Researching Benefit Events Overview

This Job Aid provides Benefit Administrators with an overview of resources that can be used to research Benefit Events.

It includes the following:

- Monitoring an event status using the **Event Status Update** page
- Troubleshooting common benefit errors
- Voiding Benefit Events
- Reviewing flagged events on the on the **BenAdmin Event Status Update** page

Navigation Note: Please note that you may see a Notify button at the bottom of various pages utilized while completing the processes 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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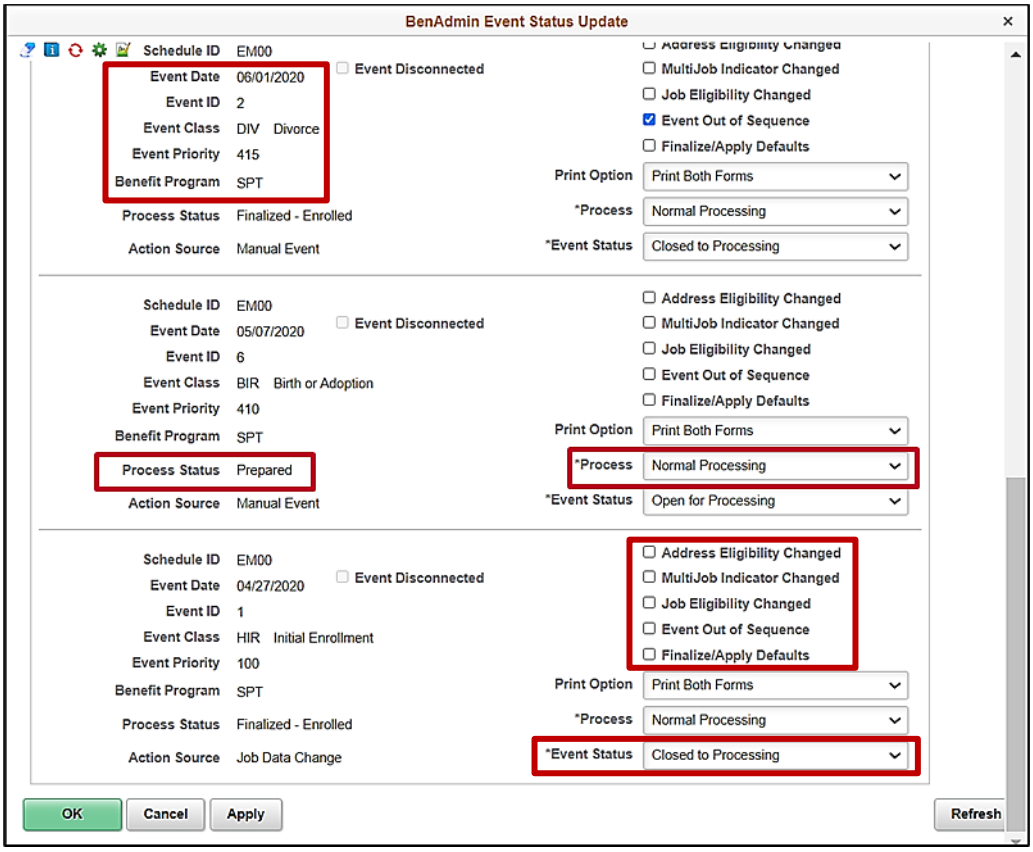
Monitoring Events on the Event Status Update Page

1. To monitor an event status, access the **Event Status Update** page using the following path:

   Benefits > **Manage Automated Enrollment > Events > On-Demand Event Maintenance > Empl ID> Event Status Update**

The **Event Status Update** page displays.



2. Review the fields displayed. There are several important items on the **Event Status Update** page for the Agency BA to understand:

   a. **Basic Event information**

      i. **Event Date**: The date an event occurred

      ii. **Event Class**: The type of event

      iii. **Benefit Program**: The benefit program the employee was in at the time of the event processing

b. **Event Flags**: When changes, insertions or deletions have occurred to some employee data after an event has been processed, the system sets flags on the event. These flags indicate that a participant's event may need to be reprocessed.

