

National Medical Support Notice (NMSN) and QMCSO Overview

A National Medical Support Notice (NMSN) requires the employer group health plan to extend health coverage to a child of an eligible participant. It is served upon the agency by the entity requiring the dependent coverage and requires that the information on the Rider is stored in Cardinal. A Qualified Medical Child Support Order (QMCSO) is received by the agency from the Employee. Rider information does not need to be stored in Cardinal. This job aid refers only to the National Medical Support Notice.

When a National Medical Support Notice (NMSN) is received by an Agency, it is the responsibility of the Benefit Administrator (BA) to enter the Rider information and process the DSS/National Medical Support Order event in Cardinal.

This Job Aid provides the step-by-step instructions utilized by an Agency Benefits Administrator (BA) to process the NMSN in Cardinal for each of the following scenarios:

- Processing the DSS/National Medical Support Order to Enroll Event when the dependent(s) already exists in Cardinal
- Processing the DSS/National Medical Support Order to Enroll Event when the dependent(s) does not already exist in Cardinal
- Processing a DSS/National Medical Support Order to Remove Event

This Job Aid also contains sections that provide the step-by-step instructions utilized by an Agency BA to complete the following after the DSS/National Medical Support Order Event is completed and finalized:

- Viewing the employee's benefits information to validate accuracy
- Viewing/printing the Confirmation Statement for the employee

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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Validating the NMSN and Employee for Validity

The NMSN is sent by the court to the Agency outside of Cardinal. Prior to processing a DSS/National Medical Support Order event, the Benefits Administrator (BA) must first review the NMSN to determine if it meets the necessary legal requirements and validate that the employee is still employed by the Agency and being paid. Additionally, the BA must coordinate with an Agency Payroll Administrator or the Payroll Service Bureau to ensure that processing the NMSN event will not cause the employee to go over their State or Federal withholding limitations. Questions regarding the validity of court orders should be directed to the Office of Health Benefits (OHB).

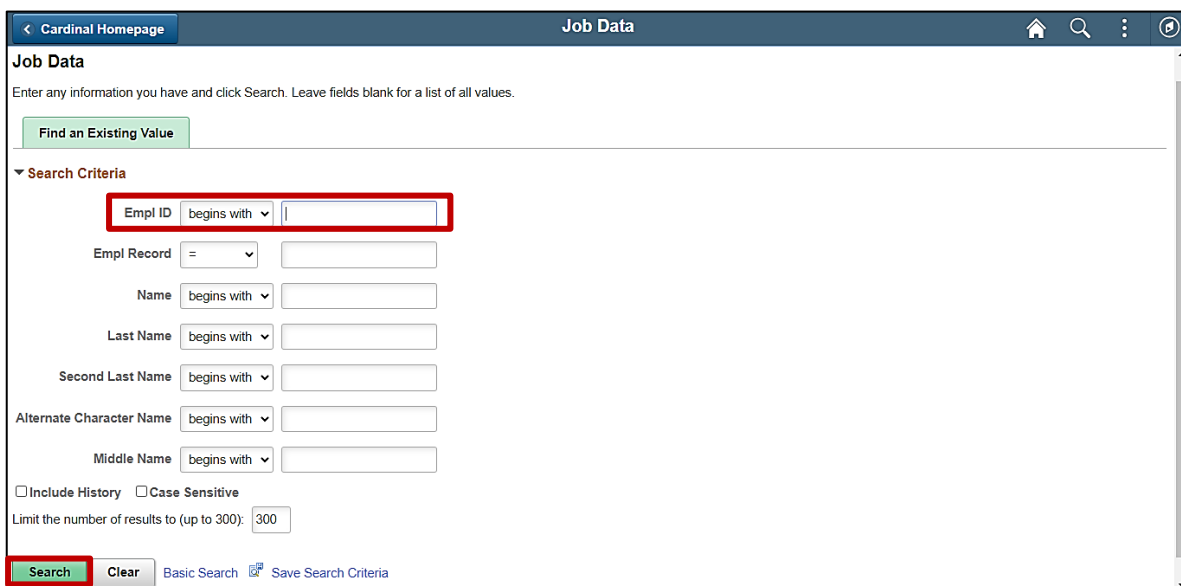
This section of the Job Aid should be referenced prior to processing any DSS/National Medical Support Order event within Cardinal. The steps included in this section of the Job Aid are based on the following example scenario:

Scenario: A NMSN was received for an employee on 12/5/2023. As the BN Administrator, you need to verify that the employee is still employed by the Agency and being paid.

1. Access the **Job Data** page using the following navigation path:

Menu > Workforce Administration > Job Information > Job Data

The **Job Data 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.



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The **Job Data** page displays for the applicable employee.

The screenshot shows the 'Job Data' page for an employee. The 'Work Location Details' table is as follows:

Effective Date	Effective Sequence	HR Status	Payroll Status	Action	Reason	Job Indicator
09/24/2022	0	Active	Active	Data Change	Conversion	Primary Job

Other visible fields include: Position Number (ERT01005), Position Entry Date (05/30/2019), Regulatory Region (USA), Company (ERT), Business Unit (74200), and Department (083).

4. Review the **HR Status** and the **Payroll Status** fields and ensure that they both display a status of "Active".

Note: If the employee is no longer actively employed within the Agency or is not being paid, return the NMSN to the court in accordance with established Agency business practices.

5. Once validated, notify the employee of the NMSN in accordance with established Agency business practices.

Processing a DSS/National Medical Support Order to Enroll Event (Dependent(s) already in Cardinal)

This section of the Job Aid should be referenced when you are creating and processing a DSS/National Medical Support Order to Enroll event when the dependent(s) requiring coverage per the NMSN are already in Cardinal. The steps included in this section of the Job Aid are based on the following example scenario:

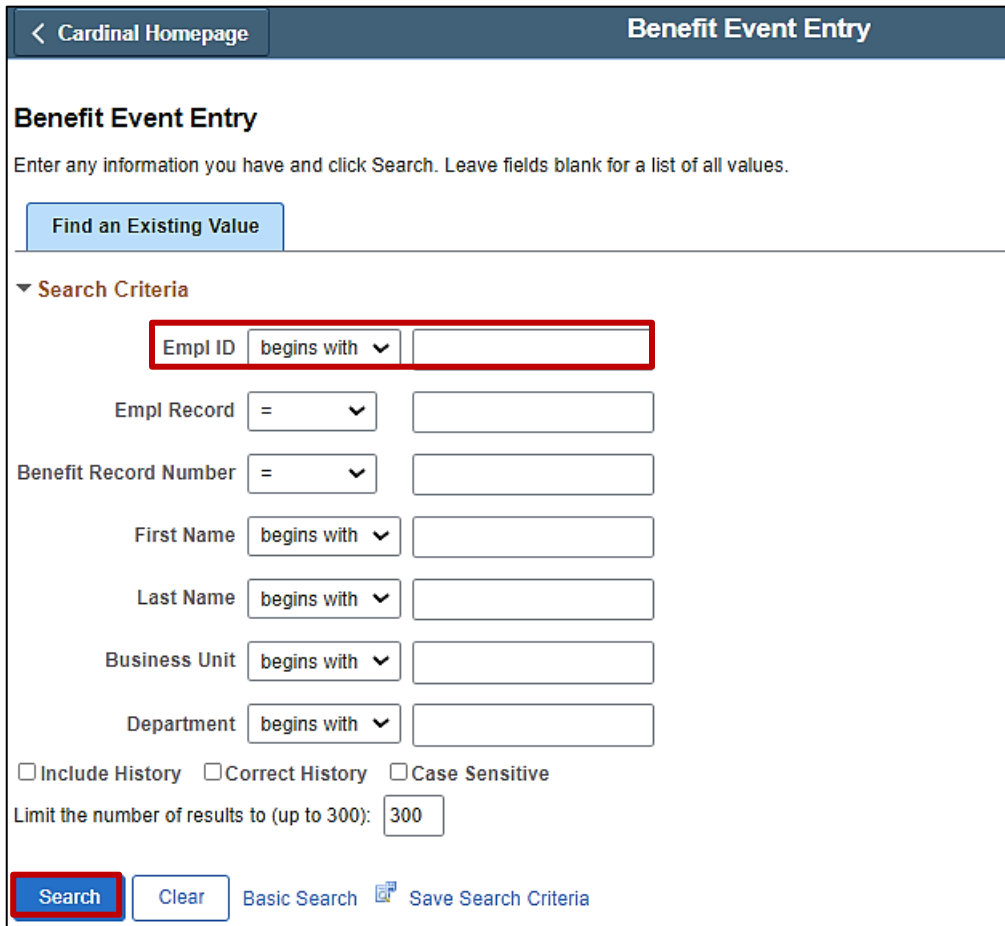
Scenario: A NMSN was received for an employee on 12/5/2023 from a Virginia Court. The effective date of the NMSN is 12/3/2023. You have already validated the NMSN and verified that the employee is still employed by the Agency and being paid. This NMSN mandates that the employee maintains Health Plan coverage for their one named child dependent on the order through their 18th birthday (9/10/2031). The employee is currently enrolled in an “Employee + Child” plan and the named dependent is currently covered. You need to process this NMSN and mark the child dependent as a NMSN Rider to ensure that the child dependent is not inadvertently removed from the coverage prior to the mandated end date.

Note: Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Enroll event wherein the dependent(s) are already in Cardinal. Be sure to use the actual dates and information from the NMSN when completing this process in Production.

1. First, the Benefit Event must be created. Access the **Benefit Event Entry** page using the following navigation path:

Menu > Benefits > Manage Automated Enrollment > Events > Benefit Event

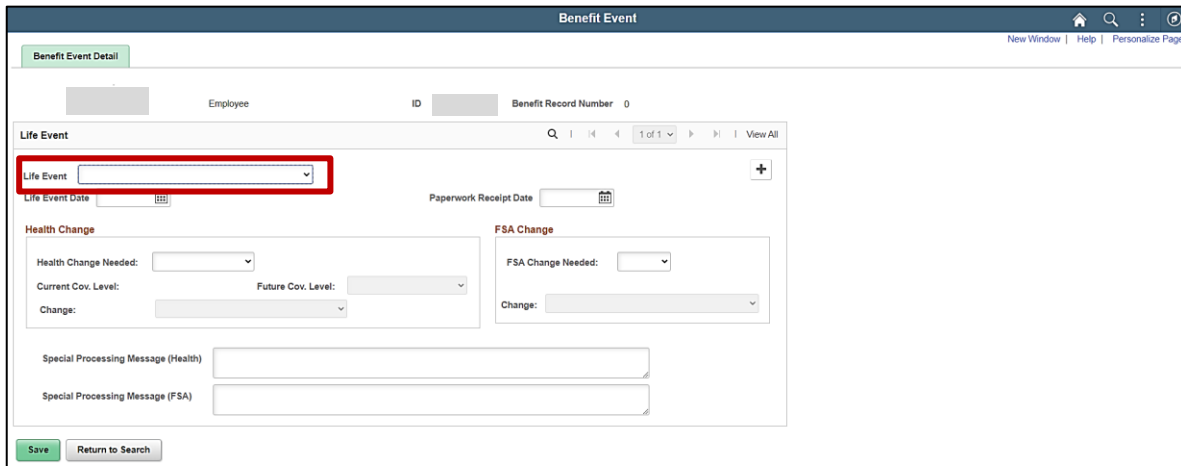
The **Benefit Event Entry Search** page displays.



2. Enter the employee's Employee ID in the **Empl ID** field.
(If there are more than one Empl Record or Benefit Record, be sure to select the correct record.)
Note: The other search by options available are First Name, Last Name, Business Unit, and Department.
3. Click the **Search** button.

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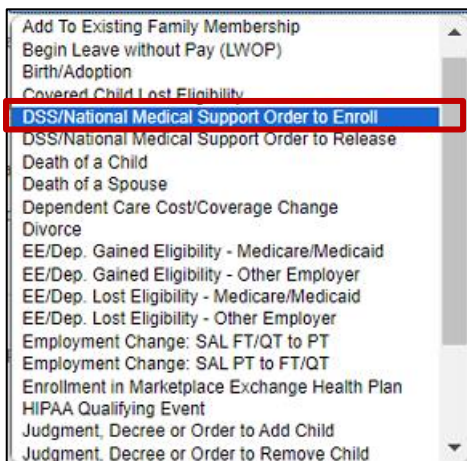
The **Benefit Event Entry** page displays for the applicable employee.



The screenshot shows the 'Benefit Event' page with a 'Life Event' dropdown menu highlighted in red. The page includes fields for 'Employee', 'ID', and 'Benefit Record Number'. Below the dropdown are sections for 'Health Change' and 'FSA Change', each with 'Health Change Needed' and 'FSA Change Needed' dropdowns, and 'Current Cov. Level' and 'Future Cov. Level' dropdowns. There are also text boxes for 'Special Processing Message (Health)' and 'Special Processing Message (FSA)'. Buttons for 'Save' and 'Return to Search' are at the bottom.

4. Click the **Life Event** dropdown button.

The **Life Event** menu displays.

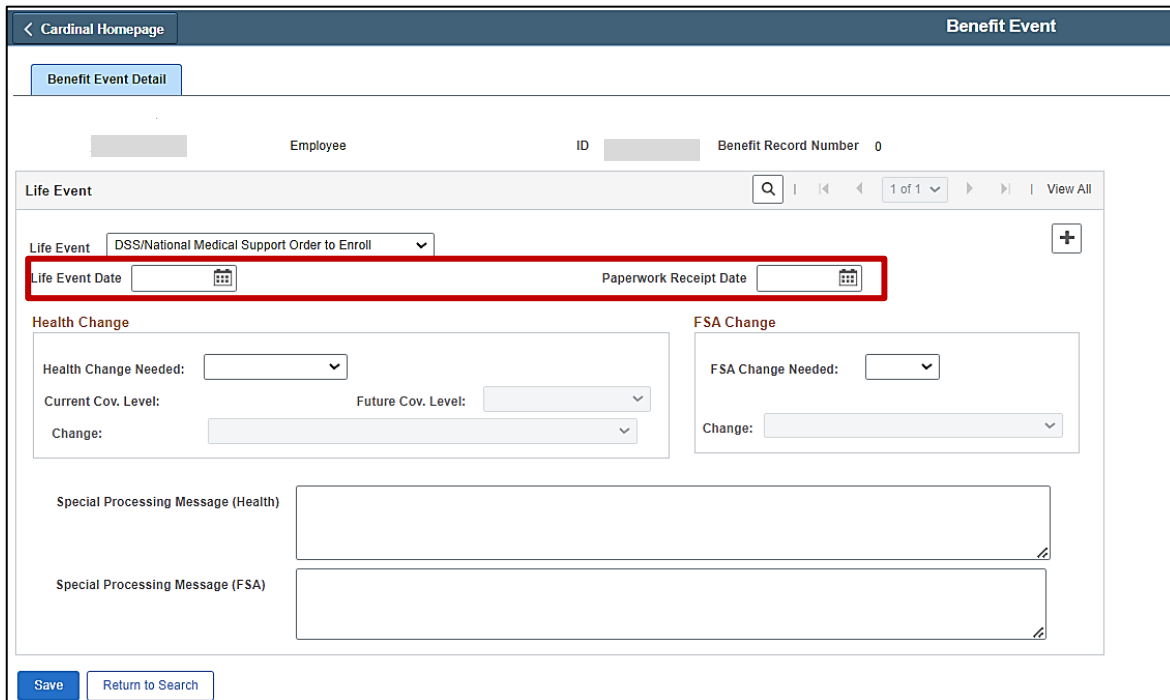


The screenshot shows a list of life events. The option 'DSS/National Medical Support Order to Enroll' is highlighted with a red box. Other options include 'Add To Existing Family Membership', 'Begin Leave without Pay (LWOP)', 'Birth/Adoption', 'Covered Child Lost Eligibility', 'DSS/National Medical Support Order to Release', 'Death of a Child', 'Death of a Spouse', 'Dependent Care Cost/Coverage Change', 'Divorce', 'EE/Dep. Gained Eligibility - Medicare/Medicaid', 'EE/Dep. Gained Eligibility - Other Employer', 'EE/Dep. Lost Eligibility - Medicare/Medicaid', 'EE/Dep. Lost Eligibility - Other Employer', 'Employment Change: SAL FT/QT to PT', 'Employment Change: SAL PT to FT/QT', 'Enrollment in Marketplace Exchange Health Plan', 'HIPAA Qualifying Event', 'Judgment, Decree or Order to Add Child', and 'Judgment, Decree or Order to Remove Child'.

5. Select the "DSS/National Medical Support Order to Enroll" list item.

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The **Benefit Event Entry** page redisplay with the selected Life Event.



6. Click the **Life Event Date Calendar** icon and select the applicable date (“12/3/2023” in this scenario).

Note: This is the date of the NMSN (“12/3/2023” in this scenario).

7. Click the **Paperwork Receipt Date Calendar** icon and select the applicable date.

Note: This is the date that the NMSN was received (“12/5/2023” in this scenario).

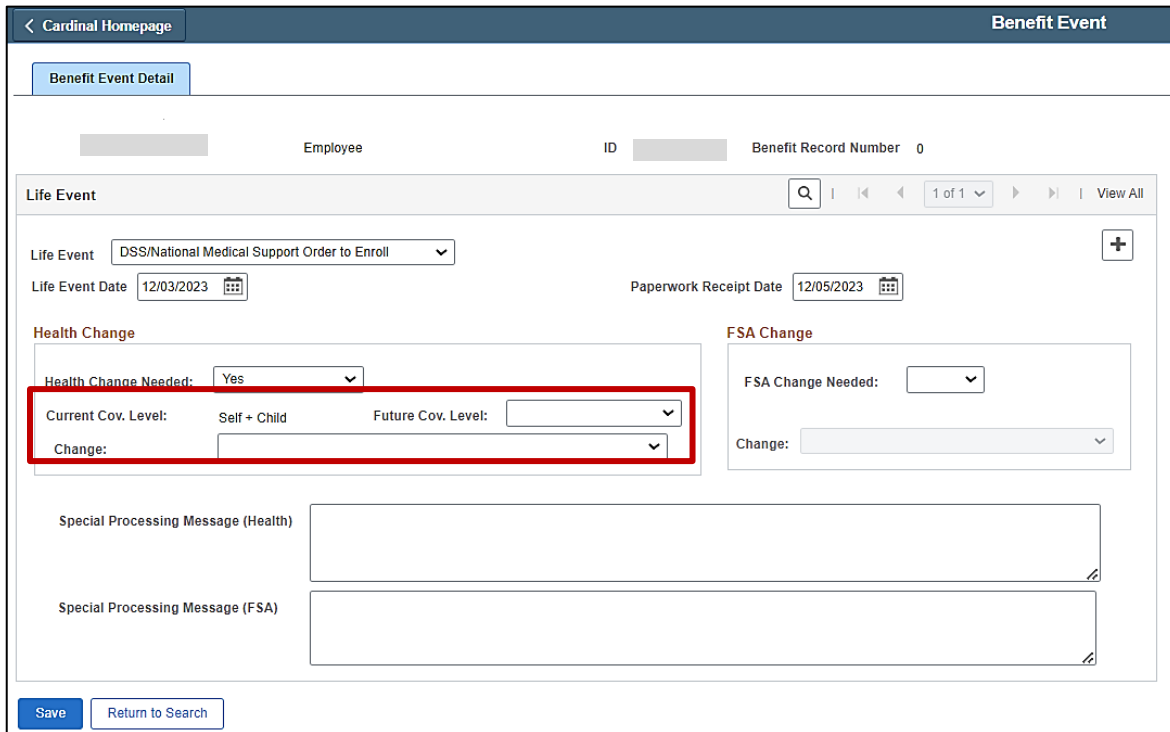


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- 8. Click the **Health Change Needed** dropdown button and select “Yes”.

Note: Even if the Life Event does not require a change in the Health Plan Coverage Code for the employee, select “Yes” as this Life Event will involve updating the information for a covered dependent. If “Yes” is not selected, a Benefit Event will not be created.

The page refreshes.



The screenshot shows the 'Benefit Event Detail' form in the Cardinal system. The form is titled 'Benefit Event' and includes a search bar and navigation controls. The main form area contains the following fields:

- Life Event:** DSS/National Medical Support Order to Enroll
- Life Event Date:** 12/03/2023
- Paperwork Receipt Date:** 12/05/2023
- Health Change:**
 - Health Change Needed: Yes
 - Current Cov. Level: Self + Child
 - Future Cov. Level: [dropdown]
 - Change: [dropdown]
- FSA Change:**
 - FSA Change Needed: [dropdown]
 - Change: [dropdown]
- Special Processing Message (Health):** [text area]
- Special Processing Message (FSA):** [text area]

At the bottom of the form, there are 'Save' and 'Return to Search' buttons. A red box highlights the 'Current Cov. Level', 'Future Cov. Level', and 'Change' fields in the Health Change section.

Note: The **Current Cov. Level** field auto-populates with the employee's current Health Plan enrollment coverage level.

9. Click the **Future Cov. Level** dropdown button and select the applicable coverage level.

Note: The coverage levels available for selection are "Single, Employee", "Employee + Spouse", "Employee + CH (Child)", and "Family". Please note that this does not actually change the employee's enrollment. This will be done when the DSS/National Medical Support Order to Enroll event is processed.

10. Click the **Change** dropdown button and select "Change an employee's plan and/or add court ordered dependent".

Note: The selections available will vary based on the type of Life Event previously selected.



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11. Complete the fields within the **FSA Change** section regardless of whether the employee is making any changes to their Flex Spending Account(s) (Flex Spending Medical or Flex Spending Dependent Care) in conjunction with the DSS/National Medical Support Order to Enroll Event. Although no changes to the employee’s FSA elections will be made for this scenario, “No” must be selected for the event to create properly.



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Cardinal Homepage Benefit Event

Benefit Event Detail

Employee ID [redacted] Benefit Record Number 0

Life Event 1 of 1 | View All

Life Event: DSS/National Medical Support Order to Enroll +

Life Event Date: 12/03/2023 Paperwork Receipt Date: 12/05/2023

Health Change

Health Change Needed: Yes

Current Cov. Level: Self + Child Future Cov. Level: Employee + CH

Change: Change an employee's plan and/or add court ordered dependent.

FSA Change

FSA Change Needed: No

Change:

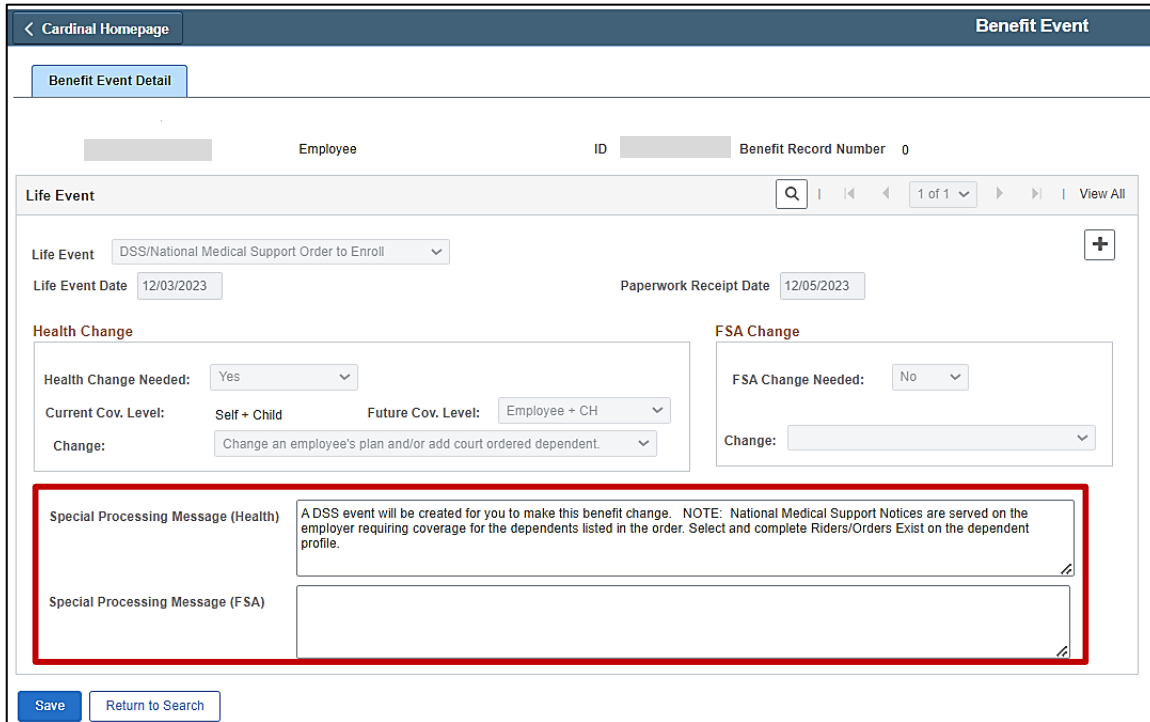
Special Processing Message (Health)

Special Processing Message (FSA)

Save Return to Search

12. Click the **Save** button.

The page refreshes.



Cardinal Homepage Benefit Event

Benefit Event Detail

Employee ID: [Redacted] Benefit Record Number: 0

Life Event: DSS/National Medical Support Order to Enroll

Life Event Date: 12/03/2023 Paperwork Receipt Date: 12/05/2023

Health Change

Health Change Needed: Yes

Current Cov. Level: Self + Child Future Cov. Level: Employee + CH

Change: Change an employee's plan and/or add court ordered dependent.

FSA Change

FSA Change Needed: No

Change: [Redacted]

Special Processing Message (Health) A DSS event will be created for you to make this benefit change. NOTE: National Medical Support Notices are served on the employer requiring coverage for the dependents listed in the order. Select and complete Riders/Orders Exist on the dependent profile.

Special Processing Message (FSA)

Save Return to Search

- After saving, review the messages in the **Special Processing Message (Health)** and **Special Process Message (FSA)** fields. These messages will provide next step instructions.

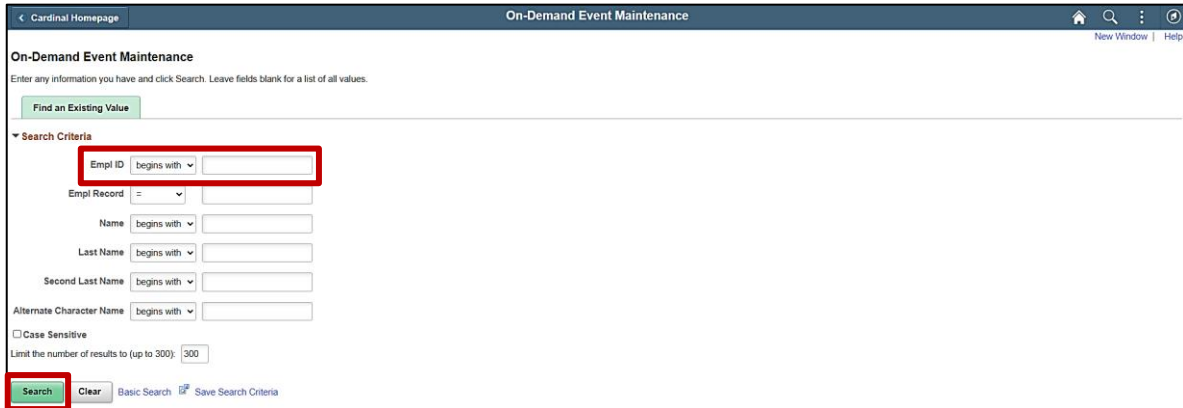
Note: If an additional Office of Health Benefits (OHB) approval will be required based on the dates entered or if any other processing guidance is applicable, a comment will display in the **Special Processing Message (Health)** field and/or the **Special Processing Message (FSA)** field.

