

Researching Benefit Events Overview

This Job Aid provides Benefit Administrators with an overview of resources that can be used to research Benefit Events and troubleshoot some of the common errors received while processing Benefit Events.

Navigation Note: Please note that there may be a **Notify** button at the bottom of various pages utilized while completing the processes 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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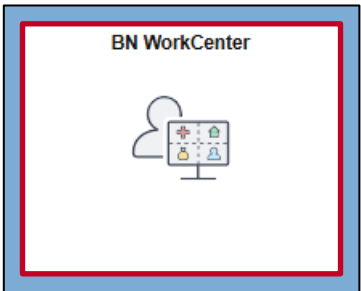
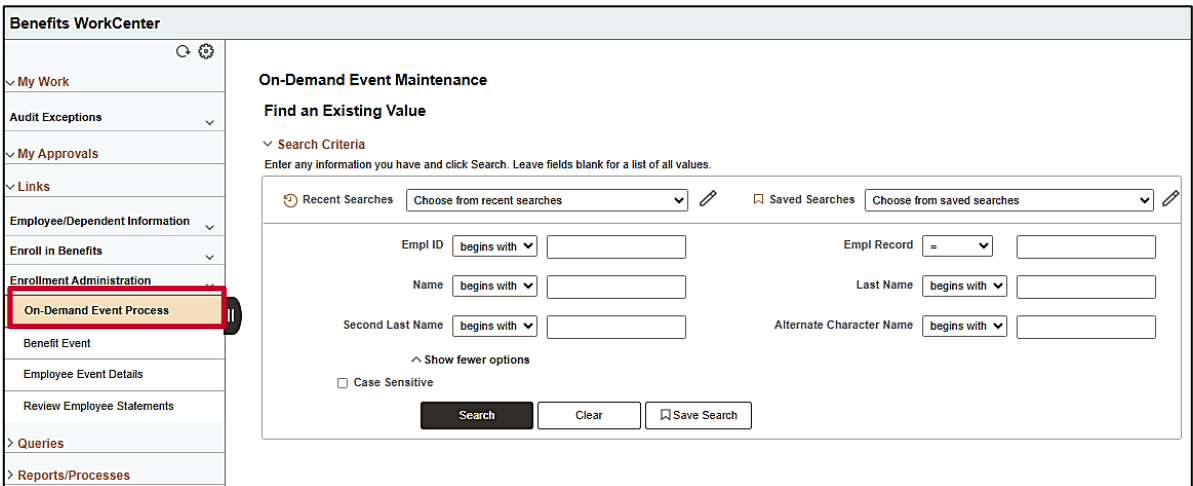


Revision History

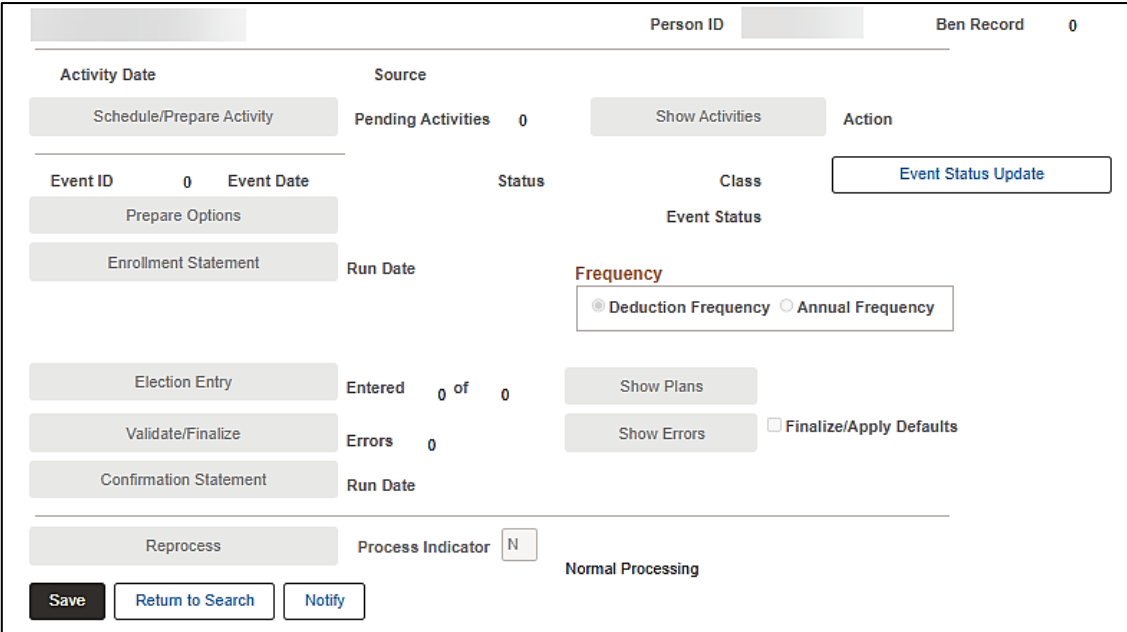
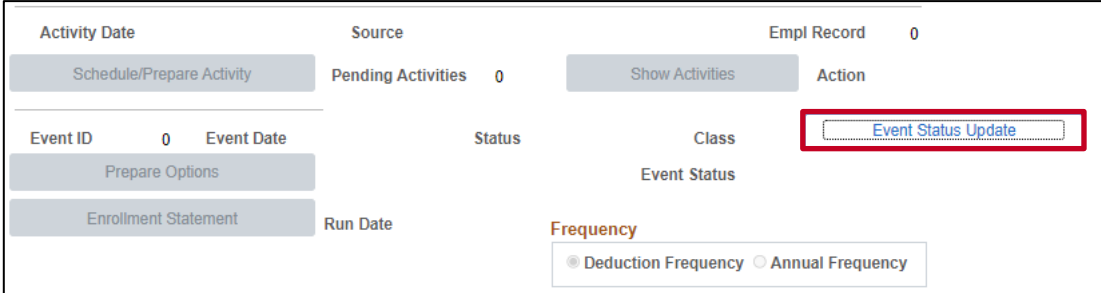
Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
3/1/2025	Updated the screenshots of the Search pages (Section 1 , after Step 1; Section 2 , after Step 1). Added reference information to the Overview of the Cardinal HCM Search Pages Job Aid.

