

#### Creating and Completing a Life Event on behalf of an Employee Overview

This Job Aid provides the step-by-step instructions utilized by an Agency Benefits Administrator (BA) to create and complete a manual Benefit Event (Life Event) on behalf of the employee.

This process is utilized when the employee does not initiate the qualifying Life Event through Employee Self-Service (ESS). For cases where the employee did initiate the qualifying Life Event, refer to the Job Aid titled **BN361\_Completing an Employee Initiated Life Event**. This Job Aid is located on the Cardinal Website in **Job Aids** under **Learning**.

This Job Aid also contains sections that provide the step-by-step instructions utilized by an Agency BA to complete the following after the new hire Benefit 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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#### Creating and Processing a Life Event on behalf of an Employee (Adding Dependent(s))

This section of the Job Aid should be referenced when you are creating and processing a Life Event on on behalf of the employee wherein one or more dependents is being added to the employee's coverage (marriage, birth, adoption, etc.). The steps included in this section of the Job Aid are based on the following example scenario:

**Scenario**: An employee got married on 12/16/2022. The employee submitted the appropriate supporting documentation and a benefits enrollment request form on 12/19/2022 to add their spouse as a dependent and enroll them in their benefits. Additionally, a stepchild will be added and enrolled in the employee's benefits. The employee did not initiate this Qualifying Mid-Year Event through Employee Self-Service (ESS). As the BN Administrator, you need to create and process this manual Benefit Event (Life Event).

**Note**: Generally speaking, the steps in this Job Aid can be used to create and process any manual Life Event on behalf of an employee wherein dependents are being added to the employee's coverage. Be sure to use the actual dates and information provided by the employee when completing this process in Production.

1. First, the Benefit Event must be created. Access the **Benefit Event** 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.

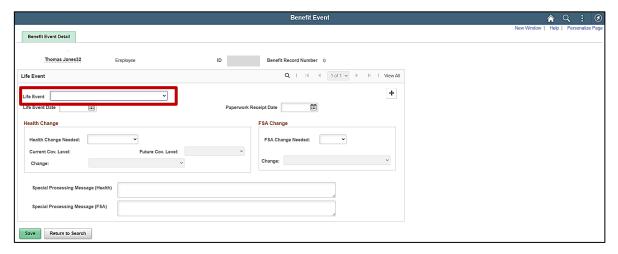
**Note**: The other search by options available (**Search by** dropdown button) are Business Unit, Department, and Name.

3. Click the **Search** button.

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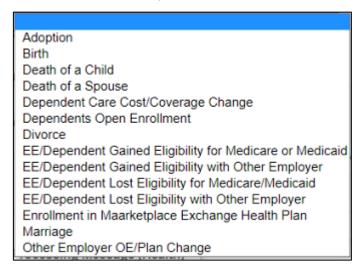


The **Benefit Event** page displays for the applicable employee.



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

The **Life Event** menu displays.

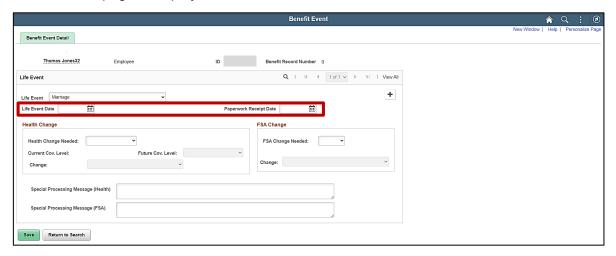


5. Select the applicable type of Life Event by clicking the corresponding list item ("Marriage" in this scenario).

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The **Benefit Event** page redisplays with the selected Life Event.

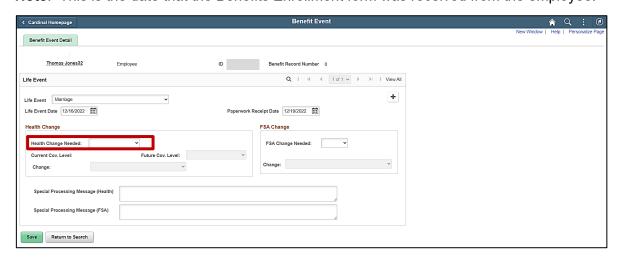


6. Click the **Life Event Date Calendar** icon and select the applicable date ("12/16/2022" in this scenario).

**Note**: This is the date of the actual event (marriage, birth, divorce, etc.).

7. Click the **Paperwork Receipt Date Calendar** icon and select the applicable date ("12/19/2022" in this scenario).

Note: This is the date that the Benefits Enrollment form was received from the employee.



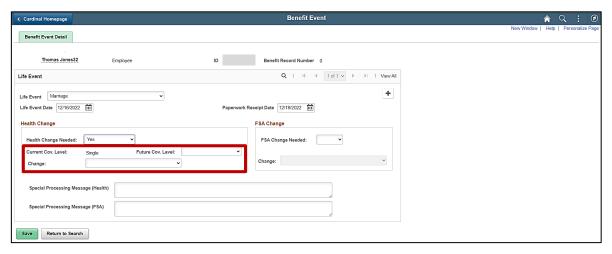
8. Click the **Health Change Needed** dropdown button and select "Yes".

**Note**: Even if the Life Event does not require a change in the Health Plan Coverage Code for the employee, select "Yes" (i.e; this is a birth event and the employee is already enrolled in "Family" coverage. However, a new dependent is being added (newborn)). If "Yes" is not selected, a Benefit Event will not be created.

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The page refreshes.



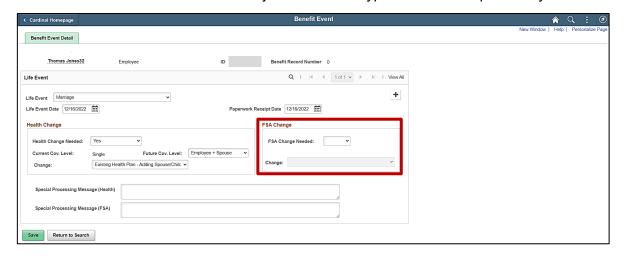
**Note**: The **Current Cov. Level** field auto-populates with the employee's current Health Plan enrollment coverage level.

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 Life Event is processed.

10. Click the Change dropdown button and select "Existing Health Plan – Adding Spouse/Children".

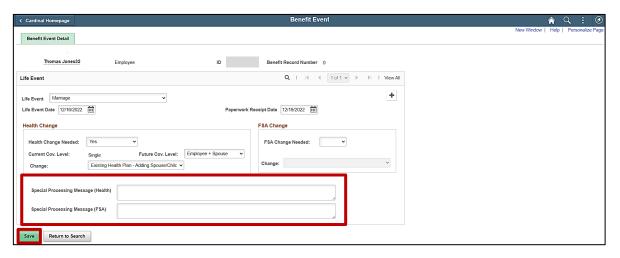
Note: The selections available will vary based on the type of Life Event previously selected.