- The manual Benefit Event (DSS/National Medical Support Order to Enroll Event) is now created.
- Next, this DSS/National Medical Support Order to Enroll Event must be processed. Access the **On-Demand Event Maintenance** page using the following navigation path:

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

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

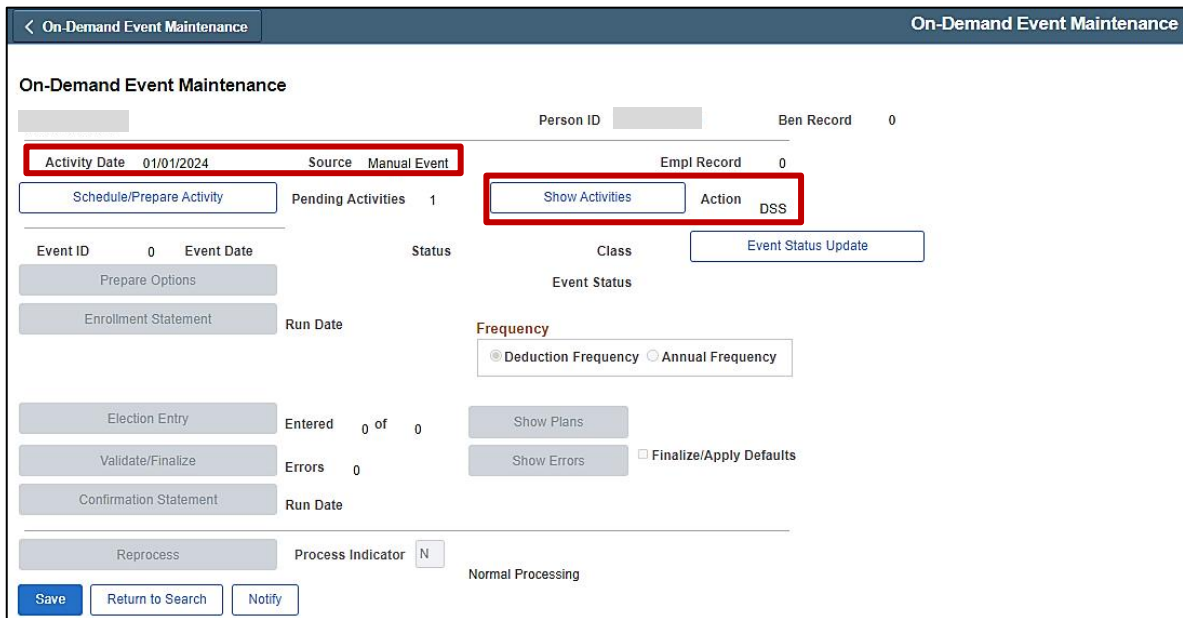


16. Enter the employee's Employee ID in the **Empl ID** field.

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.

17. Click the **Search** button.

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

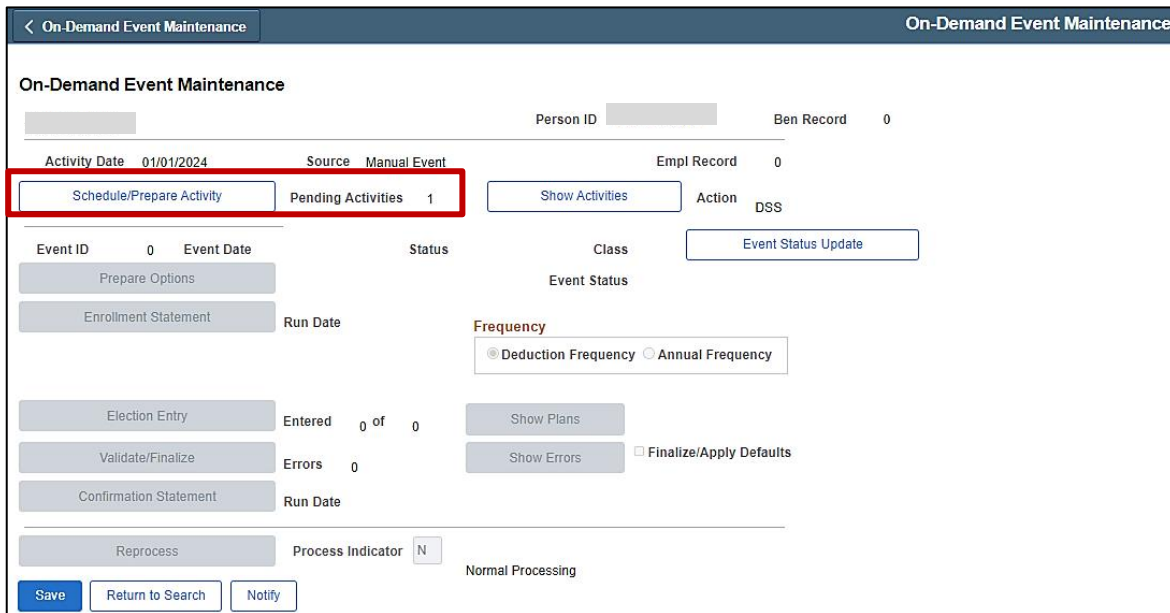


18. Review the **Activity Date** field. For DSS/National Medical Support Order Events, this date will be auto-populated based on the Life Event date previously entered (effective date is 1/1/2024 in this scenario, 1st of the month following the paperwork receipt date). Ensure that this date is accurate.

Note: The **Source** field will be "Manual Event". The **Action** field will default to "DSS".

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19. Click the **Show Activities** button **only** if there is more than one activity. Since there is only one activity, proceed to the next step.



The screenshot shows the 'On-Demand Event Maintenance' web interface. At the top, there are navigation arrows and the title 'On-Demand Event Maintenance'. Below this, there are fields for 'Person ID' and 'Ben Record' (0). The 'Activity Date' is 01/01/2024 and the 'Source' is Manual Event. The 'Empl Record' is 0. A red box highlights the 'Schedule/Prepare Activity' button and the 'Pending Activities' field, which displays '1'. Other buttons include 'Show Activities', 'Event Status Update', 'Prepare Options', 'Enrollment Statement', 'Election Entry', 'Validate/Finalize', 'Confirmation Statement', 'Reprocess', 'Show Plans', 'Show Errors', and 'Notify'. There are also radio buttons for 'Deduction Frequency' (selected) and 'Annual Frequency', and a checkbox for 'Finalize/Apply Defaults'. The 'Process Indicator' is set to 'N' and the status is 'Normal Processing'.

20. If the Benefits Administration process has already run since the time the manual event was created, the **Pending Activities** field will display a "0". In this case, proceed to Step 23. If the **Pending Activities** field displays a "1", click the **Schedule/Prepare Activity** button.

Note: Clicking the **Schedule/Prepare Activity** button will launch an automated program that schedules and prepares the activity. This button will be disabled if the Benefits Administration process has already run.

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



21. Click the **OK** button.

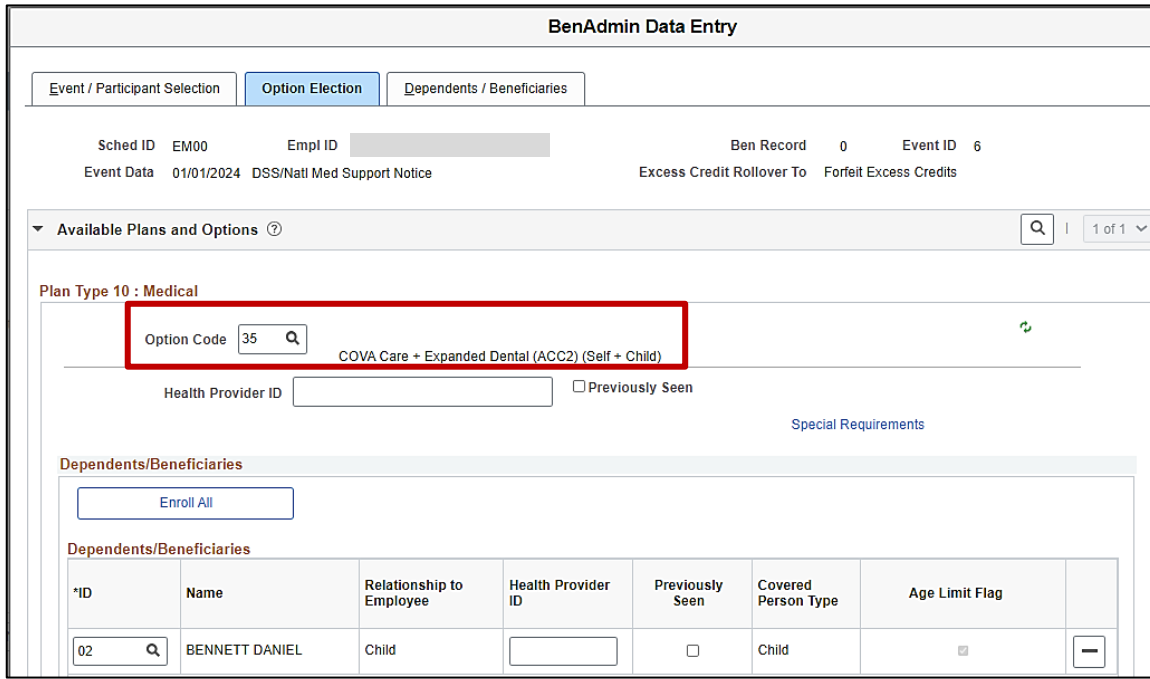


The On-Demand Event Maintenance page redisplay.

- 22. Confirm that the **Status** field displays as “Prepared” and the **Event Status** field displays as “Open for Processing”.
- 23. Click the **Election Entry** button.

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The **Election Entry** page displays in a pop-up window with the **Option Election** tab displayed by default.



The screenshot shows the 'BenAdmin Data Entry' interface with the 'Option Election' tab selected. At the top, there are three tabs: 'Event / Participant Selection', 'Option Election', and 'Dependents / Beneficiaries'. Below the tabs, the following information is displayed:

- Sched ID: EM00
- Empl ID: [Redacted]
- Ben Record: 0
- Event ID: 6
- Event Data: 01/01/2024 DSS/Natl Med Support Notice
- Excess Credit Rollover To: Forfeit Excess Credits

Under 'Available Plans and Options', there is a search bar and a dropdown showing '1 of 1'. The selected plan is 'Plan Type 10 : Medical'. Within this section, the 'Option Code' is '35' and the description is 'COVA Care + Expanded Dental (ACC2) (Self + Child)'. A red box highlights the 'Option Code' field and its search icon. Below this, there is a 'Health Provider ID' field and a 'Previously Seen' checkbox. A 'Special Requirements' link is also visible.

The 'Dependents/Beneficiaries' section includes an 'Enroll All' button and a table with the following data:

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag
02	BENNETT DANIEL	Child	[Redacted]	<input type="checkbox"/>	Child	<input type="checkbox"/>

24. First, review the current Health Plan enrollment and coverage code for the employee. If adding the dependent as a NMSN Rider requires an update to the coverage code, click the **Option Code Look Up** icon (magnifying glass) within the **Plan Type 10: Medical** section and select the applicable coverage code (in this scenario, the coverage code is already “Self + Child” and does not to be updated).
25. Next, mark the child dependent as a NMSN Rider. Click the **Dependents / Beneficiaries** tab.



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The **Dependent / Beneficiaries** tab displays.

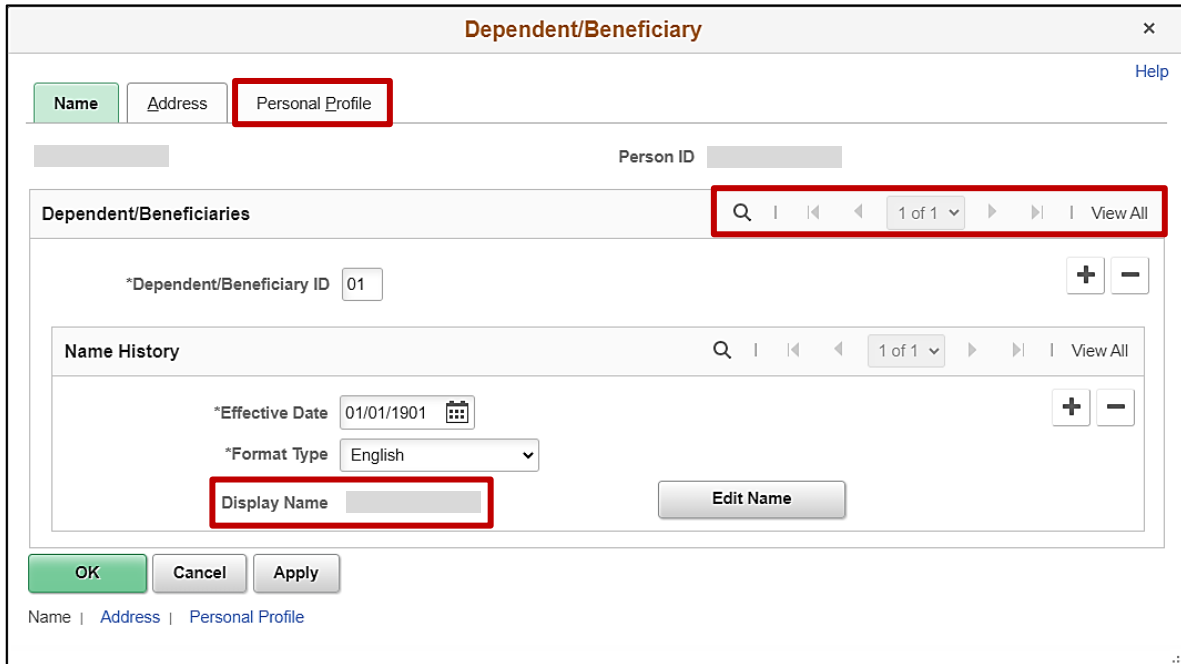
Dependent/Beneficiaries Currently on Record			
Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
[redacted]	Child	Approved Dependent	09/10/2013

Elections Requiring Supplemental Information	
10	Medical

- 26. Review the **Dependent/Beneficiaries Currently on Record** section and verify that the child dependent(s) on the NMSN is displayed.
- 27. Click the **Change/Add Dependent Data** link.

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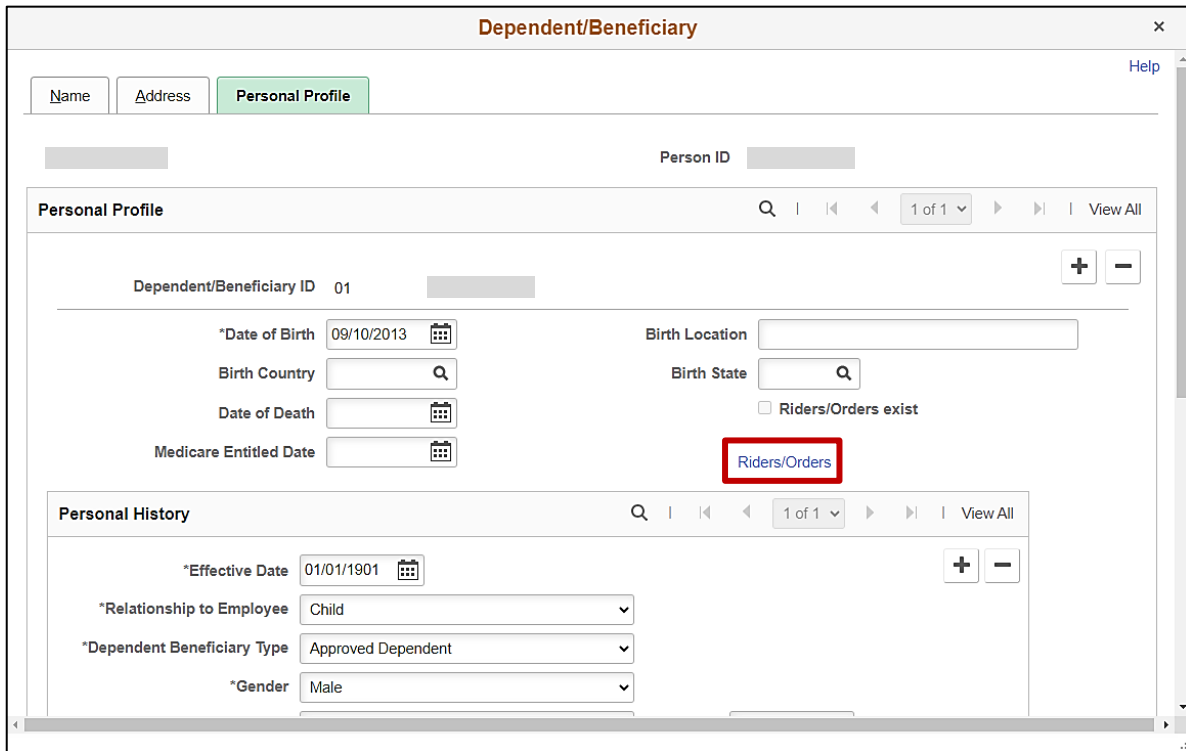
The **Dependent/Beneficiary** page displays in a pop-up window with the **Name** tab displayed by default.



28. Review the **Display Name** field and ensure that you are on the record for the applicable child dependent. Use the navigation arrows or the **View All** link within the **Dependent/Beneficiaries** section as needed to locate the applicable child dependent.
29. Click the **Personal Profile** tab.

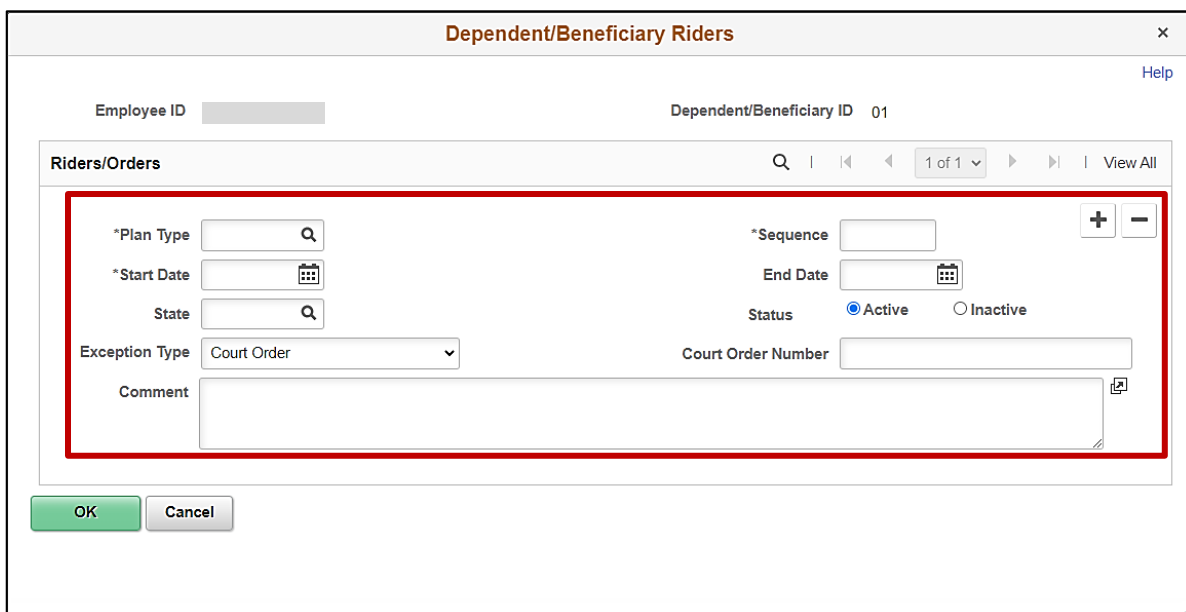
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The **Personal Profile** tab displays.



30. Verify that the correct child dependent is displayed and then click the **Riders/Orders** link.

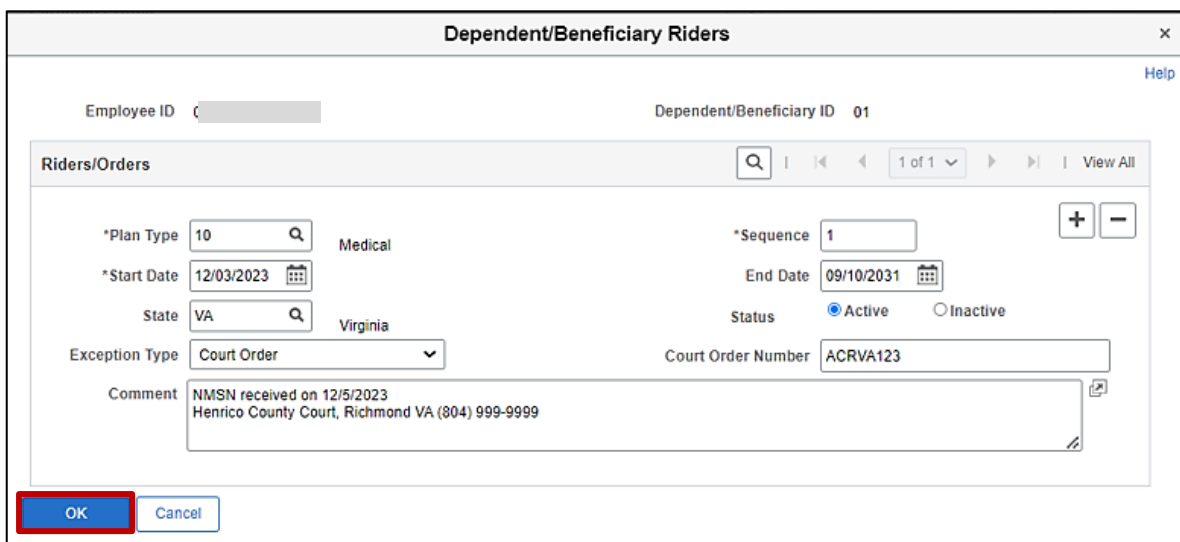
The **Dependent/Beneficiary Riders** page displays in a pop-up window.



31. Click the **Plan Type Look Up** icon and select the applicable plan type (“Medical” in this scenario as the employee is currently enrolled in a Medical + Expanded Dental plan).

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32. Enter “1” in the **Sequence** field.
33. Click the **Start Date Calendar** icon and select the applicable start date based on the dates provided in the NMSN (“12/3/2023” in this scenario).
34. Click the **End Date Calendar** icon and select the applicable end date if an end date is provided in the NMSN (“9/10/2031” in this scenario).
35. Click the **State Look Up** icon and select the applicable State that issued the NMSN (Virginia in this scenario).
36. Verify that the **Active** radio button option is selected.
37. The **Exception Type** field defaults to “Court Order”. Do not update.
38. Enter the NMSN Number in the **Court Order Number** field (“ACRVA123” in this scenario).
39. Enter comments in the **Comment** field to include the date the NMSN was received and the address and contact information for the issuing entity.



Dependent/Beneficiary Riders

Employee ID [] Dependent/Beneficiary ID 01

Riders/Orders

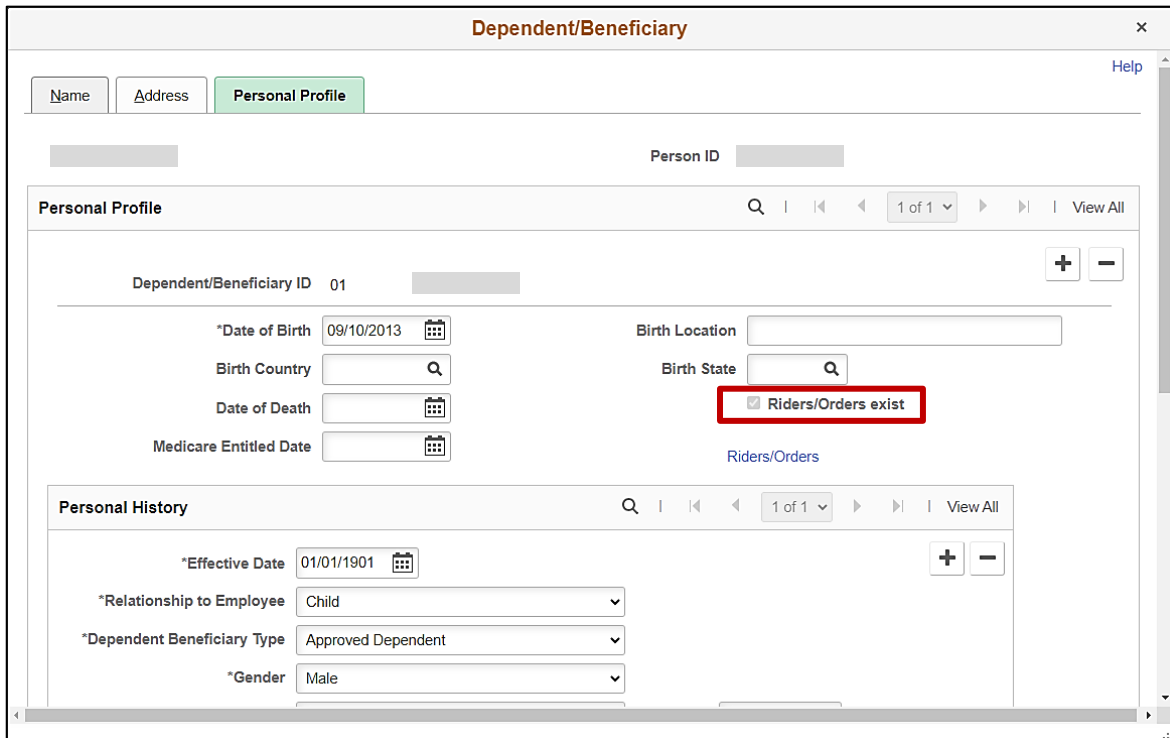
*Plan Type	10	Medical	*Sequence	1
*Start Date	12/03/2023		End Date	09/10/2031
State	VA	Virginia	Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive
Exception Type	Court Order		Court Order Number	ACRVA123
Comment	NMSN received on 12/5/2023 Henrico County Court, Richmond VA (804) 999-9999			

OK Cancel

40. Click the **OK** button.

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The **Personal Profile** tab redisplay.



The screenshot shows a web application window titled "Dependent/Beneficiary". At the top, there are tabs for "Name", "Address", and "Personal Profile", with "Personal Profile" being the active tab. Below the tabs, there is a "Person ID" field. The main content area is divided into two sections: "Personal Profile" and "Personal History".

