Benefits Quick Reference Guide Overview

This Job Aid provides guidance on the most common Benefit Administration (BA) actions, including completing the enrollment process for an employee, approving newly added dependents, and troubleshooting errors (identify, research, and resolve) related to benefit enrollment.
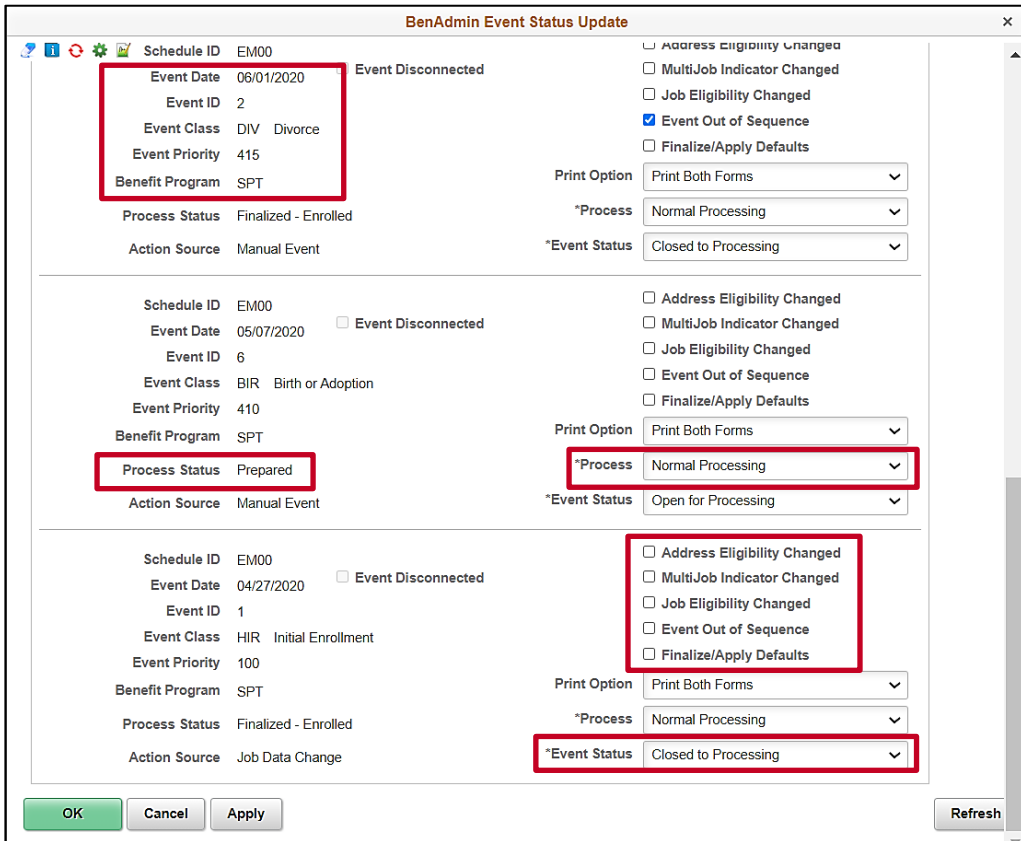
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Event Status: Working with Events

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

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

The **Event Status Update** page displays.

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

   a. **Basic Event information**

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

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

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

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

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

c. **Event Status**: Indicates if an event is Open (ready for processing), Closed (awaiting processing/already processed) or Voided (manually voided)

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

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

The following chart describes the different types of **Event Statuses.**

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

The following chart describes the different types of **Process Status.**

Process Status	Reason/Description
Assign Error (AE)	Benefits Administration is unable to assign Benefit Program due to missing or incorrect information.
Assign None (AN)	Benefits Administration was unable to assign a benefit program. This could be a result of the Benefit Flag set to a terminated Employee Record (Empl_Rcd).
Assigned (AS)	Benefits Administration can assign Benefit Program because a prior event is Open. It is possible the Open Event is appearing on the MSC Event Evaluation report.
Elections Entered (ET)	A Benefits Administrator (or the employee through Self Service) has entered the employee's new elections into the system and they are ready for validation by the Benefits Administration Process.
Elections Error (EE)	The system encountered an error in processing the elections for the employee associated with the event. This could be a result of the dependent effective dates, or a mismatch between coverage code and listed dependents. It could also be a result of a missing pay calendar.
Finalized – Benefit Pgm None (FA)	Employee event has no program assignment and no current elections. This could be a result of the Benefit Flag being set to a terminated Empl_Rcd. It could also be the result of an address change when employee is not active.
Finalized – Enrolled (FE)	Benefits Administration processing is complete for the employee event. All elections have been validated and loaded.
Finalized – Prepare None (FP)	Benefit Administration is acknowledging that the employee's eligibility has not changed.
Notified (NT)	Employee has accessed the Self-Service event but has not submitted elections.
Prepare Error (PE)	Error in preparation of options. The system has encountered an error. This could be a result of a missing ICI ABBR or a missing payroll calendar.

Prepared (PR)	The system has calculated eligible options, credits, rates, and proof requirements for the employee associated with the event, and current elections have been identified for proof, eligibility level, and default processing.
Re-Enter (RE)	Benefit Administrator reopened event.

