From: The Cardinal Project <cardinal-comms@public.govdelivery.com>
Sent: Monday, July 17, 2023 5:47 PM
To: Cardinal Project <ProjectCardinal@doa.virginia.gov>
Subject: Cardinal HCM – Announcing the New Benefit Event Detail Page

This communication is being sent to Benefits Administrators of all Cardinal HCM agencies and decentralized localities.

We are pleased to announce the launch of the new Benefit Event Detail page. Starting from today, Monday, July 17, you can begin utilizing this new page to process transactions for your employees.

What is the Benefit Event Detail page? The Benefit Event Detail page simplifies the creation of benefit events and replaces the Life Event Tool and the BAS Activity page. The new page captures all the life event detail (e.g., event date, paperwork receipt date, current and future coverage level, type of benefit change), calculates the correct benefit event dates, and automatically selects the benefit event class. This enhancement will allow BAs to save time and avoid errors.

Scenario – *An employee with "employee-only coverage"*

*has a **baby** on June 22. As part of this event,*

they would like to add a spouse (tag-along dependent),

add the newborn, and increase their FSA.

The following is a summary of the steps the BA will take to complete the scenario above. Please **download and follow** the appropriate job aid referenced at the end of this communication for your scenario **before** using the new Benefit Event Detail page.

Navigation: Menu > Benefits > Manage Automated Enrollment > Events > Benefit Event > Benefit Event Detail page

1. On the Benefit Event Detail page, add a "Birth/Adoption" Life Event to create the tag-along dependent.
   a. The job aid provides instructions on how to use the Health Change section, necessary for this event. For the tag-along (spouse) transaction, do not change the FSA. Click Save.
      i. **Note:** The Paperwork Receipt Date refers to the date the agency received the Health Enrollment Form.
   b. After you save, the Special Processing Message field is populated, please review these alerts before taking additional action.
2. This activity above will create a FSC (Description = Benefit Change (BA Use)) event on the On-Demand Event Maintenance page where you can process this first event through enrollment (see the job aid for details).

3. The next business day*, on the Benefit Event Detail page, add another "Birth/Adoption" Life Event for the newborn by using the Health Change section. At the same time, update the FSA Change section of this page.

4. The activity above will create a BIR (Description = Birth or Adoption) event as well as an FSA (Description = FSA Change Only) event. Both events can be processed on the On-Demand Event Maintenance page, pay attention to the order, we go into more detail below.

Reminder: When processing multiple events for an employee, please ensure you process the events in the order from earliest event date to the latest event date. The order for this scenario would be the following on the On-Demand Event Maintenance page:

Process Order: Based on Event Date	Event Creation Day	Event Date	Event Class	Description
1st	Day 1	6-1-23	FSC	Event used to add **tag-along dependent** on the first of the month containing the birth date
2nd	Day 2	6-22-23	BIR	Event used to add **newborn** to coverage
3rd	Day 2	7-1-23	FSA	Event used to **increase the FSA**

*Did you know updates to the Benefit vendors occur on the morning of the next business day, following enrollment? Files are not transmitted on weekends or executive branch holidays. **Entry of the second event should not occur until the first entry can be transmitted to the vendor.**

Cardinal Resources:

Job Aids: Understand and use the new Benefit Event Detail page by utilizing the following job aids:

- BN361_Creating and Completing a Life Event on behalf of an Employee (new job aid replacing a portion of the BN361_Completing a Manual Event job aid)
- BN361_QMCSO Administration
- BN361_Benefit Event Class Codes (new excel support document under job aids)

Important Announcements!

- The **Life Event Tool** (excel spreadsheet) has been removed from the Cardinal website, please remove this document from your computer and refrain from using further.

- Access to the **BAS Activity Page** will be available through August 31. If you find that you need it for a transaction that is not a part of the Benefit Event Detail page, please submit a Cardinal helpdesk ticket to make us aware of the details of the scenario, individual, and action.

Forum Materials: If you were not able to attend the forum on Thursday, July 13 or need additional support, we encourage you to listen to the recording.

- Link to Forum Presentation
- BA Forum: Benefit Event Entry - Recording

Questions?

Remote Office Hours:

On Tuesday, July 18 from 3:00 p.m. to 5:00 p.m., the Cardinal Team will be offering a remote support hotline for assistance with the Benefit Event Detail page.

1. Join the Teams meeting listed below during this time.
2. Guest will be asked to stay on mute until called on.
3. Type in your agency/locality, your name, and the summary of your question into the chat or listen.
4. Please do not type/display any sensitive information into the chat.

<div align="center">

Microsoft Teams Meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 245 022 493 365 Passcode: TP97p4

[Download Teams](#) | [Join on the web](#)

</div>

Cardinal system questions:

Submit a cardinal help desk ticket by emailing vccc@vita.virginia.gov and include "**Cardinal** …" in the subject line with a brief summary for routing.

- In the email, provide detailed information about your issue (i.e., functional area, page, actions, error).
- Include your name, email address, and a phone number where you can be reached.

Policy, eligibility, and general questions:

- Email: ohb@dhrm.virginia.gov
- Fax: 804-371-0231
- Phone: 888-OHB-4414 (888-642-4414), 804-225-3642 in Richmond

When you contact the Office of Health Benefits (OHB) about specific issues, be sure to include the employee's name, the ID number, and a brief description of the issue. The Form [Agency Request for Assistance Form](#) is available on the DHRM website.

Regards,

The Cardinal Team