

Re-opening and Reprocessing a Benefit Event Overview

This Job Aid provides the step-by-step instructions utilized by an Agency Benefits Administrator (BA) to re-open and reprocess a Benefit Event after the Benefit Event was validated and finalized.

Re-opening a Benefit Event may be required in any of the following circumstances:

- Additional dependents need to be enrolled
- Additional enrollments need to be completed
- Updates or corrections to the enrollments or dependents information are needed

Benefit Events should only be re-opened within their original enrollment window. Request permission from the Office of Health Benefits (OHB) prior to re-opening a Benefit Event outside of the original enrollment window.

Navigation Note: Please note that you may see a **Notify** button at the bottom of various pages utilized while completing the process within this Job Aid. This “Notify” functionality is not currently turned on to send email notifications to specific users within Cardinal.

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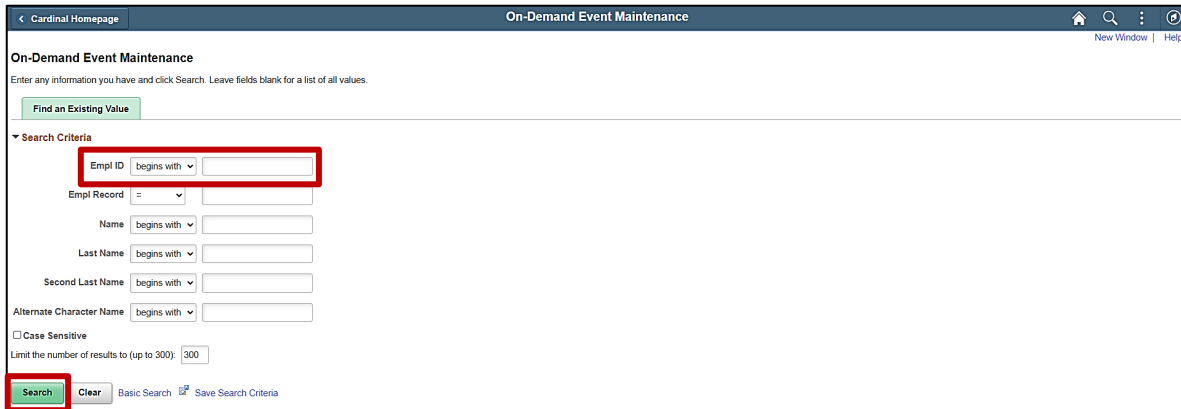
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Re-opening and Reprocessing a Benefit Event

1. To re-open a Benefit Event, access the **On-Demand Event Maintenance** page using the following navigation path:

Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Maintenance

The **On-Demand Event Maintenance Search** page displays.

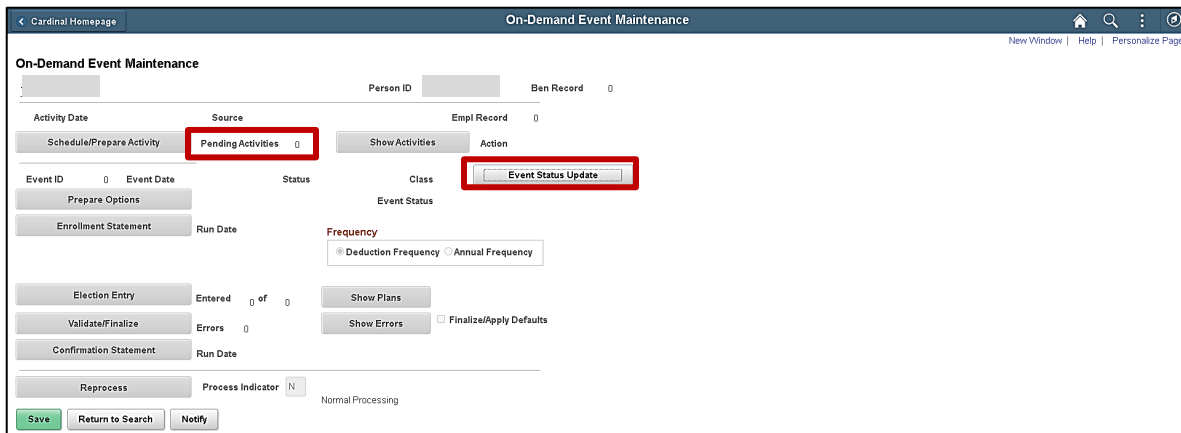


2. Enter the employee's Employee ID in the **Empl ID** field.

Note: Searches can also be performed using the employee's name. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID.