Monitoring Benefit Events on the Event Status Update Page

This section of the Job Aid provides guidance on how to monitor the status of a Benefit Event on the **Event Status Update** page.

Step	Action
1.	Navigate to the On-Demand Event Maintenance page by clicking the BN WorkCenter tile. 
	For more information pertaining to WorkCenters, see the Job Aid titled Overview of 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 > On-Demand Event Process Note: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 

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 Save Search

Step	Action
	The On-Demand Event Maintenance page displays for the applicable employee. 
5.	Click the Event Status Update button. 



Benefits Job Aid

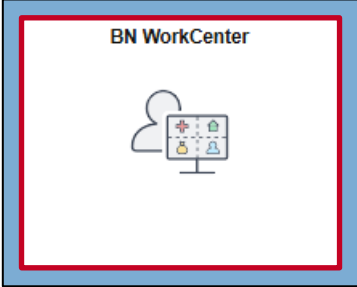
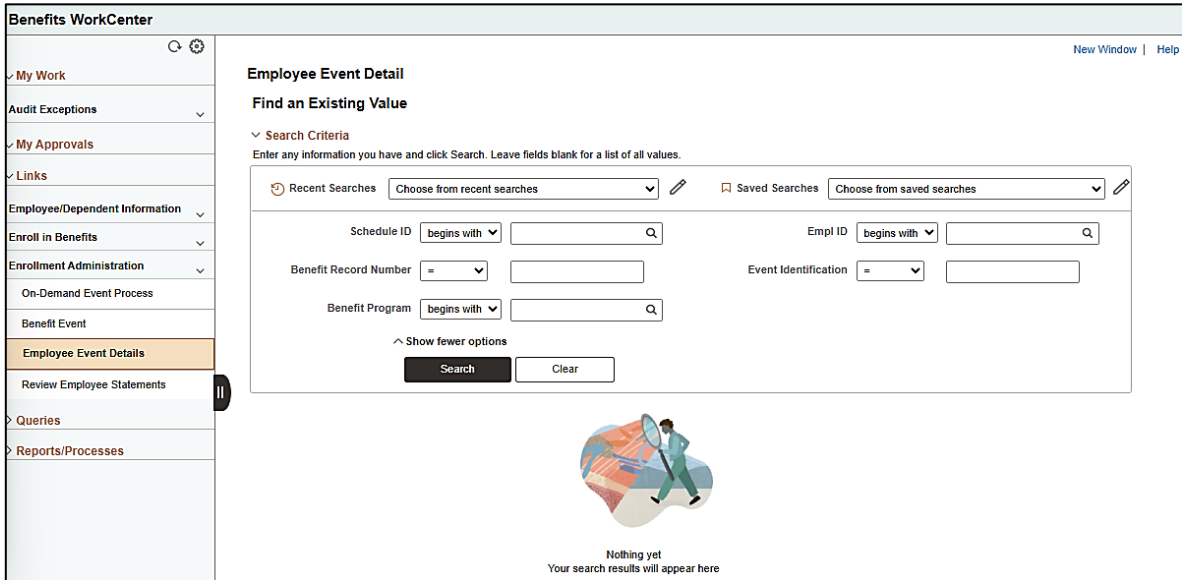
BN361 Researching Benefit Events

Step	Action
	The Event Status Update page displays. Empl ID Ben Record 0 Event Status Update ? Q < > 1 of 9 Schedule ID 257COV Event Date 07/01/2025 Event ID 0 Event Class OE Open Enrollment Event Priority 900 Benefit Program SAL Process Status Finalized - Enrolled Action Source Open Enrollment ☐ Event Disconnected ☐ Address Eligibility Changed ☐ MultiJob Indicator Changed ☐ Job Eligibility Changed ☐ Event Out of Sequence ☐ Finalize/Apply Defaults Print Option Print Confirmation Forms Only *Process Normal Processing *Event Status Closed to Processing Schedule ID EM00 Event Date 11/09/2024 Event ID 4 Event Class MAR Marriage Event Priority 420 Benefit Program SAL Process Status Finalized - Enrolled Action Source Manual Event ☐ Event Disconnected ☐ Address Eligibility Changed ☐ MultiJob Indicator Changed ☐ Job Eligibility Changed ☐ Event Out of Sequence ☐ Finalize/Apply Defaults Print Option Print Both Forms *Process Normal Processing *Event Status Closed to Processing Schedule ID 247COV Event Date 07/01/2024 Event ID 0 Event Class OE Open Enrollment Event Priority 900 Benefit Program SAL Process Status Finalized - Enrolled Action Source Open Enrollment ☐ Event Disconnected ☐ Address Eligibility Changed ☐ MultiJob Indicator Changed ☐ Job Eligibility Changed ☐ Event Out of Sequence ☐ Finalize/Apply Defaults Print Option Print Confirmation Forms Only *Process Normal Processing *Event Status Closed to Processing
6.	Locate the applicable Benefit Event and review the key information based on the following guidelines (the Marriage Benefit Event (MAR) will be reviewed for the purpose of this Job Aid).

