## Re-opening and Reprocessing a Benefit Event Overview

This Job Aid provides the step-by-step instructions utilized by an Agency Benefits Administrator (BA) to re-open and reprocess a Benefit Event after the Benefit Event was validated and finalized. Re-opening a Benefit Event may be required in any of the following circumstances:

- Additional dependents need to be enrolled
- Additional enrollments need to be completed
- Updates or corrections to the enrollments or dependents information are needed

Benefit Events should only be re-opened within their original enrollment window. Request permission from the Office of Health Benefits (OHB) prior to re-opening a Benefit Event outside of the original enrollment window.

**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.
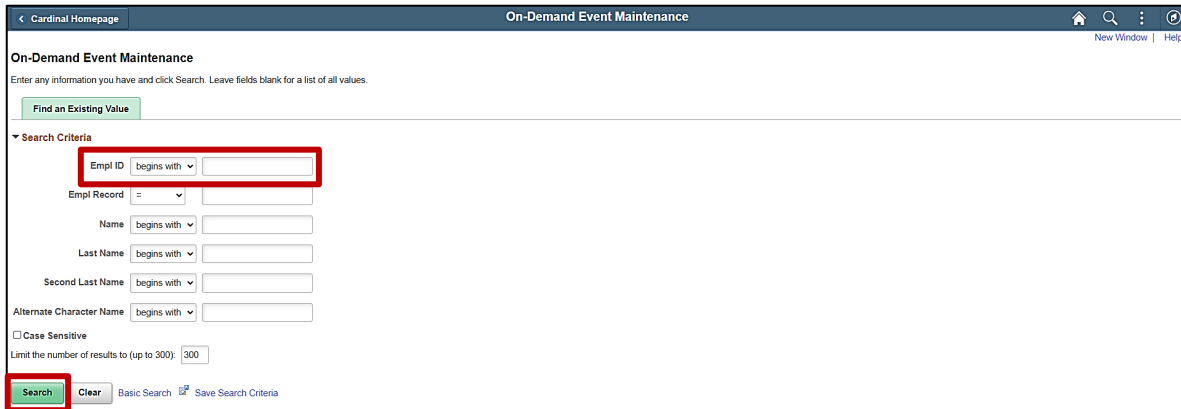
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## Re-opening and Reprocessing a Benefit Event

1.  To re-open a Benefit Event, access the **On-Demand Event Maintenance** page using the following navigation path:

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

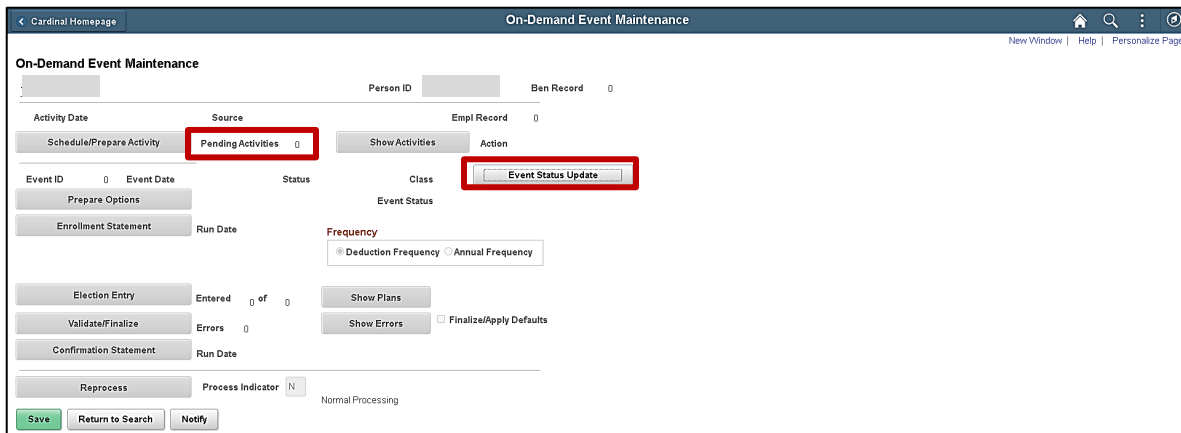The **On-Demand Event Maintenance Search** page displays.



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.