3. Click the **Search** button.

The **On-Demand Event Maintenance** page displays for the applicable employee.

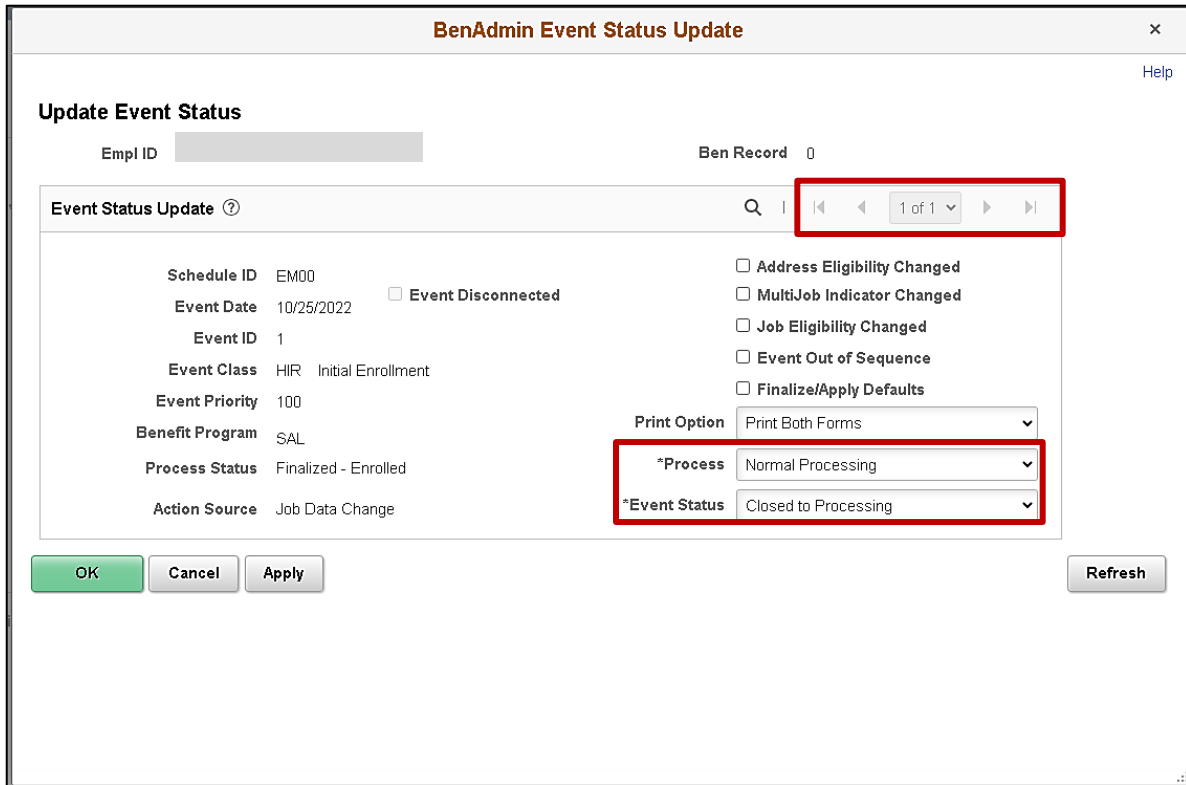


Note: The **Pending Activities** field displays a "0" as there are no Benefit Events for this employee that are open for processing.

4. Click the **Event Status Update** button.

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The **Update Event Status** page displays in a pop-up window.



