

**Managing and Approving Dependents Overview**

This Job Aid provides the step-by-step instructions utilized by an Agency Benefits Administrator to generate the Dependent Waiting Approval Benefits Eligibility Audit Report. This report should be generated and reviewed on a regular basis in order to monitor those dependents that are currently in an “Unapproved Dependent” status. Unapproved dependents are not covered under the employee’s selected plan coverage and must be updated to a status of “Approved Dependent” once the applicable supporting documentation is provided by the employee. Use this report to review these dependents pending approval and to follow up with the employee to ensure that the supporting documentation is provided within the established timeframe.

This Job Aid also 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
- Dependents need to be updated from “Unapproved Dependent” to “Approved Dependent” when the required supporting documentation is provided by the employee

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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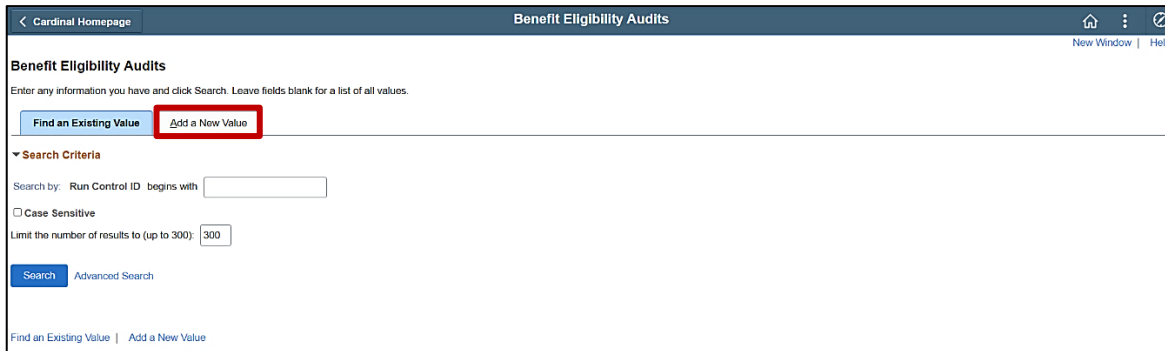
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**Running the Dependent Waiting Approval Benefits Eligibility Audit Report**

1. Access the **Benefit Eligibility Audits** page using the following navigation path:

**Menu > Benefits > Reports > Audits > Benefit Eligibility Audits**

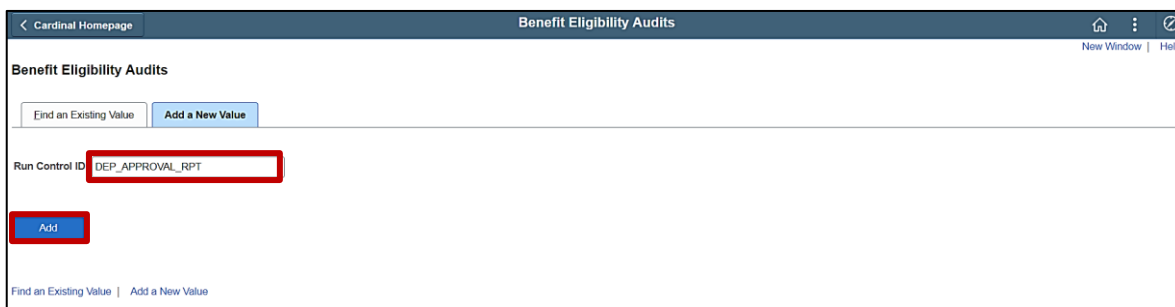
The **Benefit Eligibility Audits Search** page displays.



**Note:** If this is not the first time generating this report, always search for and use an existing Run Control ID before creating a new one. Users cannot delete Run Control IDs once they are created and saved. The instructions provided in Steps 2-4 assume that this is the first time that this report is being generated.

2. Click the **Add a New Value** tab.

The **Benefit Eligibility Audits** page displays with the **Add a New Value** section displayed.



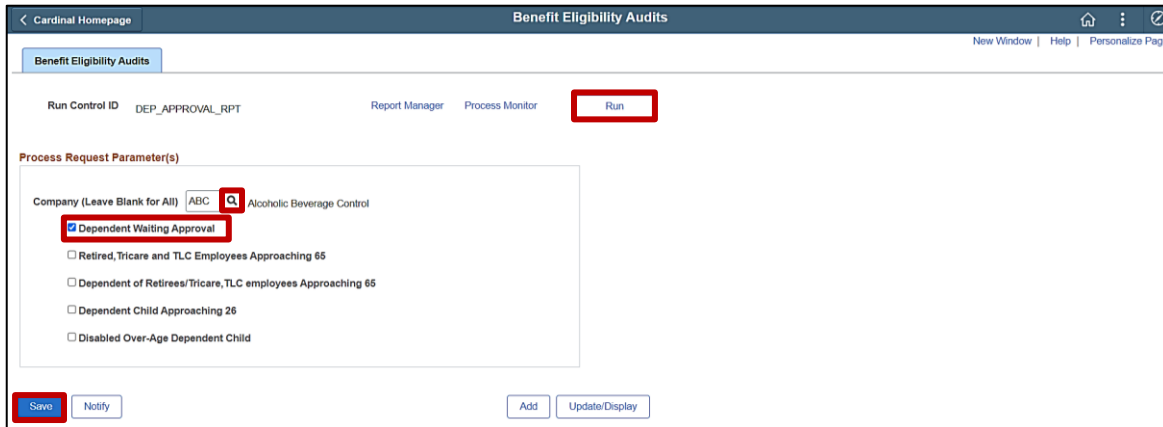
3. Enter a Run Control ID in the **Run Control ID** field based on the following guidelines:

- The Run Control ID must be unique and should be descriptive enough to help locate for future use
- Up to 30 characters are allowed
- No blank spaces can be used. However, and underscore can be used in lieu of spaces
- Do not use wildcard symbols (%)

4. Click the **Add** button.

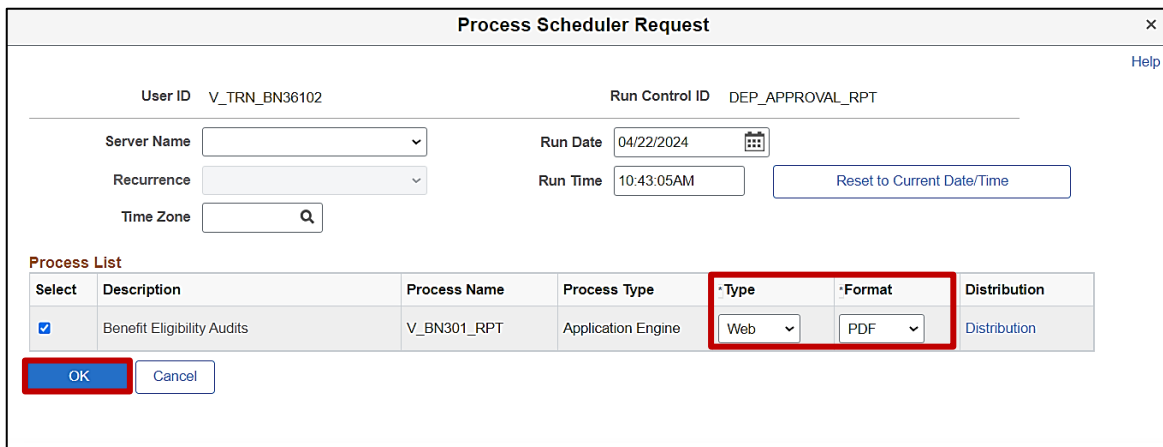
**BN361\_Managing and Approving Dependents**

The **Benefits Eligibility Audits** page displays.



