

—SPS ALERT—

SPS Alert 159: HR, Timekeeping, Payroll and Benefits Updates

Release date: 9/2/2020

Important Dates Coming Up

All Agencies: Training Dates-Next scheduled date for virtual training: Sept. 17, 2020

- 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.

September 22nd and 24th: 9am to 1pm each day

October 27th and 29th: 9am to 1pm each day

December 1st and 3rd: 9am to 1pm each day

January 26th and 28th: 9am to 1pm each day

NOTE: 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. The two half day training days cannot be separated into two separate sessions; they must be completed together for that training session.

To register for one of the training sessions, please submit an SPS Access form to shared.services@maryland.gov requesting the HRC or HRP role. Once the form has been processed, you will be assigned the POS 201 virtual classroom training and the online pre-requisite courses. Both of these trainings can be accessed through your Active Transcripts in the HUB. A Webex link will be emailed to you closer to your registered training date. The online pre-requisite training must be completed prior to the virtual classroom training.

For ALL Agencies:

IMPORTANT NEWS

- **NEW REPORT: SPS Benefit Contractuals with Subsidy**
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The SPS team has created and released a new report based upon requests from the agencies. The new report is titled: **SPS Benefit Contractuals with Subsidy**. This new report will allow agencies to see benefit subsidy amounts for contractual employees by benefit plan.

- **ABC Certification and HIPAA**

The ABC Certification Test and HIPAA Recertification has been assigned to all ABCs. Please go to your Hub account and completed these items by Wednesday, September 30, 2020. Remember, you must maintain these certifications to continue in your role as an ABC. Health Benefits Guide Plan Year 2021 is not yet available; however, you can use the 2020 Benefits Plan Guide as one of your resources to complete the ABC certification. It should already be in your Active HUB transcripts as SPS - Health Benefits Guide Plan Year 2021. **NOTE:** If you would like to know which questions you answered incorrectly, please submit an SPS ticket.

- **OneLogin Implementation**

All SPS Users will be moving to a multi-factor authentication process to access SPS (Workday) by September 16, 2020. Here are the dates for agency/user groups:

SPMS Agencies: August 28, 2020

Non-SPMS Agencies: September 10, 2020

Retirees: September 16, 2020

We have provided your HR Offices with the information regarding this change for SPS users. Please make sure you are aware of this info so that you may assist employees as needed.

- **Expired Contracts, Shared Services Close Process**

Shared Services has been closing older expired contracts periodically, and now we'll be moving to the following schedule. We will close expired contracts each quarter (on or about July 1st, Oct 1st, Jan 1st, and April 1st), for contracts that are more than 90 days past their contract end date.

For example, we will close any expired contract that is still open on Oct. 1, 2020 with a contract end date of June 30, 2020 or earlier; on Jan. 1, 2021, we will close expired contracts with contract end dates of Sept. 30 or earlier. This delay allows agencies to get new contracts in for employees that are continuing employment. However, agencies should make sure they are getting contract renewals in on time, so that employees are not impacted.

- **SPS Support Ticket Button**

We have limited the support ticket button to the SPS Training Page. We have been getting tickets from employees and retirees directly, and want to make sure they are going through the correct process for support. As a reminder, the ticket process is for support role staff: HRC, ABCs, Liaisons and Partners, etc.

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%20of%20Contract.pdf>

- **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
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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

- **OneLogin Implementation**

On Friday, August 28th, we notified the SPMS employees of the new login process for SPS (Workday). Please encourage your employees to read the instructions in the email and attached Guide prior to starting this process. This new login process is an added security process to ensure the safety of our data.

TIP: the crucial step is for the employee to use the configured password for the initial login, and during the Change Password process. Both of these require the employee to use the configured password, not the employee's current Workday password.

The set up for this process should only take employees a couple of minutes—in the first few days, we had over 14,000 employees successfully login. If you get questions from employees, here's the link to the Guide:

<https://dbm.maryland.gov/sps/Documents/First%20Time%20One%20Login%20User%20Guide.pdf>

- **SPS Help Desk Calls**

We have our SPS help line back, available for calls. We are still taking emails at Shared.Services@maryland.gov. But, employees can call the (410)767-4112 number. During the OneLogin implementation, we ask that employees be patient due to a large number of calls each day. The best advice to employees is to follow the Guide instructions and to make sure they are using the correct configured password before getting locked out because of too many failed attempts. The SPS Help Desk is open 7am to 5pm Monday-Friday.

- **NEW: Updated SPS and CPB Payroll Processing Schedules**

The links for the updated payroll processing schedules for Regular and Contractual employees are listed below.

[SPS-CPB Payroll Processing Schedule for Regular Employees - Effective Until February 2021.pdf](#)

[SPS-CPB Payroll Processing Schedule for Contractual Employees - Effective Until March 2021.pdf](#)

IMPORTANT REMINDERS

- **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 you haven't sent in your notification to us, please do so as soon as possible. **The next quarterly report will be out on Oct. 1, 2020.**

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.