Personal Profile Section:

- Dependent/Beneficiary ID: 01
- *Date of Birth: 09/10/2013
- Birth Country: [Searchable field]
- Date of Death: [Calendar icon]
- Medicare Entitled Date: [Calendar icon]
- Birth Location: [Text field]
- Birth State: [Searchable dropdown]
- Riders/Orders exist (highlighted with a red box)
- Riders/Orders: [Section header]

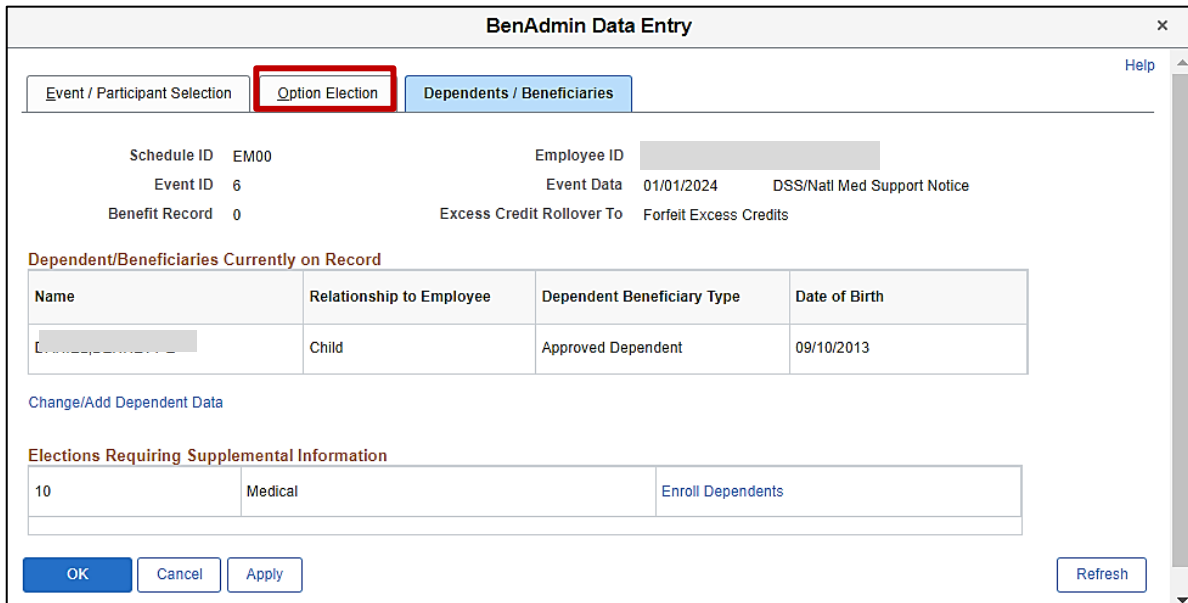
Personal History Section:

- *Effective Date: 01/01/1901
- *Relationship to Employee: Child
- *Dependent Beneficiary Type: Approved Dependent
- *Gender: Male

41. Verify that the **Riders/Order exist** checkbox option is selected (read-only).
42. Repeat Steps 27 – 40 for any additional child dependents that need to be marked as NMSN Riders.
43. Scroll down to the bottom of the page and click the **OK** button.

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The **Dependents / Beneficiaries** tab redisplay.



The screenshot shows the 'BenAdmin Data Entry' window with the 'Dependents / Beneficiaries' tab selected. The 'Option Election' tab is highlighted with a red box. The window displays the following information:

Schedule ID: EM00, Employee ID: [Redacted]
 Event ID: 6, Event Data: 01/01/2024, DSS/Natl Med Support Notice
 Benefit Record: 0, Excess Credit Rollover To: Forfeit Excess Credits

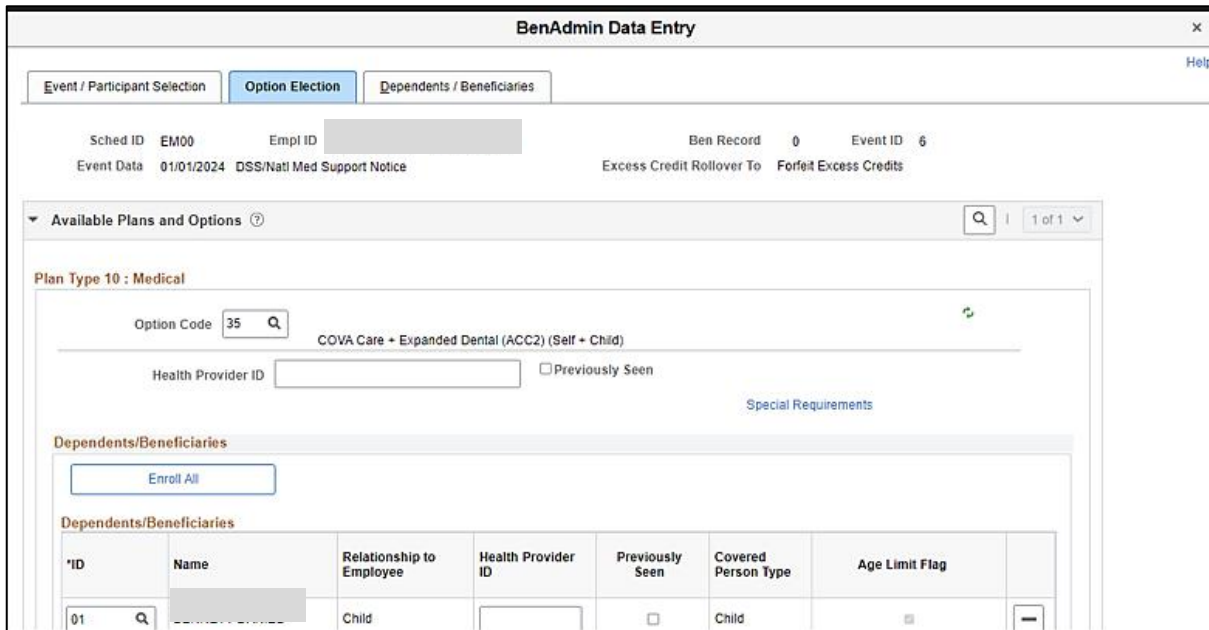
Dependent/Beneficiaries Currently on Record

Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
[Redacted]	Child	Approved Dependent	09/10/2013

Buttons: OK, Cancel, Apply, Refresh

44. Click the **Option Election** tab.

The **Option Election** tab redisplay.



The screenshot shows the 'BenAdmin Data Entry' window with the 'Option Election' tab selected. The window displays the following information:

Sched ID: EM00, Empl ID: [Redacted], Ben Record: 0, Event ID: 6
 Event Data: 01/01/2024, DSS/Natl Med Support Notice, Excess Credit Rollover To: Forfeit Excess Credits

Available Plans and Options

Plan Type 10 : Medical

Option Code: 35, COVA Care + Expanded Dental (ACC2) (Self + Child)
 Health Provider ID: [Redacted], Previously Seen

Dependents/Beneficiaries

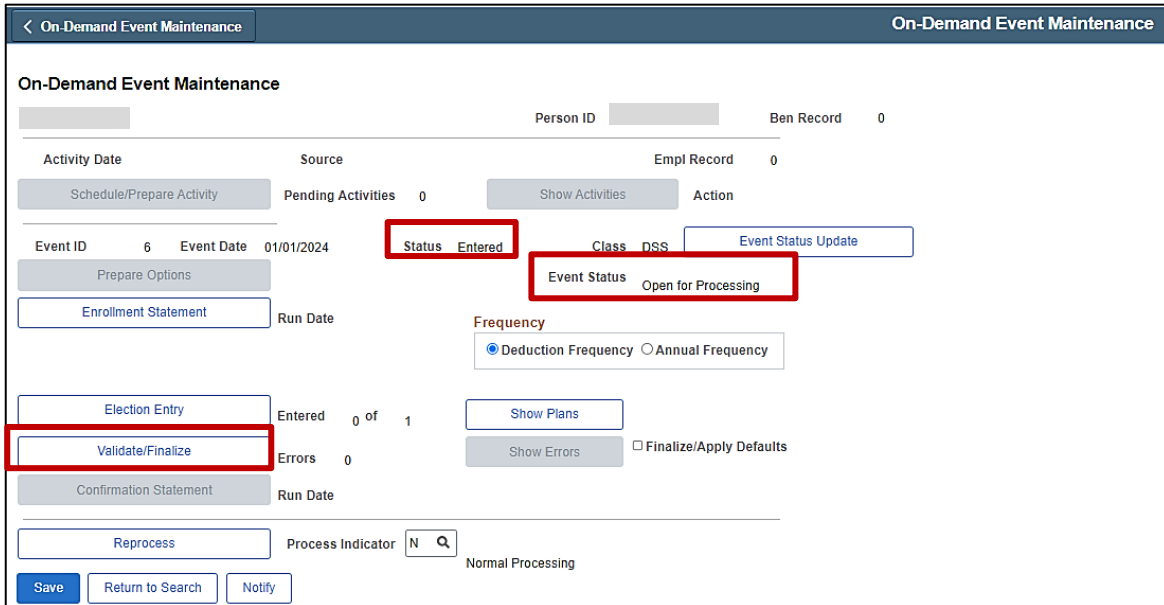
Enroll All

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag
01	[Redacted]	Child	[Redacted]	<input type="checkbox"/>	Child	[Redacted]

45. Scroll down to the bottom of the page and click the **OK** button.

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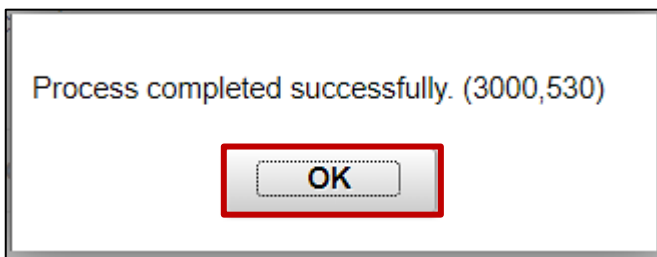
The **On-Demand Event Maintenance** page redisplay.



Note: The **Status** field will now display as “Entered”. The **Event Status** field will still display as “Open for Processing”.

46. Click the **Validate/Finalize** button. This process will validate that all of the elections are valid, close the Benefit Event, and update the Base Benefits Tables.

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





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

The screenshot shows the 'On-Demand Event Maintenance' interface. At the top, there is a navigation bar with a back arrow and the text 'On-Demand Event Maintenance'. Below this, the main content area is titled 'On-Demand Event Maintenance' and displays the following information:

- Employee Name: YODIT ABEBE
- Person ID: 00768908100
- Ren Record: 0
- Activity Date: [Blank]
- Source: [Blank]
- Empl Record: 0
- Pending Activities: 0
- Status: Finalized - Enrolled (highlighted in red)
- Class: DSS
- Event Status: Closed to Processing (highlighted in red)
- Event ID: 6
- Event Date: 01/01/2024
- Event Status Update button
- Prepare Options button
- Enrollment Statement button
- Run Date: [Blank]
- Frequency: Deduction Frequency (selected), Annual Frequency
- Election Entry button
- Entered: 0 of 0
- Show Plans button
- Validate/Finalize button
- Errors: 0
- Show Errors button
- Finalize/Apply Defaults checkbox
- Confirmation Statement button
- Run Date: [Blank]
- Reprocess button
- Process Indicator: N
- Normal Processing text
- Save button (highlighted in red)
- Return to Search button
- Notify button

Note: The **Status** field will now display as “Finalized-Enrolled”. The **Event Status** field will still display as “Closed to Processing”.

47. Click the **Save** button.

This process is now complete. Refer to the [Viewing the Employee’s Benefit Information](#) section of this Job Aid to validate accuracy. Refer to the [Viewing/Printing a Confirmation Statement](#) if you need to print the Confirmation Statement for the employee or the NMSN Issuing Entity.

**Processing a DSS/National Medical Support Order to Enroll Event (Dependent(s)
not already in Cardinal)**

This section of the Job Aid should be referenced when you are creating and processing a DSS/National Medical Support Order to Enroll event when the dependent(s) requiring coverage per the NMSN are **not** already in Cardinal. The steps included in this section of the Job Aid are based on the following example scenario:

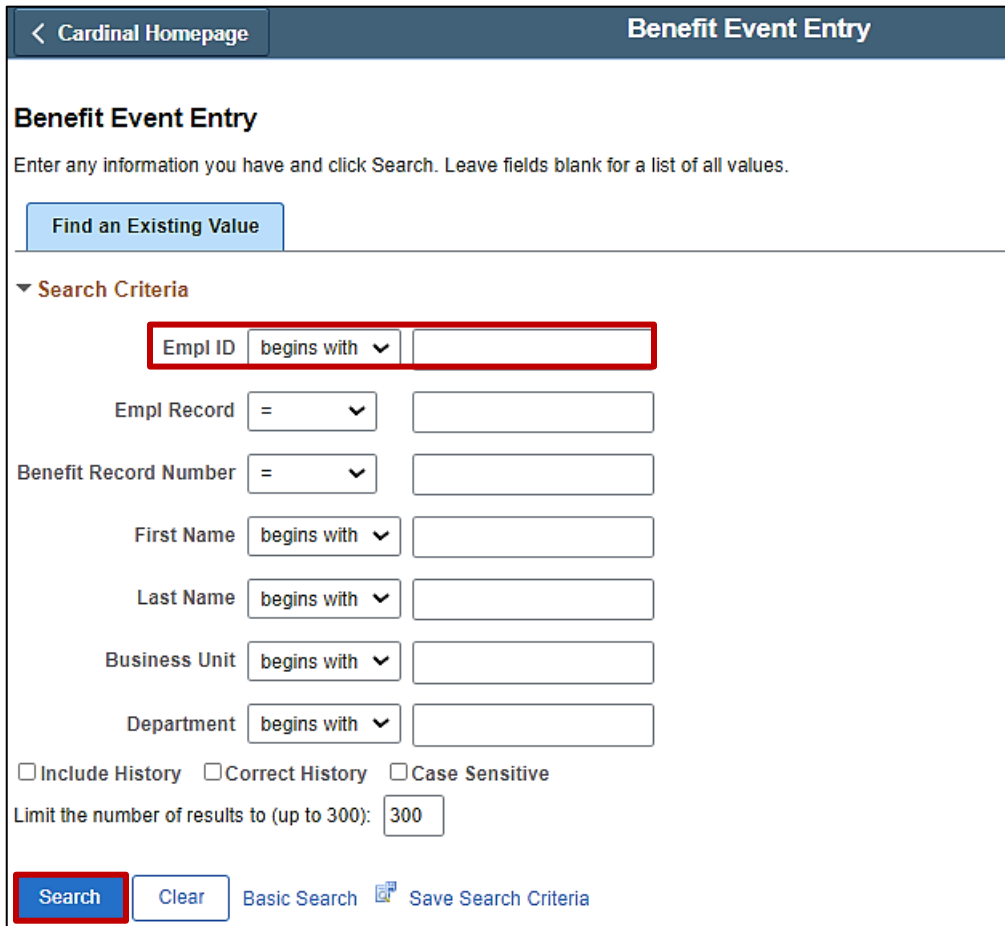
Scenario: A NMSN was received for an employee on 12/5/2023 from a North Carolina Court. The effective date of the NMSN is 12/3/2023. You have already validated the NMSN and verified that the employee is still employed by the Agency and being paid. This NMSN mandates that the employee maintains Health Plan coverage for their one named child dependent on the order through their 18th birthday (9/10/2031). The employee is currently enrolled in a “Single” plan and the named dependent is not currently covered. You need to process this NMSN to enroll the child dependent in coverage and mark the child dependent as a NMSN Rider to ensure that the child dependent is not inadvertently removed from the coverage prior to the mandated end date.

Note: Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Enroll event wherein the dependent(s) are not already in Cardinal. Be sure to use the actual dates and information from the NMSN when completing this process in Production.

1. First, the Benefit Event must be created. Access the **Benefit Event Entry** page using the following navigation path:

Menu > Benefits > Manage Automated Enrollment > Events > Benefit Event

The **Benefit Event Entry Search** page displays.



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

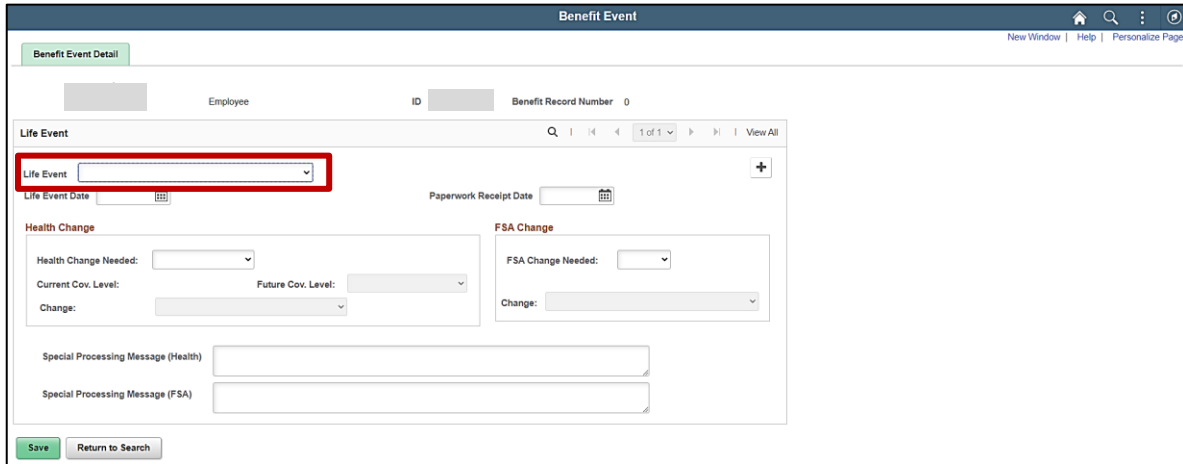
If there are more than one Empl Record or Benefit Record, be sure to select the correct record.

Note: The other search by options available are First Name, Last Name, Business Unit, and Department.

3. Click the **Search** button.

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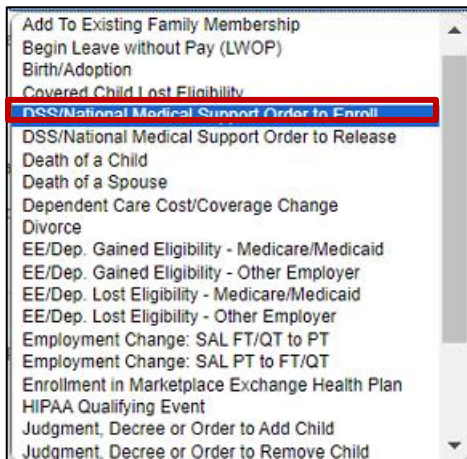
The **Benefit Event Entry** page displays for the applicable employee.



The screenshot shows the 'Benefit Event' page with a 'Life Event' dropdown menu highlighted in red. The page includes fields for 'Employee', 'ID', and 'Benefit Record Number'. Below the dropdown are sections for 'Health Change' and 'FSA Change', each with 'Health Change Needed' and 'FSA Change Needed' dropdowns, and 'Change' dropdowns. There are also text boxes for 'Special Processing Message (Health)' and 'Special Processing Message (FSA)'. At the bottom are 'Save' and 'Return to Search' buttons.

4. Click the **Life Event** dropdown button.

The **Life Event** menu displays.



The screenshot shows a list of life events. The item 'DSS/National Medical Support Order to Enroll' is highlighted with a red box. Other items include 'Add To Existing Family Membership', 'Begin Leave without Pay (LWOP)', 'Birth/Adoption', 'Covered Child Lost Eligibility', 'DSS/National Medical Support Order to Release', 'Death of a Child', 'Death of a Spouse', 'Dependent Care Cost/Coverage Change', 'Divorce', 'EE/Dep. Gained Eligibility - Medicare/Medicaid', 'EE/Dep. Gained Eligibility - Other Employer', 'EE/Dep. Lost Eligibility - Medicare/Medicaid', 'EE/Dep. Lost Eligibility - Other Employer', 'Employment Change: SAL FT/QT to PT', 'Employment Change: SAL PT to FT/QT', 'Enrollment in Marketplace Exchange Health Plan', 'HIPAA Qualifying Event', 'Judgment, Decree or Order to Add Child', and 'Judgment, Decree or Order to Remove Child'.

5. Select the "DSS/National Medical Support Order to Enroll" list item.



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The **Benefit Event Entry** page redispays with the selected Life Event.

The screenshot shows the 'Benefit Event Detail' page. At the top, there are navigation tabs for 'Benefit Event Detail' and 'Benefit Event'. Below the tabs, there are fields for 'Employee', 'ID', and 'Benefit Record Number'. The 'Life Event' section is highlighted with a red box, showing a dropdown menu with 'DSS/National Medical Support Order to Enroll' selected. Below this, there are two date fields: 'Life Event Date' and 'Paperwork Receipt Date', both with calendar icons. The 'Health Change' section has dropdowns for 'Health Change Needed', 'Current Cov. Level', 'Future Cov. Level', and 'Change'. The 'FSA Change' section has dropdowns for 'FSA Change Needed' and 'Change'. There are also text areas for 'Special Processing Message (Health)' and 'Special Processing Message (FSA)'. At the bottom, there are 'Save' and 'Return to Search' buttons.

6. Click the **Life Event Date Calendar** icon and select the applicable date (“12/3/2023” in this scenario).

Note: This is the date of the NMSN (“12/3/2023” in this scenario).

7. Click the **Paperwork Receipt Date Calendar** icon and select the applicable date.

Note: This is the date that the NMSN was received (“12/5/2023” in this scenario).



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The screenshot shows a web form titled "Benefit Event Detail". At the top, there are navigation tabs for "Benefit Event Detail" and "Benefit Event". Below the tabs, there are fields for "Employee" (redacted), "ID" (redacted), and "Benefit Record Number 0". A "Life Event" section contains a dropdown menu set to "DSS/National Medical Support Order to Enroll", a date field for "Life Event Date" set to "12/03/2023", and a date field for "Paperwork Receipt Date" set to "12/05/2023". Below this, there are two columns: "Health Change" and "FSA Change". The "Health Change" column has a dropdown menu for "Health Change Needed:" which is highlighted with a red box. Below it are fields for "Current Cov. Level:", "Future Cov. Level:", and "Change:". The "FSA Change" column has a dropdown menu for "FSA Change Needed:" and a "Change:" field. At the bottom of the form, there are two text areas for "Special Processing Message (Health)" and "Special Processing Message (FSA)". At the very bottom, there are "Save" and "Return to Search" buttons.

- 8. Click the **Health Change Needed** dropdown button and select “Yes”.

Note: Even if the Life Event does not require a change in the Health Plan Coverage Code for the employee, select “Yes” as this Life Event will require adding a new dependent to the coverage. If “Yes” is not selected, a Benefit Event will not be created.



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The page refreshes.

Benefit Event Detail

Employee ID: [redacted] Benefit Record Number: 0

Life Event: DSS/National Medical Support Order to Enroll

Life Event Date: 12/03/2023 Paperwork Receipt Date: 12/05/2023

Health Change

Health Change Needed: Yes

Current Cov. Level: Single Future Cov. Level: [dropdown]

Change: [dropdown]

FSA Change

FSA Change Needed: [dropdown]

Change: [dropdown]

Special Processing Message (Health)

Special Processing Message (FSA)

Save Return to Search

Note: The **Current Cov. Level** field auto-populates with the employee's current Health Plan enrollment coverage level.

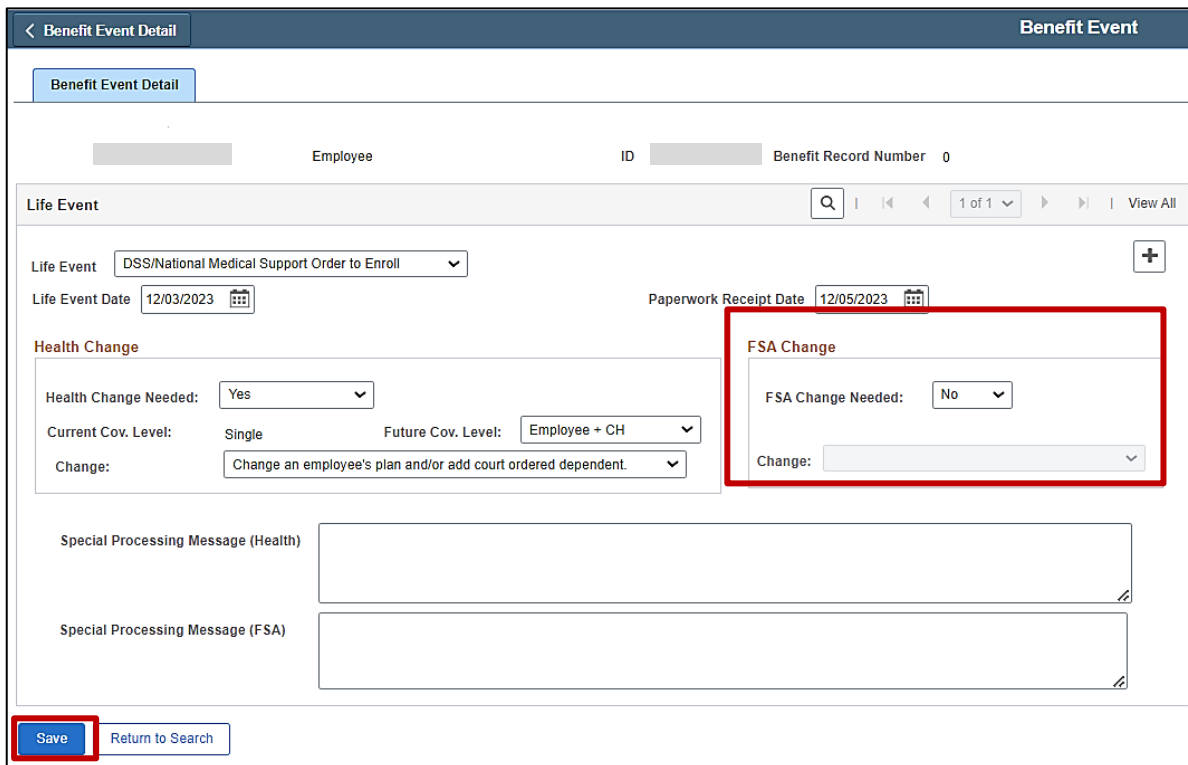
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- Click the **Future Cov. Level** dropdown button and select the applicable coverage level.

Note: The coverage levels available for selection are “Single, Employee”, “Employee + Spouse”, “Employee + CH (Child)”, and “Family”. Please note that this does not actually change the employee’s enrollment. This will be done when the Life Event is processed.

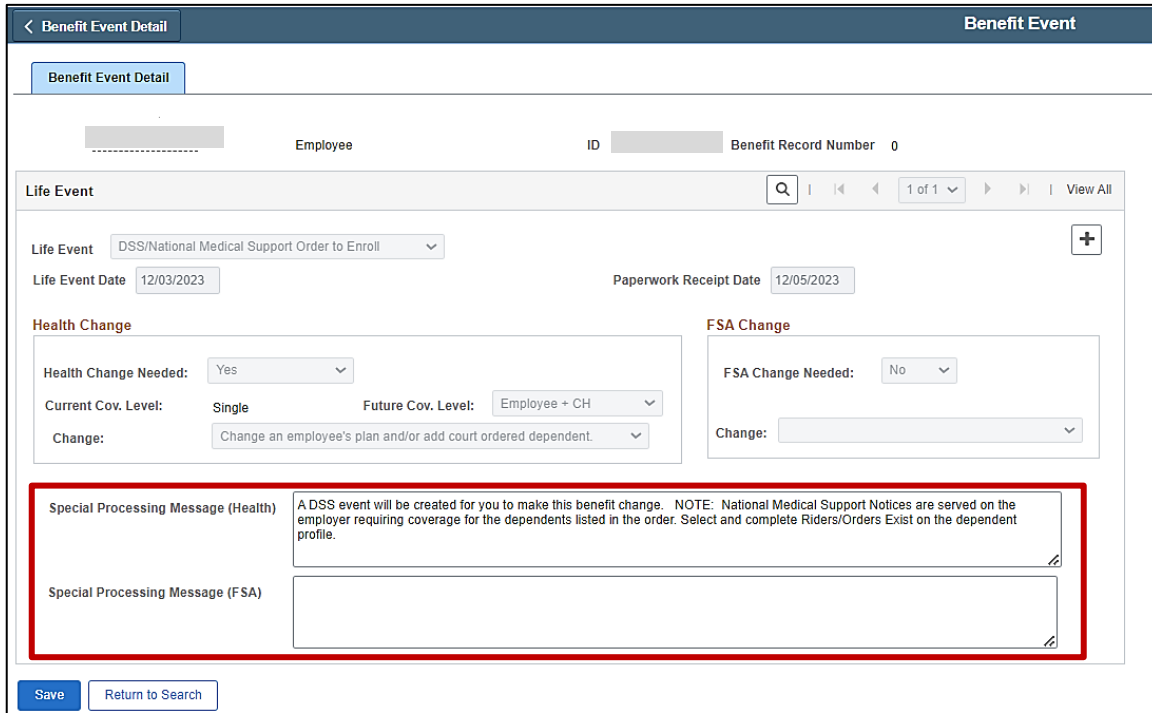
- Click the **Change** dropdown button and select the applicable list item (“Change an employee’s plan and/or add court ordered dependent” in this scenario).