Step	Action
	Schedule ID EM00 Event Date 11/09/2024 Event ID 4 Event Class MAR Marriage Event Priority 420 Benefit Program SAL Process Status Finalized - Enrolled Action Source Manual Event ☐ Event Disconnected ☐ Address Eligibility Changed ☐ MultiJob Indicator Changed ☐ Job Eligibility Changed ☐ Event Out of Sequence ☐ Finalize/Apply Defaults Print Option Print Both Forms *Process Normal Processing *Event Status Closed to Processing - The Event Date field identifies the Effective Date of the Job record or the system-generated Event Date when created using the Benefit Event page. This is Date is used to determine the Coverage Begin Date for Benefits. - The Event Class field identifies the type of Benefit Event (“MAR Marriage” in this example). - The Benefit Program field identifies the Benefit Program that the employee was in at the time the Benefit Event was processed. - The Process Status field identifies the current process status of the Benefit Event. During the Benefits Administration process, there are a series of actions taken in evaluating a Benefit Event and can result in various Process Statuses. See the Process Statuses Overview section of this Job Aid for a list of the Process Statuses and a description for each along with some potential reasons for the Process Status. - The Process field identifies the last action executed by the Benefits Administration process (Process Indicator) for the Benefit Event. Typically, this will reflect “Normal Processing”. See the Process Indicators Overview section of this Job Aid for a list of the Process Indicators and a description for each one. - The Event Status field identifies the current Event Status for the Benefit Event. See the Event Statuses Overview section of this Job Aid for a list of the Event Statuses and a description for each one.
	Schedule ID EM00 Event Date 11/09/2024 Event ID 4 Event Class MAR Marriage Event Priority 420 Benefit Program SAL Process Status Finalized - Enrolled Action Source Manual Event ☐ Event Disconnected ☐ Address Eligibility Changed ☐ MultiJob Indicator Changed ☐ Job Eligibility Changed ☐ Event Out of Sequence ☐ Finalize/Apply Defaults Print Option Print Both Forms *Process Normal Processing *Event Status Closed to Processing There are also a series of Benefit Event flags that the Benefits Administration process may systematically assign. These occur when changes, insertions, or deletions have occurred after a Benefit Event has been processed. These Benefit Event flags indicate that a Benefit Event may need to be re-processed. See the Flagged Benefit Events Overview section of this Job Aid for additional information pertaining to these Benefit Event flags.

Overview of the Employee Event Detail Page

This section of the Job Aid provides guidance on how to review details related to the nature and status of a Benefit Event on the **Employee Event Details** page.

Step	Action
1.	Navigate to the On-Demand Event Maintenance page by clicking the BN WorkCenter tile. 
	For more information pertaining to WorkCenters, see the Job Aid titled Overview of 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 > Employee Event Details Note: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 

Step	Action
	The Employee Event Detail Find an Existing Value Search page displays. Employee Event Detail 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 ▼ Schedule ID begins with ▼ Q Empl ID begins with ▼ Q Benefit Record Number = ▼ Event Identification = ▼ Benefit Program begins with ▼ Q ^ Show fewer options Search Clear



Benefits Job Aid

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Step	Action
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The **Search Results** section displays all existing events for the selected employee.

▼ Search Results									
7 results - Schedule ID "EM00" Empl ID [REDACTED]									
< < 1-7 of 7 > > View All									
Schedule ID	Empl ID	Benefit Record Number	Event Identification	Benefit Program	Event Classification	Event Status	Process Status	Event Date	
EM00	[REDACTED]	0	1	SAL	HIR	Closed	Enrolled	09/10/2021	>
EM00		0	2	SAL	MSC	Closed	Prep None	09/24/2021	>
EM00		0	3	SAL	MSC	Closed	Prep None	07/10/2022	>
EM00		0	4	SAL	JOB	Closed	Prep None	03/25/2025	>
EM00		0	5	SAL	JOB	Closed	Prep None	04/14/2025	>
EM00		0	6	SAL	JOB	Closed	Prep None	04/18/2025	>
EM00		0	7	SAL	JOB	Closed	Prep None	04/30/2025	>

5. Select the event to be reviewed (Event Identification "4" is selected in this example).

▼ Search Results									
7 results - Schedule ID "EM00" Empl ID [REDACTED]									
< < 1-7 of 7 > > View All									
Schedule ID	Empl ID	Benefit Record Number	Event Identification	Benefit Program	Event Classification	Event Status	Process Status	Event Date	
EM00	[REDACTED]	0	1	SAL	HIR	Closed	Enrolled	09/10/2021	>
EM00		0	2	SAL	MSC	Closed	Prep None	09/24/2021	>
EM00		0	3	SAL	MSC	Closed	Prep None	07/10/2022	>
EM00		0	4	SAL	JOB	Closed	Prep None	03/25/2025	>
EM00		0	5	SAL	JOB	Closed	Prep None	04/14/2025	>
EM00		0	6	SAL	JOB	Closed	Prep None	04/18/2025	>
EM00		0	7	SAL	JOB	Closed	Prep None	04/30/2025	>



Step

Action

The **Employee Event Detail** page for the employee displays with the **Participant** tab displayed by default.

Participant

Plan Type

Option and Cost

Sched ID

EM00

Event Maintenance

Empl ID

Benefit Record

0

Event Information

ID

4

Empl Record

0

Status

Closed to Processing

Date

03/25/2025

Class

JOB Job Change

Effseq

0

Source

Job Data Change

Priority

125

☐ Multi-Activity Indicator

Eligibility Information

Empl Record

0

COBRA Action

Addr Effdt

12/13/2021

Job EffDt

03/25/2025

Effseq

0

Processing Information

Benefit Program

SAL Salaried Employee Benefit Pgm

Process Status

Finalized - Prepared None

Status Date

04/10/2025

Process Indicator

Normal Processing

Election Source

None Entered

Excess Credit

Forfeit Excess Credits

Option Notify

Confirm Notify

Suppress Forms

Print Both Forms

☐ Address Eligibility Changed

☐ MultiJob Indicator Changed

☐ Job Eligibility Changed

☐ Event Out of Sequence

☐ Event Disconnected

☐ Available through Self Service

☐ Finalize/Apply Defaults

Election Rcvd

Confirm Rcvd

Enrl/Print Days

0

Eligibility Source

Empl Record	Effdt	Effseq	Primary Job	Include Job for Eligibility	Include Job for Deductions	Eligibility Source
	12/13/2021					ADDRESSES
0	03/25/2025	0	☒	☒	☒	JOB

6.

The **Participant** page is used to review various information related to the applicable Benefit Event. Review the key information based on the following guidelines.

