BN361
Benefit Enrollment and Maintenance

Instructor Led Training

Revised 11/24/2026

Revision History

Revision Date	Summary of Changes
11/24/2026	Revised following the Cardinal upgrade.
4/23/2026	Revision to Lesson 11 on reconciliations, in collaboration with State Payroll Operations (SPO).
1/28/2026	Updates to slides in Lessons 3, 4, 5, and 7 including addition of Assign Benefit Program slide and additional references to applicable Job Aids added throughout the Course.
11/24/2025	Removed QMCSO, updates to Reconciliation and Retirement section information.
5/19/2025	Per OHB, updated the number of days employees have to submit supporting documentation for dependents added to coverage from 60 days to 30 days.
1/8/2025	Updated the ACA Lesson based on 2024 ACA Forum

Welcome to Cardinal Training

This training provides participants with the skills and information necessary to use Cardinal and is not intended to replace existing Commonwealth and/or agency policies.

The following HCM training materials are located on the Cardinal website (www.cardinalproject.virginia.gov) under Learning:

- Job Aids on topics across all functional areas
- Functional process and instructional videos

The Cardinal HCM Reports Catalogs are located on the Cardinal website under Resources.

The system screenshots included in the Cardinal HCM training courses show system pages and processes that some users may not have access to due to security roles and/or how specific responsibilities relate to the overall transaction or process being discussed.

- For a list of available roles and descriptions, see the Statewide Security Handbook on the Cardinal website in the Security section under Resources.

Course Objectives

After completing this course, you will be able to:

- Understand the Benefits Functional Area
- Understand key concepts of benefit events and the Ben Admin process
- Navigate within the Benefits WorkCenter
- Process new hire enrollments
- Continue benefits coverage during intra-agency transfers
- Process manual benefit events

Course Objectives (continued)

- View employee and dependent benefits information
- Approve dependent documentation submitted through Employee Self-Service (ESS)
- Understand the Retirement Plan Enrollments process
- Process ORP and VRS retirements
- Understand the VRS Billing Reconciliation process
- Understand the Health Benefit Reconciliation process

Agenda

1. Cardinal and Benefits Overview
2. Benefit Events and the Ben Admin Process
3. The Benefits WorkCenter
4. Processing New Hire Enrollments
5. Reopening Benefit Events
6. Approving Documentation and Dependents

Agenda

7	Processing Manual Benefit Events
8	Running Benefits Queries and Reports
9	Processing Transfers
10	Service Retirements and Medicare Enrollments
11	Processing a Birth Event with a Tag Along Dependent

Lesson

1 Cardinal and Benefits Overview

This lesson covers the following topics:

- Overview of Cardinal
- Cardinal HCM Responsibilities and Relationships
- Overview of the Benefits Functionality

Cardinal Overview

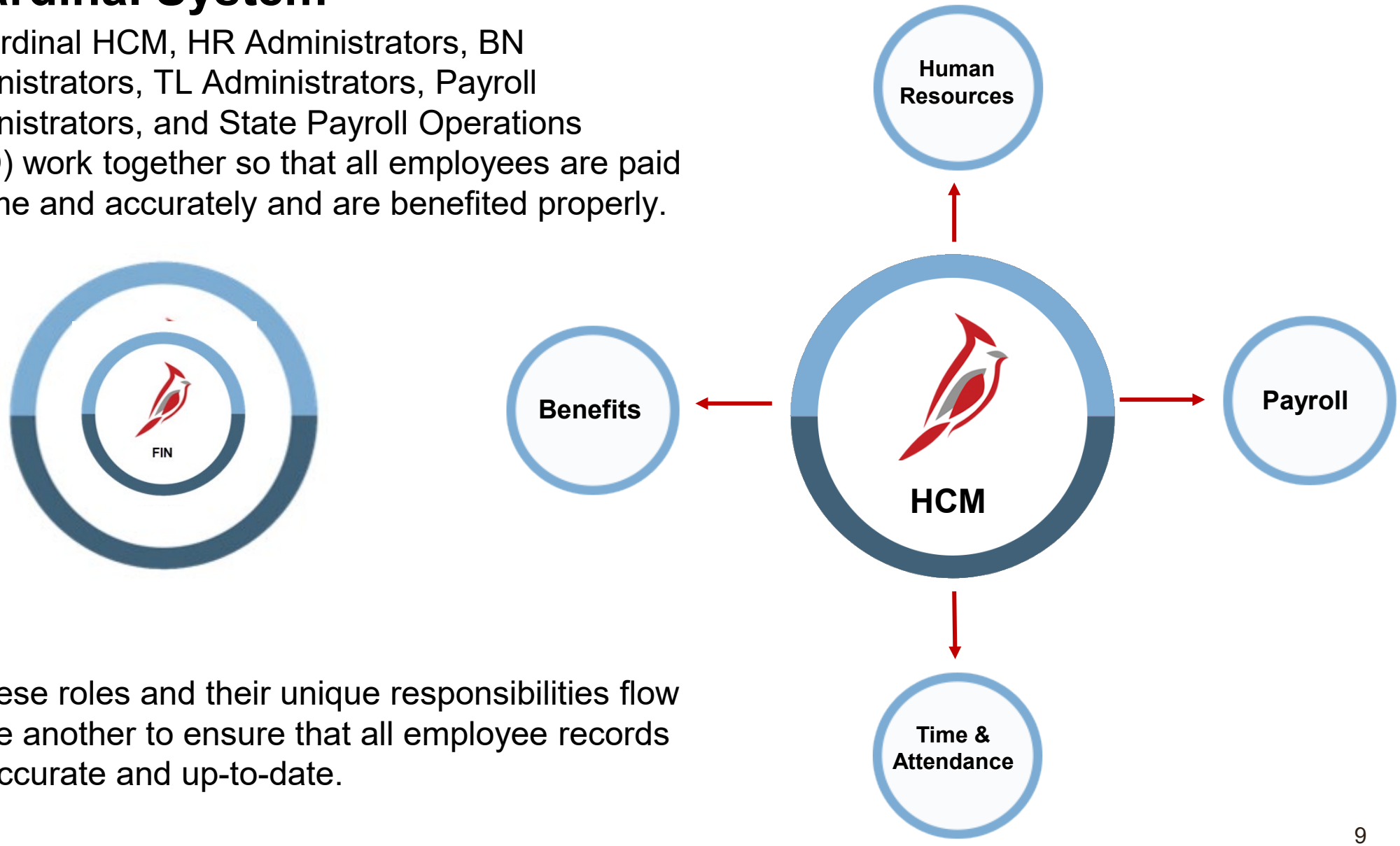
Cardinal provides better access to essential business functions and improved single sign-on technology.

The Cardinal system is comprised of two applications: Human Capital Management (HCM) and Financials (FIN).



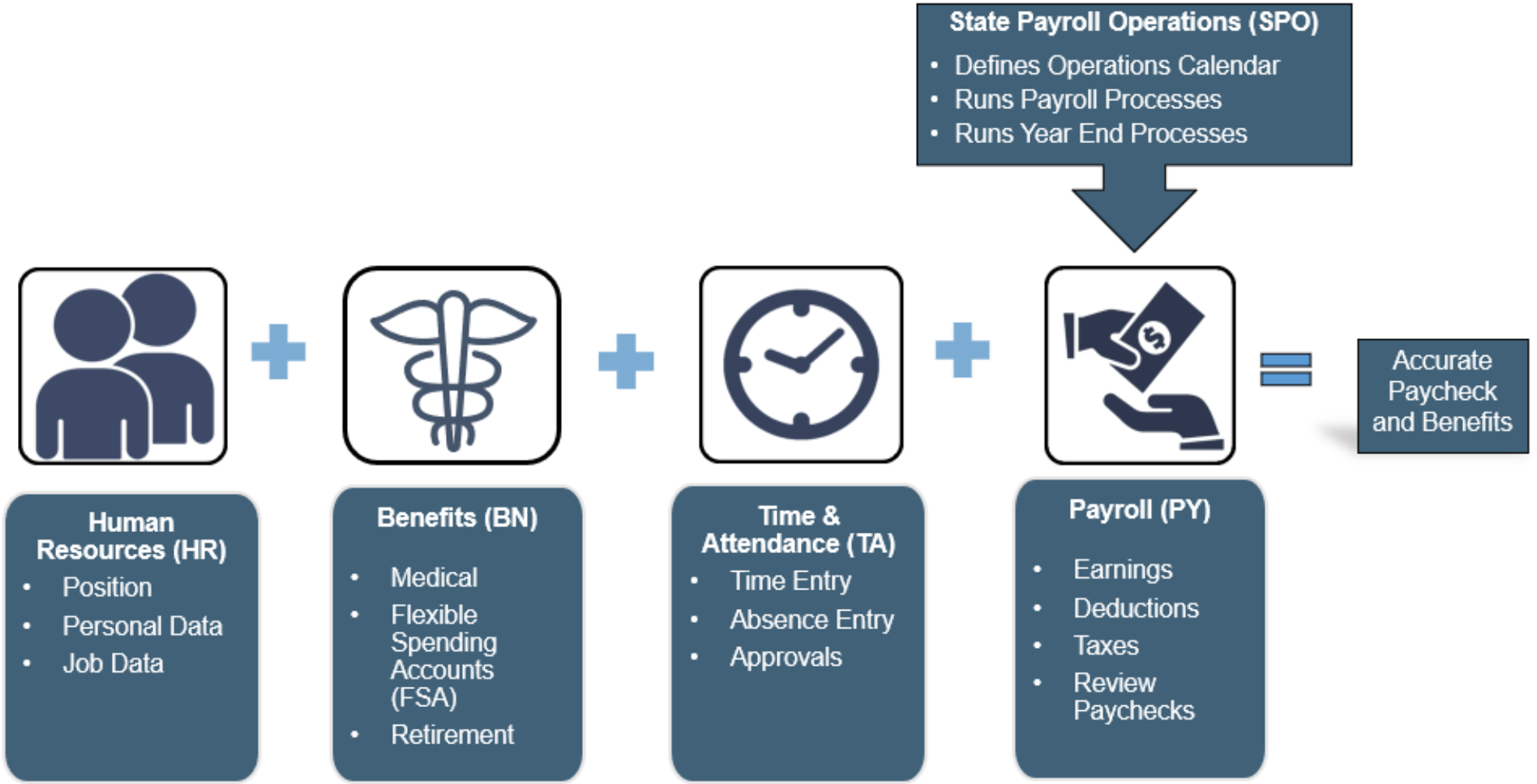
Cardinal System

In Cardinal HCM, HR Administrators, BN Administrators, TL Administrators, Payroll Administrators, and State Payroll Operations (SPO) work together so that all employees are paid on time and accurately and are benefited properly.



All these roles and their unique responsibilities flow to one another to ensure that all employee records are accurate and up-to-date.

Cardinal HCM Responsibilities and Relationships



Overview of the Benefits Functionality

The Benefits functional area includes all processes and sub-processes required for maintaining benefits for the organization's employees and their dependents.

Benefits Processes and Sub-Processes:

- **Event Maintenance**
- **ACA Reporting**
- **Health Benefits Reconciliation**
- **Administer Open Enrollment**
- **COBRA (automatic)**

Maintain Enrollments for:

- Benefit Events
- Life Event
- QMCSO (handled by OHB)
- Retirement
- Deferred Compensation
- Annuity
- Health Reconciliation
- VRS Billing Reconciliation

Lesson Summary

1 Cardinal and Benefits Overview

In this lesson, you learned:

- An Overview of Cardinal
- About the Cardinal HCM Responsibilities and Relationships
- An Overview of the Benefits Functionality

Lesson

2 Benefit Events and the Ben Admin Process

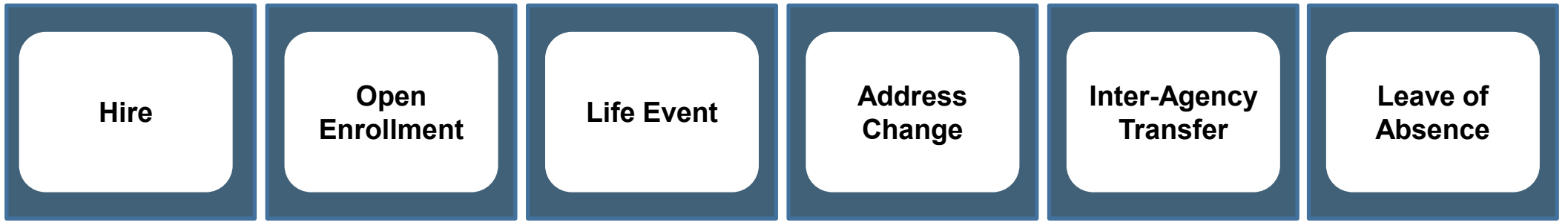
This lesson covers the following topics:

- Benefit Events
- Benefit Event Triggers
- Benefit Administration Process
- Lifecycle of a Benefit Event

Benefit Events

Benefit Events evaluate or reevaluate an employee's benefit eligibility and provide the employee with the opportunity to update their enrollment as needed.

All benefit enrollments or changes are made through a Benefit Event.

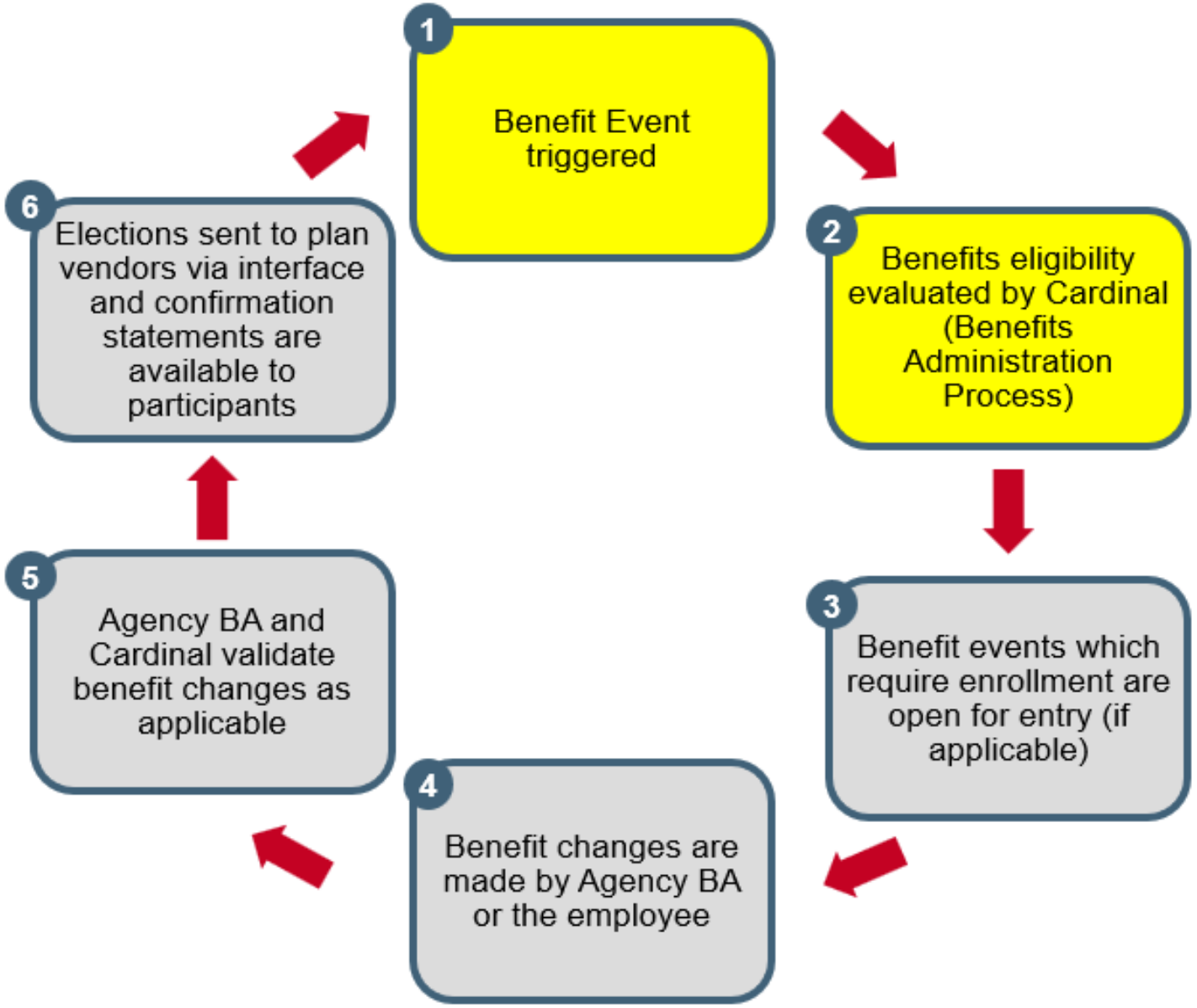


Only <u>one</u> Benefit Event can be in an "Open for Processing" status at any time.

JOB AID REFERENCE

BN361 Benefit Event Class Codes

Lifecvcle of a Benefit Event



Benefit Events Triggers

HR	Entry of qualifying Personal and/or Job Data changes entered by an Agency Human Resources (HR) Administrator
BA	Manual Entry by an Agency Benefits Administrator (BA) based on an employee-submitted form (Benefit Event Entry Page)
ESS	Employee enters a Life Event through Employee Self-Service (ESS). Each Life Event requires the employee to submit specific supporting documentation

Eligibility Determination (Benefits Administration Process)

Most Job Data changes will trigger a Benefit Event. All Benefit Events are evaluated by the Benefit Administration process. However, many are immediately closed because no benefits eligibility change exists (e.g., supervisor change).