Note: The selections available will vary based on the type of Life Event previously selected.



The screenshot displays the 'Benefit Event Detail' form. At the top, there are navigation tabs for 'Benefit Event Detail' and 'Benefit Event'. Below this, there are fields for 'Employee ID' and 'Benefit Record Number'. The 'Life Event' section includes a dropdown menu set to 'DSS/National Medical Support Order to Enroll', a date field for 'Life Event Date' (12/03/2023), and a date field for 'Paperwork Receipt Date' (12/05/2023). There are two main sections: 'Health Change' and 'FSA Change'. The 'Health Change' section has 'Health Change Needed' set to 'Yes', 'Current Cov. Level' set to 'Single', 'Future Cov. Level' set to 'Employee + CH', and 'Change' set to 'Change an employee's plan and/or add court ordered dependent.'. The 'FSA Change' section is highlighted with a red box and shows 'FSA Change Needed' set to 'No' and an empty 'Change' dropdown. Below these sections are two text areas for 'Special Processing Message (Health)' and 'Special Processing Message (FSA)'. At the bottom left, the 'Save' button is highlighted with a red box, and there is a 'Return to Search' button.

- Complete the fields within the **FSA Change** section regardless of whether the employee is making any changes to their Flex Spending Account(s) (Flex Spending Medical or Flex Spending Dependent Care) in conjunction with the DSS/National Medical Support Order to Enroll event. Although no changes to the employee’s FSA elections will be made for this scenario, “No” must be selected for the event to create properly.
- Click the **Save** button.

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Benefit Event Detail

Employee ID: [redacted] Benefit Record Number: 0

Life Event: DSS/National Medical Support Order to Enroll

Life Event Date: 12/03/2023 Paperwork Receipt Date: 12/05/2023

Health Change

Health Change Needed: Yes

Current Cov. Level: Single Future Cov. Level: Employee + CH

Change: Change an employee's plan and/or add court ordered dependent.

FSA Change

FSA Change Needed: No

Change: [redacted]

Special Processing Message (Health)
A DSS event will be created for you to make this benefit change. NOTE: National Medical Support Notices are served on the employer requiring coverage for the dependents listed in the order. Select and complete Riders/Orders Exist on the dependent profile.

Special Processing Message (FSA)

Save Return to Search

- After saving, review the messages in the **Special Processing Message (Health)** and **Special Process Message (FSA)** fields. These messages will provide next step instructions.

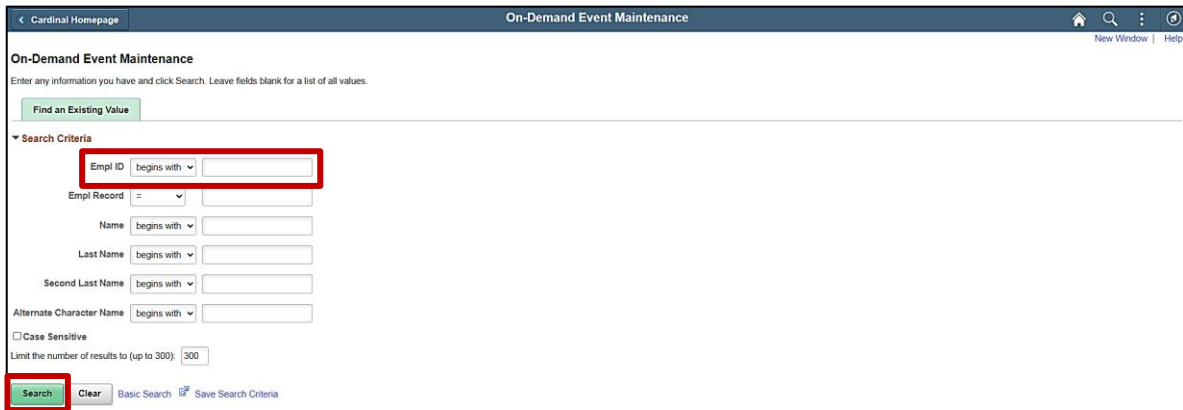
Note: If an additional Office of Health Benefits (OHB) approval will be required based on the dates entered or if any other processing guidance is applicable, a comment will display in the **Special Processing Message (Health)** field and/or the **Special Processing Message (FSA)** field.

The manual Benefit Event (DSS/National Medical Support Order to Enroll Event) is now created.

- Next, this DSS/National Medical Support Order to Enroll Event must be processed. 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.

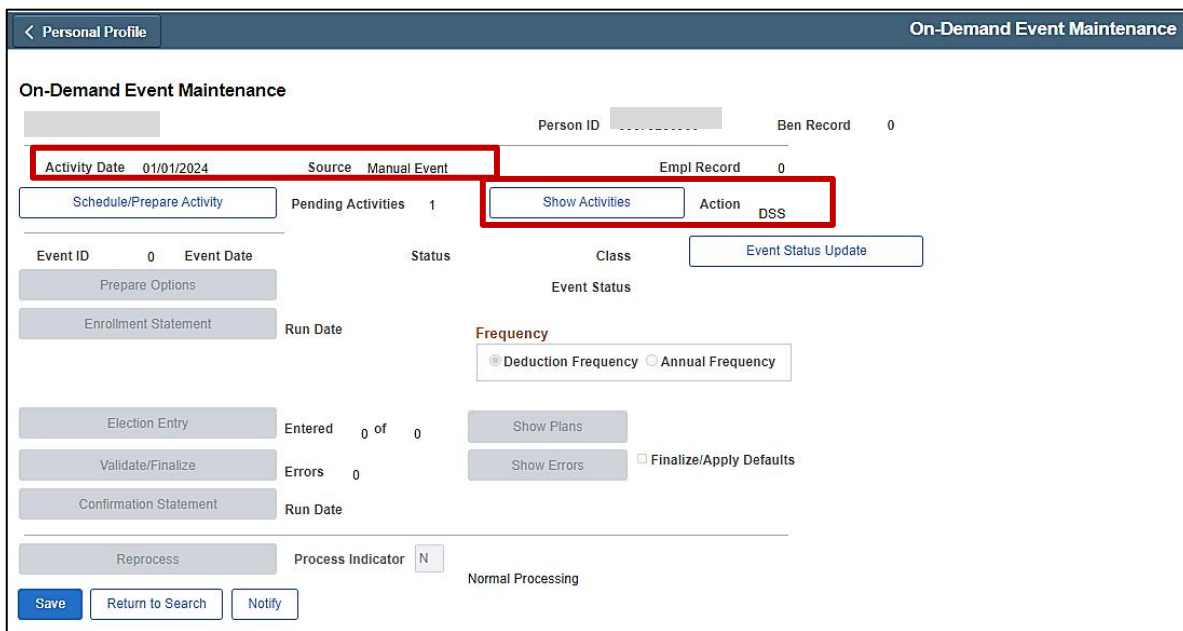


15. Enter the employee's Employee ID in the **Empl ID** field.

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.

16. Click the **Search** button.

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

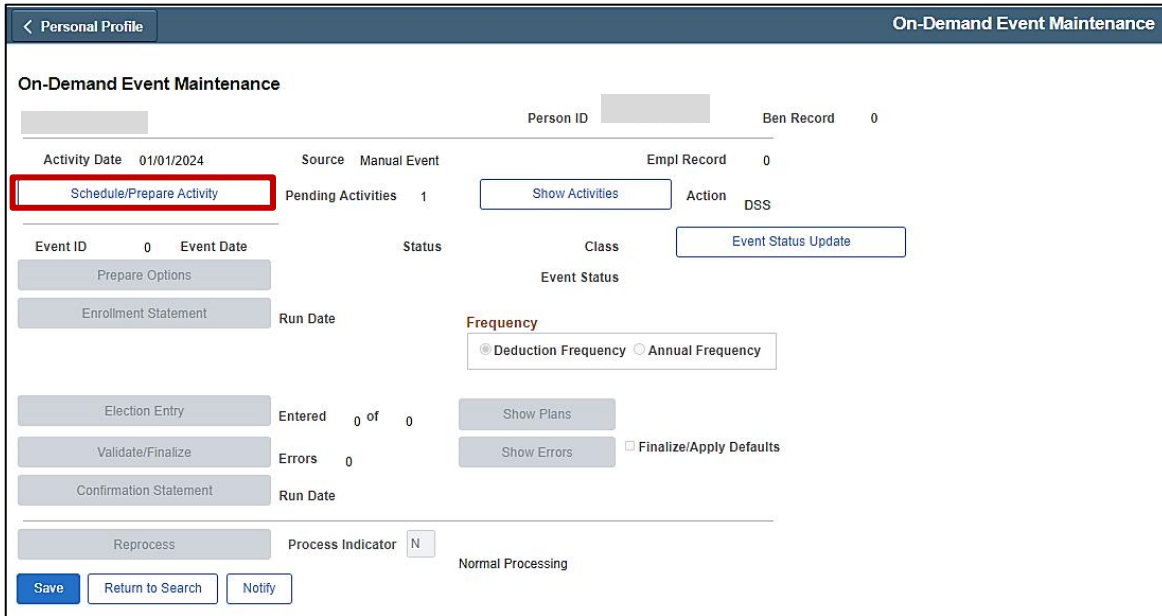


17. Review the **Activity Date** field. For DSS/National Medical Support Order events, this date will be auto-populated based on the Life Event date previously entered (effective date is 1/1/2024 in this scenario, 1st of the month following the paperwork receipt date). Ensure that this date is accurate.

18. **Note:** The **Source** field will be "Manual Event". The **Action** field will default to "DSS".

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19. Click the **Show Activities** button only if there is more than one activity.

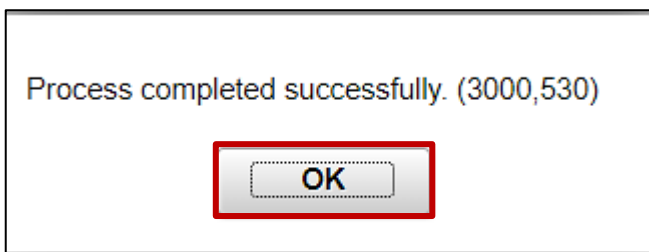


The screenshot shows the 'On-Demand Event Maintenance' interface. At the top, there are navigation tabs for 'Personal Profile' and 'On-Demand Event Maintenance'. Below this, the main content area displays event details: Activity Date (01/01/2024), Source (Manual Event), and Pending Activities (1). A red box highlights the 'Schedule/Prepare Activity' button. Other buttons include 'Show Activities', 'Event Status Update', 'Prepare Options', 'Enrollment Statement', 'Election Entry', 'Validate/Finalize', 'Confirmation Statement', and 'Reprocess'. There are also radio buttons for 'Deduction Frequency' and 'Annual Frequency', and a checkbox for 'Finalize/Apply Defaults'. At the bottom, there are 'Save', 'Return to Search', and 'Notify' buttons.

20. If the Benefits Administration process has already run since the time the manual event was created, the **Pending Activities** field will display a "0". In this case, proceed to Step 23. If the **Pending Activities** field displays a "1", click the **Schedule/Prepare Activity** button.

Note: Clicking the **Schedule/Prepare Activity** button will launch an automated program that schedules and prepares the activity. This button will be disabled if the Benefits Administration process has already run.

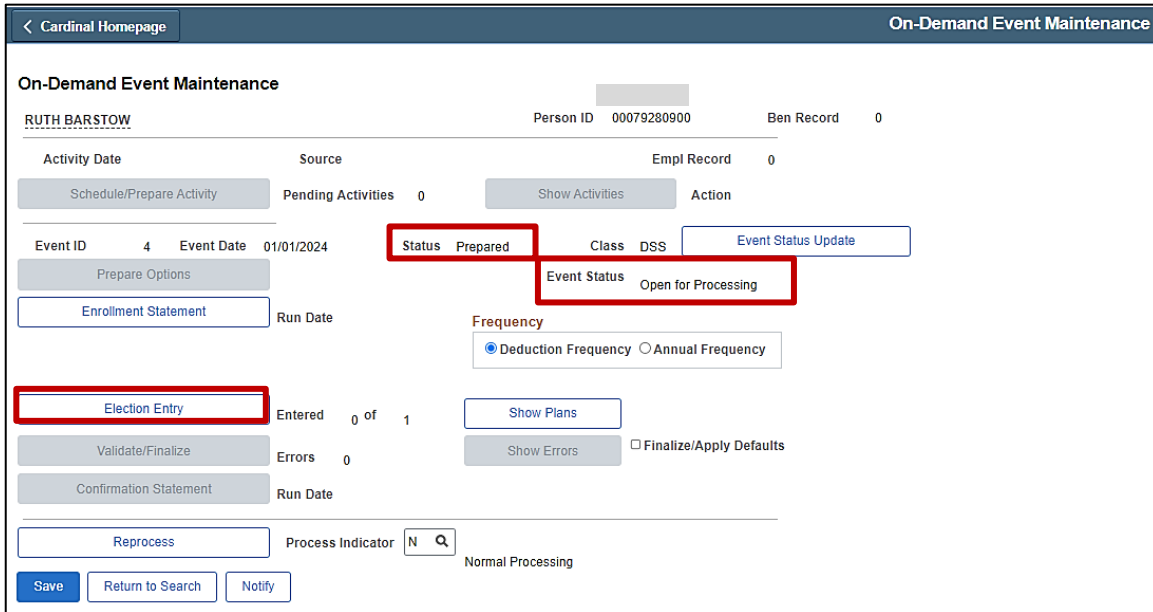
A **Confirmation** message displays in a pop-up window once the automated program completes.



21. Click the **OK** button.

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



The screenshot shows the 'On-Demand Event Maintenance' page for user RUTH BARSTOW. The page displays the following information:

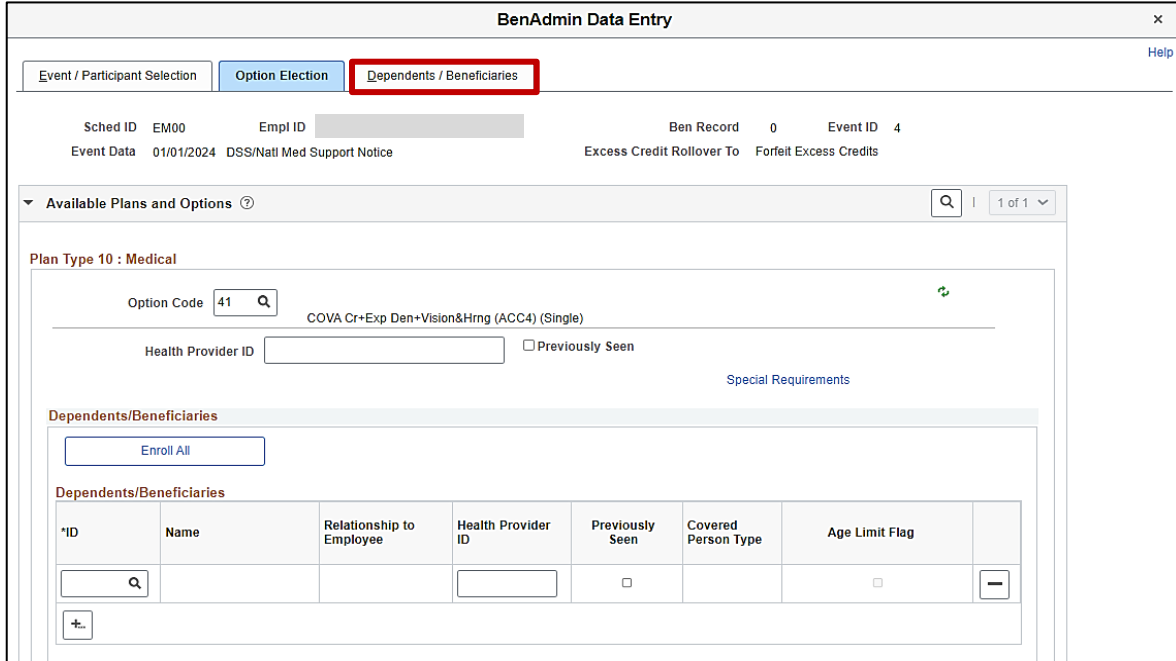
- Person ID:** 00079280900
- Ben Record:** 0
- Activity Date:** 01/01/2024
- Source:** Pending Activities 0
- Empl Record:** 0
- Event ID:** 4
- Status:** Prepared
- Class:** DSS
- Event Status:** Open for Processing
- Frequency:** Deduction Frequency (selected), Annual Frequency
- Election Entry:** Entered 0 of 1
- Errors:** 0
- Process Indicator:** N
- Normal Processing:** Yes

Buttons visible on the page include: Schedule/Prepare Activity, Show Activities, Action, Event Status Update, Prepare Options, Enrollment Statement, Run Date, Election Entry, Show Plans, Validate/Finalize, Show Errors, Finalize/Apply Defaults, Confirmation Statement, Run Date, Reprocess, Save, Return to Search, and Notify.

22. Confirm that the **Status** field displays as “Prepared” and the **Event Status** field displays as “Open for Processing”.
23. Click the **Election Entry** button.

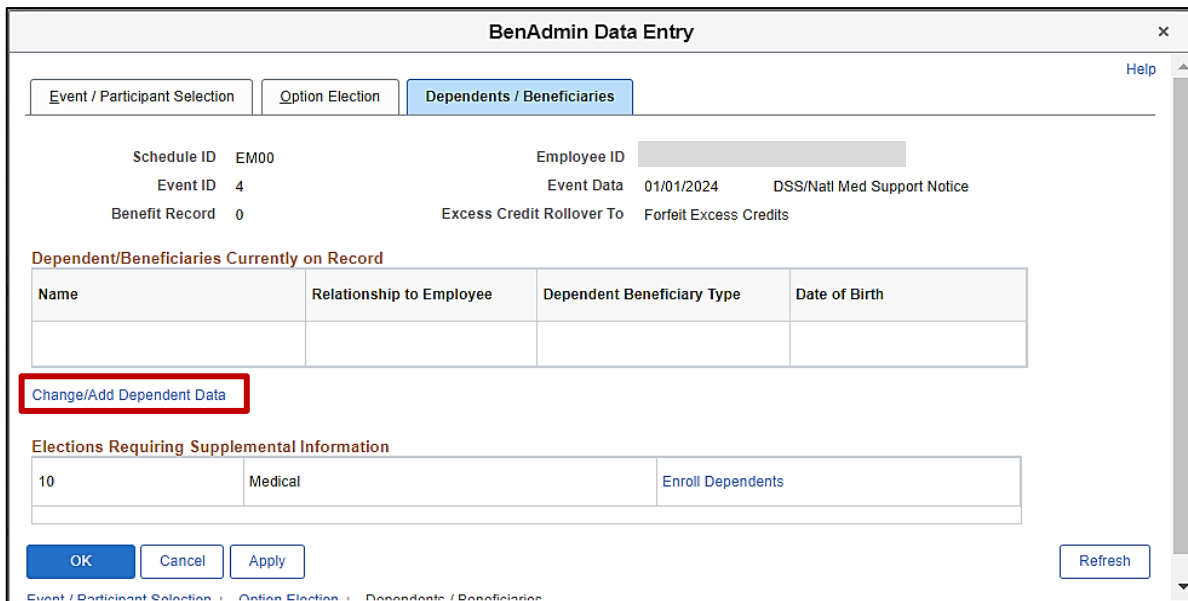
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The **Election Entry** page displays in a pop-up window with the **Option Election** tab displayed by default.



24. First, add the new dependent(s). Click the **Dependents / Beneficiaries** tab.

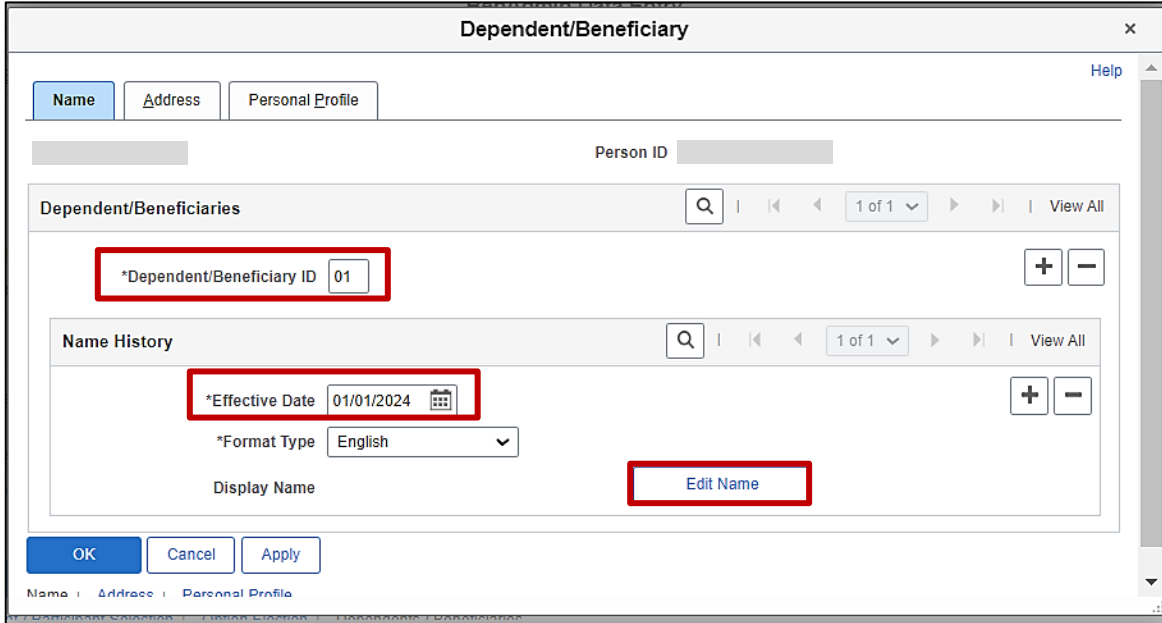
The **Dependents / Beneficiaries** tab displays.



25. Click the **Change/Add Dependent Data** link.

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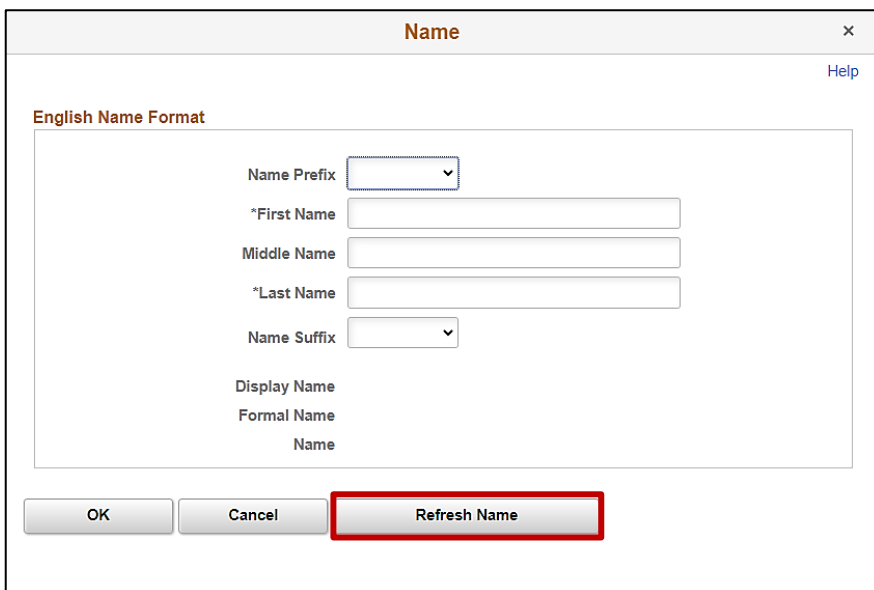
The **Dependent/Beneficiary** page displays in a pop-up window with the **Name** tab displayed by default.



Note: For DSS Medical Support Order Events, the **Effective Date** field defaults to Life Event date previously selected (1st of month following the date that the NMSN was received, which is 1/1/2024 in this scenario). The **Dependent/Beneficiary ID** field will default to “01” for the first dependent and increment by 1 for each additional dependent subsequently added.

26. Click the **Edit Name** button.

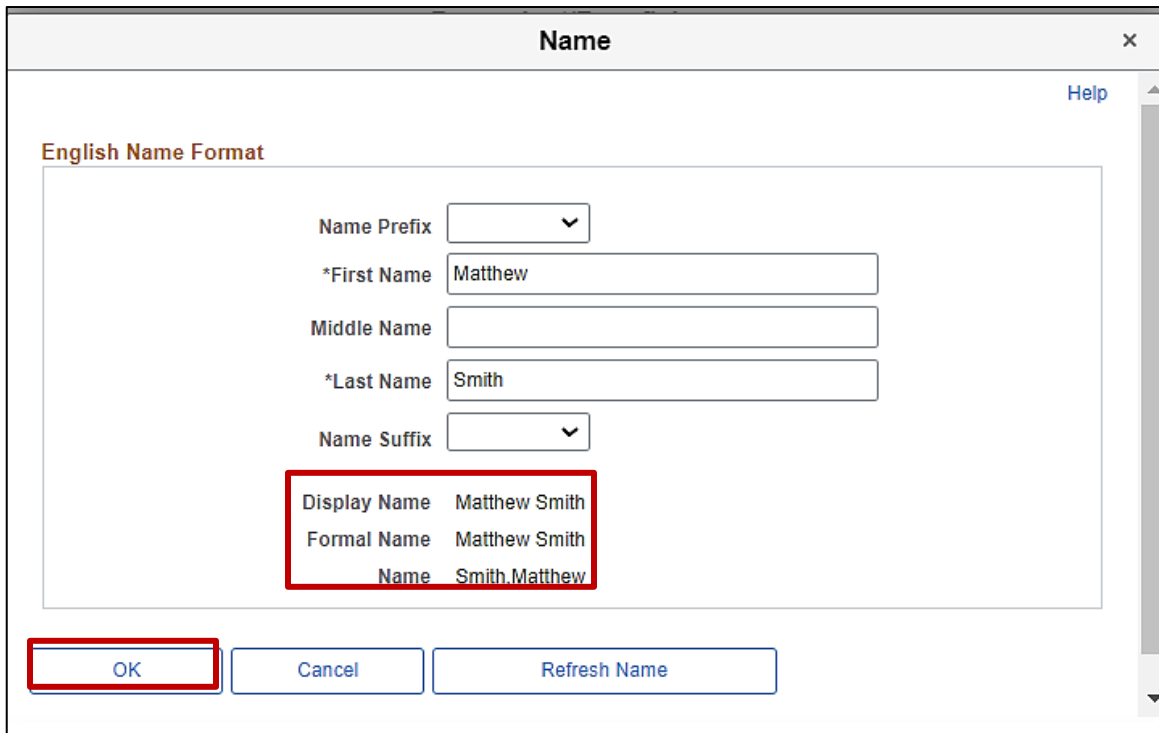
The **Name** page displays in a pop-up window.