The following chart describes the different types of **Process Indicator.**

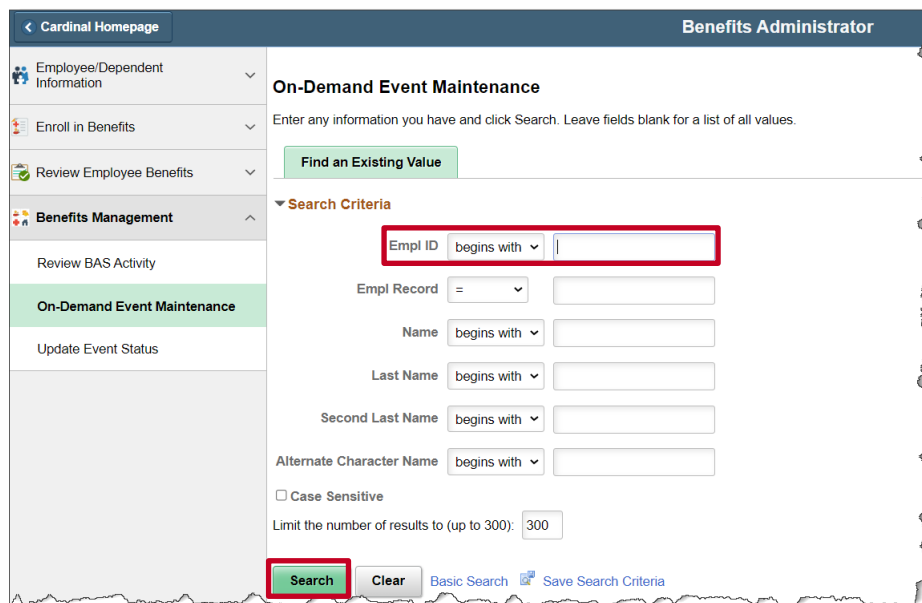| Symbol	Name	Description
A	Assign Benefit Program	Event status must be Open. It takes the event all the way back to defining program eligibility and any data entry done in this event is lost. The system attempts to reprocess participants to PR status.
E	Elect Options	Event status must be Open. Schedule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

Processing Benefit Elections: Terminated Employee

When an employee is terminated from their current Agency, a TER event is created and processed in Cardinal. The TER event will automatically be processed and finalized by the Benefit Administration process that runs each evening. If you wish to manually process these termination events, the process is listed below.

1. Once the employee's job record has been terminated in Cardinal, navigate to the **On Demand Event Maintenance** page using the following path:

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

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

2. Enter the **Empl ID.**
3. Click the **Search** button.

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

4. Click the **Schedule/Prepare Activity** button.

5. Click **OK** on the pop-up message that appears.

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

6. Click the **Finalize/Apply Defaults** check box.

7. Click **Validate/Finalize** button.

   Note: All benefits will be terminated for the employee once the **Validate/Finalize** button has been clicked. To review the employees benefits to confirm that they have been terminated, navigate to the employees **Benefit Summary** page, or review the employees individual benefit pages (see navigations below). Remember, if the benefits termination date is in the future, the Benefit Summary page will not show future dated rows. You can see future dated rows by looking at the individual benefit pages.

   Benefit Summary: **Benefits > Review Employee Benefits > Current Benefit Summary**

   Individual Benefit Pages
   Health Benefits: **Benefits > Enroll In Benefits > Health Benefits**
   Simple Plan: **Benefits > Enroll In Benefits > Simple Benefits**
   Imputed Life: **Benefits > Enroll In Benefits > Life and AD/D Benefits**
   FSA Benefits: **Benefits > Enroll In Benefits > Spending Accounts**
   Savings Benefits: **Benefits > Enroll In Benefits > Savings Plans**
   Retirement Benefits: **Benefits > Enroll In Benefits > Retirement Plans**

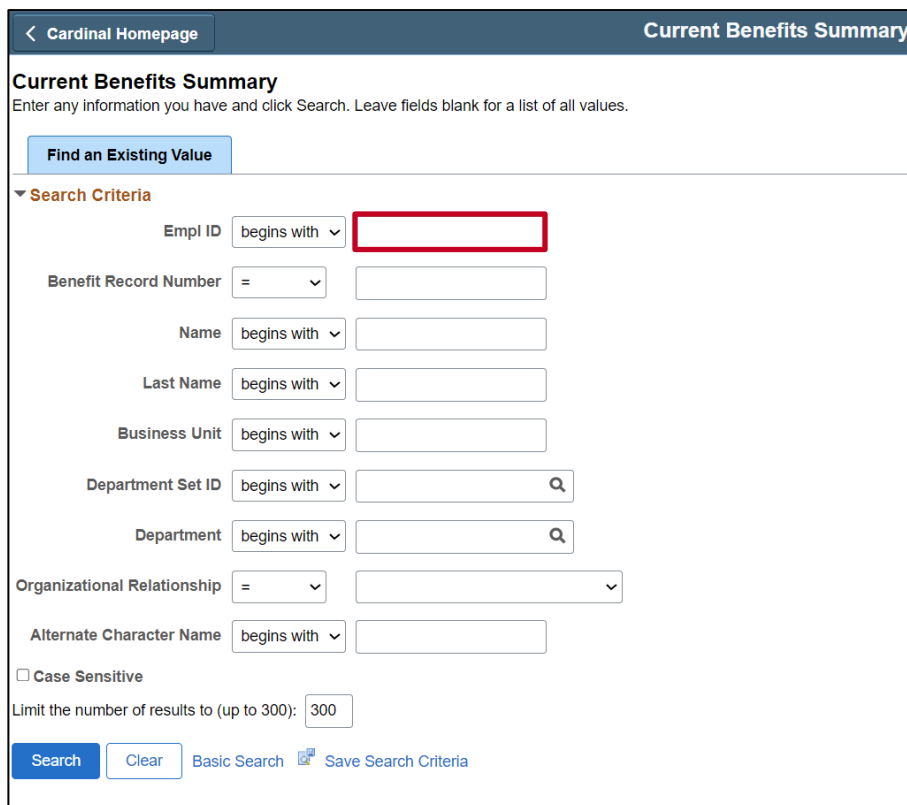## Processing Benefit Elections: Transfer Out Employee

When an employee transfers out of their current Agency, an XFO event is created and processed in Cardinal. The sending Agency BA should process and finalize the XFO event right away because the event must be Finalized/Enrolled before the receiving Agency BA can process the XFR event.. The process is listed below.