Note: See the **Flagged Events** section of this Job Aid for additional information.

c. **Event Status**: Indicates if an event is Open (ready for processing), Closed (awaiting processing/already processed), or Voided (manually voided). The Event Status table below describes each status and possible reasons for the event resulting in that status:

Event Status	Description
Open (O)	Open events are those events that are currently being processed. Only one event for a participant can be open at a time. If more than one event is open, one event must be closed to process the other event. Open events can be updated to Closed, either by the system or manually.
Closed (C)	Closed events are those events that are not currently being processed by the system. Events could be closed because they are waiting for another event to be processed prior to opening, or they could be closed because they have already been enrolled. Closed events can be updated to Open, either by the system or manually.
Void (V)	Voided events are those events that have been manually voided because the event is no longer needed, and all eligibility processing related to it has been reversed. In effect, it is as if the event never occurred. This should never be used without prior consultation with DHRM. Voided events can be updated to Open or Closed through event reprocessing.

d. **Process Status**: During the Benefits Administration process, there are a series of actions taken in evaluating an event and varying results from these actions. The Process Status table below describes each status and possible reasons for the event resulting in that status:

Process Status	Reason/Description
Assign Error (AE)	Benefits Administration is unable to assign Benefit Program due to missing or incorrect information.

Process Status	Reason/Description
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 (Empl_Rcd).
Assigned (AS)	Benefits Administration can assign Benefit Program because a prior event is Open.
Elections Entered (ET)	A Benefits Administrator (or the employee through Self Service) has entered the employee's new elections into the system and they are ready for validation by the Benefits Administration Process.
Elections Error (EE)	The system encountered an error in processing the elections for the employee associated with the event. This could be a result of the dependent effective dates, or a mismatch between coverage code and listed dependents.
Finalized – Benefit Pgm None (FA)	Employee event has no program assignment and no current elections. This could be a result of the Benefit Flag being set to a terminated Empl_Rcd. It could also be the result of an address change when employee is not active.
Finalized – Enrolled (FE)	Benefits Administration processing is complete for the employee event. All elections have been validated and loaded.
Finalized – Prepare None (FP)	Benefit Administration is acknowledging that the employee's eligibility has not changed.
Notified (NT)	Employee has accessed the Self-Service event but has not submitted elections.
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)	The system has 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.
Re-Enter (RE)	Benefit Administrator reopened event.

e. **Process Indicator** (**Process** field): The Process Indicator reflects the action last executed by the Benefits Administration process to the event. Typically, this will reflect "Normal Processing". At times, an event will need to be reprocessed. This may require a reassignment of the Benefits Program or simply opening the Election Entry for corrections of enrollment elections.

