



Human Capital Management (HCM)

Cardinal Benefits Administrator
Open Enrollment (OE) Support



Open Enrollment – Important Processing Dates

Date	Activity	Notes
May 16	Open Enrollment (OE) Begins	Employees can make OE elections in Cardinal Employee Self-Service (ESS).
May 30, 11:59 p.m.	Cardinal Online OE Closes	No further OE changes in ESS after this time.
May 30	Paper Enrollment Forms Due	Must be postmarked, emailed, faxed by Friday, May 30.
June 4	OE Elections Sent to Vendors	
June 6	Enrollment Form Data Entry Deadline	All forms must be keyed/entered by this date; OHB approval required for late entries.
June 7	Cardinal closes all OE events	
June 15	Confirmation Statements Issued to Employees with No Changes	Employees making OE changes (ESS or form) will receive confirmation emails between May 16 and June 6.
June 29	Unapproved Dependent Supporting Documents Due	30 day document submission window (previously 60).
July 1	OE Elections Included in BN271 Agency Extract	Submit a Cardinal ticket to request an earlier OE elections file if your agency receives the BN271 – Benefits Enrollment Extract.



Open Enrollment – Employee Log In Information

Employees must be able to successfully log in to Cardinal to make online OE elections.

- Valid email address in Cardinal is required.
- Incorrect email addresses must be updated by an HR Administrator.
- Email address updates in Cardinal run every 2 hours (8:00 a.m. – 4:00 p.m.).
 - Employees with email address updates will be able to register after the job runs.
- Cardinal locks users out after 3 failed password attempts.
 - The lockout is reset after 30 minutes.
- If a ticket is needed to resolve an access issue, the Cardinal Security Team answers tickets 8:00 a.m. to 5:00 p.m. Monday-Friday.
 - Visit <https://cardinalproject.virginia.gov/login-help> for helpful information regarding common login problems and user registration.
- **IMPORTANT:** Employees who have unresolved access issues in Cardinal on the final day of open enrollment should submit a paper form to the agency Benefits Administrator (BA).



Employee Self-Service Reminders

- Employees must check the box next to each dependent they want to cover **prior** to selecting their medical plan.
- **Important!** If an employee needs to add someone to their health plan who isn't already listed under Enroll Your Dependents, they must click the **Add Dependent** button first.
- Enter the **total FSA contribution for the plan year** (not per paycheck) in the **Annual Pledge** field.

Flex Spending Medical Done

The Health Care Spending Account allows you to use pre-tax dollars to pay for eligible health care expenses. If you selected a Flex Spending Medical Plan, you must elect the Flex Spending Admin Fee.

▼ Enroll in Your Plan

Plan Name

Select Waive

✓ Medical Flex Spending Account

▼ Contribution Amount

Annual Pledge

Minimum \$1.00 Maximum \$2,950.00.
Annual pledge amount for all Flexible Spending Accounts must not exceed \$7,850.00.

Medical Cancel

▼ Enroll Your Dependents

The following list displays all individuals who are eligible for coverage as a dependent. Dependents with a check by their name are currently enrolled on your plan. You may enroll other eligible dependents by checking the box next to their name. If you would like to enroll a new dependent, select Add Dependent below. Once added, you must check the box next to their name to enroll them for the new plan year. NOTE: Please follow up with your agency Benefits Administrator to provide supporting documentation to validate eligibility for all newly enrolled dependents.

Dependents	Relationship
<input checked="" type="checkbox"/> Child Akman	Child

Add Dependent

▼ Enroll in Your Plan

The Single Cost showing is based on the dependents enrolled. Plans that do not offer coverage for the dependents enrolled are not available to select. To see other coverage cost, select the the

