

SPS Open Enrollment 2020 Employee Frequently Asked Questions

Number	Date	Category	Question or Concern	DBM/EBD/SPS Response
36	11/4/19	Open Enrollment	I have a dependent who turn age 25 or 26 during Open Enrollment. Do I have to do anything to take the dependent off the coverage?	The Age 25/26 process to remove dependents turning age 25 or 26 from coverage runs on the last day of each month; for October it ran on 10/31. The Open Enrollment event was canceled and a new Open Enrollment event was initiated for employees with dependents in these categories. If the employee made a coverage change before 10/31, these coverage changes were brought forward and no additional action is necessary by the employee.
35	11/4/19	Open Enrollment	Can I submit the Open Enrollment event if they don't have the Evidence of Insurability (EOI) paperwork attached?	Evidence of Insurability (EOI) paperwork is not required to be attached to the Open Enrollment event. There is nothing in the system that will stop the employee from submitting the event if EOI paperwork is not attached. EOI paperwork won't be required until after the 1 st of the year. MetLife will contact employees via regular mail with the required Forms and instructions.
34	10/24/19	Open Enrollment	Why doesn't I see a previously added beneficiary on the Open Enrollment event?	SPS does not track or keep beneficiaries. Information on beneficiaries will need to be communicated directly to the life insurance company.
33	10/18/19	New Dependents/ DVA	What happens if I submit incorrect documentation for a newly added dependent?	<p>The Employee Benefits Division will review the documentation. If it is determined that dependent documentation doesn't meet the requirement, the newly added dependent will be removed from coverage on January 1, 2020.</p> <p>Newly added dependents and re-enrolled dependents require documents as described at https://dbm.maryland.gov/sps/Documents/New%20Dependent%20Required%20Supporting%20Documentation.pdf</p> <p>There is a link on the SPS Welcome page in the Announcements section to the link shared above. Questions about the documents should be discussed with your ABC.</p>
32	10/17/19	New Dependents/ DVA	Can I add a new dependent if I don't have the Social Security Number of the dependent?	Yes, the dependent can still be enrolled. Social Security Numbers for dependents are not mandatory but should be included if available. Employees do however need to attach required documentation for the new dependent. See the New Dependent Required Supporting Documentation job aid at the following link for a list of acceptable documents for dependents: https://dbm.maryland.gov/sps/Documents/New%20Dependent%20Required%20Supporting%20Documentation.pdf
31	10/17/19	Open Enrollment	Is SPS available 24/7 for being able to complete my Open Enrollment elections?	The system has a maintenance window which starts every Friday evening at 9pm EST and typically ends at approximately 9am on Saturday. The maintenance window may end earlier or later than 9am on Saturday. During this maintenance window, employees will not be able to log in to complete Open Enrollment elections.