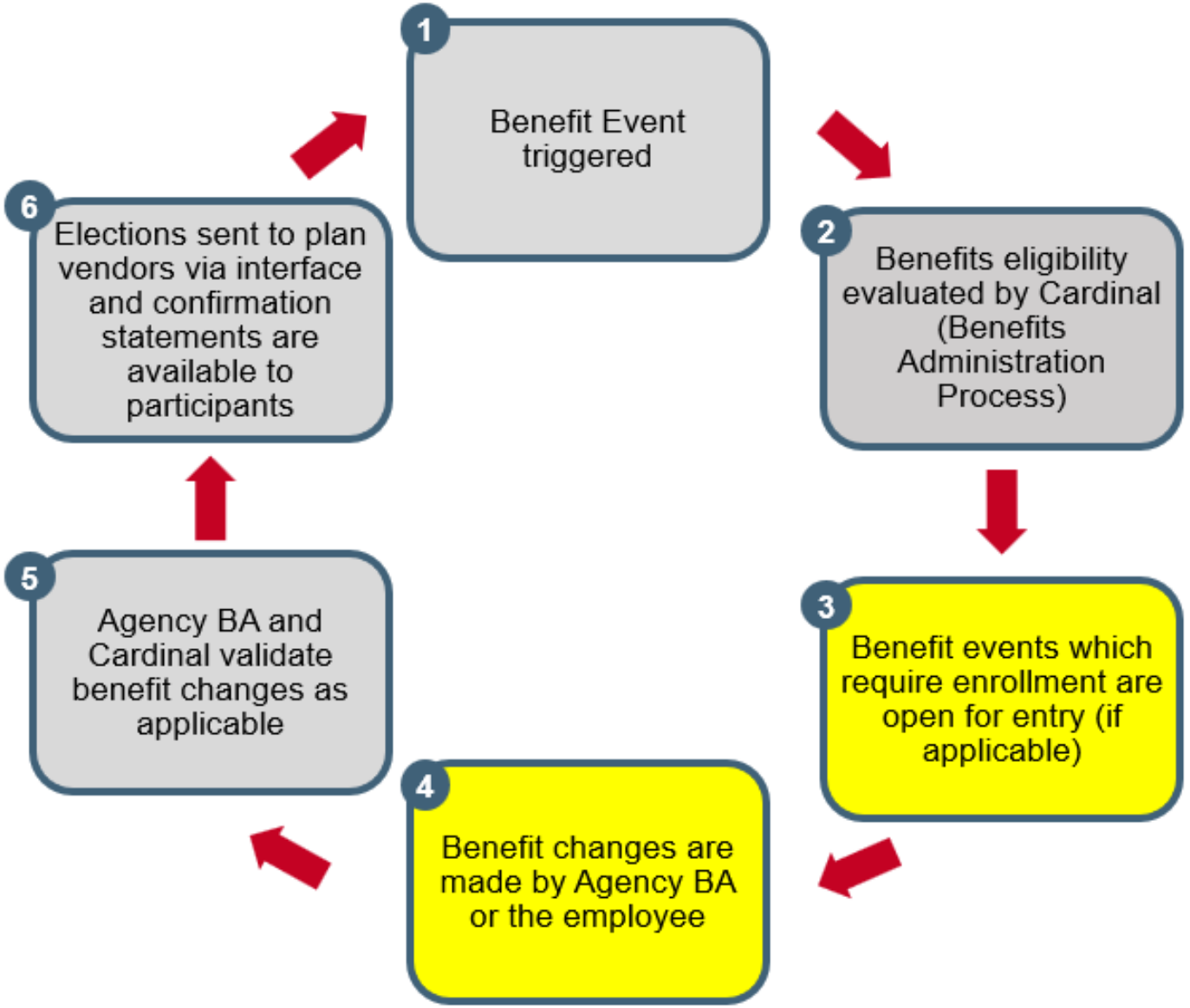
Changes that would make the employee eligible to update their benefits include the following:

JOB DATA	PERSONAL DATA
• Action / Reason • Employee Class • Part / Full / Quasi Status • Pay Frequency • Work Location • Eligibility Configuration Fields	• Date of Birth • Gender • Marital Status • Address (Zip Code)

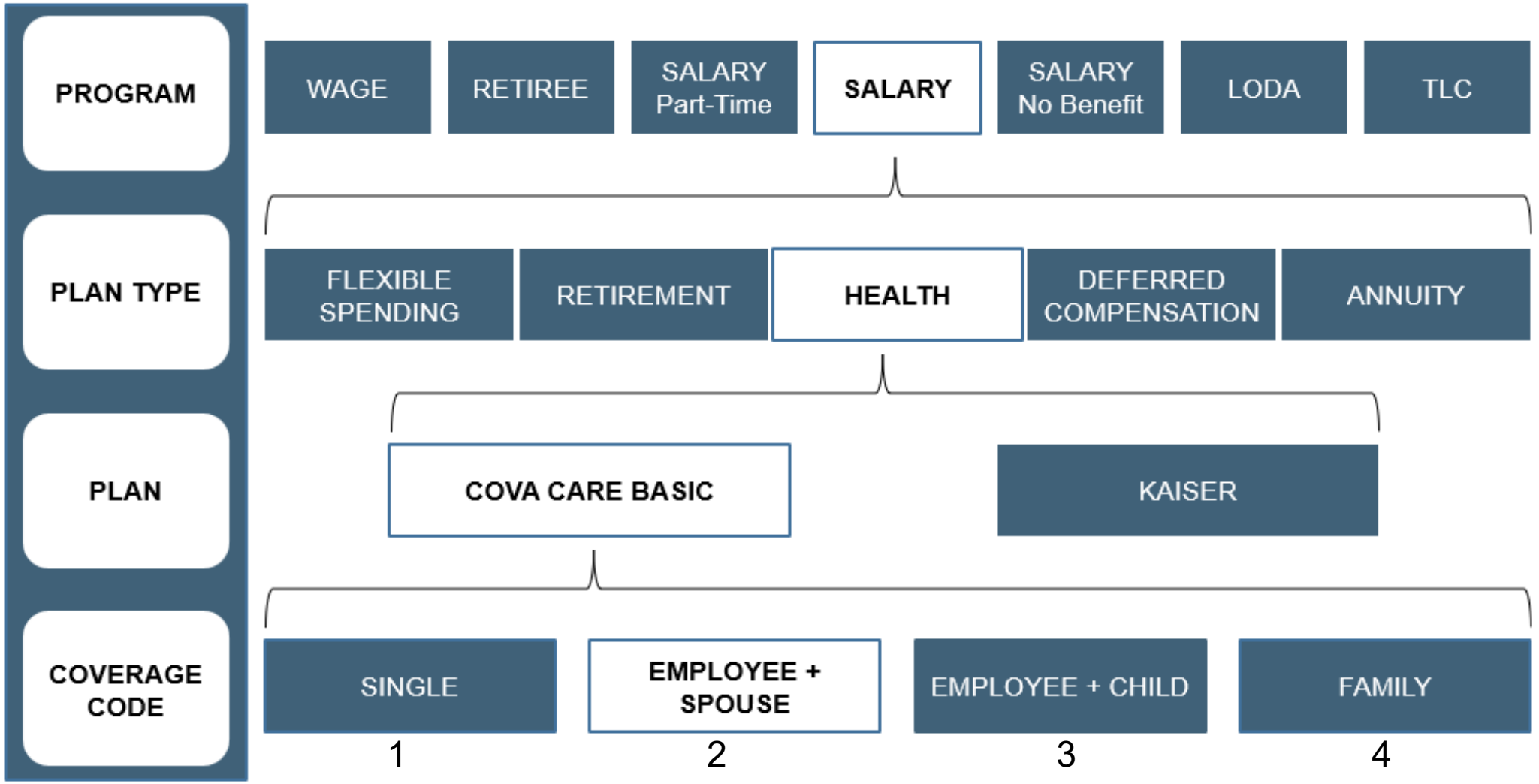


Note: The Benefits Administration Process runs for all employees several times after hours. It can also be run manually by BN Administrators for individual employees as needed.

Lifecycle of a Benefit Event (continued.)

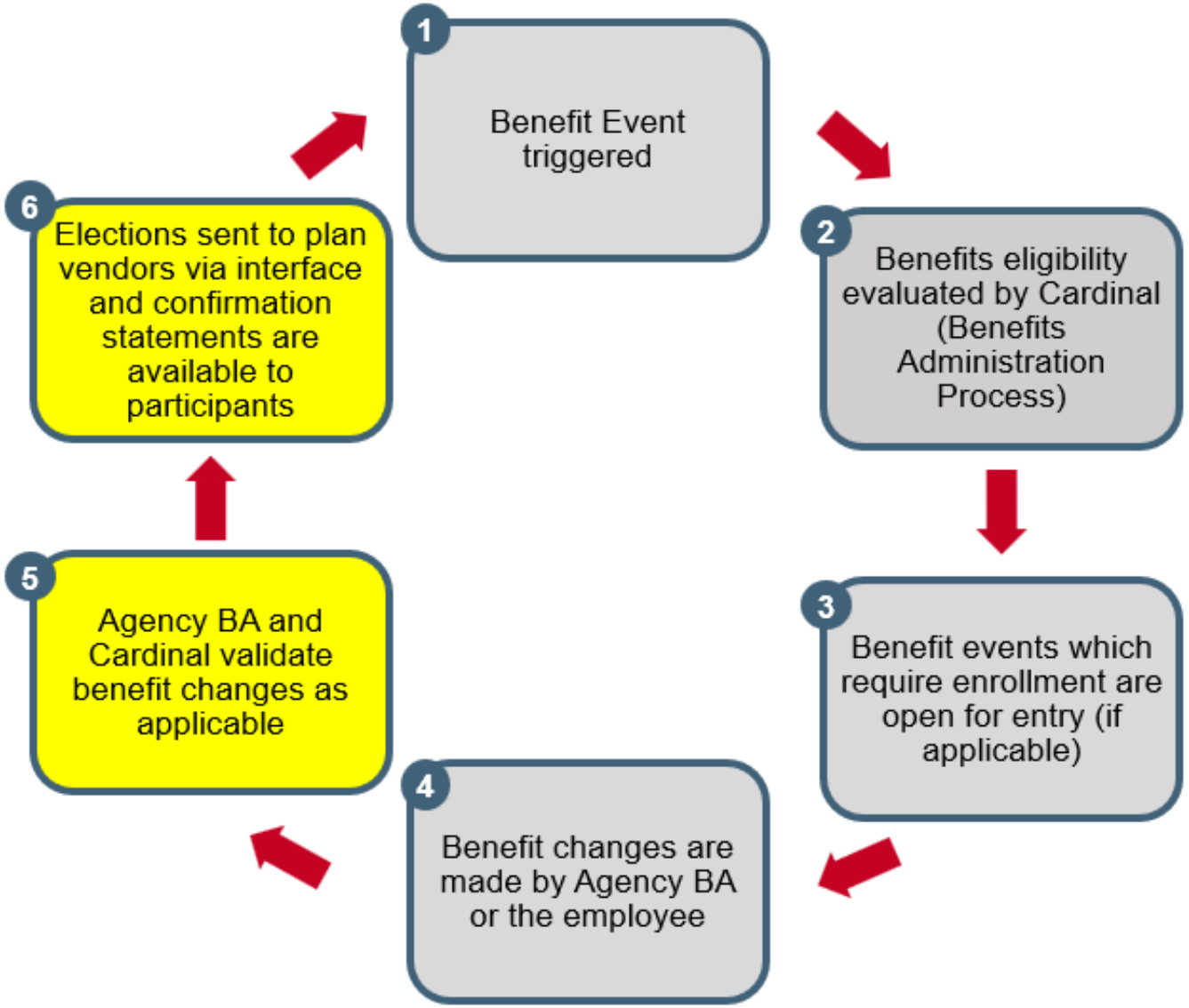


Benefit Program Selection Example



Note: There are also Tricare specific Coverage Codes.

Lifecycle of a Benefit Event (continued)



Lesson Summary

2 Benefit Events and the Ben Admin Process

In this lesson, you learned

- Benefit Events
- Benefit Event Triggers
- Benefit Administration Process
- Lifecycle of a Benefit Event

Lesson

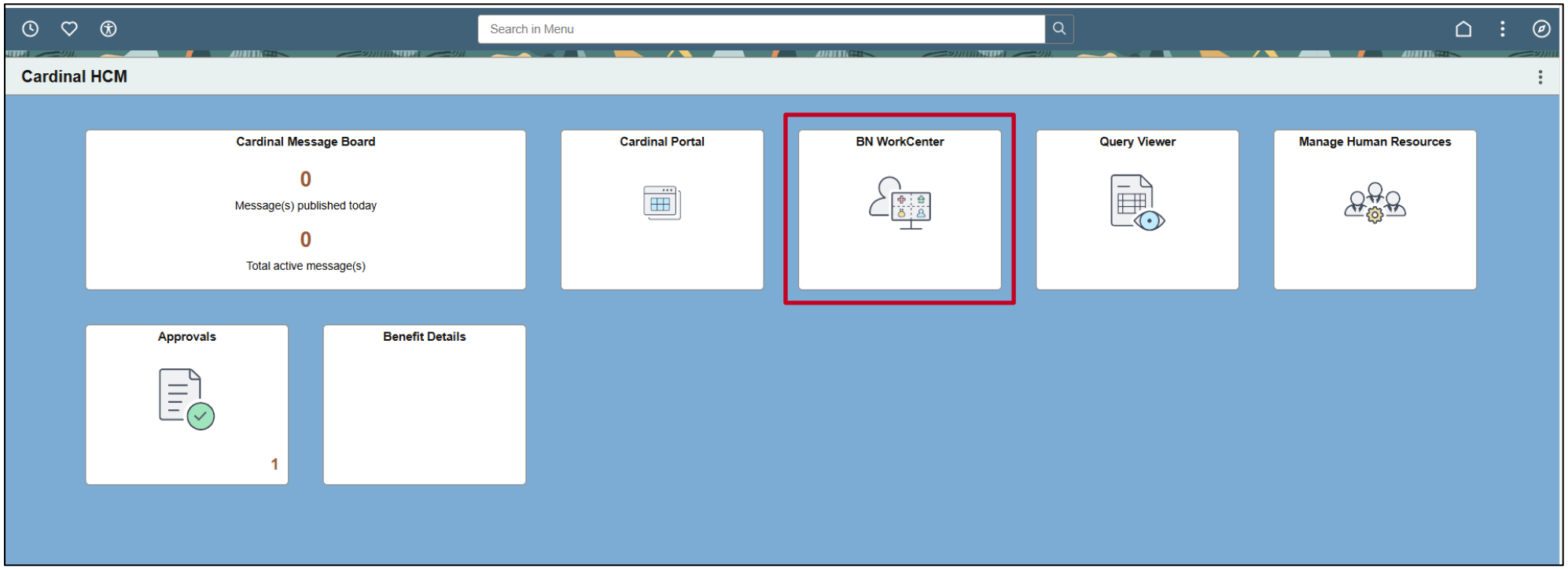
3 The Benefits WorkCenter

This lesson covers the following topics:

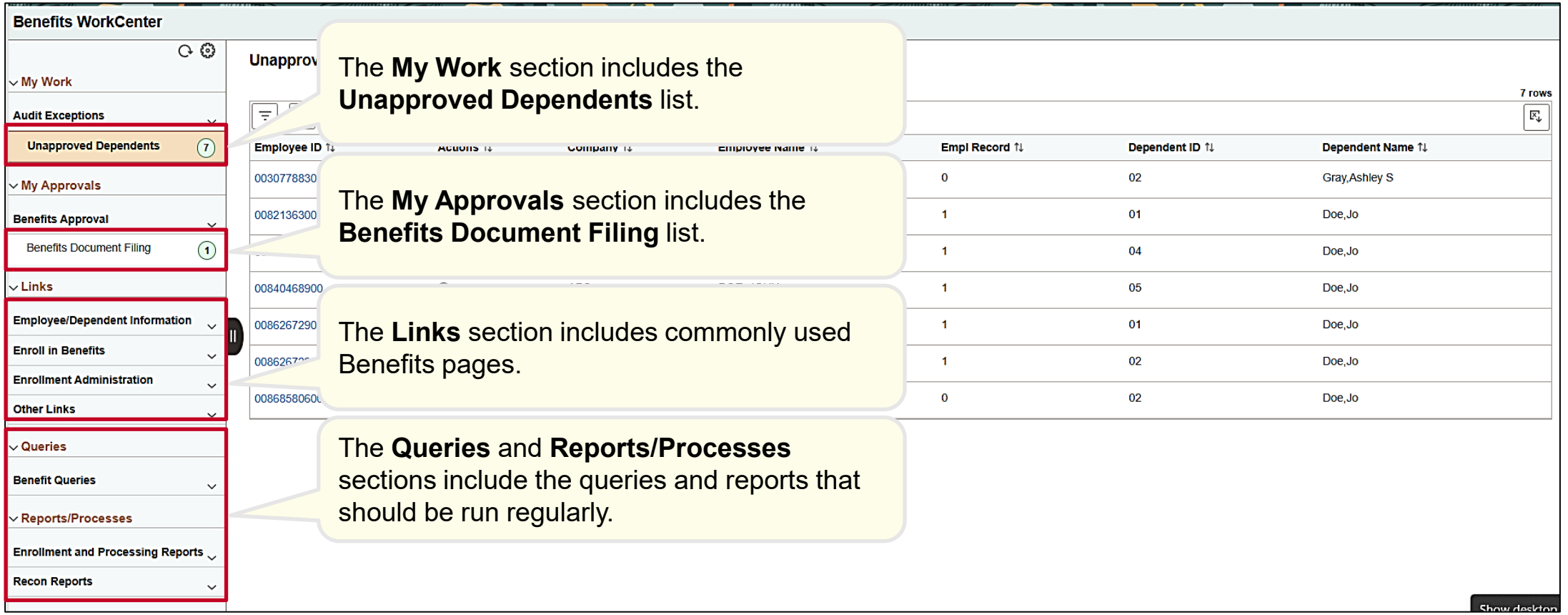
- Cardinal Navigation Overview
- Overview of the Benefits WorkCenter
- Overview of the Benefit Events page
- Overview of the On-Demand Event Maintenance page

Benefits Navigation Overview

Benefits enrollment is completed through the BN WorkCenter:



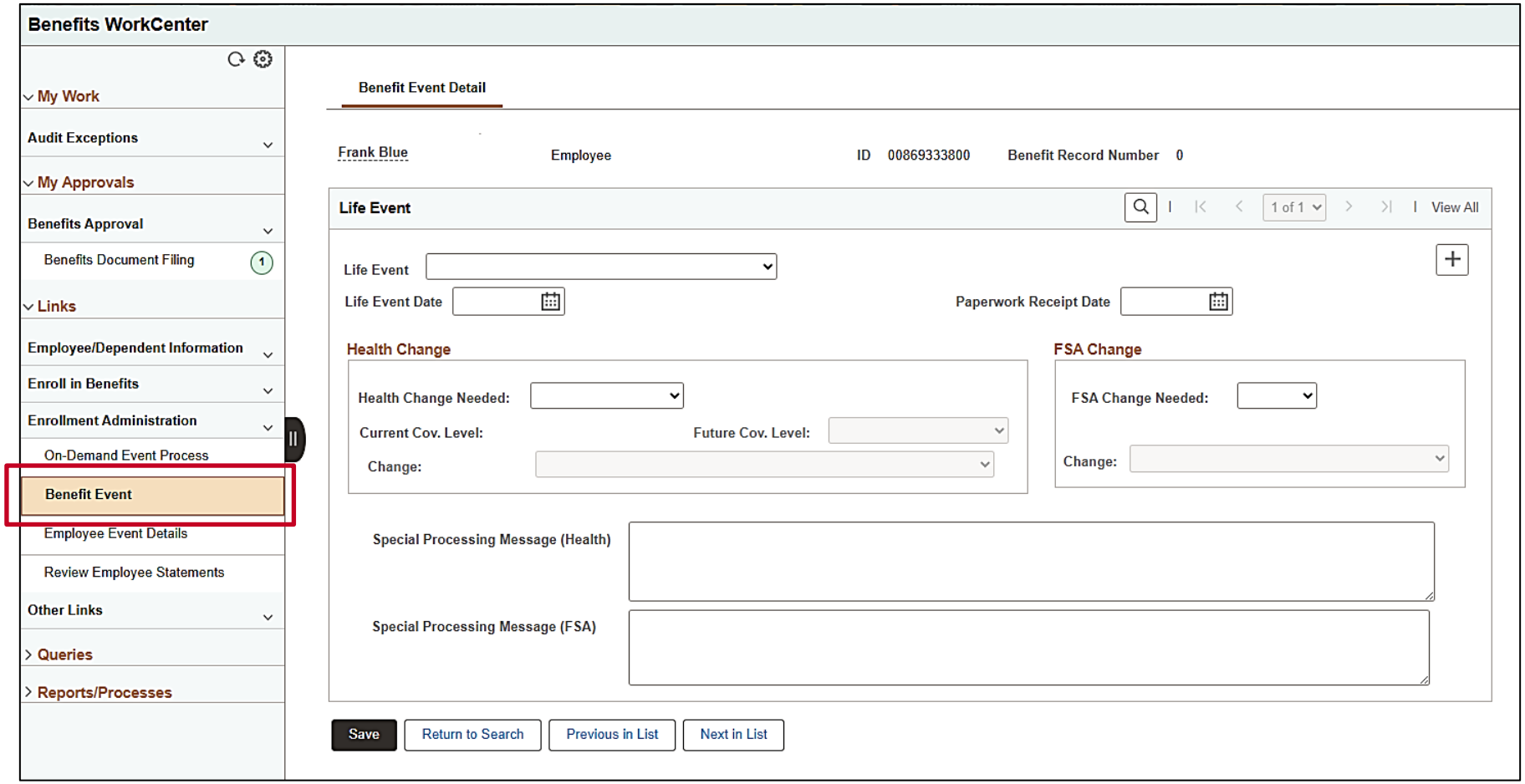
Benefits WorkCenter Overview



Benefit Event Page Overview Cont'd

Benefits Work Center > Links > Enrollment Administration > Benefit Event

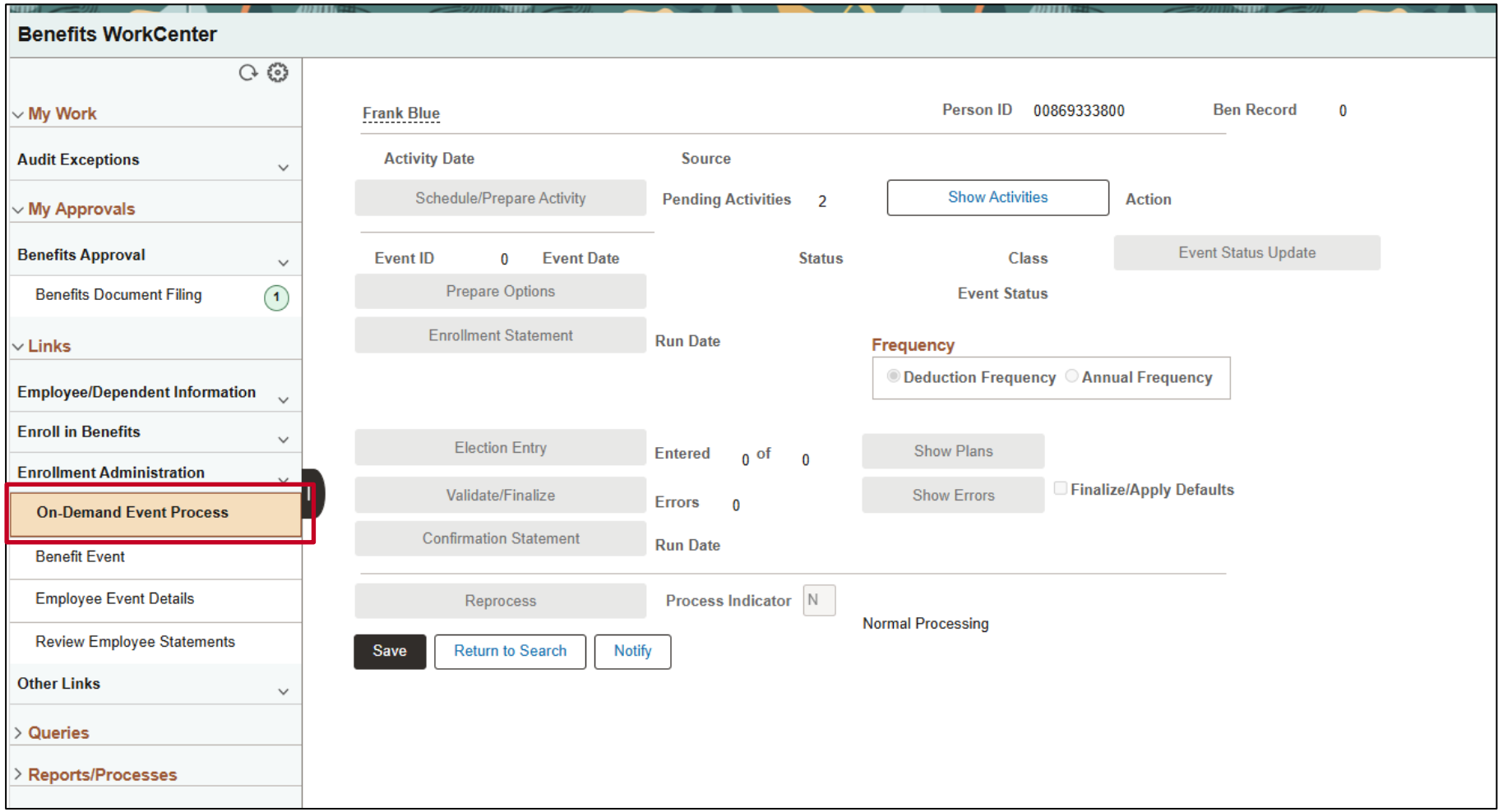
The **Benefit Event** page is used to enter manual Benefit Events.



On-Demand Event Maintenance Page Overview

Benefits Work Center > Links > Enrollment Administration > On-Demand Event Process

The **On-Demand Event Maintenance** page is used to manually process Benefit Events.



Lesson Summary

3 The Benefits WorkCenter

In this lesson, you learned

- Benefits Navigation Overview
- Overview of the Benefits WorkCenter
- Overview of the Benefit Events page
- Overview of the On-Demand Event Maintenance page

Lesson

4 Processing New Hire Enrollments

This lesson covers the following topics:

- General Information about New Hire Enrollments
- Processing a New Hire Enrollment
- Viewing employee benefits information (current, historical, and future-dated)
- Premium Reward Overview

New Hire Enrollments General Information

Reminder: All benefit enrollments or changes are made through a Benefit Event.

New Hire Benefit Events are triggered when an Agency Human Resources (HR) Administrator processes a "New Hire" action:

- **HR2**: This event will automatically enroll the eligible employee in the Imputed Life Insurance Income Plan after the Benefits Administration process runs. The Benefits Administration process runs nightly on a schedule. The event will automatically close after the Benefits Administration process runs. This event must be processed before completing the employee's other enrollments via the HIR Benefit Event and can be processed manually as needed if the Benefits Administration process has not run

- **HIR**: This event is processed by an Agency BN Admin to complete the employee's enrollment elections (Medical, FSA, etc.)

The Event Date for both events is driven based on the Effective Date of the "New Hire" action completed by HR.

JOB AID REFERENCE

- BN361 Completing a New Hire Enrollment
- TLC and HBO Completing a New Hire and Benefit Enrollment

New Hire Enrollments General Information (continued)

New Hire employees can make their initial plan elections through Employee Self-Service (ESS) if the Agency utilizes ESS. Agency BN Administrators will need to approve any dependents and complete the Benefit Event if the employee elects their plans through ESS.

The Coverage Begin Date for the Imputed Life Insurance Income Plan will be the actual date that the employee was hired.

The Coverage Begin Date for all other elected plans will be the first day of the month following employee's hire date (e.g., employee hired on 1/25/2026, Coverage Begin Date for elected plans will be 2/1/2026).

The Deduction Begin Date is only relevant to employees that are paid through the Cardinal system and is the first day of the pay period in which coverage begins.

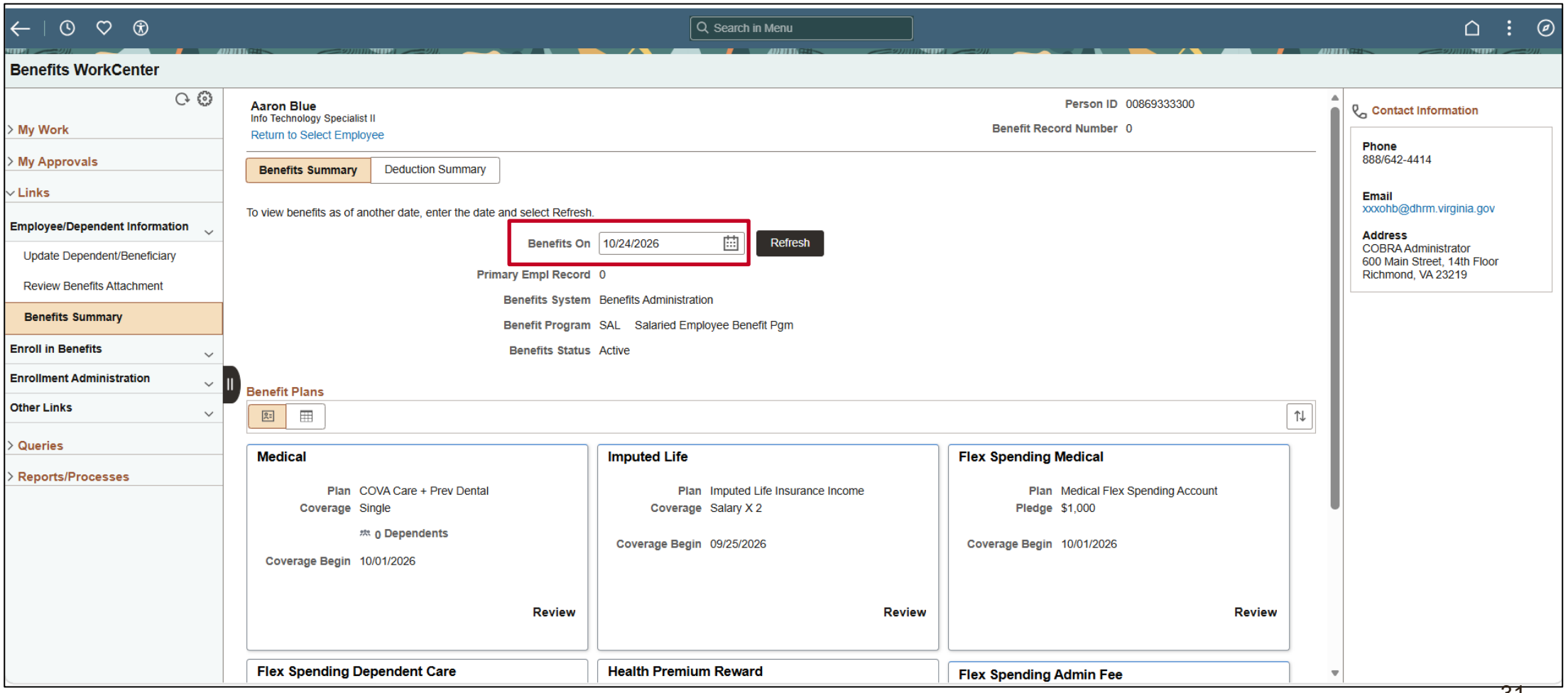
Plan elections are transmitted to the Vendor daily (Tuesday – Saturday excluding holidays).

Confirmation Statements are generated each night.

Cardinal sends a complete enrollment file to Vendors on the 1st Monday of each month.

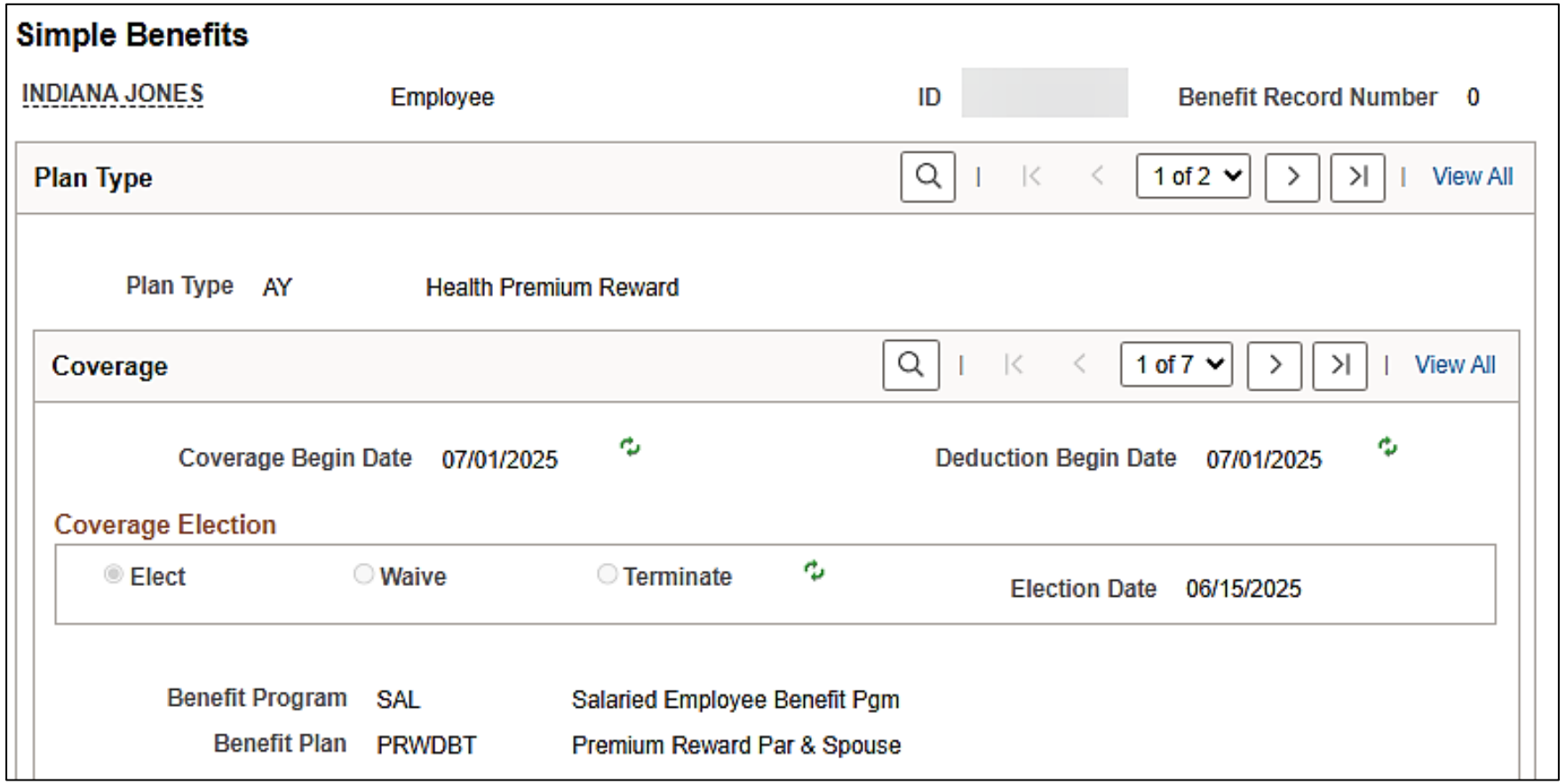
Viewing an Employee's Benefits Enrollments

The benefits information for an employee can be viewed on the **Benefits Summary** page at any time. This page displays current, historical. or future-dated benefit elections data for the employee, by adjusting the date in the **Benefits On** field.



Premium Reward General Information

- When requirements are satisfied, participants are included in the Premium Reward file
- The file is automatically uploaded and participants are enrolled in the Simple Benefit plan
- Additional Pay is established to offset the cost of medical premiums
- If a Premium Reward needs to be manually updated, contact OHB to make the adjustments



Lesson Summary

4 Processing New Hire Enrollments

In this lesson, you learned

- General information about New Hire Enrollments
- How to process a New Hire Enrollment
- How to view employee benefits information (current, historical, and future-dated)
- General information about Premium Rewards

Lesson

5 Reopening Benefit Events

This lesson covers the following topics:

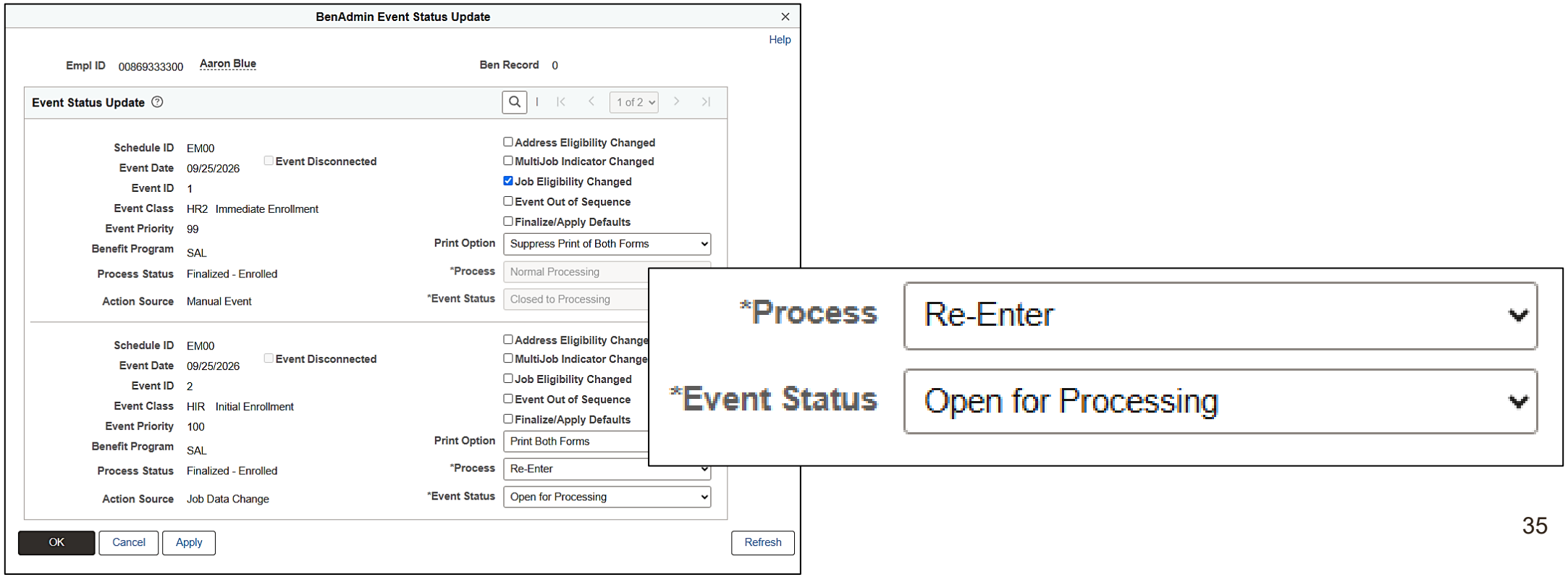
- Re-opening and reprocessing Benefit Events
- Viewing employee Confirmation Statements

Re-Opening a Benefit Event

If any updates/corrections need to be made after processing a Benefit Event, the Benefit Event can be re-opened for edits and then reprocessed. Benefit Events must also be re-opened once the applicable supporting documentation is received in order to update the dependent(s) from “Unapproved” to “Approved”.

Benefit Events are re-opened on the **BenAdmin Event Status Update** page. Navigate to this page using the following path:

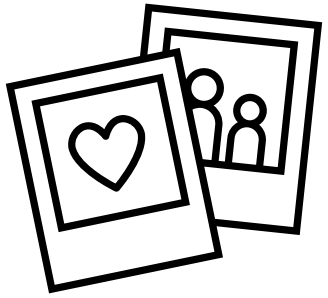
On-Demand Event Maintenance page **> Event Status Update** button



Assign Benefit Program

When re-opening an event, it may be necessary to check eligibility again. In these rare circumstances, use the “Assign Benefit Program” option in the Process dropdown. This will delete all benefit enrollments and check eligibility again. Any dependent data added through this event will remain.

Scenario	Process/Event Status
Employee has provided dependent documentation	Re-enter / Open
Benefits Administrator made a mistake entering enrollments	Re-enter / Open
Employee changed mind during initial enrollment period	Re-enter / Open
Eligibility data has been changed or corrected	Assign Benefit Program / Open



For more information on Benefit Event statuses and more, refer to the Job Aid **BN361 Researching Benefit Events** located on the Cardinal website in **Job Aids** under **Learning**.