5. Select the applicable Company by using the **Company Look Up** icon.
6. Click the **Dependent Waiting Approval** checkbox option.
7. Click the **Save** button.
8. Click the **Run** button.

The **Process Scheduler Request** page displays.



Process Scheduler Request

User ID: V\_TRN\_BN36102      Run Control ID: DEP\_APPROVAL\_RPT

Server Name: [Dropdown]      Run Date: 04/22/2024 [Calendar Icon]

Recurrence: [Dropdown]      Run Time: 10:43:05AM [Reset to Current Date/Time]

Time Zone: [Dropdown]

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	Benefit Eligibility Audits	V_BN301_RPT	Application Engine	Web	PDF	Distribution

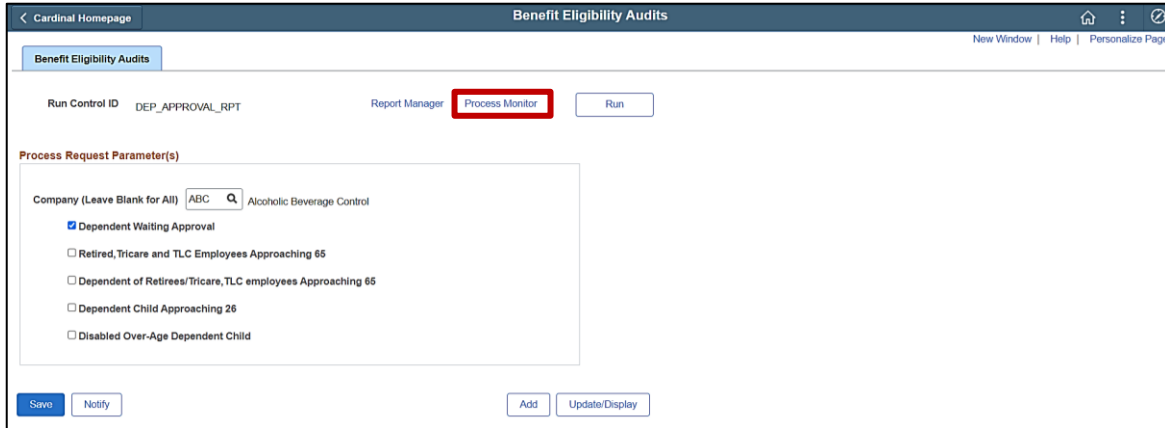
OK      Cancel

9. The **Type** field defaults to “Web”. Update to “Email”, “File”, or “Printer” as desired. If “Email” is selected, use the **Distribution** link to identify the email address to send the report to.
10. The **Format** field defaults based on the report being generated. Update as needed if other formats are available for the report being generated.

**Note:** Refer to the HCM Reports Catalogs to identify the formats available for each specific HCM Report. The HCM Reports Catalogs are located on the Cardinal Website under **Resources**.

11. Click the **OK** button.

The **Benefit Eligibility Audits** page redisplay.



Cardinal Homepage | Benefit Eligibility Audits | New Window | Help | Personalize Page

Benefit Eligibility Audits

Run Control ID: DEP\_APPROVAL\_RPT | Report Manager: **Process Monitor** | Run

Process Request Parameter(s)

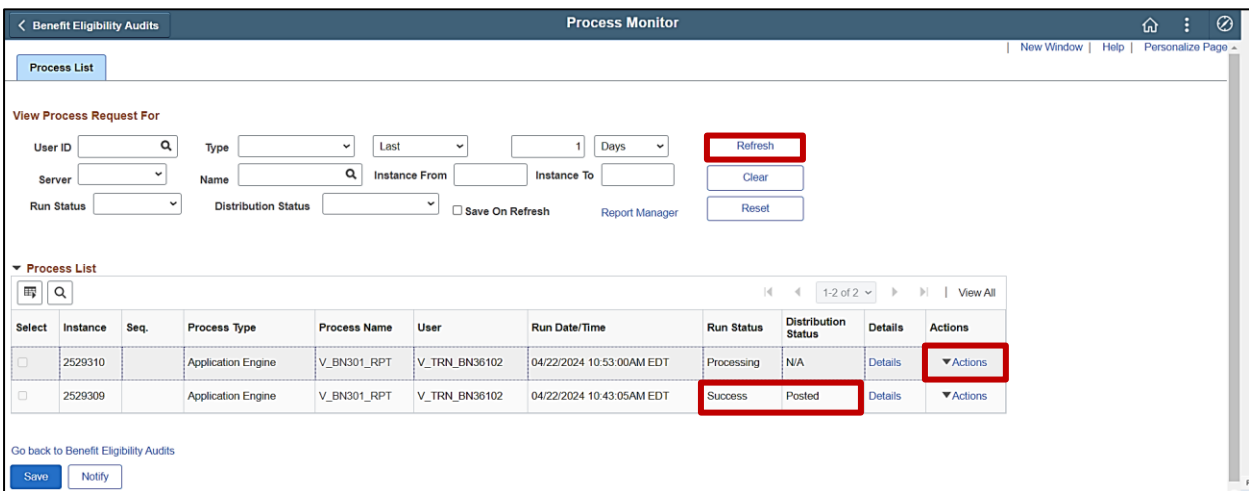
Company (Leave Blank for All): ABC | Alcoholic Beverage Control

Dependent Waiting Approval  
 Retired, Tricare and TLC Employees Approaching 65  
 Dependent of Retirees/Tricare, TLC employees Approaching 65  
 Dependent Child Approaching 26  
 Disabled Over-Age Dependent Child

Save | Notify | Add | Update/Display

12. Click the **Process Monitor** link.

The **Process Monitor** page displays.