Plan Name	Cost (Before Tax)	Cost (After Tax)	Employer Cost	Pay Period Cost
Select Waive				\$0.00
Select COVA HlthAwr + Prev Den	\$26.00		\$634.00	\$26.00
Select COVA HlthAwr + Exp Den&Vis	\$66.00		\$634.00	\$66.00
Select COVA HlthAwr + Exp Den	\$55.50		\$634.00	\$55.50
Select COVA High Ded Plan + PrevDen			\$560.00	\$0.00
Select COVA High Ded Plan + Exp Den	\$30.50		\$560.00	\$30.50
✓ COVA Care + Prev Dental	\$108.50		\$634.00	\$108.50
Select COVACr+Prev Den+Out-of-ntwk	\$125.50		\$634.00	\$125.50
Select COVA Care + Expanded Dental	\$140.00		\$634.00	\$140.00
Select COVA Cr+Exp Den+Out-of-ntwk	\$157.00		\$634.00	\$157.00
Select COVA Cr+Exp Den+Vision&Hrng	\$158.00		\$634.00	\$158.00
Select COVA+ExDen+Out-of-ntwk+Vs&Hr	\$175.00		\$634.00	\$175.00
Select TRICARE	\$60.00			\$60.00

Overview of All Plans



Employee Reminders to Review Open Enrollment Elections

Employees will receive an email to access their confirmation statement in Cardinal after successfully submitting an open enrollment election.

- Employees should review their elections to ensure they are the intended elections for the new plan year.
- Employees should check healthcare and FSA deductions for the new plan year on their first paycheck received after July 1.

From: noreply.HRPRD1@doa.virginia.gov <noreply.HRPRD1@doa.virginia.gov>
Sent: Tuesday, May 3, 2022 9:38 PM
To: [REDACTED]
Subject: Benefits Confirmation Available

This email is to confirm that a benefit enrollment has been completed in the Cardinal system. Your Benefits Confirmation Statement has been posted on the Employee Self Service website.

To view your statement:

- login to the Cardinal website
- click on Human Capital Management (HCM) link
- navigate to the Benefit Details tile
- click on Benefit Statements
- Select Confirmation Statement as the Statement Type

Don't Forget, Click Submit!

[Back](#) Benefit Details

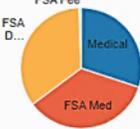
Benefits Enrollment
DHRM Employee Benefits
The Enrollment Overview displays which benefit options are open for edits. All of your benefit changes will be effective the date of the open enrollment event.

Enrollment Summary

Your Pay Period Cost **\$360.60** Full Cost **\$360.60**
Employer Cost **\$634.00**

Status **Pending Review**

[Enrollment Preview Statement](#)
[Submit Enrollment](#) 



Benefit Plans

Medical	Flex Spending Medical	Flex Spending Dependent Care
Current: Waive New: COVA Care + Prev Dental Status: ✔ Changed ✖ 1 Dependents	Current: Waive New: Medical Flex Spending Account \$1,000 Status: ✔ Changed	Current: Waive New: Dependent Care FSA \$1,000 Status: ✔ Changed
Pay Period Cost \$108.50 Review	Pay Period Cost \$125.00 Review	Pay Period Cost \$125.00 Review

Flex Spending Admin Fee
Current: Waive New: Flex Spending Admin Fee Status: ✔ Changed
Pay Period Cost \$2.10 Review

Reports & Queries



Reports & Queries

Report/Query Name	Open Enrollment Use	Description
Benefit Eligibility Audits Reports (RBN301)	Monitor new added dependents requiring approval.	Select the Dependent Waiting Approval check box to return a list of dependents that are currently pending approval.
Benefit Enrollment Changes Report (RBN287)	Review employees who made open enrollment elections.	Lists all employees who enrolled in or made changes to benefits within a specific date range.
Cardinal Enrollment Report (RBN350)	Review detailed employee enrollment information.	Provides employee benefit enrollment information including health, FSA, premium reward, and medical premiums for the following: <ul style="list-style-type: none">• Active employees• Employees on paid or unpaid leave• Suspended employees• Employees enrolled in COBRA• Terminated employees (within 90 days of term date)
V_BN_OE_ELECT_NO_SUBMIT OE Incomplete Election Query	Monitor & follow up with employees who forgot to click the submit button in ESS.	Returns a list of employees who made an election on their OE event using ESS but did not click the Submit Enrollment button.