Note: This section does not apply to **Localities.**

1. Navigate to the **Current Benefits Summary** page using the following path:

    Benefits > Review Employee Benefits > Current Benefits Summary

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

2. Enter the **Empl ID.**
3. Click the **Search** button.

The **Current Benefits Summary** page displays for the applicable employee.

Plan Type	Coverage Election	Benefit Plan	Description	Coverage or Participation	Coverage Begin
Medical	Elect	ACC4	COVA EVH	Single	10/01/2022
Imputed Life	Elect	IMPLIF	IMP LIF	Salary X 2	09/23/2022
403(b)	Waive			Waived	10/01/2022
Section 457	Elect	457P24	457P24	$75 Before Tax	10/01/2022
VRS Hb Vol Defined Contr	Elect	HVC000	HVC000	Employer Funded	10/01/2022
Flex Spending Medical	Elect	FLXMED	Med FSA	$800 Pledge	07/01/2023
Flex Spending Dependent Care	Waive			Waived	07/01/2023
Employee Retirement DB	Elect	HVRMDB	VRS HB MDB	4% of Earnings	10/01/2022
Group Term Life	Elect	GTLR	GTL Reg	0% of Earnings	10/01/2022
Retiree Health Credit	Elect	RTCRDR	RHC Reg	0% of Earnings	10/01/2022
VSDP LTD	Elect	VSDPR	LTD Reg	0% of Earnings	10/01/2022
Hybrid Mandatory DC	Elect	HMC100	HMC100	1% of Earnings	10/01/2022
Health Premium Reward	Elect	PRWDEE	Par Only		08/01/2023
Flex Spending Admin Fee	Elect	FLXFEE	FSA AdmFee		10/01/2022

Current Benefits Summary

Benefit Enrollment Summary | Benefit Deduction Summary

JANE SMITH — Employee — ID — Benefit Record Number 0 — Primary Empl Record 0

Benefits System: Benefits Administration
Benefit Program: SAL   Salaried Employee Benefit Pgm
Benefits Status: Terminated

Current Enrollments

[Return to Search] [Previous in List] [Next in List]

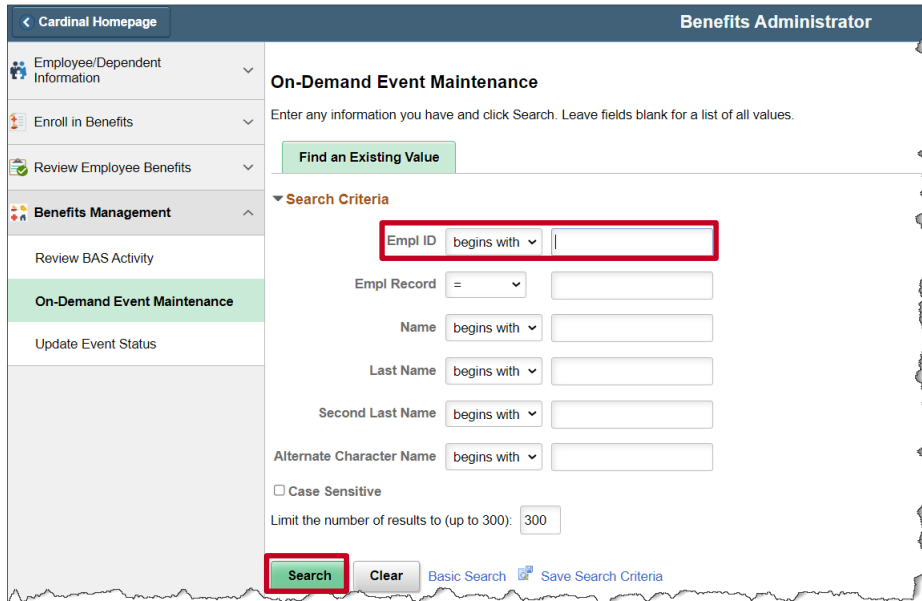Benefit Enrollment Summary | Benefit Deduction Summary

4. Review the employee's current enrollments.

Note: When you process and finalize the XFO event, all benefits highlighted above will remain unchanged. All other enrollments will be terminated.

5. Navigate to the **On Demand Event Maintenance** page using the following path:

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

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

6. Enter the **Empl ID.**
7. Click the **Search** button.

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

8. Click the **Schedule/Prepare Activity** button.

9. Click **OK** on the pop-up message that appears.

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

10. Click the **Finalize/Apply Defaults** checkbox option.

11. Click the **Validate/Finalize** button.

> **Note**: Savings and Retirement plans will be terminated for the employee once the **Validate/Finalize** button is clicked. All other plan enrollments will remain unchanged.

To review the employees benefits after the XFO event has been finalized, navigate to the employee's **Current Benefits Summary** page or review the employee's individual benefit pages (see navigations below). A screenshot has been provided of our sample employee's benefit summary on the next page for your review. <u>Remember</u>, if the benefits termination date is in the future, the **Current Benefits Summary** page will not show future dated rows. You can see future dated rows by looking at the individual benefit pages.