Benefit Eligibility Audits | Process Monitor | New Window | Help | Personalize Page

Process List

View Process Request For

User ID: [ ] | Type: [ ] | Last: [ ] | [ 1 ] Days | **Refresh**

Server: [ ] | Name: [ ] | Instance From: [ ] | Instance To: [ ] | Clear

Run Status: [ ] | Distribution Status: [ ] |  Save On Refresh | Report Manager | Reset

Process List

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	2529310		Application Engine	V_BN301_RPT	V_TRN_BN36102	04/22/2024 10:53:00AM EDT	Processing	N/A	Details	<b>Actions</b>
<input type="checkbox"/>	2529309		Application Engine	V_BN301_RPT	V_TRN_BN36102	04/22/2024 10:43:05AM EDT	<b>Success</b>	<b>Posted</b>	Details	Actions

Go back to Benefit Eligibility Audits

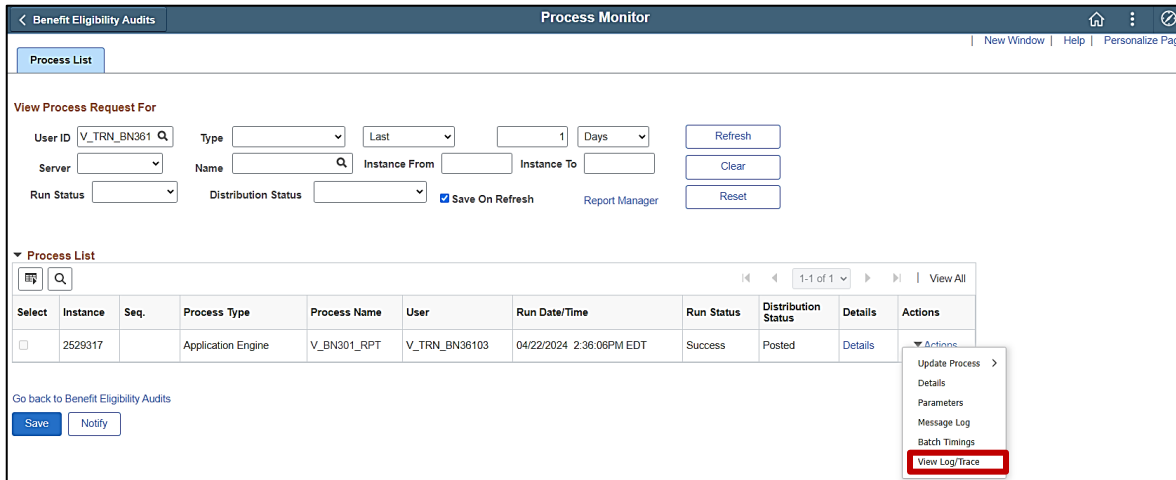
Save | Notify

13. Click the **Refresh** button periodically until the **Run Status** is “Success” and the **Distribution Status** is “Posted”.

14. Click the **Actions** dropdown button.

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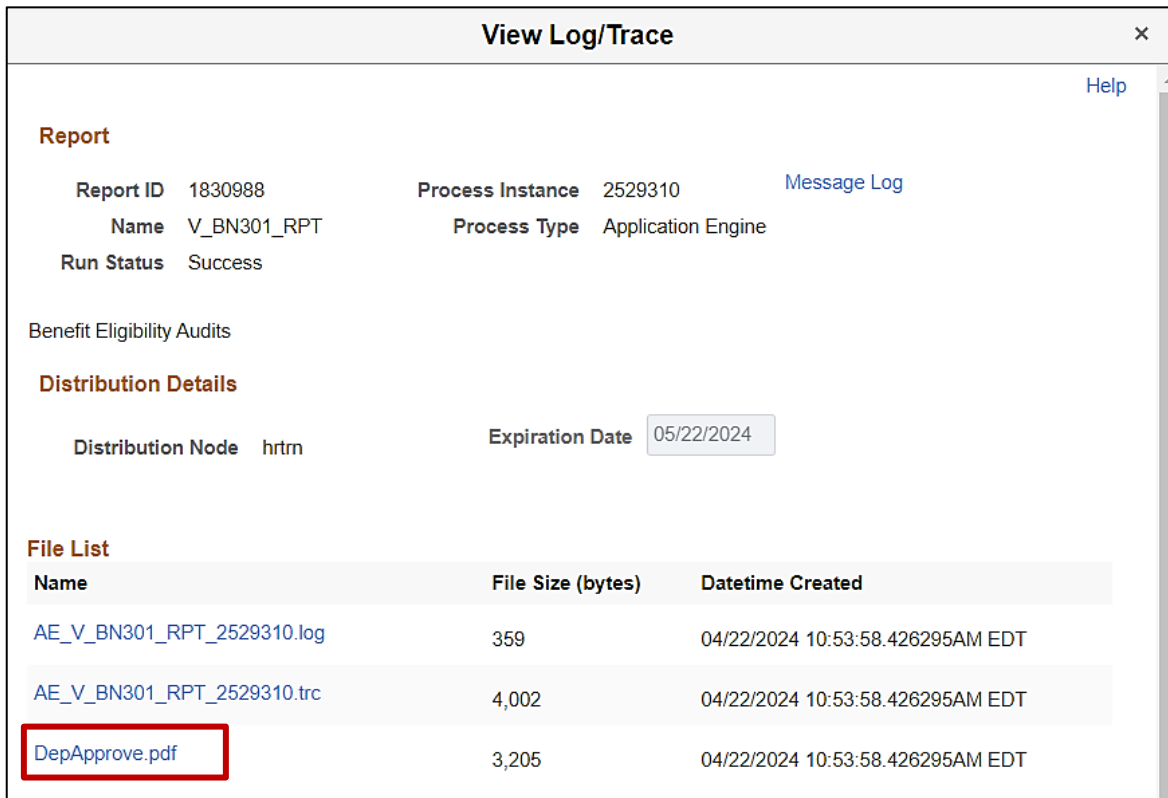
The **Actions** dropdown menu displays.



The screenshot shows the 'Process Monitor' window with the 'Process List' tab selected. The 'View Process Request For' section contains search filters for User ID, Type, Last, Days, Server, Name, Instance From, Instance To, Run Status, and Distribution Status. Below this is a table with columns: Select, Instance, Seq., Process Type, Process Name, User, Run Date/Time, Run Status, Distribution Status, Details, and Actions. The first row of data is highlighted, and the 'Actions' dropdown menu is open, showing options: Update Process, Details, Parameters, Message Log, Batch Timings, and View Log/Trace. The 'View Log/Trace' option is highlighted with a red box.

15. Click the **View Log/Trace** list item.

The **View Log/Trace** page displays in a new window.



The screenshot shows the 'View Log/Trace' window. It contains a 'Report' section with the following details: Report ID 1830988, Name V\_BN301\_RPT, Run Status Success, Process Instance 2529310, and Process Type Application Engine. There is a 'Message Log' link. Below this is a 'Distribution Details' section with Distribution Node htrm and Expiration Date 05/22/2024. The 'File List' section contains a table with columns: Name, File Size (bytes), and Datetime Created.

Name	File Size (bytes)	Datetime Created
<a href="#">AE_V_BN301_RPT_2529310.log</a>	359	04/22/2024 10:53:58.426295AM EDT
<a href="#">AE_V_BN301_RPT_2529310.trc</a>	4,002	04/22/2024 10:53:58.426295AM EDT
<a href="#">DepApprove.pdf</a>	3,205	04/22/2024 10:53:58.426295AM EDT

The 'DepApprove.pdf' link is highlighted with a red box.

16. Click the **DepApprove.pdf** link.



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The Dependent Waiting Approval Benefits Eligibility Audit report displays.