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30	10/17/19	Open Enrollment	I see my Open Enrollment event in my Inbox in addition to the SPS Welcome page. Why do I see it in both places?	Employees can see the Open Enrollment event on the SPS Welcome page throughout the Open Enrollment period, even if the Open Enrollment has been submitted. They can also access the event through the Inbox. However, after accessing through the Inbox once, the event will no longer be in the Inbox. Employees can access to make changes from the SPS Welcome page or by using Benefits self-service until Open Enrollment is closed.
29	10/17/19	Open Enrollment	If I am newly hired, have a job change, or a life event during the Open Enrollment period, do I have until later than November 14 th to complete my Open Enrollment elections?	Employees who have a life event, new hire or job change event during Open Enrollment will have the Open Enrollment event manually generated to them and will have 14 days to complete Open Enrollment elections.
28	10/16/19	Open Enrollment	Is there an issue if I see my dependent's spouse relationship listed as a "Spouse with Medicare"? Why would it be listed with Medicare?	Dependent Relationships for dependents age 65 or older will display as "Spouse with Medicare". However the dependent will still be on employee benefit (not retiree) plans. We may look in to changing the relationship to remove the "with Medicare" after the Open Enrollment has closed. Please complete the elections.
27	10/16/19	Open Enrollment	If I have a baby during Open Enrollment, how should I handle adding the new baby to the coverage?	The employee should complete the Birth/Adoption life event to add the baby to 2019 coverage. Then complete the Open Enrollment event for 2020 benefit elections. The Open Enrollment event will automatically update after the Birth/Adoption event is completed to reflect the changes made in the Birth/Adoption event.
26	10/16/19	Dependent Turning Age 25/26	Why is the employee's current 2019 AD&D benefit listed, but the OE event shows the AD&D benefit as "Waive"?	If an employee currently has 2019 family coverage for the AD&D benefit, but due to an age 25/26 dependent(s) becoming ineligible prior to or on 12/31/2019, the AD&D benefit will automatically switch to "Waive" if there are no other dependents being covered for this benefit. Therefore, the employee will need to re-enroll in that AD&D benefit through the OE event for Employee Only coverage.
25	10/15/19	New Dependents/ DVA	Are the student fields required when adding a dependent?	No, the student fields are not required when adding a new dependent.
24	10/15/19	New Dependents/ DVA	Are there any changes to the eligibility rules for dependents?	No, there are no changes to the eligibility rules for dependents. The documentation requirements for adding new dependents during open enrollment have changed though and now require documents at the time of Open Enrollment submission.

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23	10/15/19	Mobile App	Can I use the Workday mobile app for benefit events?	Employees and retirees cannot use the Workday mobile app for benefit events. The desktop or online version must be used for benefit events.
22	10/15/19	Open Enrollment	I am a new hire and would like to waive benefits for 2019 but I want benefits for 2020, do I need to go in to SPS and complete the new hire event?	The new hire should complete the New Hire event in their SPS Inbox and waive elections. Then access the Open Enrollment event to elect benefits for plan year 2020. If they New Hire event is not completed, the Open Enrollment event will have an "on hold" status and won't be able to be completed.
21	10/15/19	Open Enrollment	After completing Open Enrollment elections, why does I see a Coverage Begin Date earlier than 2020 for benefits?	<p>Employees and retirees will see the date when they originally enrolled in that benefit plan. If no change was made to the benefit plan, the coverage begin date for which the employee originally enrolled in that plan will display.</p> <p>The exception is for FSA since you have to re-enroll each plan year. If the employee elects the exact same FSA coverage amount for 2020 as they had elected in 2019, the Coverage Begin Date will show the previous Coverage Begin Date. However, if they elect a different coverage amount for 2020, the Coverage Begin Date will update to 1/1/2020.</p>
20	10/15/19	Open Enrollment	After completing Open Enrollment elections, how do I get back to the SPS home page from the Submitted/View 2020 Benefits Statement page?	Instead of clicking the DONE button on the Submitted/View 2020 Benefit Statement page, you will have to click the Workday home icon at the top left of the page to return to the SPS Welcome page.
19	10/15/19	Open Enrollment	If I transfer from one agency to another, will I get a new Open Enrollment event?	The employee will only get a new Open Enrollment when transferring agencies if their benefit group/eligibility changes as a result of the transfer (e.g., an employee who transfers from a State Regular to a contractual position). The employee will get a Benefit Change - Job Change event to complete and then will get the new Open Enrollment event to complete.
18	10/15/19	Open Enrollment	When I initiate a life event during the Open Enrollment period, what is the timing for me to get a new Open Enrollment event?	The new Open Enrollment event will be pushed to the employee after the life event has been approved by EBD.