Need help running a report or query? Use the [Generating an HCM Report](#) and the [Running an HCM Query](#) job aids for guidance.



Benefit Eligibility Audits/Dependent Waiting Approval

Navigation: Menu > Benefits > Reports > Audits > Benefit Eligibility Audits

Use the Dependent Waiting Approval report to identify dependents added during Open Enrollment that still require approval and supporting documentation.

NEW: Employees now have 30 days to submit supporting documentation. If documentation is not received by **June 29th**, the agency should reopen the OE event and remove the unapproved dependent and adjust coverage level if necessary.

See the [Managing and Approving Dependents Overview Job Aid](#) for assistance in reopening events. Updating the dependent directly can delay transmission to vendors!

The screenshot shows the 'Benefit Eligibility Audits' configuration page. At the top, there is a tab labeled 'Benefit Eligibility Audits'. Below the tab, the 'Run Control ID' is 'Dependent_Approval_Report'. To the right, there are links for 'Report Manager' and 'Process Monitor', and a 'Run' button. The 'Process Request Parameter(s)' section contains a search box for 'Company (Leave Blank for All)'. Below the search box, there are five checkboxes: 'Dependent Waiting Approval' (highlighted with a red box), 'Retired, Tricare and TLC Employees Approaching 65', 'Dependent of Retirees/Tricare, TLC employees Approaching 65', 'Dependent Child Approaching 26', and 'Disabled Over-Age Dependent Child'. At the bottom, there are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'.



Benefit Enrollment Changes Report (RBN287)

Navigation: Menu > Benefits > Reports > Benefit Enrollment Changes

Lists all employees who enrolled in benefits or made changes to existing benefits within a specific date range.

Note: On the Benefit Enrollment Changes Report **Run Control Page** the From Date and To Date fields are required fields. At least one Plan Type must be selected.

Example: Benefit Enrollment Changes Report

Cardinal Homepage Benefit Enrollment Changes

Run Control ID: Benefit_Enrollment_Changes Report Manager Process Monitor Run

Run Control Parameters

*From Date *To Date

Select each Plan Type to be included in the Report:

- Health
- Annuity
- Deferred Compensation
- Medical Flex Account
- Dependent Flex Account
- Retirement
- Group Life
- LTD/VSDP
- Retiree Credit
- Premium Reward
- Flex Spending Admin Fee

1-1 of 1 View All

Company	Description		
1		+	-

Save Return to Search Previous in List Next in List Notify Add Update/Display

EMPID		BEN RCD	NAME	PLAN TYPE	BENEFIT PLAN	DATE OF ACTION	FIELD CHANGED	PRIOR VALUE	CURRENT VALUE
		0		10	002KA500C	01/13/2021	Coverage Begin Date	09/01/2018	12/01/2020
		0		10	002KA500C	01/13/2021	Coverage Code	Family	EE+Spouse
		0		10	002KA500C	01/13/2021	Coverage Elect Date	08/04/2020	01/13/2021



Cardinal Enrollment Report (RBN350)

Navigation: Menu > Benefits > Reports > Cardinal Enrollment

Provides employee benefit enrollment information including health, FSA, premium reward, and medical premiums.

Use an As of Date of 7/1/2025 for 2025-26 OE Elections

The report includes:

- Active/LOA/Suspended employees
- Terminated employees

Note: Terminated employees remain on the report for 90 days from date of termination.

The screenshot displays the 'Cardinal Enrollment Report' interface. At the top left is the Cardinal logo. Below it, the title 'Cardinal Enrollment Report' is shown in a dark blue header. The main content area has a light blue background and contains the following elements:

- A breadcrumb trail: 'Cardinal Enrollment Report'.
- Run Control ID: 'CARDINAL_ENROLLMENT_RPT'.
- Buttons: 'Report Manager', 'Process Monitor', and 'Run'.
- A section titled 'Run Control Parameters' containing:
 - '*As Of Date' with a date picker set to 7/1/2025.
 - 'Business Unit (Optional)' with a search icon.
 - 'Company (Optional)' with a search icon.
- Bottom navigation buttons: 'Save', 'Add', and 'Update/Display'.