Dependent Waiting Approval																										
Company	Employee ID	Ben Period	Last Name	First Name	Middle Name	Depend ID	Dep Last	Dep First	Dep Middle	SEP DOB	Relat	On/Off	Effective Date	Disabled As of Date	Medicare Date	Address 1	Address 2	City	State	Postal	Email Address	Email Type	Benefit Group	Unit	Dept ID	Audit Reason
ABC	008000000	D	Shepa	Roger		02	Shepa	Roger		4/1/1989	SP	N	3/1/2004			200 Main Street		Richmond	VA	23218	roemal@virginia.edu	ELSR	999000000	99900	100705	Documentation Approval
ABC	008000000	D	Shepa	Roger		02	Shepa	Roger		4/12/2018	SC	N	3/1/2004			200 Main Street		Richmond	VA	23218	roemal@virginia.edu	ELSR	999000000	99900	100705	Documentation Approval

**Note:** Review this report to identify any dependents that are currently “Unapproved” and are pending approval when the applicable supporting documentation is received. Follow up with the employee(s) as needed to obtain the supporting documentation as dependents displayed on this report are not currently covered on the employee’s selected plan.

## How to Approve a Dependent

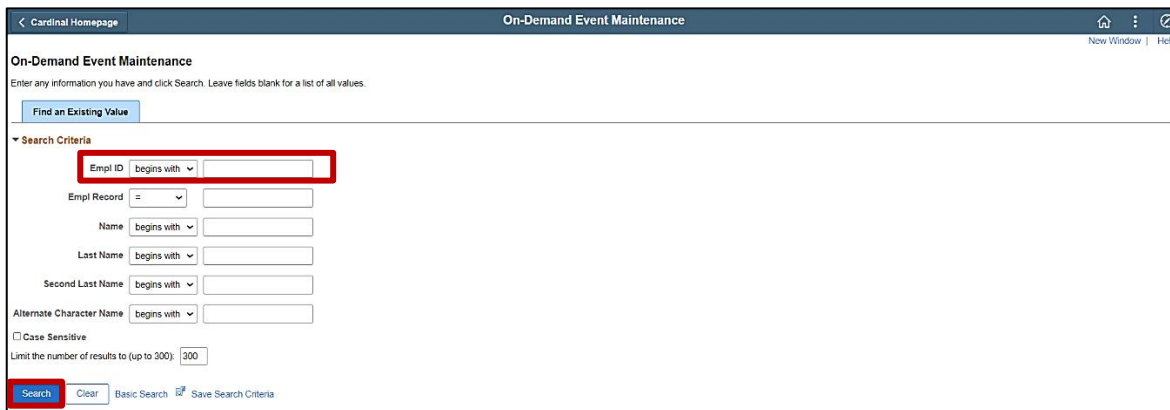
Once the employee provides the applicable supporting documentation to add the dependent(s) to their plan coverage, the applicable Benefit Event will need to be re-opened and reprocessed in order to update the dependent(s) to a status of “Approved Dependent”. This Benefit Event could have been triggered by:

- A Life Event manually created by a Benefits Administrator
- A Life Event initiated by the employee through Employee Self-Service (ESS)
- An Open Enrollment Event including the addition of dependents to coverage

1. Navigate to the **On-Demand-Event Maintenance** page using the following navigation path:

**Menu > Benefits > Managed Automated Enrollments > Events > On-Demand Event Maintenance**

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



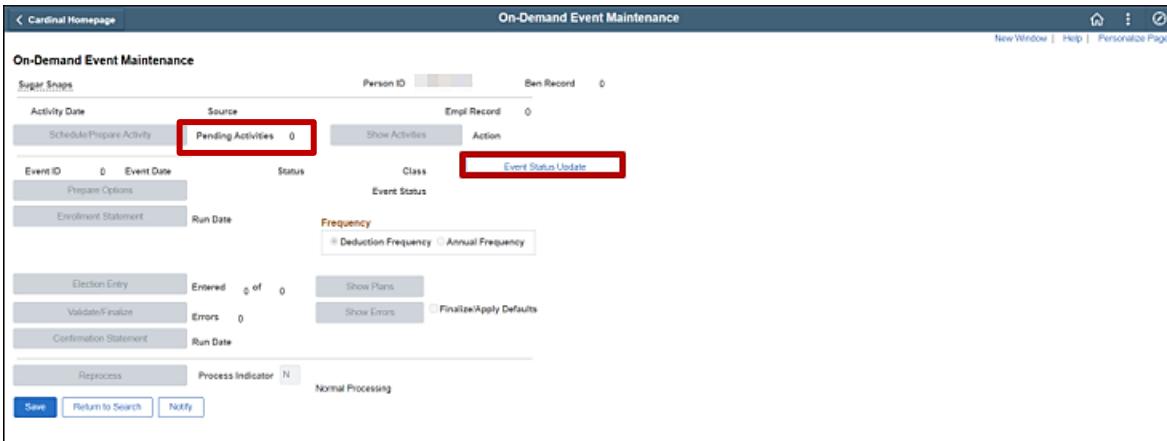
2. Enter the applicable employee’s Employee ID in the **Empl ID** field.

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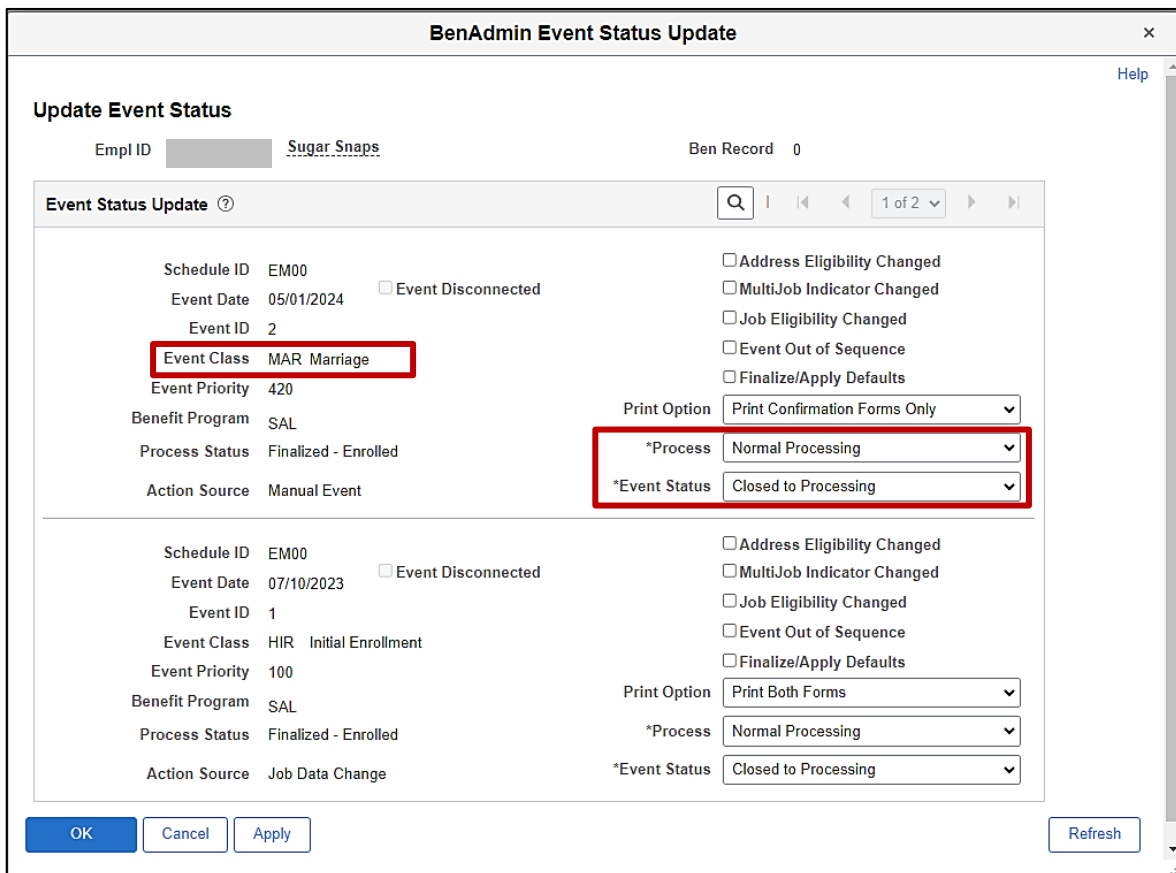
The **On-Demand Event Maintenance** page displays for the applicable employee.