Step	Action
i	Event Information section: Event Information ID4 StatusClosed to Processing ClassJOB Job Change SourceJob Data Change ☐ Multi-Activity Indicator Empl Record0 Date03/25/2025 Effseq0 Priority125 The Status field identifies the current status of the Benefit Event. See the Event Statuses Overview section of this Job Aid for a list of the Event Statuses and a description for each one. The Event Source field identifies how the Benefit Event was triggered (“Job Data Change”, “Address Change”, “Manual Event”, etc.). The Date field identifies the applicable Benefit Event date.
i	Eligibility Information section: Eligibility Information Empl Record0 COBRA Action Addr Effdt12/13/2021 Job EffDt03/25/2025 Effseq0 The Empl Record field identifies the employee’s Employee Record that was utilized by the Benefits Administration process to determine eligibility The COBRA Action field displays the applicable Action Code (“DIV”, “TER”, etc.) if the Benefit Event may make the employee eligible for COBRA coverage The Addr Effdt field displays the effective date for the employee’s address information (State and/or Postal Zip Code) that was utilized by the Benefits Administration process to determine eligibility The Job Effdt field displays the effective date of the employee’s Job Data that was utilized by the Benefits Administration process to determine eligibility The Effseq field displays the effective sequence number of the Job Data row that was utilized by the Benefits Administration process to determine eligibility

Step	Action		
	Processing Information section: Processing Information <table style="width: 100%;"> <tr> <td style="width: 50%;"> Benefit Program SAL Salaried Employee Benefit Pgm Process Status Finalized - Prepared None Status Date 04/10/2025 Process Indicator Normal Processing Election Source None Entered Excess Credit Forfeit Excess Credits Option Notify Election Rcvd Confirm Notify Confirm Rcvd Suppress Forms Print Both Forms </td><td style="width: 50%;"> ☐ Address Eligibility Changed ☐ MultiJob Indicator Changed ☐ Job Eligibility Changed ☐ Event Out of Sequence ☐ Event Disconnected ☐ Available through Self Service ☐ Finalize/Apply Defaults Enrl/Print Days 0 </td></tr> </table> • The Process Status field identifies the current processing status for the Benefit Event. During the Benefits Administration process, there are a series of actions taken in evaluating a Benefit Event and can result in various Process Statuses. See the Process Statuses Overview section of this Job Aid for a list of the Process Statuses and a description for each along with some potential reasons for the Process Status. • The Status Date field identifies the date on which the Benefit Event moved to the current Process Status. • The Process Indicator field identifies the last action executed by the Benefits Administration process for the Benefit Event. Typically, this will reflect “Normal Processing”. See the Process Indicators Overview section of this Job Aid for a list of the Process Indicators and a description for each one. • The Election Source defines how the benefit elections were made for the Benefit Event. “Online” indicates that a BN Administrator made the elections on behalf of the employee and “Web” indicates that the employee made the elections through Employee Self-Service (ESS). “None” indicates that the Benefit Event was finalized with no elections made. • The Confirm Notify field defines the date when the Confirmation Statement was systematically emailed to the employee (when applicable). • The Confirm Rcvd field defines the date when the Confirmation Statement was received/viewed by the employee (when applicable).	Benefit Program SAL Salaried Employee Benefit Pgm Process Status Finalized - Prepared None Status Date 04/10/2025 Process Indicator Normal Processing Election Source None Entered Excess Credit Forfeit Excess Credits Option Notify Election Rcvd Confirm Notify Confirm Rcvd Suppress Forms Print Both Forms	☐ Address Eligibility Changed ☐ MultiJob Indicator Changed ☐ Job Eligibility Changed ☐ Event Out of Sequence ☐ Event Disconnected ☐ Available through Self Service ☐ Finalize/Apply Defaults Enrl/Print Days 0
Benefit Program SAL Salaried Employee Benefit Pgm Process Status Finalized - Prepared None Status Date 04/10/2025 Process Indicator Normal Processing Election Source None Entered Excess Credit Forfeit Excess Credits Option Notify Election Rcvd Confirm Notify Confirm Rcvd Suppress Forms Print Both Forms	☐ Address Eligibility Changed ☐ MultiJob Indicator Changed ☐ Job Eligibility Changed ☐ Event Out of Sequence ☐ Event Disconnected ☐ Available through Self Service ☐ Finalize/Apply Defaults Enrl/Print Days 0		

Step	Action																											
	Processing Information <table><tr><td>Benefit Program</td><td>SAL Salaried Employee Benefit Pgm</td><td>☐ Address Eligibility Changed</td></tr><tr><td>Process Status</td><td>Finalized - Prepared None</td><td>☐ MultiJob Indicator Changed</td></tr><tr><td>Status Date</td><td>04/10/2025</td><td>☐ Job Eligibility Changed</td></tr><tr><td>Process Indicator</td><td>Normal Processing</td><td>☐ Event Out of Sequence</td></tr><tr><td>Election Source</td><td>None Entered</td><td>☐ Event Disconnected</td></tr><tr><td>Excess Credit</td><td>Forfeit Excess Credits</td><td>☐ Available through Self Service</td></tr><tr><td>Option Notify</td><td>Election Rcvd</td><td>☐ Finalize/Apply Defaults</td></tr><tr><td>Confirm Notify</td><td>Confirm Rcvd</td><td></td></tr><tr><td>Suppress Forms</td><td>Print Both Forms</td><td>Enrl/Print Days 0</td></tr></table> There are also a series of Benefit Event flags that the Benefits Administration process may systematically assign. These occur when changes, insertions, or deletions have occurred after a Benefit Event has been processed. These Benefit Event flags indicate that a Benefit Event may need to be re-processed. See the Flagged Benefit Events Overview section of this Job Aid for additional information pertaining to these Benefit Event flags.	Benefit Program	SAL Salaried Employee Benefit Pgm	☐ Address Eligibility Changed	Process Status	Finalized - Prepared None	☐ MultiJob Indicator Changed	Status Date	04/10/2025	☐ Job Eligibility Changed	Process Indicator	Normal Processing	☐ Event Out of Sequence	Election Source	None Entered	☐ Event Disconnected	Excess Credit	Forfeit Excess Credits	☐ Available through Self Service	Option Notify	Election Rcvd	☐ Finalize/Apply Defaults	Confirm Notify	Confirm Rcvd		Suppress Forms	Print Both Forms	Enrl/Print Days 0
Benefit Program	SAL Salaried Employee Benefit Pgm	☐ Address Eligibility Changed																										
Process Status	Finalized - Prepared None	☐ MultiJob Indicator Changed																										
Status Date	04/10/2025	☐ Job Eligibility Changed																										
Process Indicator	Normal Processing	☐ Event Out of Sequence																										
Election Source	None Entered	☐ Event Disconnected																										
Excess Credit	Forfeit Excess Credits	☐ Available through Self Service																										
Option Notify	Election Rcvd	☐ Finalize/Apply Defaults																										
Confirm Notify	Confirm Rcvd																											
Suppress Forms	Print Both Forms	Enrl/Print Days 0																										
7.	Click the Plan Type tab. Participant Plan Type Option and Cost																											

The **Plan Type** page displays.