BenAdmin Event Status Update

Empl ID Ben Record 0

Event Status Update 1 of 1

Schedule ID EM00 Event Disconnected

Event Date 10/25/2022

Event ID 1

Event Class HIR Initial Enrollment

Event Priority 100

Benefit Program SAL

Process Status Finalized - Enrolled

Action Source Job Data Change

Address Eligibility Changed

MultiJob Indicator Changed

Job Eligibility Changed

Event Out of Sequence

Finalize/Apply Defaults

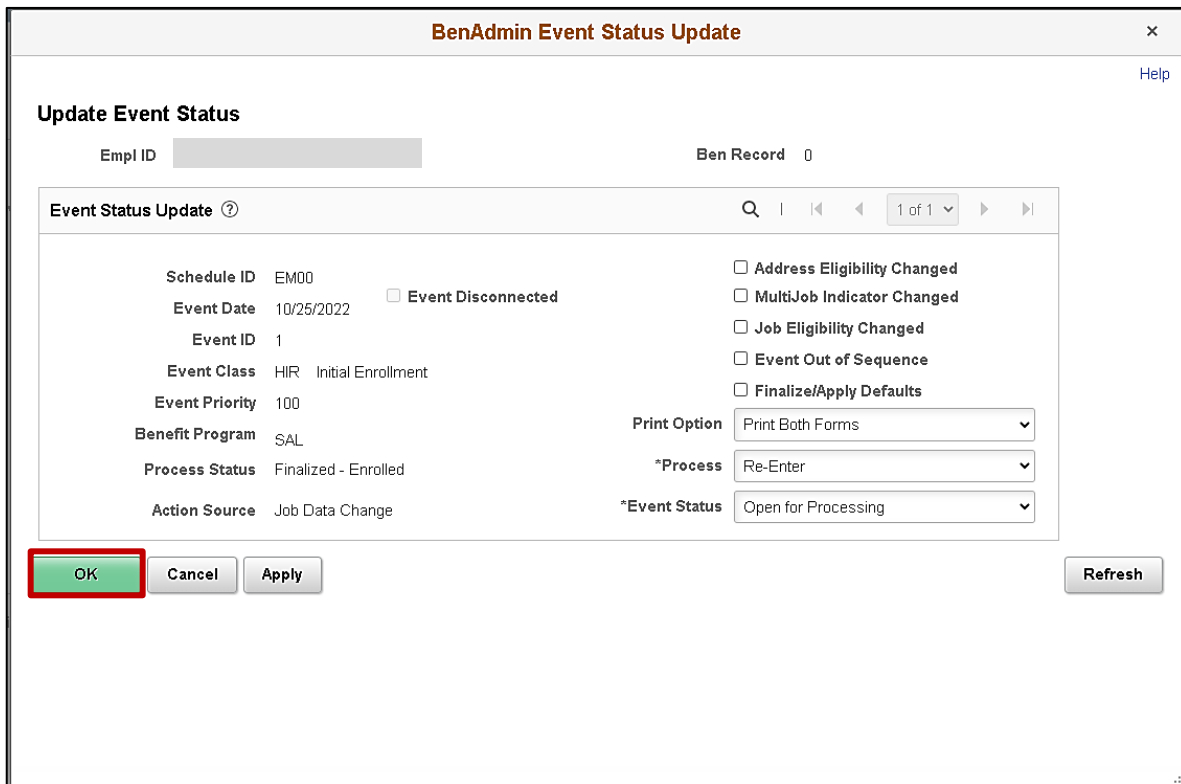
Print Option Print Both Forms

*Process Normal Processing

*Event Status Closed to Processing

OK Cancel Apply Refresh

5. Review the Benefit Event information to ensure that the correct Benefit Event is displayed. Use the navigation arrows or dropdown button as needed to navigate to the applicable Benefit Event.
6. Click the **Process** dropdown button and select “Re-Enter”.
7. Click the **Event Status** dropdown button and select “Open for Processing”.

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BenAdmin Event Status Update

Update Event Status

Empl ID [redacted] Ben Record 0

Event Status Update ?