Current Benefits Summary: **Benefits > Review Employee Benefits > Current Benefit Summary**

<u>Individual Benefit Pages</u>

Health Benefits: **Benefits > Enroll In Benefits > Health Benefits**

Simple Plan: **Benefits > Enroll In Benefits > Simple Benefits**

Imputed Life: **Benefits > Enroll In Benefits > Life and AD/D Benefits**

FSA Benefits: **Benefits > Enroll In Benefits > Spending Accounts**

Savings Benefits: **Benefits > Enroll In Benefits > Savings Plans**

Retirement Benefits: **Benefits > Enroll In Benefits > Retirement Plans**

| Benefit Enrollment Summary | Benefit Deduction Summary |

JANE SMITH Employee ID [redacted] **Benefit Record Number** 0

Primary Empl Record 0

Benefits System Benefits Administration
Benefit Program SAL   Salaried Employee Benefit Pgm
Benefits Status Terminated With Benefits

Current Enrollments

Plan Type	Coverage Election	Benefit Plan	Description	Coverage or Participation	Coverage Begin
Medical	Elect	ACC4	COVA EVH	Single	10/01/2022
Imputed Life	Elect	IMPLIF	IMP LIF	Salary X 2	09/23/2022
403(b)	Terminate				10/25/2023
Section 457	Terminate				10/25/2023
VRS Hb Vol Defined Contr	Terminate				11/01/2023
Flex Spending Medical	Elect	FLXMED	Med FSA	$800 Pledge	07/01/2023
Flex Spending Dependent Care	Waive			Waived	07/01/2023
Employee Retirement DB	Terminate				11/01/2023
Group Term Life	Terminate				11/01/2023
Retiree Health Credit	Terminate				11/01/2023
VSDP LTD	Terminate				11/01/2023
Hybrid Mandatory DC	Terminate				11/01/2023
Health Premium Reward	Elect	PRWDEE	Par Only		08/01/2023
Flex Spending Admin Fee	Elect	FLXFEE	FSA AdmFee		10/01/2022

Return to Search

Benefit Enrollment Summary | Benefit Deduction Summary

Processing Benefit Elections: Transfer In Employee

When an employee transfers into a new Agency, the receiving Benefits Administrator will ensure that the Transfer In process has been done correctly and with as little disruption to the employee as necessary.
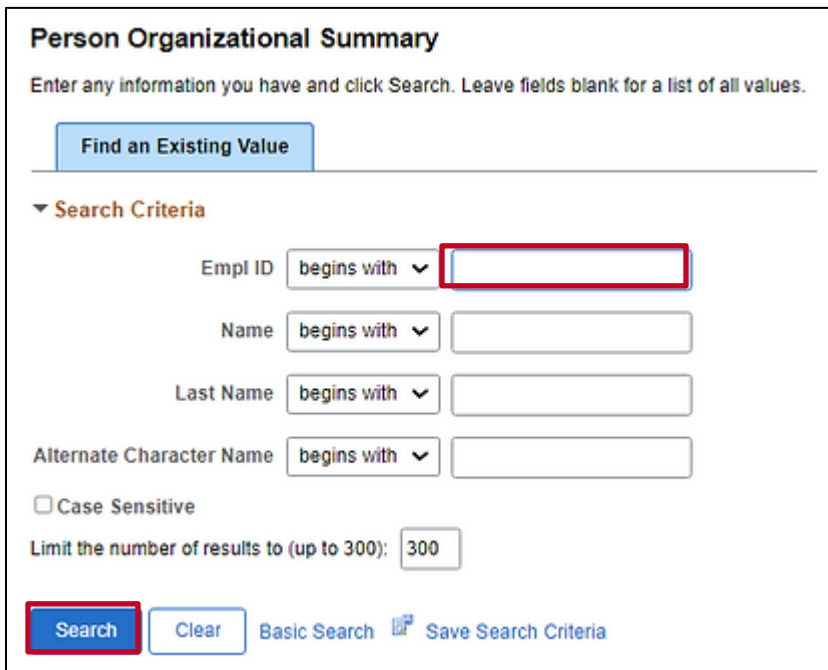
Before Processing the XFR event, it is important to confirm that the prior agency had keyed the Transfer Out job information and finalized the XFO event.

Confirming your Transfer Employee's Prior Agency Job and Benefit Status

1. Access the **Person Organizational Summary** page using the following path:

    NavBar > Menu > Workforce Administration > Person Organizational Summary

The **Person Organizational Summary Search** page appears.

2. Enter the Employee ID in the **Empl ID** field.

    Note: You can also search by entering the Name. However, it is recommended to use the Employee ID as it is a unique identifier for each employee. Cardinal security restricts the user to seeing only their agency employees.

3. Click the **Search** button.

The **Person Organizational Summary** page appears.
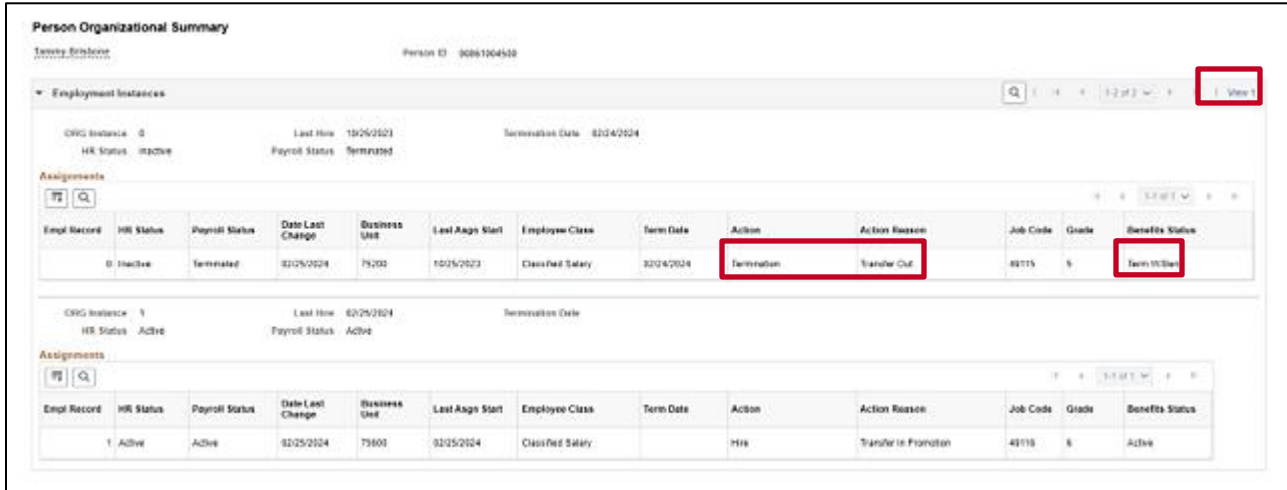
4. Click on View All to see all jobs for the employee.
5. Verify that the Transfer Out from the prior agency has been completed and benefits are terminated.