OE Incomplete Election Query

Navigation: Menu > Reporting Tools > Query > Query Viewer > V_BN_OE_ELECT_NO_SUBMIT

Returns a list of employees who made an election on their Open Enrollment event using Employee Self-Service (ESS) but did not click the submit enrollment button. **Run this query several times during Open Enrollment. If the employee does not click SUBMIT by the end of day on Friday, May 30, their election changes will not apply.**

- Follow up with employees on this list prior to Friday, May 30

V_BN_OE_ELECT_NO_SUBMIT - OE Incomplete Election Query

Business Unit (Optional) Q

Company (Optional) Q

[View Results](#)

Download results in: [Excel Spreadsheet](#) [CSV Text File](#) [XML File](#) (177 kb)

View All First 1-100 of 200 Last

Row	Schedule ID	Business Unit	Company	Description	Enroll	Enroll Reason	FIRST NAME	MIDDLE NAME	LAST NAME	Event Status	Event Date	Process Status	Election Mode	ENRST	EA NAME	EA ENRST
1	23700V	99900	ABC	Alcoholic Beverage Control		0				Open	05/11/2023	Notified	Y			
2	23700V	99900	ABC	Alcoholic Beverage Control		0				Open	05/15/2023	Notified	Y			
3	23700V	99900	ABC	Alcoholic Beverage Control		0				Open	05/03/2023	Notified	Y			
4	23700V	99900	ABC	Alcoholic Beverage Control		0				Open	05/10/2023	Notified	Y			
5	23700V	99900	ABC	Alcoholic Beverage Control		0				Open	05/12/2023	Notified	Y			
6	23700V	75400	ACC	Augusta Correctional Center		0				Open	05/10/2023	Notified	Y			
7	23700V	30100	ACS	Agriculture & Consumer Svcs		0				Open	05/10/2023	Notified	Y			
8	23700V	30100	ACS	Agriculture & Consumer Svcs		0				Open	05/14/2023	Notified	Y			
9	23700V	30100	ACS	Agriculture & Consumer Svcs		0				Open	05/10/2023	Notified	Y			
10	23700V	22900	AES	Coop Extension & Agr Experiences		0				Open	05/09/2023	Notified	Y			
11	23700V	28200	ARS	Dept for Aging & Rehab Svcs		0				Open	05/13/2023	Notified	Y			
12	23700V	28200	ARS	Dept for Aging & Rehab Svcs		0				Open	05/09/2023	Notified	Y			
13	237TLC	LOCAL	B68	New River Valley Comm Services		1				Open	05/11/2023	Notified	Y			
14	23700V	71800	BCC	Bland Correctional Center		0				Open	05/05/2023	Notified	Y			
15	23700V	71800	BCC	Bland Correctional Center		1				Open	05/15/2023	Notified	Y			
16	23700V	72000	BHD	Dept Behavioral Health/Develop		0				Open	05/15/2023	Notified	Y			
17	23700V	72000	BHD	Dept Behavioral Health/Develop		0				Open	05/15/2023	Notified	Y			
18	23700V	60800	BPO	VA Board People w/Disabilities		0				Open	05/15/2023	Notified	Y			
19	23700V	74900	BJC	Buckingham Correctional Center		0				Open	05/10/2023	Notified	Y			
20	23700V	74900	BJC	Buckingham Correctional Center		0				Open	05/11/2023	Notified	Y			
21	23700V	70200	BVI	Dept for Blind/Vision Impaired		0				Open	05/14/2023	Notified	Y			
22	237TLC	LOCAL	CS7	Winchester, City Of		2				Open	05/15/2023	Notified	Y			
23	23700V	72400	CAT	Cataleba Hospital		0				Open	05/10/2023	Notified	Y			
24	23700V	72400	CAT	Cataleba Hospital		0				Open	05/10/2023	Notified	Y			



Support



Job Aids

All training support materials are posted to the [Cardinal website](#) and available for users. Below are key job aids to have on hand during Open Enrollment:

[BN361 Benefits Event Status Report](#) – instructions on how to run this report, which lists all participants in a particular process status or set of status levels. This document also includes common error results shown on the report and how to troubleshoot each one.

