

—SPS ALERT—

SPS Alert 158: HR, Timekeeping, Payroll and Benefits Updates:

Release date: 7/28/2020

Important Dates Coming Up

All Agencies: Training Dates-**All In-Person Training Cancelled Until Further Notice**

- SPS-BEN-301A-Processing Employee Benefits in Workday for New ABCs Only. This process starts with the submission of the Security Form for ABC access.

SPMS ONLY:

- SPS-POS-201, Processing Personnel Transactions in Workday for new HRCs.

Training Dates - We have modified the format of the POS 201 Processing Personnel Transactions in Workday training to virtual classroom setting. This will be a 2 day/half day training with one to two hours of lab work following the training.

Please note there is a waitlist for the training. Participants will be invited via email with instructions on how to register for one of the session dates listed below. If you do not receive an invite, rest assured that there will be additional dates as soon as they are available.

July 29th and 30th: 9am to 1pm (up to 2 hours of labwork afterwards)

August 18th and 20th: 9am to 1pm (up to 2 hours of labwork afterwards)

August 25^h and 27th: 9am to 1pm (up to 2 hours of labwork afterwards)

For ALL Agencies:

IMPORTANT REMINDERS

- **End of Contract and Start of Contract Process**

Both the **SPS End of Contract process** and the **SPS Start of New Contract process** have been running since the Benefits go-live on 1/1/19. These processes are important to ABCs and HR staff so they can explain the process to employees, as they

may have questions. These processes directly impact when the employee gets a Benefit event in SPS, when they get a COBRA notice and the effective dates of coverage. The two processes are briefly described below. However, **please follow the link below to review both processes in full.**

- The **SPS End of Contract process** runs on the last day of every month and looks for employees whose contract ended in the previous month(and have not received an extension); this ends their benefits coverage effective the last day of their Contract End Date month.
- The **SPS Start of New Contract process** runs daily and looks for employees who did not have an active contract on the previous day and have a Contract Start Date = the day the process is running and generates a *Benefit Change – Start of New Contract* event for the employee.

For more details or clarification on these processes, please review the End/Start of Contract Guide:

https://dbm.maryland.gov/sps/Documents/Quick%20Guide%20End_Start%20of%20Contract.pdf

- **Employee: Mid-Year Election Change (COVID) Deadline - JULY 31st AT 3:00PM; For UM Deadline is July 29th AT 3:00PM**

Mid-Year Election Change events will not be accepted after this deadline, including events that were started but not completed by the deadline.

ABCs should run the **SPS Benefit Open Election Events - Employees** report and contact employees with unsubmitted or incomplete benefit events. Remember to click on the ***Notify Me Later*** option, so large reports will not slow down the system for all users. For your convenience, the report includes the employee's email address to make contacting employees easy.

Additional instructions/tips for using this report:

- After running the report and exporting to Excel, filter on the **Benefit Event** column to identify "**Employee: Mid-Year**
-

Election Change (COVID)"

- For these events, if the **Assigned To** column displays the employee name that means this event is sitting with the employee. If the event was returned to the employee by EBD you will see the reason reflected in the **Comments**
- If the **Assigned To** column displays EBD employee names that means the event is sitting with EBD for review.
- In some cases, the employee may have initiated the event and immediately selected Save for Later before getting to Change Elections; these events will not display the "Employee: Mid-Year Election Change (COVID)" name. These events are not as easily identifiable, but will appear at the end of the report with a **Benefit Event=** "Benefit Event:" and no further identification. You may need to open these events in SPS Worker History to see if they are an *Employee: Mid-Year Election Change (COVID)*. To limit the number of events you need to review, these events will never display with an ABC or EBD in the **Assigned To** column; they will only display the employee name.

Employees should direct questions to ABCs; ABCs can direct questions or concerns to ebd.mail@maryland.gov

IMPORTANT NEWS

- **Updated to SPS Benefit Finalized Election Events - Employees Report**

We have updated the ***SPS Benefit Finalized Election Events - Employees report***, to allow EBD [a more thorough review](#) of employee events. Additional FSA fields were added: FSA Elections Elected, FSA Elections Waived, HealthCare FSA Start Date, HealthCare FSA End Date, DependentCare FSA Start Date, and DependentCare FSA End Date. These changes do not impact how you run this report for your unit/agency. You may just notice the additional fields of data. Please always click on Notify Me Later when given that option. This option means that the report will take some time and resources.