Next they must do the following with regards to Benefits:

- Review the transferring employee's current benefit enrollments to ensure the following:
    - Health, Premium Reward, FSA Plans, FSA Fee, and Imputed Life <u>have not</u> been terminated by the prior Agency
    - Retirement and Savings Accounts all show terminated as of the 1st of the month following transfer
- Ensure the employees VNAV Record is established in a timely manner by monitoring the VNAV Cancel Records Report daily and manually loading the job information into VNAV if necessary
- Inform the transferring employee they will need to reenroll in the Annuity/Deferred Compensation plans. (It is the employee's responsibility to do so).

IMPORTANT NOTE: As of November 20, 2023, the process of establishing a transfer employee's benefits has changed and this Job Aid has been updated to reflect that the receiving agency BA no longer needs to reelect the employee's health, premium reward, imputed income, flex spending, or flex fee plans.

Note: Generally, the employee cannot request any changes to health and flex spending enrollments due to transfer. If you have questions about changes the employee is requesting and if they are allowed, please reach out to the Office of Health Benefits (OHB).

Note: This section does not apply to **Localities.**

Reviewing your Transfer Employees Benefit Enrollment Record

1. Navigate to the **Current Benefits Summary** page using the following path:

   Benefits > Review Employee Benefits > Current Benefits Summary

Hint: If the transfer benefit changes you are reviewing are future dated, the benefits summary will not show you the changes as it only shows the employees benefits as of today's date. If you need to review future dated benefits look up each benefit individually and skip to step 4.

Individual Benefit Pages

Health Benefits: **Benefits > Enroll In Benefits > Health Benefits**

Simple Plan: **Benefits > Enroll In Benefits > Simple Benefits**

Imputed Life: **Benefits > Enroll In Benefits > Life and AD/D Benefits**

FSA Benefits: **Benefits > Enroll In Benefits > Spending Accounts**

Savings Benefits: **Benefits > Enroll In Benefits > Savings Plans**

Retirement Benefits: **Benefits > Enroll In Benefits > Retirement Plans**

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

2. Enter the **Empl ID.**

3. Click the **Search** button.

The **Current Benefits Summary** page displays for the applicable employee.

| Benefit Enrollment Summary | Benefit Deduction Summary |

JANE SMITH Employee ID Benefit Record Number 0

Primary Empl Record 0

Benefits System Benefits Administration
Benefit Program SAL Salaried Employee Benefit Pgm
Benefits Status Terminated With Benefits

Current Enrollments

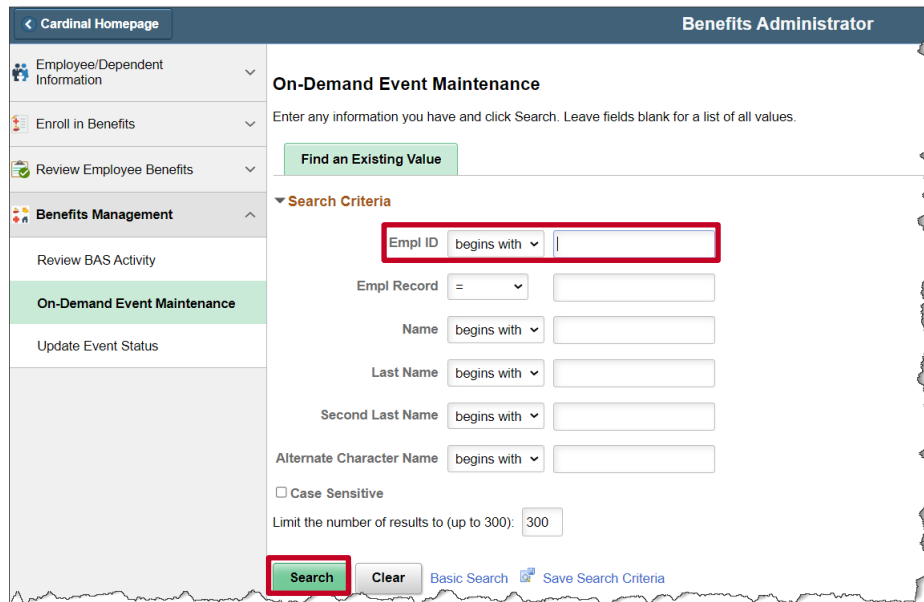| Plan Type	Coverage Election	Benefit Plan	Description	Coverage or Participation	Coverage Begin
Medical	Elect	ACC4	COVA EVH	Single	10/01/2022
Imputed Life	Elect	IMPLIF	IMP LIF	Salary X 2	09/23/2022
403(b)	Terminate				10/25/2023
Section 457	Terminate				10/25/2023
VRS Hb Vol Defined Contr	Terminate				11/01/2023
Flex Spending Medical	Elect	FLXMED	Med FSA	$800 Pledge	07/01/2023
Flex Spending Dependent Care	Waive			Waived	07/01/2023
Employee Retirement DB	Terminate				11/01/2023
Group Term Life	Terminate				11/01/2023
Retiree Health Credit	Terminate				11/01/2023
VSDP LTD	Terminate				11/01/2023
Hybrid Mandatory DC	Terminate				11/01/2023
Health Premium Reward	Elect	PRWDEE	Par Only		08/01/2023
Flex Spending Admin Fee	Elect	FLXFEE	FSA AdmFee		10/01/2022

| Return to Search | Previous in List | Next in List |

Benefit Enrollment Summary | Benefit Deduction Summary

4. Review the employees benefit summary/individual event pages to ensure that <u>only</u> the retirement and savings plans have a Coverage Election of "Terminate".

    a. Are All Benefits Terminated? If all benefits have been terminated, it indicates that the employee's prior Agency used the incorrect Action Reason when terminating the employee. A PPS ticket will be needed to fix this issue

    b. Are None of the Benefits Terminated? If none of the benefits have been terminated, it indicates that either the employee's prior Agency has not entered the employees transfer out, or did so after your HR dept entered the transfer in. A PPS ticket will be needed to fix this issue.