11. Complete the fields within the FSA Change section if the employee is making any changes to their Flex Spending Account(s) (Flex Spending Medical or Flex Spending Dependent Care) in conjunction with the Life Event (no changes to the employee's FSA elections will be made for this scenario).

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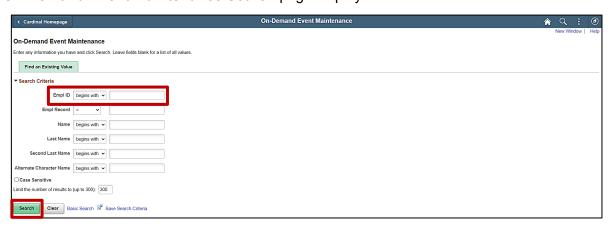
- 12. Click the Save button.
- 13. After saving, review the messages in the **Special Processing Message (Health)** and **Special Process Message (FSA)** fields. These messages will provide next step instructions.

**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.

14. The manual Benefit Event (Life Event) is now created. Next, this Benefit 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.

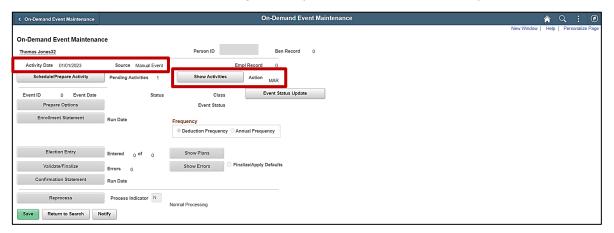
**Note**: Searches can also be performed using the employee's name. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID.

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16. Click the **Search** button.

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



17. Review the **Activity Date** field. For Life Events, this date will be auto-populated based on the coverage begin date for the applicable type of Life Event (in this scenario, the Life Event is a marriage, so the **Activity Date** field defaults to the first day of the month following the date of marriage). Ensure that this date is accurate.

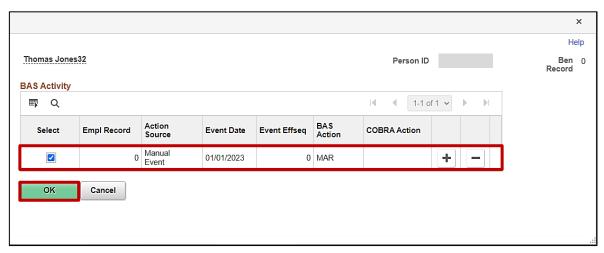
**Note**: The **Source** field will be "Manual Event". The **Action** field will default based on the type of Life Event ("MAR" for Marriage in this scenario).

18. Click the **Show Activities** button.

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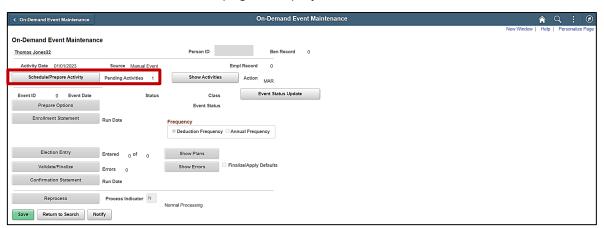


The **BAS Activity** page displays in a pop-up window.



19. Ensure that the **Select** checkbox option for the Manual Event is selected and then click the **OK** button.

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



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 21. 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.

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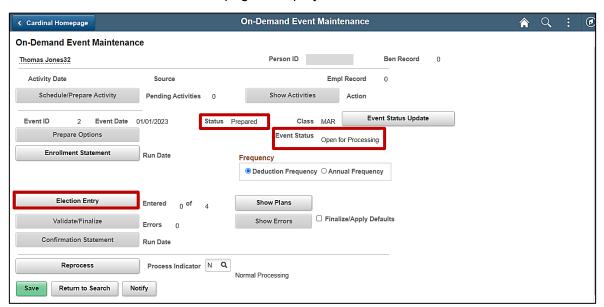


A **Confirmation** message displays in a pop-up window once the automated program completes.



21. Click the **OK** button.

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

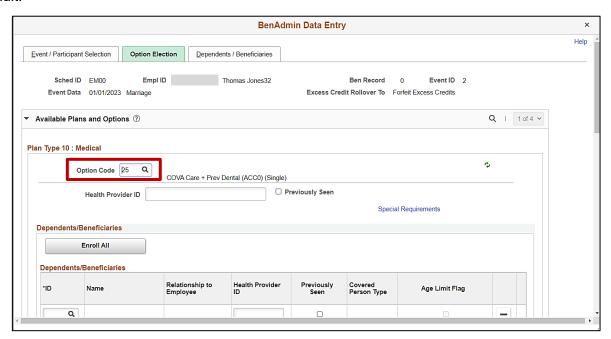


- 22. Confirm that the **Status** field displays as "Prepared" and the **Event Status** field displays as "Open for Processing".
- 23. Click the **Election Entry** button.

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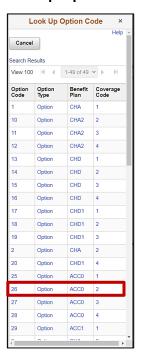


The **Election Entry** page displays in a pop-up window with the **Option Election** tab displayed by default.



24. First, select the applicable Medical Plan based on the employee's Benefits Enrollment form. 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.



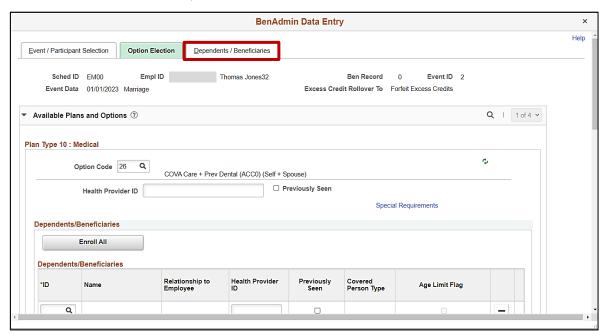
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25. Select the same Benefit Plan that the employee is currently enrolled in but with the new Coverage Code (based on the employee's Benefits Enrollment form) by clicking the corresponding link in the **Option Code** column (Benefit Plan "ACCO" with Coverage Code "4" will be selected in this example as this is a marriage and the employee is adding the spouse and a stepchild).

**Note**: The Coverage Codes are as follows: 1 – Single, 2 – Employee + Spouse, 3 – Employee + Child, and 4 – Employee + 2 or More Dependents (Family).