- **Benefit Readiness for Open Enrollment, Fall 2020**

Agencies may want to start getting ready for the Open Enrollment process this fall. Making sure your employee

data is up to date, you should review and audit the following information:

- employee home address
- email addresses
- FTE
- Review contract renewal dates that fall at the end of the calendar year:
 - Employees that have contracts that end on December 31, 2020 will **not** get an Open Enrollment event
 - Employee contracts should end on January 2, 2021 or later if they will be eligible for any 2021 Plan Year Benefits

For BENEFITS ONLY Agencies:

- **REMINDER: Benefit Only Agency Employee Address Changes**

Benefit Only agencies must submit address changes via the Delta File (Shell Record File Process); employees should not contact EBD to update their address or contact information. **Please make your employees aware of your agency process.** This will reduce the number of address issues we have moving into the Open Enrollment period this Fall

- **REMINDER: Benefit Only Agency Employee Login/Password Issues**

Benefit Only agency employees with a login/password issue should follow your agency process for resetting their password. **Please make your employees aware of your agency process.** This will enable a quicker resolution time to your employees.

For ALL SPMS Agencies:

NEWS

- Expanded FMLA Update

Please see the most current guidance for Expanded FMLA Leave for both continuous and intermittent events. In order to capture the use of the Expanded FMLA event, as well as including the hours used in the cumulative totals for FMLA, the event must be processed as per the guidance in the attached job aid. Any prior use must be manually calculated to be

counted toward the FMLA entitlement for a maximum of 12 weeks /480 hours in a 12-month period for full-time employees, and a prorated amount for part-time employees based on their percentage employed.

As a reminder, leave events may not be done retroactive further back than the current pay period for either the start or end of the event to prevent unwanted payroll effects. For events that actually started prior to the current pay period, you will need to code the time card with the appropriate FMLA leave code. If you have any questions, please contact your HR office or DBM Office of Personnel Services for additional assistance.

Updated Expanded FMLA Job Aid Link:

[https://dbm.maryland.gov/sps/Documents/Expanded%20FMLA Quick.pdf](https://dbm.maryland.gov/sps/Documents/Expanded%20FMLA%20Quick.pdf)

IMPORTANT REMINDERS

- **Issues with SPS Help Desk Calls**

Please remind your employees that the **SPS Help Desk** can be reached **via email** at Shared.Services@maryland.gov. Employees may email us at this address and we will respond over the phone to assist them. We have received complaints from employees that have not been notified of this change.

Employees must include in the email: a call back number that we can reach them, and they will need to know their W# and the name of their agency. We handle requests from 7am to 5pm Monday-Friday.

Additionally, if your agency has a Help Desk for your employees, please also notify your employees of your specific procedures.

Remind new employees that the SPS Help Desk is for login and password issues for Workday and the Hub **only**. For any other questions related to timekeeping, changing contact information, etc., the agency support staff must be available for the employee. Your HR support staff may also direct employees to the SPS Help Center Job Aids.

- Employees can use the **Forgot Password** process by setting up and managing their security questions— **BEFORE** they have a password issue. Here's the link to the Job Aid for Managing Security Questions, https://dbm.maryland.gov/sps/SPS%20Training%20Guides/SPS_Help_Center/Employees/Update_Your_Password_Challenge_Questions.pdf
-

- **Quarterly SPS Role Audit**

On July 1st a report of your employee support roles was delivered to the Agency HR Director in their My Reports in Workday. This report must be downloaded and reviewed, and any changes/deletions must be submitted to Shared.Services@maryland.gov via the Security Form. Since this is a quarterly report, we ask each agency to notify us of their receipt of the report and the completion of the agency review. DBM keeps track of this information for the Legislative Auditors. The Agency receipt and completion of the review must be sent to the Shared.Services@maryland.gov email address with the Subject: Quarterly SPS Audit Review.

If your agency HR services are handled by DBM, your agency report is delivered to your HR Representative at DBM. If you have any questions about your agency support roles, please discuss with your assigned HR Representative at DBM.

- **PEP Rating Entry for Cycles ending June 30, 2020**

All PEP data must be entered into Workday **BY FRIDAY, July 31, 2020** to ensure accurate reporting of agency completion rates. Any questions can be directed to Sheryl Hagood at sheryl.hagood@maryland.gov.

-