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

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

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





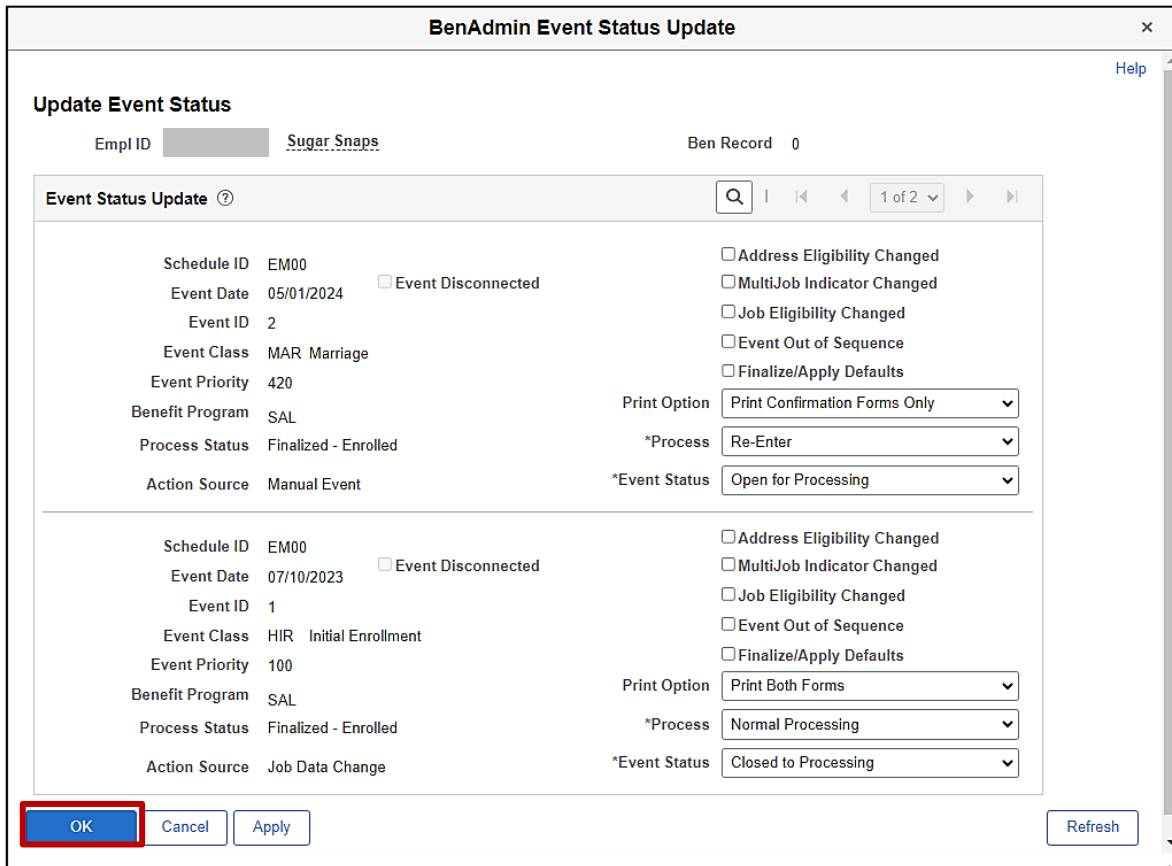
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5. Review the events listed and identify the event used to enroll the dependents.

**Note:** Most of the time, you are looking for a New Hire, recent life event, or Open Enrollment event. In this example, it is a MAR (Marriage) Benefit Event. Once the event is identified, you will need to re-open the event to approve the dependent.

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

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

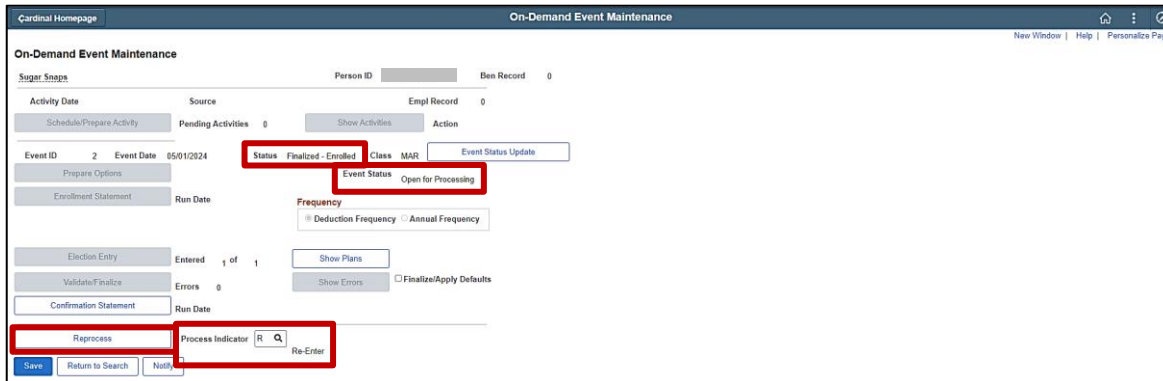


The screenshot shows the 'BenAdmin Event Status Update' window. At the top, it displays 'Update Event Status' and 'Empl ID' with a search box containing 'Sugar Snaps' and 'Ben Record 0'. Below this is a table of event status updates. The first entry has Schedule ID EM00, Event Date 05/01/2024, Event ID 2, Event Class MAR Marriage, Event Priority 420, Benefit Program SAL, Process Status Finalized - Enrolled, and Action Source Manual Event. The second entry has Schedule ID EM00, Event Date 07/10/2023, Event ID 1, Event Class HIR Initial Enrollment, Event Priority 100, Benefit Program SAL, Process Status Finalized - Enrolled, and Action Source Job Data Change. Both entries have checkboxes for 'Event Disconnected' and several other options like 'Address Eligibility Changed'. At the bottom, there are buttons for 'OK', 'Cancel', 'Apply', and 'Refresh'. The 'OK' button is highlighted with a red box.