The **Option Election** tab redisplays.

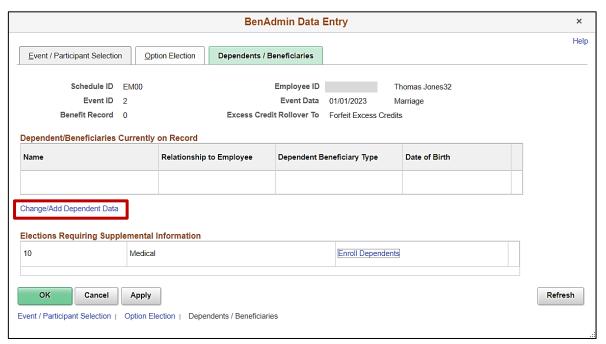


26. Next, add the new dependent(s). Click the **Dependents / Beneficiaries** tab.

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The **Dependent / Beneficiaries** tab displays.

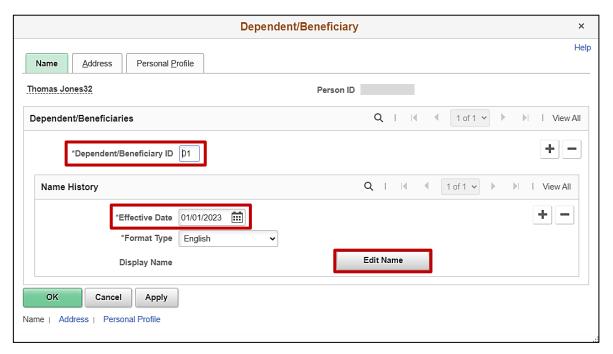


27. Click the Change/Add Dependent Data link.

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



**Note**: For Life Events, the **Effective Date** field defaults to the date that the coverage will begin (in this scenario, the Life Event is a marriage, so the **Effective Date** field defaults to the first day of the month following the date of marriage). The **Dependent/Beneficiary ID** field will default to "01" for the first dependent and increment by 1 for each additional dependent subsequently added.

#### 28. Click the **Edit Name** button.

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

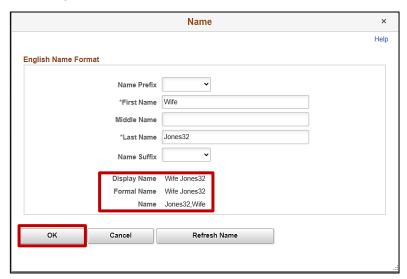
		Name	×
			Help
English Name For	mat		
	Name Prefix	<b>~</b>	
	*First Name		
	Middle Name		
	*Last Name		
	Name Suffix	•	
	Display Name		
	Formal Name		
	Name		
OK	Cancel	Refresh Name	

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- 29. 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.
- 30. Click the Refresh Name button.

The **Name** page refreshes.



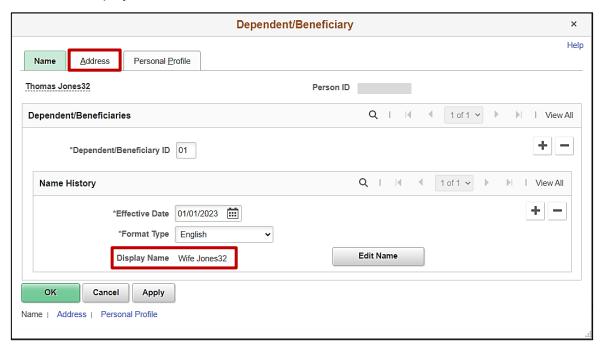
**Note**: The **Display Name**, **Formal Name**, and **Name** fields will populate based on the name information entered.

31. Click the **OK** button.

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The Name tab redisplays.



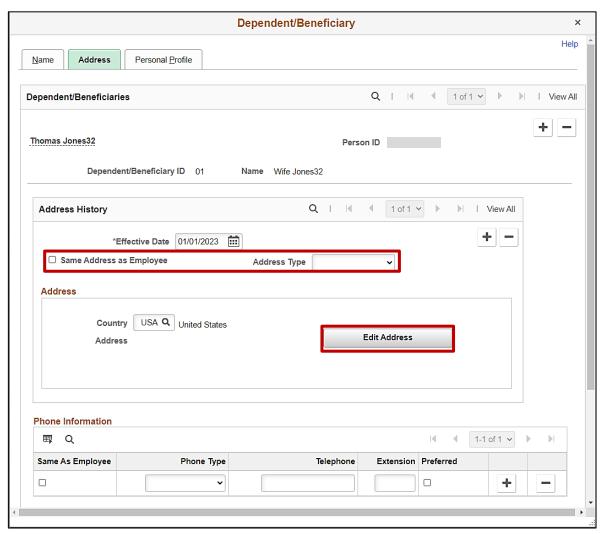
**Note**: The **Display Name** field auto-populates with the name information previously entered.

32. Click the Address tab.

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The **Address** tab displays.

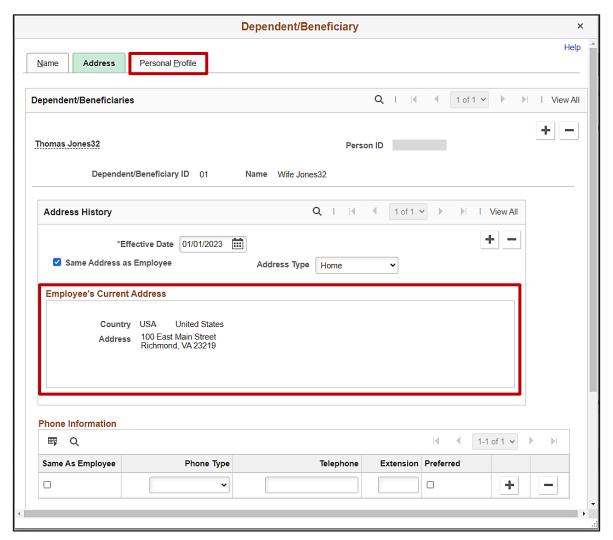


- 33. Complete the address information as applicable for the dependent by either:
  - Clicking the Same Address as Employee checkbox option (applicable for this example)
    or
  - Selecting the applicable Address Type using the dropdown button provided and then clicking
    the Edit Address button (the Edit Address page will display in a pop-up window and the
    applicable address information can be entered)

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The **Address** tab refreshes.