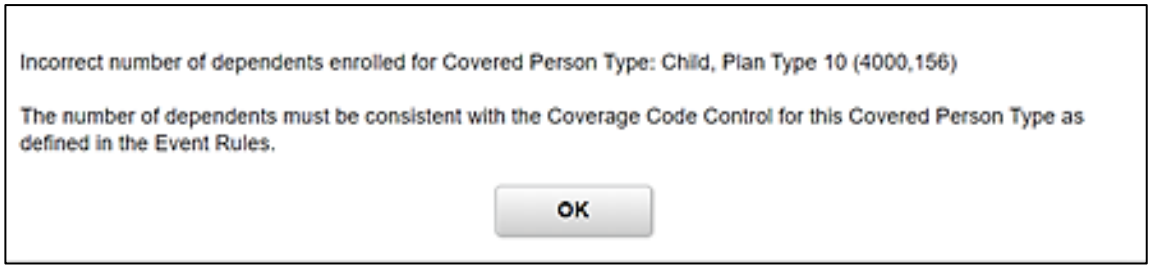
Symbol	Name	Description
A	Assign Benefit Program	Event status must be Open. It takes the event all the way back to defining program eligibility and any data entry done in this event is lost. The system attempts to reprocess participants to PR status.
E	Elect Options	Event status must be Open. Schedule assignment, program assignment, and option eligibility are not reviewed or changed. The system rolls back elections from Base Benefit enrollment tables but retains them on a table. The process re-validates elections for this event and loads them, if no errors occur, back into the Base Benefit enrollment tables, resetting the final process status to FE.
N	Normal Processing	Standard processing for Benefits Administration.
P	Prepare Options	Event status must be Open. Re-evaluates Option eligibility and any data entry done in this event is lost. The system attempts to reprocess participants to PR status.
R	Re-Enter	Reopens the data entry page. If you need to change an election this is where it should be done. The system leaves the event at a process status of RE. When you post-election changes to the data entry component, the system updates the process status to ET.
V	Void	Used when an event needs to void. Do not set the Event Status to void. The system will do that when the employee is reprocessed. If the event is in a process status of FE-Enrolled, elections are rolled back from Base Benefit enrollment tables but retains them on a table. The system leaves the event at a process status of RE.

Troubleshooting Errors

The screenshots that follow reflect a few of the most common error messages along with a description of the information presented and possible corrective actions.

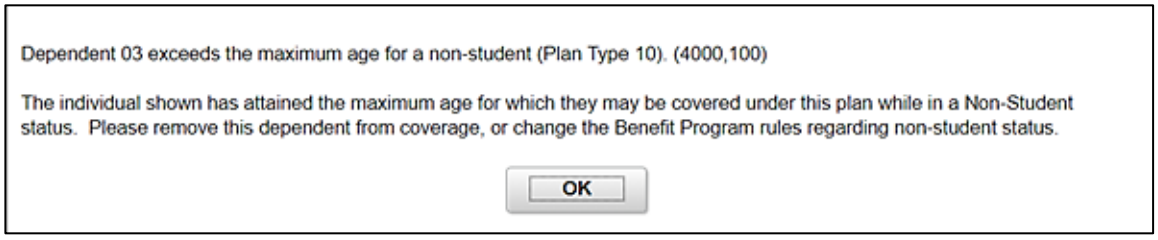
- **Error Message**: Incorrect number of dependents enrolled for Covered Person Type: Child, Plan Type 10. The number of dependents must be consistent with the Coverage Code Control for this Covered Person Type as defined in the Event Rules.

  This is an example of a message that displays when an action to add or remove a dependent is not permitted by plan rules. For example, the child enrolled under an Employee + Child coverage is removed from coverage, but the coverage level is unchanged.



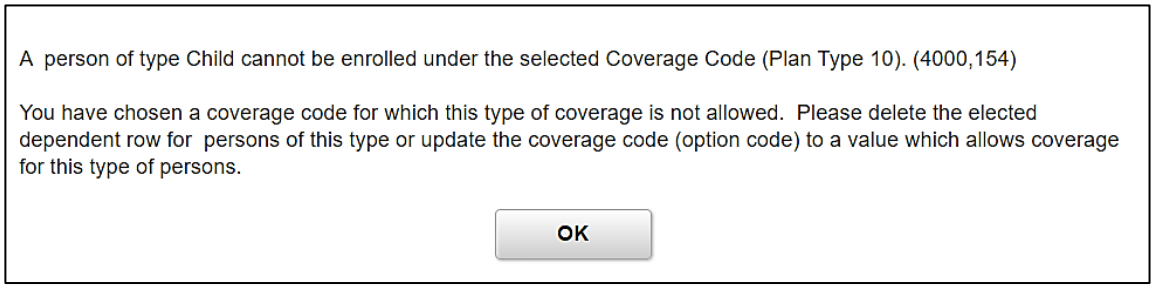
- **Error Message**: Dependent 03 exceeds the maximum age for a non-student (Plan Type 10). The individual shown has attained the maximum age for which they may be covered under this plan while in a Non-Student status. Please remove this dependent from coverage, or change the Benefit Program rules, regarding non-student status.