Schedule ID	Event Date	Event ID	Event Class	Event Priority	Benefit Program	Process Status	Action Source	*Process	*Event Status
EM00	05/01/2024	2	MAR Marriage	420	SAL	Finalized - Enrolled	Manual Event	Re-Enter	Open for Processing
EM00	07/10/2023	1	HIR Initial Enrollment	100	SAL	Finalized - Enrolled	Job Data Change	Normal Processing	Closed to Processing

8. Click the **OK** button at the bottom of the page.

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

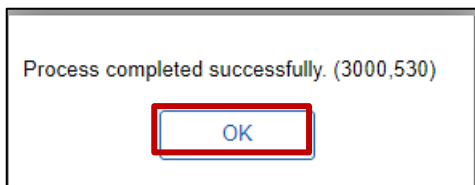


The screenshot shows the 'On-Demand Event Maintenance' page. Key elements highlighted with red boxes include: the 'Status' field displaying 'Finalized - Enrolled', the 'Event Status' field displaying 'Open for Processing', the 'Process Indicator' field displaying 'R', and the 'Reprocess' button. Other visible elements include 'Person ID', 'Ben Record', 'Activity Date', 'Source', 'Empl Record', 'Event ID', 'Event Date', 'Run Date', 'Frequency', 'Election Entry', 'Errors', and 'Confirmation Statement'.

**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 process completes.

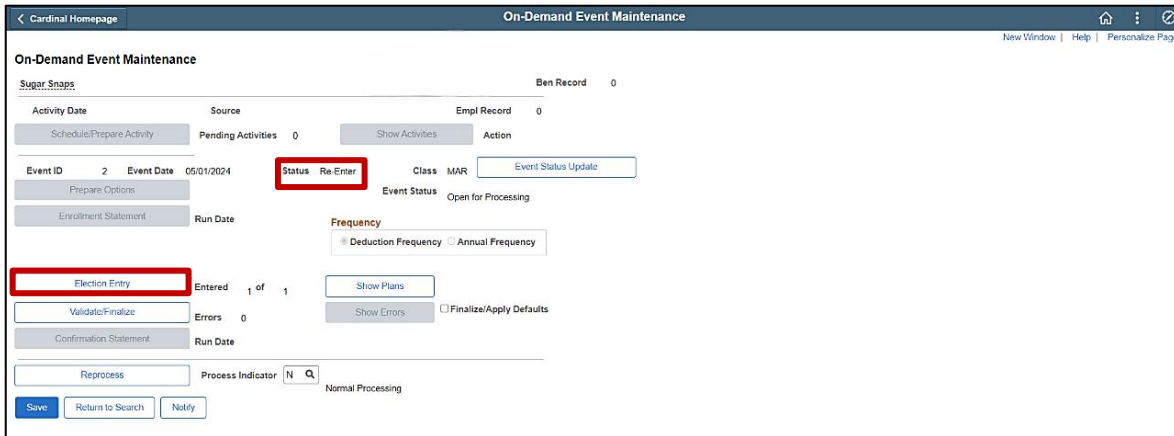


The screenshot shows a confirmation message pop-up window with the text 'Process completed successfully. (3000,530)' and an 'OK' button.

10. Click the **OK** button.

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



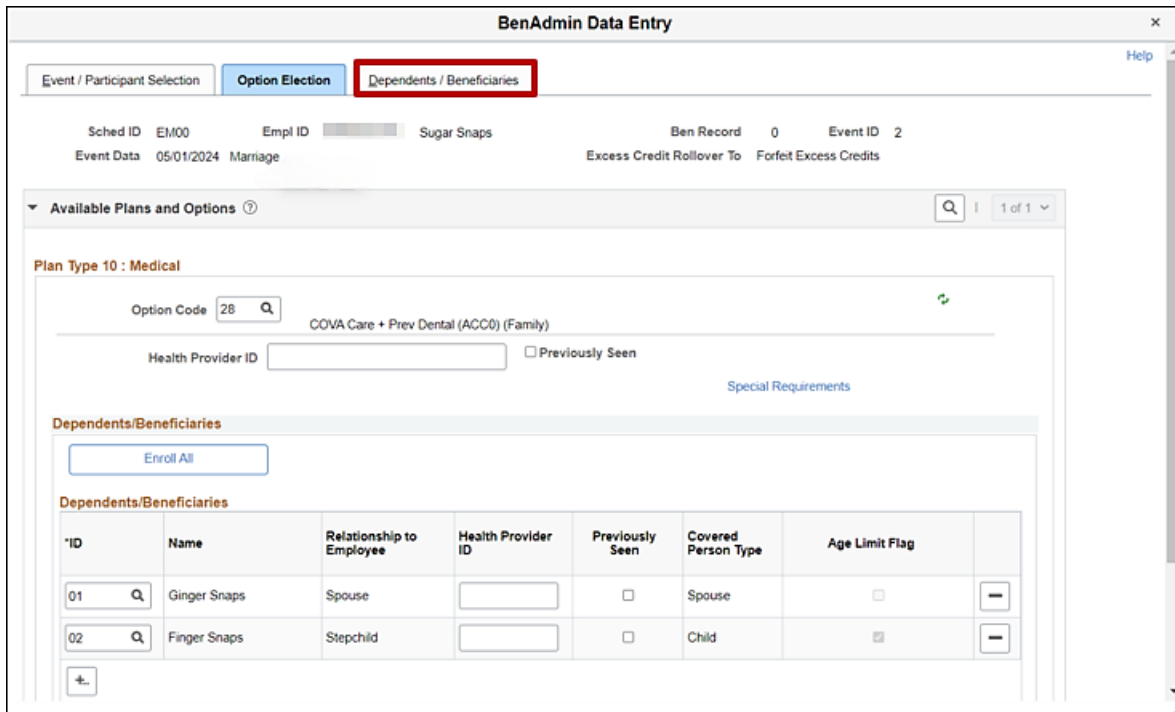
The screenshot shows the 'On-Demand Event Maintenance' page. Key elements include:

- Status:** Re-Enter (highlighted with a red box)
- Event Status:** Open for Processing
- Process Indicator:** N (Normal Processing)
- Election Entry:** Entered 1 of 1 (highlighted with a red box)

**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.

11. Click the **Election Entry** button.

The **BenAdmin Data Entry** page displays with the **Option Election** tab displayed by default.