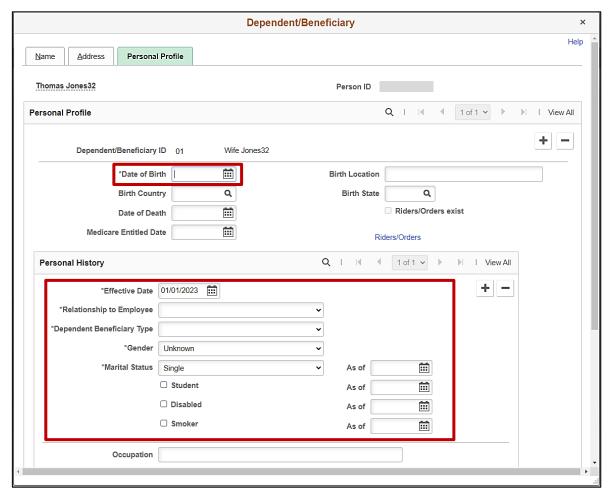
Note: The address information auto-populates in the Employee's Current Address section.

34. Click the **Personal Profile** tab.

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#### The **Personal Profile** tab displays.



**Note**: The following steps provide instructions for completing the required dependent information. If any of the other optional information is provided by the employee, 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).

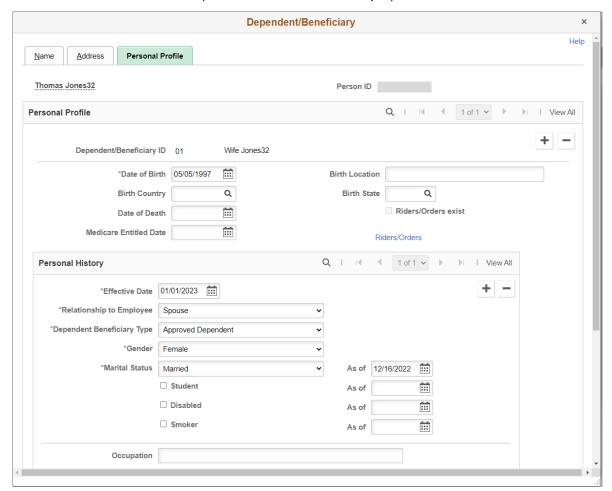
- 35. Click the **Date of Birth Calendar** icon and select the dependent's date of birth.
- 36. Click the **Relationship to Employee** dropdown button and select the dependent's relationship to the employee ("Spouse" in this example).
- 37. Click the **Dependent Beneficiary Type** dropdown button and select "Approved Dependent".
- 38. Click the **Gender** dropdown button and select the dependent's gender ("Unknown", "Male", or "Female") ("Female" in this example).

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39. The **Marital Status** field defaults to "Single". Updated as needed for the dependent ("Married" in this example).

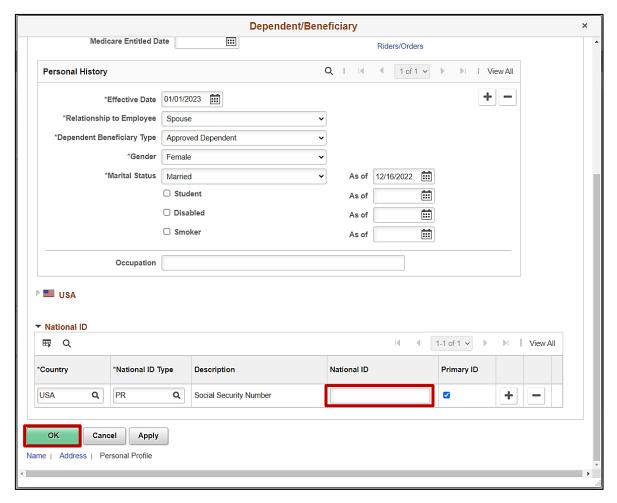
**Note**: If any status other than "Single" is selected, select the applicable date using the **Marital Status As of Calendar** icon ("12/16/2022" in this example).



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

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

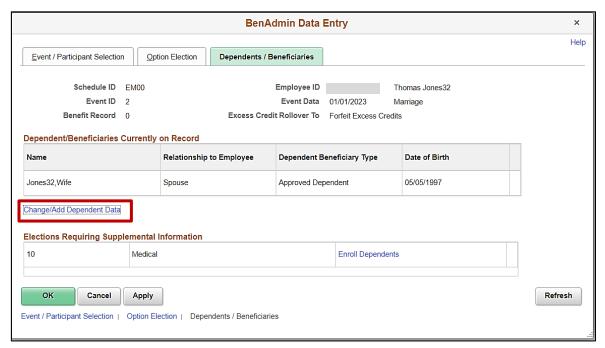
**Note**: If the employee did not provide the dependent's SSN, this field can be left blank for now. However, as soon as the SSN is obtained, it should be entered as soon as possible. Dependent SSNs are necessary for accurate ACA reporting. Agency BAs can use the **Base Benefits Consistency Audit** report to monitor dependents with a missing SSN.

42. Click the **OK** button.

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The **Dependents / Beneficiaries** tab redisplays.



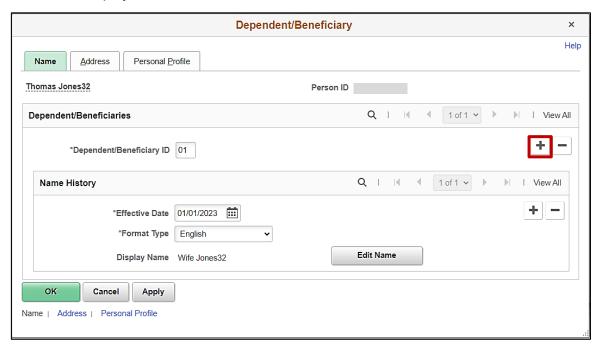
**Note**: The dependent just added displays in the **Dependent/Beneficiaries Currently on Record** section. If additional dependents need to be added (i.e; birth of twins, adding stepchildren as a result of marriage, etc.), proceed with Step 42. If no additional dependents need to be added, skip to Step 44.

43. In this scenario, a stepchild will be added. Click the Change/Add Dependent Data link.

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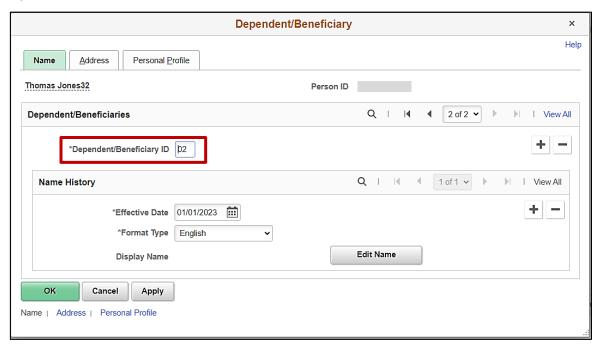


The Name tab redisplays.