5. Review the employees' healthcare enrollment and note if the employee is enrolled in a regional HMO plan (Kaiser or Optima).

6. Once you have fully reviewed the employees benefits and have determined that the Savings and Retirement are terminated, and no changes have been made to the Health, FSA, Imputed Life, and Premium Reward plans, then you can proceed to the **On Demand Event Maintenance** page to finalize the XFR Benefit Event.

7. Navigate to the **On Demand Event Maintenance** page using the following path:

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

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

8. Enter the **Empl ID.**

9. Click the **Search** button.

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

10. Click the **Schedule/Prepare Activity** button.

11. Click **OK** on the pop-up message that appears.

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

12. If the Employee was enrolled in a regional HMO plan, then you will need to click the **Election Entry** button so you can confirm if the employee is still eligible for the HMO plan. Otherwise, proceed to the next step.

    Note: If your transferring employee is enrolled in an HMO, you must click on the **Election Entry** button to ensure they did not lose benefits. If you do not see the HMO in the list of available options for the employee, you will need to reach out to the employee to let them know. They will need to fill out a new enrollment form and select a new plan. Once they have made their decision, you can enroll them using the XFR Benefit Event.

13. Click the **Finalize/Apply Defaults** checkbox option.

14. Click the **Validate/Finalize** button.

To review the employees benefits after the XFR event has been finalized, navigate to the employees **Current Benefits Summary** page or review the employees individual benefit pages (see navigations below. Remember, if the benefits enrollment/termination dates is in the future, the **Current Benefits Summary** page will not show future dated rows. You can see future dated rows by looking at the individual benefit pages.

Benefit Summary: **Benefits > Review Employee Benefits > Current Benefit Summary**

Individual Benefit Pages

Health Benefits: **Benefits > Enroll In Benefits > Health Benefits**

Simple Plan: **Benefits > Enroll In Benefits > Simple Benefits**

Imputed Life: **Benefits > Enroll In Benefits > Life and AD/D Benefits**

FSA Benefits: **Benefits > Enroll In Benefits > Spending Accounts**

Savings Benefits: **Benefits > Enroll In Benefits > Savings Plans**

Retirement Benefits: **Benefits > Enroll In Benefits > Retirement Plans**

Troubleshooting Errors

The screen shots that follow reflect a few of the most commonly experienced error messages along with a description of the information presented and possible corrective actions.

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

  This is an example of a message that displays when an action to add or remove a dependent is not permitted by plan rules. For example, the child enrolled under an Employee + Child coverage is removed from coverage, but the coverage level is unchanged.
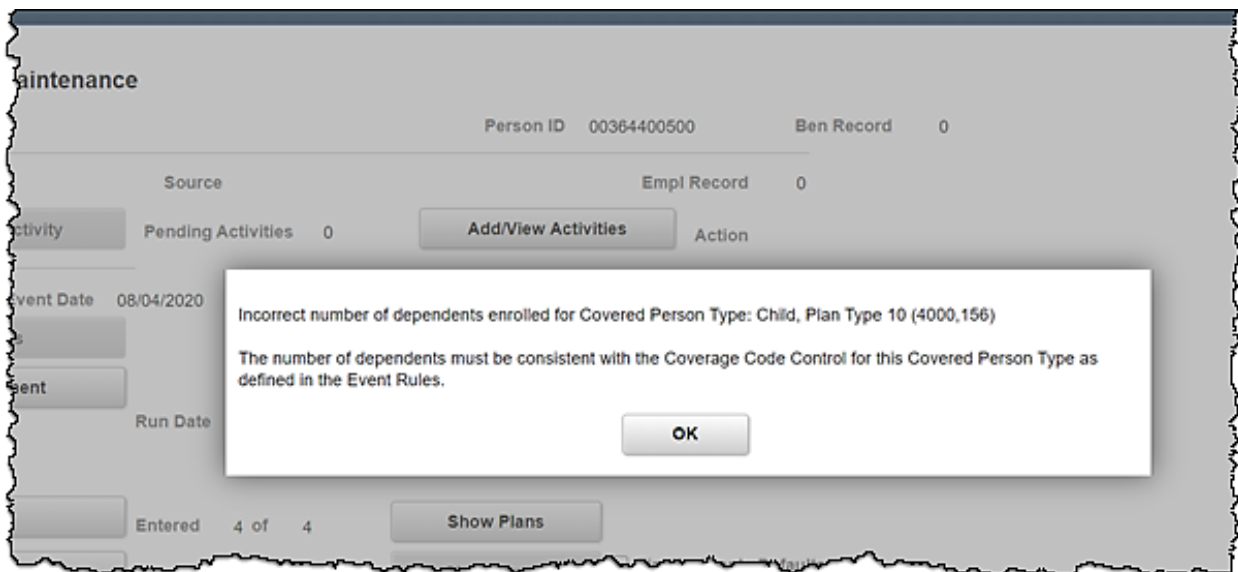
- **Error Message**: Dependent 03 exceeds the maximum age for a non-student (Plan Type 10). The individual shown as attained the maximum age for which they may be covered under this plan while in a Non-Student status. Please remove this dependent from coverage, or change the Benefit Program rules, regarding non-student status.