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- At a minimum, enter the dependent's first and last name in the corresponding fields. The **Name Prefix**, **Middle Name**, and **Name Suffix** fields are optional but should be entered as applicable.
- Click the **Refresh Name** button.

The **Name** page refreshes.



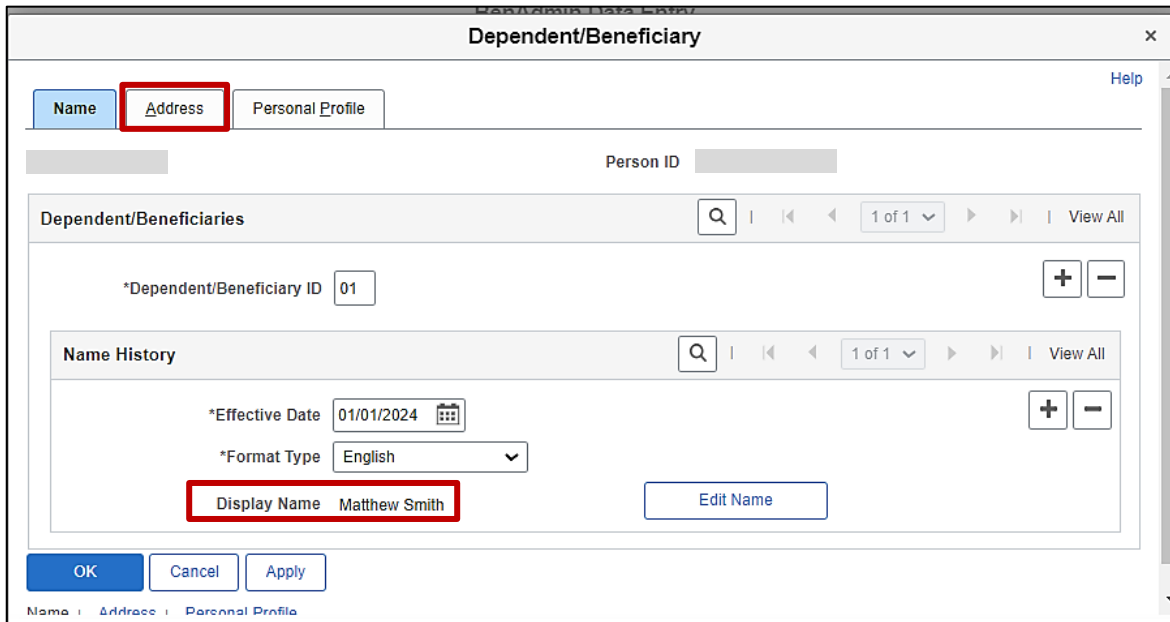
English Name Format	
Name Prefix	<input type="text"/>
*First Name	<input type="text" value="Matthew"/>
Middle Name	<input type="text"/>
*Last Name	<input type="text" value="Smith"/>
Name Suffix	<input type="text"/>
Display Name	Matthew Smith
Formal Name	Matthew Smith
Name	Smith.Matthew

Note: The **Display Name**, **Formal Name**, and **Name** fields will populate based on the name information entered.

- Click the **OK** button.

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The **Name** tab redisplay.

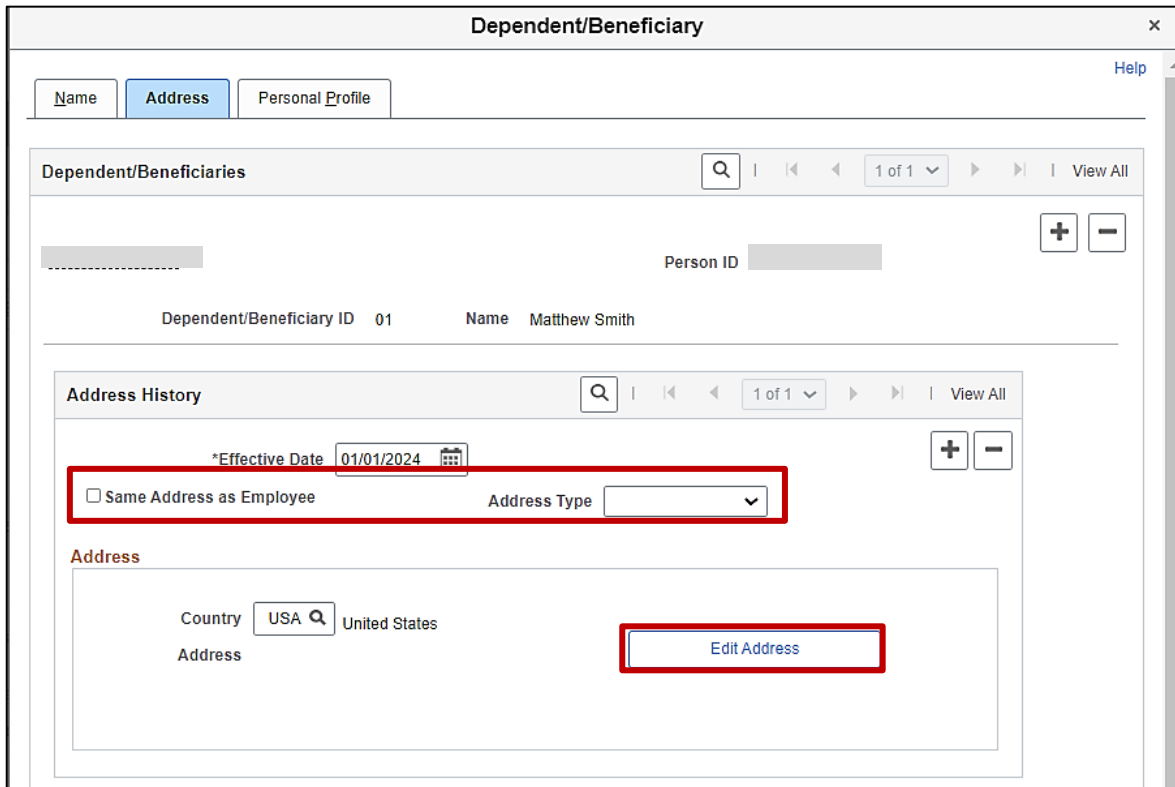


The screenshot shows a web application window titled "Dependent/Beneficiary". At the top, there are three tabs: "Name", "Address", and "Personal Profile". The "Address" tab is currently selected and highlighted with a red box. Below the tabs, there is a "Person ID" field. The main content area is divided into two sections: "Dependent/Beneficiaries" and "Name History". The "Dependent/Beneficiaries" section shows a table with one entry: "*Dependent/Beneficiary ID" with the value "01". The "Name History" section shows a table with one entry: "*Effective Date" with the value "01/01/2024" and "*Format Type" with the value "English". Below this, the "Display Name" field contains the text "Matthew Smith", which is highlighted with a red box. There is an "Edit Name" button next to the "Display Name" field. At the bottom of the window, there are "OK", "Cancel", and "Apply" buttons.

Note: The **Display Name** field auto-populates with the name information previously entered.

30. Click the **Address** tab.

The **Address** tab displays.



Dependent/Beneficiary

Name Address Personal Profile

Dependent/Beneficiaries

Person ID

Dependent/Beneficiary ID 01 Name Matthew Smith

Address History

*Effective Date 01/01/2024

Same Address as Employee Address Type

Address

Country USA United States

Address

Edit Address

31. Complete the address information as applicable for the dependent by either:
- Clicking the **Same Address as Employee** checkbox option
or
 - Selecting the applicable **Address Type** using the dropdown button provided and then clicking the **Edit Address** button



The **Address** tab refreshes.

The screenshot shows a web interface for a 'Dependent/Beneficiary'. At the top, there are three tabs: 'Name', 'Address', and 'Personal Profile'. The 'Personal Profile' tab is selected and highlighted with a red border. Below the tabs, there is a search bar and navigation controls. The main content area displays the following information:

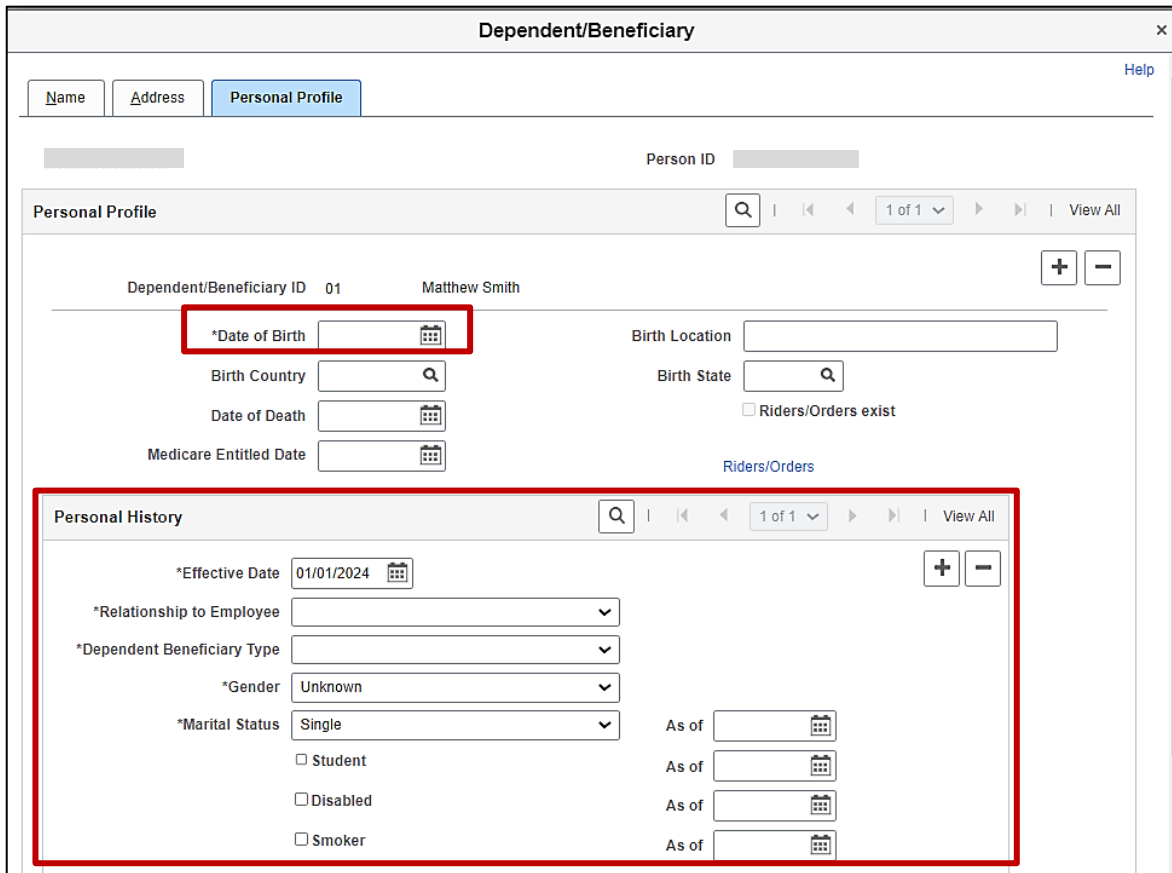
- Person ID: [Redacted]
- Dependent/Beneficiary ID: 01
- Name: Matthew Smith
- Address History section with a search bar and navigation controls.
- *Effective Date: 01/01/2024
- Same Address as Employee
- Address Type: Home
- Address section (highlighted with a red box):
 - Country: USA (with a search icon) United States
 - Address: 123 Fake Street, Jacksonville, NC 28540
 - Button: Edit Address

Note: The address information auto-populates in the **Employee's Current Address** section.

32. Click the **Personal Profile** tab.

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The **Personal Profile** tab displays.



The screenshot shows a web application window titled "Dependent/Beneficiary". At the top, there are tabs for "Name", "Address", and "Personal Profile", with "Personal Profile" being the active tab. Below the tabs, there is a "Person ID" field. The main content area is divided into two sections: "Personal Profile" and "Personal History".

The "Personal Profile" section includes the following fields:

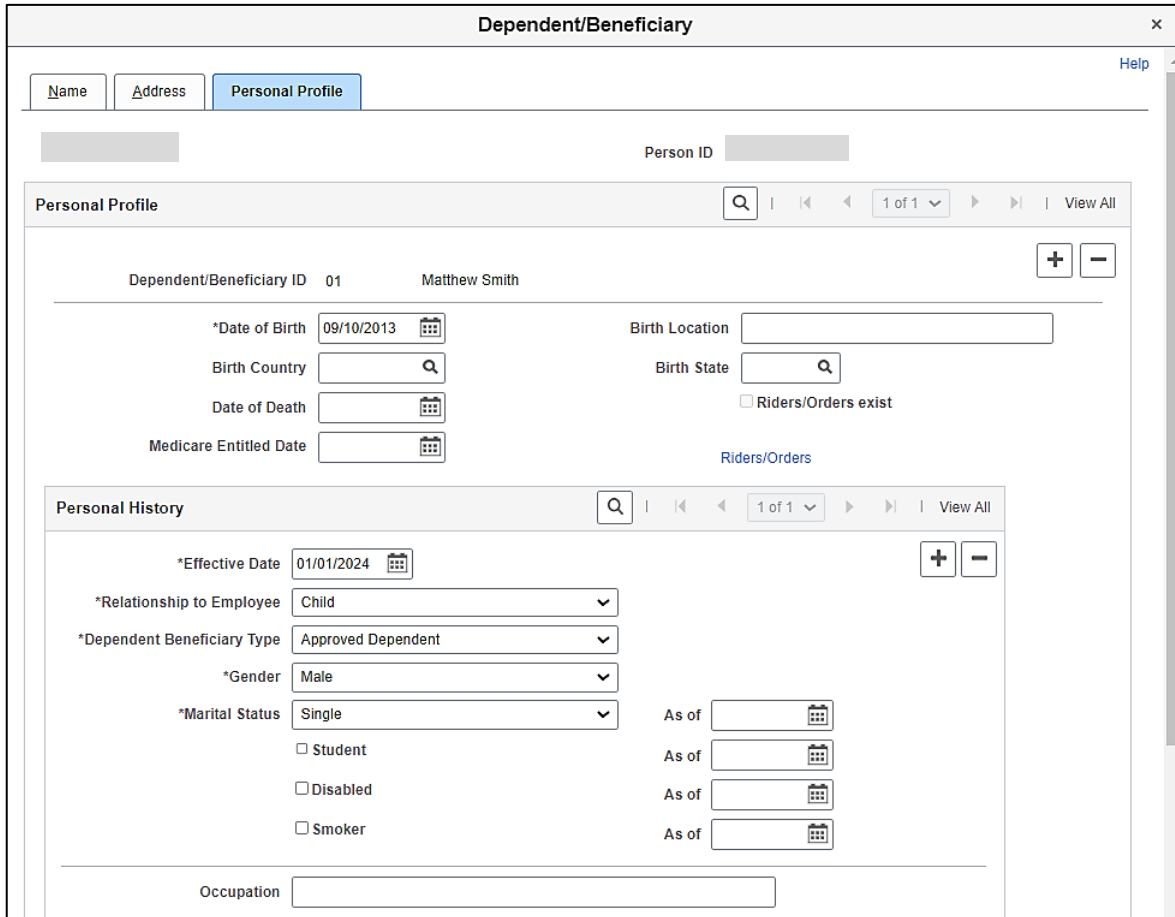
- Dependent/Beneficiary ID: 01
- Name: Matthew Smith
- *Date of Birth: A date field with a calendar icon, highlighted with a red box.
- Birth Location: A text input field.
- Birth Country: A dropdown menu with a search icon.
- Birth State: A dropdown menu with a search icon.
- Date of Death: A date field with a calendar icon.
- Medicare Entitled Date: A date field with a calendar icon.
- Riders/Orders exist
- Riders/Orders: A link to view more information.

The "Personal History" section includes the following fields:

- *Effective Date: 01/01/2024, with a calendar icon.
- *Relationship to Employee: A dropdown menu.
- *Dependent Beneficiary Type: A dropdown menu.
- *Gender: Unknown, with a dropdown menu.
- *Marital Status: Single, with a dropdown menu.
- Student
- Disabled
- Smoker
- As of: Four date fields with calendar icons.

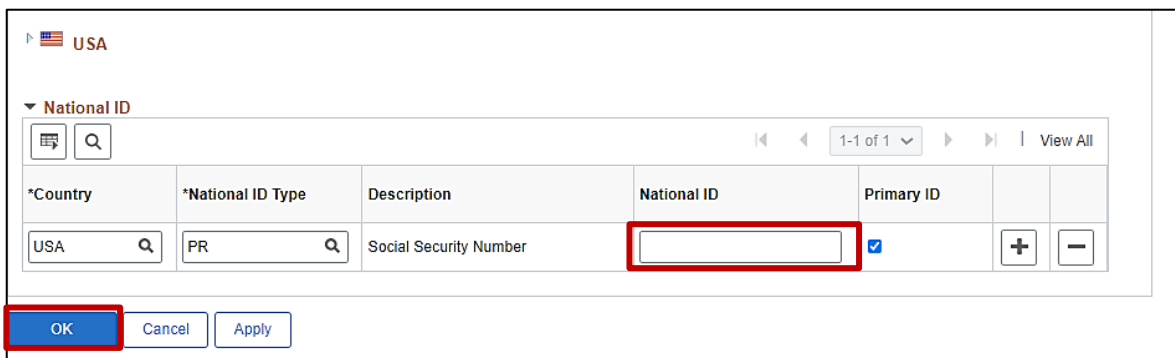
Note: The following steps provide instructions for completing the required dependent information. If any of the other optional information is provided, it can be entered in the corresponding fields. The **Student** and **Smoker** checkbox options are not required in Cardinal and this information is not transmitted to the Plan Provider (Vendor).

33. Click the **Date of Birth Calendar** icon and select the dependent's date of birth ("9/10/2013" in this scenario).
34. Click the **Relationship to Employee** dropdown button and select the dependent's relationship to the employee ("Child" in this scenario).
35. Click the **Dependent Beneficiary Type** dropdown button and select "Approved Dependent".
36. Click the **Gender** dropdown button and select the dependent's gender ("Unknown", "Male", or "Female") ("Male" in this scenario).
37. The **Marital Status** field defaults to "Single".

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The screenshot shows a web application window titled "Dependent/Beneficiary". It has tabs for "Name", "Address", and "Personal Profile". The "Personal Profile" section is active and shows details for "Matthew Smith" (ID 01). Fields include Date of Birth (09/10/2013), Birth Location, Birth Country, Birth State, Date of Death, Medicare Entitled Date, and a "Riders/Orders" section. Below this is the "Personal History" section, which includes Effective Date (01/01/2024), Relationship to Employee (Child), Dependent Beneficiary Type (Approved Dependent), Gender (Male), Marital Status (Single), and checkboxes for Student, Disabled, and Smoker. There are also "As of" date fields and an Occupation field.

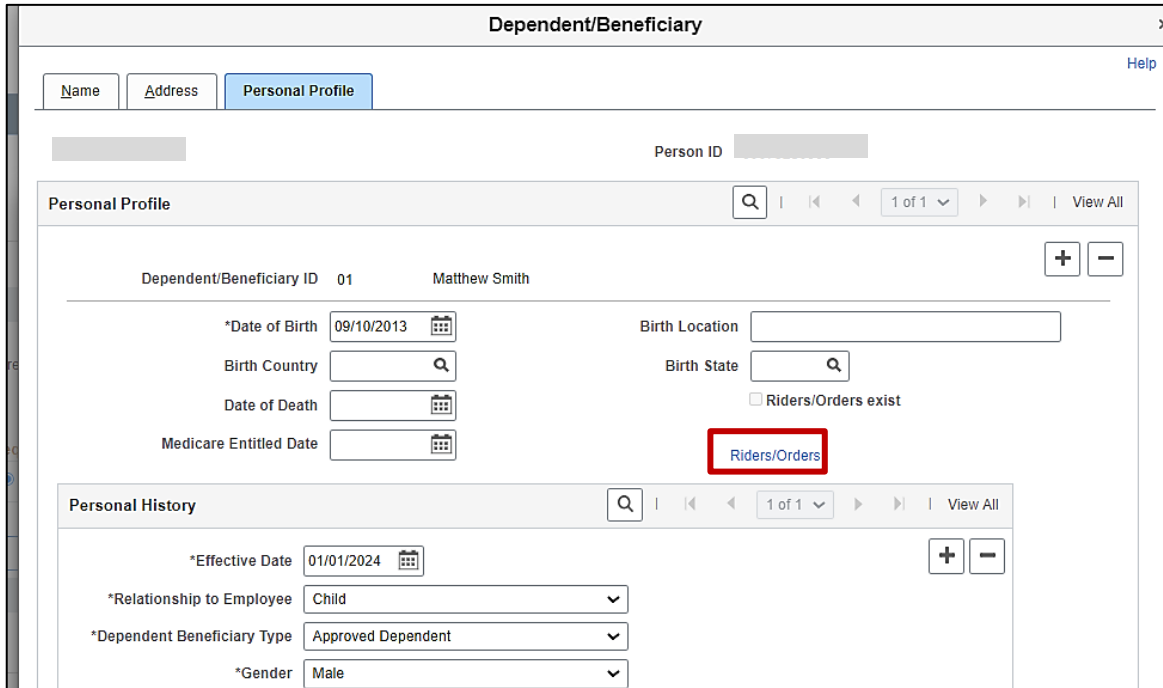
38. Click the vertical scrollbar to scroll down on the page to the **National ID** section.



The screenshot shows the "National ID" section of the form. It features a table with the following columns: *Country, *National ID Type, Description, National ID, and Primary ID. The table contains one row: USA, PR, Social Security Number, [Redacted], and a checked checkbox. The "National ID" field is highlighted with a red box. Below the table are "OK", "Cancel", and "Apply" buttons. The "OK" button is also highlighted with a red box.

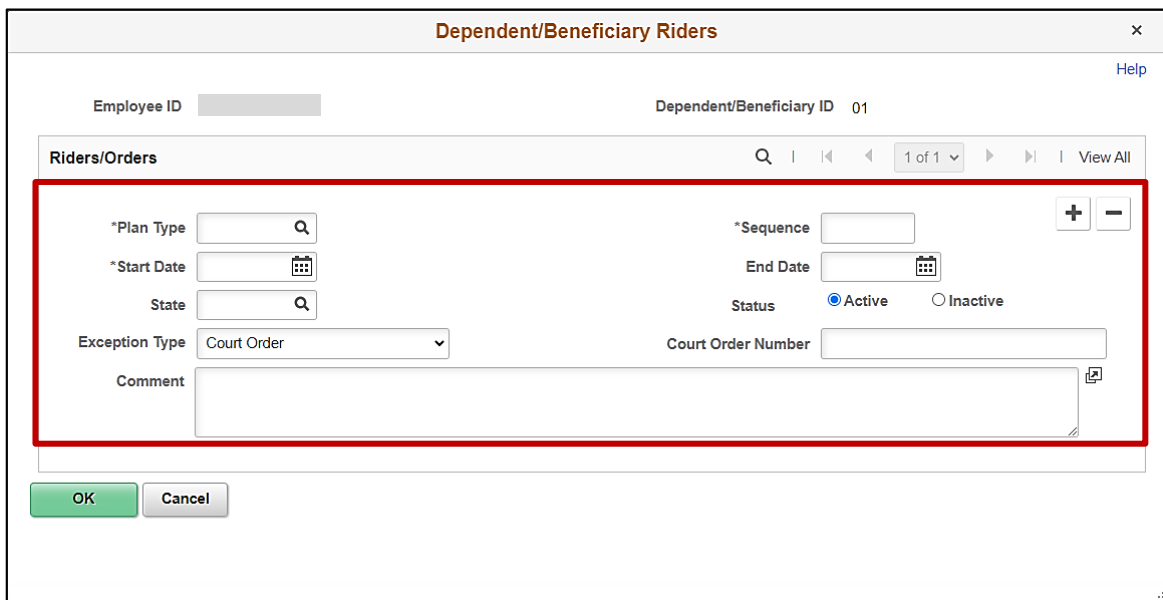
39. Enter the dependent's Social Security Number (SSN) in the **National ID** field.

40. Scroll back up to the top of the page.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration


41. Click the **Riders/Orders** link.

The **Dependent/Beneficiary Riders** page displays in a pop-up window.

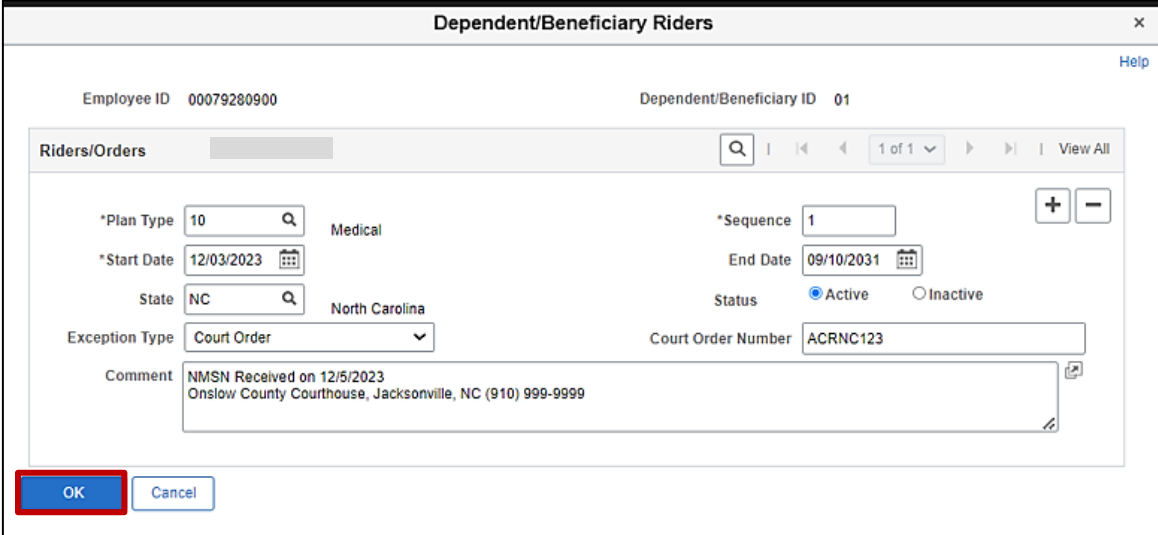


42. Click the **Plan Type Look Up** icon and select the applicable plan type (“Medical” in this scenario as the employee is currently enrolled in a Medical + Expanded Dental, Vision and Hearing plan).