44. Click the Add a New Row icon (+) within the Dependent/Beneficiaries section.

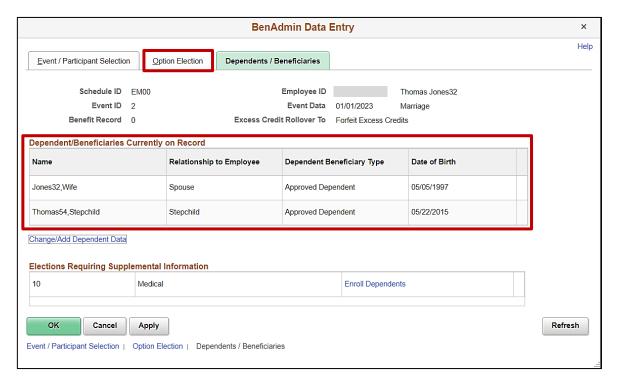
The page refreshes with a new row.



45. The **Dependent/Beneficiary ID** field increments by "1" ("02" in this example as this is the second dependent being added). Repeat Steps 26 - 41 to complete the data entry for the next dependent and then repeat Steps 26 – 44 as needed until all dependents have been added.

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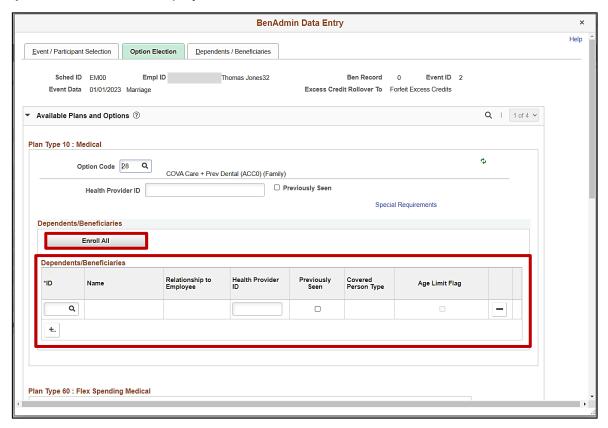
**Note**: All dependents that have been added display in the **Dependent/Beneficiaries Currently on Record** section (spouse and a stepchild in this example).

46. Click the **Option Election** tab.

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The **Option Election** tab redisplays.

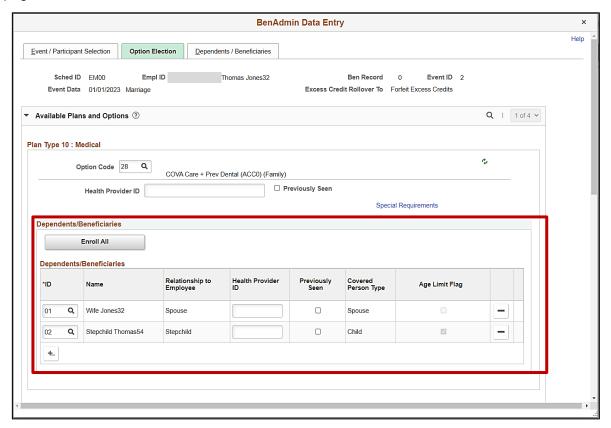


- 47. Next, enroll the dependent(s) in the previously selected Medical Plan by either:
  - Clicking the Enroll All button if all dependents will be enrolled (applicable for this example)
    or
  - Adding the applicable dependents individually using the ID Look Up icon within the
     Dependents/Beneficiaries section. Additional rows can be added in this section by clicking
     the Add Multiple Rows icon (+...)

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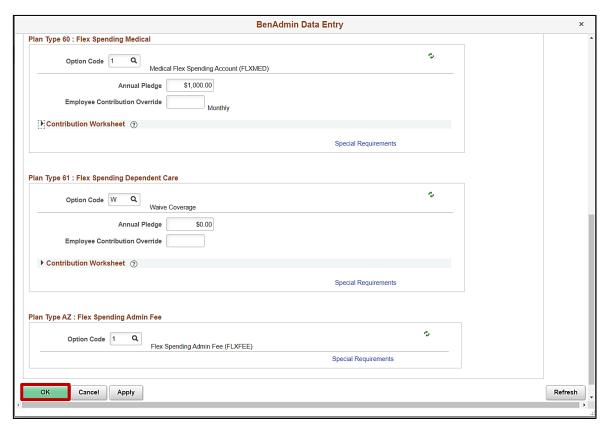
The page refreshes.



- 48. The dependents enrolled display in the **Dependents/Beneficiaries** section. Validate for accuracy and ensure that all applicable dependents are listed.
- 49. Click the vertical scrollbar to scroll down on the page.

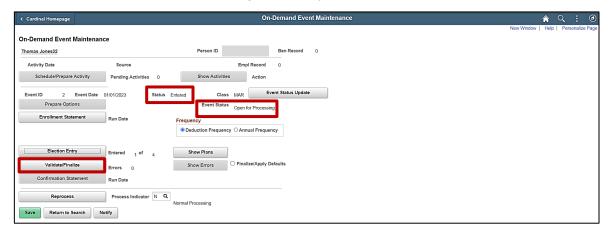
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- 50. Review the employee's FSA elections and make updates as needed based on the information provided by the employee (in this example, the employee is not making any updates to their FSA elections).
- 51. Once all elections have been made/updated, click the **OK** button.

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



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

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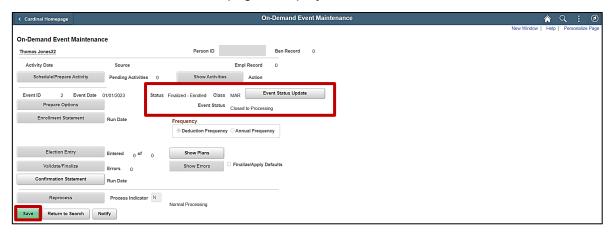


52. Click the **Validate/Finalize** button. This process will validate that all of the elections are valid, close the Benefit Event, and update the Base Benefits Tables.

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



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



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

53. Click the **Save** button.

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

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#### Creating and Processing a Life Event on behalf of an Employee (Removing Dependent(s))

This section of the Job Aid should be referenced when you are creating and processing a Life Event on on behalf of the employee wherein one or more dependents is being removed from the employee's coverage (divorce, death, etc.). The steps included in this section of the Job Aid are based on the following example scenario:

**Scenario**: An employee got divorced on 6/8/2023. The employee submitted the appropriate supporting documentation and a benefits enrollment request form on 6/9/2023 to remove their exspouse from enrollment in their Health Plan. The children from the marriage are going to remain enrolled in the employee's Health Plan. The employee did not initiate this Qualifying Mid-Year Event through Employee Self-Service (ESS). As the BN Administrator, you need to create and process this manual Benefit Event (Life Event).