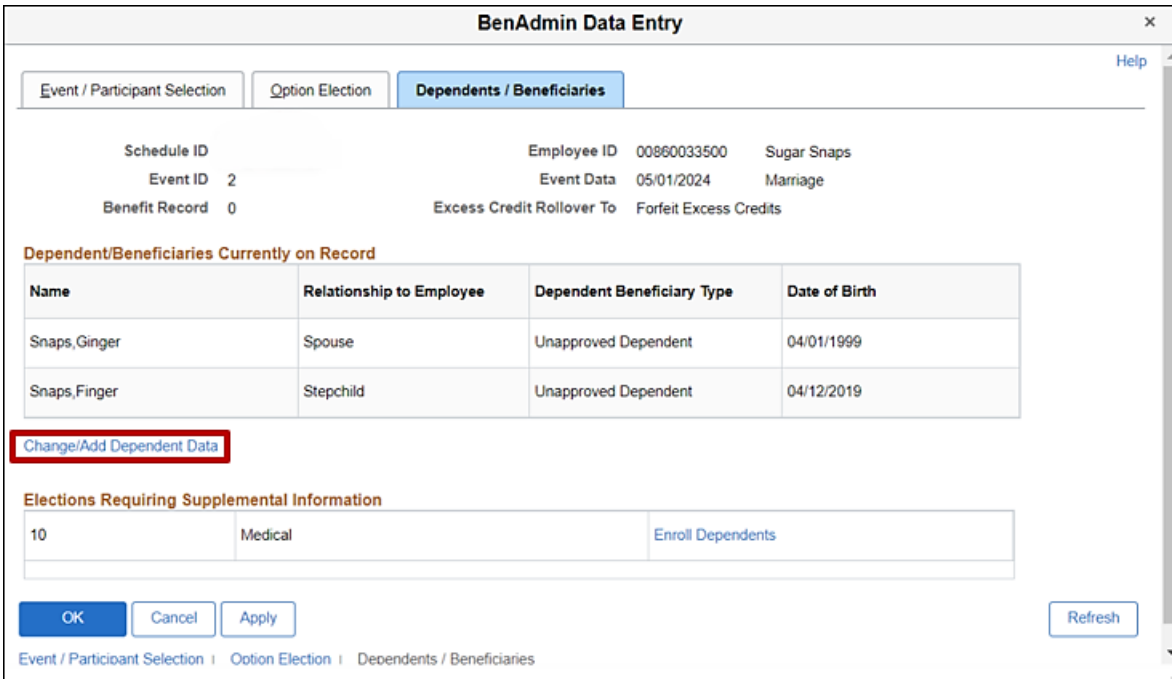
The screenshot shows the 'BenAdmin Data Entry' page. Key elements include:

- Option Election:** Selected tab (highlighted with a red box)
- Dependents / Beneficiaries:** Tab (highlighted with a red box)
- Plan Type 10 : Medical**
- Option Code:** 28
- Health Provider ID:** [Empty field]
- Dependents/Beneficiaries Table:**

ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag
01	Ginger Snaps	Spouse	[Empty]	<input type="checkbox"/>	Spouse	<input type="checkbox"/>
02	Finger Snaps	Stepchild	[Empty]	<input type="checkbox"/>	Child	<input checked="" type="checkbox"/>

12. Click the **Dependents / Beneficiaries** tab.

The **Dependents/Beneficiaries** tab displays.



The screenshot shows the 'BenAdmin Data Entry' window with the 'Dependents / Beneficiaries' tab selected. The window displays various fields for Schedule ID, Employee ID, Event ID, and Benefit Record. Below these fields is a table titled 'Dependent/Beneficiaries Currently on Record' with the following data:

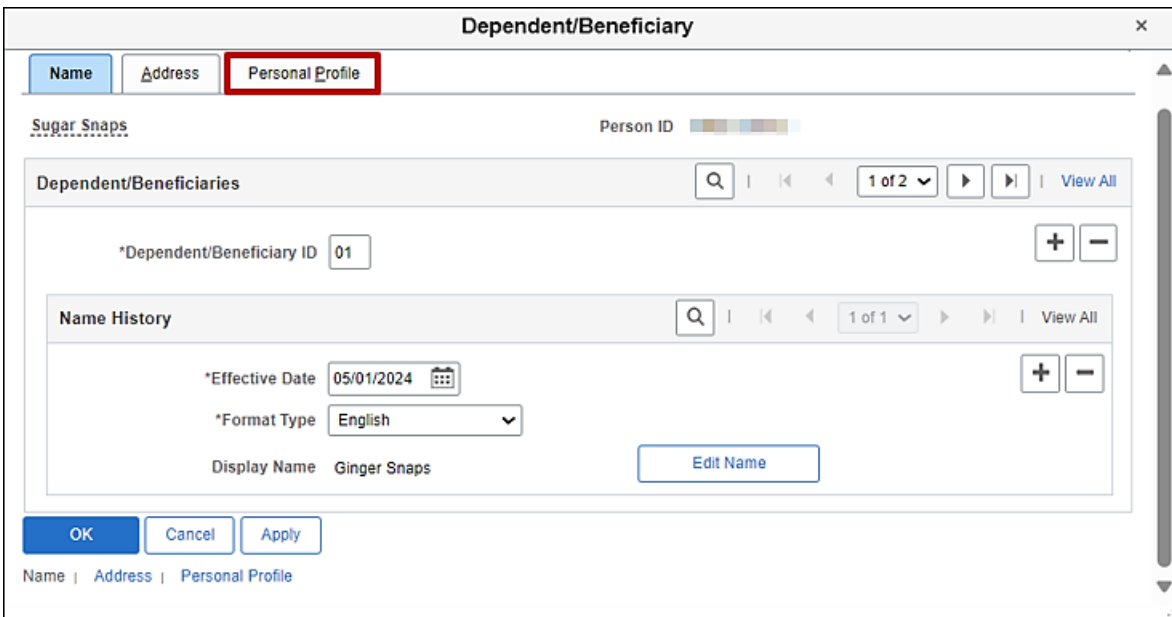
Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
Snaps,Ginger	Spouse	Unapproved Dependent	04/01/1999
Snaps,Finger	Stepchild	Unapproved Dependent	04/12/2019

Below the table is a link 'Change/Add Dependent Data' which is highlighted with a red box. There are also buttons for 'OK', 'Cancel', 'Apply', and 'Refresh'.

13. Review the dependents in the **Dependent/Beneficiaries Currently on Record** table. Note that the dependents currently have a status of “Unapproved Dependent”.

14. Click the **Change/Add Dependent Data** link.

The **Dependent/Beneficiary** page displays.

