450 Compliance/Safety Officer IV		USA United States	18100 Dept of Labor and Industry	18100 DEPT OF LABOR AND INDUSTRY		DOLI Dept of Labor and Industry	DLI Dept of Labor and Industry	SM1 Semi-monthly Class (SATFR107)	SM1 Semi-monthly Class (SATFR107)		CLS Classified Salary	S Salaried	40.00	1.000000	Full-Time	SV 5
06/10/2024 0	Active Primary Job	Pay Rate Change FY25 Statewide Increase	AA_CARDINAL_BATCH_HR 06/08/2024	Completed	69034	DLI00450 Compliance/Safety Officer IV		USA United States	18100 Dept of Labor and Industry	18100 DEPT OF LABOR AND INDUSTRY		DOLI Dept of Labor and Industry	DLI Dept of Labor and Industry	SM1 Semi-monthly Class (SATFR107)	SM1 Semi-monthly Class (SATFR107)		CLS Classified Salary	S Salaried	40.00	1.000000	Full-Time	SV 5
12/10/2023 0	Active Primary Job	Pay Rate Change FY24 Dec Statewide Increase	AA_CARDINAL_BATCH_HR 12/09/2023	Completed	69034	DLI00450 Compliance/Safety Officer IV		USA United States	18100 Dept of Labor and Industry	18100 DEPT OF LABOR AND INDUSTRY		DOLI Dept of Labor and Industry	DLI Dept of Labor and Industry	SM1 Semi-monthly Class (SATFR107)	SM1 Semi-monthly Class (SATFR107)		CLS Classified Salary	S Salaried	40.00	1.000000	Full-Time	SV 5
06/10/2023 0	Active Primary Job	Pay Rate Change FY24 Statewide Increase	AA_CARDINAL_BATCH_HR 06/10/2023	Completed	69034	DLI00450 Compliance/Safety Officer IV		USA United States	18100 Dept of Labor and Industry	18100 DEPT OF LABOR AND INDUSTRY		DOLI Dept of Labor and Industry	DLI Dept of Labor and Industry	SM1 Semi-monthly Class (SATFR107)	SM1 Semi-monthly Class (SATFR107)		CLS Classified Salary	S Salaried	40.00	1.000000	Full-Time	SV 5
09/24/2022 0	Active Primary Job	Data Change Conversion	V_CONV_LOAD 09/24/2022	Completed	69034	DLI00450 Compliance/Safety Officer IV		USA United States	18100 Dept of Labor and Industry	18100 DEPT OF LABOR AND INDUSTRY		DOLI Dept of Labor and Industry	DLI Dept of Labor and Industry	SM1 Semi-monthly Class (SATFR107)	SM1 Semi-monthly Class (SATFR107)		CLS Classified Salary	S Salaried	40.00	1.000000	Full-Time	SV 5

**BN361 National Medical Support Notice (NMSN) and
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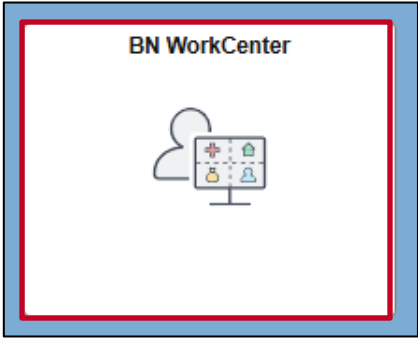
Step	Action																
6.	Review the HR Status and the Payroll Status fields on the highest row of Job Data to ensure that they both display a status of “Active”. Job Actions Summary <table><thead><tr><th>Effective Date / Sequence</th><th>HR / Payroll Status / Job Indicator</th><th>Action / Reason</th><th>Last</th></tr></thead><tbody><tr><td>06/10/2025</td><td>Active</td><td>Pay Rate Change</td><td>AA</td></tr><tr><td>0</td><td>Active</td><td>FY26 Statewide Increase</td><td>06/</td></tr><tr><td></td><td>Primary Job</td><td></td><td></td></tr></tbody></table>	Effective Date / Sequence	HR / Payroll Status / Job Indicator	Action / Reason	Last	06/10/2025	Active	Pay Rate Change	AA	0	Active	FY26 Statewide Increase	06/		Primary Job		
Effective Date / Sequence	HR / Payroll Status / Job Indicator	Action / Reason	Last														
06/10/2025	Active	Pay Rate Change	AA														
0	Active	FY26 Statewide Increase	06/														
	Primary Job																
	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.																
7.	Once validated, notify the employee of the NMSN in accordance with established Agency business practices.																

**BN361 National Medical Support Notice (NMSN) and
QMCSO Administration**
**Processing a DSS/National Medical Support Order to Enroll Event (Dependent(s)
already in Cardinal)**

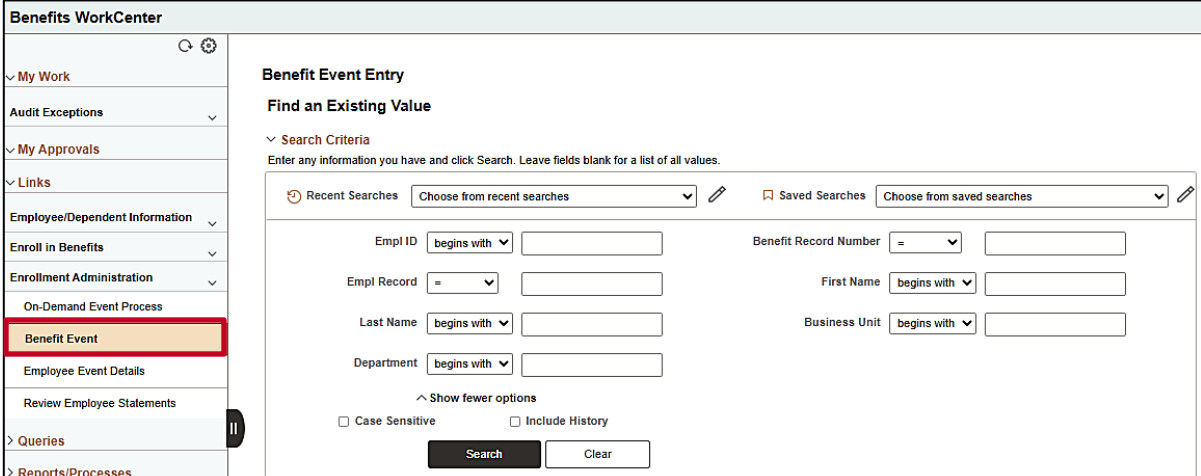
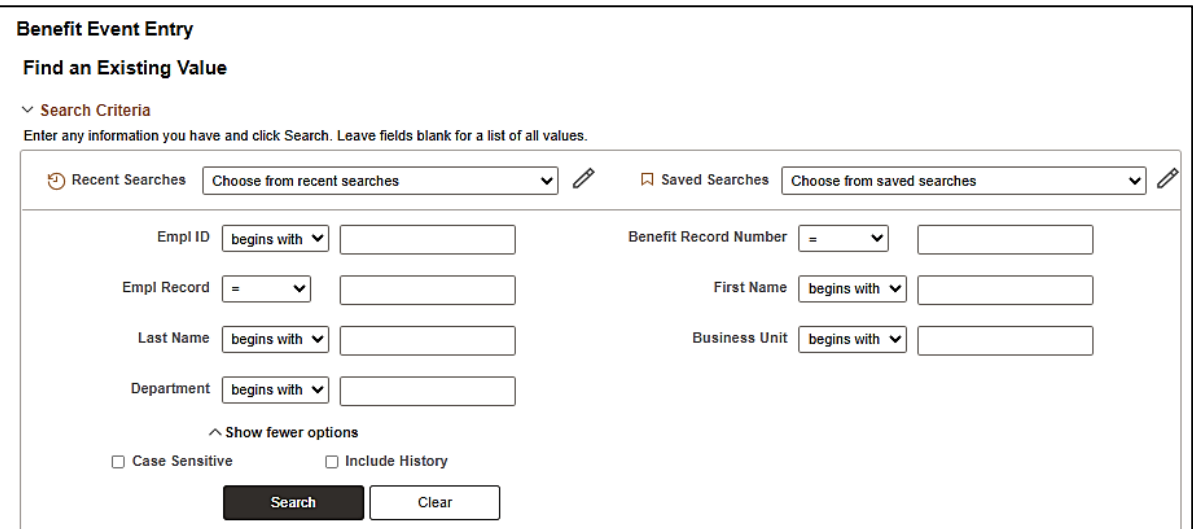
This section of the Job Aid should be referenced when creating and processing a DSS/National Medical Support Order to Enroll event when the dependent(s) requiring coverage per the NMSN are already in Cardinal. The steps included in this section of the Job Aid are based on the following example scenario:

Scenario: A NMSN was received for an employee on 8/5/2026 from a Virginia Court. The effective date of the NMSN is 8/5/2026. The NMSN has already been validated and the BA has 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 (9/26/2034). The employee is currently enrolled in an “Employee + Child” plan and the named dependent is currently covered. The BA needs 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.

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 Cardinal.

Step	Action
1.	Navigate to the Benefit Event page by clicking the BN WorkCenter tile. 
	For more information pertaining to WorkCenters, see the Job Aid titled Overview of the Cardinal HCM WorkCenters located on the Cardinal website in Job Aids under Learning .

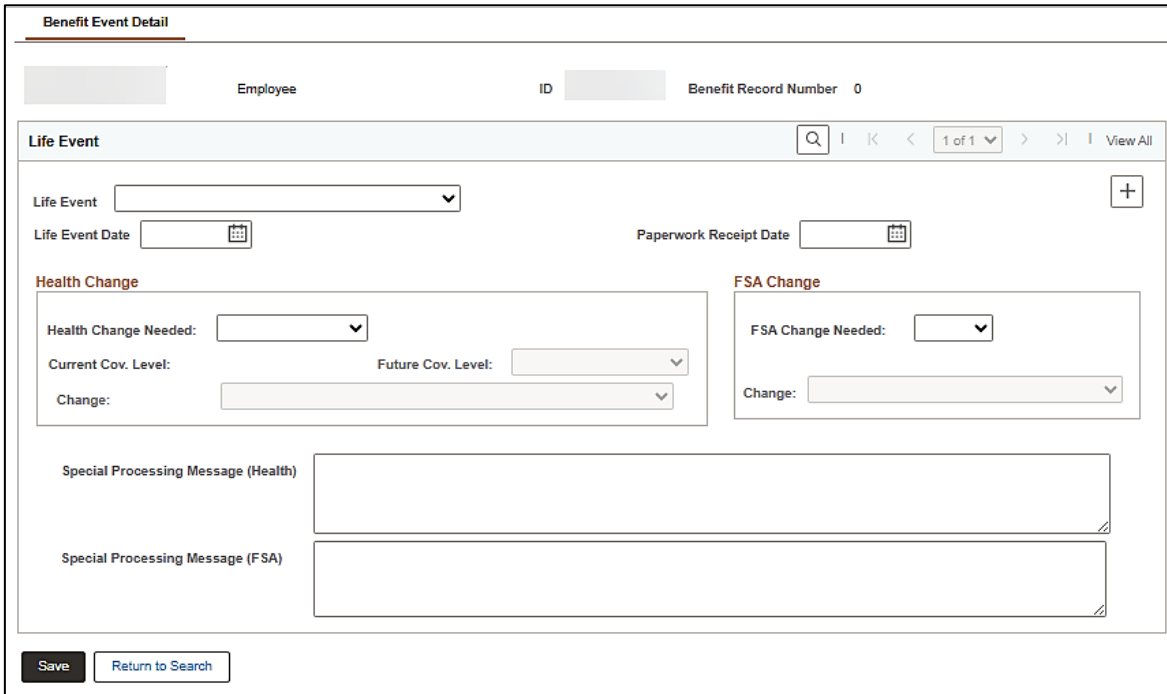
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
2.	Use the following navigation path in the WorkCenter: Links > Enrollment Administration > Benefit Event Note: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 
	Users can also 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. 	
	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.

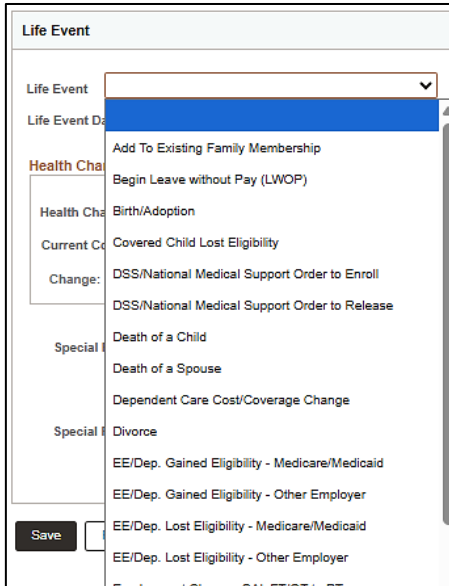
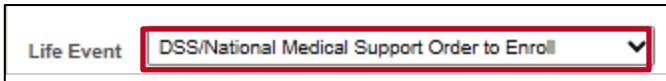


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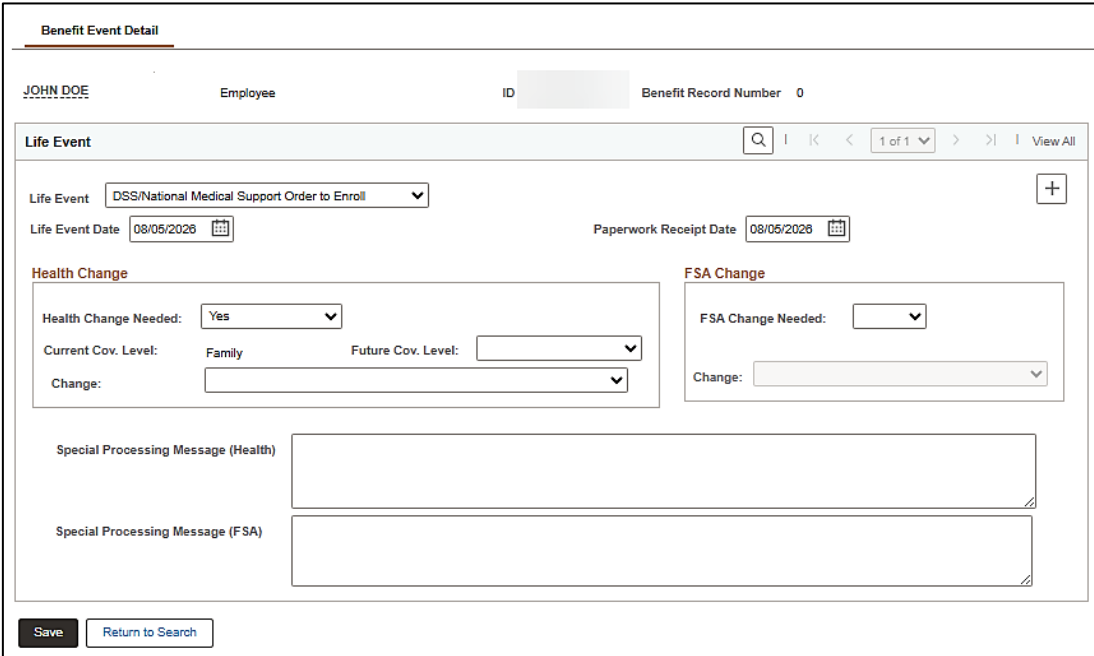
Step	Action
3.	Enter the employee's Employee ID in the Empl ID field. Note: Users can also search for the applicable employee using the various available fields if the Employee ID is not known. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID. 
4.	Click the Search button. 
The Benefit Event Detail page displays for the selected employee. 	
5.	Click the Life Event dropdown button. 

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Step	Action
	The Life Event menu displays. 
6.	Select the “DSS/National Medical Support Order to Enroll” list item. 
7.	Click the Life Event Date Calendar icon and select the applicable date. Note: This is the date of the NMSN (“08/05/2026” in this scenario). 
8.	Click the Paperwork Receipt Date Calendar icon and select the applicable date. Note: This is the date that the NMSN was received (“08/05/2026” in this scenario). 
9.	Click the Health Change Needed dropdown button and select “Yes”. 
	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.



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Step	Action
	The Benefit Event Detail page refreshes. Note: The Current Cov. Level field auto-populates with the employee's current Health Plan enrollment coverage level. 
10.	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.
11.	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
12.	Complete the fields within the FSA Change section only if 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. Otherwise, leave blank. FSA Change FSA Change Needed: Change:
13.	Click the Save button. Save Return to Search

The **Benefit Event Detail** page refreshes.

Benefit Event Detail

JOHN DOEEmployeeIDBenefit Record Number 0

Life Event

Life EventDSS/National Medical Support Order to Enroll

Life Event Date08/05/2028

Paperwork Receipt Date08/05/2028

Health Change

Health Change Needed:Yes

Current Cov. Level:FamilyFuture Cov. Level:Family

Change:Change an employee's plan and/or add court ordered dependent.

FSA Change

FSA Change Needed:No

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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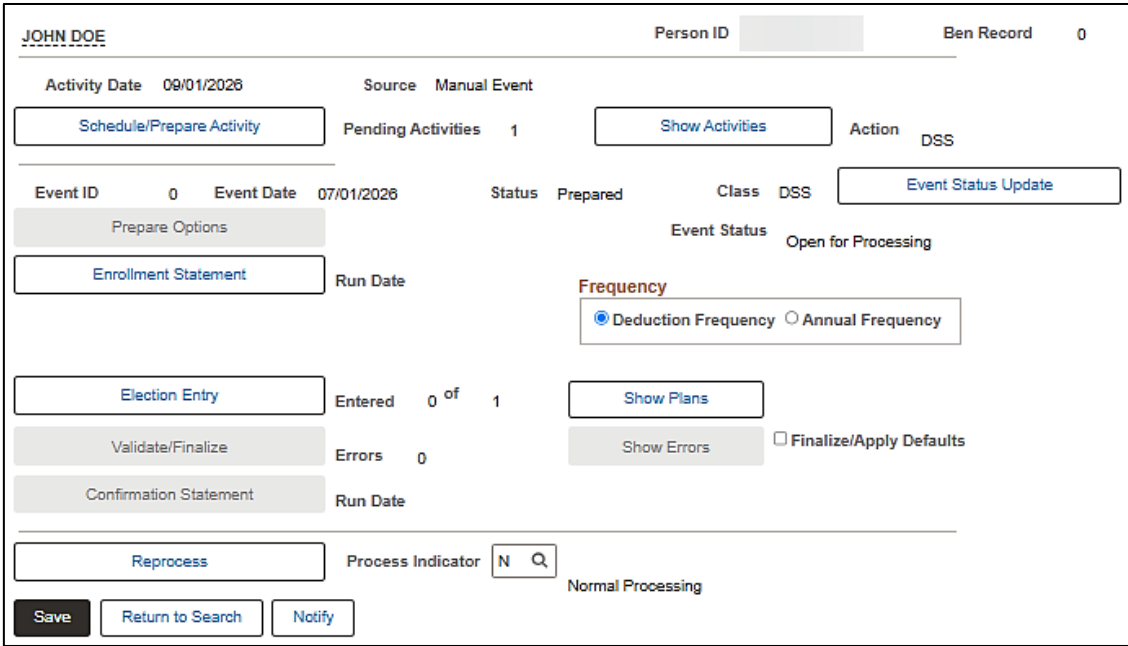
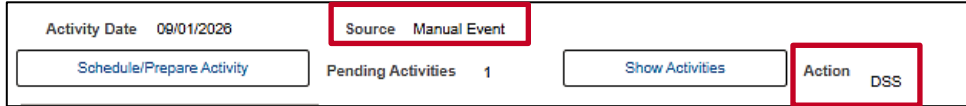
Step	Action
14.	After saving, review the messages in the Special Processing Message (Health) and Special Process Message (FSA) fields. These messages will provide next step instructions. Special Processing Message (Health) A DSS event will be created for you to make this benefit change. NOTE: National 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)
	The manual Benefit Event (DSS/National Medical Support Order to Enroll Event) is now created. 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.
15.	Next, this DSS/National Medical Support Order to Enroll Event must be processed. Use the following navigation path in the WorkCenter: Links > Enrollment Administration > On-Demand Event Process Benefits WorkCenter   > My Work > My Approvals √ Links Employee/Dependent Information ▾ Enroll in Benefits ▾ Enrollment Administration ▾ On-Demand Event Process Benefit Event Employee Event Details Review Employee Statements Other Links ▾ > Queries > Reports/Processes
	Users can also access the On-Demand Event Process page using the following navigation path: NavBar > Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Process



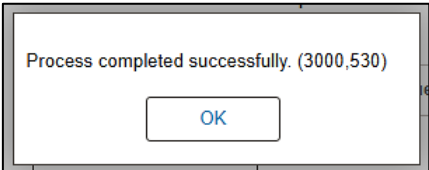
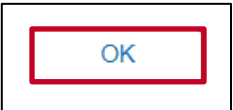
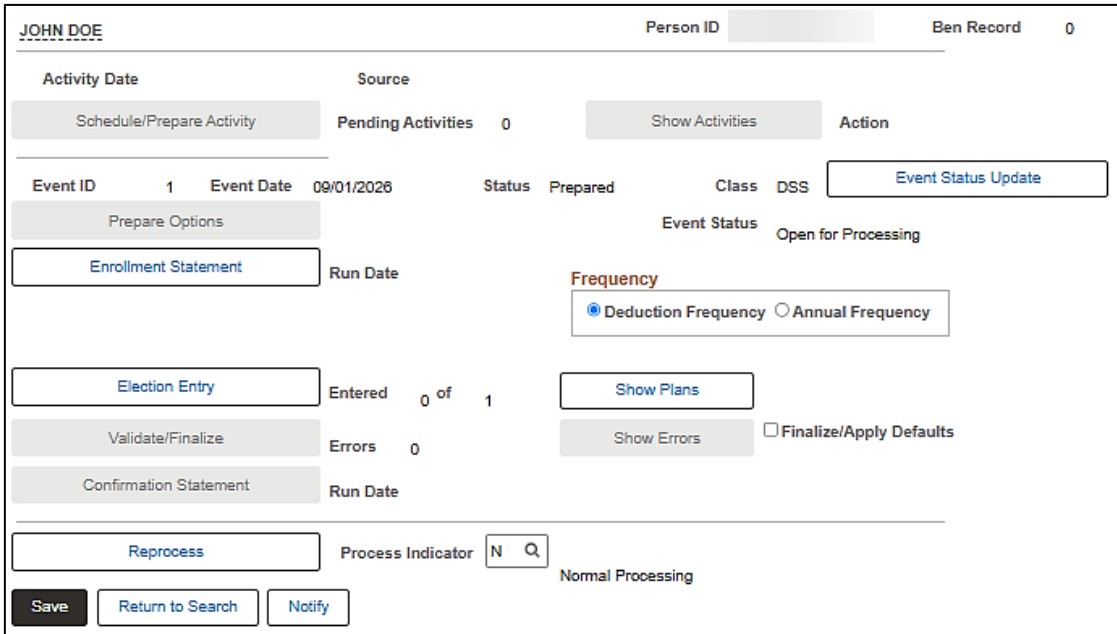
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Step	Action
	The On-Demand Event Maintenance Find an Existing Value Search page displays. On-Demand Event Maintenance Find an Existing Value ▼ Search Criteria Enter any information you have and click Search. Leave fields blank for a list of all values. Recent Searches Choose from recent searches Saved Searches Choose from 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 ^ Show fewer options ☐ Case Sensitive Search Clear
16.	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. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID. Empl ID begins with
17.	Click the Search button. Search Clear

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The On-Demand Event Process page displays for the applicable employee. 
18.	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 09/1/2026, the 1st of the month following the paperwork receipt date. Ensure that this date is accurate. 
	The Source field will be “Manual Event”. The Action field will default to “DSS”. 
19.	Click the Show Activities button only if there is more than one activity. Since there is only one activity in this scenario, proceed to the next step. 