43. Enter “1” in the **Sequence** field.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

44. Click the **Start Date Calendar** icon and select the applicable start date based on the dates provided in the NMSN (“01/01/2024” in this scenario).
45. Click the **End Date Calendar** icon and select the applicable end date if an end date is provided in the NMSN (“9/10/2031” in this scenario).
46. Click the **State Look Up** icon and select the applicable State that issued the NMSN (North Carolina in this scenario).
47. Verify that the **Active** radio button option is selected.
48. The **Exception Type** field defaults to “Court Order”. Do not update.
49. Enter the NMSN Number in the **Court Order Number** field (“ACRNC123” in this scenario).
50. Enter comments in the **Comment** field to include the date the NMSN was received and the address and contact information for the issuing entity.



Dependent/Beneficiary Riders

Employee ID 00079280900 Dependent/Beneficiary ID 01

Riders/Orders

*Plan Type 10 Medical *Sequence 1

*Start Date 12/03/2023 End Date 09/10/2031

State NC North Carolina Status Active Inactive

Exception Type Court Order Court Order Number ACRNC123

Comment NMSN Received on 12/5/2023
Onslow County Courthouse, Jacksonville, NC (910) 999-9999

OK Cancel

51. Click the **OK** button.



The **Personal Profile** tab redisplay.

The screenshot shows a web application window titled "Dependent/Beneficiary". At the top, there are tabs for "Name", "Address", and "Personal Profile", with "Personal Profile" being the active tab. Below the tabs, there is a search bar and a "Person ID" field containing "00079:". The main content area is divided into two sections: "Personal Profile" and "Personal History".

Personal Profile Section:

- Dependent/Beneficiary ID: 01
- Name: Matthew Smith
- *Date of Birth: 09/10/2013
- Birth Location: [Empty field]
- Birth Country: [Empty field]
- Birth State: [Empty field]
- Date of Death: [Empty field]
- Medicare Entitled Date: [Empty field]
- Riders/Orders exist (highlighted with a red box)
- Link: Riders/Orders

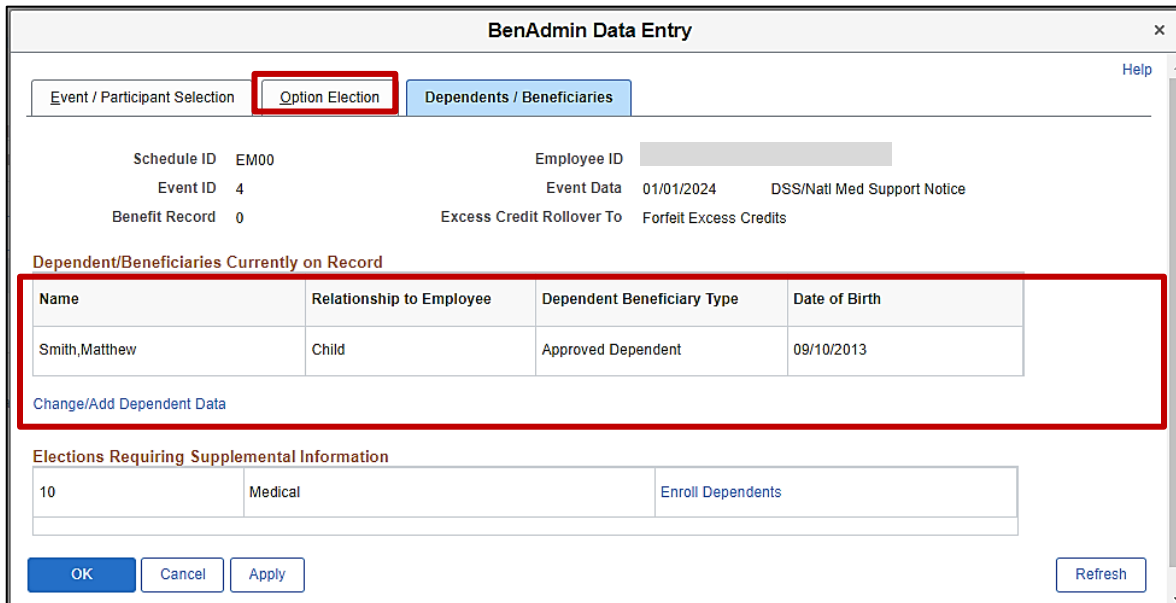
Personal History Section:

- *Effective Date: 01/01/2024
- *Relationship to Employee: Child
- *Dependent Beneficiary Type: Approved Dependent
- *Gender: Male
- *Marital Status: Single
- As of: [Empty field]

- 52. Verify that the **Riders/Order exist** checkbox option is selected (read-only).
- 53. Scroll down to the bottom of the page and click the **OK** button.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Dependents / Beneficiaries** tab redisplay.



The screenshot shows the 'BenAdmin Data Entry' window with the 'Option Election' tab selected. The 'Dependents / Beneficiaries' section is highlighted with a red box. It displays a table of dependents currently on record.

Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
Smith, Matthew	Child	Approved Dependent	09/10/2013

Below the table is a link: [Change/Add Dependent Data](#)

The 'Elections Requiring Supplemental Information' section shows a table with the following data:

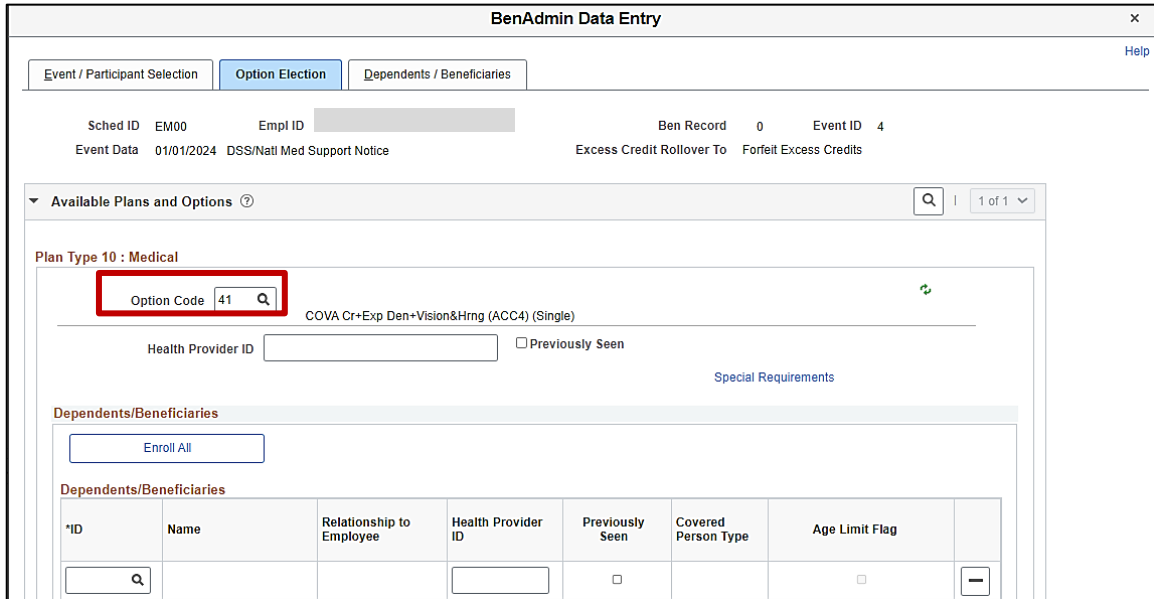
10	Medical	Enroll Dependents
----	---------	-----------------------------------

Buttons at the bottom include OK, Cancel, Apply, and Refresh.

54. Review the **Dependent/Beneficiaries Currently on Record** section and verify that the child dependent(s) on the NMSN is displayed.
55. Repeat Steps 24 – 53 for any additional child dependents that need to be added and marked as NMSN Riders.
56. Next, update the employee's coverage code selection and enroll the child dependent(s). Click the **Option Election** tab.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Option Election** tab redisplays.



BenAdmin Data Entry

Event / Participant Selection | **Option Election** | Dependents / Beneficiaries

Sched ID EM00 Empl ID [REDACTED] Ben Record 0 Event ID 4
 Event Data 01/01/2024 DSS/Natl Med Support Notice Excess Credit Rollover To Forfeit Excess Credits

Available Plans and Options ②

Plan Type 10 : Medical

Option Code 41

COVA Cr+Exp Den+Vision&Hrng (ACC4) (Single)

Health Provider ID Previously Seen

[Special Requirements](#)

Dependents/Beneficiaries

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag
<input type="text"/>			<input type="text"/>	<input type="checkbox"/>		<input type="checkbox"/>

57. Next, select the applicable Medical Plan and coverage code. Click the **Option Code Look Up** icon (magnifying glass) within the **Plan Type 10: Medical** section.

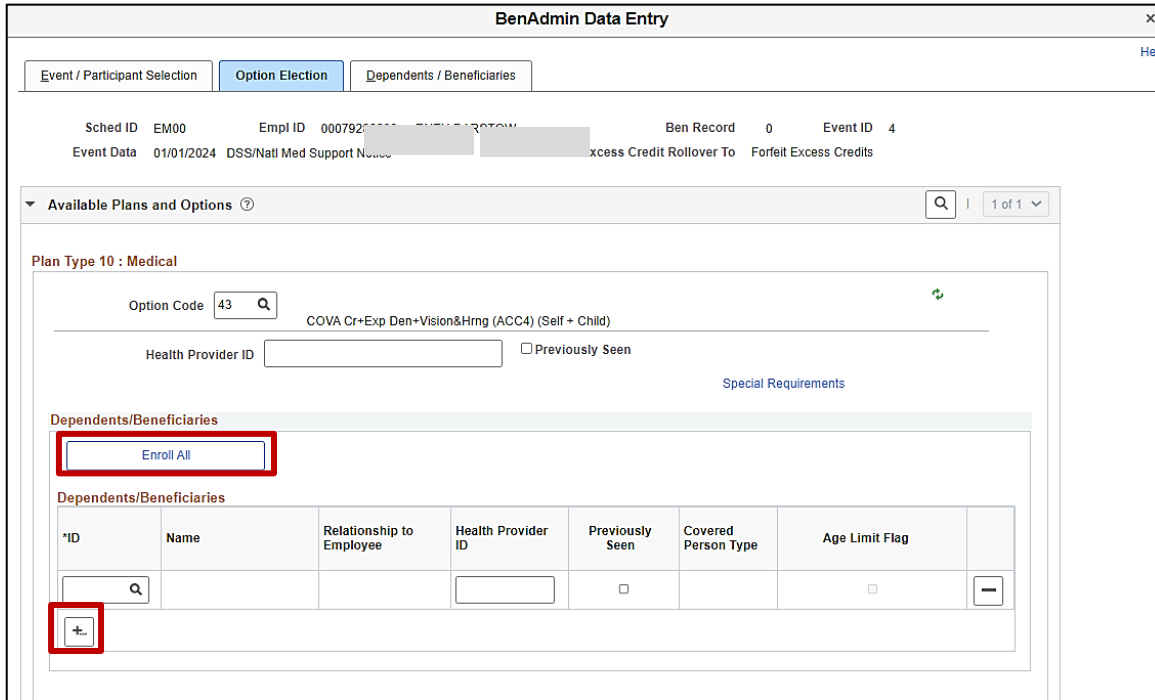
The **Look Up Option Code** page displays in a pop-up window.

Look Up Option Code			
31	Option	ACC1	3
29	Option	ACC1	1
34	Option	ACC2	2
33	Option	ACC2	1
35	Option	ACC2	3
36	Option	ACC2	4
37	Option	ACC3	1
39	Option	ACC3	3
38	Option	ACC3	2
40	Option	ACC3	4
41	Option	ACC4	1
44	Option	ACC4	4
43	Option	ACC4	3
42	Option	ACC4	2
46	Option	ACC5	2

58. Select the same Benefit Plan that the employee is currently enrolled in but with the new Coverage Code by clicking the corresponding link in the **Option Code** column (Benefit Plan “ACC4” with Coverage Code “3” will be selected in this scenario).

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Option Election** tab redisplays.



59. Next, enroll the dependent(s) in the selected Medical Plan by either:

- Clicking the **Enroll All** button if all dependents will be enrolled (applicable for this example) or
- Adding the applicable dependents individually using the **ID Look Up** icon within the **Dependents/Beneficiaries** section. Additional rows can be added in this section by clicking the **Add Multiple Rows** icon (+...)



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The page refreshes.

BenAdmin Data Entry

[Help](#)

Event / Participant Selection **Option Election** Dependents / Beneficiaries

Sched ID EM00 Empl ID [REDACTED] Ben Record 0 Event ID 4
Event Data 01/01/2024 DSS/Natl Med Support Notice Excess Credit Rollover To Forfeit Excess Credits

▼ Available Plans and Options 🔍 | 1 of 1 ▼

Plan Type 10 : Medical

Option Code 43 🔍 COVA Cr+Exp Den+Vision&Hrng (ACC4) (Self + Child) 🔄

Health Provider ID [REDACTED] Previously Seen [Special Requirements](#)

Dependents/Beneficiaries

[Enroll All](#)

Dependents/Beneficiaries

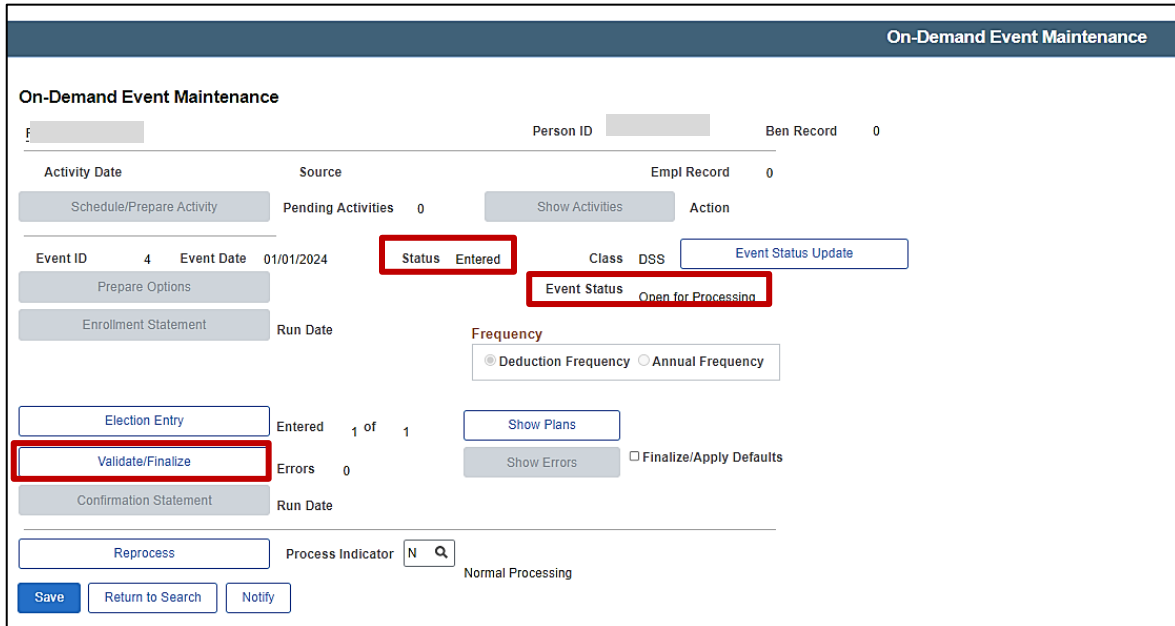
*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag	
01 🔍	Matthew Smith	Child	[REDACTED]	<input type="checkbox"/>	Child	<input checked="" type="checkbox"/>	—
+							

OK Cancel Apply [Refresh](#)

60. Scroll down to the bottom of the page and click the **OK** button.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

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



Note: The **Status** field will now display as “Entered”. The **Event Status** field will still display as “Open for Processing”.

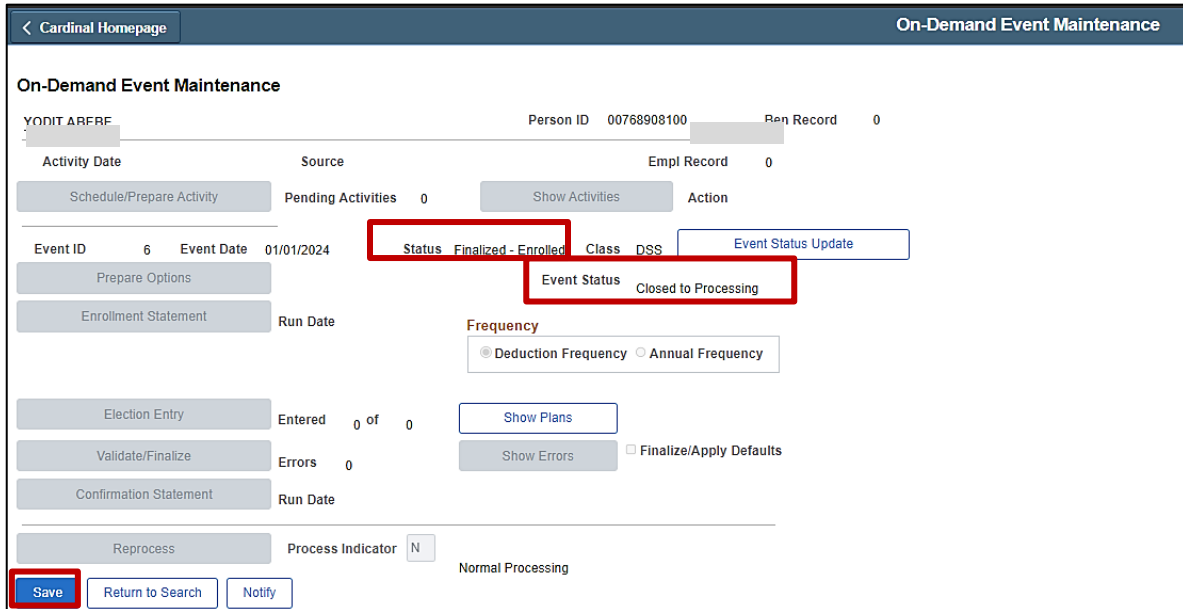
61. Click the **Validate/Finalize** button. This process will validate that all of the elections are valid, close the Benefit Event, and update the Base Benefits Tables.

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



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

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



The screenshot shows the 'On-Demand Event Maintenance' page. At the top, there is a navigation bar with '< Cardinal Homepage' and 'On-Demand Event Maintenance'. Below this, the page title 'On-Demand Event Maintenance' is displayed. The main content area contains a form for event ID 6, dated 01/01/2024. The Status field is 'Finalized - Enrolled' and the Event Status is 'Closed to Processing'. The Save button is highlighted with a red box.

Event ID	Event Date	Status	Class	Event Status
6	01/01/2024	Finalized - Enrolled	DSS	Closed to Processing

Note: The **Status** field will now display as “Finalized-Enrolled”. The **Event Status** field will still display as “Closed to Processing”.

62. Click the **Save** button.

This process is now complete. Refer to the [Viewing the Employee's Benefit Information](#) section of this Job Aid to validate accuracy. Refer to the [Viewing/Printing a Confirmation Statement](#) if you need to print the Confirmation Statement for the employee.

Processing a DSS/National Medical Support Order to Remove Event

This section of the Job Aid should be referenced when you are creating and processing a Processing a DSS/National Medical Support Order to Remove Event.

The steps included in this section of the Job Aid are based on the following example scenario:

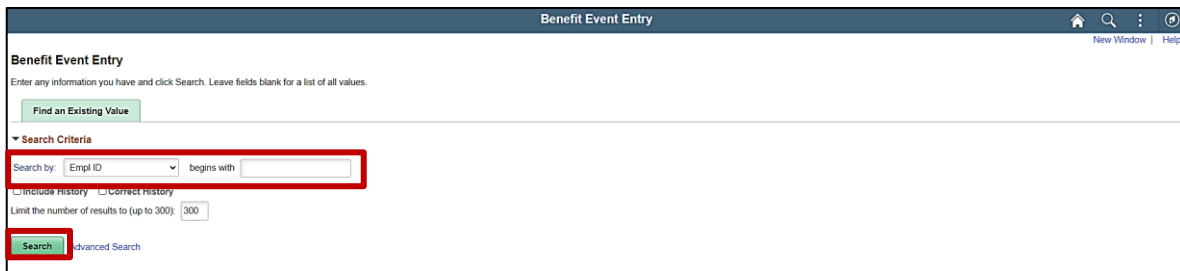
Scenario: A NMSN was received for an employee on 12/12/2023 from a Virginia Court. The effective date of the NMSN is 12/10/2023. You have already validated the NMSN and verified that the employee is still employed by the Agency and being paid. This NMSN is releasing the mandated coverage for the named child dependent. The employee is currently enrolled in a “Family” plan and the named dependent is currently covered. The court has deemed that this child dependent is not the employee’s biological child and the child will be removed from coverage.

Note: Generally speaking, the steps in this Job Aid can be used to create and process any DSS/National Medical Support Order to Remove event. Be sure to use the actual dates and information from the NMSN when completing this process in Production.

1. First, the Benefit Event must be created. Access the **Benefit Event Entry** page using the following navigation path:

Menu > Benefits > Manage Automated Enrollment > Events > Benefit Event

The **Benefit Event Entry Search** page displays.



2. Enter the employee’s Employee ID in the **Search by** field.

Note: The other search by options available (**Search by** dropdown button) are Business Unit, Department, and Name.

3. Click the **Search** button.



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Benefit Event Entry** page displays for the applicable employee.

The screenshot shows the 'Benefit Event' page for an employee. The 'Life Event' dropdown menu is highlighted with a red box. The form includes fields for 'Life Event Date' and 'Paperwork Receipt Date', sections for 'Health Change' and 'FSA Change', and text areas for 'Special Processing Message (Health)' and 'Special Processing Message (FSA)'. Buttons for 'Save' and 'Return to Search' are at the bottom.

4. Refer to the [Processing a DSS/National Medical Support Order to Enroll Event \(Dependent\(s\) not already in Cardinal\)](#) section of this Job Aid and complete Steps 4 - 14. For Step 5, select "DSS/National Medical Support Order to Release".

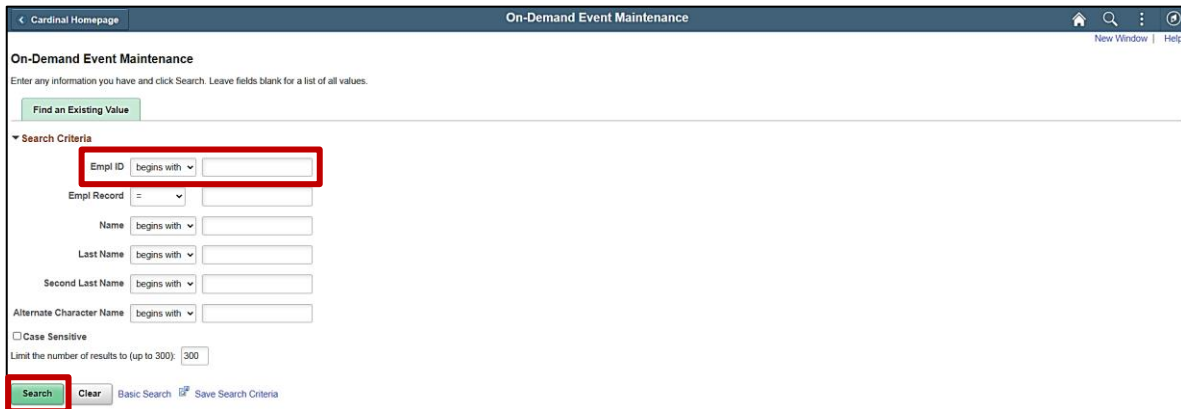
The screenshot shows the 'Benefit Event Detail' page for Keith Aston. The 'Life Event' dropdown is set to 'DSS/National Medical Support Order to Release'. The 'Life Event Date' is 12/10/2023 and the 'Paperwork Receipt Date' is 12/12/2023. The 'Health Change' section shows 'Health Change Needed' as 'Yes', 'Current Cov. Level' as 'Family', 'Future Cov. Level' as 'Employee + Spouse', and 'Change' as 'Remove dependent.'. The 'FSA Change' section shows 'FSA Change Needed' as 'No'. A 'Special Processing Message (Health)' is entered: 'a MSR event will be created for you to make this benefit change. NOTE: National Medical Support Notices are served on the employer requiring or releasing coverage for the dependents listed in the order. If releasing coverage, do not forget to update the end date in the Riders/Orders section of the dependent profile.' Buttons for 'Save' and 'Return to Search' are at the bottom.

5. The manual Benefit Event DSS/National Medical Support Order to Release Event (MSR) is now created. Next, this event must be processed. Access the **On-Demand Event Maintenance** page using the following navigation path:

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

**BN361_National Medical Support Notice (NMSN) and
QMCSO Administration**

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



6. 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.

7. Click the **Search** button.



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

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

The screenshot shows the 'On-Demand Event Maintenance' interface. At the top, there are fields for 'Person ID' and 'Ben Record' (0). Below that, 'Activity Date' is set to '01/01/2024' and 'Source' is 'Manual Event'. The 'Pending Activities' field shows '1'. A red box highlights the 'Activity Date' field, and another red box highlights the 'Show Activities' button. Other buttons include 'Schedule/Prepare Activity', 'Event Status Update', 'Prepare Options', 'Enrollment Statement', 'Election Entry', 'Validate/Finalize', 'Confirmation Statement', 'Reprocess', 'Show Plans', 'Show Errors', and 'Finalize/Apply Defaults'. The 'Frequency' section has radio buttons for 'Deduction Frequency' (selected) and 'Annual Frequency'. The 'Process Indicator' is 'N' and the status is 'Normal Processing'. At the bottom are 'Save', 'Return to Search', and 'Notify' buttons.

8. Review the **Activity Date** field. For DSS/National Medical Support Events, this date will be auto-populated based on the Life Event date previously entered (effective date “1/1/2024” in this scenario). Ensure that this date is accurate.

Note: The **Source** field will be “Manual Event”. The **Action** field will default to “MSR”.

9. Click the **Show Activities** button **Only** if there is more than one activity.

This screenshot is identical to the previous one, but with a red box highlighting the 'Schedule/Prepare Activity' button instead of the 'Show Activities' button. The 'Pending Activities' field still shows '1'.

10. If the Benefits Administration process has already run since the time the manual event was created, the **Pending Activities** field will display a “0”. In this case, proceed to Step 13. Since the **Pending Activities** field displays a “1”, click the **Schedule/Prepare Activity** button.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

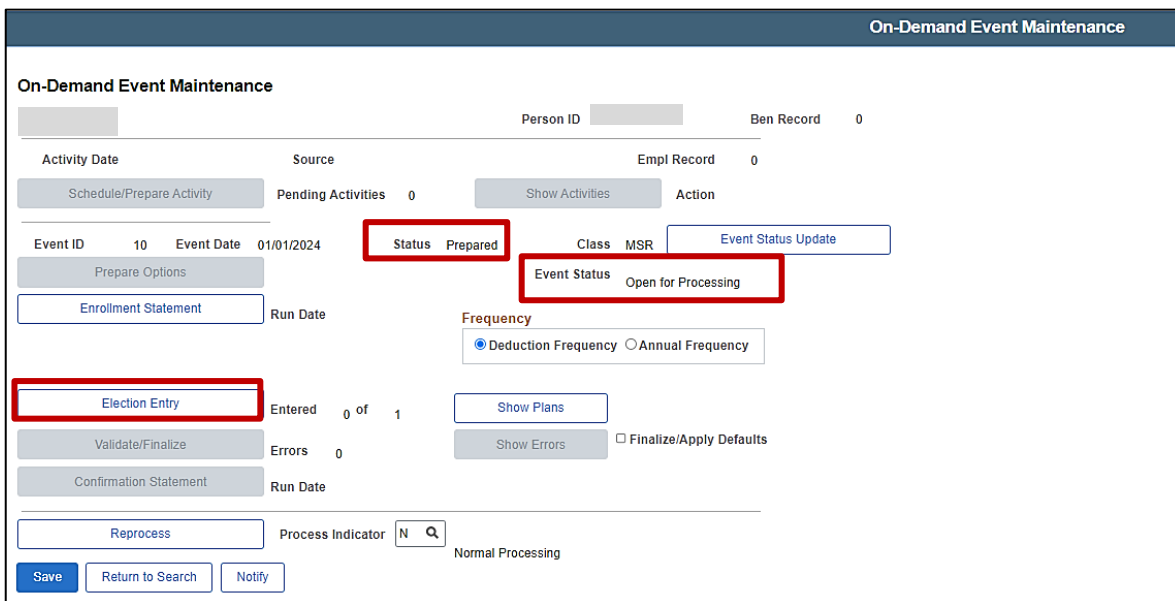
Note: Clicking the **Schedule/Prepare Activity** button will launch an automated program that schedules and prepares the activity. This button will be disabled if the Benefits Administration process has already run.