Confirmation Statements General Information

Confirmation Statements reflect the plans that were selected and are created in the overnight batch process. The Agency BA has access to view/print all Confirmation Statements (current and historical) for all employees.

Any updates made to an enrollment will be reflected in a new statement generated overnight for the employee to review.

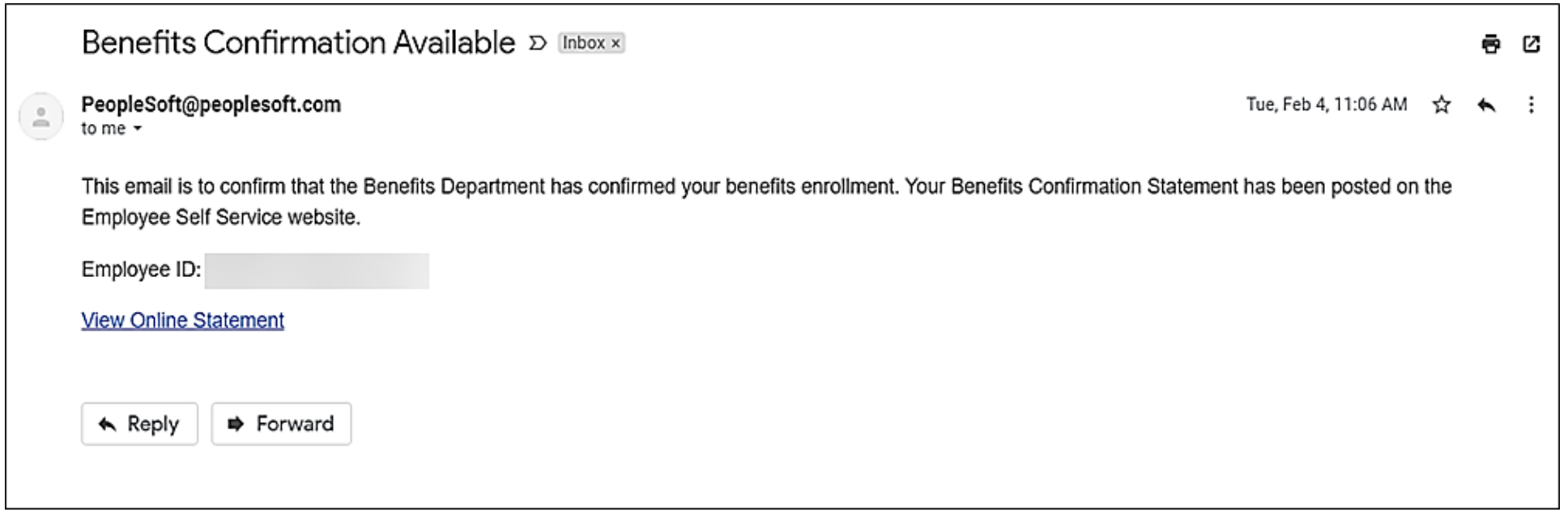
Confirmation Statements are viewed/printed from the **Review Employee Statements** page. Navigate to this page using the following path:

BN WorkCenter tile > Links > Enrollment Administration > Review Employee Statements

JOB AID REFERENCE

BN361 How to Review Benefit Statements

Email Notification Sent to Employee



Lesson Summary

5 Reopening Benefit Events

In this lesson, you learned

- How to re-open and reprocess Benefit Events
- How to view an employee's Confirmation Statement

Lesson

6 Approving Documentation and Dependents

This lesson covers the following topics:

- Understanding Life Events & Dependent Enrollment
- Reviewing & Approving Documentation submitted through ESS
- Approving Dependents
- Monitoring & Managing Unapproved Dependents (including removing dependents)

Overview

Benefits Administrators are responsible for ensuring that dependents added through New Hire Enrollment, Life Events, or Open Enrollment meet eligibility requirements before they can be covered on an employee's benefit plans.

When a dependent is added – whether through ESS or via administrator-initiated events – the dependent is initially assigned an "Unapproved Dependent" status until the employee provides required supporting documentation.



The Benefits Admin:

1. Reviews the submitted documentation
2. Updates the dependent to "Approved Dependent" once/if eligibility is confirmed
3. Contacts employee if documentation needs correcting

Maintaining accurate approval status protects the integrity of benefit records and ensures dependents are enrolled correctly and in accordance with policy.

Ways for an Employee to Add a Dependent

1 NEW HIRE ENROLLMENT

Dependents can be added as part of the employee's initial enrollment process.

All dependents enter as ***Unapproved*** until documentation is reviewed.

2 QUALIFYING LIFE EVENTS (QLEs)

Examples include:

- Birth or Adoption
- Marriage
- Divorce (removal of ineligible dependents)
- Gain or loss of other coverage

The employee must initiate the event and upload required documentation within policy timelines.

3 OPEN ENROLLMENT

Occurs annually; employees may add or update dependent information.

Documentation rules still apply for newly added dependents.

IMPORTANT REMINDER

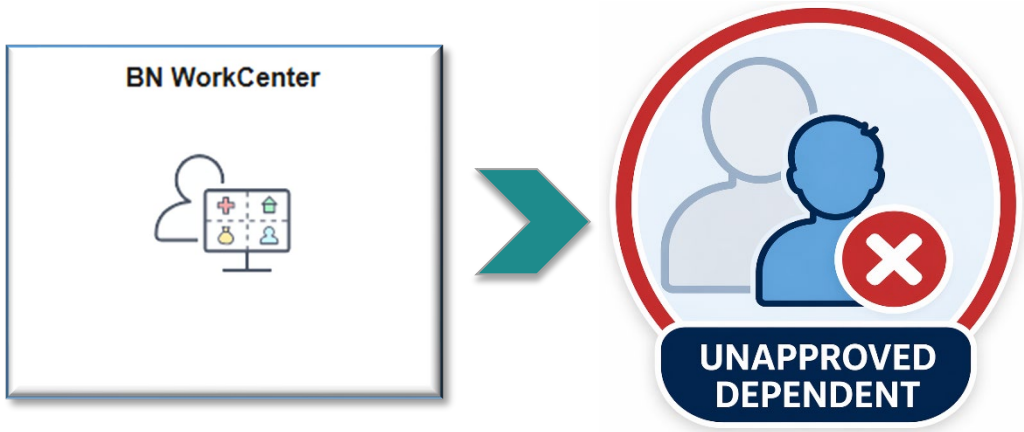
All dependents added through any of these methods are subject to documentation review and approval before coverage is finalized.

Monitoring & Managing Unapproved Dependents

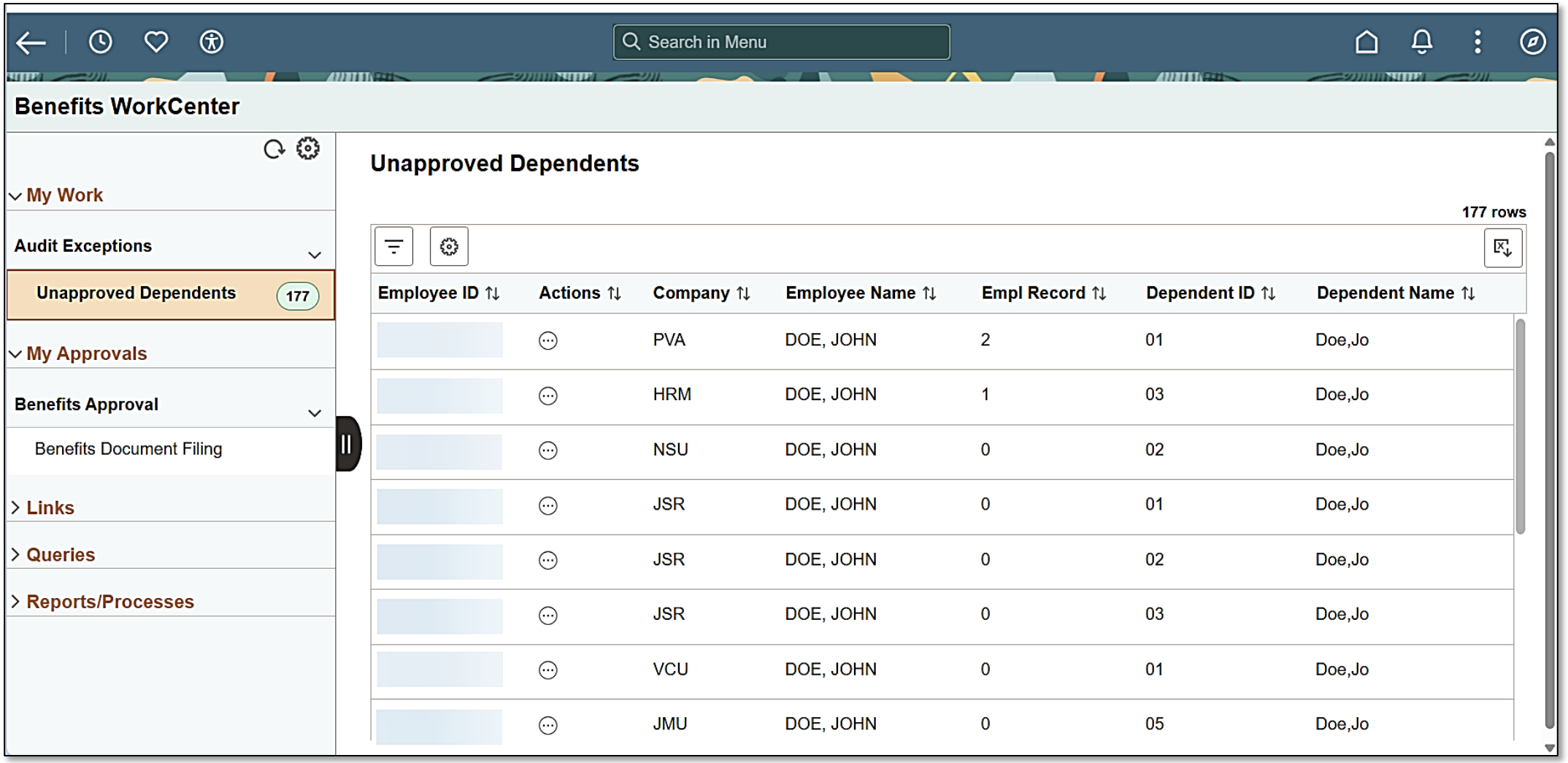
The Benefits Admin:

- Use **BN WorkCenter** to track unapproved dependents.
- Follow up with employees when documentation is missing or overdue.
- Implement required documentation timelines (30/60-day rules).
- Approve or deny employee submitted documentation.
- Remove dependents from coverage when needed.
- Adjust coverage levels as needed (e.g., Family → Employee + Spouse).
- Maintain accurate dependent records; dependents are never deleted.





Unapproved Dependents Page

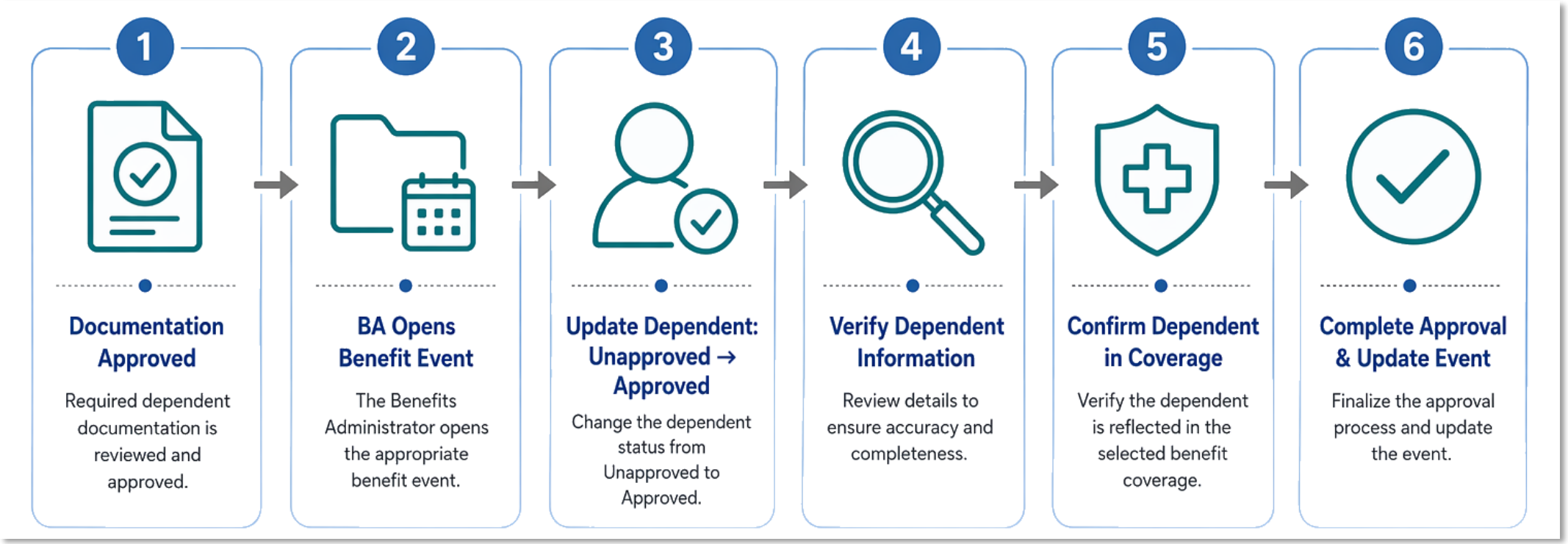


JOB AID REFERENCE

BN361 Managing and Approving Dependents Overview

Approving Dependents Outside of ESS

(I.e. New hire, etc.)



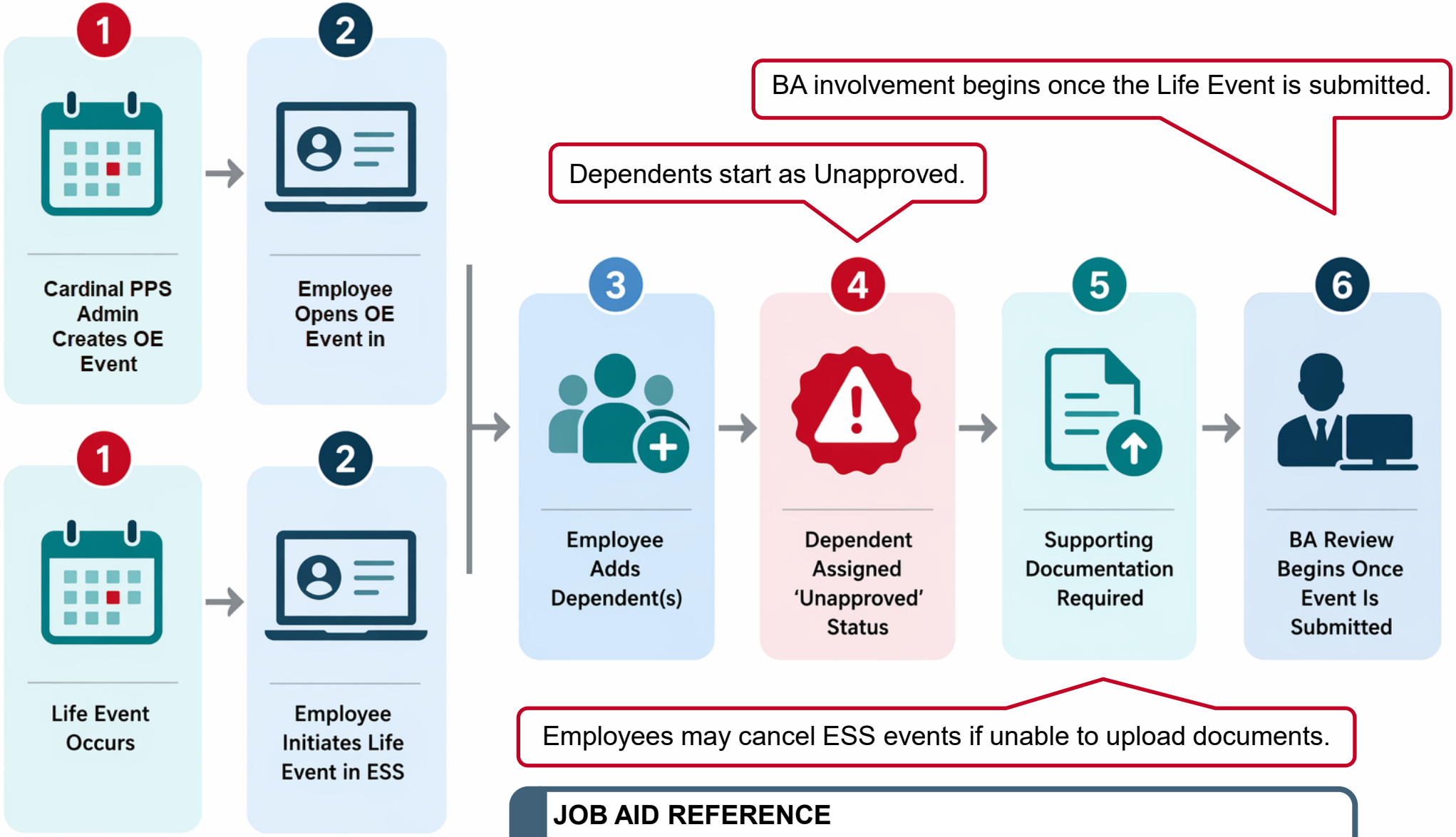
If you are filing on behalf of the employee:

- Add the dependent(s) within the BenAdmin Data Entry page.
- If you have the correct documentation at the time of entry; approve the dependent at the time of entry.
- If you do not mark them as unapproved. Follow the steps above when you receive the documentation.

JOB AID REFERENCE

BN361 Managing and Approving Dependents Overview

Documentation Upload Through ESS



JOB AID REFERENCE

BN361 Managing and Approving Dependents Overview

ESS Initiated Qualifying Life Event

1 EMPLOYEE UPLOADS DOCUMENTATION



- Employee logs in to ESS
- Uploads life event documentation
- Submission recorded in the system

2 BA REVIEWS DOCUMENTATION



- Benefits Administrator (BA) is notified of new submission
- BA reviews the uploaded documentation
- BA verifies the information for accuracy and completeness

3 BA APPROVES DEPENDENT



- BA approves the dependent
- Dependent is now eligible for benefits coverage

4 BA APPROVES DOCUMENTATION



- BA approves the documentation
- Approval triggers the next step in the system

Cardinal

CARDINAL SYSTEM ACTION

Cardinal system processes the approval and automatically sends a notification to the employee.

EMPLOYEE NOTIFICATION

Employee receives a notification in ESS that their documentation has been approved.