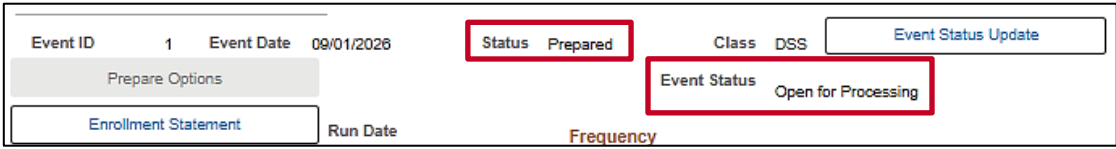
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Step	Action
20.	If the Benefits Administration process has already run since the time the manual event was created, the Pending Activities field will display a "0". In this case, proceed to Step 23. If the Pending Activities field displays a "1", click the Schedule/Prepare Activity button. 
	Clicking the Schedule/Prepare Activity button will launch an automated program that schedules and prepares the activity. This button will be disabled if the Benefits Administration process has already run.
A Confirmation message displays in a pop-up window to acknowledge that the manual Benefits Administration process has been completed successfully. 	
21.	Click the OK button to close the message. 
The On-Demand Event Process page redisplay. 	

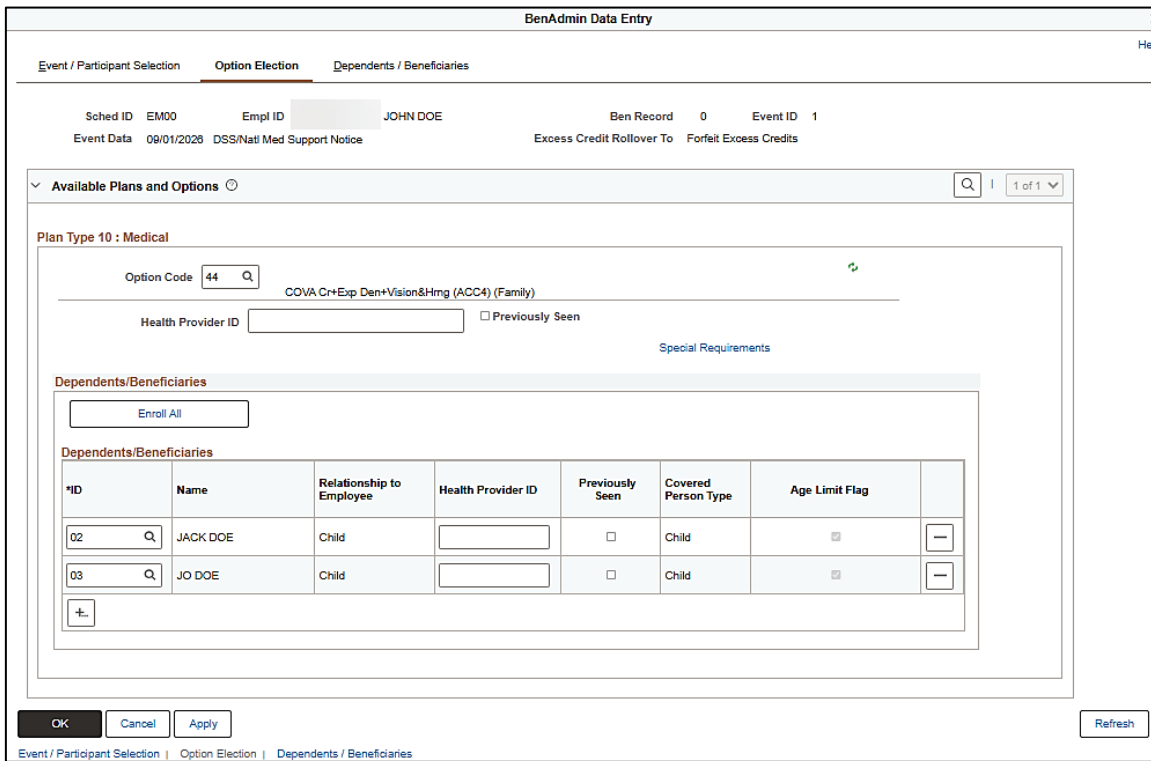


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Step	Action
22.	Confirm that the Status field displays as “Prepared” and the Event Status field displays as “Open for Processing”. 
23.	Click the Election Entry button. 

The **BenAdmin Data 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 JOHN DOE Ben Record 0 Event ID 1
Event Data 09/01/2026 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 44

COVA Cr+Exp Den+Vision&Hmg (ACC4) (Family)

Health Provider ID ☐ Previously Seen

Special Requirements

Dependents/Beneficiaries

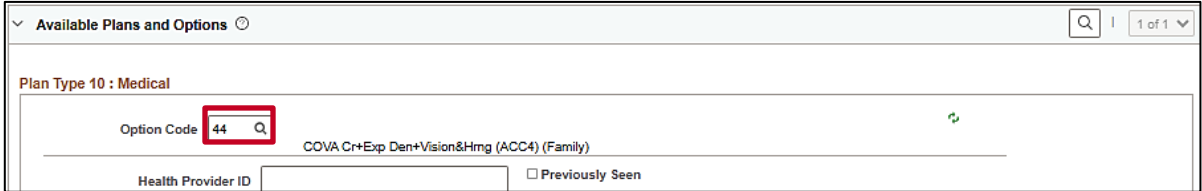
ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag	
02 Q	JACK DOE	Child		☐	Child	☐	-
03 Q	JO DOE	Child		☐	Child	☐	-
+							

Event / Participant Selection | Option Election | Dependents / Beneficiaries



Benefits Job Aid

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Step	Action
24.	First, review the current Health Plan enrollment and coverage code for the employee. If adding the dependent as a NMSN Rider requires an update to the coverage code, click the Option Code Look up icon (magnifying glass) within the Plan Type 10: Medical section and select the applicable coverage code. Scenario: The coverage code is already “Family” and does not to be updated. 
25.	Next, mark the child dependent as an NMSN Rider. Click the Dependents / Beneficiaries tab. 

The **Dependent / Beneficiaries** page displays.

BenAdmin Data Entry

Event / Participant Selection

Option Election

Dependents / Beneficiaries

Schedule ID

EM00

Employee ID

JOHN DOE

Event ID

1

Event Data

09/01/2026

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
JO DOE	Spouse	Approved Dependent	02/23/1974
JACK DOE	Child	Approved Dependent	09/26/2016
JO DOE	Child	Approved Dependent	09/10/2000

Change/Add Dependent Data

Elections Requiring Supplemental Information

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

OK

Cancel

Apply

Refresh

Event / Participant Selection | Option Election | Dependents / Beneficiaries



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Step	Action																
26.	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 <table><tr><th>Name</th><th>Relationship to Employee</th><th>Dependent Beneficiary Type</th><th>Date of Birth</th></tr><tr><td>JO DOE</td><td>Spouse</td><td>Approved Dependent</td><td>02/23/1974</td></tr><tr><td>JACK DOE</td><td>Child</td><td>Approved Dependent</td><td>09/26/2016</td></tr><tr><td>JO DOE</td><td>Child</td><td>Approved Dependent</td><td>09/10/2000</td></tr></table> Change/Add Dependent Data	Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth	JO DOE	Spouse	Approved Dependent	02/23/1974	JACK DOE	Child	Approved Dependent	09/26/2016	JO DOE	Child	Approved Dependent	09/10/2000
Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth														
JO DOE	Spouse	Approved Dependent	02/23/1974														
JACK DOE	Child	Approved Dependent	09/26/2016														
JO DOE	Child	Approved Dependent	09/10/2000														
27.	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.

Dependent/Beneficiary

Name

Address

Personal Profile

JOHN DOE

Person ID

Dependent/Beneficiaries

1 of 3

View All

*Dependent/Beneficiary ID

01

+

Name History

1 of 1

View All

*Effective Date

01/01/1901

+

-

*Format Type

English

Name

JO DOE

Edit Name

OK

Cancel

Apply

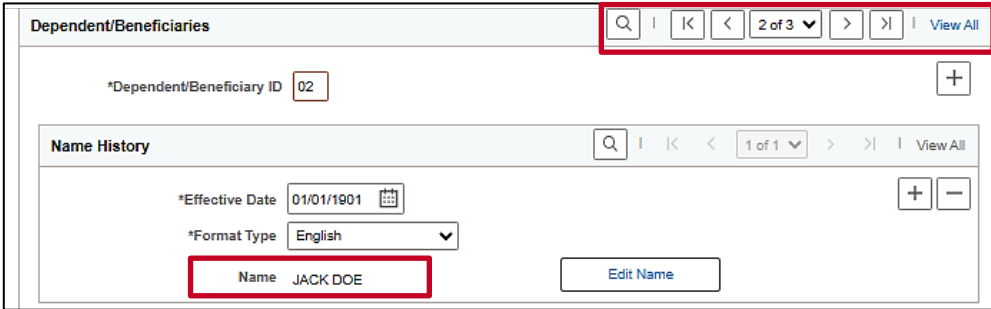
Name

Address

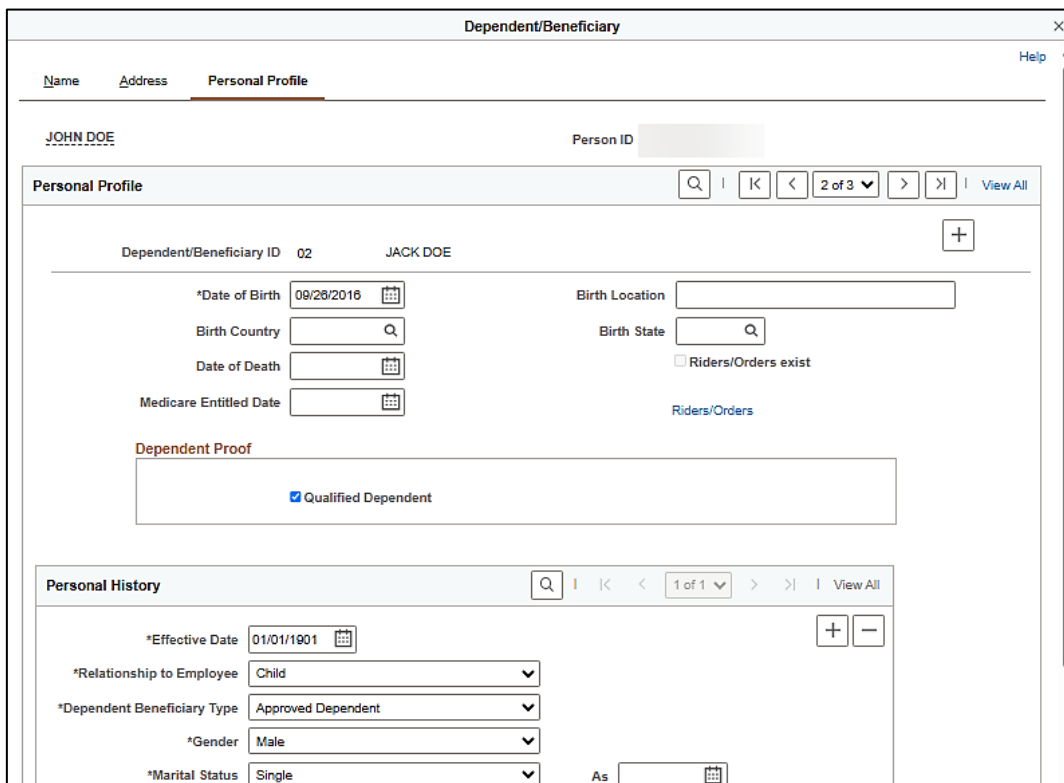
Personal Profile



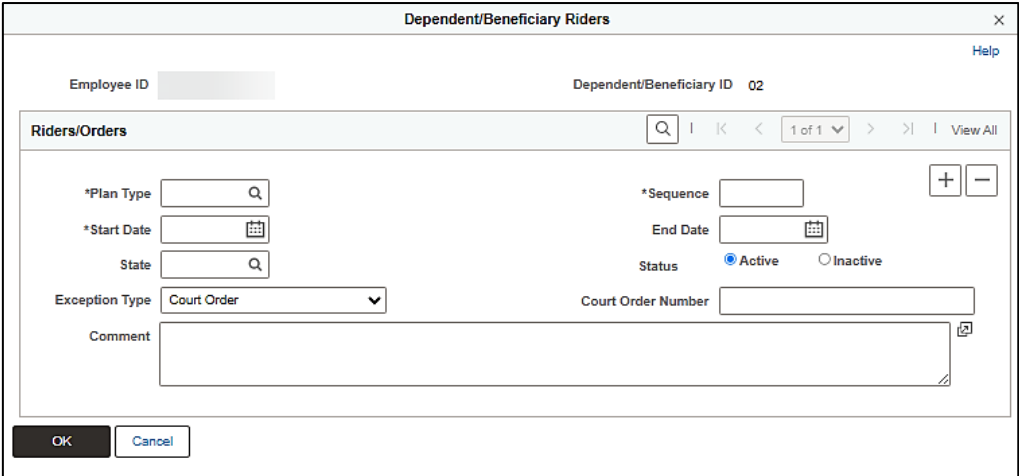
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Step	Action
28.	Review the Display Name field and ensure that the record for the applicable child dependent is displayed. Use the navigation arrows or the View All link within the Dependent/Beneficiaries section as needed to locate the applicable child dependent. 
29.	Click the Personal Profile tab. 

The **Personal Profile** page displays.



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Step	Action
30.	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. 
31.	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. *Plan Type 
32.	Enter "1" in the Sequence field. *Sequence 
33.	Click the Start Date Calendar icon and select the applicable start date based on the dates provided in the NMSN ("08/05/2026" in this scenario). *Start Date 
34.	Click the End Date Calendar icon and select the applicable end date if an end date is provided in the NMSN ("09/26/2034" in this scenario). Note: This field prevents the dependent from inadvertently being removed prior to the end date provided by the NMSN. The same process would apply to a QMCSO. End Date 



Benefits Job Aid

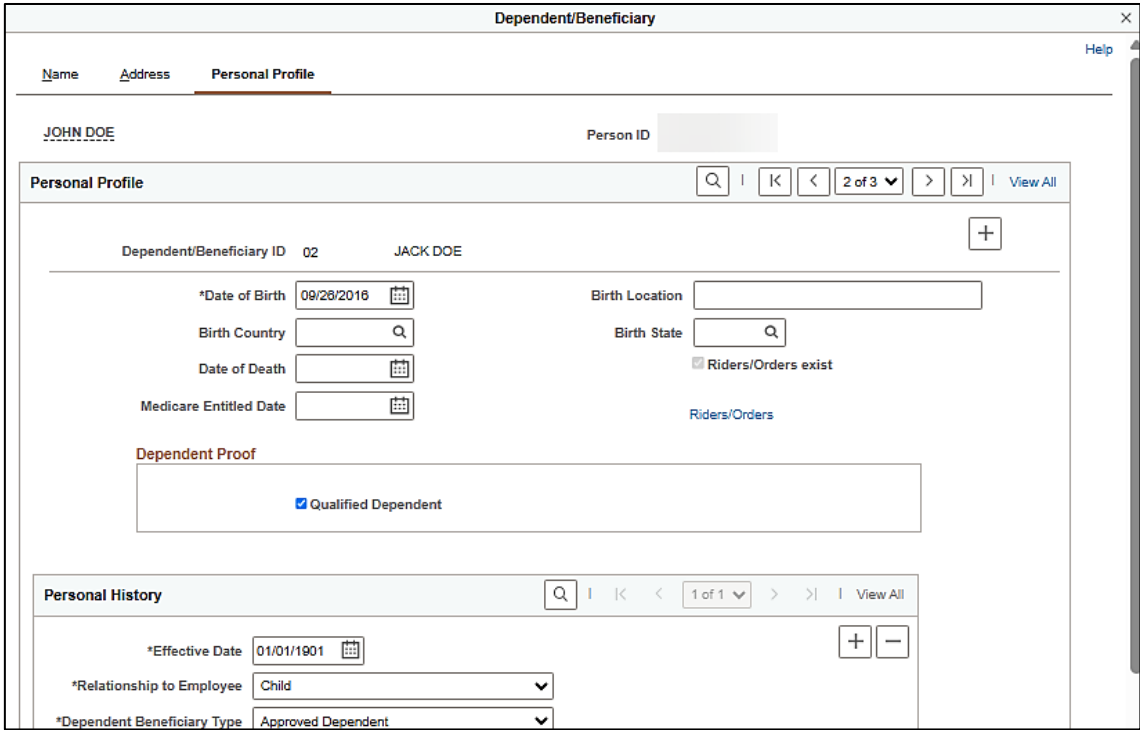
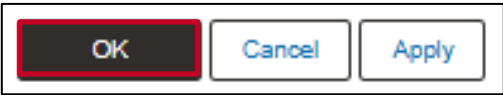
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
35.	Click the State Look up icon and select the applicable State that issued the NMSN (Virginia in this scenario). State 
36.	Verify that the Active radio button option is selected. Status ☒ Active ☐ Inactive
37.	The Exception Type field defaults to "Court Order". Do not update. Exception Type Court Order 
38.	Enter the NMSN Number in the Court Order Number field ("ACRVA123" in this scenario). Court Order Number
39.	Enter comments in the Comment field to include the date the NMSN was received and the address and contact information for the issuing entity. Comment 
40.	Click the OK button. OK Cancel



Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Personal Profile page redisplay. 
41.	Verify that the Riders/Order exist checkbox option is selected (read-only). 
42.	Repeat Steps 27 – 41 for any additional child dependents that need to be marked as NMSN Riders.
43.	Scroll down to the bottom of the page and click the OK button. 



Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step

Action

The **Dependents / Beneficiaries** page redisplay.

BenAdmin Data Entry

Event / Participant Selection

Option Election

Dependents / Beneficiaries

Schedule ID

EM00

Employee ID

JOHN DOE

Event ID

1

Event Data

09/01/2026

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
JO DOE	Spouse	Approved Dependent	02/23/1974
JACK DOE	Child	Approved Dependent	09/26/2016
JO DOE	Child	Approved Dependent	09/10/2000

Change/Add Dependent Data

Elections Requiring Supplemental Information

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

OK

Cancel

Apply

Refresh

Event / Participant Selection

Option Election

Dependents / Beneficiaries

i

In this scenario, the child is already enrolled in the health plan.

44. 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.