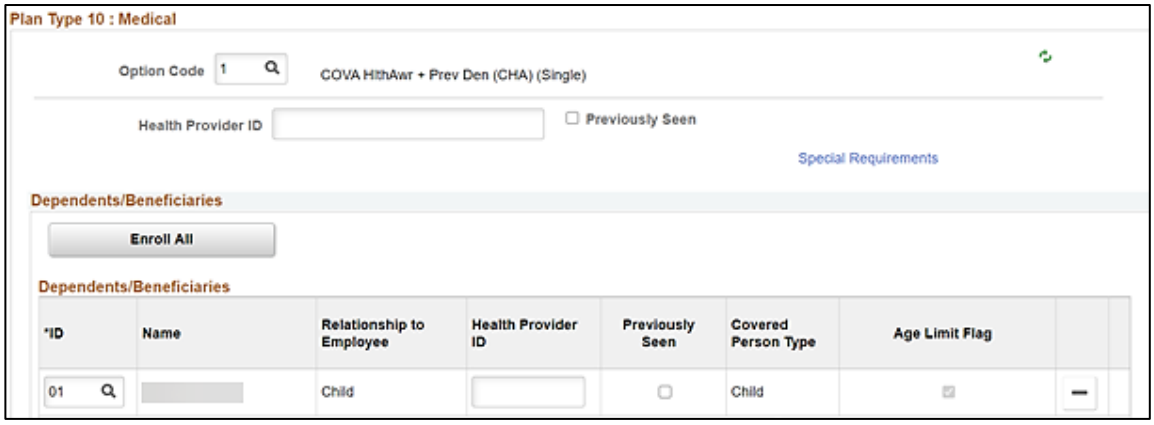
  This is an example of a message that appears when an over-age dependent is covered. The overage dependent should remain covered. State policy allows the dependent age 26 to remain covered until the end of the year that he/she turns 26. For example, while processing a mid-year life event like a divorce, if there is a dependent age 26 covered, this message will appear when trying to finalize the event. After finalizing an event, the BA may need to double check the Base Benefits to ensure that the over-age dependent is still listed as enrolled.



- **Error Message**: A person of type Child cannot be enrolled under the selected Coverage Code (Plan Type 10). You have chosen a coverage code for which this type of coverage is not allowed. Please delete the elected dependent row for persons of this type or update the coverage code (option code) to a value which allows coverage for this type of persons.

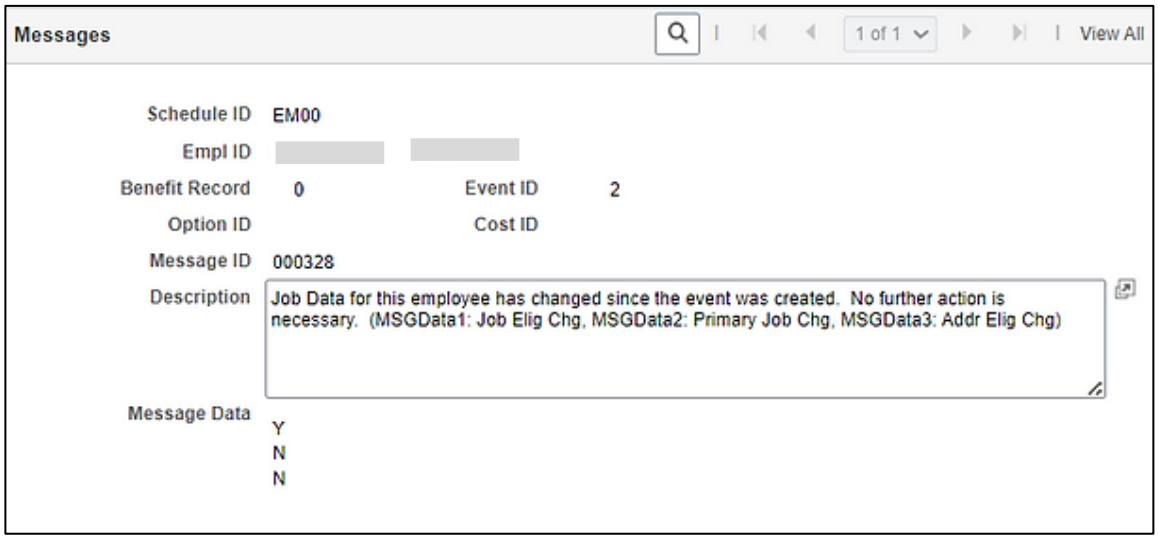
  This message displays when an action to add a dependent is not permitted by plan rules. For example, the Employee Only coverage is selected, yet a child is listed as a dependent. See an example of the Dependent/Beneficiary enrollment that follows.





