

# —SPS ALERT—

SPS Alert 133:

## Special Alert— Open Enrollment Event Closure

*Release date: 1/9/2020*

**UPDATE:** In an effort to get as many members sent to our benefit providers for a 1/1/2020 effective date, Open Enrollment (OE) events will be closed and finalized on *Sunday 1/12/2020 at 5:00 pm*. This means that these OE events *may* be closed and finalized with less than the 14 calendar days previously communicated (see below). Continue to run the reports referenced below and communicate with affected employees immediately.

For those closed in less than 14 days, a SPS Ticket will be required to re-open the OE event.

As always, thank you for your partnership!

Effective immediately, the Employee Benefits Division (EBD) has implemented a **TEMPORARY** change in the processing of Open Enrollment (OE) events. Both the “initiated on” and “submit elections by” dates will mirror one another. However, the event will remain open for a full 14 calendar days and will be subsequently closed by the EBD Team.

Example for OE Events:

- Initiated on: December 9, 2019
- Submit elections by: December 9, 2019
- EBD Finalizes event: December 23, 2019

Once we discontinue this TEMPORARY change in processing, we will advise you accordingly.

As a reminder, ABCs must continue to run two reports:

- **SPS Benefits Open Enrollment Events – Employees Report** - follow up with employees regarding both the pending OE events and the 14-day submission requirement. Our goal is to have employees complete and submit elections no later than 1/12/2020 to assure timely
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transfer of enrollment to our Benefit Providers. Note: each event will include a status; Not Started, In Progress, Submitted, etc. and employees with an email address in SPS will also receive an email alerting them to the action required.

- **SPS Benefits Open Election Events – Employees Report** - follow up with employees with pending Life Events or Job Change Events. These events should be completed as soon as possible in order to generate the new OE event for each eligible employee. Delays in processing will create delays in enrollment and subsequently generate a retro payment situation.

Based on the size of your agency, ABCs should be running these reports once, twice or even three times a week.

Thank you for your assistance!

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