BenAdmin Data Entry

Event / Participant Selection

Option Election

Dependents / Beneficiaries

Sched ID

EM00

Empl ID

JOHN DOE

Ben Record

0

Event ID

1

Event Data

09/01/2026

DSS/Natl Med Support Notice

Excess Credit Rollover To

Forfeit Excess Credits

Available Plans and Options

Plan Type 10 : Medical

Option Code

44

COVA Cr+Exp Den+Vision&Hmg (ACC4) (Family)

Health Provider ID

Previously Seen

Special Requirements

Dependents/Beneficiaries

Enroll All

Dependents/Beneficiaries

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag	
02	JACK DOE	Child		☐	Child	☒	—
03	JO DOE	Child		☐	Child	☒	—
+							

OK

Cancel

Apply

Refresh

Event / Participant Selection

Option Election

Dependents / Beneficiaries

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

OK

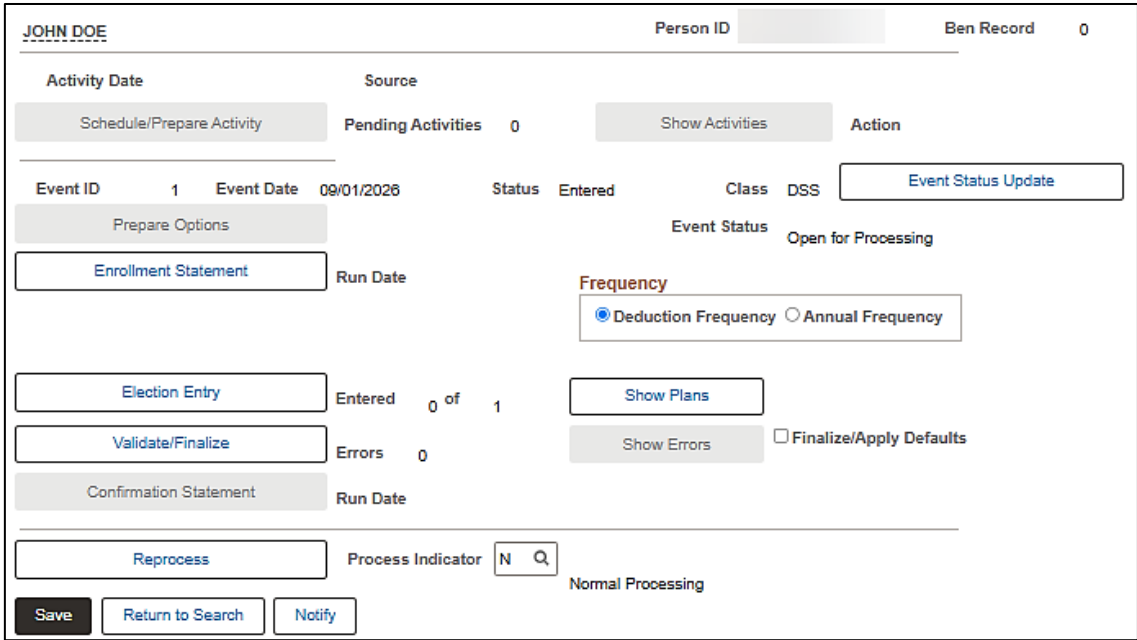
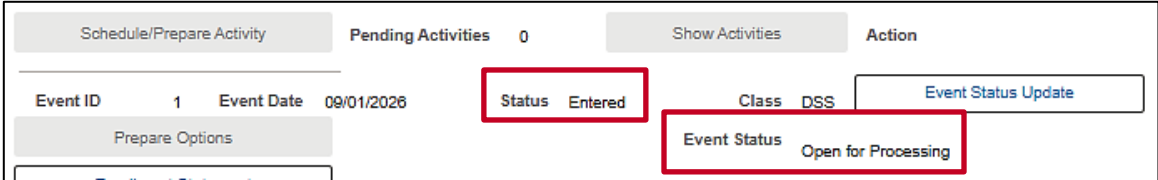
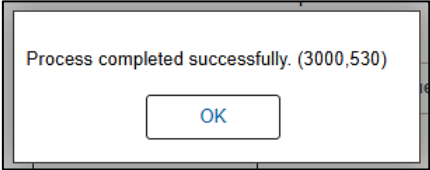
Cancel

Apply



Benefits Job Aid

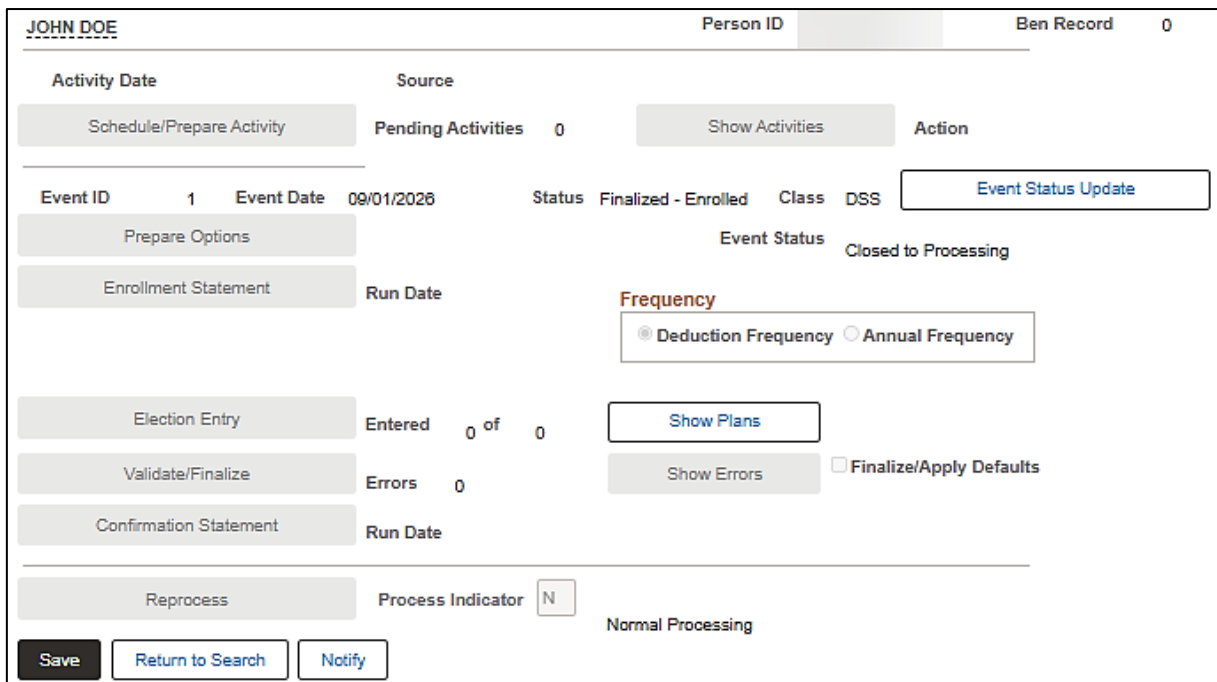
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The On-Demand Event Process page redisplay. 
	The Status field will now display as “Entered”. The Event Status field will still display as “Open for Processing”. 
46.	Click the Validate/Finalize button. This process will validate that all of the elections are valid, close the Benefit Event, and update the Base Benefits Tables. 
	A Confirmation message displays in a pop-up window to acknowledge that the manual Benefits Administration process has been completed successfully. 

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

Step	Action
47.	Click the OK button to close the message. 

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



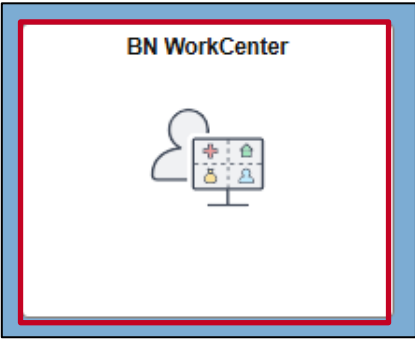
	The Status field will now display as “Finalized-Enrolled”. The Event Status field will still display as “Closed to Processing”.
	This process is now complete. Refer to the Viewing the Employee's Benefit Information section of this Job Aid to validate accuracy. Refer to the Viewing/Printing a Confirmation Statement if a printed copy of the Confirmation Statement is needed for the employee or the NMSN Issuing Entity.

**BN361 National Medical Support Notice (NMSN) and
QMCSO Administration**
**Processing a DSS/National Medical Support Order to Enroll Event (Dependent(s)
not already in Cardinal)**

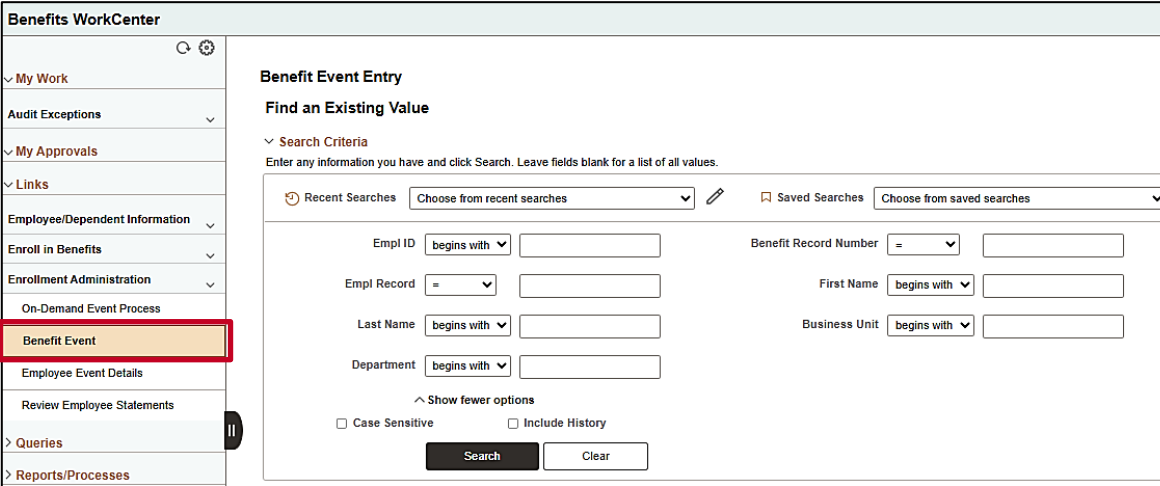
This section of the Job Aid should be referenced when creating and processing a DSS/National Medical Support Order to Enroll event when the dependent(s) requiring coverage per the NMSN are **not** already in Cardinal. The steps included in this section of the Job Aid are based on the following example scenario:

Scenario: A NMSN was received for an employee on 8/30/2026 from a North Carolina Court. The effective date of the NMSN is 8/5/2026. The NMSN has already been validated and the BA has 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. The BA needs 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.

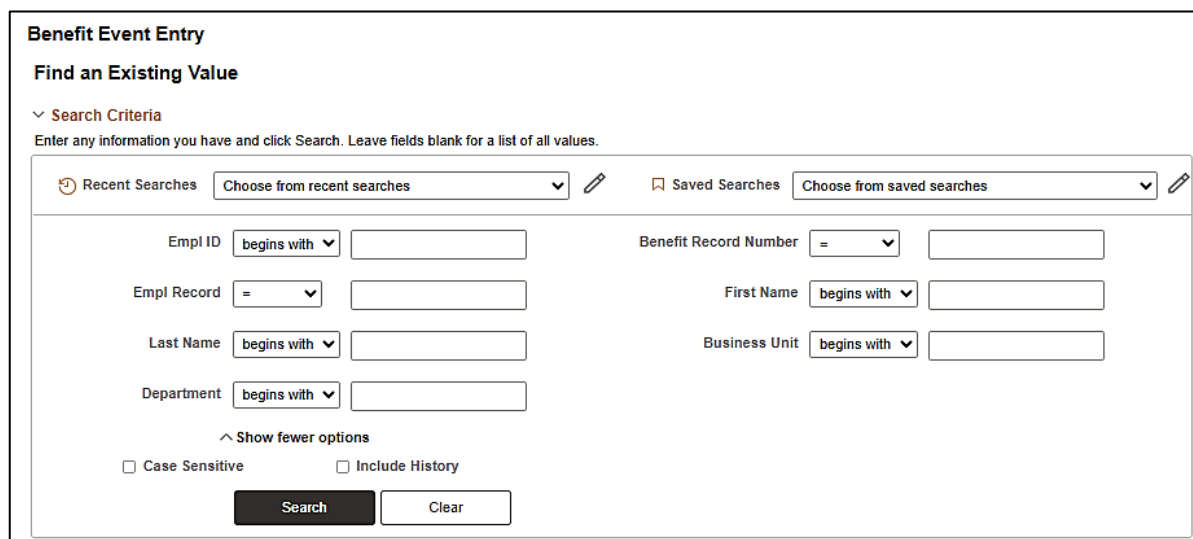
Note: Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Enroll event wherein the dependent(s) are not already in Cardinal. Be sure to use the actual dates and information from the NMSN when completing this process in Cardinal.

Step	Action
1.	Navigate to the Benefit Event page by clicking the BN WorkCenter tile. 
	For more information pertaining to WorkCenters, see the Job Aid titled Overview of the Cardinal HCM WorkCenters located on the Cardinal website in Job Aids under Learning .

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
2.	Use the following navigation path in the WorkCenter: Links > Enrollment Administration > Benefit Event Note: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 
	Users can also 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.



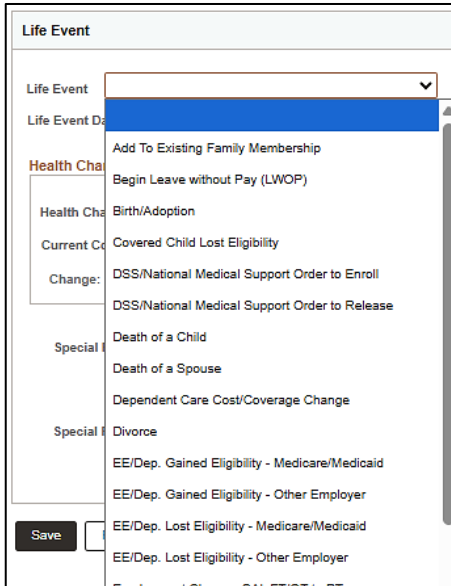
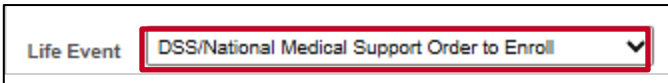


Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
3.	Enter the employee's Employee ID in the Empl ID field. Note: Users can also search for the applicable employee using the various available fields if the Employee ID is not known. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID. Empl ID begins with ▼
4.	Click the Search button. Search Clear
The Benefit Event Detail page displays for the selected employee. Benefit Event Detail Employee ID Benefit Record Number 0 Life Event 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) Special Processing Message (FSA) Save Return to Search	
5.	Click the Life Event dropdown button. Life Event

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Life Event menu displays. 
6.	Select the “DSS/National Medical Support Order to Enroll” list item. 
7.	Click the Life Event Date Calendar icon and select the applicable date. Note: This is the date of the NMSN (“08/05/2026” in this scenario). 
8.	Click the Paperwork Receipt Date Calendar icon and select the applicable date. Note: This is the date that the NMSN was received (“08/30/2026” in this scenario). 
9.	Click the Health Change Needed dropdown button and select “Yes”. 
	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.



BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Benefit Event Detail page refreshes. Note: The Current Cov. Level field auto-populates with the employee's current Health Plan enrollment coverage level. Benefit Event Detail JOHN DOEEmployeeIDBenefit Record Number 0 Life Event Life EventDSS/National Medical Support Order to Enroll Life Event Date08/05/2026Paperwork Receipt Date08/05/2026 Health Change Health Change Needed: YesCurrent Cov. Level: SingleFuture Cov. Level:Change: FSA Change FSA Change Needed:Change: Special Processing Message (Health) Special Processing Message (FSA) SaveReturn to Search
10.	Click the Future Cov. Level dropdown button and select the applicable coverage level. Future Cov. Level:
	The coverage levels available for selection are “Employee + CH (Child)”, “Employee + Spouse”, “Family”, “Single, Employee”, and “Waive Coverage”. Please note that this does not actually change the employee’s enrollment. This will be done when the Life Event is processed.
11.	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). Change: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.



BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
12.	Complete the fields within the FSA Change section only if 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. Otherwise, leave blank. FSA Change FSA Change Needed: Change:
13.	Click the Save button. Save Return to Search

The **Benefit Event Detail** page refreshes.

Benefit Event Detail

JOHN.DOE Employee ID Benefit Record Number 0

Life Event 1 of 1 View All

Life Event DSS/National Medical Support Order to Enroll Life Event Date 08/05/2026 Paperwork Receipt Date 08/05/2026

Health Change

Health Change Needed: Yes

Current Cov. Level: Single Future Cov. Level: Employee + CH

Change: Change an employee's plan and/or add court ordered dependent.

FSA Change

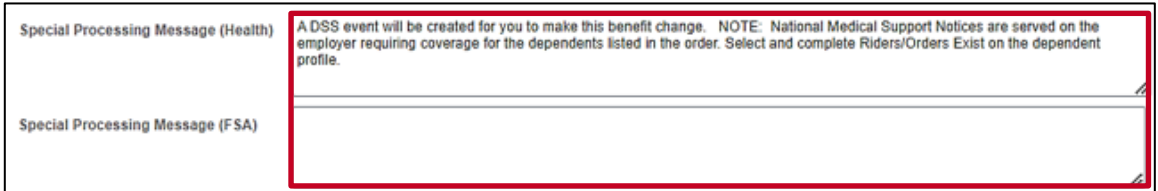
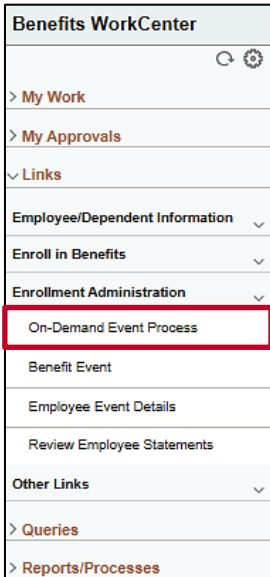
FSA Change Needed: No

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)

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

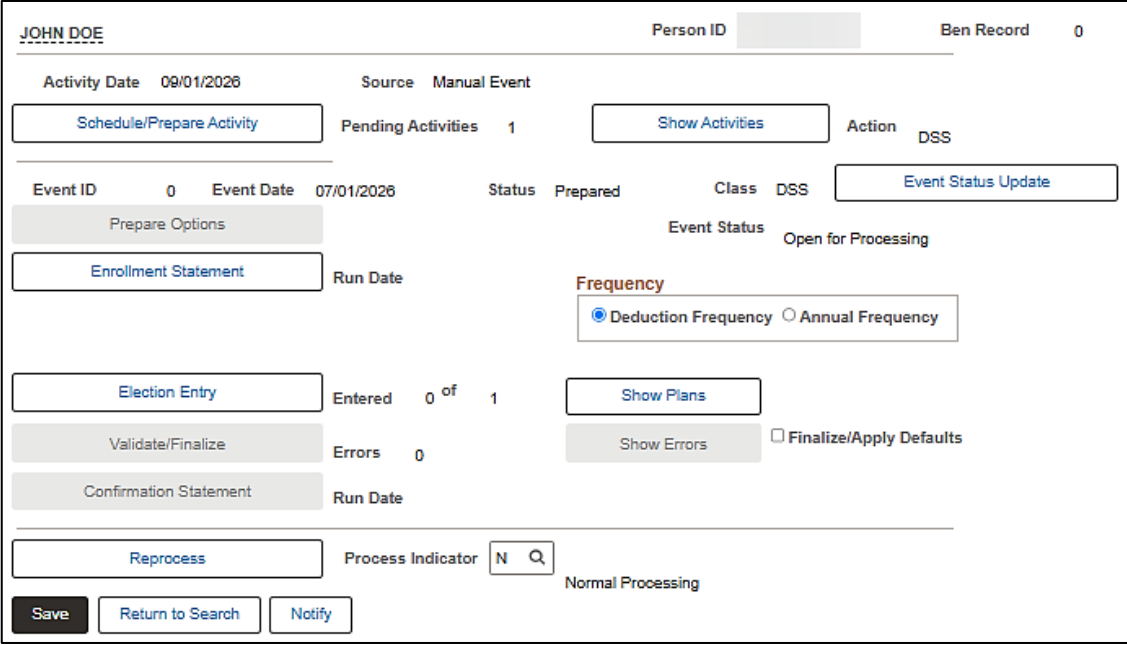
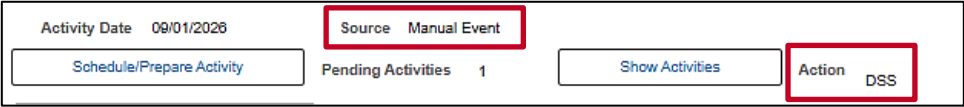
Step	Action
14.	After saving, review the messages in the Special Processing Message (Health) and Special Process Message (FSA) fields. These messages will provide next step instructions. 
	The manual Benefit Event (DSS/National Medical Support Order to Enroll Event) is now created. If an additional Office 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.
15.	Next, this DSS/National Medical Support Order to Enroll Event must be processed. Use the following navigation path in the WorkCenter: Links > Enrollment Administration > On-Demand Event Process 
	Users can also access the On-Demand Event Process page using the following navigation path: NavBar > Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Process



BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The On-Demand Event Maintenance Find an Existing Value Search page displays. On-Demand Event Maintenance 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 Choose from recent searches Saved Searches Choose from 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 ^ Show fewer options ☐ Case Sensitive Search Clear
	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.
16.	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. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID. Empl ID begins with
17.	Click the Search button. Search Clear

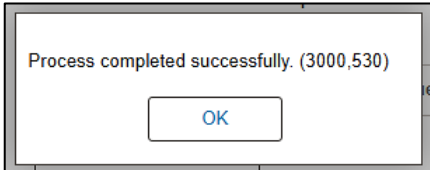
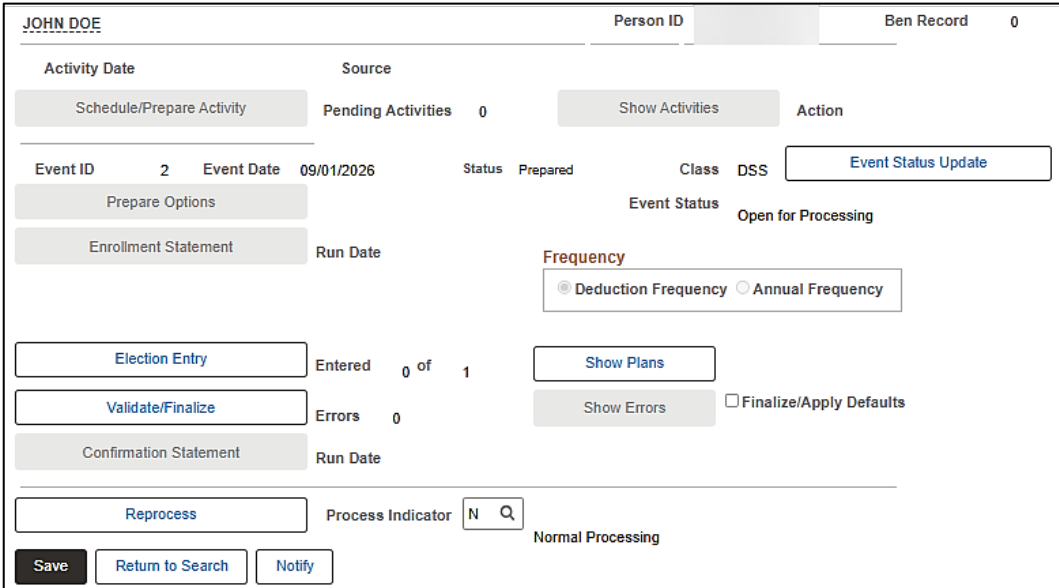
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
The On-Demand Event Process page displays for the applicable employee. 	
18.	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 09/1/2026, the 1st of the month following the paperwork receipt date. Ensure that this date is accurate. Note: If the paperwork receipt date happens to fall on the 1st of the month, that is the effective date for the event. 
	The Source field will be “Manual Event”. The Action field will default to “DSS”. 
19.	Click the Show Activities button only if there is more than one activity. 