- **Error Message**: Job Data for this employee has changed since the event was created. No further action is necessary.

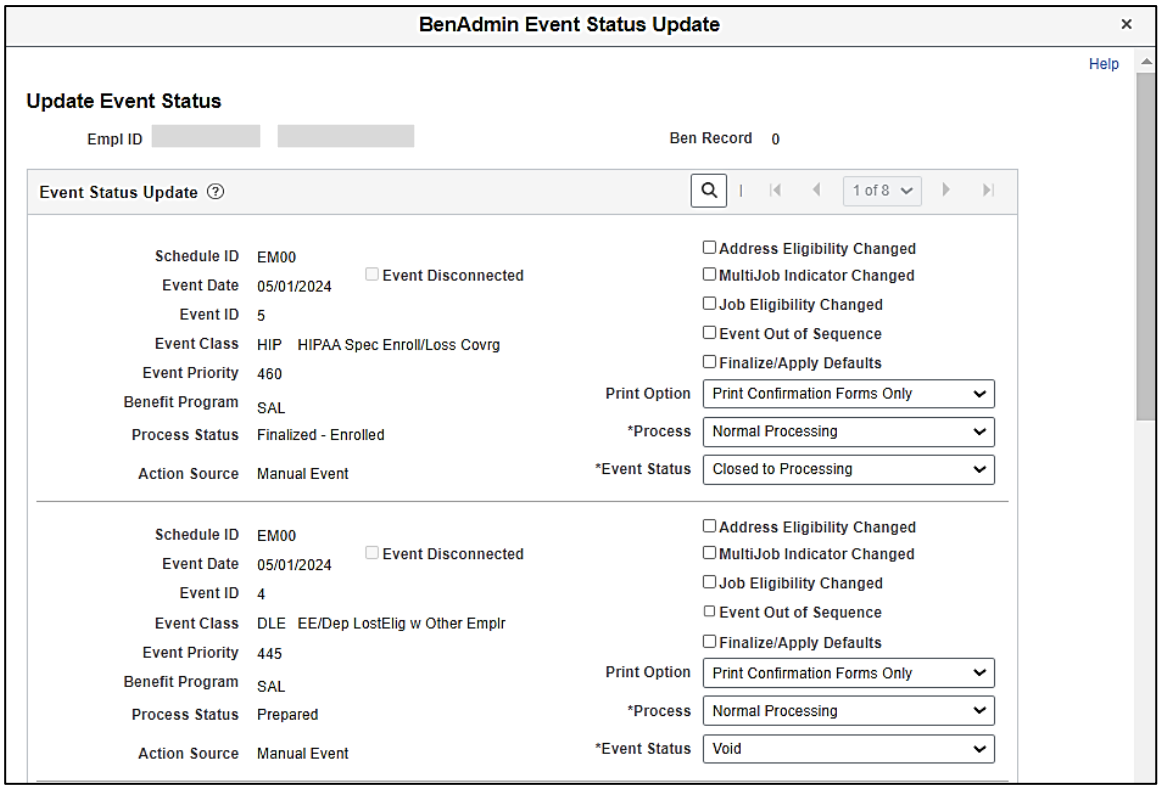
  This is a warning message that typically displays when a change was made to a person's Job record between when the event was initially created and the time it is processed through Benefit Administration. No further action is necessary on the part of the BA.