[BN361 Processing a Life Event During during Open Enrollment](#)– guidance on the actions a Benefits Administrator (BA) must take when adding a Life Event during Open Enrollment (OE). These actions will ensure that the life event changes are reflected in the OE elections and are transmitted to the vendors.

[BN361 Reopening and Reprocessing a Benefit Event](#) – step-by-step instructions for the BA to reopen and reprocess a Benefit Event after the Benefit Event has been validated and finalized.

[BN361 Managing and Approving Dependents](#) – step-by-step instructions on how to generate the Dependent Waiting Approval Eligibility Audit report to review unapproved dependents and instructions on how to reopen a benefit event to approve dependents.



DHRM/OHB Support

When you contact the Office of Health Benefits (OHB) about specific issues, be sure to include the employee's name, the ID number, and a brief description of the issue. The [Agency Request for Assistance Form](#) is available on the DHRM website.

Open Enrollment questions:

Email: openenrollment@dhrm.virginia.gov

Policy, eligibility, and general questions:

Email: ohb@dhrm.virginia.gov

Fax: 804-371-0231

Phone: 888-OHB-4414 (888-642-4414)
804-225-3642 in Richmond



Cardinal OE Website & Resources

cardinalproject.virginia.gov/oe

- [Open Enrollment Tutorial Video](#)
- [ESS How to Make Open Enrollment Elections job aid](#)



Search our Site

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2025 Open Enrollment



Each year, during Open Enrollment (OE, for short), you may make health plan changes.

Note: If you are a state employee, you may enroll in or renew a Flexible Spending Account (FSA).

Enrolling or Changing Benefits?

- Submit your OE updates using Cardinal HCM. Use the links below to help you step-by-step, or
- Complete an enrollment form and submit it to your Benefits Administrator.

No Enrollments or Changes? No action is required if you have no changes to your health plan or you are not enrolling in an FSA (remember – you must re-enroll in an FSA each year).

Questions? See your Benefits Administrator.

Misplaced your Employee **Spotlight** newsletter? Need information on Premiums, Summaries of Benefits and Coverage (SBC), and/or the 2025 Enrollment Form? Visit **DHRM's Open Enrollment** page for support resources.



State Employees

[OPEN ENROLLMENT TUTORIAL VIDEO](#)



[ESS_HOW TO MAKE OPEN ENROLLMENT ELECTIONS JOB AID](#)





Cardinal Support

- Is a page not working?
- Need support with Cardinal functions?
- Login issues?

Submit a help desk ticket by emailing vccc@vita.virginia.gov and include the following information:

Subject: Cardinal - <brief summary for routing>

Email Contents:

- Detailed information about your issue (i.e., page, actions, error).
- Agency name and business unit **or** Locality name and 9-digit DHRM Group Number
- Name, email address, and best contact phone number.



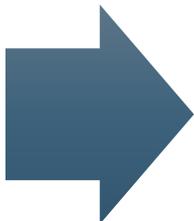
Open Enrollment – Cardinal Log In FAQs

I forgot my Username, how do I retrieve it?



To reset your Cardinal Password, click “Forgot Username”. Enter email address and re-Captcha

I forgot my Password, how do I reset it?



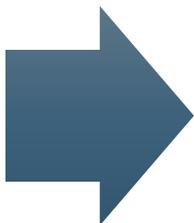
To reset your Cardinal Password, click “Forgot Password”. Enter email address and re-Captcha

What should I do if I’ve locked myself out?



You will receive an email indicating when your account will be unlocked and instructions for next steps

What should I do if I can’t remember my security question?



Submit a help desk ticket by emailing vccc@vita.virginia.gov and include “**Cardinal** - ...” in the subject line with a brief summary for routing