Benefits Job Aid

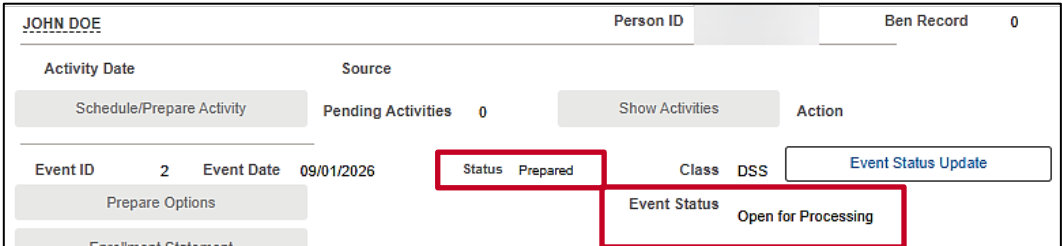
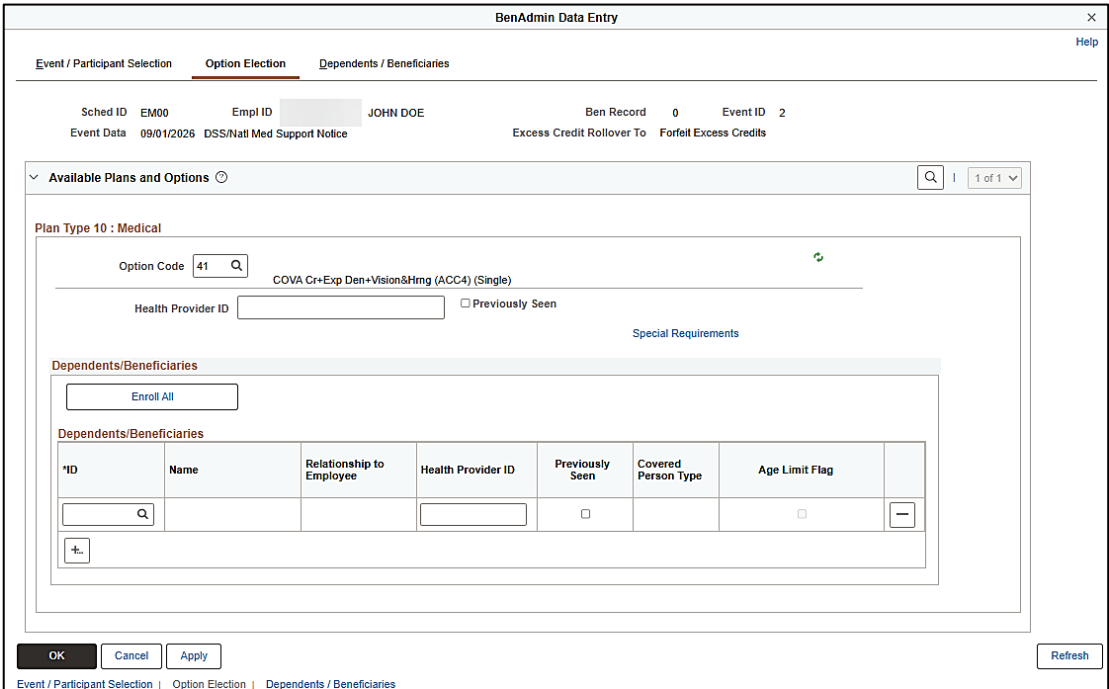
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
20.	If the Benefits Administration process has already run since the time the manual event was created, the Pending Activities field will display a "0". In this case, proceed to Step 23. If the Pending Activities field displays a "1", click the Schedule/Prepare Activity button. 
	Clicking the Schedule/Prepare Activity button will launch an automated program that schedules and prepares the activity. This button will be disabled if the Benefits Administration process has already run.
A Confirmation message displays in a pop-up window to acknowledge that the manual Benefits Administration process has been completed successfully. 	
21.	Click the OK button to close the message. 
The On-Demand Event Process page redisplay. 	



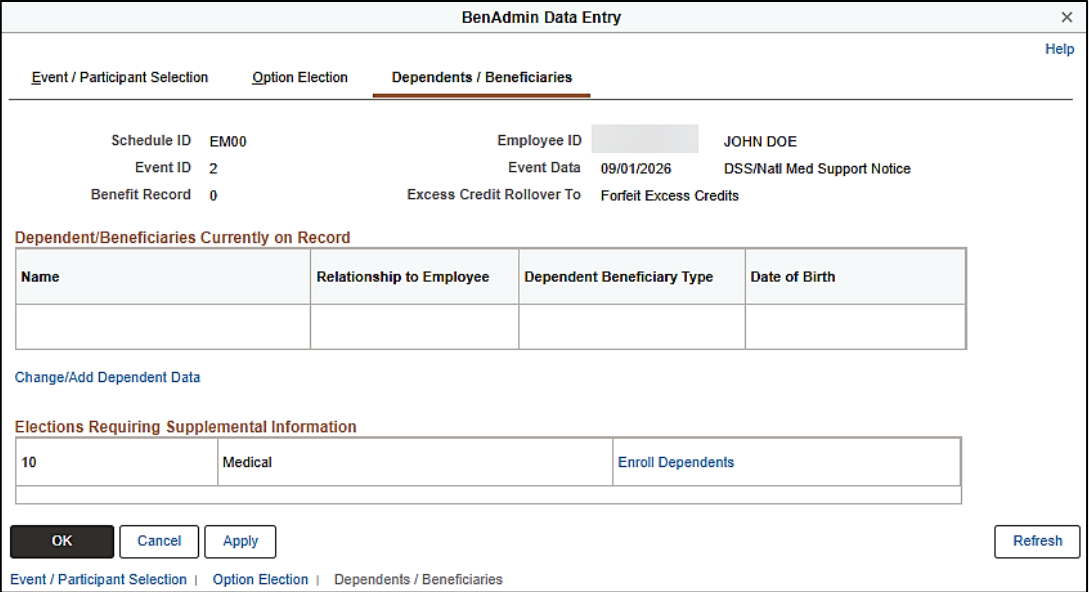
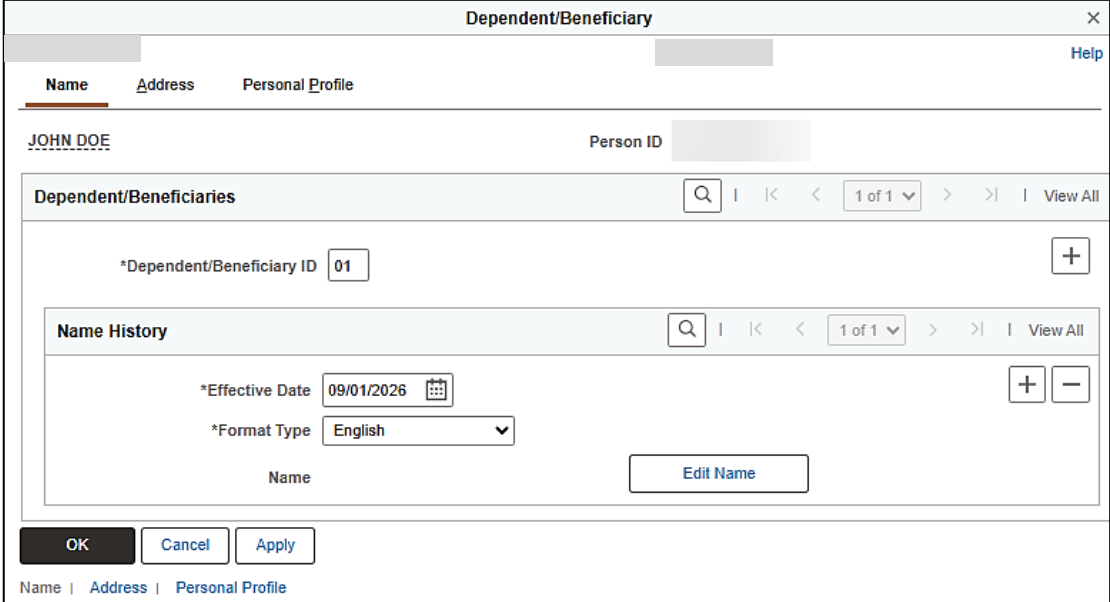
Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

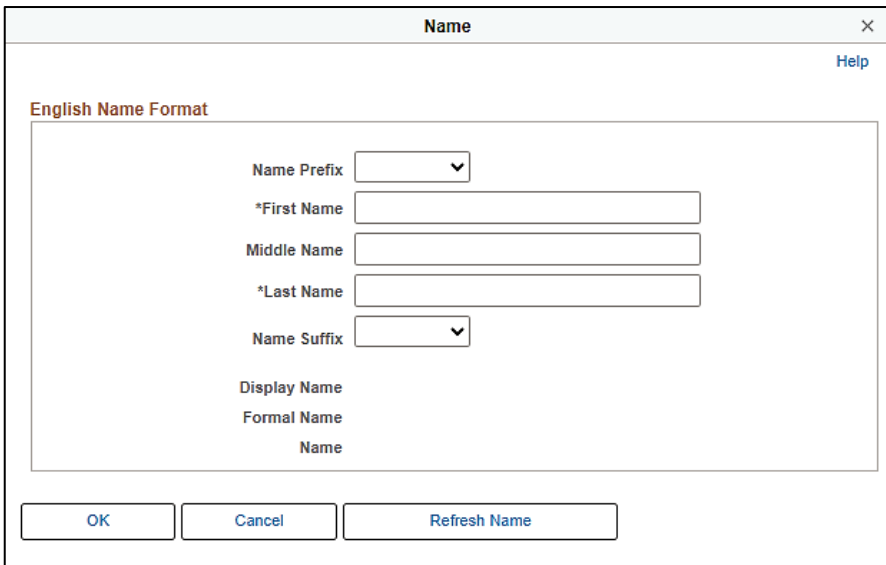
Step	Action
22.	Confirm that the Status field displays as “Prepared” and the Event Status field displays as “Open for Processing”.  The screenshot shows the BenAdmin Data Entry page for JOHN DOE. The Status field is highlighted with a red box and contains the text 'Prepared'. The Event Status field is also highlighted with a red box and contains the text 'Open for Processing'. Other visible fields include Event ID 2, Event Date 09/01/2026, and Class DSS.
23.	Click the Election Entry button.  The screenshot shows a button labeled 'Election Entry' with a red border.
The BenAdmin Data Entry page displays in a pop-up window with the Option Election tab displayed by default.  The screenshot shows the BenAdmin Data Entry page with the Option Election tab selected. The page displays fields for Sched ID, Empl ID, JOHN DOE, Ben Record, and Event ID. It also shows a table for Available Plans and Options, with Plan Type 10: Medical selected. The table includes columns for Option Code, Health Provider ID, Previously Seen, and Special Requirements. Below the table is a section for Dependents/Beneficiaries with an Enroll All button and a table for adding new dependents.	
24.	First, add the new dependent(s). Click the Dependents / Beneficiaries tab.  The screenshot shows the BenAdmin Data Entry page with the Dependents / Beneficiaries tab selected. The tab is highlighted with a red border.



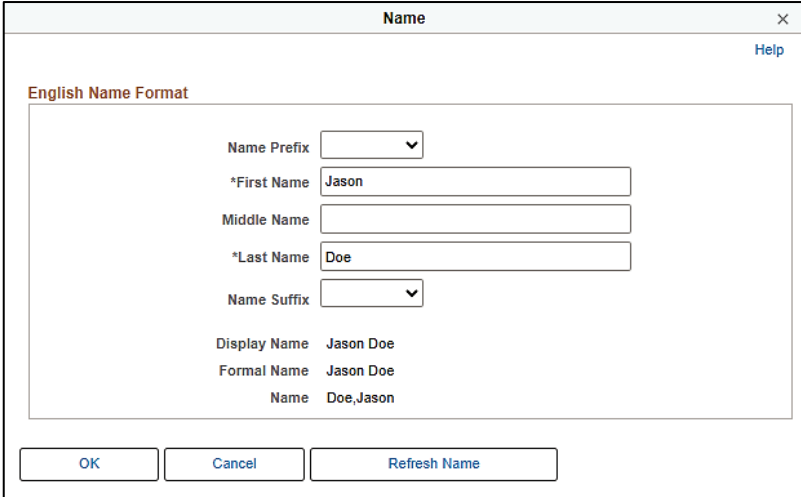
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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

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

Step	Action
	For DSS Medical Support Order Events, the Effective Date field defaults to the Life Event date previously selected (1 st of month following the date that the NMSN was received, which is "08/30/2026" in this scenario). The Dependent/Beneficiary ID field will default to "01" for the first dependent and increment by 1 for each additional dependent subsequently added.
26.	Click the Edit Name button. 
The Name page displays in a pop-up window. 	
27.	At a minimum, enter the dependent's first and last names in the corresponding fields. The Name Prefix, Middle Name, and Name Suffix fields are optional but should be entered as applicable. 

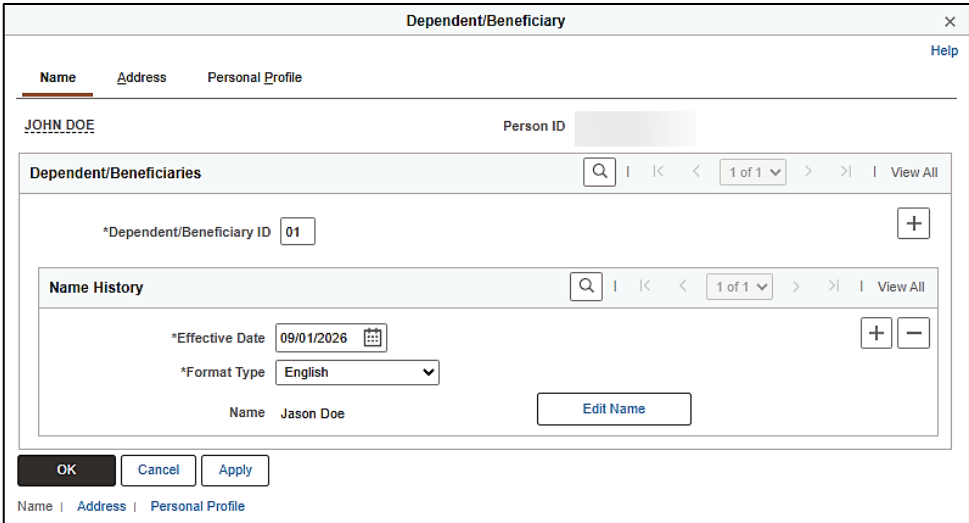
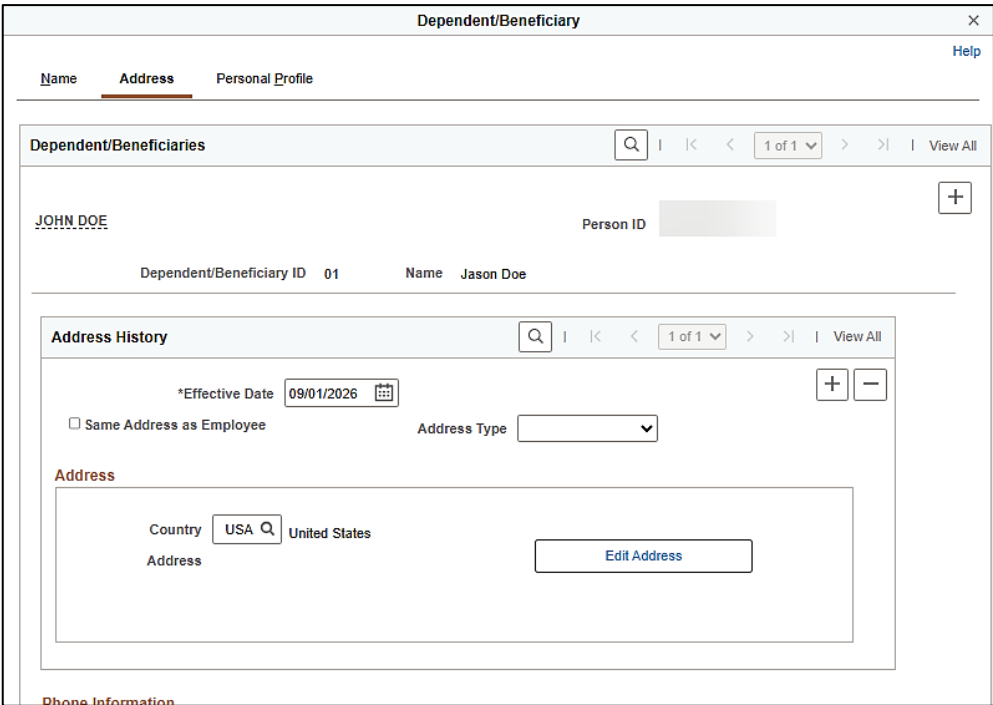
**BN361 National Medical Support Notice (NMSN) and
QMCSO Administration**

Step	Action
28.	Click the Refresh Name button. 
The Name page refreshes. 	
	The Display Name, Formal Name, and Name fields will populate based on the name information entered.
29.	Click the OK button. 

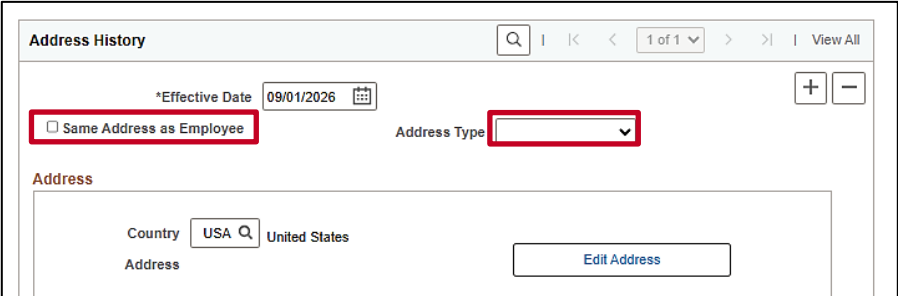
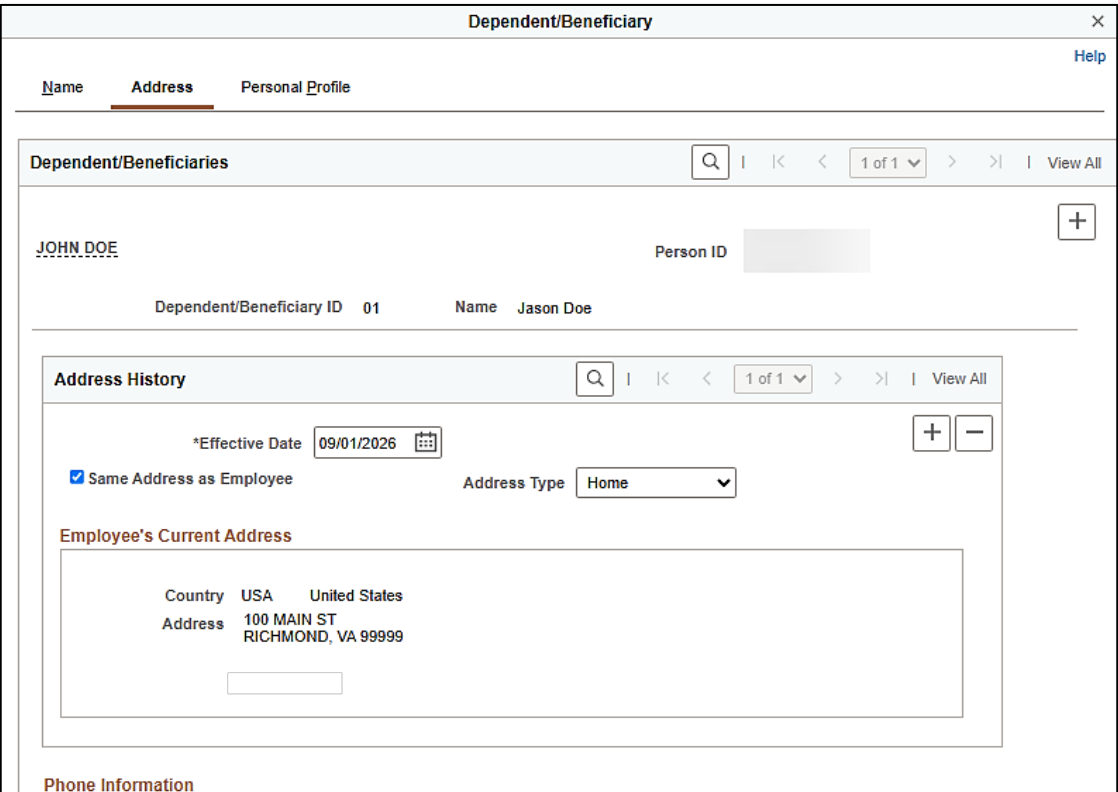


Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Name page redisplay. 
30.	Click the Address tab. 
	The Address page displays. 