**Note**: Generally speaking, the steps in this Job Aid can be used to create and process any manual Life Event on behalf of an employee wherein dependents are being removed from the employee's coverage. Be sure to use the actual dates and information provided by the employee when completing this process in Production.

1. First, the Benefit Event must be created. Access the **Benefit Event** 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.

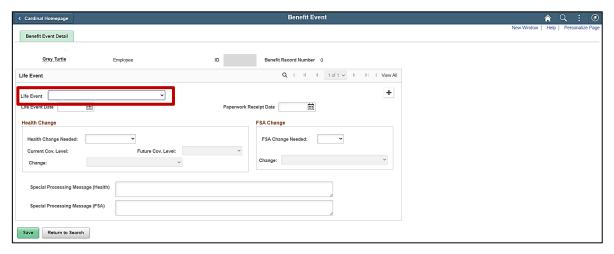
**Note**: The other search by options available (**Search by** dropdown button) are Business Unit, Department, and Name.

3. Click the **Search** button.

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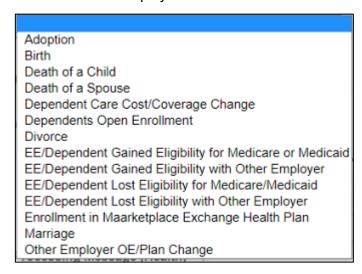


The **Benefit Event** page displays for the applicable employee.



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

The Life Event menu displays.

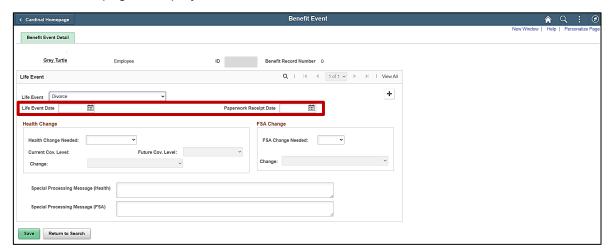


5. Select the applicable type of Life Event by clicking the corresponding list item ("Divorce" in this scenario).

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The **Benefit Event** page redisplays with the selected Life Event.

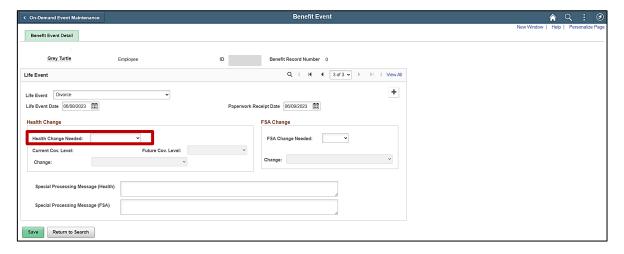


6. Click the **Life Event Date Calendar** icon and select the applicable date ("4/26/2023" in this scenario).

**Note**: This is the date of the actual event (marriage, birth, divorce, etc.).

7. Click the **Paperwork Receipt Date Calendar** icon and select the applicable date ("5/1/2023" in this scenario).

Note: This is the date that the Benefits Enrollment form was received from the employee.

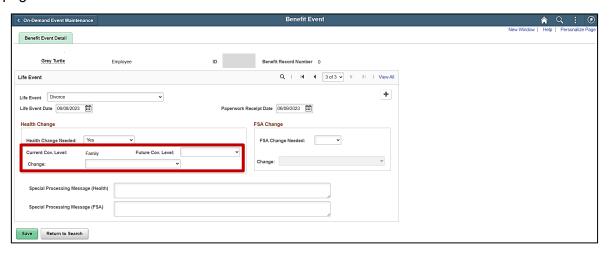


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- 8. Click the **Health Change Needed** dropdown button and select the applicable answer based on the following:
  - If the Life Event does require a change in the Health Plan Coverage Code for the employee, select "Yes" (i.e; this is a divorce event and the employee will still cover one child dependent (change from "Family" coverage to "Employee + CH" coverage)).
  - Even if the Life Event does not require a change in the Health Plan Coverage Code, but, it will require changes to the covered dependent(s), select "Yes". If "Yes" is not selected, a Benefit Event will not be created.

The page refreshes.



**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.

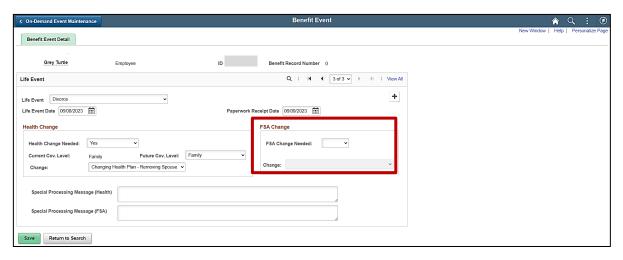
**Note**: The coverage levels available for selection are "Single, Employee", "Employee + Spouse", "Employee + CH (Child)", and "Family". Please not that this does not actually change the employee's enrollment. This will be done when the Life Event is processed.

10. Click the **Change** dropdown button and select the applicable list item ("Existing Health Plan – Removing Spouse" in this scenario).

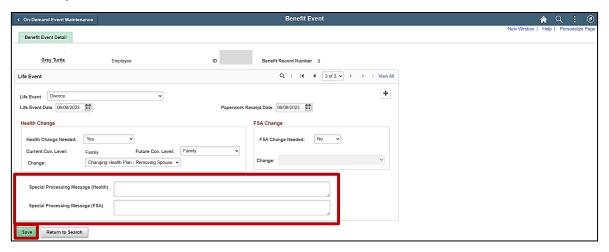
**Note**: The selections available will vary based on the type of Life Event previously selected.

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11. Complete the fields within the **FSA Change** section if the employee is making any changes to their Flex Spending Account(s) (Flex Spending Medical or Flex Spending Dependent Care) in conjunction with the Life Event (no changes to the employee's FSA elections will be made for this scenario).



- 12. Click the **Save** button.
- 13. 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.