Participant
Plan Type
Option and Cost

Sched ID EM00
Empl ID
Ben Record 0
Event ID 4

Plan Types

2 of 15

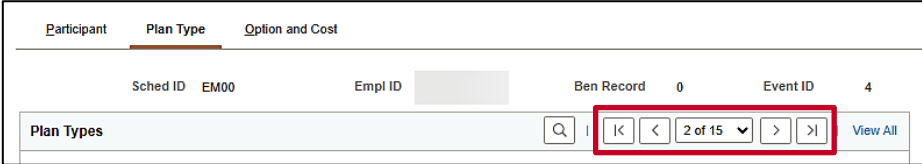
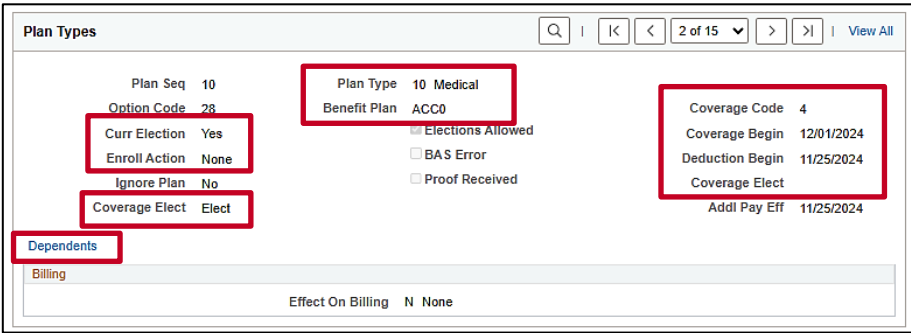
Plan Seq 10	Plan Type 10 Medical	
Option Code 28	Benefit Plan ACC0	Coverage Code 4
Curr Election Yes	☒ Elections Allowed	Coverage Begin 12/01/2024
Enroll Action None	☐ BAS Error	Deduction Begin 11/25/2024
Ignore Plan No	☐ Proof Received	Coverage Elect
Coverage Elect Elect		Addl Pay Eff 11/25/2024

Dependents

Billing

Effect On Billing N None

Participant | Plan Type | Option and Cost

Step	Action
8.	The Plan Type page is used to review information related to the applicable Plan Types for the employee. Use the navigation arrows provided to toggle between the different Plan Types and review the key information within the Plan Types section based on the following guidelines. 
	Plan Types section:  • The Plan Type field identifies the Plan Type. • The Curr Election field identifies whether the employee kept their current election for this Plan Type when the Benefits enrollments were completed for this Benefit Event. “Yes” indicates that the enrollment for this Plan Type was not changed and “No” indicates that the enrollment for this Plan Type was changed when processing this Benefit Event. • The Enroll Action field identifies what action was taken for this Plan Type while processing this Benefit Event. “Enroll” indicates that there was an election made. “None” indicates that no election was made. “Terminate” indicates that the prior election was terminated. • The Coverage Elect field identifies whether the employee made an election, waived, or terminated the election for this Plan Type while processing this Benefit Event. • The Benefit Plan field identifies the Benefit Plan that the employee enrolled in for this Plan Type while processing this Benefit Event (when applicable). • The Coverage Code field identifies the coverage code that the employee enrolled in for this Plan Type while processing this Benefit Event (when applicable). • The Coverage Begin field identifies the coverage begin date of the election for this Plan Type (when applicable). • The Deduction Begin field identifies the payroll deduction begin date of the election for this Plan Type (when applicable). • The Coverage Elect field identifies the date that the Benefit Event was finalized. This date matches the election date on the Base Benefit pages. • The employee’s dependents covered for this Plan Type can be reviewed by clicking the Dependents link.

Step	Action
9.	Click the Option and Cost tab at the top of the page. Participant Plan Type Option and Cost

The **Option and Cost** page displays.

Participant
Plan Type
Option and Cost

Sched ID EM00
Empl ID
Ben Record 0
Event ID 1

Plan Types

| <K < 9 of 16 > >I View All

Plan Seq 10
Plan Type Medical

Options

| <K < 2 of 49 > >I View All

Option Seq 2
 Benefit Plan CHA
 Option Code 1
 Coverage Base
 Dedn Class Before-Tax

Option ID 3
 Coverage Code Single
 Option Level 1
 Premium Base

Option Type Option
☐ Default Election
☐ Proof Required
☐ History Only
☐ Potential Tax Impact

Applies To Pay Periods

☒ First
 ☒ Second
 ☐ Third
 ☐ Fourth
 ☐ Fifth

Option Cost		Annual After Tax	Annual Before Tax	Annual ER	After Tax Deduction	Before Tax Deduction	Employer Deduction
1	Price		\$204.00	\$8,340.00		\$8.50	\$347.50

Return to Search
Previous in List
Next in List
Notify

Participant
Plan Type
Option and Cost

10.	The Option and Cost page is used to review the cost information related to ALL of the eligible options under each Plan Type at the time of the event (not just the plan elected). Use the navigation arrows provided to toggle between the different Plan Types and review the key cost information in the Options section. Plan Types <K < 9 of 16 > >I View All Plan Seq 10 Plan Type Medical Options <K < 2 of 49 > >I View All Option Seq 2 Benefit Plan CHA Option Code 1 Coverage Base Dedn Class Before-Tax Option ID 3 Coverage Code Single Option Level 1 Premium Base Option Type Option ☐ Default Election ☐ Proof Required ☐ History Only ☐ Potential Tax Impact
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Process Statuses Overview

During the Benefits Administration process, there are a series of actions taken in evaluating Benefit Events and varying results from these actions. The **Process Status** table below describes each Process Status and possible reasons for the event resulting in that Process Status:

Process Status	Reason/Description
Assign Error (AE)	The Benefits Administration process was unable to assign the applicable Benefit Program due to missing or incorrect information.
Assign None (AN)	The Benefits Administration process was unable to assign a Benefit Program. This could be a result of the Benefit Flag set to a terminated Employee Record (Empl_Rcd).
Assigned (AS)	The Benefits Administration process assigned the applicable Benefit Program.
Elections Entered (ET)	A Benefits Administrator (or the employee through Employee Self-Service (ESS)) has entered the employee's new elections into the system, and they are ready for validation by the Benefits Administration process.
Elections Error (EE)	The system encountered an error in processing the elections for the employee associated with the Benefit Event. This could be a result of the dependent effective dates or a mismatch between the selected coverage code and listed dependents.
Finalized – Benefit Pgm None (FA)	Indicates that the Benefit Event has no program assignment and no current elections. This could be a result of the Benefit Flag being set to a terminated Empl_Rcd. It could also be the result of an address change when the employee is not active.
Finalized – Enrolled (FE)	The Benefits Administration process is complete for the Benefit Event. All elections have been validated and loaded.
Finalized – Prepare None (FP)	The Benefits Administration process is complete and indicates that the employee's eligibility has not changed.
Notified (NT)	Employee has accessed or initiated the Benefit Event through Employee Self-Service (ESS) but has not submitted their elections.
Prepare Error (PE)	Indicates that there is an error in the preparation of options. The system has encountered an error. This could be a result of a missing ICI ABBR or a missing Payroll Calendar.

Process Status	Reason/Description
Prepared (PR)	The system has calculated eligible options, credits, rates, and proof requirements for the employee associated with the Benefit Event. The current elections have been identified for proof, eligibility level, and default processing.
Re-Enter (RE)	Indicates that a Benefits Administrator has re-opened the Benefit Event.

Process Indicators Overview

The Process Indicator table below describes each Process Indicator:

Symbol	Name	Description
A	Assign Benefit Program	Event Status must be "Open". It takes the Benefit Event all the way back to defining program eligibility and any data entry done in this Benefit Event is lost. The system attempts to re-process participants to PR status.
E	Elect Options	Event Status must be "Open". Schedule assignment, program assignment, and option eligibility are not reviewed or changed. The system rolls back elections from the Base Benefit enrollment tables but retains them on a table. The process re-validates elections for this Benefit Event and loads them, if no errors occur, back into the Base Benefit enrollment tables, resetting the final process status to FE.
N	Normal Processing	Standard processing for the Benefits Administration process.
P	Prepare Options	Event Status must be "Open". Re-evaluates Option eligibility. Any data entry done in this Benefit Event is lost. The system attempts to re-process participants to PR status.
R	Re-Enter	Re-opens the data entry page. If an election change is needed, this is where it should be done. The system leaves the Benefit Event at a process status of RE. When election changes are posted to the data entry component, the system updates the process status to ET.
V	Void	Used when a Benefit Event needs to be voided. Do not set the Event Status to "VOID". The system will do that when the Benefit Event is re-processed. If the Benefit Event is in a process status of FE-Enrolled, elections are rolled back from the Base Benefit enrollment tables but retains them on a table. The system leaves the Benefit Event at a process status of RE.

Event Statuses Overview

The Event Status table below describes each Event Status:

Event Status	Description
Open (O) “Open for Processing”	Open Benefit Events are those Benefit Events that are currently being processed. Only one Benefit Event for a participant can be open at a time. If more than one Benefit Event is open, one Benefit Event must be closed in order to process the other Benefit Event. Open Benefit Events can be updated to “Closed” either by the system or manually.
Closed (C) “Closed to Processing”	Closed Benefit Events are those Benefit Events that are not currently being processed by the system. Benefit Events could be closed because they are waiting for another Benefit Event to be processed prior to opening, or they could be closed because they have already been enrolled. Closed Benefit Events can be updated to “Open” either by the system or manually.
Void (V)	Voided Benefit Events are those Benefit Events that have been manually voided because the Benefit Event is no longer needed and all eligibility processing related to it has been reversed. In effect, it is as if the Benefit Event never occurred. This should never be used without prior consultation with DHRM. Voided Benefit Events can be updated to “Open” or “Closed” through Benefit Event re-processing.



Flagged Benefit Events Overview

The Benefits Administration process identifies changes in Job and Personal data which can impact the employee's eligibility for a Benefit Event created prior to that change. These Benefit Events then become Flagged Benefit Events with the associated flags systematically flagged to indicate that benefits eligibility must be re-evaluated. The most common flags seen are **Address Eligibility Changed**, **Job Eligibility Changed**, and **Event Out of Sequence**. A Benefit Event can also be flagged as **Event Disconnected**.

If a flagged Benefit Event has not yet reached the "Prepared" status, and one or more of the eligibility flags are set, then the Benefit Event will get set back to "Assign Program" before any further processing on this Benefit Event occurs. If the Benefit Event is already in the "Prepared" status, the options and elections already entered will be re-evaluated upon the next execution of the Benefits Administration process.

Example of a Flagged Benefit Event on the **Event Status Update** page:

The screenshot shows the 'BenAdmin Event Status Update' window. It contains a table of benefit events with various fields and checkboxes. The 'Job Eligibility Changed' checkbox is highlighted with a red box for each of the three events shown.

Event Status Update	
Schedule ID	EM00
Event Date	05/10/2024
Event ID	4
Event Class	HR2 Immediate Enrollment
Event Priority	99
Benefit Program	SAL
Process Status	Finalized - Enrolled
Action Source	Manual Event
☐ Event Disconnected	
☐ Address Eligibility Changed	
☐ MultiJob Indicator Changed	
☒ Job Eligibility Changed	
☐ Event Out of Sequence	
☐ Finalize/Apply Defaults	
Print Option	Suppress Print of Both Forms
*Process	Normal Processing
*Event Status	Closed to Processing

Schedule ID	EM00
Event Date	05/10/2024
Event ID	5
Event Class	HIR Initial Enrollment
Event Priority	100
Benefit Program	SAL
Process Status	Finalized - Enrolled
Action Source	Job Data Change
☐ Event Disconnected	
☐ Address Eligibility Changed	
☐ MultiJob Indicator Changed	
☒ Job Eligibility Changed	
☐ Event Out of Sequence	
☐ Finalize/Apply Defaults	
Print Option	Print Both Forms
*Process	Normal Processing
*Event Status	Closed to Processing