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



11. Click the **OK** button.

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

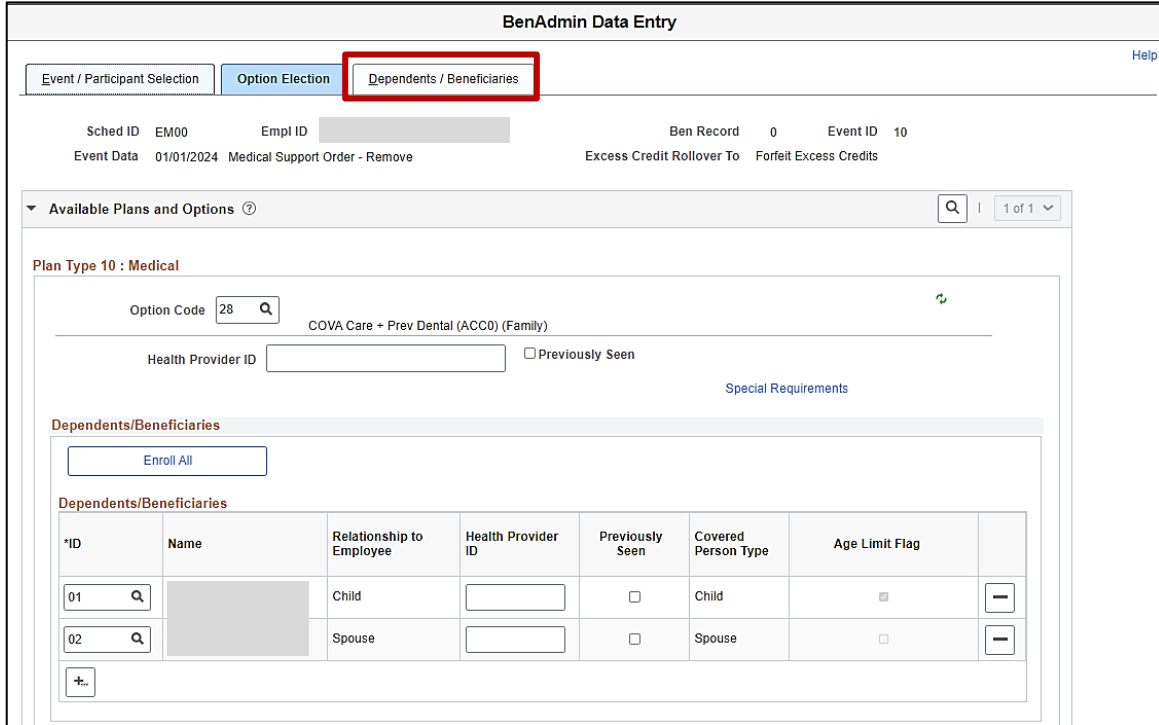


12. Confirm that the **Status** field displays as “Prepared” and the **Event Status** field displays as “Open for Processing”.

13. Click the **Election Entry** button.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Election Entry** page displays in a pop-up window with the **Option Election** tab displayed by default.



The screenshot shows the 'BenAdmin Data Entry' window with three tabs: 'Event / Participant Selection', 'Option Election', and 'Dependents / Beneficiaries'. The 'Dependents / Beneficiaries' tab is highlighted with a red box. Below the tabs, there are fields for 'Sched ID' (EM00), 'Empl ID' (redacted), 'Ben Record' (0), and 'Event ID' (10). There are also buttons for 'Event Data', 'Medical Support Order - Remove', 'Excess Credit Rollover To', and 'Forfeit Excess Credits'. A search bar is visible with '1 of 1' results. The main content area shows 'Plan Type 10 : Medical' with an 'Option Code' of '28' and a search icon. Below this, there is a field for 'Health Provider ID' and a checkbox for 'Previously Seen'. A 'Special Requirements' link is also present. The 'Dependents/Beneficiaries' section includes an 'Enroll All' button and a table with the following data:

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag	
01	[Redacted]	Child	[Redacted]	<input type="checkbox"/>	Child	<input type="checkbox"/>	[-]
02	[Redacted]	Spouse	[Redacted]	<input type="checkbox"/>	Spouse	<input type="checkbox"/>	[-]

14. First, update the NMSN Rider information for the named child dependent. Click the **Dependents / Beneficiaries** tab.



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Dependent / Beneficiaries** tab displays.

The screenshot shows the 'BenAdmin Data Entry' window with the 'Dependents / Beneficiaries' tab selected. The window contains several sections: a top navigation bar with 'Event / Participant Selection', 'Option Election', and 'Dependents / Beneficiaries' tabs; a header area with fields for Schedule ID (EM00), Employee ID, Event ID (10), Event Data (01/01/2024), and Benefit Record (0); a table titled 'Dependent/Beneficiaries Currently on Record' with columns for Name, Relationship to Employee, Dependent Beneficiary Type, and Date of Birth; a section for 'Elections Requiring Supplemental Information' with a table for Event ID 10 and Medical options; and a bottom area with 'OK', 'Cancel', 'Apply', and 'Refresh' buttons.

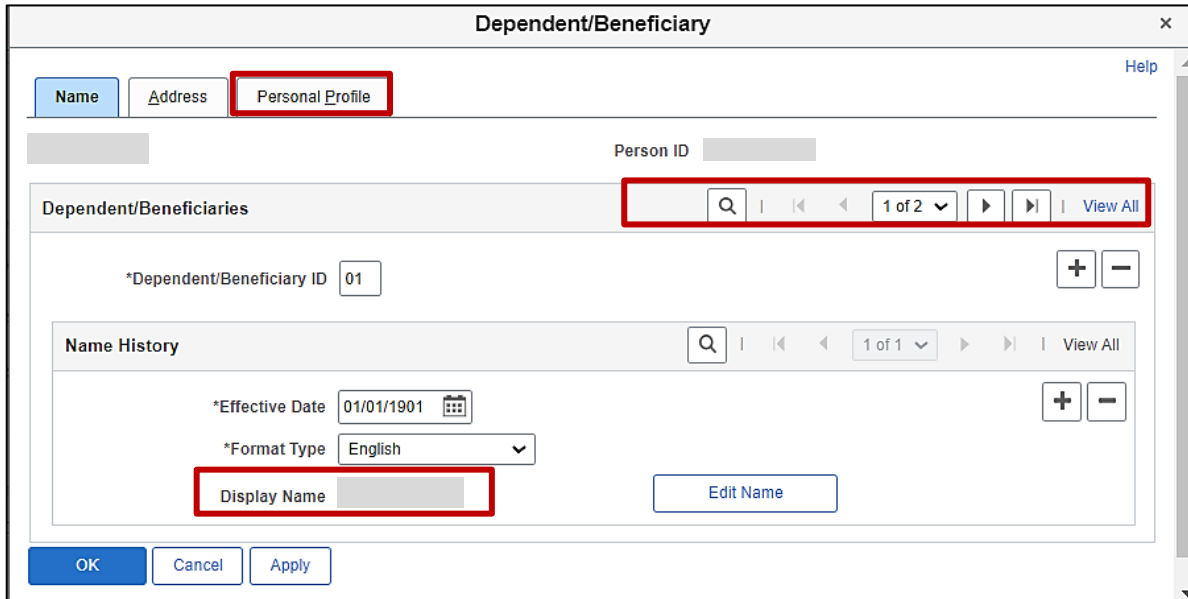
Dependent/Beneficiaries Currently on Record			
Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
[Redacted]	Child	Approved Dependent	10/20/1999
[Redacted]	Spouse	Approved Dependent	12/27/1970

Elections Requiring Supplemental Information		
10	Medical	Enroll Dependents

15. Review the **Dependent/Beneficiaries Currently on Record** section and verify that the child dependent(s) on the NMSN is displayed.
16. Click the **Change/Add Dependent Data** link.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Dependent/Beneficiary** page displays in a pop-up window with the **Name** tab displayed by default.



17. Review the **Display Name** field and ensure that you are on the record for the applicable child dependent. Use the navigation arrows or the **View All** link within the **Dependent/Beneficiaries** section as needed to locate the applicable child dependent.
18. Click the **Personal Profile** tab.



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Personal Profile** tab displays.

The screenshot shows a web application window titled "Dependent/Beneficiary". At the top, there are tabs for "Name", "Address", and "Personal Profile", with "Personal Profile" being the active tab. Below the tabs, there is a "Person ID" field. The main content area is divided into two sections: "Personal Profile" and "Personal History".

Personal Profile Section:

- Dependent/Beneficiary ID: 01
- *Date of Birth: 10/20/1999
- Birth Country: [Searchable]
- Date of Death: [Calendar]
- Medicare Entitled Date: [Calendar]
- Birth Location: [Text Field]
- Birth State: [Searchable]
- Riders/Orders exist
- [Riders/Orders](#) (highlighted with a red box)

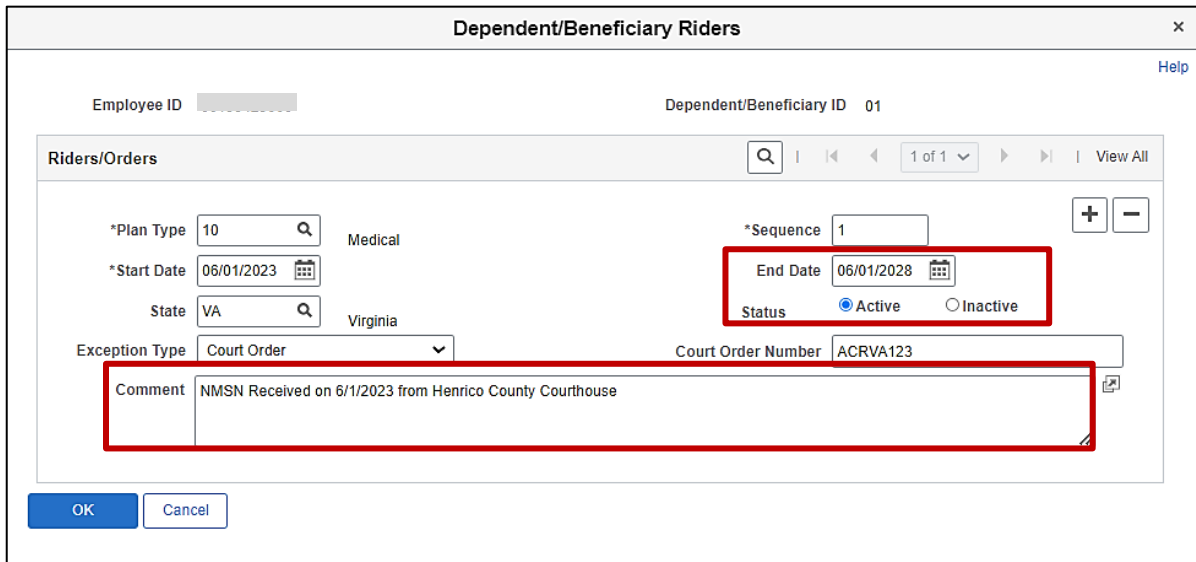
Personal History Section:

- *Effective Date: 01/01/1901
- *Relationship to Employee: Child
- *Dependent Beneficiary Type: Approved Dependent
- *Gender: Male
- *Marital Status: Single
- Student
- Disabled
- Smoker
- As of: [Calendar]
- As of: [Calendar]
- As of: [Calendar]
- As of: [Calendar]
- Occupation: [Text Field]

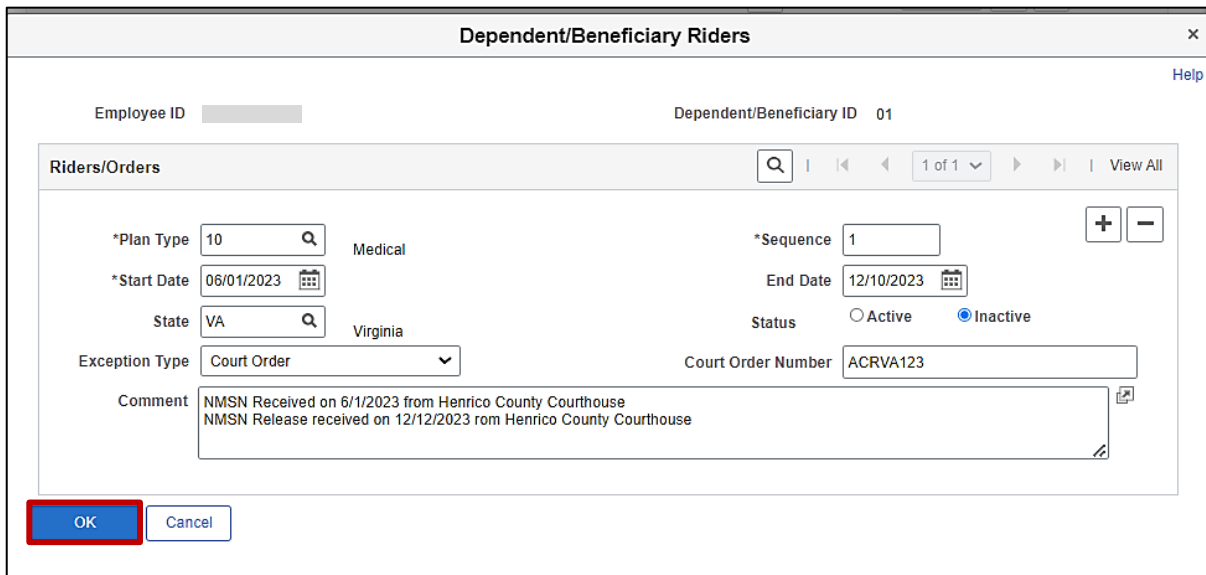
19. Verify that the correct child dependent is displayed and then click the **Riders/Orders** link.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Dependent/Beneficiary Riders** page displays in a pop-up window.



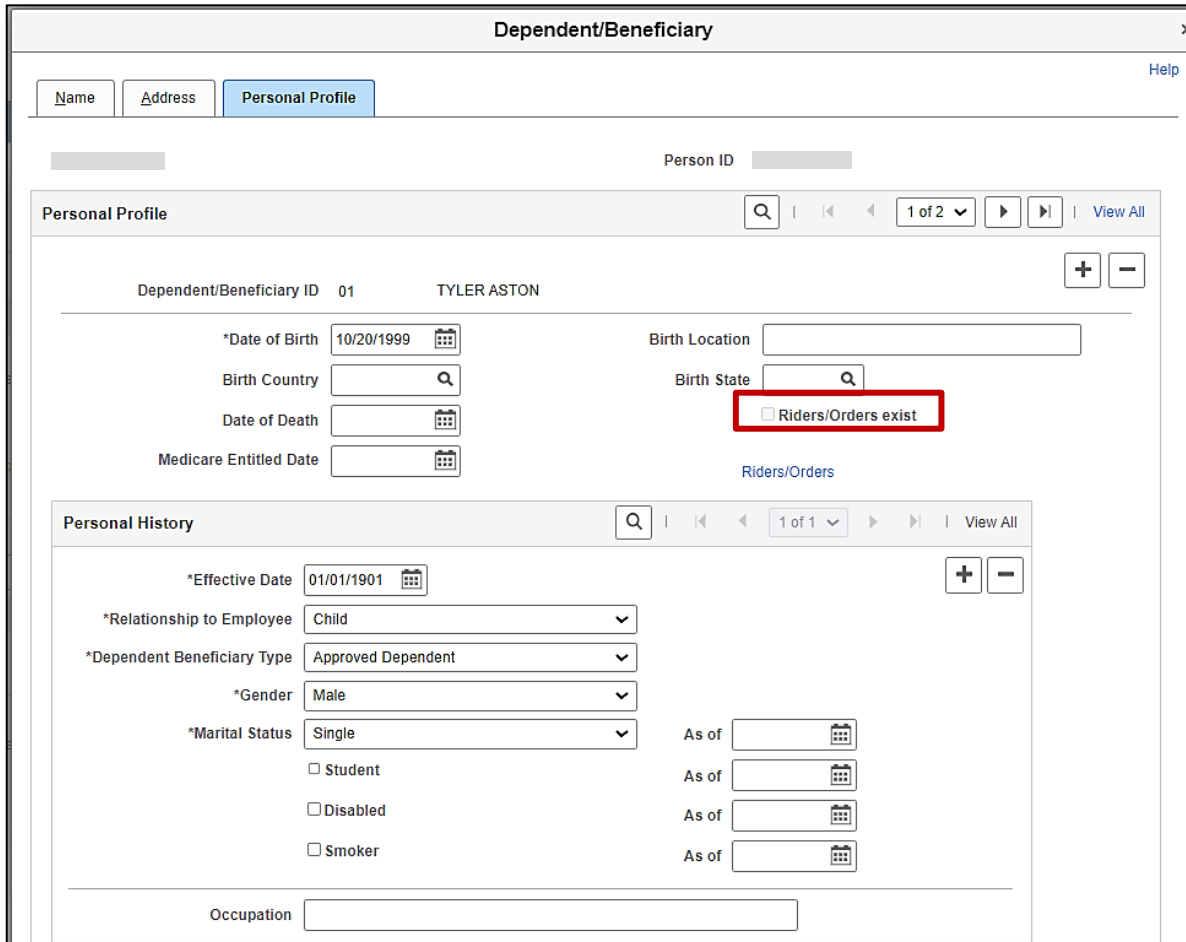
20. Click the **End Date Calendar** icon and select the date of the NMSN Release (“12/10/2023” in this scenario).
21. Click the **Inactive** radio button option.
22. Enter applicable comments pertaining to the NMSN in the **Comment** field. Do not overwrite the previous comments.



23. Click the **OK** button once complete.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Personal Profile** tab redisplay.



Dependent/Beneficiary

Name Address **Personal Profile** Help

Person ID

Personal Profile 1 of 2 View All

Dependent/Beneficiary ID 01 TYLER ASTON + -

*Date of Birth 10/20/1999 Birth Location
Birth Country Birth State
 Riders/Orders exist
Riders/Orders

Personal History 1 of 1 View All

*Effective Date 01/01/1901 + -
*Relationship to Employee Child
*Dependent Beneficiary Type Approved Dependent
*Gender Male
*Marital Status Single As of
 Student As of
 Disabled As of
 Smoker As of

Occupation

24. Verify that the **Riders/Order exist** checkbox option is not selected (read-only).

25. Scroll down to the bottom of the page and click the **OK** button.



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Dependents / Beneficiaries** tab redisplay.

The screenshot shows the 'BenAdmin Data Entry' window with three tabs: 'Event / Participant Selection', 'Option Election' (highlighted with a red box), and 'Dependents / Beneficiaries'. The 'Option Election' tab is active, displaying the following information:

Schedule ID EM00 Employee ID [Redacted]
Event ID 10 Event Data 01/01/2024 Medical Support Order - Remove
Benefit Record 0 Excess Credit Rollover To Forfeit Excess Credits

Dependent/Beneficiaries Currently on Record

Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
[Redacted]	Child	Approved Dependent	10/20/1999
[Redacted]	Spouse	Approved Dependent	12/27/1970

[Change/Add Dependent Data](#)

Elections Requiring Supplemental Information

10	Medical	Enroll Dependents
----	---------	-----------------------------------

Buttons: OK, Cancel, Apply, Refresh

26. Click the **Option Election** tab.



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Option Election** tab redisplays.

BenAdmin Data Entry

Event / Participant Selection | **Option Election** | Dependents / Beneficiaries

Sched ID EM00 Empl ID [REDACTED] Ben Record 0 Event ID 10
Event Data 01/01/2024 Medical Support Order - Remove Excess Credit Rollover To Forfeit Excess Credits

Available Plans and Options 1 of 1

Plan Type 10 : Medical

Option Code **28** COVA Care + Prev Dental (ACC0) (Family)

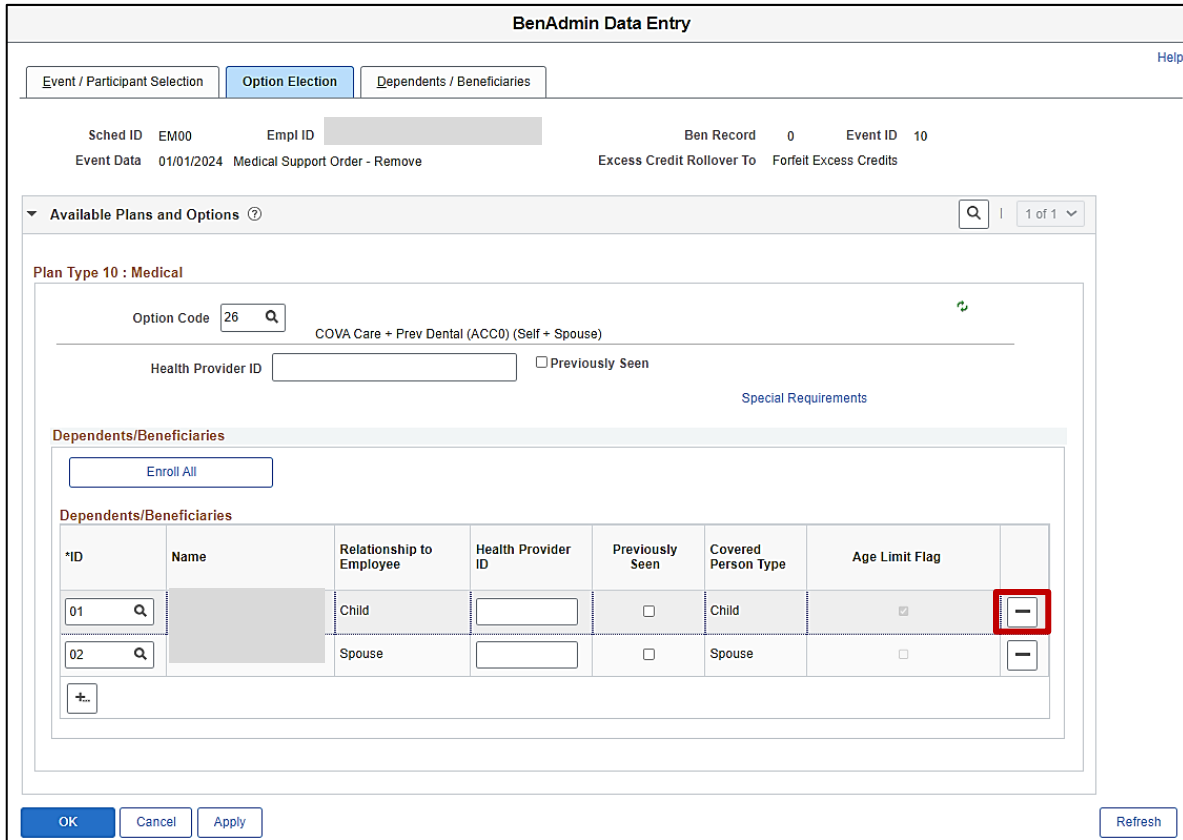
Health Provider ID Previously Seen [Special Requirements](#)

Dependents/Beneficiaries

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag	
01	[REDACTED]	Child	<input type="text"/>	<input type="checkbox"/>	Child	<input checked="" type="checkbox"/>	<input type="button" value="-"/>
02	[REDACTED]	Spouse	<input type="text"/>	<input type="checkbox"/>	Spouse	<input type="checkbox"/>	<input type="button" value="-"/>

27. Next, update the employee’s elected Medical Plan and coverage code as needed. In this scenario, the child dependent will be removed from coverage. Therefore, the coverage code needs to be updated. Click the **Option Code Look Up** icon and select the applicable coverage code (“Self + Spouse” in this scenario).

Note: If the coverage code does not need to be updated, skip to Step 29.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration


BenAdmin Data Entry

Event / Participant Selection | **Option Election** | Dependents / Beneficiaries

Sched ID EM00 Empl ID [REDACTED] Ben Record 0 Event ID 10
 Event Data 01/01/2024 Medical Support Order - Remove Excess Credit Rollover To Forfeit Excess Credits

Available Plans and Options 1 of 1

Plan Type 10 : Medical

Option Code 26 COVA Care + Prev Dental (ACC0) (Self + Spouse)

Health Provider ID [REDACTED] Previously Seen Special Requirements

Enroll All

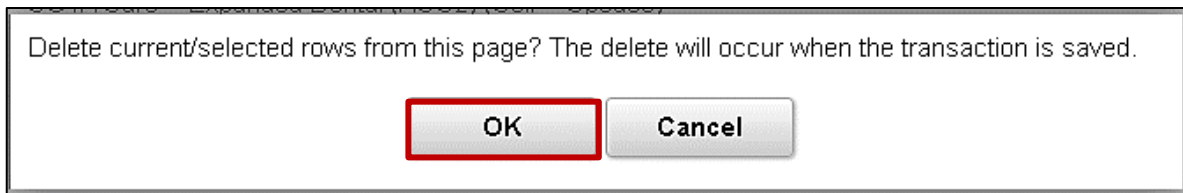
*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag	
01	[REDACTED]	Child	[REDACTED]	<input type="checkbox"/>	Child	<input checked="" type="checkbox"/>	-
02	[REDACTED]	Spouse	[REDACTED]	<input type="checkbox"/>	Spouse	<input type="checkbox"/>	-
+							

OK Cancel Apply Refresh

28. If the child dependent is being removed from coverage, click the corresponding **Delete Row** icon (-).

Note: If the dependent is not being removed from coverage, skip to Step 31.

A **Warning** message displays in a pop-up window.