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17	10/11/19	SPS Access	I can't log onto SPS, where do I call for help?	<ul style="list-style-type: none"> ● Employees can use the SPS "Forgot Password" process if they have logged in previously and completed the security questions and have an email in SPS. This process starts on the SPS log on page. ● If the employee has never been logged in before and is employed by a Benefits Only or CPBI Agency, they can use this link for the log on instructions: https://dbm.maryland.gov/sps/Documents/Workday_Access_QRG.pdf. ● Employees that have been hired recently should refer to the two emails that they received from SPS for first time log on instructions. ● Employees that have been locked out due to multiple attempts with the incorrect password or other log on issues, please contact the correct Help Desk Support for assistance: <ul style="list-style-type: none"> ○ For SPMS agency employees, DBM Help Desk is the primary support, 410-767-4112 ○ For DHS employees, DHS Help Desk, 410-767-2400 ○ For Maryland African American Museum Corporation, Maryland Food Center Authority, Maryland Stadium Authority, Register of Wills, and Canal Place Preservation and Development Authority employees, DBM Help Desk is the primary support, 410-767-4112 ○ For the following agency/institution employees, each has their own help desk support; employees should contact their IT or HR office for assistance: Baltimore City Community College, St Mary's College of Maryland/Historic St. Mary's City Commission, Morgan State University, Maryland General Assembly, Maryland Judiciary, MDOT, University of Maryland Baltimore, UMCP, Bowie State University, Towson University, UMES, Frostburg State University, Coppin State University, University of Baltimore, Salisbury University, University of Maryland Global Campus, UMBC, UMCES, USM
16	10/11/19	SPS Access	Where can I find my W#?	The W# is on the instruction sheet in the OE packet and the employee can obtain the W# at the POSC website at https://interactive.marylandtaxes.gov/Extranet/cpb/POSC/User/Start.aspx

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15	10/11/19	Personal/ Contact Info Changes	My legal name has changed, what do I do?	<ul style="list-style-type: none"> ● SPMS employees (employees that use SPS for Timekeeping) should change their legal name on-line through the Change Legal Name process. Link for Change Legal Name job aid is https://dbm.maryland.gov/sps/SPS%20Training%20Guides/SPS_Help_Center/Employees/Change%20Legal%20Name-Job%20Aid.pdf. ● Employee in Benefits Only agencies, please follow your agency process for changing your Legal Name. Please contact your ABC or HR staff for more information.
14	10/11/19	Personal/ Contact Info Changes	My address is incorrect, what do I do?	<ul style="list-style-type: none"> ● SPMS employees (employees that use SPS for Timekeeping) should change your home address on-line through the Contact Change process. Link for Contact Change job aid is https://dbm.maryland.gov/sps/SPS%20Training%20Guides/SPS_Help_Center/Employees/Change%20Personal%20Contact%20Information-Job%20Aid.pdf. ● Employees in Benefits Only agencies, please follow your agency process for changing your contact information. Please contact your ABC or HR staff for more information.
13	10/11/19	Open Enrollment	My coverage was canceled due to non-payment of premiums for the month of September. Do I have to re-enroll in benefits through the OE event in order to have benefit coverage for effective 1/1/2020?	For any employee/retiree whose coverage was canceled due to non-payment of premiums for the month of September, their OE event will show benefits "Waived". Therefore, the member will have to re-enroll in benefits through their OE event in order to have benefits coverage for effective 1/1/2020?
12	10/11/19	Open Enrollment	My Open Enrollment event does not reflect the elections I thought I currently have for 2019, what do I do?	Make sure your 2020 Open Enrollment event reflects the elections you want starting Jan 1 2020. If you have a question on your 2019 elections, please contact your ABC.
11	10/11/19	Open Enrollment	What happens when you click the "Save for Later" button?	The elections will not submit as an election change but will remain in the Open Enrollment event until the employee goes back in to complete it. If the employee does not go back and "Review and Submit" the changes they will not go into effect for Jan 1 2020; the employee elections will remain the same in 2020 as they were in 2019.