JOB AID REFERENCE

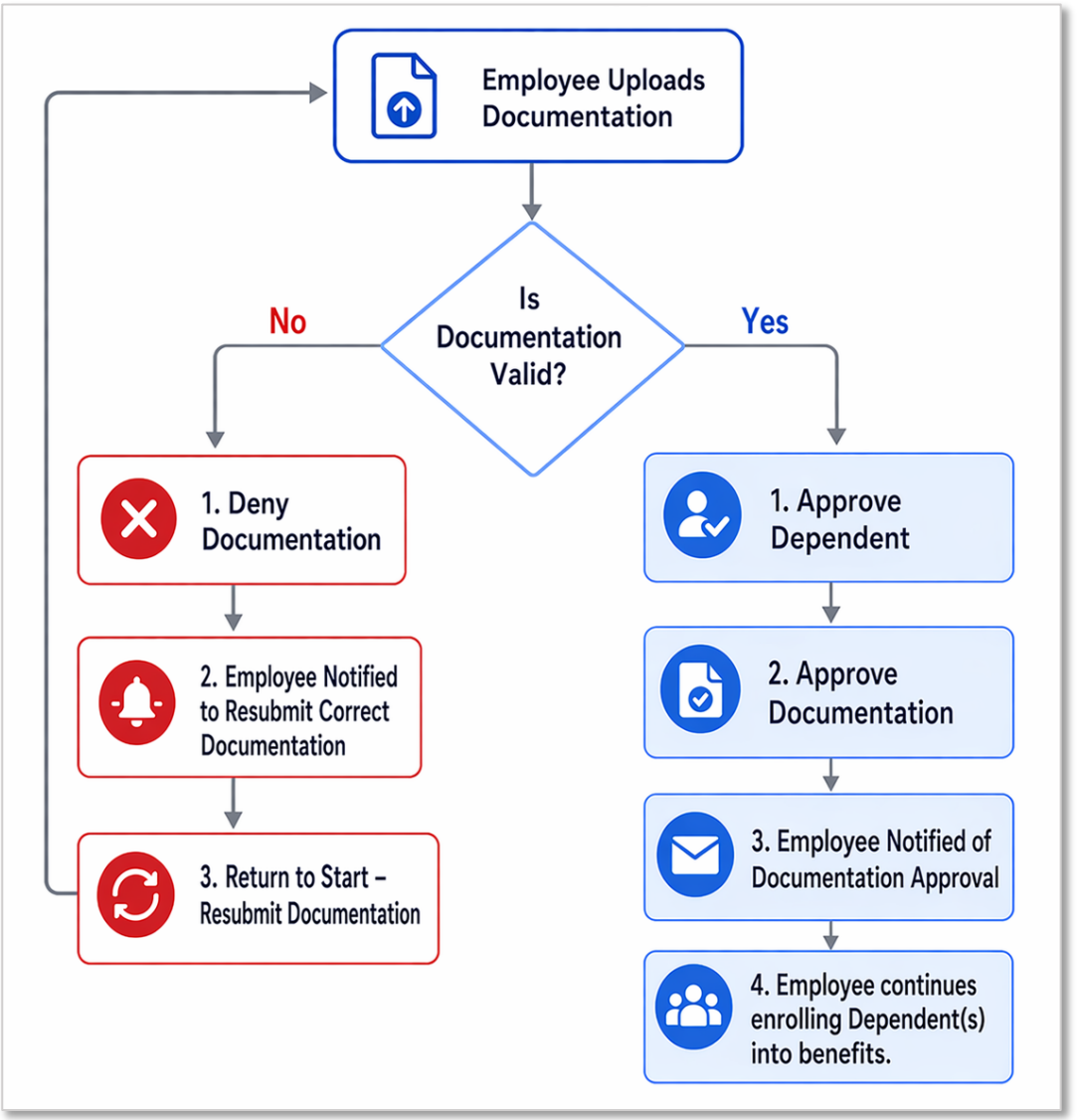
ESS How to Create a Life Event

Document & Dependent Review Process

- After required documents are reviewed and accepted, **do NOT approve the documentation yet**.
- The dependent must be **approved first**.
- This ensures workflow order is correct before the employee is notified.







Reviewing Documentation Submitted through ESS

Employees can add dependents during New Hire Enrollment, Open Enrollment, or through a Qualifying Life Event such as marriage, birth, adoption, divorce, or a change in coverage status. Regardless of how a dependent is added, the dependent is initially assigned an **Unapproved** status and must meet documentation requirements before coverage can be finalized. Benefits Administrators play a key role in reviewing documentation, approving eligible dependents, and ensuring enrollment information is processed accurately and in compliance with policy.



The Benefits Admin:

- Review uploaded documentation to confirm it matches the ESS Life Event, is legible, complete, and supports eligibility.
- Verify dependent details (name, DOB, relationship) match ESS entries.
- **Deny** when documentation is incomplete, incorrect, illegible, or mismatched.
- If acceptable: update dependent to “Approved Dependent,” then approve documentation.
- **Approve** when documentation is accurate, official, and verifiable.
- If denied: employee must remove the denied file before re-uploading.

Approving Dependents Added Through ESS

After reviewing and validating the required supporting documentation, the Benefits Administrator updates the dependent's status from **Unapproved Dependent** to **Approved Dependent**, verifies key information such as relationship and date of birth, and confirms the dependent is included in the correct coverage election. Once all approvals are complete, the Benefit Event can be finalized and processed so coverage updates are transmitted accurately and reflected in the employee's benefit enrollment.

The Benefits Admin:

- Identify dependents needing approval in the Benefit Event.
- Update dependent status from *Unapproved* to *Approved*.
- Verify dependent data (DOB, relationship, SSN, etc.).
- Ensure dependent appears correctly in coverage elections.
- Finalize dependent approvals before reprocessing the Benefit Event.



Viewing Dependent Information

Benefits Administrators can view and update dependent information on the **Update Dependent / Beneficiary** page.

Key information:

- **Available for review or update**: Name, Address, Contact Information (Phone and Email), Date of Birth, Dependent Beneficiary Type (Approved or Unapproved Dependent), Gender, Marital Status, and Disability Status
- Dependents are never deleted (historical data is maintained)
- Duplicate dependents can only be deleted by emailing OHB (do not open a VCCC ticket)



Note: All dependents, regardless of whether they are currently enrolled in a Benefits Plan, will display and be available to view on this page. This data is maintained within Cardinal for cases where the dependent may need to be re-enrolled in a Benefits Plan in the future.

BN WorkCenter Tile > Links > Employee/Dependent Information > Update Dependent/Beneficiary

Lesson Summary

6 Approving Documentation and Dependents

In this lesson, you learned

- Understanding Life Events & Dependent Enrollment
- Reviewing & Approving Documentation submitted through ESS
- Approving Dependents
- Monitoring & Managing Unapproved Dependents (including removing dependents)
- Re-Opening & Re-Processing Benefit Events

Lesson

7 Processing Manual Benefit Events

This lesson covers the following topics:

- Manual Benefit Events Triggers
- Life Events Overview
- Life Event Key Benefit Dates
- Overview of the Benefit Event Entry Page
- Processing a Marriage Event
- Processing a Divorce Event

Manual Benefit Events Triggers

Reminder: All benefit enrollments or changes are made through a Benefit Event.

Manual Benefit Events Triggers:

- Personal and or Job Data change entered by an Agency HR Administrator
- Employee submits a Benefit enrollment form, and the Benefits Administrator creates an Event on the Benefit Event Entry page
- Employee enters a Life Event or Open Enrollment through Employee Self-Service (ESS)

Life Events Overview

Life Events are a type of Benefit Event and are also referred to as Qualifying Mid-Year Events.

There are various types of Life Events, including:

- **MARRIAGE EVENT**
- **BIRTH EVENT**
- **DEATH EVENT**
- **DIVORCE EVENT**

Life Event Key Benefit Dates

Benefit Enrollment Field	Definition
ELECTION DATE	The date the employee elects their benefits. This is typically the date the coverage changes are entered into the system.
EVENT DATE	The date used for entry when performing manual Benefit Events. This is based on the date the Life Event occurred.
COVERAGE BEGIN DATE	The date the coverage starts.
DEDUCTION BEGIN DATE	The date the deduction begins for the employee. This will be the Pay Period start date for the Pay Period that the coverage begin date falls in.

Life Event Coverage and Deduction Dates

The coverage begin and deduction begin dates will vary based on the specific type of Life Event. Some examples include:

Life Event	Coverage Begin Date	Deduction Begin Date
Marriage	1st day of the month after the marriage paperwork is received	1st day of the month after marriage paperwork is received
Birth/Adoption	Immediately upon date of birth/adoption	1st day of the month of the date of birth/adoption
Divorce	1st day of the month after the divorce paperwork is received (coverage ends for the divorced spouse on the date of divorce)	1st day of the month after divorce paperwork is received

Plan elections are transmitted to the Vendor nightly (Monday – Friday excluding holidays). Confirmation Statements will be available after the Benefits Administration process runs.

Employees have 60 Days to initiate a Life Event after the event date. Enrollment can still be processed after 60 Days; however, the paperwork must be submitted within 60 days. In all other cases, OHB approval is needed.

New Hire enrollment paperwork must be submitted within 30 days.

Life Event Example: Marriage

Scenario: An employee got married on 11/15. This is a Qualifying Mid-Year Event which allows the employee to update their Benefit enrollments.

On 11/17, the spouse was added as a dependent with an event date of 11/15.

The employee elected to change their benefit plan from “SINGLE” to “EMPLOYEE + SPOUSE” and the enrollment was completed on 11/17. For this scenario, what dates apply?

ELECTION DATE	EVENT DATE	COVERAGE BEGIN DATE
11 / 17	11 / 15	12 / 1

Benefit Event Entry Page

The **Benefit Event Entry** page simplifies the creation of Benefit Events by:

- Capturing Life Event details
  - Life Event Date
  - Paperwork Receipt Date
  - Prior and Future Coverage Levels
  - Type of Benefit Change
- Calculating correct Benefit Event Dates
- Automatically selecting the correct Benefit Class
- Creating the Benefit Event

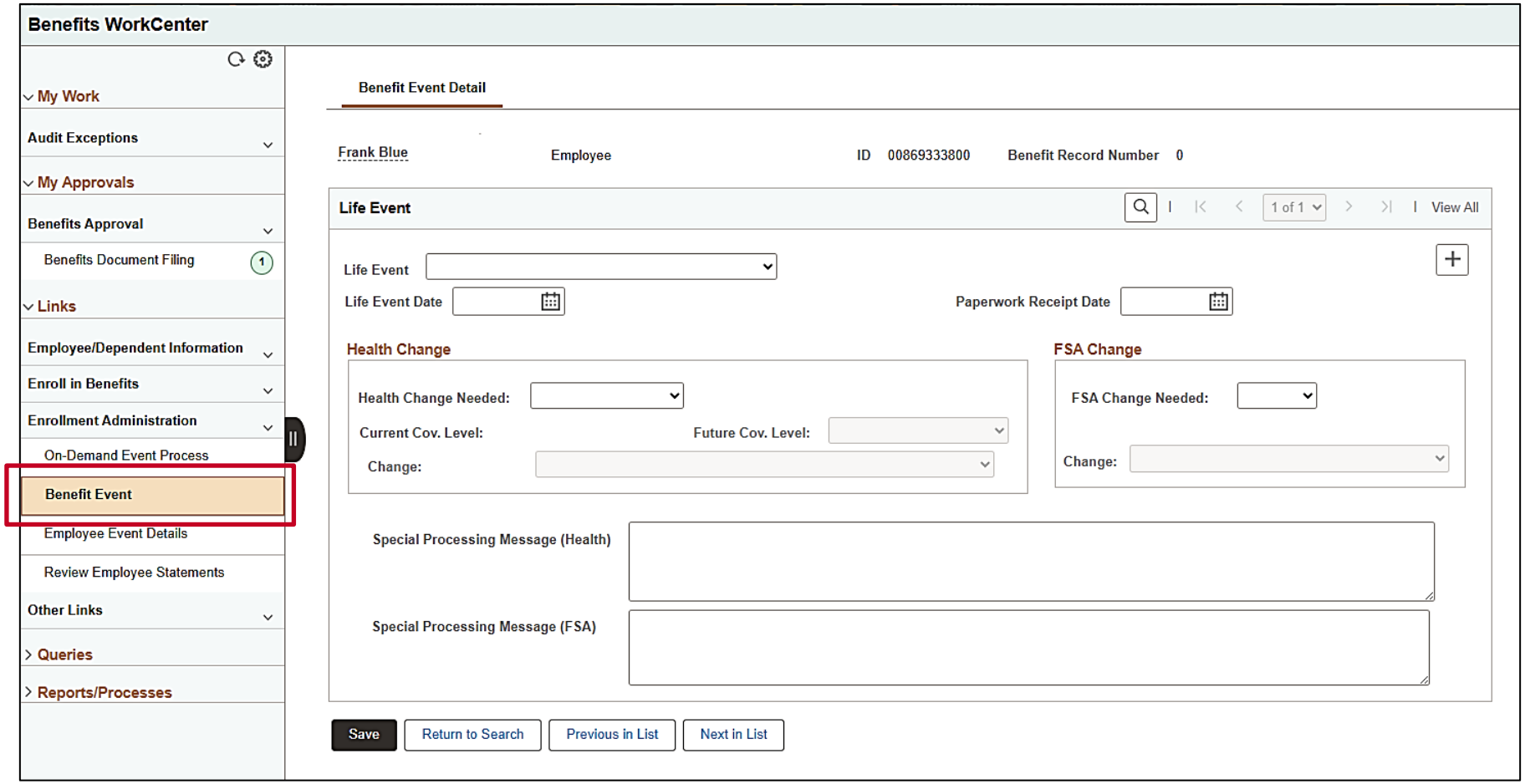
JOB AID REFERENCE

Creating and Completing a Life Event on Behalf of an Employee

Benefit Event Page Overview

Benefits Work Center > Links > Enrollment Administration > Benefit Event

The **Benefit Event** page is used to enter manual Benefit Events.



Lesson Summary

7 Processing Manual Benefit Events

In this lesson, you learned

- Manual Benefit Events Triggers
- An Overview of Life Events
- Life Event Key Benefit Dates
- An Overview of the Benefit Event Entry Page
- How to Process Life Events (Marriage, Divorce)

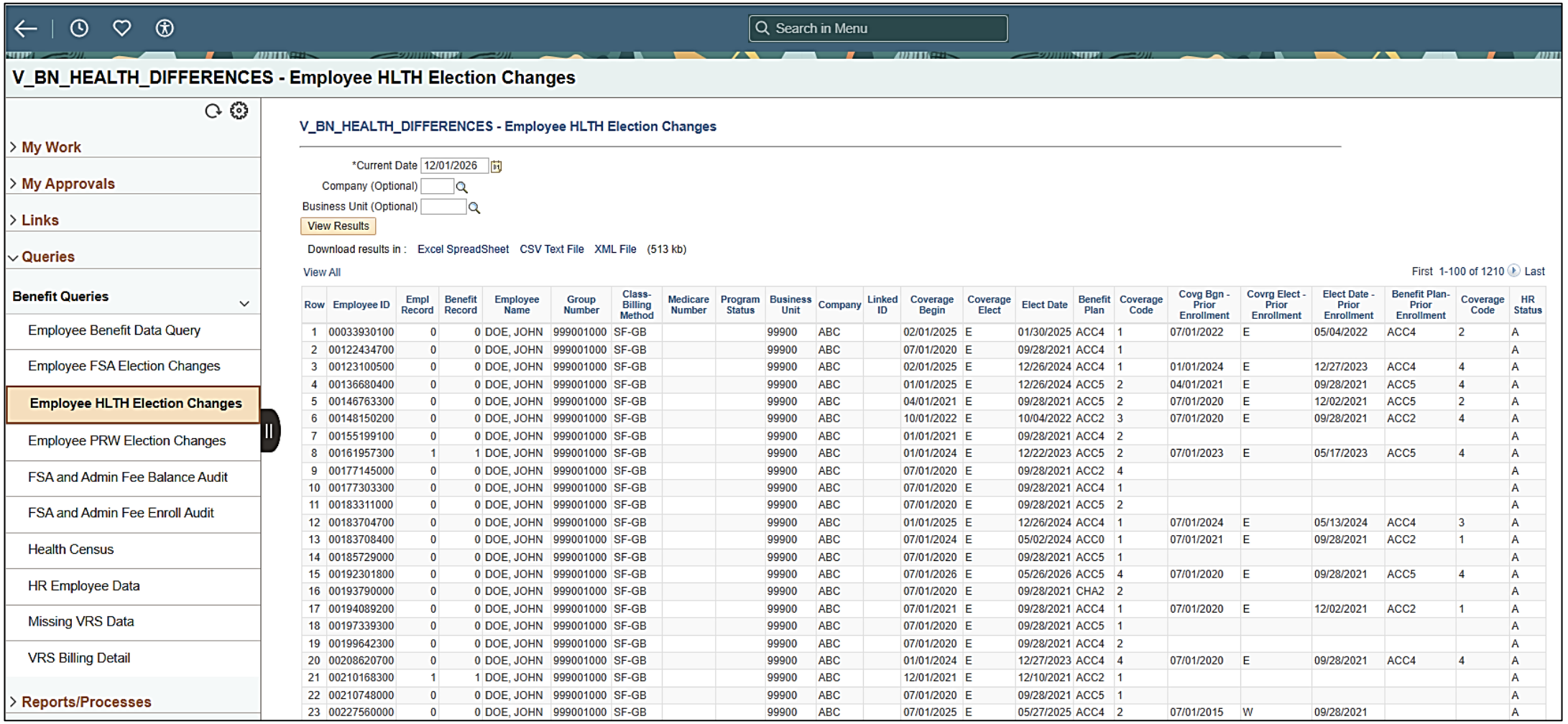
Lesson

8 Running Queries and Reports

This lesson covers the following topics:

- Running Benefits Queries
- Running Benefits Reports
- Benefit Enrollment Reports
- Retirement Enrollment Reports
- Health Benefits & VRS Billing Reconciliation Reports

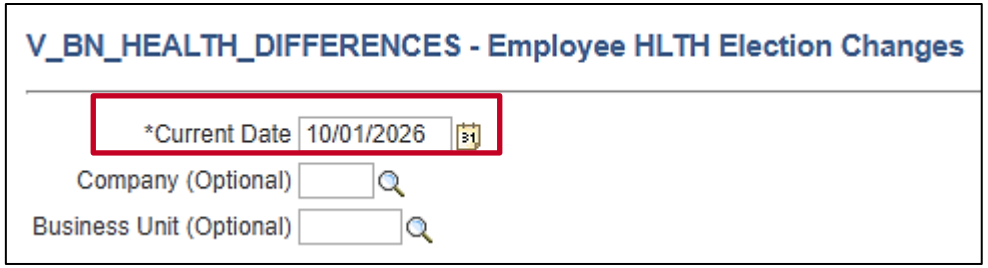
Employee HLTH Election Changes



Row	Employee ID	Empl Record	Benefit Record	Employee Name	Group Number	Class-Billing Method	Medicare Number	Program Status	Business Unit	Company	Linked ID	Coverage Begin	Coverage Elect	Elect Date	Benefit Plan	Coverage Code	Covg Bgn - Prior Enrollment	Covrg Elect - Prior Enrollment	Elect Date - Prior Enrollment	Benefit Plan- Prior Enrollment	Coverage Code	HR Status
1	00033930100	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		02/01/2025	E	01/30/2025	ACC4	1	07/01/2022	E	05/04/2022	ACC4	2	A
2	00122434700	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC4	1						A
3	00123100500	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		02/01/2025	E	12/26/2024	ACC4	1	01/01/2024	E	12/27/2023	ACC4	4	A
4	00136680400	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		01/01/2025	E	12/26/2024	ACC5	2	04/01/2021	E	09/28/2021	ACC5	4	A
5	00146763300	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		04/01/2021	E	09/28/2021	ACC5	2	07/01/2020	E	12/02/2021	ACC5	2	A
6	00148150200	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		10/01/2022	E	10/04/2022	ACC2	3	07/01/2020	E	09/28/2021	ACC2	4	A
7	00155199100	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		01/01/2021	E	09/28/2021	ACC4	2						A
8	00161957300	1	1	DOE, JOHN	999001000	SF-GB			99900	ABC		01/01/2024	E	12/22/2023	ACC5	2	07/01/2023	E	05/17/2023	ACC5	4	A
9	00177145000	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC2	4						A
10	00177303300	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC4	1						A
11	00183311000	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC5	2						A
12	00183704700	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		01/01/2025	E	12/26/2024	ACC4	1	07/01/2024	E	05/13/2024	ACC4	3	A
13	00183708400	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2024	E	05/02/2024	ACC0	1	07/01/2021	E	09/28/2021	ACC2	1	A
14	00185729000	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC5	1						A
15	00192301800	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2026	E	05/26/2026	ACC5	4	07/01/2020	E	09/28/2021	ACC5	4	A
16	00193790000	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	CHA2	2						A
17	00194089200	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2021	E	09/28/2021	ACC4	1	07/01/2020	E	12/02/2021	ACC2	1	A
18	00197339300	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC5	1						A
19	00199642300	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC4	2						A
20	00208620700	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		01/01/2024	E	12/27/2023	ACC4	4	07/01/2020	E	09/28/2021	ACC4	4	A
21	00210168300	1	1	DOE, JOHN	999001000	SF-GB			99900	ABC		12/01/2021	E	12/10/2021	ACC2	1						A
22	00210748000	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC5	1						A
23	00227560000	0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2025	E	05/27/2025	ACC4	2	07/01/2015	W	09/28/2021			A