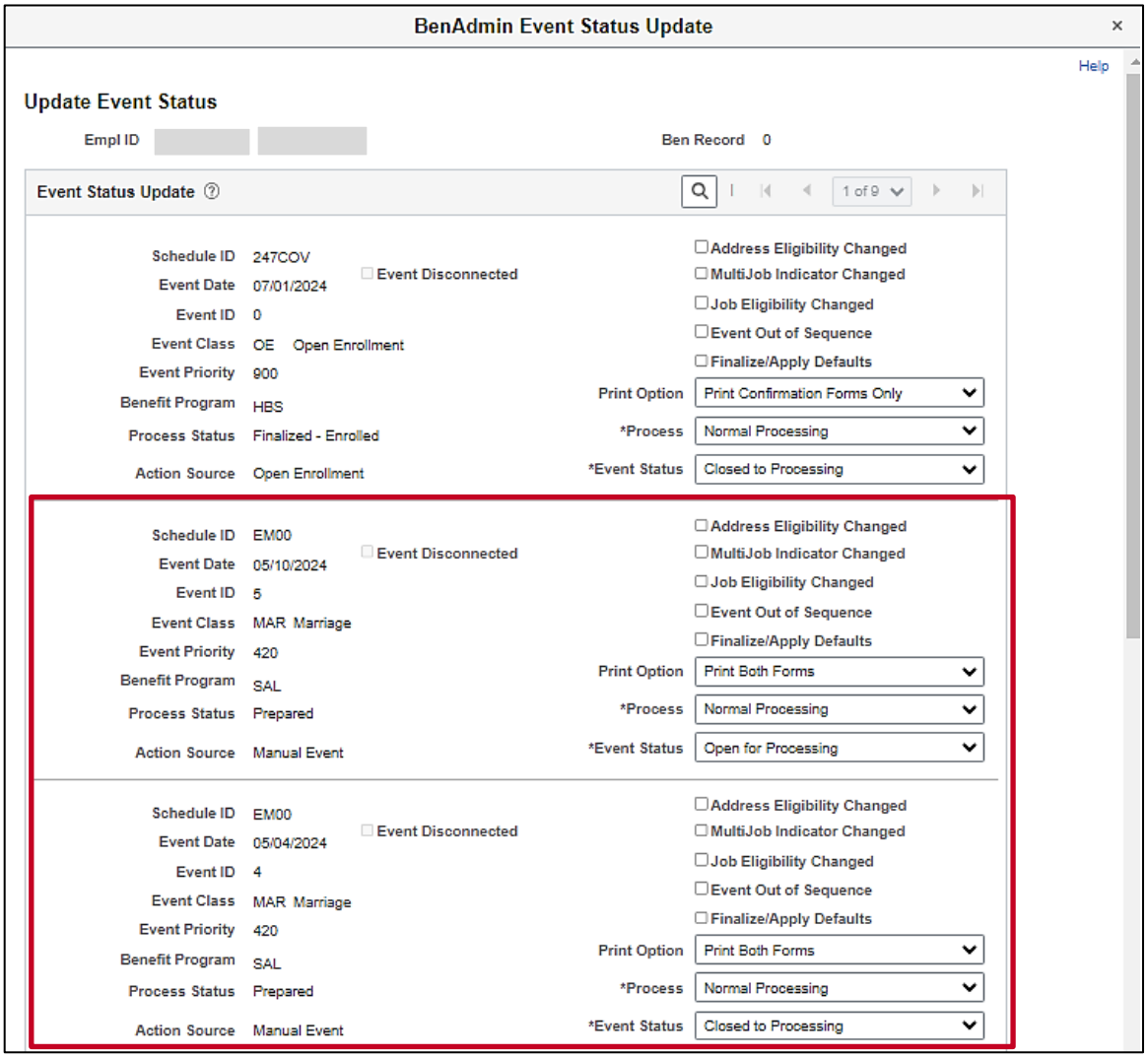
Voiding Events

At times, an event is no longer needed and should be voided. Typically, events are voided if the employee submitted the wrong event date, benefits keyed the wrong event date, or the event is disconnected. **To have an event voided, contact OHB.**

Scenario: An employee wanted to change plans once they added a new dependent. The DLE event shown below only allows additional dependents to be added to an existing plan. OHB determined that this circumstance was eligible for a plan change and indicated that a HIP event could be created. The DLE event was voided. The Agency's Benefits Administrator used the **Benefit Event Entry** Page to create a HIP event and change plans while adding a new dependent.



Scenario: An employee has two MAR events listed on the **Event Status Update** page, one dated 5/4/2024 and the other dated 5/10/2024. The employee entered a MAR event in ESS while the BA entered a MAR event as well. One of the dates is incorrect. The MAR event with the incorrect date needs to be voided, and the other event should be processed. Additionally, if an employee changes their Marital Status from Unknown to Married or Divorced in Personal Details in ESS, an event is automatically generated, even if no benefit changes were made. In that case, the event created in error should be deleted as well.