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10	10/11/19	Open Enrollment	What to do if I moved and my address changed after Open Enrollment event was initiated and I now want to enroll in Kaiser, but do not see Kaiser as a medical plan option in my 2020 OE event.	<ul style="list-style-type: none"> • Confirm that the new/updated address is showing in SPS under the employee Contact information. • Confirm that the effective date of the address change has been entered/showing correctly. • Then, the ABC has to submit a SPS Ticket on behalf of the employee requesting that another OE event be generated due to the employee's address change. The new OE event generated by EBD will include Kaiser as a medical plan option for the member to select. • Once EBD cancels the current OE event that was initiated on 10/15 and generates a new OE event with Kaiser as an option, the agency will receive EBD's SPS Ticket response that the action was completed. <p>Then, the ABC needs to immediately notify the employee to go into their SPS Open Enrollment event to complete their elections before the close of OE at 11:59PM on 11/14/2019.</p>
9	10/11/19	Open Enrollment	How many times can I go into SPS during Open Enrollment and make changes?	Unlimited changes can be "submitted" before Open Enrollment "closes" on 11/14/19 at 11:59pm. Although changes are unlimited during this period, we encourage employees and retirees to only make changes as necessary and make sure you review the Benefit Statement after submitting the event.
8	10/11/19	Open Enrollment	Is it mandatory for employees to go in and waive benefits if they don't have benefits and do not want to enroll in benefits?	No, it's not mandatory. If the employee is not electing benefits they do not need to do anything.
7	10/11/19	Open Enrollment	If I do not do anything in SPS for Open Enrollment will my benefits just carry over from 2019 to 2020?	Yes, the SPS Open Enrollment Event will default to the current employee/retiree elections and dependents except for FSA elections. Flexible Spending Account (FSA) elections MUST be elected each year during the Open Enrollment period.
6	10/11/19	Open Enrollment-Dependents	How can dependent information be corrected?	<p>Dependent corrections include existing dependents and newly added dependents.</p> <p>Active employees should bring the dependent correction to their ABC; the ABC will submit the correction through a SPS Shared Services Support ticket with the employee W# and supporting documentation.</p> <p><i>While the dependent correction is being processed, the employee can still submit their 2020 elections with the dependent requiring the correction/update selected.</i></p>

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5	10/11/19	Open Enrollment-Dependents	Which dependents need documentation? And what is the definition of a new vs. re-enrolled dependents?	<p>Newly added dependents and re-enrolled dependents require documents as described at https://dbm.maryland.gov/sps/Documents/New%20Dependent%20Required%20Supporting%20Documentation.pdf</p> <ul style="list-style-type: none"> • “Newly added dependents” are dependents who have never been covered before • “Re-enrolled dependents” are dependents who had been covered at one time in the past, but had a break in coverage during the 2019, current Plan Year. <p>There is a link on the SPS Welcome page in the Announcements section to the link shared above.</p>
4	10/11/19	Open Enrollment-Dependents	What happens if I can't get the documentation needed to add my dependent?	<p>If the required dependent(s) documentation is not uploaded by 11/14/19 at 11:59pm, the newly added dependent(s) will be removed from Open Enrollment coverage. They will not have coverage effective 1/1/2020.</p> <p>Please reference the Open Enrollment packet on acceptable documentation. https://dbm.maryland.gov/sps/Documents/New%20Dependent%20Required%20Supporting%20Documentation.pdf</p>
3	10/11/19	Open Enrollment-Dependents	If I can't scan the dependent supporting documents, can I send hard copies into EBD?	<p>No. Do Not send hard copies of DVA documentation into EBD. Employees are able to take pictures of the required documentation and upload legible screenshots to the Open Enrollment event.</p>
2	10/11/19	Open Enrollment-FSA	For FSA will there be an increase in the allowed amount?	<p>Yes, starting January 1, 2020 the healthcare FSA annual amount will be \$2700.</p>
1	10/11/19	Open Enrollment-Life Event	If I have a life event change during Open Enrollment through January 1st, what will happen if I don't go through the OE event?	<p>If you have any life event during the Open Enrollment through 12/31/2019, once you complete that life event, the Open Enrollment event will re-open in your SPS Inbox to be completed.</p> <p>The new Open Enrollment event will reflect the changes you just made in your life event. You will need to review the new Open Enrollment event and make changes as necessary for your coverage starting on Jan 1, 2020.</p>