Running Benefits Queries

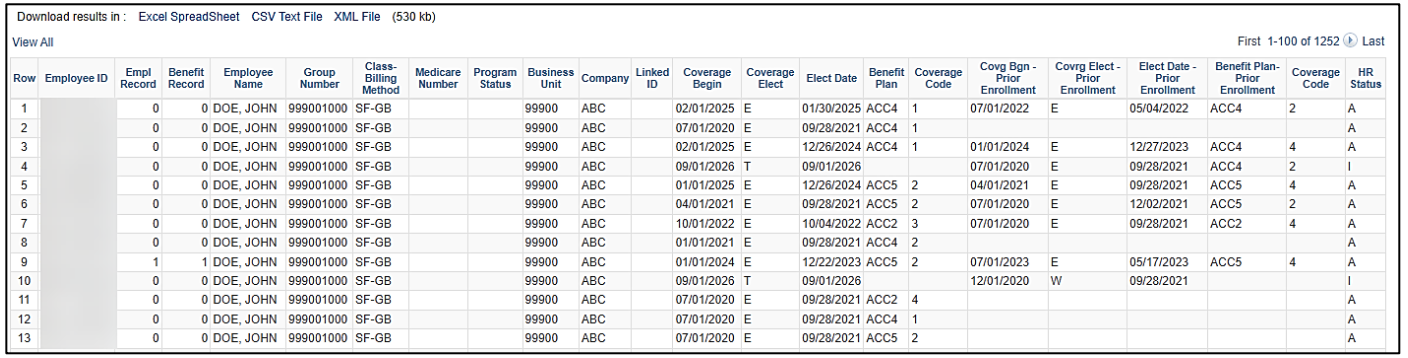
1. Enter parameters.



2. Click the “View Results” button.



Results display.


Download results in : Excel SpreadSheet CSV Text File XML File (530 kb)

View All First 1-100 of 1252 Last

Row	Employee ID	Empl Record	Benefit Record	Employee Name	Group Number	Class-Billing Method	Medicare Number	Program Status	Business Unit	Company	Linked ID	Coverage Begin	Coverage Elect	Elect Date	Benefit Plan	Coverage Code	Covg Bgn - Prior Enrollment	Covrg Elect - Prior Enrollment	Elect Date - Prior Enrollment	Benefit Plan-Prior Enrollment	Coverage Code	HR Status
1		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		02/01/2025	E	01/30/2025	ACC4	1	07/01/2022	E	05/04/2022	ACC4	2	A
2		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC4	1						A
3		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		02/01/2025	E	12/26/2024	ACC4	1	01/01/2024	E	12/27/2023	ACC4	4	A
4		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		09/01/2026	T	09/01/2026			07/01/2020	E	09/28/2021	ACC4	2	I
5		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		01/01/2025	E	12/26/2024	ACC5	2	04/01/2021	E	09/28/2021	ACC5	4	A
6		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		04/01/2021	E	09/28/2021	ACC5	2	07/01/2020	E	12/02/2021	ACC5	2	A
7		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		10/01/2022	E	10/04/2022	ACC2	3	07/01/2020	E	09/28/2021	ACC2	4	A
8		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		01/01/2021	E	09/28/2021	ACC4	2						A
9		1	1	DOE, JOHN	999001000	SF-GB			99900	ABC		01/01/2024	E	12/22/2023	ACC5	2	07/01/2023	E	05/17/2023	ACC5	4	A
10		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		09/01/2026	T	09/01/2026			12/01/2020	W	09/28/2021			I
11		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC2	4						A
12		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC4	1						A
13		0	0	DOE, JOHN	999001000	SF-GB			99900	ABC		07/01/2020	E	09/28/2021	ACC5	2						A

3. Click the Excel SpreadSheet link to download results.



JOB AID REFERENCE

NAV225 Running an HCM Query

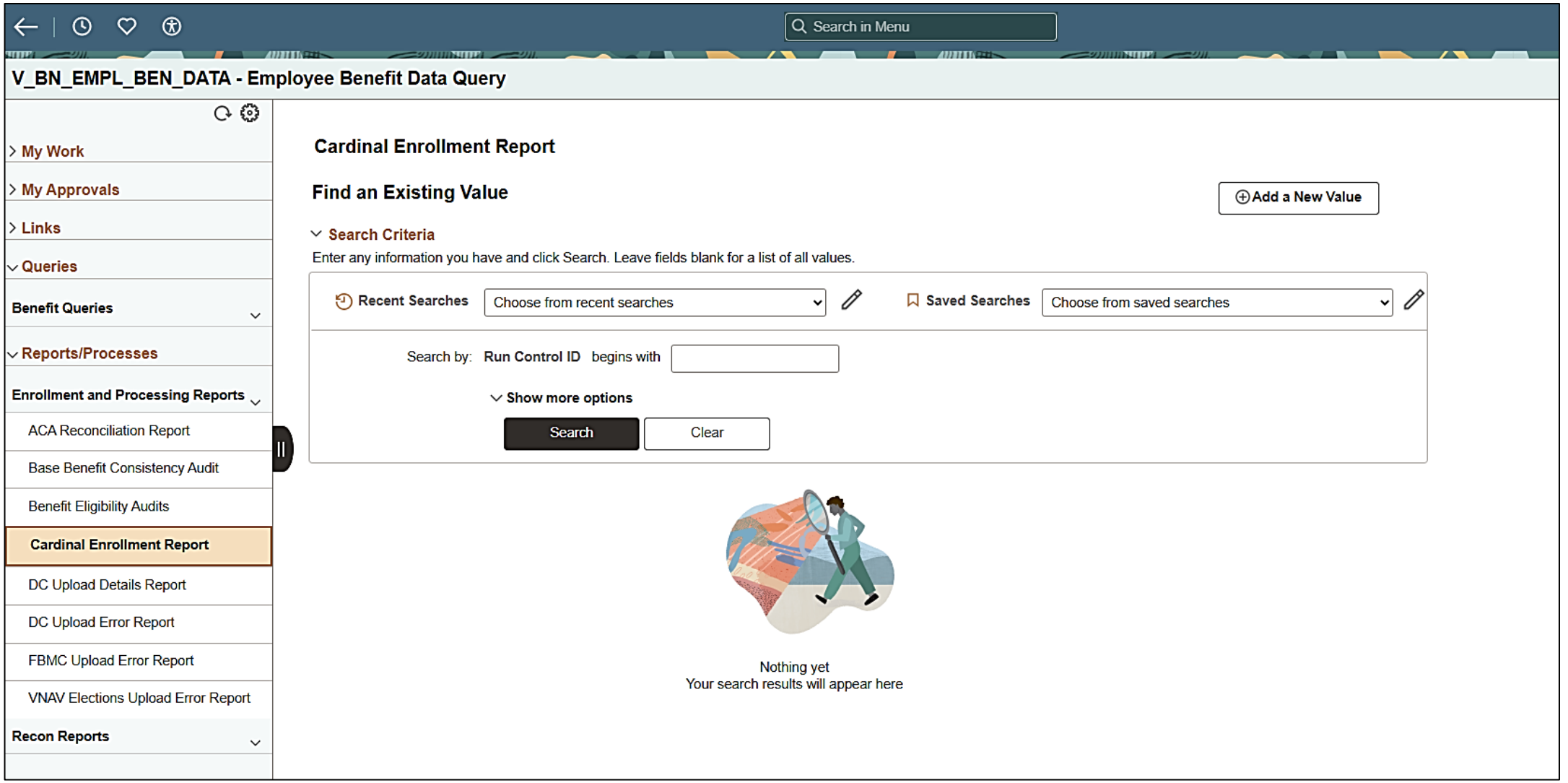
Running Benefits Reports

1. Add or **Search** for an existing **Run Control ID**
2. Enter or Adjust **Run Control Parameters**
3. Click the **Run** Button
4. Adjust **Process Scheduler Request** settings
5. Click the **OK** button
6. Click the **Process Monitor** button
7. Click the **Refresh** button
8. When the Distribution Status is “Posted”, click the **Details** link
9. Click the **View Log/Trace** link
10. Click the link for the report (CSV, PDF, etc.)
11. Find the downloaded report in the **Downloads** folder

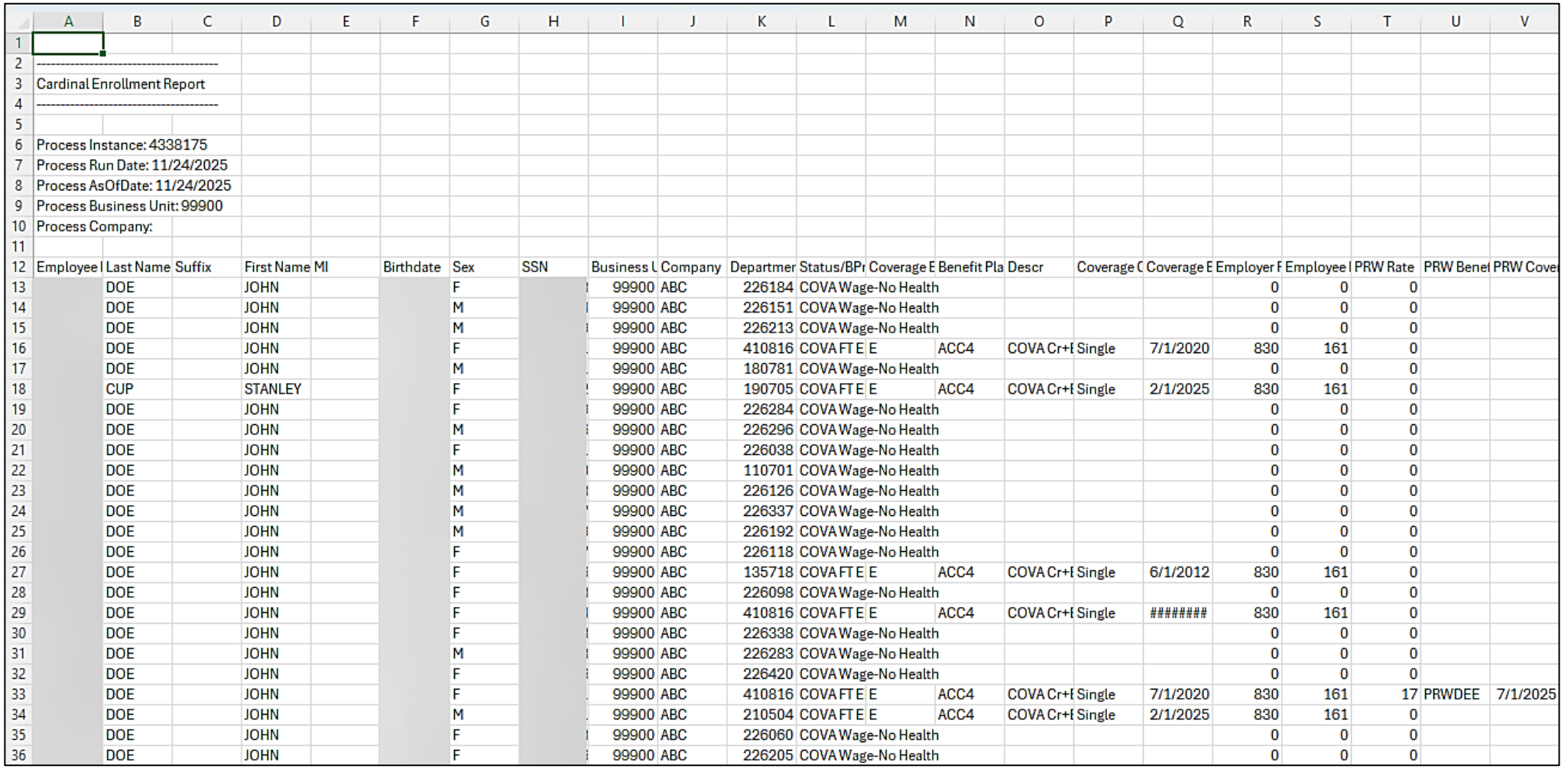
JOB AID REFERENCE

NAV225 Generating an HCM Report

Cardinal Enrollment Report



Cardinal Enrollment Report Cont'd



Cardinal Enrollment Report

Process Instance: 4338175
Process Run Date: 11/24/2025
Process AsOfDate: 11/24/2025
Process Business Unit: 99900
Process Company:

Employee I	Last Name	Suffix	First Name	MI	Birthdate	Sex	SSN	Business L	Company	Departmer	Status/BPr	Coverage E	Benefit Pla	Descr	Coverage C	Coverage E	Employer F	Employee I	PRW Rate	PRW Benel	PRW Cove
	DOE		JOHN			F		99900	ABC	226184	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			M		99900	ABC	226151	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			M		99900	ABC	226213	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			F		99900	ABC	410816	COVA FT E	E	ACC4	COVA Cr+I	Single	7/1/2020	830	161	0		
	DOE		JOHN			M		99900	ABC	180781	COVA Wage-No	Health					0	0	0		
	CUP		STANLEY			F		99900	ABC	190705	COVA FT E	E	ACC4	COVA Cr+I	Single	2/1/2025	830	161	0		
	DOE		JOHN			F		99900	ABC	226284	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			M		99900	ABC	226296	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			F		99900	ABC	226038	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			M		99900	ABC	110701	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			M		99900	ABC	226126	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			M		99900	ABC	226337	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			M		99900	ABC	226192	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			F		99900	ABC	226118	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			F		99900	ABC	135718	COVA FT E	E	ACC4	COVA Cr+I	Single	6/1/2012	830	161	0		
	DOE		JOHN			F		99900	ABC	226098	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			F		99900	ABC	410816	COVA FT E	E	ACC4	COVA Cr+I	Single	########	830	161	0		
	DOE		JOHN			F		99900	ABC	226338	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			M		99900	ABC	226283	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			F		99900	ABC	226420	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			F		99900	ABC	410816	COVA FT E	E	ACC4	COVA Cr+I	Single	7/1/2020	830	161	17	PRWDEE	7/1/2025
	DOE		JOHN			M		99900	ABC	210504	COVA FT E	E	ACC4	COVA Cr+I	Single	2/1/2025	830	161	0		
	DOE		JOHN			F		99900	ABC	226060	COVA Wage-No	Health					0	0	0		
	DOE		JOHN			F		99900	ABC	226205	COVA Wage-No	Health					0	0	0		

Enrollment and VNAV Upload to Cardinal

Enrollment:

Employee enrollment in VNAV is mostly automatic through the nightly HR interface, **VRS Person Extract**. The extract includes new hires, rehires, salary changes, position changes and other Job data updates that may affect an employee's eligibility for Retirement benefits.

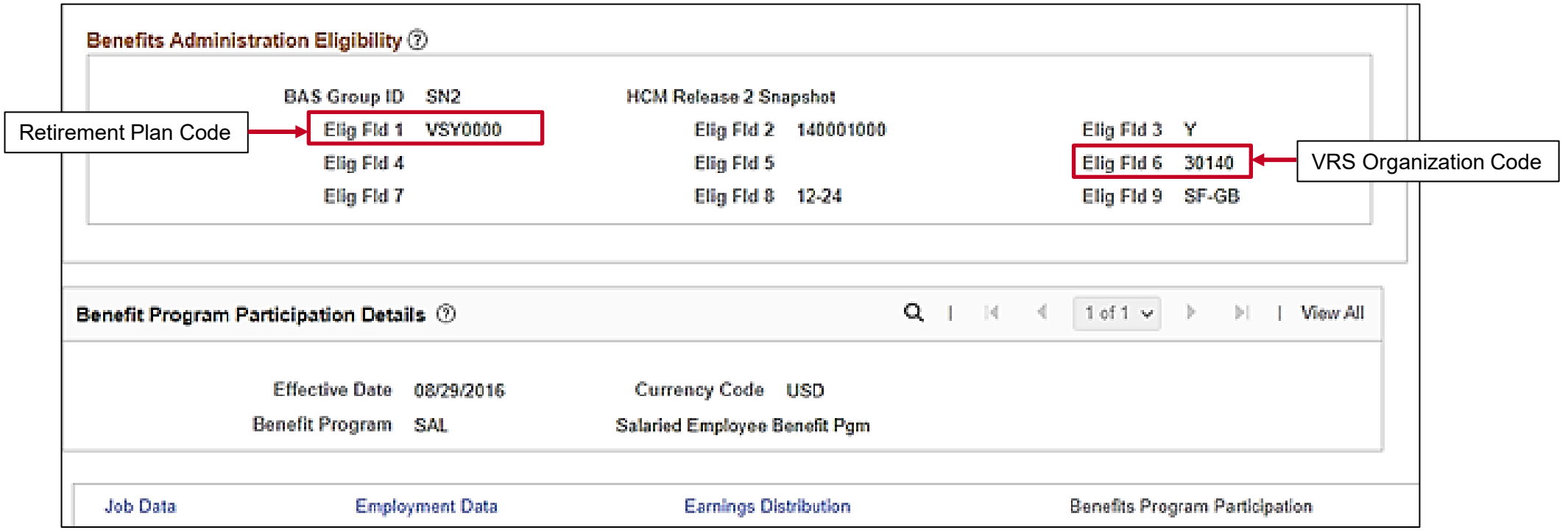
Agency VNAV administrators should verify that employees' data is correct in that system. If necessary, agency will manually enroll the employee in VNAV.

VNAV Upload:

The VNAV Upload File is imported into Cardinal daily by the Cardinal PPS Team. This upload will complete the following for each new enrolled employee:

The VNAV Upload process corrects the top row of the employee's Job Record to populate Elig Config Field 1 (Retirement Plan Code) and Elig Config Field 6 (VRS Organization Code)

Enrollment and VNAV Upload to Cardinal (continued)



JOB AID REFERENCE

BN361 Overview of the Eligibility Configuration Fields

Running and Reviewing the VRS Elections Upload Error Report

Agency BN Administrators should run the VRS Elections Upload Error Report the day after the VNAV Upload File is imported into Cardinal. This is done to identify any enrollment errors.