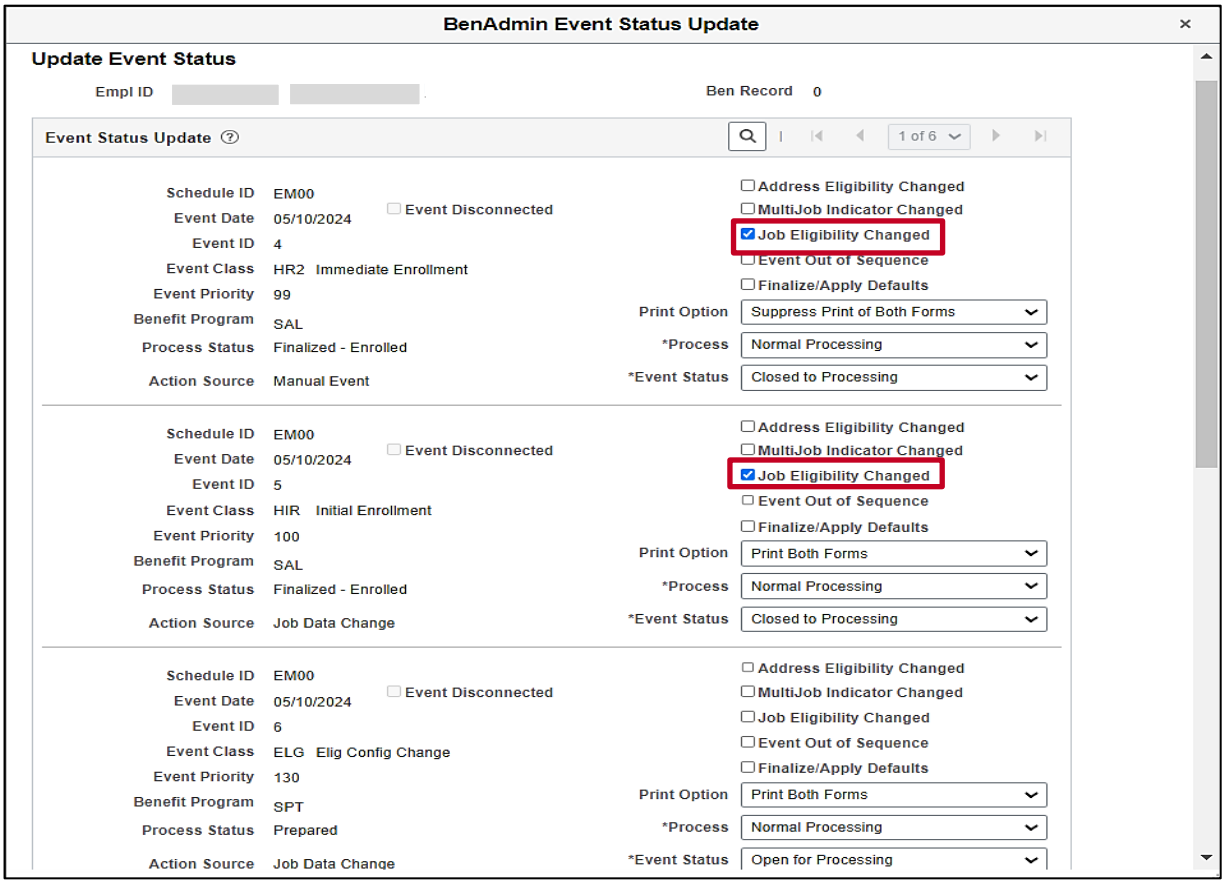


Flagged Events

The Benefits Administration process identifies changes in Job and Personal data which can impact eligibility for an event created prior to that change. These events then become “flagged events” with the associated flags marked to indicate benefit eligibility must be reevaluated. The most common flags seen are **Address Eligibility Changed**, **Job Eligibility Changed**, and **Event Out of Sequence**. An event can also be **Disconnected**.

If a flagged event has not yet reached Prepared Status and one or more of the eligibility flags are set, then the event will get set back to Assign Program before any further processing on this event occurs. If Prepared, the options and elections already entered will be reevaluated upon the next execution of Benefits Administration.

Example of a flagged event on the **BenAdmin Event Status Update** page:



Scenario: There was a change on the employee’s job data record with an effective date of 5/10/2024 which changed the employee’s benefit program and impacted the eligibility of the employee’s 5/10/2024 HIR event. Therefore, the **Job Eligibility Change Flag** is **checked**.

- The flag checkboxes display on the event(s) that must be reevaluated, not the row that caused the change
- Benefits Administration will automatically reprocess the flagged event. Once reprocessed, both the **Job Eligibility Changed** flag are unchecked

The following are the most common types of flags seen by the Agency BA:

- The **Address Eligibility Changed** checkbox will become checked when an update is made to the employee's address in Personal information and eligibility must be reviewed to determine if the employee is eligible for a Kaiser or Sentara plan
- The **Job Eligibility Changed** checkbox reflects that Job information initially used in determining benefits eligibility has been changed. The **Job Eligibility Changed** checkbox will become checked when the Job row for which the event is based on has been corrected or when a new row is inserted into the Job record with an Effective Date prior to an existing Event Date
- The **Event Out of Sequence** checkbox refers to an event that has been processed out of order according to its effective date or priority. It will become checked when another event is created with an Event Date prior to the Effective Date of the event that already exists (regardless of the process status of the existing row). These may be retroactive, current, or future rows that have an event date that precedes that of an existing event. This is often seen after Open Enrollment (OE). For example, a Birthdate Event was entered effective on 6/15 after the employee had completed enrollment for OE that is effective 7/1. The **Event Out of Sequence Flag** would be checked on the OE event because a review is required to determine if the baby is to be added to the OE enrollment
- The **Event Disconnected** checkbox is checked if a Job Row is deleted. The associated Benefit Event becomes disconnected from the Job. If a Benefit Event is disconnected before it is finalized, the Benefit Administration process will automatically close the event. It cannot be processed any further.