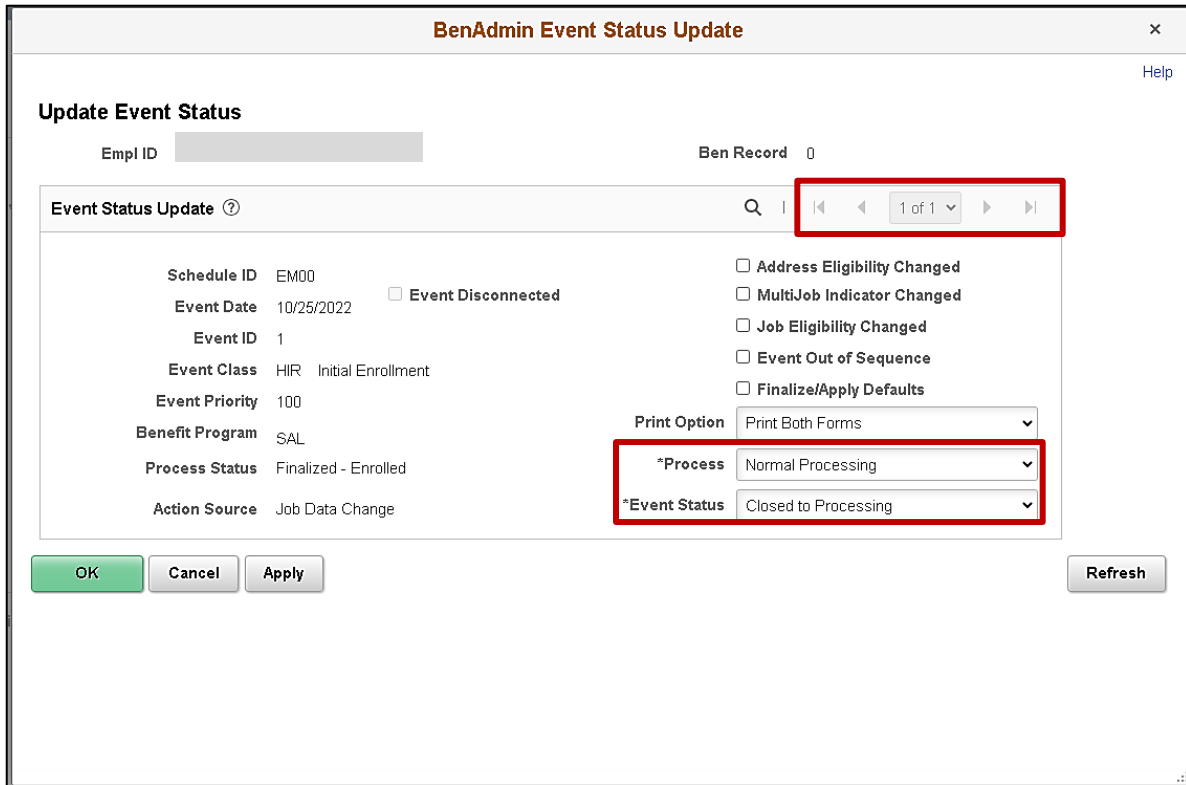The **On-Demand Event Maintenance** page displays for the applicable employee.



**Note**: The **Pending Activities** field displays a "0" as there are no Benefit Events for this employee that are open for processing.

4.  Click the **Event Status Update** button.

The **Update Event Status** page displays in a pop-up window.



5. Review the Benefit Event information to ensure that the correct Benefit Event is displayed. Use the navigation arrows or dropdown button as needed to navigate to the applicable Benefit Event.

6. Click the **Process** dropdown button and select "Re-Enter".

7. Click the **Event Status** dropdown button and select "Open for Processing".

8.    Click the **OK** button.

The **On-Demand Event Maintenance** page redisplays with the applicable Benefit Event.



**Note**: The **Status** field still displays "Finalized – Enrolled".  The **Event Status** field now displays as "Open for Processing".  The **Process Indicator** field displays an "R" for Re-Enter.  Notice that the **Election Entry** button is disabled.

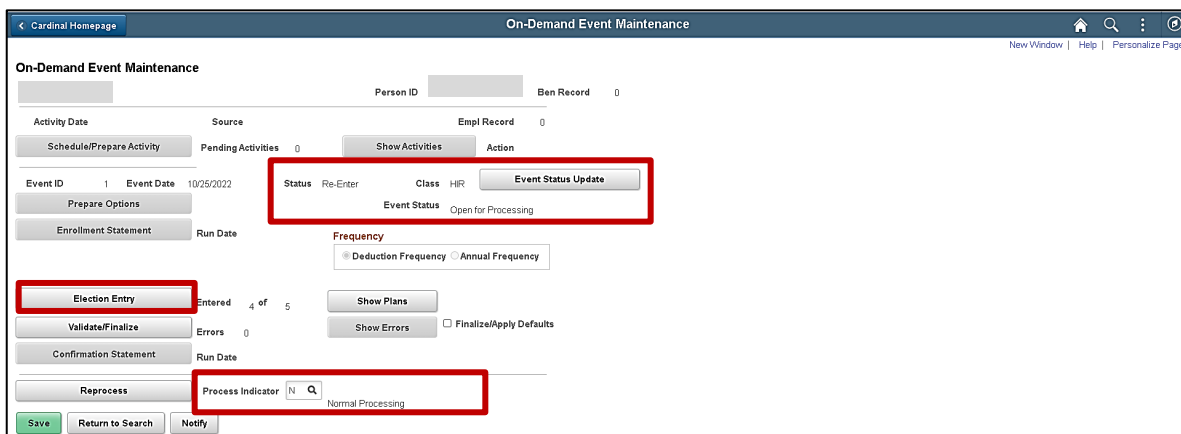9.    Click the **Reprocess** button.

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



Process completed successfully. (3000,530)

OK

10. Click the **OK** button.

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



**Note**: The **Status** field now displays "Re-Enter". The **Event Status** field still displays as "Open for Processing". The **Process Indicator** field now displays an "N" for Normal Processing. Notice that the **Election Entry** button is enabled.

The Benefit Event can now be completed or updated as needed and then validated and finalized again.