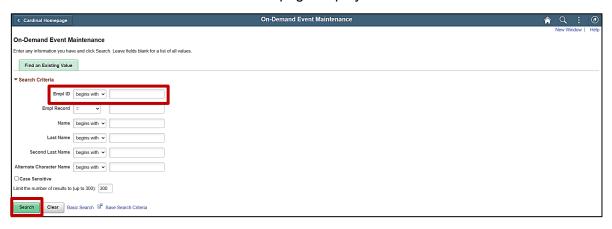
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14. The manual Benefit Event (Life Event) is now created. Next, this Benefit Event must be processed. Access the **On-Demand Event Maintenance** page using the following navigation path:

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

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

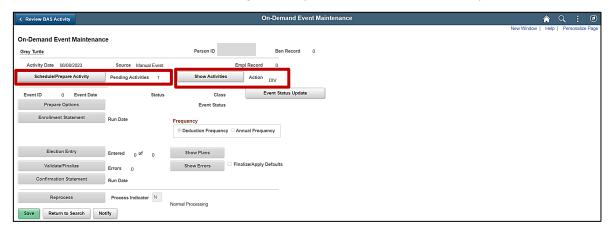


15. Enter the employee's Employee ID in the **Empl ID** field.

**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.



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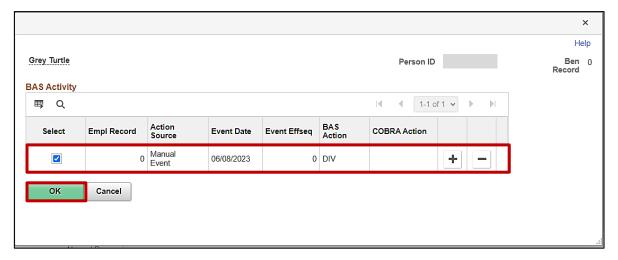


17. Review the Activity Date field. For Life Events, this date will be auto-populated based on the coverage begin date for the applicable type of Life Event (in this scenario, the Life Event is a divorce, so the Activity Date field defaults to the date of divorce). Ensure that this date is accurate.

**Note**: The **Source** field will be "Manual Event". The **Action** field will default based on the type of Life Event ("DIV" for Divorce in this scenario).

18. Click the **Show Activities** button.

The **BAS Activity** page displays in a pop-up window.



19. Ensure that the **Select** checkbox option for the Manual Event is selected and then click the **OK** button.

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



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 21. 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.

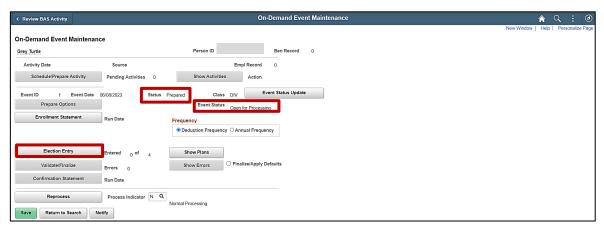


21. Click the **OK** button.

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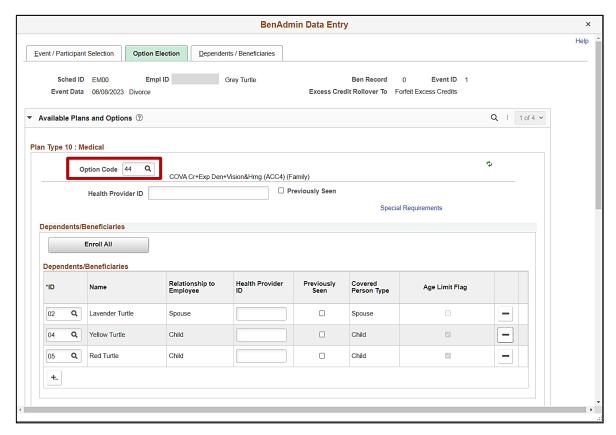


The **On-Demand Event Maintenance** page redisplays.



- 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.

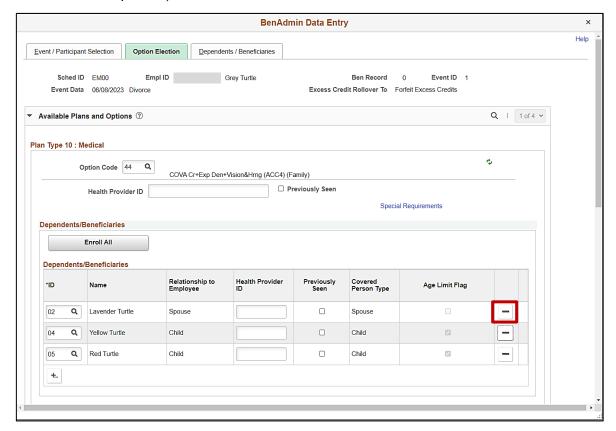
The **Election Entry** page displays in a pop-up window with the **Option Election** tab displayed by default.



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24. First, select the applicable Medical Plan based on the employee's Benefits Enrollment form as needed by clicking the Option Code Look Up icon (magnifying glass) within the Plan Type 10: Medical section and then selecting the applicable Medical Plan (in this scenario, the employee has two children dependents that are not being removed and therefore, the Medical Plan does not need to be updated).



25. Next, remove the applicable dependent from the **Dependents/Beneficiaries** section by clicking the corresponding **Delete Row** icon (only the spouse is being removed in this scenario).

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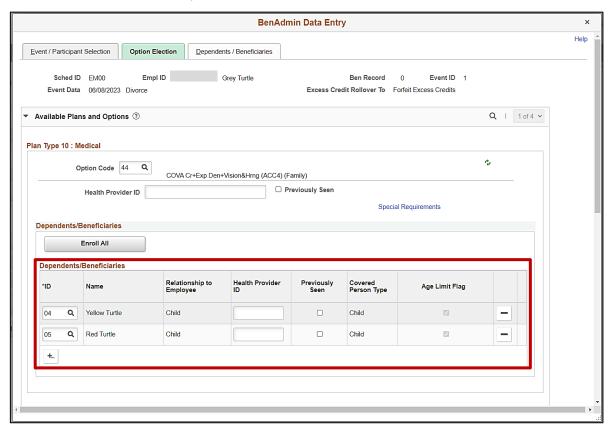


A **Decision** message displays in a pop-up window.

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

26. Click the **OK** button to confirm the removal of the dependent.

The **Option Election** tab redisplays.

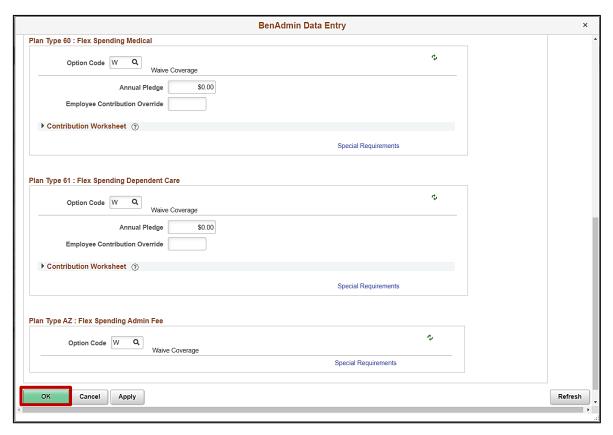


**Note**: The removed dependent no longer displays in the **Dependents/Beneficiaries** section. Repeat Steps 24 and 25 to remove additional dependents as needed.