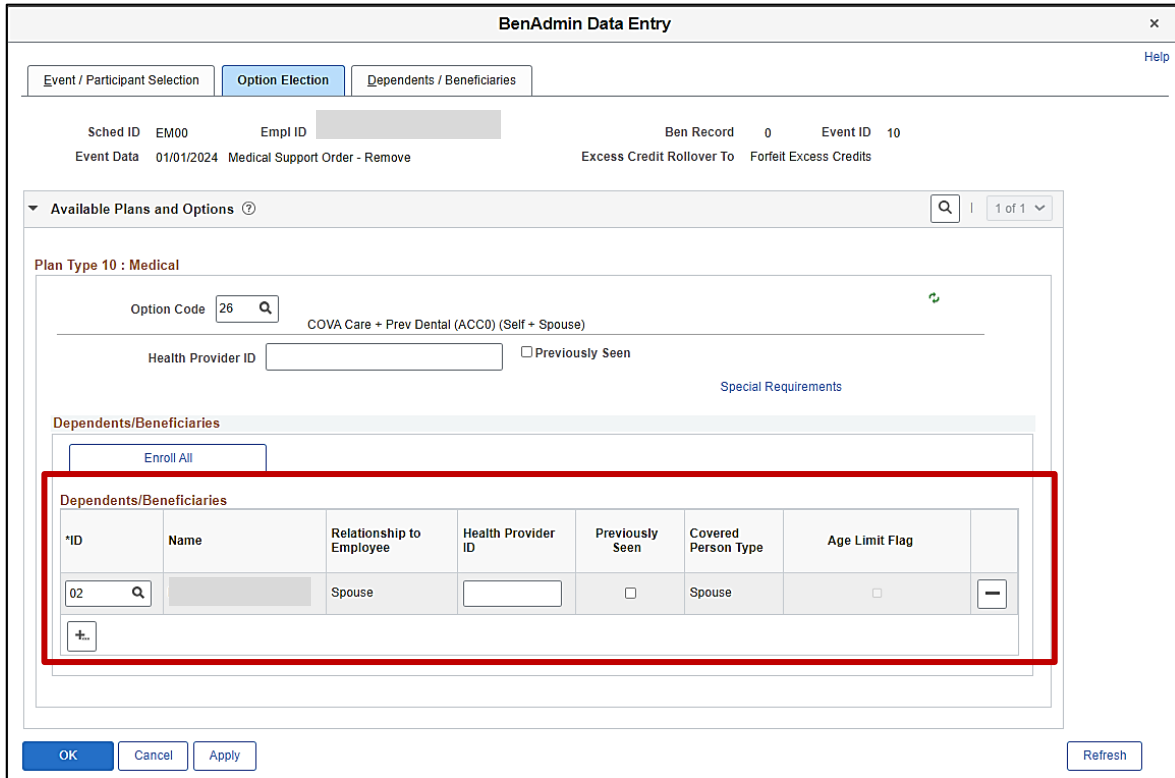
Delete current/selected rows from this page? The delete will occur when the transaction is saved.

OK Cancel

29. Click the **OK** button.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Option Election** tab redisplays.



BenAdmin Data Entry

Event / Participant Selection | **Option Election** | Dependents / Beneficiaries

Sched ID EM00 Empl ID [REDACTED] Ben Record 0 Event ID 10
 Event Data 01/01/2024 Medical Support Order - Remove Excess Credit Rollover To Forfeit Excess Credits

Available Plans and Options 1 of 1

Plan Type 10 : Medical

Option Code 26 COVA Care + Prev Dental (ACC0) (Self + Spouse)

Health Provider ID [REDACTED] Previously Seen

Special Requirements

Dependents/Beneficiaries

Enroll All

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag
02	[REDACTED]	Spouse	[REDACTED]	<input type="checkbox"/>	Spouse	<input type="checkbox"/>

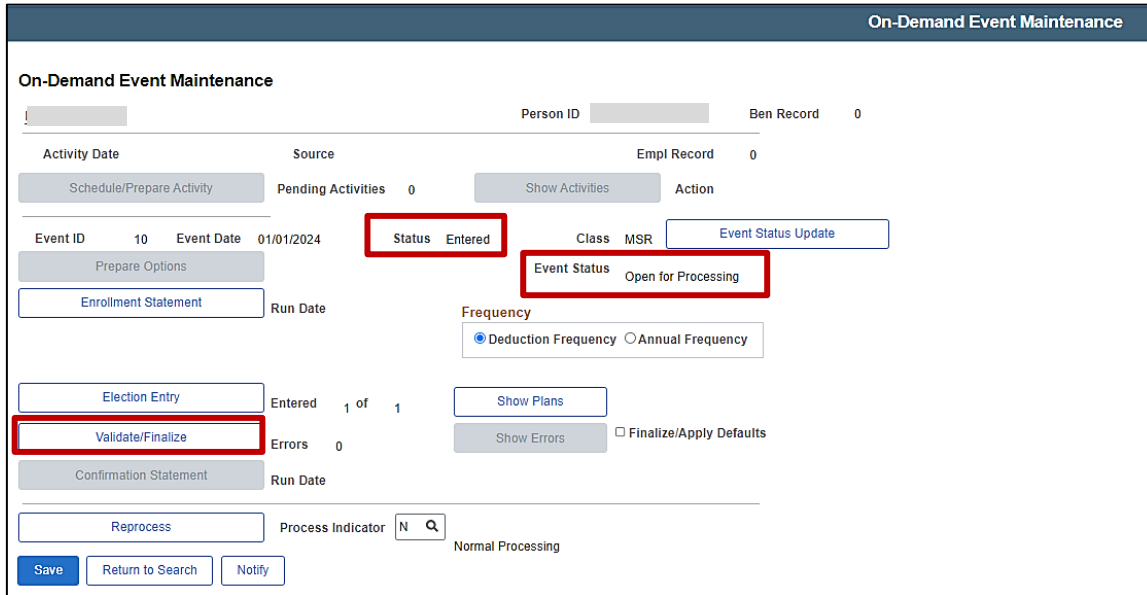
OK Cancel Apply Refresh

Note: The removed child no longer displays in the **Dependents/Beneficiaries** section.

30. Scroll down to the bottom of the page and click the **OK** button.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

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



Note: The **Status** field will now display as “Entered”. The **Event Status** field will still display as “Open for Processing”.

31. Click the **Validate/Finalize** button. This process will validate that all of the elections are valid, close the Benefit Event, and update the Base Benefits Tables.

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





BN361_National Medical Support Notice (NMSN) and QMCSO Administration

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

On-Demand Event Maintenance

Person ID [redacted] Ben Record 0

Activity Date [redacted] Source [redacted] Empl Record 0

Schedule/Prepare Activity Pending Activities 0 Show Activities Action

Event ID 10 Event Date 01/01/2024 Status Finalized - Enrolled Class MSR Event Status Update

Prepare Options Event Status Closed to Processing

Enrollment Statement Run Date

Frequency
 Deduction Frequency Annual Frequency

Election Entry Entered 0 of 0 Show Plans

Validate/Finalize Errors 0 Show Errors Finalize/Apply Defaults

Confirmation Statement Run Date

Reprocess Process Indicator N Normal Processing

Save Return to Search Notify

Note: The **Status** field will now display as “Finalized-Enrolled”. The **Event Status** field will still display as “Closed to Processing”.

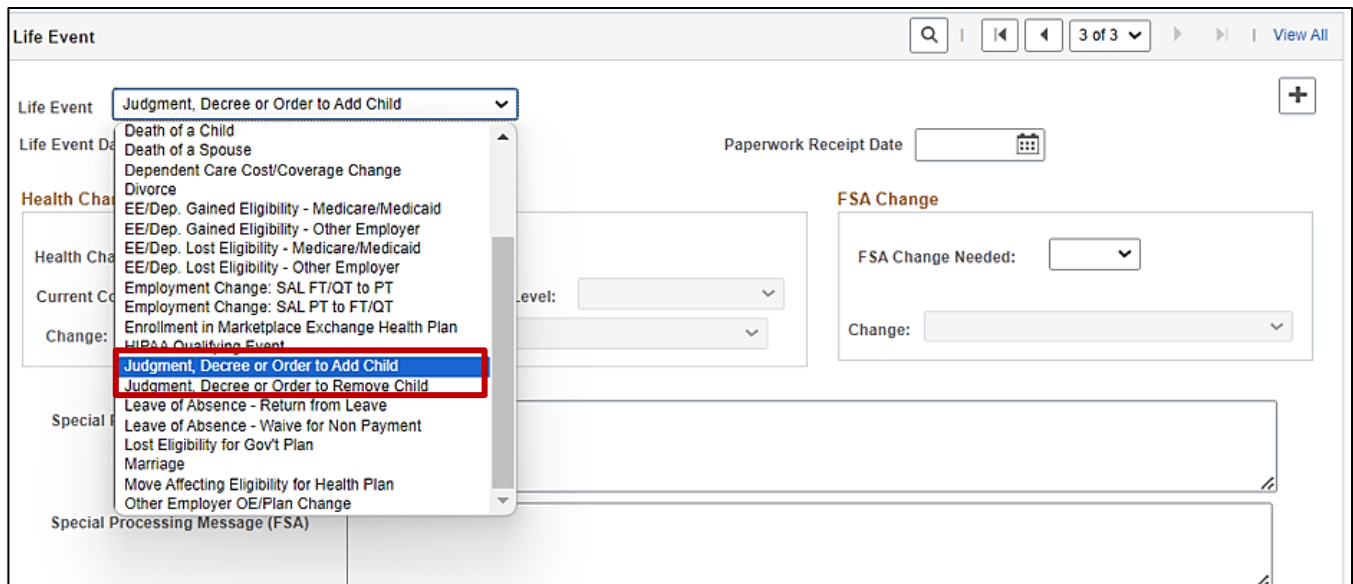
32. Click the **Save** button.

This process is now complete.

Processing QMCSO Information

For a **Qualified Medical Child Support Order (QMCSO)** that is received from the Agency, you would select the “Judgment, Decree or Order to Add Child or Judgment” or “Decree or Order to Remove Child” on the Benefit Event Entry page. A Medical Support Order - Add (MSA) or Medical Support Order – Remove (MSR) event would be created.

Follow all steps in the above scenarios to create and process the event. It is not required that the Rider information be completed on the **Dependents/Beneficiaries** tab.



The screenshot shows a web-based form for entering a Life Event. The 'Life Event' dropdown menu is open, displaying a list of events. The following events are visible in the list:

- Death of a Child
- Death of a Spouse
- Dependent Care Cost/Coverage Change
- Divorce
- EE/Dep. Gained Eligibility - Medicare/Medicaid
- EE/Dep. Gained Eligibility - Other Employer
- EE/Dep. Lost Eligibility - Medicare/Medicaid
- EE/Dep. Lost Eligibility - Other Employer
- Employment Change: SAL FT/QT to PT
- Employment Change: SAL PT to FT/QT
- Enrollment in Marketplace Exchange Health Plan
- HIPAA Qualifying Event
- Judgment, Decree or Order to Add Child**
- Judgment, Decree or Order to Remove Child**
- Leave of Absence - Return from Leave
- Leave of Absence - Waive for Non Payment
- Lost Eligibility for Gov't Plan
- Marriage
- Move Affecting Eligibility for Health Plan
- Other Employer OE/Plan Change
- Special Processing Message (FSA)

Other fields visible on the form include 'Paperwork Receipt Date', 'FSA Change', and 'Change:'.

Refer to the [Viewing the Employee’s Benefit Information](#) section of this Job Aid to validate accuracy. Refer to the [Viewing/Printing a Confirmation Statement](#) if you need to print the Confirmation Statement for the employee or the NMSN Issuing Entity.

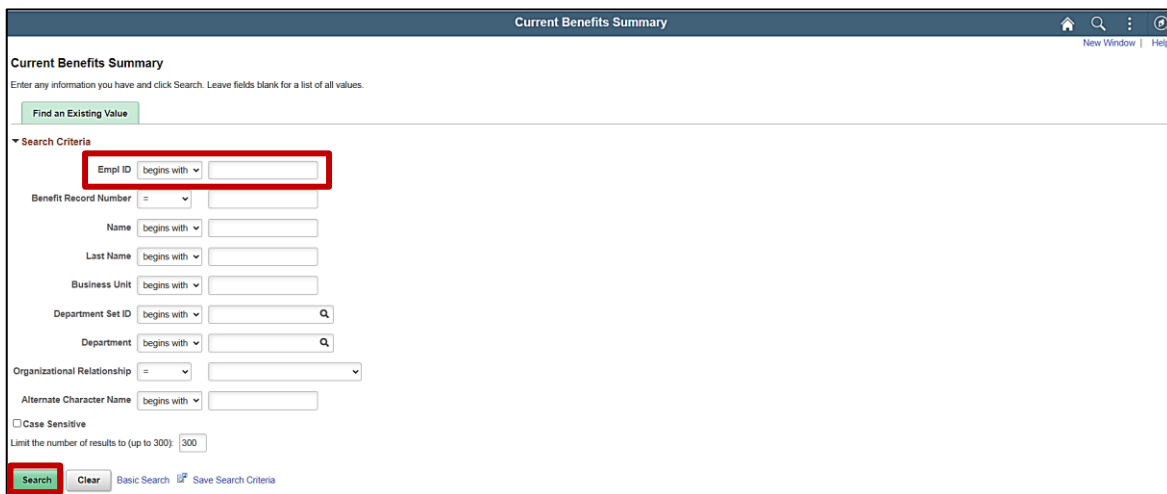
Viewing the Employee's Benefits Information

After completing a manual Benefit Event, the Benefits Administrator should view the employee's benefits information to ensure accuracy. This can be completed at any point after the Benefit Event has been finalized.

1. Access the **Current Benefits Summary** page using the following navigation path:

Menu > Benefits > Review Employee Benefits > Current Benefits Summary

The **Current Benefits Summary Search** page displays.



The screenshot shows the 'Current Benefits Summary' search interface. It includes a 'Find an Existing Value' button and a 'Search Criteria' section with various dropdown menus and text input fields. The 'Empl ID' dropdown is highlighted with a red box. At the bottom, there is a 'Search' button, also highlighted with a red box, along with a 'Clear' button and a 'Save Search Criteria' link.

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.



BN361_National Medical Support Notice (NMSN) and QMC SO Administration

The **Current Benefits Summary** page displays for the applicable employee with the **Benefit Enrollment Summary** tab displayed by default.

Plan Type	Coverage Election	Benefit Plan	Description	Coverage or Participation	Coverage Begin
Medical	Elect	ACC4	COVA EVH	Family	07/01/2022
Imputed Life	Elect	IMPLIF	IMP LIF	Salary X 2	05/25/2019
403(b)	Waive			Waived	10/01/2022
Section 457	Waive			Waived	10/01/2022
VRS Hb Vol Defined Contr	Elect	HVC050	HVC050	0.5% Before Tax	09/25/2022
Flex Spending Medical	Waive			Waived	07/01/2022
Flex Spending Dependent Care	Waive			Waived	07/01/2022
Employee Retirement DB	Elect	HVRMDB	VRS HB MDB	4% of Earnings	09/25/2022
Hybrid Retirement	Elect	HDBBER	HDBBER	0% of Earnings	09/25/2022
Group Term Life	Elect	GTLR	GTL Reg	0% of Earnings	09/25/2022

- Review the information within the **Current Enrollments** section and reconcile against the benefits enrollment form submitted by the employee to ensure accuracy.

Note: If any data entry errors are identified, refer to the Job Aid titled **BN361_Re-opening and Reprocessing a Benefit Event**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.

- Click the **Benefit Deduction Summary** tab.

The **Benefit Deduction Summary** tab displays.

Plan Type	Benefit Plan	Dedin Code	Description	Class	Coverage Base	Last Deduction	Pay Period End
10	ACC4	CVACRE	COVACARE	Before-Tax		220.00	10/24/2022
				Nontaxable Benefit		929.50	10/24/2022
23	IMPLIF	IMPLIF	Imp Life	Taxable Benefit	164000.00	26.22	10/09/2022
4W	HVC050	HYBVDC	HYB VDC	Before-Tax		17.06	10/24/2022
				Nontaxable Btax Benefit		17.06	10/24/2022
70	HVRMDB	HVRMDB	HVRMDB	Before-Tax	3412.50	136.50	10/24/2022
				Nontaxable Benefit	3412.50	459.32	10/24/2022
7V	HDBBER	HDBBER	HYB Rmt	Nontaxable Benefit	442.28	442.28	10/24/2022
7W	GTLR	GRPLFR	Grp Life	Nontaxable Benefit	3412.50	45.73	10/24/2022
7X	RTCRRD	RETHCR	Ret Hith	Nontaxable Benefit	3412.50	38.22	10/24/2022

- Review the employee's pay group, payroll status, and deductions information to ensure accuracy. If any issues are identified, coordinate corrective action with an Agency HR Administrator and/or an Agency Payroll Administrator.

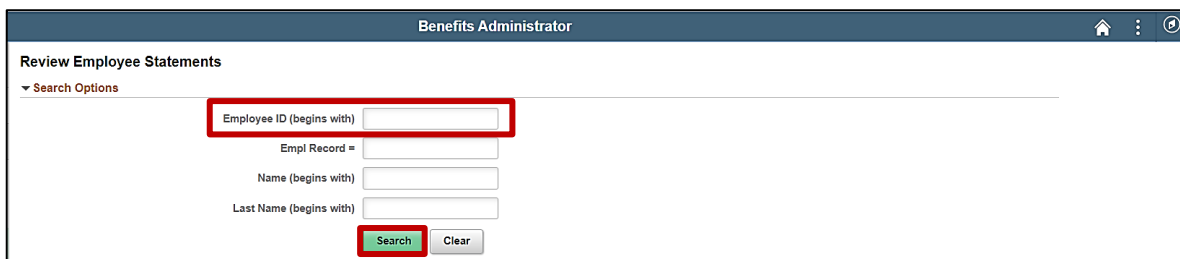
Viewing/Printing a Confirmation Statement

After completing the benefits enrollment change, the employee should receive an email with their Confirmation Statement after the next Benefits Administration process runs. However, if the employee does not have an email defined in Cardinal yet, or did not receive the email, the Agency BA can follow the steps in this section to view and print a Confirmation Statement for the employee.

1. Access the **Current Benefits Summary** page using the following navigation path:

Benefits Administrator Tile > Review Employee Benefits > Review Employee Statements

The **Review Employee Statements Search** page displays.



Benefits Administrator

Review Employee Statements

▼ Search Options

Employee ID (begins with)

Empl Record =

Name (begins with)

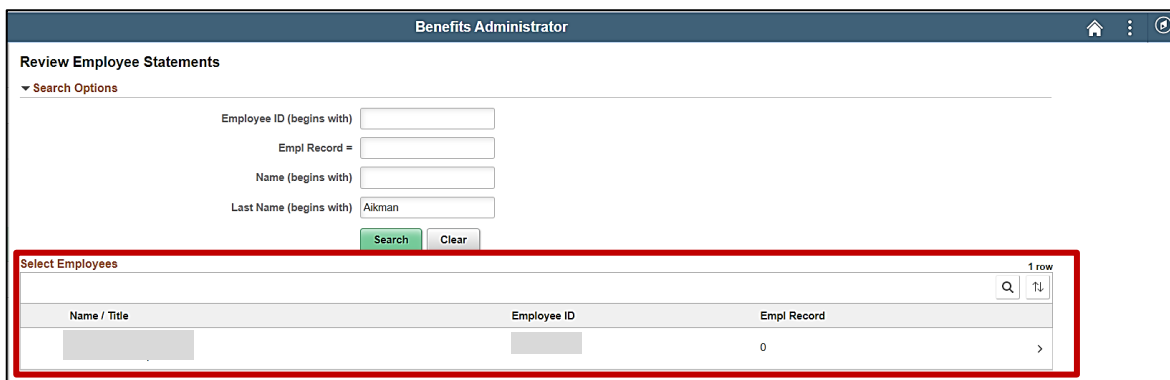
Last Name (begins with)

2. Enter the employee's Employee ID in the **Employee 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 page refreshes with the search results displayed in the **Select Employees** section.



Benefits Administrator

Review Employee Statements

▼ Search Options

Employee ID (begins with)

Empl Record =

Name (begins with)

Last Name (begins with)

Select Employees

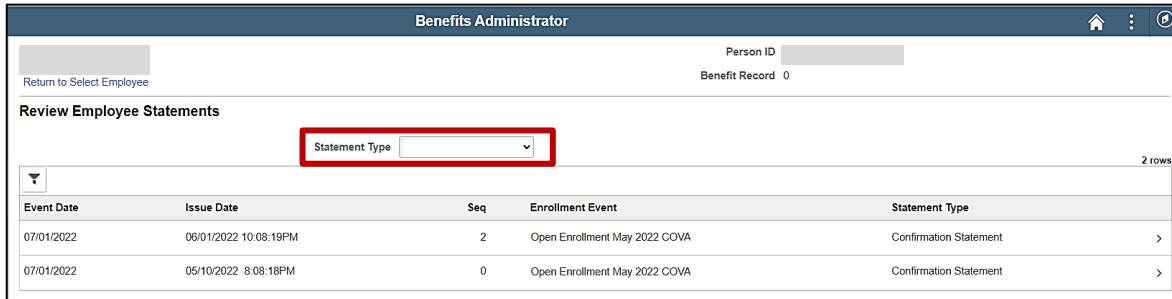
Name / Title	Employee ID	Empl Record
[Redacted]	[Redacted]	0

1 row

4. Click anywhere in the corresponding row for the employee within the **Select Employees** section.

BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The **Review Employee Statements** page displays for the selected employee.



Benefits Administrator

Person ID [redacted]
Benefit Record 0

Return to Select Employee

Review Employee Statements

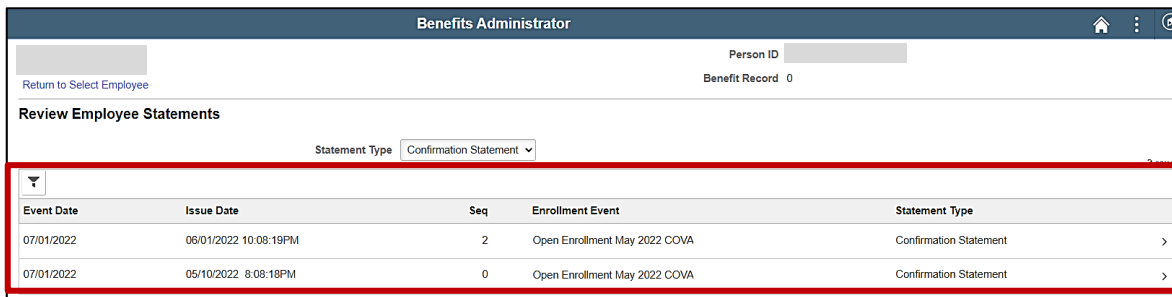
Statement Type [dropdown menu]

2 rows

Event Date	Issue Date	Seq	Enrollment Event	Statement Type
07/01/2022	06/01/2022 10:08:19PM	2	Open Enrollment May 2022 COVA	Confirmation Statement
07/01/2022	05/10/2022 8:08:18PM	0	Open Enrollment May 2022 COVA	Confirmation Statement

5. Click the **Statement Type** dropdown button and select “Confirmation Statement”.

The page refreshes.



Benefits Administrator

Person ID [redacted]
Benefit Record 0

Return to Select Employee

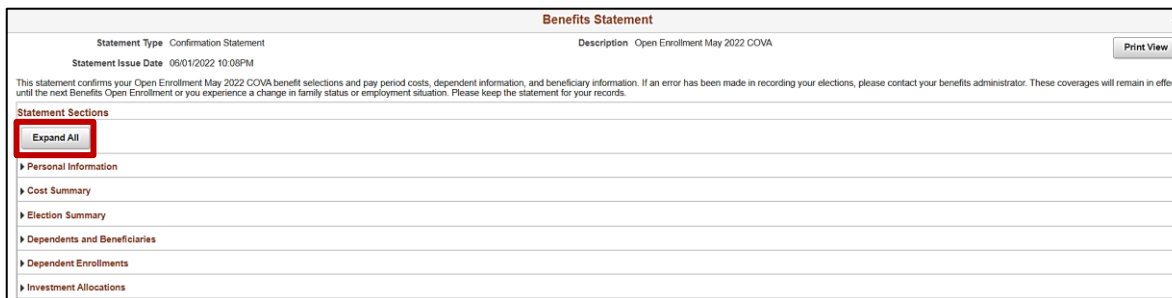
Review Employee Statements

Statement Type Confirmation Statement

Event Date	Issue Date	Seq	Enrollment Event	Statement Type
07/01/2022	06/01/2022 10:08:19PM	2	Open Enrollment May 2022 COVA	Confirmation Statement
07/01/2022	05/10/2022 8:08:18PM	0	Open Enrollment May 2022 COVA	Confirmation Statement

6. Click anywhere in the corresponding row for the applicable Benefit Event (Open Enrollment May 2022 COVA (Seq Number 2) will be opened in this example).

The **Benefits Statement** page displays for the applicable Benefit Event.



Benefits Statement

Statement Type Confirmation Statement
Statement Issue Date 06/01/2022 10:08PM
Description Open Enrollment May 2022 COVA
Print View

This statement confirms your Open Enrollment May 2022 COVA benefit selections and pay period costs, dependent information, and beneficiary information. If an error has been made in recording your elections, please contact your benefits administrator. These coverages will remain in effect until the next Benefits Open Enrollment or you experience a change in family status or employment situation. Please keep the statement for your records.

Statement Sections

Expand All

- Personal Information
- Cost Summary
- Election Summary
- Dependents and Beneficiaries
- Dependent Enrollments
- Investment Allocations

7. Click the **Expand All** button to view the detailed information.



BN361_National Medical Support Notice (NMSN) and QMCSO Administration

The page refreshes with the sections expanded.

Statement Type Confirmation Statement
Description Open Enrollment May 2022 COVA
Statement Issue Date 06/01/2022 10:08PM

This statement confirms your Open Enrollment May 2022 COVA benefit selections and pay period costs, dependent information, and beneficiary information. If an error has been made in recording your elections, please contact your benefits administrator. These coverages will remain in effect until the next Benefits Open Enrollment or you experience a change in family status or employment situation. Please keep the statement for your records.

Statement Sections

Personal Information
This is your personal information currently on file. It is important that the data shown is complete and correct. If this information is not correct, update the information through the Personal Information or contact your Benefits Administrator.

Contact Information

Name
Mailing Address
Email Address

Eligibility Information

Home Address
Gender
Marital Status
Birth Date
Service Date

Cost Summary
This is a summary of the cost of your benefits. Details are in the Election Summary section.

Your Cost Per Pay Period	\$ 93.00
Full Cost	\$ 110.00
Employer Cost	\$ 647.00

Medical

- Review the information as needed. Use the vertical scrollbar to scroll down and view all of the information.
- Click the **Print View** button.

The **Confirmation Statement** opens as a PDF document. If the Confirmation Statement does not display, you may need to allow pop-ups from the website.

BEN_Conf_Stmt.pdf
1 / 9 100% +

CONFIRMATION OF 2022 ELECTIONS
OPEN ENROLLMENT MAY 2022 COVA
Statement Issue Date: 06/01/2022

Employee ID: [REDACTED]

This statement confirms your recent benefit elections. These coverages will remain in effect until you experience a change in family status or in your employment situation. If an error has been made in recording your elections, please contact your benefits administrator. Please keep a copy of this form for your records.

PERSONAL INFORMATION

Home Address
Email Address
Gender
Marital Status
Birthdate

ELECTION SUMMARY

Benefit	Coverage	Category Base	Your Cost Per Pay Period
COVA Care + Prev Dental	EI+Spouse		\$ 110.00
Flex Spending Medical			
Flex Spending Dependent Care			
Premium Reward Par & Spouse			\$ -17.00
Flex Spending Admin Fee			

*Cost Reflected above are per pay period for agencies paid by the cardinal system, monthly for all others

HEALTH DEPENDENTS

Name	Date of Birth	Relationship	Dependent Benefit Type
[REDACTED]	[REDACTED]	Spouse	Approved Dependent

DEPENDENTS ENROLLMENTS

Benefit Option	Dependent
COVA Care + Prev Dental	[REDACTED]

- Save and/or print the document as needed.