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

Dependent 03 exceeds the maximum age for a non-student (Plan Type 10). (4000,100)

The individual shown has attained the maximum age for which they may be covered under this plan while in a Non-Student status. Please remove this dependent from coverage, or change the Benefit Program rules regarding non-student status.

OK

○ Deduction Frequency ○ Annual Frequency
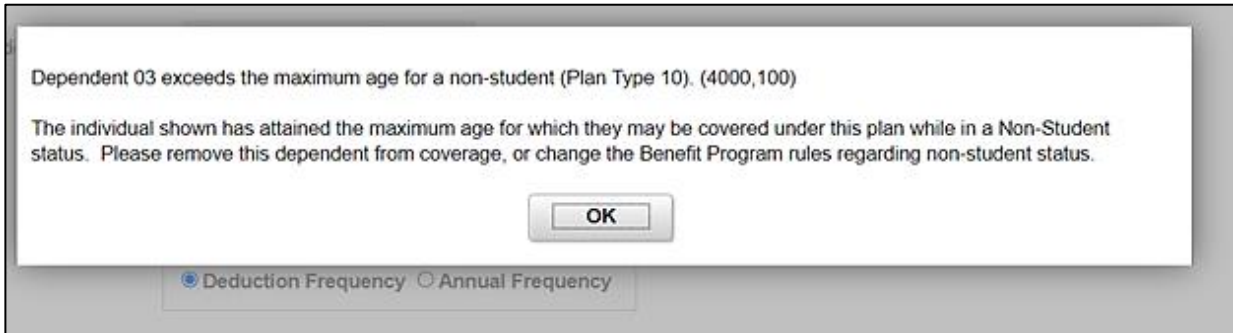
- **Error Message**: A person of type Child cannot be enrolled under the select Coverage Code (Plan Type 10). You have chosen a coverage code for which this type of coverage is not allowed. Please delete the elected dependent row for persons of this type or update the coverage code (option code) to a value which allows coverage for this type of persons.
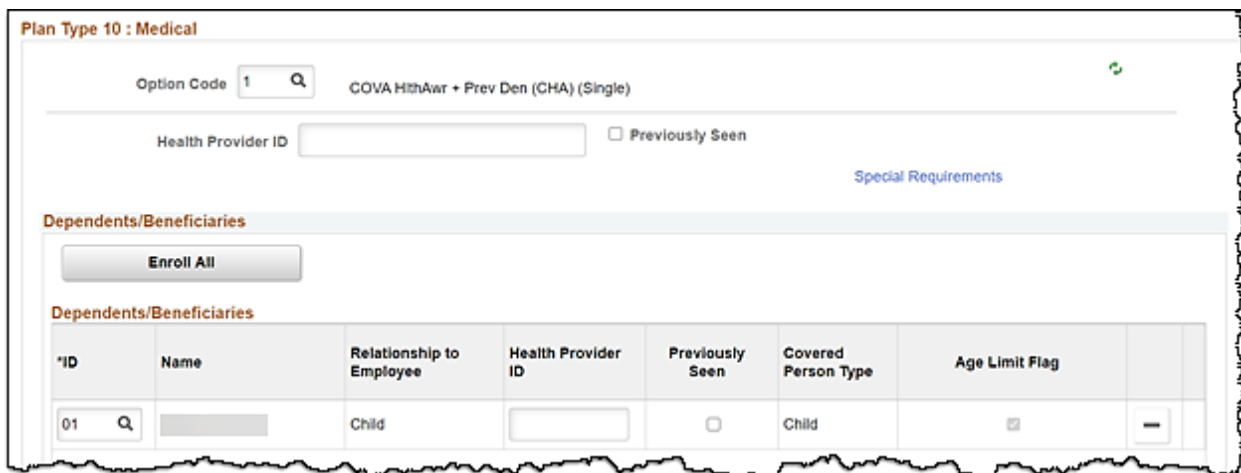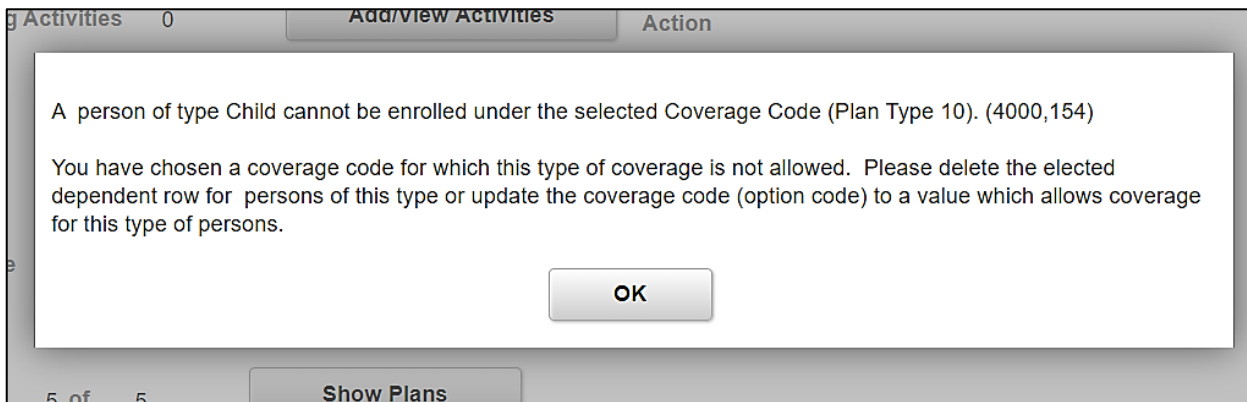
  This message displays when an action to add a dependent is not permitted by plan rules. For example, the Employee Only coverage is selected, yet a child is listed as a dependent. See view of the Dependent/Beneficiary enrollment that follows.

A person of type Child cannot be enrolled under the selected Coverage Code (Plan Type 10). (4000,154)

You have chosen a coverage code for which this type of coverage is not allowed. Please delete the elected dependent row for persons of this type or update the coverage code (option code) to a value which allows coverage for this type of persons.