27. Click the vertical scrollbar to scroll down on the page.

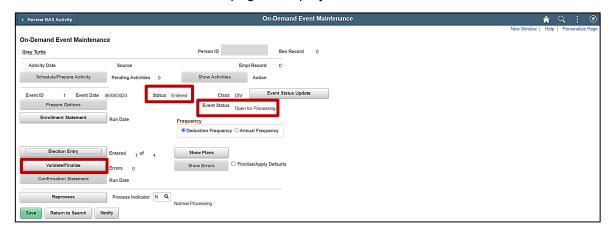
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- 28. Review the employee's FSA elections and make updates as needed based on the information provided by the employee (in this example, the employee is not making any updates to their FSA elections).
- 29. Once all elections have been made/updated, click the **OK** button.

The On-Demand Event Maintenance page redisplays.



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

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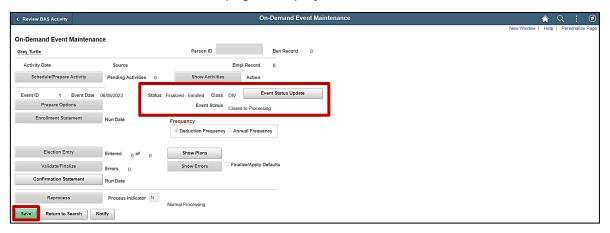


30. Click the **Validate/Finalize** button. This process will validate that all of the elections are valid, close the Benefit Event, and update the Base Benefits Tables.

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



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



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

31. Click the **Save** button.

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

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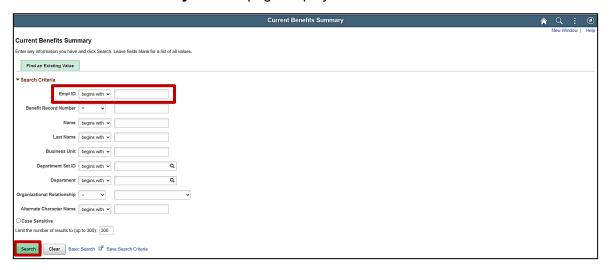
#### Viewing the Employee's Benefits Information

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.



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

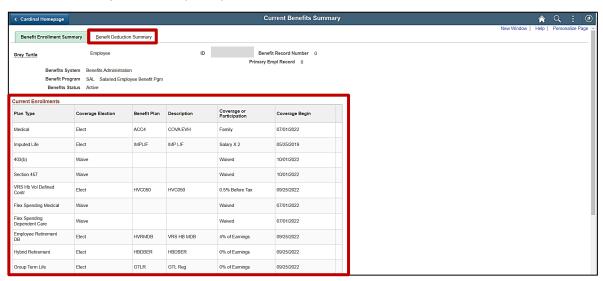
**Note**: Searches can also be performed using the employee's name. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID.

3. Click the **Search** button.

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

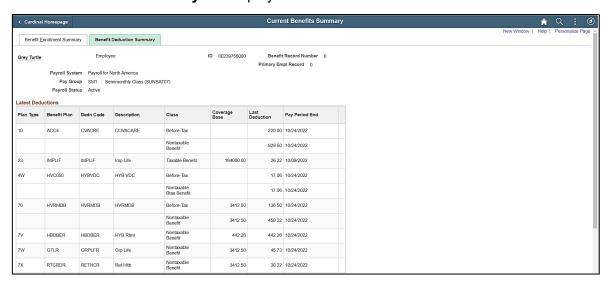


4. Review the information within the **Current Enrollments** section and reconcile against the benefits enrollment form submitted by the employee to ensure accuracy.

**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**.

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

The **Benefit Deduction Summary** tab displays.



6. 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.

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#### 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.



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.

Click the Search button.

The page refreshes with the search results displayed in the **Select Employees** section.

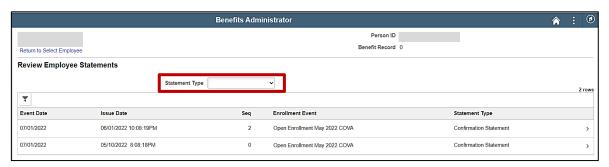


4. Click anywhere in the corresponding row for the employee within the **Select Employees** section.

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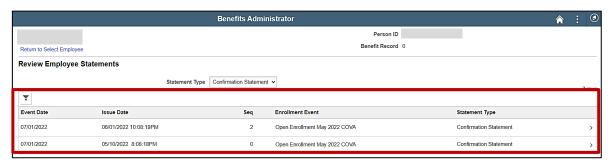


The **Review Employee Statements** page displays for the selected employee.



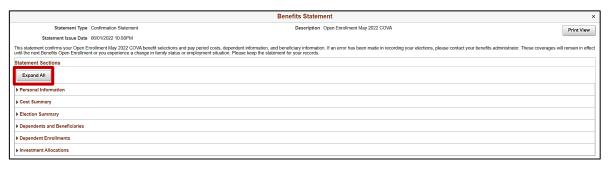
5. Click the **Statement Type** dropdown button and select "Confirmation Statement".

The page refreshes.



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.

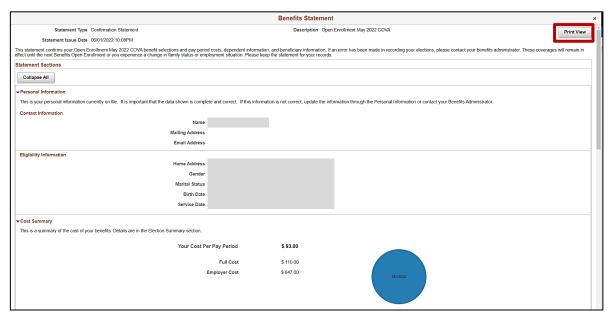


7. Click the **Expand All** button to view the detailed information.

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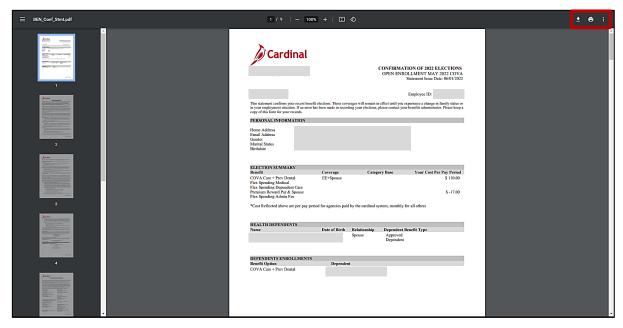


The page refreshes with the sections expanded.



- 8. Review the information as needed. Use the vertical scrollbar to scroll down and view all of the information.
- 9. 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.



10. Save and/or print the document as needed.

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