Schedule ID EM00 Event Disconnected

Event Date 10/25/2022

Event ID 1

Event Class HIR Initial Enrollment

Event Priority 100

Benefit Program SAL

Process Status Finalized - Enrolled

Action Source Job Data Change

Address Eligibility Changed

MultiJob Indicator Changed

Job Eligibility Changed

Event Out of Sequence

Finalize/Apply Defaults

Print Option Print Both Forms

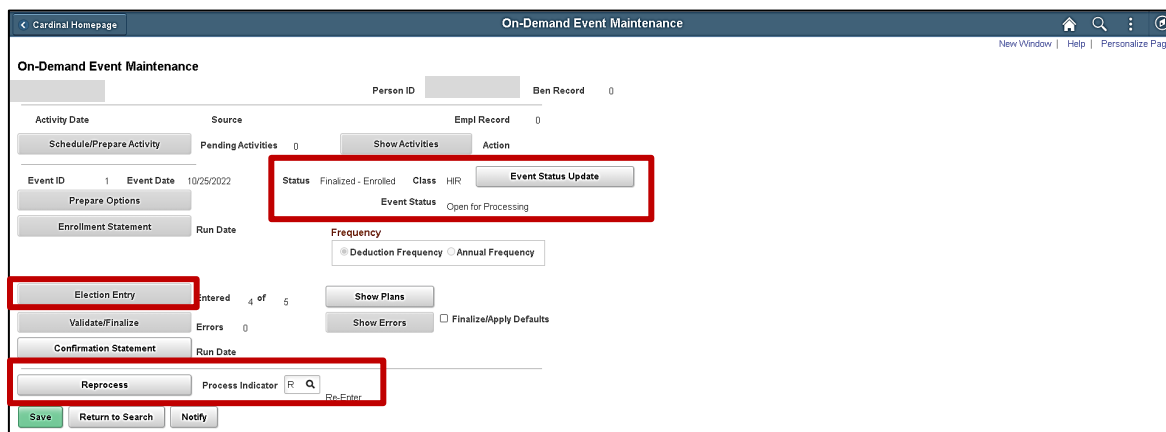
*Process Re-Enter

*Event Status Open for Processing

OK Cancel Apply Refresh

8. Click the **OK** button.

The **On-Demand Event Maintenance** page redisplay with the applicable Benefit Event.



On-Demand Event Maintenance

Person ID [redacted] Ben Record 0

Activity Date Source Empl Record 0

Schedule/Prepare Activity Pending Activities 0 Show Activities Action

Event ID 1 Event Date 10/25/2022 Status Finalized - Enrolled Class HIR Event Status Update

Prepare Options Event Status Open for Processing

Enrollment Statement Run Date Frequency

Deduction Frequency Annual Frequency

Election Entry Entered 4 of 5 Show Plans

Validate/Finalize Errors 0 Show Errors Finalize/Apply Defaults

Confirmation Statement Run Date

Reprocess Process Indicator R Re-Enter

Save Return to Search Notify

Note: The **Status** field still displays “Finalized – Enrolled”. The **Event Status** field now displays as “Open for Processing”. The **Process Indicator** field displays an “R” for Re-Enter. Notice that the **Election Entry** button is disabled.

9. Click the **Reprocess** button.

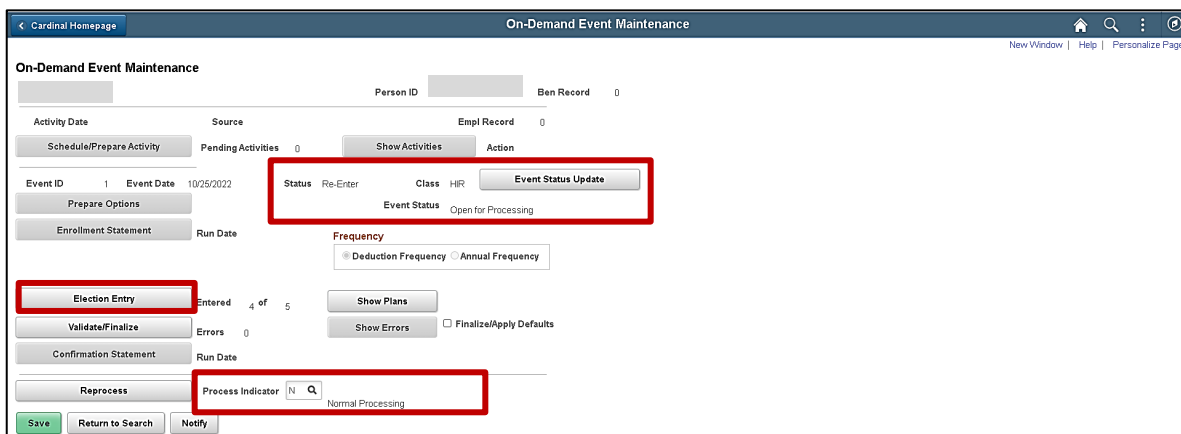
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A **Confirmation** message displays in a pop-up window once the automated program completes.



10. Click the **OK** button.

The **On-Demand Event Maintenance** page redisplay.



Note: The **Status** field now displays "Re-Enter". The **Event Status** field still displays as "Open for Processing". The **Process Indicator** field now displays an "N" for Normal Processing. Notice that the **Election Entry** button is enabled.

The Benefit Event can now be completed or updated as needed and then validated and finalized again.