OK

Plan Type 10 : Medical

Option Code 1   COVA HlthAwr + Prev Den (CHA) (Single)

Health Provider ID   ☐ 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		Child		☐	Child	☑	—

- **Error Message**: This eligibility data has changed between benefit program assignment and option processing phases. Review the participant's HR data to determine if reprocessing is required.

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

Messages		Q	｜	◀	◀	1 of 1 ⌄	▶	▶｜	｜	View All

Schedule ID EM00

Empl ID 00858859900 Diego Romo

Benefit Record 0 Event ID 2

Option ID Cost ID

Message ID 000328

Description Job Data for this employee has changed since the event was created. No further action is necessary. (MSGData1: Job Elig Chg, MSGData2: Primary Job Chg, MSGData3: Addr Elig Chg)

Message Data
Y
N
N

Voiding Events

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

BenAdmin Event Status Update		×
Update Event Status		

Empl ID   87T00000101   <u>Sample 01 T05BN1902</u>   Ben Record   0

Event Status Update ⑦   🔍 | |◄ ◄ [1 of 3 ▾] ► ►|
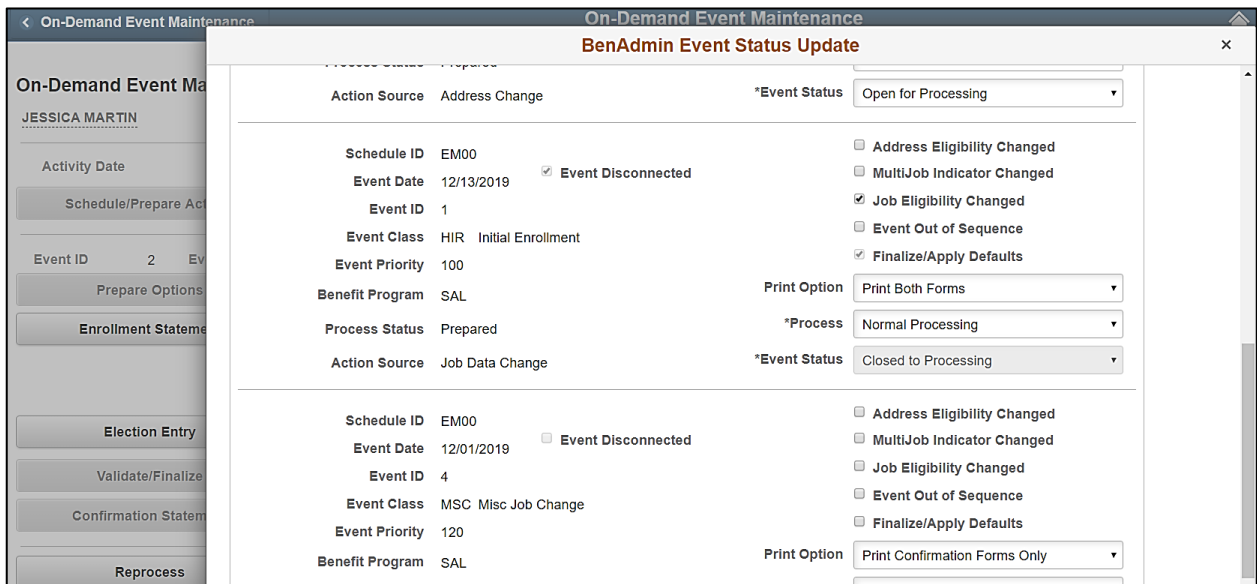
Schedule ID	EM00	☐ **Address Eligibility Changed**
Event Date	02/01/2020 ☐ **Event Disconnected**	☐ **MultiJob Indicator Changed**
Event ID	3	☐ **Job Eligibility Changed**
Event Class	TER Termination	☐ **Event Out of Sequence**
Event Priority	400	☐ **Finalize/Apply Defaults**
Benefit Program	SAL	**Print Option** [Print Confirmation Forms Only ▾]
Process Status	Prepared	***Process** [Normal Processing ▾]
Action Source	Job Data Change	***Event Status** [Void ▾]

Flagged Events

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

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

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

- A change to the Job record with an effective date of 12/01/2019 impacts the eligibility for the employee's 12/13/2019 event. Therefore, the **Job Eligibility Change flag** and **Event Out of Sequence** boxes are **checked**.
  - The flag checkboxes display *on the event that must be reevaluated*, not the row that caused the change.
  - Benefits Administration will automatically reprocess the flagged event. Once reprocessed, both the **Job Eligibility Change** and **Out of Sequence Flags** are **unchecked**.

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

  - The **Address Eligibility Changed** checkbox will become checked when an update is made to the employee's address in Personal Information and eligibility must be reevaluated.

  - The **Job Eligibility Changed** checkbox reflects that Job information initially used in determining benefits eligibility has been changed. The Job Eligibility Changed checkbox will become checked when the Job row for which the event is based on has been corrected or when a new row is inserted into the Job record with an Effective Date prior to an existing Event Date.

  - The **Event Out of Sequence** checkbox refers to an event that has been processed out of order according to its effective date or priority. It will become checked when another event is created with an Event Date prior to the Effective Date of the event that already exists (regardless of the process status of the existing row). These may be retroactive, current, or future rows that have an event date that precedes that of an existing event. This is often seen after Open Enrollment (OE). For example, a Birth Event was entered effective June 15 after the employee had completed enrollment for OE that is effective July 1. The Event Out of Sequence Flag would be checked on the OE event because a review is required to determine if the baby is to be added to the OE enrollment.

The **Event Disconnected** checkbox is checked if a Job row is deleted. The associated Benefit Event becomes disconnected from the Job. If a Benefit Event is disconnected before it is finalized, the Benefit Administration process will automatically close the event. It cannot be processed any further