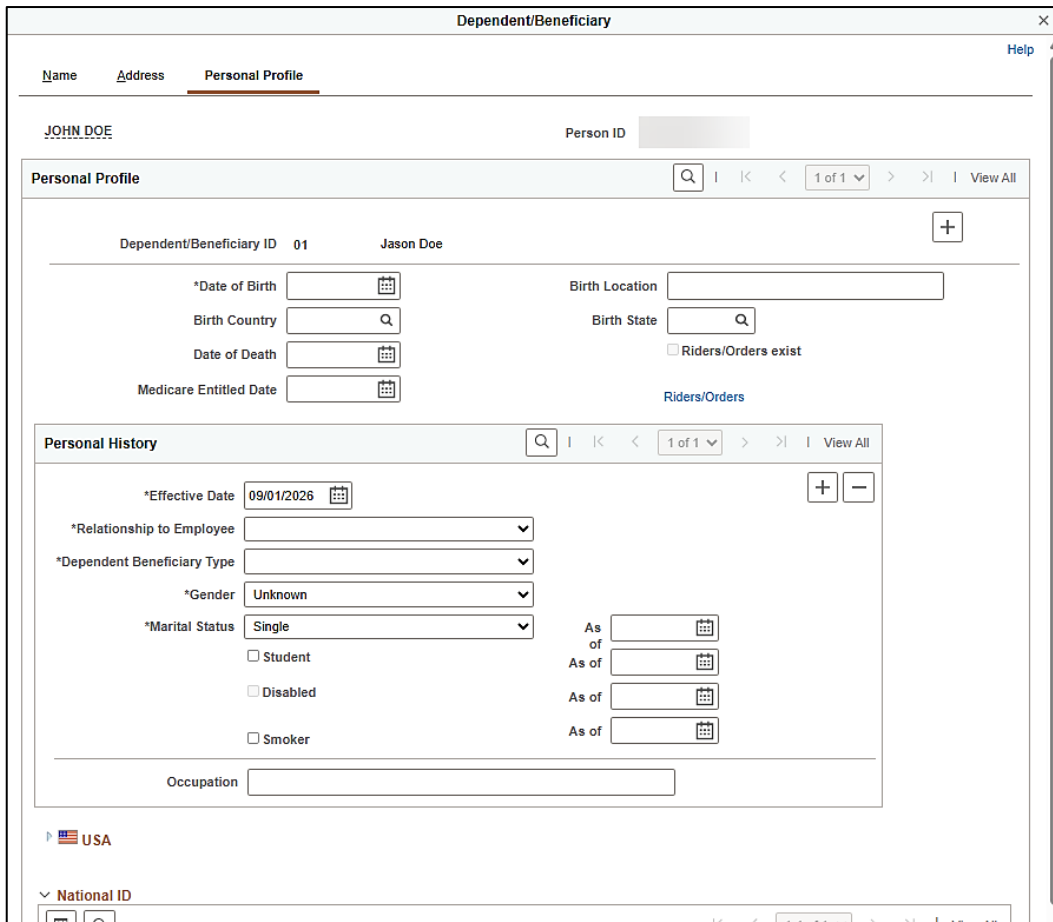
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
31.	Complete the address information as applicable for the dependent by either: • 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 address information auto-populates in the Employee's Current Address section.

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
32.	Click the Personal Profile tab. 

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).
33.	Click the Date of Birth Calendar icon and select the dependent's date of birth ("09/10/2013" in this scenario). 



Benefits Job Aid

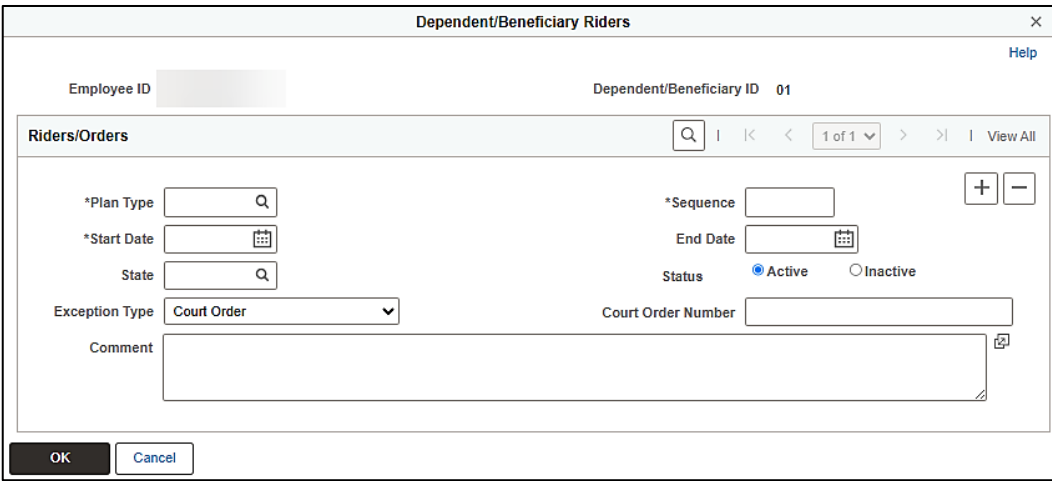
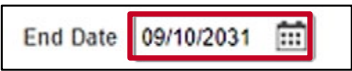
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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



Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Dependent/Beneficiary Riders page displays in a pop-up window. 
42.	Click the Plan Type Look up icon and select the applicable plan type (“Medical” in this scenario as the employee is currently enrolled in a Medical + Expanded Dental, Vision and Hearing plan). 
43.	Enter “1” in the Sequence field. 
44.	Click the Start Date Calendar icon and select the applicable start date based on the dates provided in the NMSN (“08/05/2026” in this scenario). 
45.	Click the End Date Calendar icon and select the applicable end date if an end date is provided in the NMSN (“09/10/2031” in this scenario). Note: This field prevents the dependent from inadvertently being removed prior to the end date provided by the NMSN. The same process would apply to a QMCSO. 



Benefits Job Aid

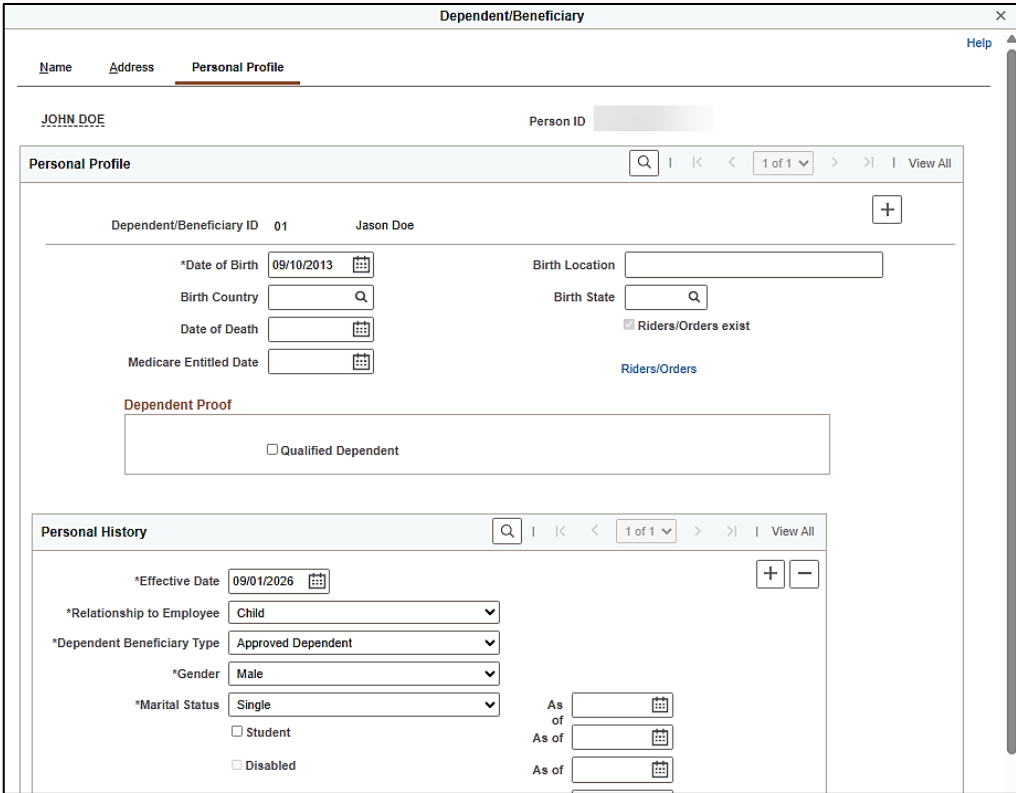
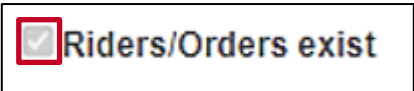
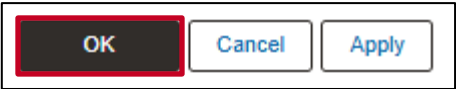
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
46.	Click the State Look up icon and select the applicable State that issued the NMSN (North Carolina in this scenario). State NC Q North Carolina
47.	Verify that the Active radio button option is selected. Status ☒ Active ☐ Inactive
48.	The Exception Type field defaults to "Court Order". Do not update. Exception Type Court Order ▼
49.	Enter the NMSN Number in the Court Order Number field ("ACRNC123" in this scenario). Court Order Number ACRNC123
50.	Enter comments in the Comment field to include the date the NMSN was received and the address and contact information for the issuing entity. Comment NMSN Received on 12/5/2023
Onslow County Courthouse, Jacksonville, NC (910) 999-9999
51.	Click the OK button. OK Cancel



Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Personal Profile page redispays. 
52.	Verify that the Riders/Order exist checkbox option is selected (read-only). 
53.	Scroll down to the bottom of the page and click the OK button. 



BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action											
	The Dependents / Beneficiaries page redisplay. BenAdmin Data Entry Event / Participant Selection Option Election Dependents / Beneficiaries Schedule ID EM00 Employee ID [REDACTED] JOHN DOE Event ID 2 Event Data 09/01/2026 DSS/Natl Med Support Notice Benefit Record 0 Excess Credit Rollover To Forfeit Excess Credits Dependent/Beneficiaries Currently on Record <table><tr><th>Name</th><th>Relationship to Employee</th><th>Dependent Beneficiary Type</th><th>Date of Birth</th></tr><tr><td>Jason Doe</td><td>Child</td><td>Approved Dependent</td><td>09/10/2013</td></tr></table> Change/Add Dependent Data Elections Requiring Supplemental Information <table><tr><td>10</td><td>Medical</td><td>Enroll Dependents</td></tr></table> OK Cancel Apply Refresh Event / Participant Selection Option Election Dependents / Beneficiaries	Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth	Jason Doe	Child	Approved Dependent	09/10/2013	10	Medical	Enroll Dependents
Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth									
Jason Doe	Child	Approved Dependent	09/10/2013									
10	Medical	Enroll Dependents										
54.	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 <table><tr><th>Name</th><th>Relationship to Employee</th><th>Dependent Beneficiary Type</th><th>Date of Birth</th></tr><tr><td>Jason Doe</td><td>Child</td><td>Approved Dependent</td><td>09/10/2013</td></tr></table> Change/Add Dependent Data	Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth	Jason Doe	Child	Approved Dependent	09/10/2013			
Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth									
Jason Doe	Child	Approved Dependent	09/10/2013									
55.	Repeat Steps 24 – 54 for any additional child dependents that need to be added and marked as NMSN Riders.											
56.	Click the Option Election tab to update the employee’s coverage code selection and enroll the child dependent(s). Event / Participant Selection Option Election Dependents / Beneficiaries											



BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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

57.

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

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

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

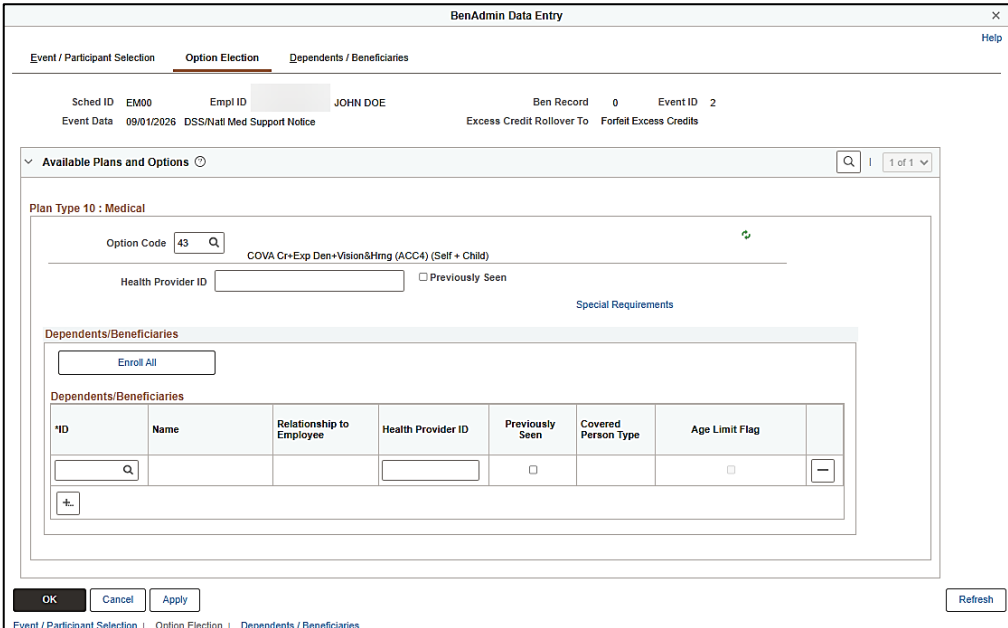


Benefits Job Aid

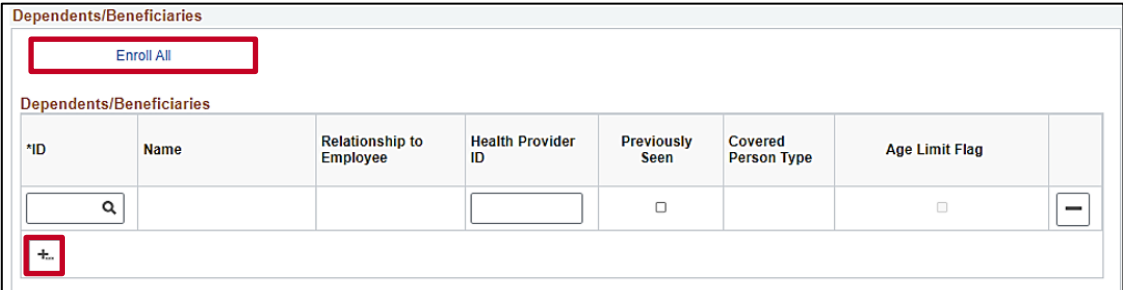
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
58.	Select the same Benefit Plan that the employee is currently enrolled in but with the new Coverage Code by clicking the corresponding link in the Option Code column (Benefit Plan). In this scenario, Option Code “43” Benefit Plan “ACC4” with Coverage Code “3” is selected. 

The **Option Election** page redisplay.

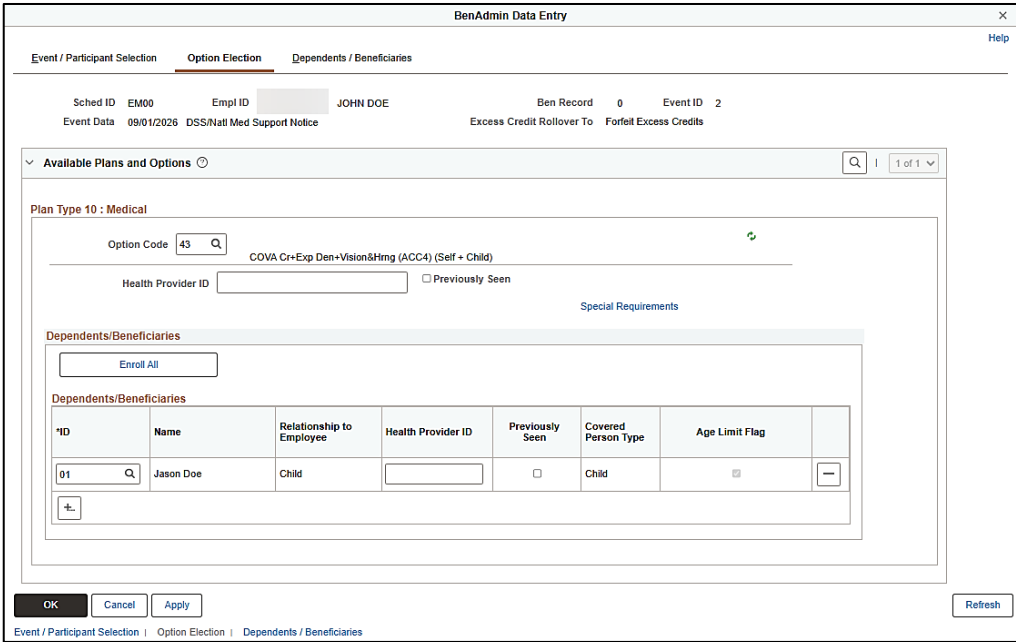
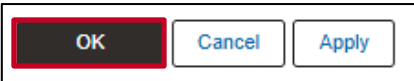
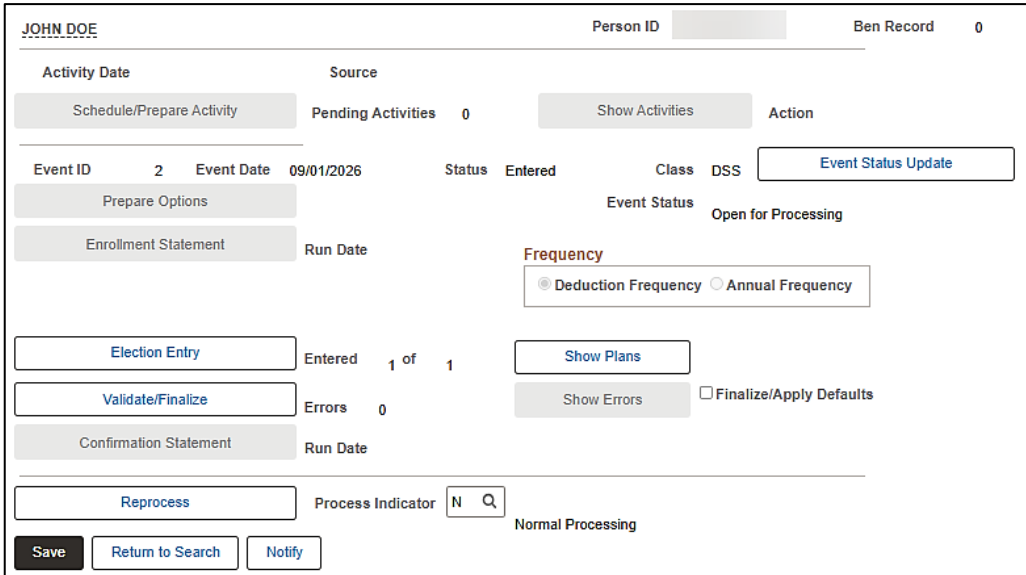


59. Next, enroll the dependent(s) in the selected Medical Plan by either:
- Clicking the **Enroll All** button if all dependents will be enrolled (applicable for this example) or
 - Adding the applicable dependents individually using the **ID Look up** icon within the **Dependents/Beneficiaries** section. Additional rows can be added in this section by clicking the **Add Multiple Rows** icon (+...)





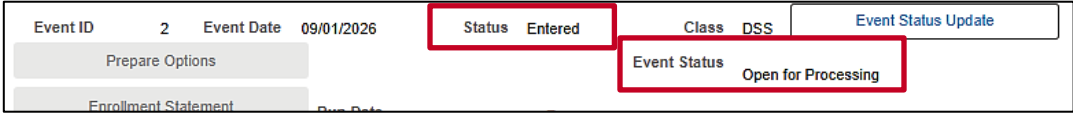
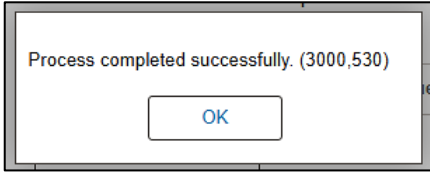
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Option Election page refreshes. 
60.	Scroll down to the bottom of the page and click the OK button. 
	The On-Demand Event Process page redisplay. 



Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Status field will now display as “Entered”. The Event Status field will still display as “Open for Processing”.  The screenshot shows a form with fields for Event ID (2), Event Date (09/01/2026), Status (Entered), Class (DSS), and Event Status Update. Below these are buttons for Prepare Options, Enrollment Statement, and Base Data. The Event Status field is highlighted with a red box and shows 'Open for Processing'.
61.	Click the Validate/Finalize button. This process will validate that all of the elections are valid, close the Benefit Event, and update the Base Benefits Tables.  The screenshot shows a button labeled 'Validate/Finalize' and a status indicator 'Errors 0'.
A Confirmation message displays in a pop-up window to acknowledge that the manual Benefits Administration process has been completed successfully.  The screenshot shows a pop-up window with the text 'Process completed successfully. (3000,530)' and an 'OK' button.	
62.	Click the OK button to close the message.  The screenshot shows a button labeled 'OK'.



Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The On-Demand Event Process page redisplay.
	The Status field will now display as “Finalized-Enrolled”. The Event Status field will display as “Closed to Processing”.
	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 section if a copy of the Confirmation Statement needs to be printed for the employee.

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

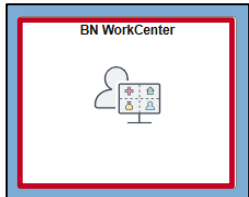
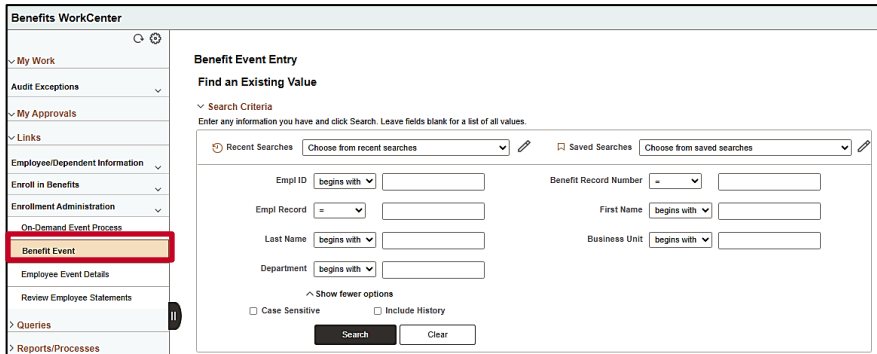
Processing a DSS/National Medical Support Order to Remove Event

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

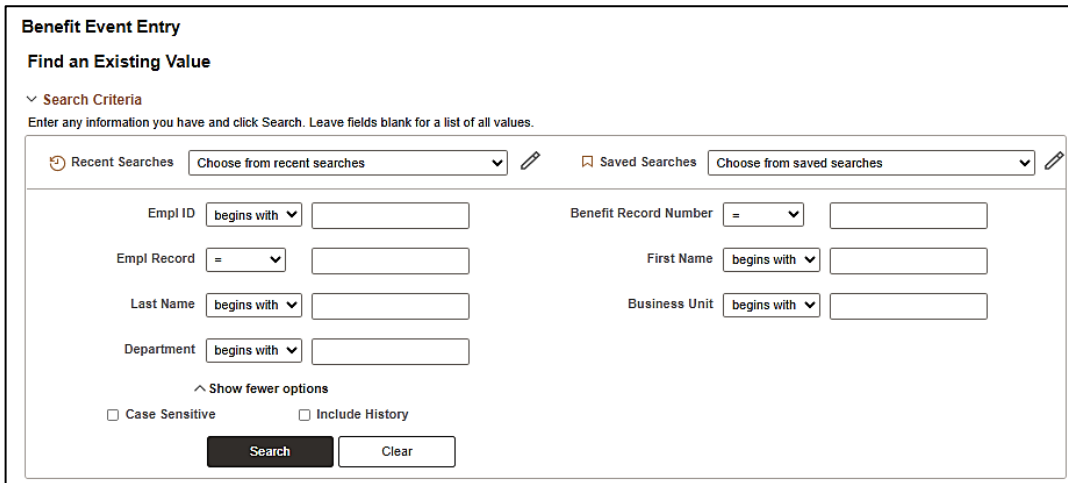
The steps included in this section of the Job Aid are based on the following example scenario:

Scenario: A NMSN was received for an employee on 8/12/2026 from a Virginia Court. The effective date of the NMSN is 8/10/2026. The NMSN has already been validated, and the BA has 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 Cardinal.

Step	Action
1.	Navigate to the Benefit Event page by clicking the BN WorkCenter tile. 
	For more information pertaining to WorkCenters, see the Job Aid titled Overview of the Cardinal HCM WorkCenters located on the Cardinal website in Job Aids under Learning.
2.	Use the following navigation path in the WorkCenter: Links > Enrollment Administration > Benefit Event Note: WorkCenter sections, folders, and pages may vary based on the user’s Security roles. 

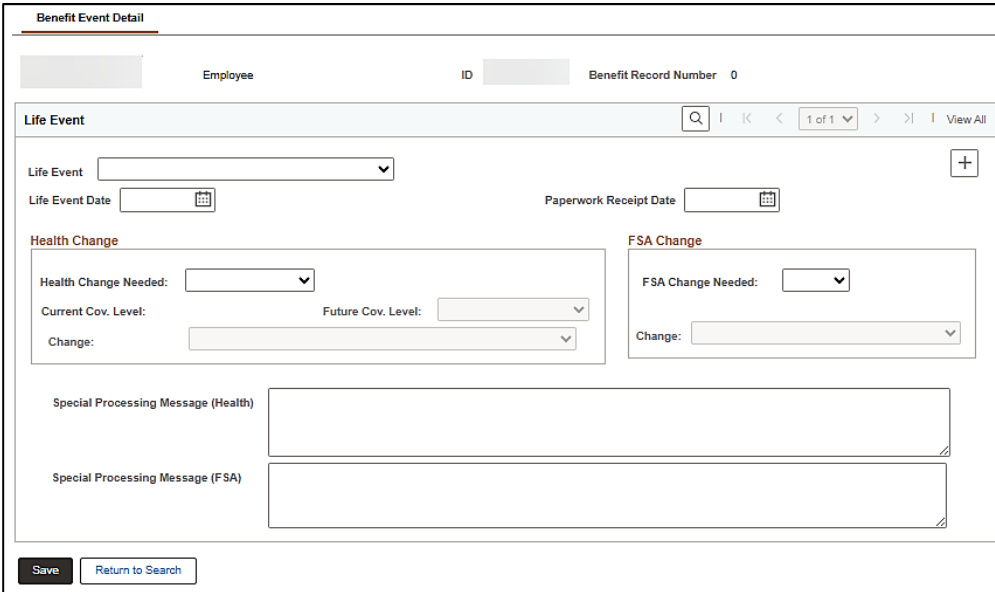
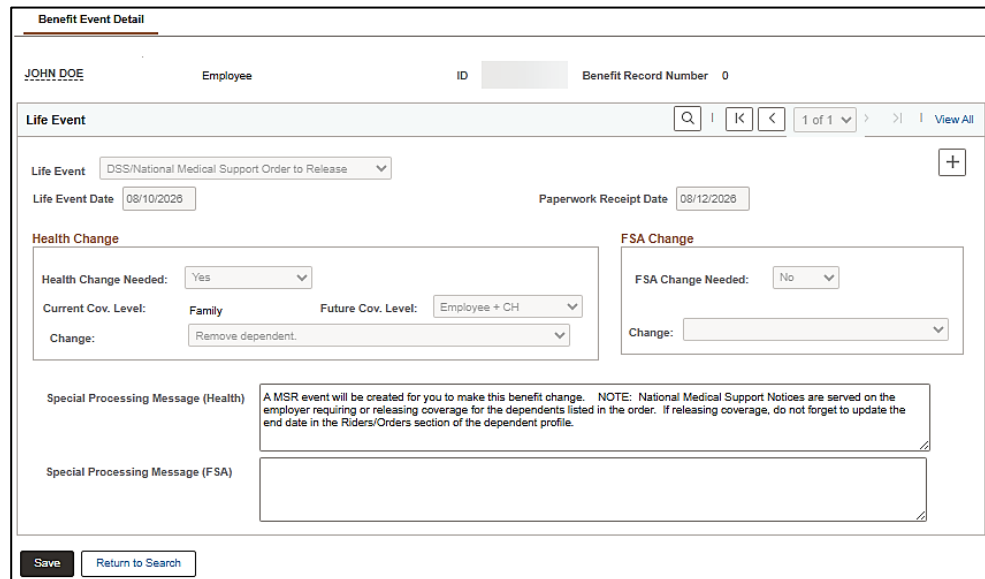
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	Users can also 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. 	
3.	Enter the employee's Employee ID in the Empl ID field. Note: Users can also search for the applicable employee using the various available fields if the Employee ID is not known. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID. 
4.	Click the Search button. 

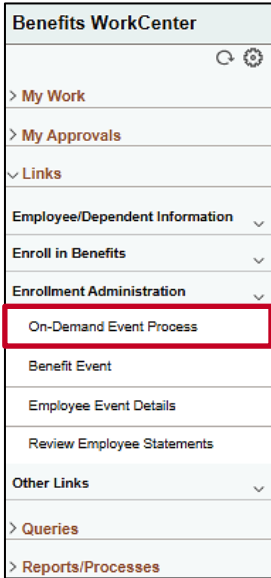


Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Benefit Event Detail page displays for the selected employee. 
5.	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 5 – 14, but select “DSS/National Medical Support Order to Release” for Step 6. 
	The Benefit Event Detail page refreshes. 

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
6.	The manual Benefit Event DSS/National Medical Support Order to Release Event (MSR) is now created. Next, this event must be processed. Use the following navigation path in the WorkCenter: Links > Enrollment Administration > On-Demand Event Process 
	Users can also access the On-Demand Event Process page using the following navigation path: NavBar > Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Process

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

On-Demand Event Maintenance
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

Choose from recent searches
 


 Saved Searches

Choose from 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
 

^ Show fewer options

☐ Case Sensitive

Search

Clear



Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO 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 .
7.	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. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID. Empl ID begins with ▾
8.	Click the Search button. Search Clear

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

JOHN DOE

Person ID

Ben Record 0

Activity Date 09/01/2026

Source Manual Event

Schedule/Prepare Activity

Pending Activities 1

Show Activities

Action MSR

Event ID 0

Event Date

Status

Class

Event Status Update

Prepare Options

Event Status

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 Q

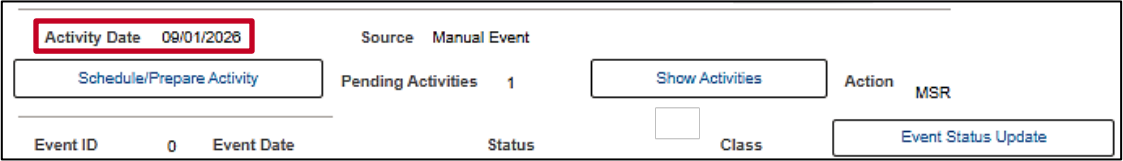
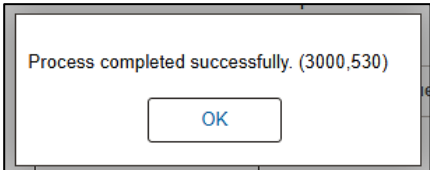
Normal Processing

Save

Return to Search

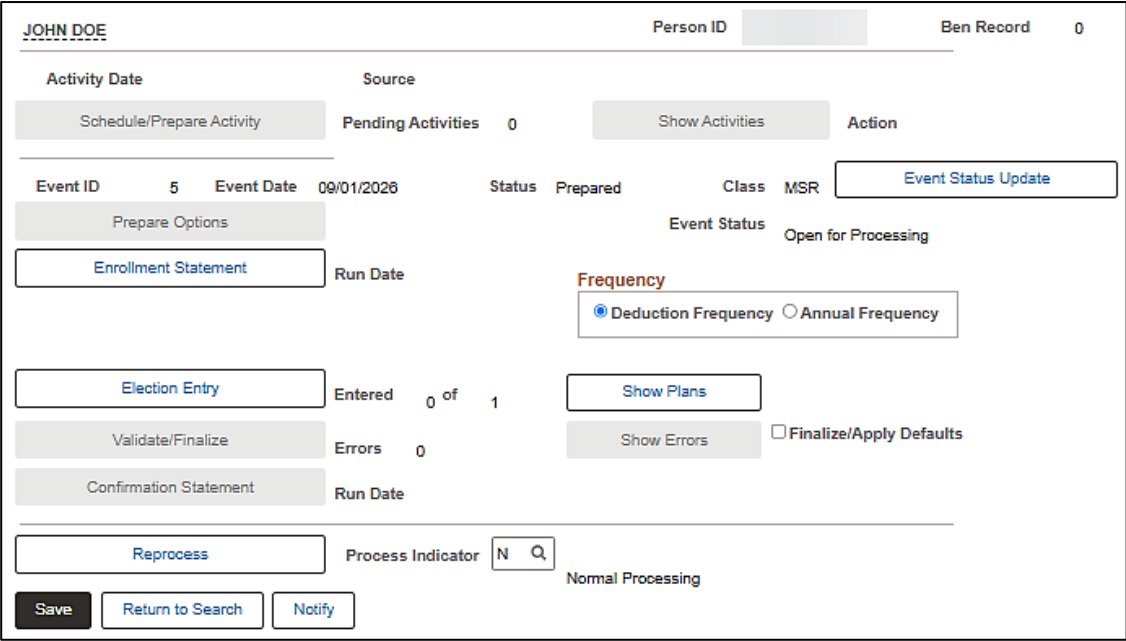
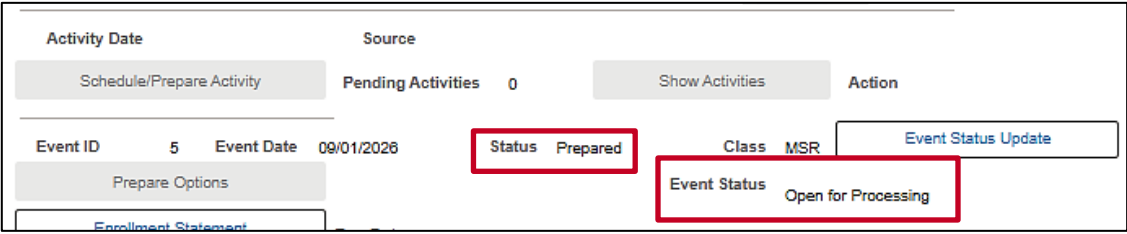
Notify

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
9.	Review the Activity Date field. For DSS/National Medical Support Events, this date will auto-populate based on the Life Event date previously entered. Ensure that this date is accurate. In this scenario, the effective date is “09/01/2026”. 
	The Source field will be “Manual Event”. The Action field will default to “MSR”. 
10.	Click the Show Activities button only if there is more than one activity. 
11.	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 14. Since the Pending Activities field displays a “1”, click the Schedule/Prepare Activity button. 
	Clicking the Schedule/Prepare Activity button will launch an automated program that schedules and prepares the activity. This button will be disabled if the Benefits Administration process has already run.
A Confirmation message displays in a pop-up window to acknowledge that the manual Benefits Administration process has been completed successfully. 	

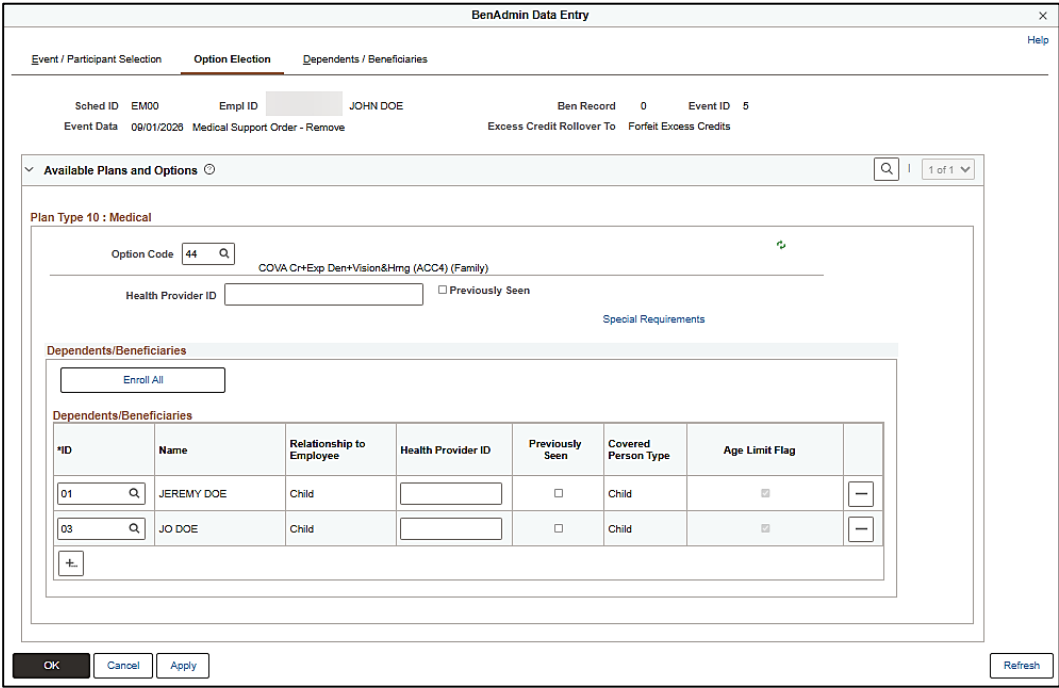
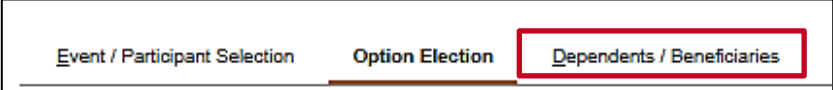


BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
12.	Click the OK button to close the message. 
The On-Demand Event Process page redisplay. 	
13.	Confirm that the Status field displays as “Prepared” and the Event Status field displays as “Open for Processing”. 
14.	Click the Election Entry button. 

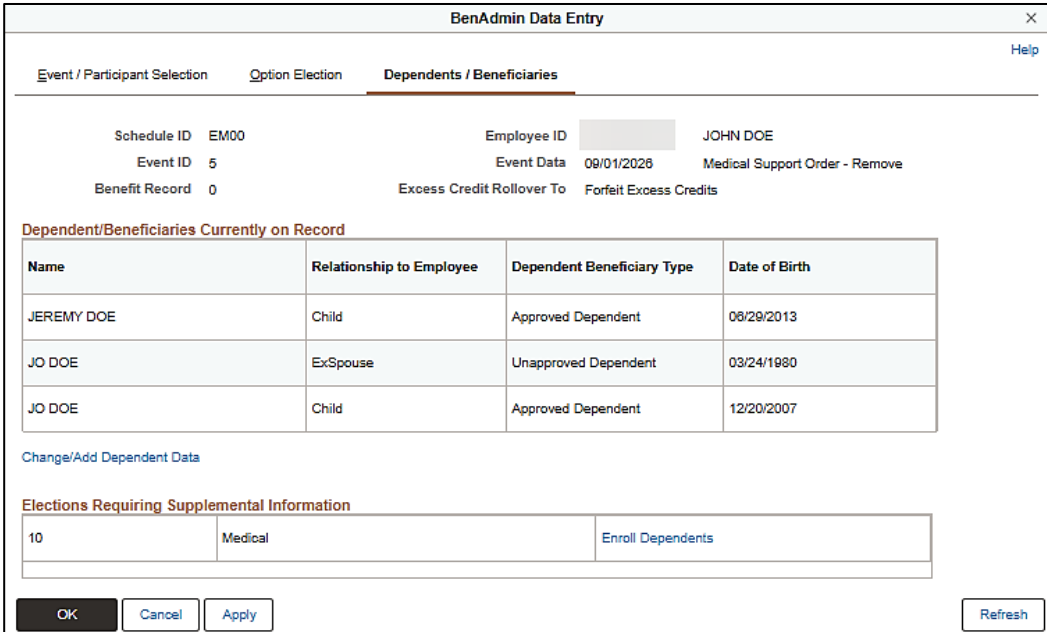
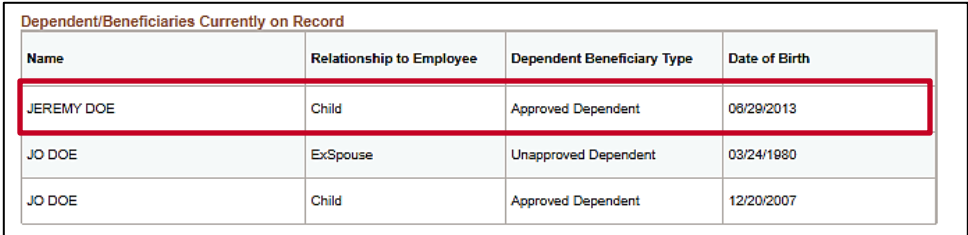


BN361 National Medical Support Notice (NMSN) and QMCSO Administration

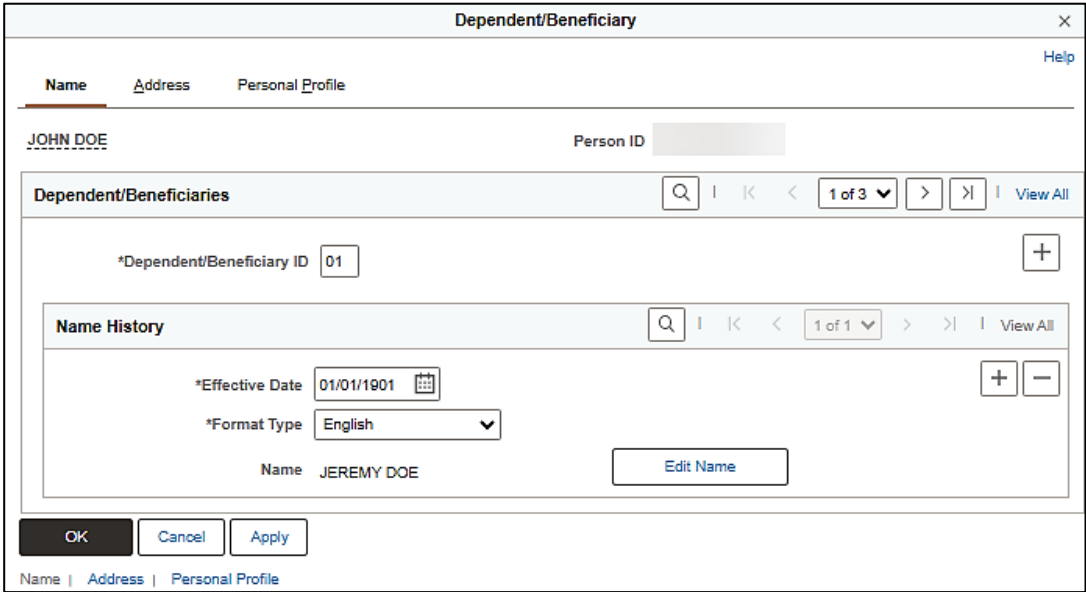
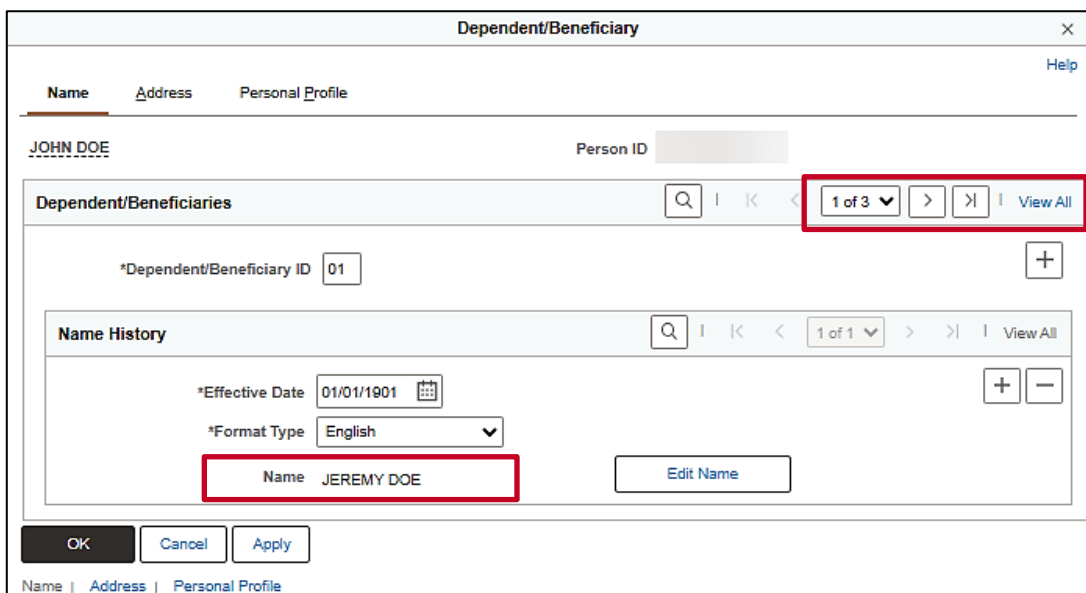
Step	Action
	The BenAdmin Data Entry page displays in a pop-up window with the Option Election tab displayed by default. 
15.	First, update the NMSN Rider information for the named child dependent. Click the Dependents / Beneficiaries tab. 



BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Dependent / Beneficiaries page displays. 
16.	Review the Dependent/Beneficiaries Currently on Record section and verify that the child dependent(s) on the NMSN is displayed. 
17.	Click the Change/Add Dependent Data link. 

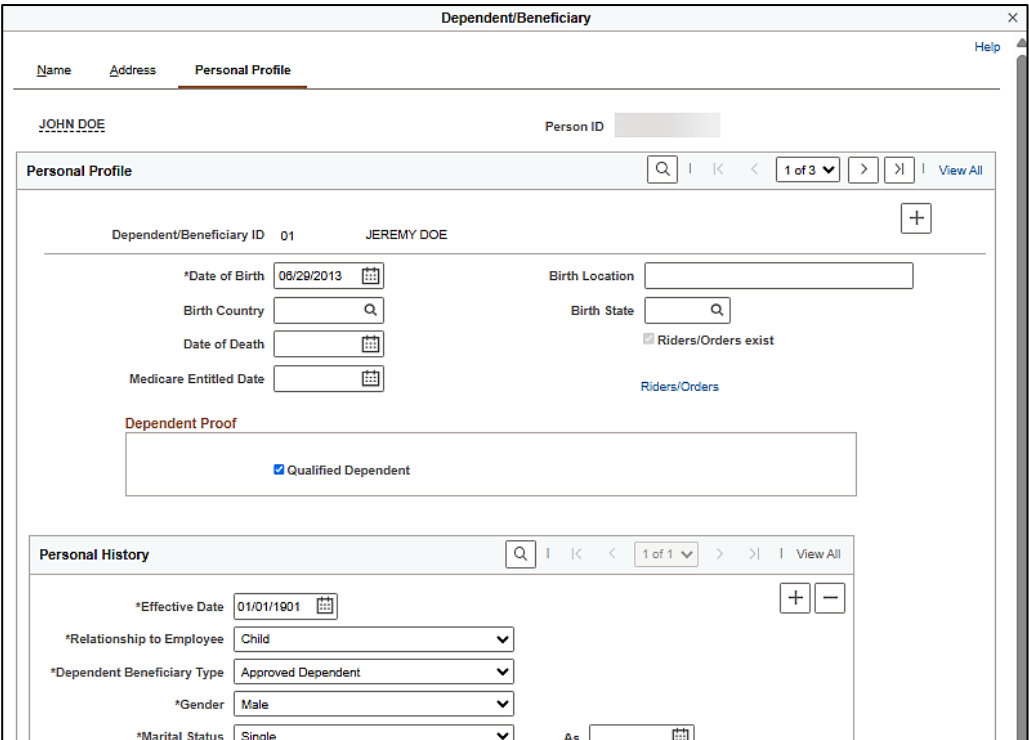
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Dependent/Beneficiary page displays in a pop-up window with the Name tab displayed by default. 
18.	Review the Name field and ensure that the record for the applicable child dependent is displayed. Use the navigation arrows or the View All link within the Dependent/Beneficiaries section as needed to locate the applicable child dependent. 



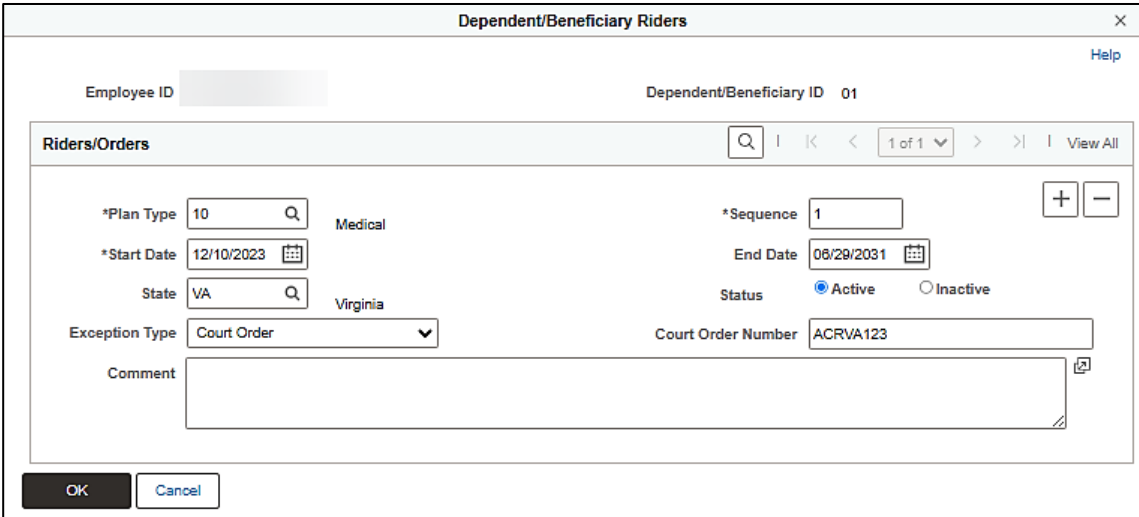
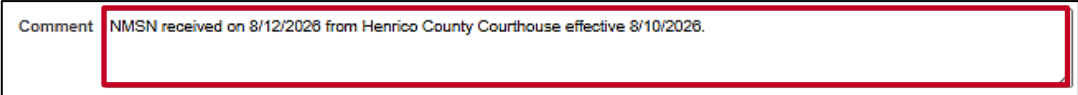
Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
19.	Click the Personal Profile tab. 
The Personal Profile page displays. 	
20.	Verify that the correct child dependent is displayed and then click the Riders/Orders link. 



BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Dependent/Beneficiary Riders page displays in a pop-up window. 
21.	Click the End Date Calendar icon and select the date of the NMSN Release ("08/10/2026" in this scenario). Note: This field prevents the dependent from inadvertently being removed prior to the end date provided by the NMSN. The same process would apply to a QMCSO. 
22.	Select the Inactive radio button option. 
23.	Enter applicable comments pertaining to the NMSN in the Comment field. Do not overwrite the previous comments. 
24.	Click the OK button. 



BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Personal Profile page redispays.
25.	Verify that the Riders/Order exist checkbox option is not selected (read-only).
26.	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

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

Schedule ID EM00 Employee ID [REDACTED] JOHN DOE
Event ID 5 Event Data 09/01/2026 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
JEREMY DOE	Child	Approved Dependent	08/29/2013
JO DOE	ExSpouse	Unapproved Dependent	03/24/1980
JO DOE	Child	Approved Dependent	12/20/2007

[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

27.

Click the **Option Election** tab.

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

The **Option Election** page displays.

BenAdmin Data Entry

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

Sched ID EM00 Empl ID [REDACTED] JOHN DOE Ben Record 0 Event ID 5
Event Data 09/01/2026 Medical Support Order - Remove Excess Credit Rollover To Forfeit Excess Credits

Available Plans and Options

Plan Type 10 : Medical

Option Code 44 COVA Cr+Exp Den+Vision&Hmg (ACC4) (Family)

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

Dependents/Beneficiaries

[Enroll All](#)

ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag
01	JEREMY DOE	Child		☐	Child	☐
03	JO DOE	Child		☐	Child	☐

OK Cancel Apply

Event / Participant Selection | Option Election | Dependents / Beneficiaries



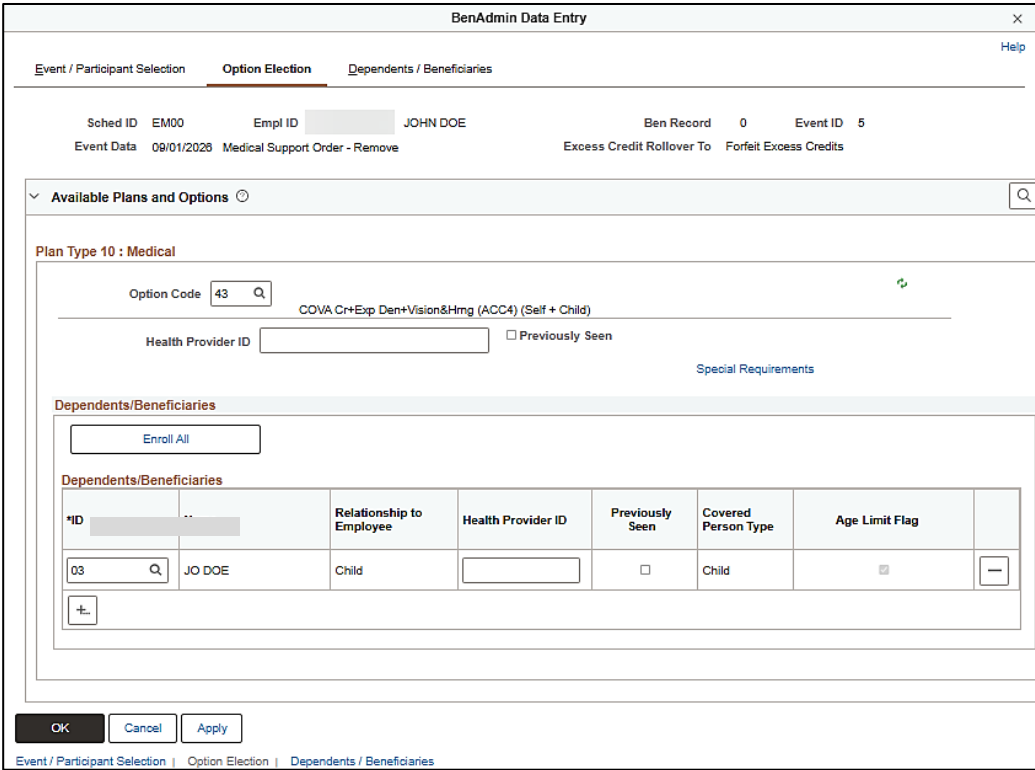
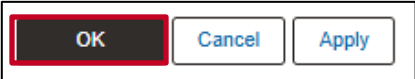
Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action																																
28.	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 + Child” in this scenario). Plan Type 10 : Medical Option Code 43 Q COVA Cr+Exp Dent+Vision&Hmg (ACC4) (Self + Child) Health Provider ID ☐ Previously Seen Special Requirements																																
29.	If the coverage code does not need to be updated, proceed to Step 30. If the dependent is not being removed from coverage, proceed to Step 32.																																
30.	If the child dependent is being removed from coverage, click the corresponding Delete Row icon (-). Dependents/Beneficiaries <table><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><tr><td>01</td><td>JEREMY DOE</td><td>Child</td><td></td><td>☐</td><td>Child</td><td>☒</td><td>-</td></tr><tr><td>03</td><td>JO DOE</td><td>Child</td><td></td><td>☐</td><td>Child</td><td>☒</td><td>-</td></tr><tr><td colspan="8"> + </td></tr></table>	*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag		01	JEREMY DOE	Child		☐	Child	☒	-	03	JO DOE	Child		☐	Child	☒	-	+							
*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag																											
01	JEREMY DOE	Child		☐	Child	☒	-																										
03	JO DOE	Child		☐	Child	☒	-																										
+																																	
A Warning message displays in a pop-up window. Delete current/selected rows from this page? The delete will occur when the transaction is saved. OK Cancel																																	
31.	Click the OK button. OK Cancel																																



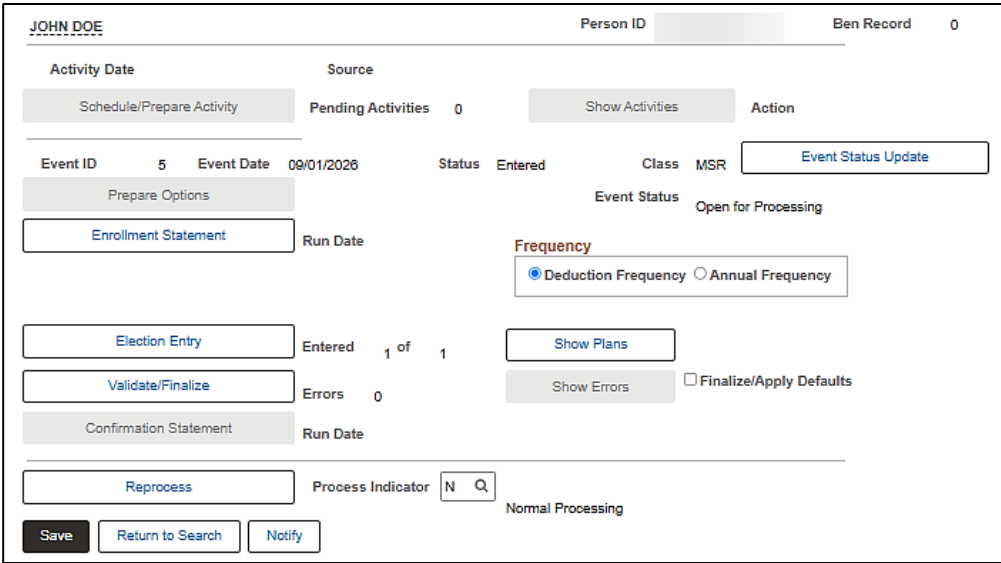
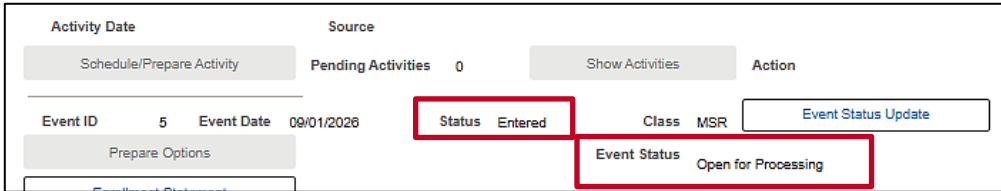
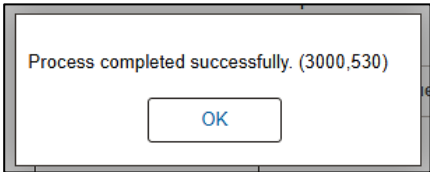
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Option Election page refreshes. 
	The removed child no longer displays in the Dependents/Beneficiaries section.
32.	Scroll down to the bottom of the page and click the OK button. 



Benefits Job Aid

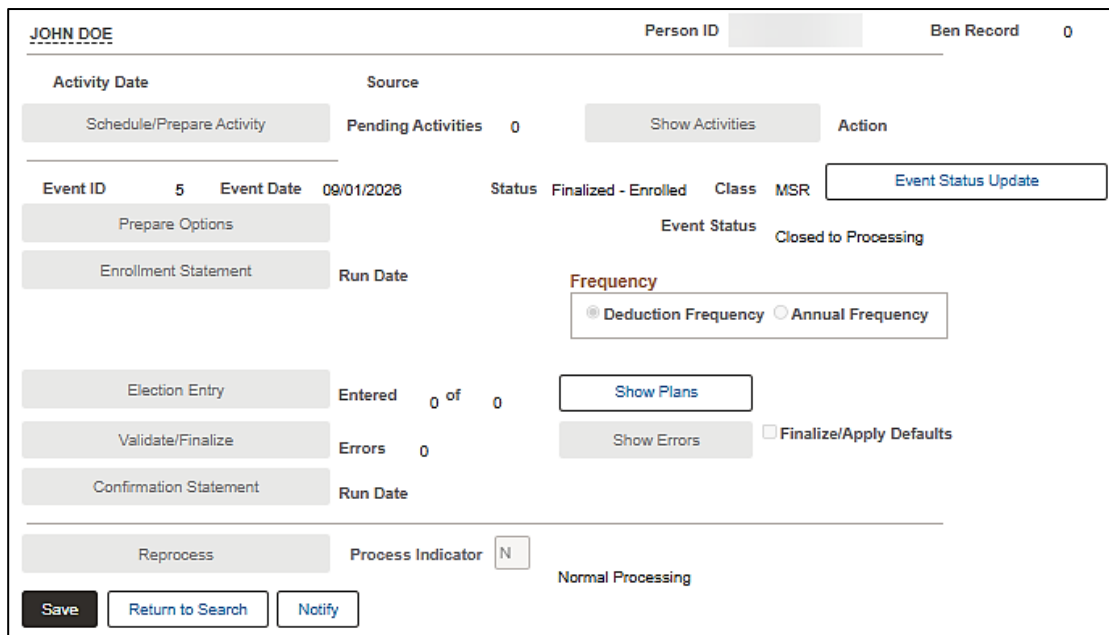
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The On-Demand Event Process page redisplay. 
	The Status field will now display as “Entered”. The Event Status field will display as “Open for Processing”. 
33.	Click the Validate/Finalize button. This process will validate that all of the elections are valid, close the Benefit Event, and update the Base Benefits Tables. 
	A Confirmation message displays in a pop-up window to acknowledge that the manual Benefits Administration process has been completed successfully. 

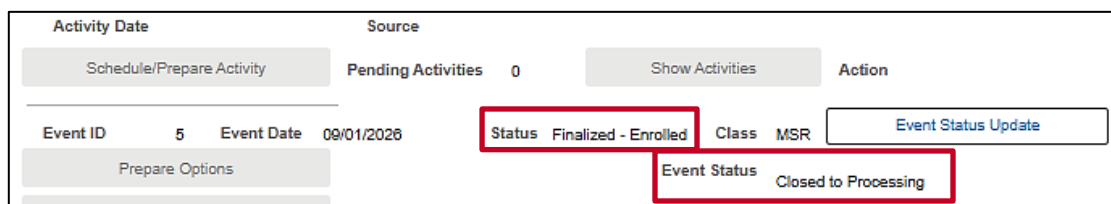
BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
34.	Click the OK button to close the message. 

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




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





BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Processing QMCSO Information

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

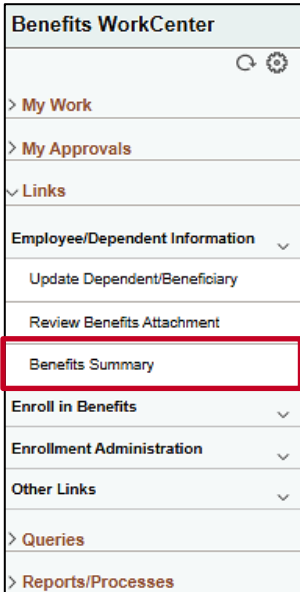
Follow all steps in the above scenarios to create and process the event. It is not required that the Rider information be completed on the **Dependents/Beneficiaries** tab.

The screenshot displays the 'Life Event' entry form. A dropdown menu is open for the 'Life Event' field, showing a list of events. The event 'Judgment, Decree or Order to Add Child' is highlighted. Other visible events 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', and 'Other Employer OE/Plan Change'. The form also includes fields for 'Paperwork Receipt Date', 'FSA Change' (with a dropdown for 'FSA Change Needed' and a 'Change' field), and a 'Special Processing Message (FSA)' field. Navigation controls at the top right show '3 of 3' and a 'View All' link.