Schedule ID	EM00
Event Date	05/10/2024
Event ID	6
Event Class	ELG Elig Config Change
Event Priority	130
Benefit Program	SPT
Process Status	Prepared
Action Source	Job Data Change
☐ Event Disconnected	
☐ Address Eligibility Changed	
☐ MultiJob Indicator Changed	
☐ Job Eligibility Changed	
☐ Event Out of Sequence	
☐ Finalize/Apply Defaults	
Print Option	Print Both Forms
*Process	Normal Processing
*Event Status	Open for Processing

Scenario: There was a change on the employee's Job Data record with an effective date of "5/10/2024" (the ELG Benefit Event) which changed the employee's Benefit Program and impacted the eligibility of the employee's HR2 and HIR Benefit Events with the same date of "5/10/2024". Therefore, the **Job Eligibility Change** flag is checked for both the HR2 and HIR Benefit Events. The following guidelines apply:

- The flag checkboxes display on the Benefit Events that must be re-evaluated (HR2 and HIR Benefit Events) but not the Benefit Event that caused the change (ELG Benefit Event).
- If the Benefits Administrator determines that the event needs to be reprocessed, they will manually reprocess the event. Once re-processed, the **Job Eligibility Changed** flag will reset to unchecked for both the HR2 and HIR Benefit Events.
- If the Benefits Administrator determines that the event does NOT need to be re-processed, they will manually check the **Job Eligibility Changed** flag to show that it was reviewed

The following are the most common types of flags seen by Agency Benefits Administrators:

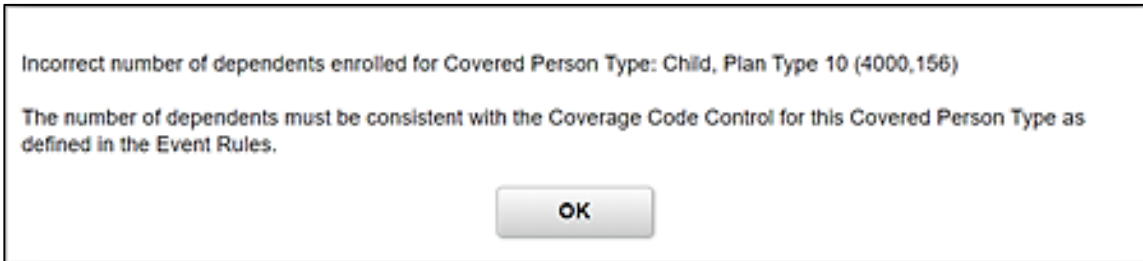
- The **Address Eligibility Changed** flag will automatically be checked when an update is made to the employee's address in Personal information and eligibility must be reviewed to determine if the employee is eligible for a Kaiser or COVA Care plan.
- The **Job Eligibility Changed** flag indicates that Job information initially used in determining the employee's benefits eligibility has been changed. The **Job Eligibility Changed** checkbox will become checked when the Job Data row from which the Benefit Event is based has been corrected or when a new row is inserted into the Job record with an Effective Date prior to an existing Event Date.
- The **Event Out of Sequence** flag indicates that a Benefit Event has been processed out of order according to its effective date or priority. It will automatically be checked when another Benefit Event is created with an Event Date prior to the Effective Date of the Benefit Event that already exists (regardless of the process status). These may be retroactive, current, or future rows that have an Event Date that precedes that of an existing Benefit Event. This is often seen after Open Enrollment (OE). For example, a Birth Benefit Event was entered effective on "6/15" after the employee had completed enrollment for OE that is effective "7/1". The **Event Out of Sequence** flag would be checked on the OE Benefit Event because a review is required to determine if the baby is to be added to the OE enrollment.
- The **Event Disconnected** flag is checked if a Job Row is deleted. The associated Benefit Event becomes disconnected from the Job. If a Benefit Event is disconnected before it is finalized, the Benefit Administration process will automatically close the Benefit Event, and it cannot be processed any further.

Troubleshooting Errors Overview

This section of the Job Aid provides information pertaining to some of the common Error Messages that may be encountered while processing Benefit Events. A screenshot of each Error Message is provided along with a description of the information presented and possible corrective actions.

Error Message: Incorrect number of dependents enrolled for Covered Person Type: Child, Plan Type 10. The number of dependents must be consistent with the Coverage Code Control for this Covered Person Type as defined in the Event Rules.

This is an example of an Error Message that displays when an action to add or remove a dependent is not permitted by plan rules. For example, the child enrolled under an Employee + Child coverage is removed from coverage, but the coverage code level is unchanged.



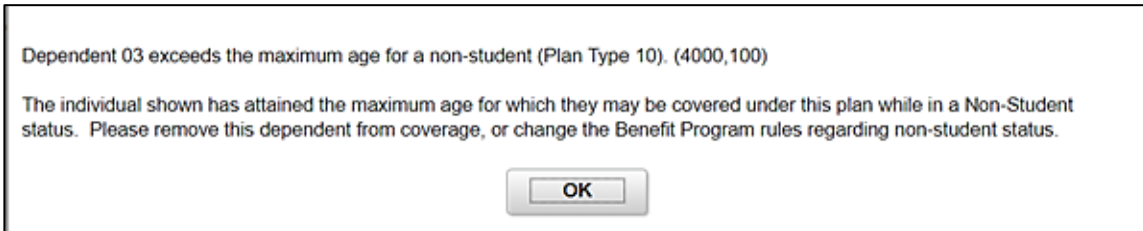
Incorrect number of dependents enrolled for Covered Person Type: Child, Plan Type 10 (4000,156)

The number of dependents must be consistent with the Coverage Code Control for this Covered Person Type as defined in the Event Rules.

OK

Error Message: Dependent XX exceeds the maximum age for a non-student (Plan Type 10). The individual shown has attained the maximum age for which they may be covered under this plan while in a Non-Student status. Please remove this dependent from coverage, or change the Benefit Program rules, regarding non-student status.