BN WorkCenter tile > Reports/Processes > Enrollment and Processing Reports > VNAV Elections Upload Error Report

Some of the common errors include:

- Employee Record not found
- Employee Terminated
- Wage Employee that is not eligible for VRS Retirement

REPORTS CATALOG REFERENCE

Cardinal HCM Benefits Reports Catalog

Sample VNAV Elections Upload Error Report

Cardinal

Report ID: RHR149

Commonwealth of Virginia

VNAV ELECTIONS UPLOAD ERROR REPORT

Run Date: 11/21/2025
Run Time: 01:44 00

Company:

From Date: 01/01/2025
To Date: 05/31/2025

Transaction Errors. Online Entry Required

Business Unit:

Emplid	EmplRcd	Name	Hire Date	PY Stat	EFFDT	Elig Fld1	Elig Fld6	4W Vol Pctg	Prior Service Buyback General Deductions Ded Code	Deduction End Dt	Deduction Flat Amt	SPOT Entry Type	Amount
	1				02/01/2025		30703	0.00%	PPSRTB	08/31/2023	0.00		0.00

All Error Messages:
General Deduction End Date is prior to Effective Date
No updates made because employee is not Active

Emplid	EmplRcd	Name	Hire Date	PY Stat	EFFDT	Elig Fld1	Elig Fld6	4W Vol Pctg	Prior Service Buyback General Deductions Ded Code	Deduction End Dt	Deduction Flat Amt	SPOT Entry Type	Amount
	1				03/01/2025		30703	0.00%	PPSRTB	02/28/2026	401.58		0.00
	1				04/01/2025		30703	0.00%	PPSRTB	03/31/2026	401.58		0.00

All Error Messages:
Multiple PPS/Buyback transactions received for same EmplID. Please review and manually enter the correct election.

Emplid	EmplRcd	Name	Hire Date	PY Stat	EFFDT	Elig Fld1	Elig Fld6	4W Vol Pctg	Prior Service Buyback General Deductions Ded Code	Deduction End Dt	Deduction Flat Amt	SPOT Entry Type	Amount
	0		04/25/2025	T	05/01/2025	HBY0000	30703	0.00%			0.00		0.00

All Error Messages:
No updates made because employee is not Active

Emplid	EmplRcd	Name	Hire Date	PY Stat	EFFDT	Elig Fld1	Elig Fld6	4W Vol Pctg	Prior Service Buyback General Deductions Ded Code	Deduction End Dt	Deduction Flat Amt	SPOT Entry Type	Amount
	0		04/25/2025	T	05/01/2025	HBY0000	30703	0.00%			0.00		0.00

All Error Messages:
No updates made because employee is not Active

Enrollment Error Troubleshooting

If any errors are identified on the **VNAV Elections Upload Error Report**, an Agency HR and BN Administrators must work together to resolve the errors.

The appropriate resolution will vary based on the specific error and could include making updates to the Eligibility Configuration fields for the employee to trigger a Benefit Event and completing the applicable Benefit enrollments.

JOB AID REFERENCE

BN361 Upload Error Report Troubleshooting

Deferred Compensation Enrollment Steps

Cardinal stores employees' Deferred Compensation plan elections to maintain payroll deductions. VRS is the state Agency responsible for managing COVA's relationship with the Vendor. Enrollment is completed using the following steps:

- The participant (employee) enrolls on the Vendor website or via a form.

- The Upload File process is run monthly to import the Vendor's Upload File into Cardinal to:

  - Evaluate the employee's eligibility for the cash match based upon their retirement enrollment.
  - Automatically update the individual employee's supplemental Deferred Compensation election on the **Savings Plan Table** (**Cardinal Base Benefits** page).
  - Automatically update the individual employee's hybrid voluntary defined contribution election on the **Savings Plan Table** (**Cardinal Base Benefits** page.

- The Agency Benefits Administrator then runs the **Defined Contribution Elections Upload Details Report** which will identify all transactions received from the vendor for the specified Agency during the specified date range. The report includes all warning and error messages generated by the interface for any specific transaction.

REPORTS CATALOG REFERENCE

Cardinal HCM Benefits Reports Catalog

Sample Defined Contributions Upload Details Report

Commonwealth of Virginia
Define Contribution Elections Upload Details Report
Run Date/Time: 11/5/2025 07:47
Report ID: RBN377
From Date: 10/25/2025 Thru Date: 11/9/2025

12	Employee Data ----->														COV 457 Savings Plan 49 ----->						457 Limit Extensio	
13	RunDate	File Linel	Company ^	Business Unit^	Agency Number	Employee II	Nam e on File	Employee Record^	Benefit Record*	HR Status*	Payroll Status*	Employee Type*	Benefit Program	Elig Field 8*	Coverage Elect Da	49: COV 457 Deduction Begin Date	49: COV 457 Coverage Elect	49: COV 457 Benefit Plan*	49: COV 457 Pre-Tax Amount	49: COV 457 Post-Tax Amount	457 Age 50+ Indicato	457 Standard Catch Up Indicato
14	11/04/2025 0	155			154			0							11/4/2025	11/1/2025	W				N	N
15	11/04/2025 0	1229	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	550.00	0.00	Y	N
16	11/04/2025 0	1230	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	0.00	0.00	Y	N
17	11/04/2025 0	1231	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	300.00	300.00	Y	N
18	11/04/2025 0	1232	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	257.00	25.00	Y	N
19	11/04/2025 0	1233	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	250.00	70.00	Y	N
20	11/04/2025 0	1234	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	0.00	100.00	N	N
21	11/04/2025 0	1235	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	550.00	100.00	N	N
22	11/04/2025 0	1236	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	70.00	300.00	N	N
23	11/04/2025 0	1237	ABC	99900	999			3	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	203.00	25.00	N	N
24	11/04/2025 0	1238	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	120.00	0.00	N	N
25	11/04/2025 0	1239	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	25.00	0.00	N	N
26	11/04/2025 0	1240	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	150.00	50.00	Y	N
27	11/04/2025 0	1241	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457PNM	0.00	0.00	N	N
28	11/04/2025 0	1242	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457PNM	0.00	0.00	N	N
29	11/04/2025 0	1243	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457PNM	50.00	0.00	N	N
30	11/04/2025 0	1244	ABC	99900	999			0	0	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457PNM	0.00	0.00	N	N
31	11/04/2025 0	1245	ABC	99900	999			1	1	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457PNM	0.00	0.00	N	N
32	11/04/2025 0	1246	ABC	99900	999			1	1	A	A	S	SAL	12-24	11/4/2025	11/1/2025	E	457P24	150.00	0.00	Y	N

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Annuity Plans Enrollment Steps

Annuity plans are administered by the Fringe Benefits Management Company (FBMC). Cardinal stores employees' annuity plan elections to maintain payroll deductions. Enrollment is completed using the following steps:

- Participant enrolls via provided methods
- FBMC submits an upload file Semi-Monthly to Cardinal to process changes (the SPO Calendar can be used to identify the specific date
- The Load FBMC Upload File process is then run to import the FBMC Upload File into Cardinal. This upload will:
  - Evaluate the employee's eligibility for the cash match based upon their retirement enrollment
  - Automatically updates the individual employee's Annuity Plan election on the **Savings Plan Table** (**Cardinal Base Benefits** page)
- The Agency Benefits Administrator then runs the FBMC Upload Error Report which will identify any enrollments not successfully updated in Cardinal

REPORTS CATALOG REFERENCE

Cardinal HCM Benefits Reports Catalog

Sample FBMC Upload Error Report

Report ID: RHR147

Commonwealth of Virginia

FBMC UPLOAD ERROR REPORT

Run Date: 03/25/2021
Run Time: 11:44 00

FILE PROCESSED DATE FROM 25-MAR-2021 TO 25-MAR-2021

CMP	EMPLID	LAST NAME	EFF DATE	POST-TAX GEN DED	FBMC FEE	DOA FEE	403B TYPE	403B AMOUNT	CATCHUP AMOUNT	TOTAL AMOUNT	ROTH TYPE	ROTH POST TAX AMT	ERROR MSG
	[redacted]			20.00	2.00	0.15	$	20.25	0.00	20.25	%	5.00	FBMC Agency has no matching Company in Cardinal
				20.00	2.00	0.15	$	20.25	0.00	20.25	%	5.00	FBMC Agency 00100 does not use Cardinal Payroll.
				20.00	2.00	0.15	$	20.25	0.00	20.25	%	5.00	Benefit Plan Error - Employee either didn't have benefit eligibility or missing benefit mapping in Cardinal
				20.00	2.00	0.15	$	20.25	0.00	20.25	%	5.00	ERROR - Election not processed; No Match on EMPLID or SSN, research and update manually
				20.00	2.00	0.15	$	20.25	0.00	20.25	%	5.00	Invalid company for the Employee in Cardinal . Please Research and Manually Update.
				20.00	2.00	0.15	$	20.25	0.00	20.25	%	5.00	SSN on file does not match SSN for EMPLID.
CCC			04/01/2020	10.00	0.00	0.00	%	0.00	0.00	0.00	%	0.00	Employee HR status is inactive in cardinal.
COF			11/10/2019	0.00	0.00	0.00	%	0.00	0.00	0.00	$	110.00	403b ERROR-Election exists for same EFFDT and amount, research and manual update if necessary.
CVA			04/01/2020	0.00	0.00	0.00	%	0.00	0.00	0.00	%	0.00	MISC Ins. Warning-Added End Date to MISC Ins, Deduction Amt: 0.00.
DMV			04/01/2020	0.00	0.00	0.00	%	0.00	0.00	0.00	%	0.00	MISC Ins. Errorenrollment exists for employee with a date greater than the new election, manually update if needed.
DOA			04/01/2020	10.00	0.00	0.00	%	0.00	0.00	0.00	%	0.00	SSN on file does not match SSN for EMPLID.
DSP			04/01/2020	0.00	0.00	0.00	%	0.00	0.00	0.00	%	0.00	Election not processed, Both EMPLID and SSN not found on incoming file.
DSP			04/01/2020	10.00	1.35	0.15	%	0.00	0.00	0.00	%	0.00	Election received for employee who is currently on Leave of Absence /Suspension
DSP			04/01/2020	20.00	2.00	0.15	%	0.00	0.00	0.00	%	0.00	Invalid company for the Employee in Cardinal . Please Research and Manually Update.
JSR			04/01/2020	0.00	0.00	0.00	$	0.00	0.00	0.00	$	0.00	403b ERROR-Election exists for same EFFDT and

Health Benefits Reconciliation Process Overview

Cardinal PPS	Benefits Administrator	Payroll Administrator	Agency Fiscal Officer	State Payroll Operations (SPO)
• Execute Health Benefits Reconciliation Program • Create Health Benefits Reconciliation journal	• Run reports to verify correct enrollments • Communicate with the Payroll Administrator to ensure accurate deductions have been withheld	• Run reports to verify accurate deductions • Work with the Benefits Administrator to ensure accurate deductions have been withheld • Process SPOT transactions as needed	• Work with the Benefits and Payroll Administrators to create ATA needed for the current reconciliation • Certify to SPO with supporting documentation	• Review packet for completeness and accuracy • Upload and process the ATA

For detailed instructions, see CAPP Topic 50470 - Benefits Reconciliation

For additional questions, contact Healthrecons@doa.virginia.gov

Health Benefits Reconciliation Reports

Report Name / Navigation	Report Description	Action by Agency Benefits/Payroll
The Benefit Enrollment Changes Report (RBN287) NavBar > Menu > Benefits > Reports > Benefit Enrollment Changes	Lists all employees who enrolled in benefits or made changes to existing benefits within a specific date range.	• Review benefit enrollments and changes • Verify changes align with premium variances • Validate that benefit changes were correctly captured in Cardinal
Health Benefit YTD Recon Report (RBN381) NavBar > Menu > Benefits > Reports > Health Benefit YTD Recon Rpt	Identifies plan-year variances between expected and collected health premiums, helping agencies resolve prior-month enrollment changes and make needed adjustments.	• Review cumulative YTD premium activity • Spot multi-month variances not shown in monthly reports • Confirm YTD variances are corrected through payroll or ATA entries as needed
Monthly Recon Enrollment Report (RBN380) NavBar > Menu > Benefits > Reports > Monthly Enrollment Report	Provides monthly employee Health Benefit details—coverage, Premium Rewards, and medical premiums—for all employees active on the first of the month, including mid-month transfers and coverage changes such as births.	• Validate enrollment data driving monthly premiums • Identify employees whose enrollment status requires correction before running reconciliation

REPORTS CATALOG REFERENCE

Cardinal HCM Benefits Reports Catalog

Health Benefits Reconciliation Reports Cont'd

Report Name / Navigation	Report Description	Action by Agency Benefits/Payroll
Benefit Contribution Register Report (RBN055) NavBar > Menu > Benefits > Reports > Contributions and Deductions > Benefit Contribution Register	Summarizes benefit contributions made in payroll by employee and employer for Cardinal Payroll agencies, both for the current period and year-to-date.	• Review employee and employer benefit contributions to inform the reconciliation
Health Benefit Recon Exception Report (RHR070) NavBar > Menu > Benefits > Reports > Health Benefit Recon Exception	Lists employees with health premium or Health Premium Reward discrepancies between Benefits enrollment and Payroll processing.	• Determine if the differences identified through the automated reconciliation process are correct • Identify additional differences that were not included in the automated reconciliation • Explain each premium credit transaction, Reward variance, and additional difference

REPORTS CATALOG REFERENCE

Cardinal HCM Benefits Reports Catalog

VRS Billing Reconciliation Process Overview

Cardinal PPS	Benefits Administrator	Payroll Administrator	Agency Fiscal Officer	State Payroll Operations (SPO)
• Execute VRS Reconciliation Program • Create VRS Billing Reconciliation journal	• Review VNAV and Cancelled Reports to ensure employees have been added/updated correctly • Correct enrollment or PPS issues in VNAV/Cardinal • Communicate with the Payroll Administrator to ensure accurate deductions have been withheld	• Run reports to verify accurate deductions • Work with the Benefits Administrator to ensure accurate deductions have been withheld • Process SPOT transactions as needed	• Review all variances and corrective actions	• Collaborate with VRS and Cardinal PPS BN to ensure that all transactions sent in the VRS recon are properly processed (included in a separate section on the VRS Billing Exceptions Report) • Post GL journals

For detailed instructions, see CAPP Topic 50470 - Benefits Reconciliation

For additional questions, contact Healthrecons@doa.virginia.gov

VRS Billing Reconciliation Reports

Report Name / Navigation	Report Description	Action by Agency Benefits/Payroll
Job Data Query (V_HR_JOB_QUERY) NavBar > Menu > Reporting Tools > Query > Query Viewer > V_HR_JOB_QUERY	Provides current job and employee demographic details by Action and Action Reason based on an as-of date. This query may not show future dated hires.	• Verify employee creditable compensation for VRS reconciliation • Validate that job records drive correct plan placement and retirement deductions

REPORTS CATALOG REFERENCE

Cardinal HCM Human Resources Reports Catalog

VRS Billing Reconciliation Report

Report Name / Navigation	Report Description	Action by Agency Benefits/Payroll
Employee Benefit Enrollment Report (RPY528) NavBar > Menu > Payroll for North America > Payroll Processing USA > Pay Period Reports > EE Benefit Enrollment Report	Provides a list of active employee benefit enrollments (all plan types) based on a specified as of date, Plan Type, and Employee ID Number along with the Company	• Verify active employees have active retirement elections for VRS reconciliation • Verify retirement plans match plan enrollment in VNAV • Coordinate corrections if needed
COVA Payroll Summary Report (RPY138) NavBar > Menu > Payroll for North America > Payroll Processing USA > Pay Period Reports > COVA Payroll Summary	Shows paycheck details including amounts, earnings, employee deductions, employer contributions, and employee/employer taxes by Pay Run ID and by Company.	• Obtain VRS earnings totals for reconciliation • Compare payroll totals to expected VRS additional pay • Identify variances requiring SPOT adjustments or payroll corrections
Earnings Extract Query (V_PY_ERN_EXTRACT) NavBar > Menu > Reporting Tools > Query > Query Viewer > V_PY_ERN_EXTRACT	Provides agencies with a list of the earnings data based on a specified check date range.	• Pull employee level VRS earnings detail, selecting Earn Code “VRS” in the Run Control section • Support research when reconciling pay period compensation to VRS billing expectations

REPORTS CATALOG REFERENCE

Cardinal HCM Payroll Reports Catalog

VRS Billing Reconciliation Reports Cont'd

Report Name / Navigation	Report Description	Action by Agency Benefits/Payroll
VRS Billing Detail Query NavBar > Menu > Reporting Tools > Query > Query Viewer > V_VRS_BILLING_REPORT	Lists all VRS billed transactions, including those with error messages requiring agency action and warnings for transactions needing review.	• Filter for error and warning messages using Column V: "Error Ind" ("E" = error, "W" = warning) • Address error messages • Review/Address warning messages
VRS Billing Exceptions Report (RHR078) NavBar > Menu > Benefits > Reports > VRS Billing Exceptions	Displays employee-level detail of the variances between Virginia Retirement System (VRS) billed amounts and those amounts collected through payroll.	• Identify billing variances between VNAV and Cardinal HCM • Resolve exceptions immediately, especially employee portion charges
VRS Billing Summary Report (RHR079) NavBar > Menu > Benefits > Reports > VRS Billing Summary	Compares employee/employer contribution totals for retirement, VSDP, Group Life, Retiree Health Credit, and prior service purchases to VRS billing, ensuring monthly reconciliation and showing unreconciled amounts by Business Unit and VRS Org Code.	• Validate the General Ledger (GL) adjustments automatically created • Correct employee retirement enrollment or premiums, immediately • Coordinate with SPO to address any VRS billed transactions with errors that Cardinal did not reconcile (VRS Billing Transaction Errors section)

REPORTS CATALOG REFERENCE

Cardinal HCM Benefits Reports Catalog

Lesson Summary

8 Running Queries and Reports

In this lesson, you learned

- Running Benefits Queries
- Running Benefits Reports with a Run Control ID
- Benefit Enrollment Reports
- Retirement Enrollment Reports
- Health Benefits & VRS Billing Reconciliation Reports

Lesson

9 Processing Transfers

This lesson covers the following topics:

- Overview of the Inter-Agency Transfer Process

Processing Inter-Agency Transfers Overview

Inter-Agency Transfer:

- From one Commonwealth of Virginia Agency to another Commonwealth of Virginia Agency
- Must be completed correctly to ensure there is no break in service or interruption of benefits

General Guidelines:



- Two Agencies are involved in this process:
  - Sending Agency (employee leaving from)
  - Receiving Agency (employee going to)
- Both Agencies must coordinate the effective date for the HR transactions to ensure that there is no break in service or interruption of benefits for the employee (same day or next day)
- The Sending Agency must complete the "Termination/Transfer Out" HR transaction **before** the Receiving Agency can complete the Transfer In HR transaction
- The Agency where the employee is employed on the first of the month is responsible for the entire month's employer paid premium

JOB AID REFERENCES

- BN361 Managing Terminations and Transfers
- HR351 Managing an Inter-Agency Transfer

Sending Agency

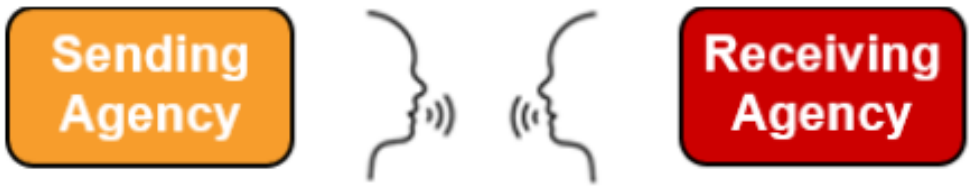
No action is required by the Sending Agency BN Administrator.

The Sending Agency HR Administrator completes a “Termination/Transfer Out” transaction with an effective date equal the day immediately following last day worked at the Agency by the employee.