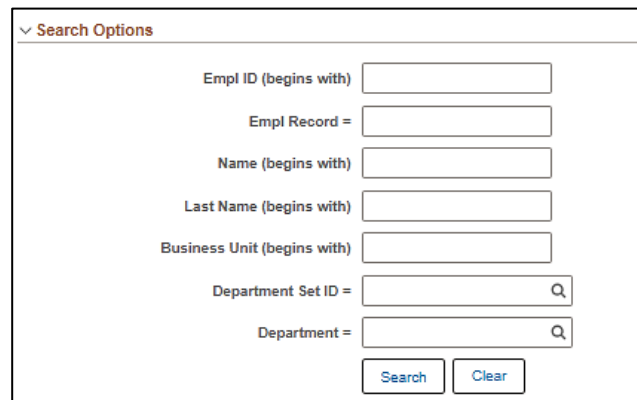
Refer to the [Viewing the Employee's Benefit Information](#) section of this Job Aid to validate accuracy. Refer to the [Viewing/Printing a Confirmation Statement](#) if a copy of the Confirmation Statement needs to be printed for the employee.

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.	Navigate to the employee's Benefits Summary page from the BN WorkCenter. 
	Users can also access the Benefits Summary page using the following navigation path: NavBar > Menu > Benefits > Review Employee Benefits > Benefits Summary

The **Benefits Summary Search** page displays.



Search Options

Empl ID (begins with)
 Empl Record =
 Name (begins with)
 Last Name (begins with)
 Business Unit (begins with)
 Department Set ID =
 Department =

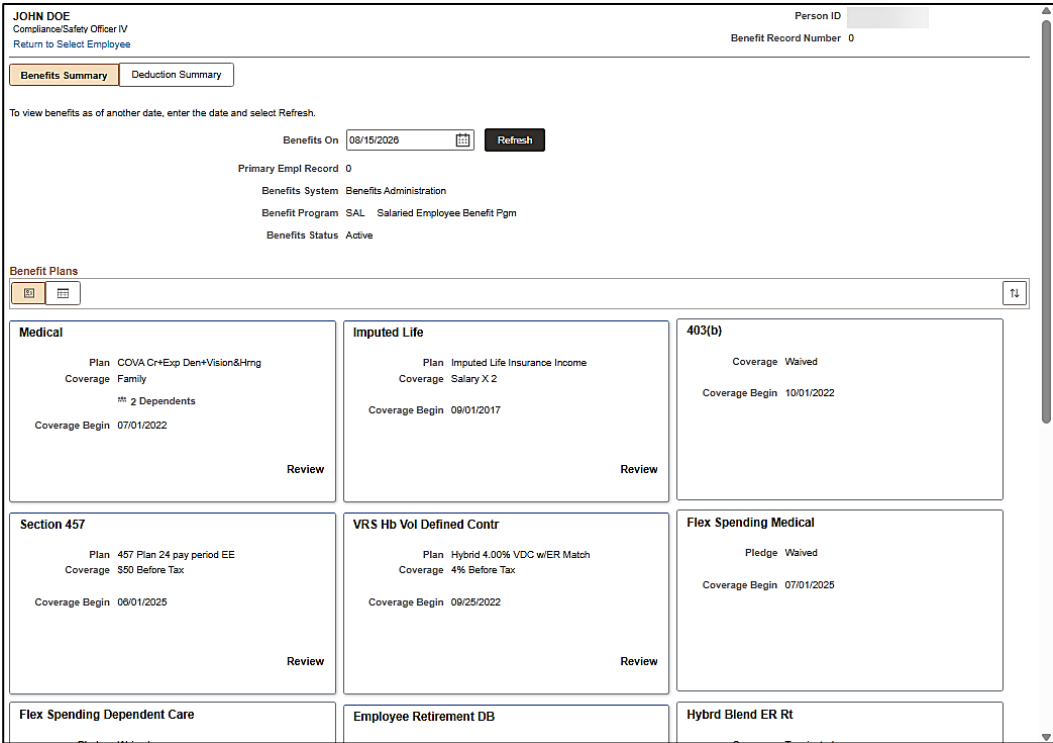
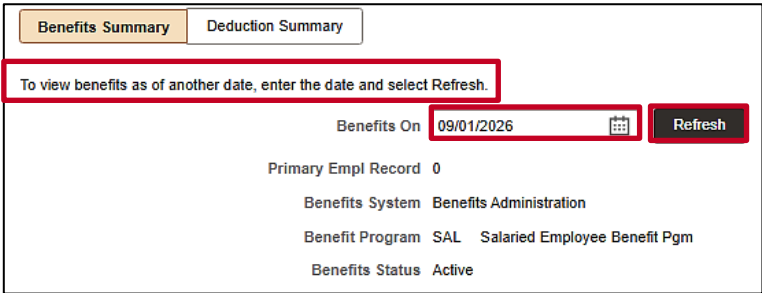


Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO 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 Empl ID field. Note: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID. Empl ID begins with ▾
3.	Click the Search button. Search Clear
The Search results display. Select Employees 1 row JOHN DOE Job Title Compliance/Safety Officer IV Benefit Record Number 0 Last Name DOE Business Unit 18100 Department 18100 >	
4.	Click the Select icon at the end of the applicable row. Select Employees 1 row JOHN DOE Job Title Compliance/Safety Officer IV Benefit Record Number 0 Last Name DOE Business Unit 18100 Department 18100 >

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Benefits Summary page displays. 
5.	Review the information and reconcile against the benefits enrollment form submitted by the employee to ensure accuracy. Note: If the benefits termination date is in the future, users will need to change the date in the Benefits On field on the Benefits Summary page and click the Refresh button. 
	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.



Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
6.	Click the Deduction Summary tab. Benefits Summary Deduction Summary

The **Benefit Deduction Summary** page displays.

JOHN DOE

Compliance/Safety Officer IV

[Return to Select Employee](#)

Person ID

Benefit Record Number

0

Benefits Summary

Deduction Summary

Payroll System

Payroll for North America

Pay Group

SM1 Semimonthly Class (SATFRI07)

Payroll Status

Active

Latest Deductions

Plan Type	Benefit Plan	Dedn Code	Description	Class	Coverage Base	Last Deduction	Pay Period End
10	ACC4	CVACRE	COVACARE	Before-Tax		241.00	01/09/2026
				Nontaxable Benefit		1089.50	01/09/2026
23	IMPLIF	IMPLIF	Imp Life	Taxable Benefit	180000.00	19.50	01/09/2026
49	457P24	DEFCMP	Def Comp	Before-Tax		50.00	01/09/2026
				Nontaxable Btax Benefit		20.00	01/09/2026
4W	HVC400	HYBVDC	HYB VDC	Before-Tax		149.85	01/09/2026
				Nontaxable Btax Benefit		93.66	01/09/2026
70	HVRMDB	HVRMDB	HVRMDB	Before-Tax	3746.33	149.85	01/09/2026

7.

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.

JOHN DOE

Compliance/Safety Officer IV

[Return to Select Employee](#)

Person ID

Benefit Record Number

0

Benefits Summary

Deduction Summary

Payroll System

Payroll for North America

Pay Group

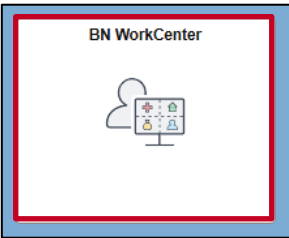
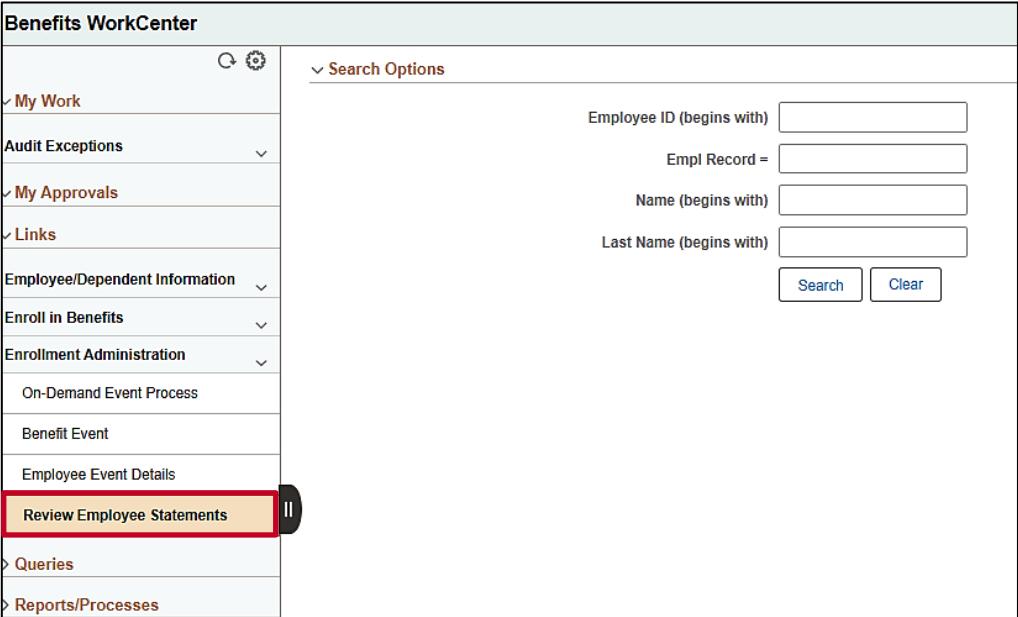
SM1 Semimonthly Class (SATFRI07)

Payroll Status

Active

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.	Navigate to the Review Employee Statements page by clicking the BN WorkCenter tile. 
	For more information pertaining to WorkCenters, see the Job Aid titled Overview of the Cardinal HCM WorkCenters located on the Cardinal website in Job Aids under Learning.
2.	Use the following navigation path in the WorkCenter: Links > Enrollment Administration > Review Employee Statements Note: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 



Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
	The Review Employee Statements Search page displays. ▼ Search Options Employee ID (begins with) Empl Record = Name (begins with) Last Name (begins with) Search Clear
3.	Enter the employee's Employee ID in the Empl ID field. Note: Users can also search by name using the corresponding fields. However, it is recommended to use the Employee ID as it is a unique identifier for each employee. Employee ID (begins with)
4.	Click the Search button. Search Clear
	The Review Employee Statement Search page refreshes with the search results at the bottom of the page. ▼ Search Options Employee ID (begins with) Empl Record = Name (begins with) Last Name (begins with) Search Clear Select Employees 1 row JOHN DOE Job Title Compliance/Safety Officer IV >



Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action																																																						
5.	Click the Select button on the applicable row. Select Employees 1 row JOHN DOE Job Title Compliance/Safety Officer IV ↕ >																																																						
The Benefits Statements page displays for the selected employee. JOHN DOE Compliance/Safety Officer IV Return to Select Employee Person ID Benefit Record 0 Benefits Statements ▼ Filters Event Year ▼ Enrollment Event ▼ Statement Type ▼ Apply Reset Benefits Statements 11 rows <table><tr><th>Event Date ↑↓</th><th>Issue Date ↑↓</th><th>Seq ↑↓</th><th>Enrollment Event ↑↓</th><th>Statement Type ↑↓</th><th></th></tr><tr><td>09/01/2026</td><td>08/17/26 7:43:56AM</td><td>0</td><td>Medical Support Order - Remove</td><td>Confirmation Statement</td><td>></td></tr><tr><td>07/01/2025</td><td>05/28/25 9:51:32AM</td><td>0</td><td>COVA Open Enrollment July 2025</td><td>Submitted Enrollment</td><td>></td></tr><tr><td>07/01/2025</td><td>05/28/25 9:18:28PM</td><td>0</td><td>COVA Open Enrollment July 2025</td><td>Confirmation Statement</td><td>></td></tr><tr><td>07/01/2024</td><td>05/09/24 12:04:47PM</td><td>0</td><td>COVA Open Enrollment July 2024</td><td>Submitted Enrollment</td><td>></td></tr><tr><td>07/01/2024</td><td>05/09/24 9:51:31PM</td><td>0</td><td>COVA Open Enrollment July 2024</td><td>Confirmation Statement</td><td>></td></tr><tr><td>07/01/2023</td><td>05/08/23 11:44:00AM</td><td>0</td><td>July 2023 COV OE</td><td>Submitted Enrollment</td><td>></td></tr><tr><td>07/01/2023</td><td>05/08/23 7:45:50PM</td><td>0</td><td>July 2023 COV OE</td><td>Confirmation Statement</td><td>></td></tr><tr><td>07/01/2023</td><td>05/04/23 9:28:23AM</td><td>1</td><td>July 2023 COV OE</td><td>Submitted Enrollment</td><td>></td></tr></table>		Event Date ↑↓	Issue Date ↑↓	Seq ↑↓	Enrollment Event ↑↓	Statement Type ↑↓		09/01/2026	08/17/26 7:43:56AM	0	Medical Support Order - Remove	Confirmation Statement	>	07/01/2025	05/28/25 9:51:32AM	0	COVA Open Enrollment July 2025	Submitted Enrollment	>	07/01/2025	05/28/25 9:18:28PM	0	COVA Open Enrollment July 2025	Confirmation Statement	>	07/01/2024	05/09/24 12:04:47PM	0	COVA Open Enrollment July 2024	Submitted Enrollment	>	07/01/2024	05/09/24 9:51:31PM	0	COVA Open Enrollment July 2024	Confirmation Statement	>	07/01/2023	05/08/23 11:44:00AM	0	July 2023 COV OE	Submitted Enrollment	>	07/01/2023	05/08/23 7:45:50PM	0	July 2023 COV OE	Confirmation Statement	>	07/01/2023	05/04/23 9:28:23AM	1	July 2023 COV OE	Submitted Enrollment	>
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07/01/2023	05/04/23 9:28:23AM	1	July 2023 COV OE	Submitted Enrollment	>																																																		
6.	Click the Statement Type dropdown button and select “Confirmation Statement”. Statement Type ▼																																																						
7.	Click the Apply button. Statement Type Confirmation Statement ▼ Apply Reset																																																						



BN361 National Medical Support Notice (NMSN) and QMCSO Administration

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

JOHN DOE
Compliance/Safety Officer IV
[Return to Select Employee](#)

Person ID
Benefit Record 0

Benefits Statements

Filters

Event Year
Enrollment Event
Statement Type Confirmation Statement
Apply Reset

Benefits Statements

Event Date ↑↓	Issue Date ↑↓	Seq ↑↓	Enrollment Event ↑↓	Statement Type ↑↓	6 rows
09/01/2026	08/17/26 7:43:56AM	0	Medical Support Order - Remove	Confirmation Statement	>
07/01/2025	05/28/25 9:18:28PM	0	COVA Open Enrollment July 2025	Confirmation Statement	>
07/01/2024	05/09/24 9:51:31PM	0	COVA Open Enrollment July 2024	Confirmation Statement	>
07/01/2023	05/08/23 7:45:50PM	0	July 2023 COV OE	Confirmation Statement	>
07/01/2023	05/04/23 7:47:27PM	0	July 2023 COV OE	Confirmation Statement	>
10/03/2022	10/05/22 4:00:04PM	0	Divorce	Confirmation Statement	>

8.

Click anywhere in the corresponding row for the applicable Benefit Event.

Scenario: "Medical Support Order – Remove" (Seq Number "0") will be opened.

Benefits Statements

Event Date ↑↓	Issue Date ↑↓	Seq ↑↓	Enrollment Event ↑↓	Statement Type ↑↓	6 rows
09/01/2026	08/17/26 7:43:56AM	0	Medical Support Order - Remove	Confirmation Statement	>
07/01/2025	05/28/25 9:18:28PM	0	COVA Open Enrollment July 2025	Confirmation Statement	>
07/01/2024	05/09/24 9:51:31PM	0	COVA Open Enrollment July 2024	Confirmation Statement	>

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

Statement Type Confirmation Statement

Description Medical Support Order - Remove

Enrollment Effective Date 09/01/2026

Statement Issue Date 08/17/2026 7:43AM

Print View

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

Statement Sections

Expand All

> Personal Information

> Cost Summary

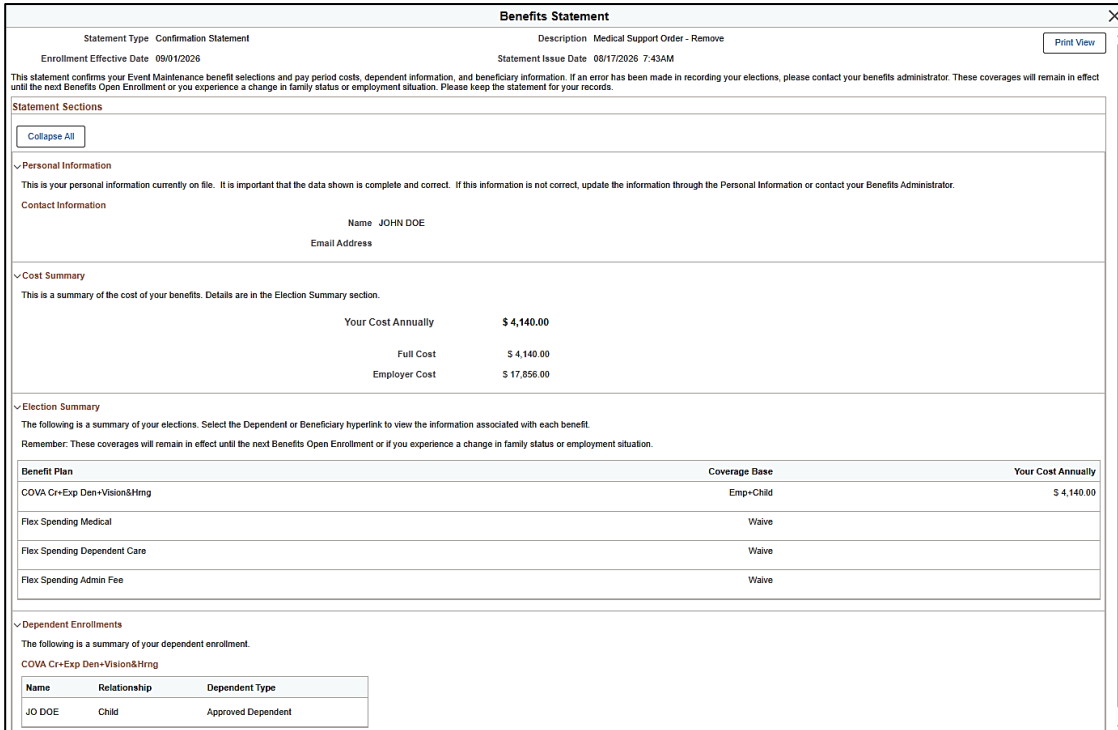
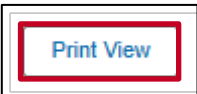
> Election Summary

> Dependents Enrollments



Benefits Job Aid

BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action
9.	Click the Expand All button to view the detailed information. 
The Benefits Statements page refreshes with the sections expanded. 	
10.	Review the information as needed. Use the vertical scrollbar to scroll down and view all of the information.
11.	Click the Print View button. 



BN361 National Medical Support Notice (NMSN) and QMCSO Administration

Step	Action																												
	The Confirmation Statement opens as a PDF document. If the Confirmation Statement does not display, check to see if pop-ups are allowed from the website. Dept of Labor and Industry Salaried Employee Benefit Pgm CONFIRMATION OF 2026 ELECTIONS MEDICAL SUPPORT ORDER - REMOVE Statement Issue Date: 08/17/2026 JOHN DOE Employee ID: This statement confirms your recent benefit elections. These coverages will remain in effect until you experience a change in family status or in your employment situation. If an error has been made in recording your elections, please contact your benefits administrator. Please keep a copy of this form for your records. PERSONAL INFORMATION Home Address 100 MAIN ST , RICHMOND, VA 99999 Email Address ELECTION SUMMARY <table><tr><th>Benefit</th><th>Coverage</th><th>Coverage Begin Date</th><th>Your Cost Annually</th></tr><tr><td>COVA Cr+Exp Den+Vision&Hrng</td><td>Self + Child</td><td>09/01/2026</td><td>\$ 4,140.00</td></tr><tr><td>Flex Spending Medical</td><td>Waive</td><td>07/01/2025</td><td>\$ 0.00</td></tr><tr><td>Flex Spending Dependent Care</td><td>Waive</td><td>07/01/2025</td><td>\$ 0.00</td></tr><tr><td>Flex Spending Admin Fee</td><td>Waive</td><td>07/01/2022</td><td>\$ 0.00</td></tr></table> HEALTH DEPENDENTS <table><tr><th>Name</th><th>Date of Birth</th><th>Relationship</th><th>Dependent Approval Status</th></tr><tr><td>JO DOE</td><td>12/20/2007</td><td>Child</td><td>Approved Dependent</td></tr></table>	Benefit	Coverage	Coverage Begin Date	Your Cost Annually	COVA Cr+Exp Den+Vision&Hrng	Self + Child	09/01/2026	\$ 4,140.00	Flex Spending Medical	Waive	07/01/2025	\$ 0.00	Flex Spending Dependent Care	Waive	07/01/2025	\$ 0.00	Flex Spending Admin Fee	Waive	07/01/2022	\$ 0.00	Name	Date of Birth	Relationship	Dependent Approval Status	JO DOE	12/20/2007	Child	Approved Dependent
Benefit	Coverage	Coverage Begin Date	Your Cost Annually																										
COVA Cr+Exp Den+Vision&Hrng	Self + Child	09/01/2026	\$ 4,140.00																										
Flex Spending Medical	Waive	07/01/2025	\$ 0.00																										
Flex Spending Dependent Care	Waive	07/01/2025	\$ 0.00																										
Flex Spending Admin Fee	Waive	07/01/2022	\$ 0.00																										
Name	Date of Birth	Relationship	Dependent Approval Status																										
JO DOE	12/20/2007	Child	Approved Dependent																										
12.	Save and/or print the document as needed.																												