This is an example of the Error Message that displays when an over-age dependent is covered. State policy allows the dependent age 26 to remain covered until the end of the year that he/she turns 26. For example, while processing a mid-year life event such as a divorce, if there is a dependent age 26 covered, this message will appear when trying to finalize the Benefit Event. After finalizing the Benefit Event, the Benefits Administrator may need to double check the Base Benefits to ensure that the over-age dependent is still listed as enrolled.



Dependent 03 exceeds the maximum age for a non-student (Plan Type 10). (4000,100)

The individual shown has attained the maximum age for which they may be covered under this plan while in a Non-Student status. Please remove this dependent from coverage, or change the Benefit Program rules regarding non-student status.

OK

Error Message: A person of type Child cannot be enrolled under the selected Coverage Code (Plan Type 10). A coverage code has been selected for which this type of coverage is not allowed. Please delete the elected dependent row for persons of this type or update the coverage code (option code) to a value which allows coverage for this type of persons.

This Error Message displays when an action to add a dependent is not permitted by plan rules. For example, the Employee Only coverage code is selected, yet a child is listed as a dependent. In this case, the dependent cannot be enrolled in coverage or the coverage code elected must be updated

A person of type Child cannot be enrolled under the selected Coverage Code (Plan Type 10). (4000,154)

You have chosen a coverage code for which this type of coverage is not allowed. Please delete the elected dependent row for persons of this type or update the coverage code (option code) to a value which allows coverage for this type of persons.

Error Message: Job Data for this employee has changed since the event was created. No further action is necessary.

This is a Warning Message that typically displays when a change was made to an employee's Job record between when the Benefit Event was initially created and the time it is processed through the Benefits Administration process. No further action is necessary on the part of the BA.

Messages		Q < < 1 of 1 > > View All
Schedule ID	EM00	
Empl ID		
Benefit Record	0	Event ID 2
Option ID	Cost ID	
Message ID	000328	
Description	Job Data for this employee has changed since the event was created. No further action is necessary. (MSGData1: Job Elig Chg, MSGData2: Primary Job Chg, MSGData3: Addr Elig Chg)	
Message Data	Y N N	



Voiding Benefit Events Overview

At times, a Benefit Event is no longer needed and should be voided. Typically, Benefit Events are voided if the employee submitted the wrong Event Date, the Benefits Administrator keyed the wrong Event Date, or the Benefit Event is disconnected. To have a Benefit Event voided, contact the Office of Health Benefits (OHB).

Scenario: An employee wanted to change plans once they added a new dependent. The DLE Benefit Event shown below only allows additional dependents to be added to an existing plan. OHB determined that this circumstance was eligible for a plan change and indicated that a HIP Benefit Event could be created. The DLE Benefit Event was voided. The Agency's Benefits Administrator used the **Benefit Event Entry** page to create an HIP Benefit Event and used this Benefit Event to change plans while adding a new dependent.

BenAdmin Event Status Update

Help

Update Event Status

Empl ID Ben Record 0

Event Status Update ?

Schedule ID EM00

Event Date 05/01/2024

Event ID 5

Event Class HIP HIPAA Spec Enroll/Loss Covrg

Event Priority 460

Benefit Program SAL

Process Status Finalized - Enrolled

Action Source Manual Event

☐ Event Disconnected

☐ Address Eligibility Changed

☐ MultiJob Indicator Changed

☐ Job Eligibility Changed

☐ Event Out of Sequence

☐ Finalize/Apply Defaults

Print Option Print Confirmation Forms Only

*Process Normal Processing

*Event Status Closed to Processing

Schedule ID EM00

Event Date 05/01/2024

Event ID 4

Event Class DLE EE/Dep LostElig w Other Emplr

Event Priority 445

Benefit Program SAL

Process Status Prepared

Action Source Manual Event

☐ Event Disconnected

☐ Address Eligibility Changed

☐ MultiJob Indicator Changed

☐ Job Eligibility Changed

☐ Event Out of Sequence

☐ Finalize/Apply Defaults

Print Option Print Confirmation Forms Only

*Process Normal Processing

*Event Status Void



Scenario: An employee has two MAR Benefit Events listed on the **Event Status Update** page, one dated “5/4/2024” and the other dated “5/10/2024”. In this scenario, the employee entered a MAR event in Employee Self-Service (ESS) while the Benefits Administrator created a MAR Benefit Event as well. One of the dates is incorrect. The MAR Benefit Event with the incorrect date needs to be voided, and the other Benefit Event should be processed. Additionally, if an employee changes their Marital Status from “Unknown” to “Married” or “Divorced” in Personal Details in ESS, a Benefit Event is automatically generated, even if no benefit changes were made. In that case, the Benefit Event created in error should be voided as well.

BenAdmin Event Status Update

Update Event Status

Empl ID Ben Record 0

Event Status Update ?

Schedule ID 247COV
Event Date 07/01/2024
Event ID 0
Event Class OE Open Enrollment
Event Priority 900
Benefit Program HBS
Process Status Finalized - Enrolled
Action Source Open Enrollment

☐ Event Disconnected

☐ Address Eligibility Changed
☐ MultiJob Indicator Changed
☐ Job Eligibility Changed
☐ Event Out of Sequence
☐ Finalize/Apply Defaults
Print Option Print Confirmation Forms Only
*Process Normal Processing
*Event Status Closed to Processing

Schedule ID EM00
Event Date 05/10/2024
Event ID 5
Event Class MAR Marriage
Event Priority 420
Benefit Program SAL
Process Status Prepared
Action Source Manual Event

☐ Event Disconnected

☐ Address Eligibility Changed
☐ MultiJob Indicator Changed
☐ Job Eligibility Changed
☐ Event Out of Sequence
☐ Finalize/Apply Defaults
Print Option Print Both Forms
*Process Normal Processing
*Event Status Open for Processing

Schedule ID EM00
Event Date 05/04/2024
Event ID 4
Event Class MAR Marriage
Event Priority 420
Benefit Program SAL
Process Status Prepared
Action Source Manual Event

☐ Event Disconnected

☐ Address Eligibility Changed
☐ MultiJob Indicator Changed
☐ Job Eligibility Changed
☐ Event Out of Sequence
☐ Finalize/Apply Defaults
Print Option Print Both Forms
*Process Normal Processing
*Event Status Closed to Processing