This transaction triggers an “XFO” Benefit Event, which will automatically process and close once the Benefits Administration process runs and completes the following:

- Carries over the eligible* employee’s Health Insurance, Premium Rewards, Imputed Life, and FSA enrollments with no gap
- Terminates any Deferred Compensation, Annuity, and VRS Retirement Plans in which the employee is enrolled

*This is not applicable if the employee is transferring from one Agency as an hourly employee (no benefits) and transferring into an Agency with a salaried position (eligible for benefits)



Receiving Agency

The Receiving Agency HR Administrator completes a “Hire/Transfer In” transaction with the same effective date used by the Sending Agency or the next day to prevent a break in service.

This transaction triggers an “XFR” Benefit Event. This Benefit Event will automatically process and close after 29 days.

The Benefit Event remains open for 29 days for instances where the employee was enrolled in an HMO plan that they are no longer eligible for the new Agency based on region (Northern VA or rest of VA).

Once this Benefit Event closes (after 29 Days), the employee will receive a Confirmation Statement.



Receiving Agency (continued)

Receiving Agency BN Administrator responsibilities:

- **Monitor for open "XFR" Benefit Events**: The Benefit Event Status Report should be generated and reviewed regularly to monitor all open Benefit Events to include "XFR" Benefit Events
- **Review the employee's benefits information**: Ensure that the employee's Health Insurance, Premium Rewards, Imputed Life, and FSA enrollments carried over with no gap
- **If the employee was enrolled in an HMO Plan that they are no longer eligible for**: Inform the employee to complete a new Benefit Enrollment form and then complete their new election via the "XFR" Benefit Event (within 29 days)
- **If the employee was previously enrolled in a Deferred Compensation or Annuity Plan**: Advise the employee to re-enroll via the Vendor's website (VRS Retirement Plans will feed back into Cardinal from VNAV as applicable)

Lesson Summary

9 Processing Transfers

In this lesson, you learned

- An overview of the Inter-Agency Transfer Process

Lesson

10 Service Retirements and Medicare Enrollments

This lesson covers the following topics:

- VRS Service Retirement Overview
- ORP Service Retirement Overview
- Medicare Enrollment Overview

VRS Retirement Overview

All Agencies can process VRS Retirements. There are actions that must be completed by both VRS and an Agency BN Administrator. The specific actions required will be based on whether the employee is eligible for Medicare at the time of retirement.

- Participants manage their enrollments through the myVRS portal (https://myvrs.varetire.org)
- VRS utilizes VNAV to manage all VRS Retirement Job Record
- The VRS Job Record can be created up to 40 days prior to the employee's official retirement date
- Participants will also need to submit a **State Health Benefits Enrollment Form for Retirees, Survivors, and LTD Participants** in the following cases:
  - Employee is Medicare eligible but has dependents that are not Medicare eligible as this will require a split contract
  - If the employee is declining/canceling COVA Retiree/LTD healthcare coverage

JOB AID REFERENCE

VRS Retirement and LTD Processes for HR and BN Admins

ORP Service Retirement Overview

If the Agency processes ORP Retirements, the Agency will have access to the ORP Retirement Position. There are actions that must be completed by both an Agency HR Administrator and an Agency BN Administrator. The specific actions required will be based on whether the employee is eligible for Medicare at the time of retirement.

Medicare Eligibility:

- Age: Over the age of 65
- Health: Health Condition that makes the individual eligible for Medicare prior to the age of 65

ORP Retirement (Not Medicare Eligible)

Action	Additional Comments	Responsible Party
Retire the employee	Use an Action of “Retirement” and an Action Reason of “Retirement – ORP”. The effective date (one day after last day worked) of this transaction will be used as the effective date for the Hire action.	HR Administrator
Hire the Employee into the ORP Retirement Position	Use an Action of “Hire” and an Action Reason of “Hir ORP Ret”. This will trigger a Job Change Benefit Event.	HR Administrator
Enroll the Employee (and dependents) in a Non-Medicare Medical Plan	This process is performed on the **On-Demand Event Maintenance** page after the Hire transaction is completed by HR and the Benefits Administration process has run.	BN Administrator

JOB AID REFERENCE

BN361 ORP Retiree Guide

ORP Retirement (Medicare Eligible)

Action	Additional Comments	Responsible Party
Retire the employee	Use an Action of “Retirement” and an Action Reason of “Retirement – ORP”. The effective date (one day after last day worked) of this transaction will be used as the effective date for the Hire action.	HR Administrator
Hire the Employee into the ORP Retirement Position	Use an Action of “Hire” and an Action Reason of “Hir ORP Ret”. This will trigger a Job Change Benefit Event.	HR Administrator
Update the **ACA Employee Eligibility** page for the employee	Use the effective date for the Hire action and select the ACA Eligibility Status of “Excluded”.	~~BN Administrator~~ Automated
Enroll the Employee in the Medicare Medical Plan	This process is performed on the **On-Demand Event Maintenance** page after the Hire transaction is completed by the HR Administrator, and the Benefits Administration process has run.	BN Administrator

ORP Retirement (Medicare Eligible) (continued)

If the retiree's Spouse is not Medicare eligible, the following steps must also be performed:

Action	Additional Comments	Responsible Party
Hire the Spouse as an employee (ORP Retirement Position) and link the Spouse to the Retiree	Use an Action of "Hire" and an Action Reason of "Hir ORP Ret". This will trigger a Job Change Benefit Event. The Spouse is added into a Non-Payroll Pay Group.	HR Administrator
Enroll the Spouse (and any other Non-Medicare eligible dependents) in a Non-Medicare Medical Plan	This process is performed on the **On-Demand Event Maintenance** page after the Hire transaction is completed by the HR Administrator, and the Benefits Administration process has run.	BN Administrator

JOB AID REFERENCE

BN361 ORP Retiree Guide

Lesson Summary

10 Service Retirements and Medicare Enrollments

In this lesson, you learned

- Overview of VRS Retirement
- Overview of ORP Retirement
- Overview of Medicare Enrollment

Lesson

11 Processing a Birth Event with a Tag Along Dependent

This lesson covers the following topics:

Processing a Birth Event with a Tag Along Dependent

The Tag Along Trilogy



JOB AID REFERENCE

BN361 Creating and Completing a Life Event on Behalf of an Employee

Lesson Summary

11 Processing a Birth Event with a Tag Along Dependent

In this lesson, you learned

How to process a birth event with a tag along dependent.

Course Summary

BN361 Cardinal Employee Benefit Enrollment and Maintenance

In this course, you learned

- An overview of Cardinal and Benefits
- The key concepts pertaining to Benefit Events and the Ben Admin Process
- An overview of the Benefits WorkCenter
- How to process New Hire Enrollments and Manual Benefit Events
- How to approve life event documentation and approve dependents
- How to complete Health Benefits Reconciliation
- An overview of Retirement Plan Enrollments
- An overview on how to process Retirements

Appendix

- Event Statuses
- Event Process Statuses
- Process Indicators
- Health Benefits Reconciliation Process Flow
- VRS Billing Reconciliation Process Flow
- Flowchart Key

Recommended Agency BA Reports Cadence

Report Name	Report Description	Cadence
Cardinal Enrollment Report	This report provides employee benefit enrollment information including health, FSA, premium reward, and medical premiums.	
Benefit Eligibility Audits Report	Lists employees and associated dependents approaching an age-related milestone that requires health care enrollment changes to remain compliant with policy. Report also identifies outstanding approvals for new dependents and disabled dependents that may need to be re-certified as disabled.	Daily
Benefit Event Status Report	This report lists all participants in a particular process status or set of status levels.	Daily
Base Benefit Consistency Audit Report	This report displays data that has been entered into the benefit plan, employee data, dependent data, or enrollment data pages which does not appear to follow policy or regulations. The identified items could simply require corrections to some data elements or could require enrollment changes.	Monthly
VRS Missing Query	This query provides Agencies the missing setup for the Retirement Benefit Deductions. It includes employees that are missing any of the following: Elig Config 1, VRS Addl Pay, Retirement Plan.	Weekly

Notes: For a full list of Benefit Reports and Queries refer to the **Cardinal HCM Benefits Reports Catalog** which is located on the Cardinal website under **Resources**. Cadence is a suggestion; reports and queries can be run ad-hoc.

Event Statuses

An Event typically has 3 statuses: Open, Close, or Void. Events must have an Event Status of "Open" to be processed or reprocessed:

Event Status	Description
Open (O)	Cardinal will process on the next run of the Benefits Administration process. Only one event per Employee ID and Benefit Record Number combination can be opened at one time. The Event Status can be updated to “Close” automatically by Cardinal or manually on the **Event Status Update** page.
Close (C)	Not currently processed by the system. Closed events can be updated to “Open”, either automatically by Cardinal or manually on the **Event Status Update** page.
Void (V)	Has been backed out of the system and all related eligibility processing has been reversed. Use the **Event Status Update** page to change the Event Status to “Void”. Events with an Event Status of “Void” can be updated to “Open” or “Close” through the Event reprocessing steps.

Event Process Statuses

The Event Process Status indicates if a step has been completed and displays any processing errors for each completed step:

Process Status	Reason
Assign Benefit Program	
Assign None (AN)	Benefits Administration was unable to assign a benefit program. This could be a result of the Benefit Flag set to a terminated Employee Record.
Assign Error (AE)	Benefits Administration was unable to assign Benefit Program due to missing or incorrect information.
Assigned (AS)	Benefits Administration assigned a Benefit Program because a prior event is Open. It is possible the Open Event is appearing on the MSC Event Evaluation report.
Prepare Options	
Prepare Error (PE)	Error in preparation of options. The system has encountered an error. This could be a result of a missing ICI ABBR or a missing payroll calendar.
Prepared (PR)	Cardinal calculated eligible options, credits, rates, and proof requirements for the employee associated with the event, and current elections have been identified for proof, eligibility level, and default processing.
Notified (NT)	The employee accessed the Self-Service event but has not submitted elections.

Event Process Statuses (continued)

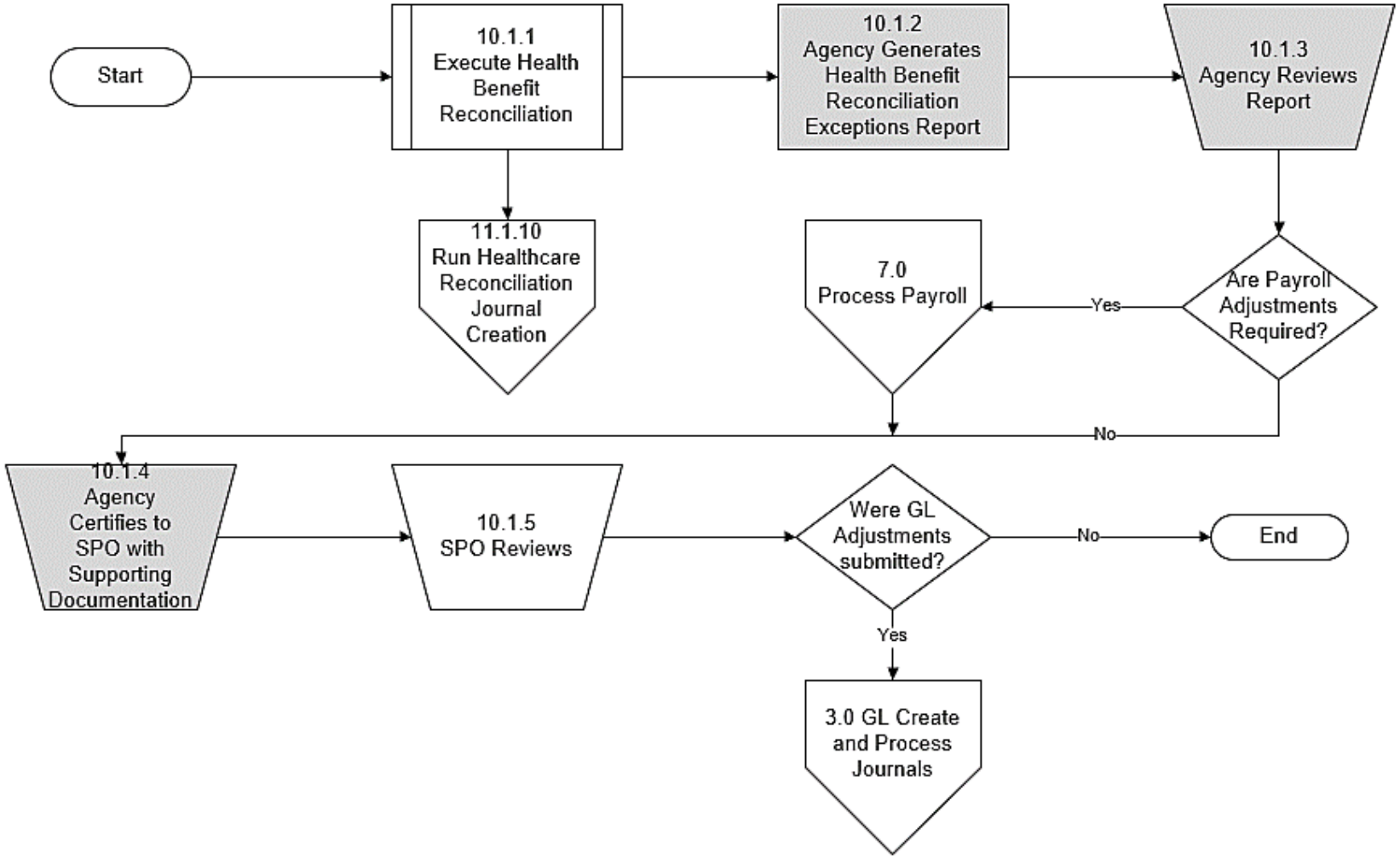
Process Status	Reason
Enter Elections	
Elections Error (EE)	Cardinal encountered an error while attempting to process the employee's elections. This could be a result of the dependent effective dates, a mismatch between coverage code and listed dependents, or a missing pay calendar.
Re-Enter (RE)	BA reopened event
Elections Entered (ET)	BA (or the employee through ESS) entered new elections, which are ready for validation through the Benefits Administration Process.
Finalize Enrollments	
Finalized – Benefit Pgm None (FA)	Employee event has no program assignment or current elections. This could be a result of the Benefit Flag set to a terminated Empl Rcd. It could also be the result of an address change when employee is not active.
Finalized – Prepare None (FP)	Benefit Administration is acknowledging that the employee's eligibility has not changed.
Finalized – Enrolled (FE)	Benefits Administration processing is complete for the employee event. All elections have been validated and loaded.

Process Indicators

The Process Indicator tells Cardinal how far back to open the event. Below are the descriptions for each Process Indicator:

Symbol	Name	Description
A	Assign Benefit Program	Cardinal is attempting to reprocess the participant to a “Prepared” status.
E	Elect Options	Cardinal is revalidating elections for the event and resetting the final process to a “Finalized – Enrolled” status.
N	Normal Processing	Cardinal is following standard processing procedures.
P	Prepare Options	Cardinal is re-evaluating the participant’s option eligibility and attempting to reprocess the participant to a “Prepared” status.
R	Re-Enter	Cardinal reopens the data entry page to enable election changes, resulting in a “Re-Enter” or “Elections Entered” status.
V	Void	Cardinal is voiding an event. When you void an event, it stays in the status that it was in when it was voided.

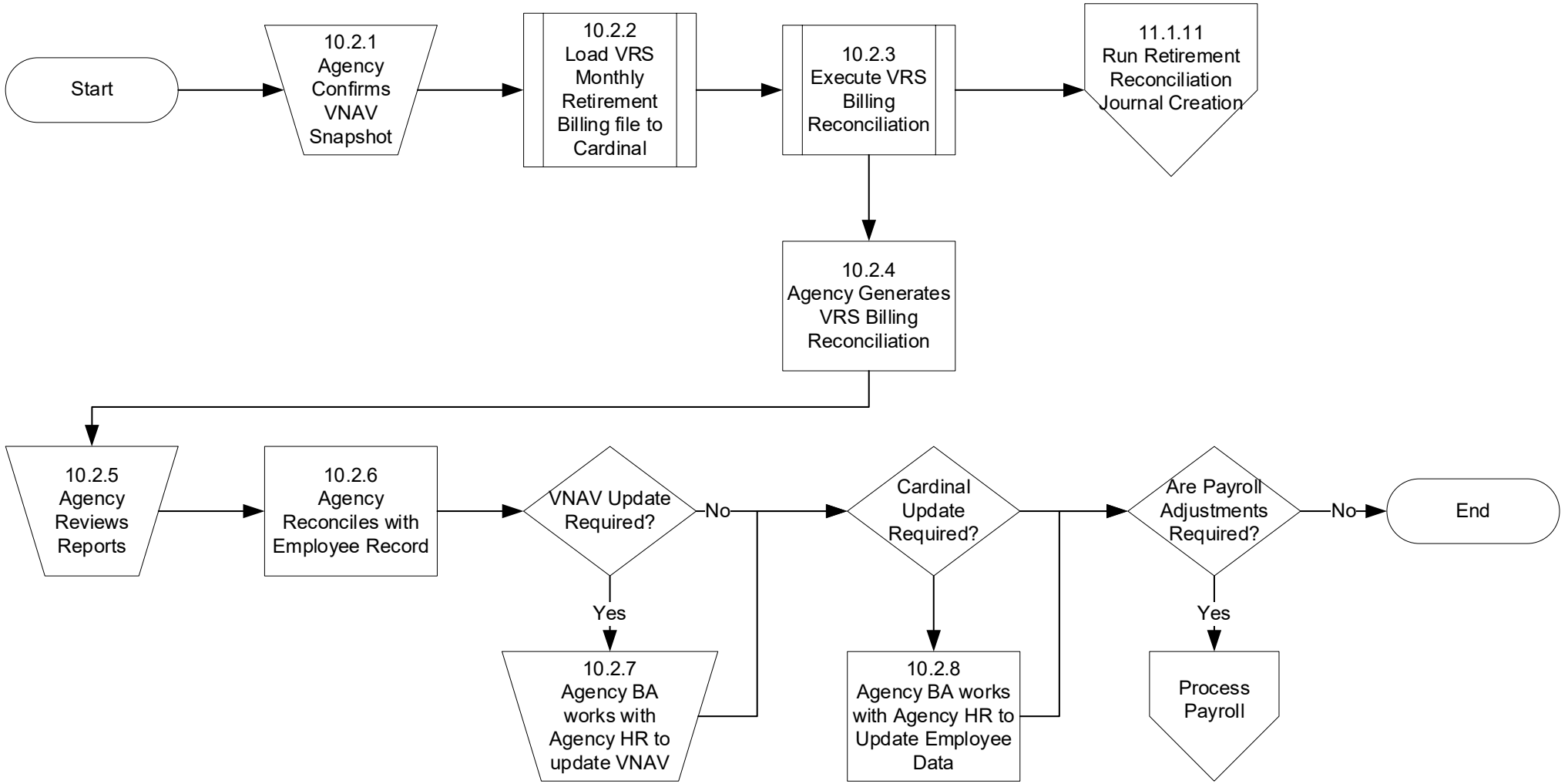
Health Benefits Reconciliation Process Flow



Note: For Agencies supported by Payroll Service Bureau (PSB), the steps in gray will be completed by PSB, not the Agency BA.

For detailed instructions, see CAPP Topic 50470 - Benefits Reconciliation.

VRS Billing Reconciliation Process Flow



For detailed instructions, see CAPP Topic 50470 - Benefits Reconciliation.

Flowchart Key