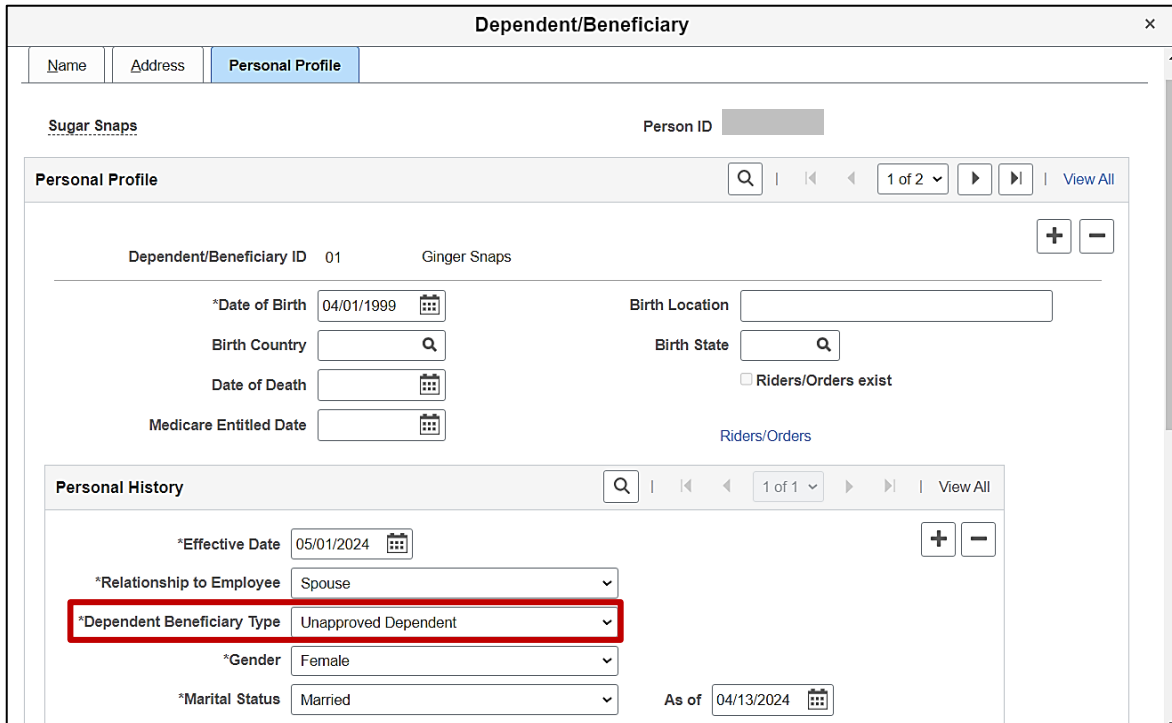


The screenshot shows the 'Dependent/Beneficiary' page with the 'Personal Profile' tab selected and highlighted with a red box. The page displays fields for 'Name', 'Address', and 'Personal Profile'. Below these fields is a section for 'Dependent/Beneficiaries' with a search bar and a table showing the dependent's ID as '01'. There are also fields for 'Effective Date' (05/01/2024), 'Format Type' (English), and 'Display Name' (Ginger Snaps). An 'Edit Name' button is visible. At the bottom, there are buttons for 'OK', 'Cancel', and 'Apply'.

15. Click the **Personal Profiles** tab.

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The **Personal Profiles** tab displays.



The screenshot shows a web application window titled "Dependent/Beneficiary". It has three tabs: "Name", "Address", and "Personal Profile". The "Personal Profile" tab is active. The form displays information for a dependent named "Sugar Snaps" with Person ID [redacted]. The "Personal Profile" section includes fields for "Date of Birth" (04/01/1999), "Birth Country", "Date of Death", "Medicare Entitled Date", "Birth Location", "Birth State", and a checkbox for "Riders/Orders exist". Below this is the "Personal History" section, which includes "Effective Date" (05/01/2024), "Relationship to Employee" (Spouse), "Dependent Beneficiary Type" (Unapproved Dependent), "Gender" (Female), and "Marital Status" (Married). The "As of" date is 04/13/2024. A red rectangular box highlights the "Dependent Beneficiary Type" dropdown menu.

**Note:** Ensure that you are viewing the applicable dependent.

16. Click the **Dependent Beneficiary Type** dropdown button and select "Approved Dependent"
17. Scroll down to the bottom of the page.

The bottom of the **Dependent/Beneficiary** page displays.

**Dependent/Beneficiary**
✕

Date of Birth

Birth Country

Date of Death

Medicare Entitled Date

Birth Location

Birth State

Riders/Orders exist

Riders/Orders

**Personal History** 1 of 1 | View All

\*Effective Date  + -

\*Relationship to Employee

\*Dependent Beneficiary Type

\*Gender

\*Marital Status

Student

Disabled

Smoker

As of

As of

As of

As of

Occupation

**USA**

▼ **National ID**

*Country	*National ID Type	Description	National ID	Primary ID	
<input type="text" value="USA"/>	<input type="text" value="PR"/>	Social Security Number	<input type="text"/>	<input checked="" type="checkbox"/>	+ -

OK

Cancel

Apply

Name | Address | Personal Profile

18. Repeat these steps to update the status to “Approved Dependent” for any additional dependents as needed and then click the **OK** button at the bottom of the page.

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The **Dependents / Beneficiaries** tab redisplay.

**BenAdmin Data Entry** x

Event / Participant Selection
Option Election
Dependents / Beneficiaries
Help

Schedule ID	EM00	Employee ID	[REDACTED]	Sugar Snaps
Event ID	2	Event Data	05/01/2024	Marriage
Benefit Record	0	Excess Credit Rollover To	Forfeit Excess Credits	

**Dependent/Beneficiaries Currently on Record**

Name	Relationship to Employee	Dependent Beneficiary Type	Date of Birth
Snaps,Ginger	Spouse	Approved Dependent	04/01/1999
Snaps,Finger	Stepchild	Approved Dependent	04/12/2019

Change/Add Dependent Data

**Elections Requiring Supplemental Information**

10	Medical	Enroll Dependents
----	---------	-------------------

OK
Cancel
Apply

Refresh

Event / Participant Selection | Option Election | Dependents / Beneficiaries

19. Once all dependents have been changed from “Unapproved Dependent” to “Approved Dependent”, click the **Option Election** tab.

The **Option Election** tab displays.

x

BenAdmin Data Entry

Help

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Event / Participant Selection | 
 Option Election | 
 Dependents / Beneficiaries

Sched ID EM00    Empl ID   Sugar Snaps    Ben Record 0    Event ID 2  
Event Data 05/01/2024 Marriage    Excess Credit Rollover To    Forfeit Excess Credits

Available Plans and Options ?
Q | 1 of 1

**Plan Type 10 : Medical**

Option Code  ↻

COVA Care + Prev Dental (ACC0) (Family)

Health Provider ID   Previously Seen

Special Requirements

Dependents/Beneficiaries

*ID	Name	Relationship to Employee	Health Provider ID	Previously Seen	Covered Person Type	Age Limit Flag	
<input style="width: 20px;" type="text" value="01"/> <span style="float: right; color: blue;">Q</span>	Ginger Snaps	Spouse	<input style="width: 50px;" type="text"/>	<input type="checkbox"/>	Spouse	<input type="checkbox"/>	-
<input style="width: 20px;" type="text" value="02"/> <span style="float: right; color: blue;">Q</span>	Finger Snaps	Stepchild	<input style="width: 50px;" type="text"/>	<input type="checkbox"/>	Child	<input checked="" type="checkbox"/>	-
<input type="button" value="+"/>							

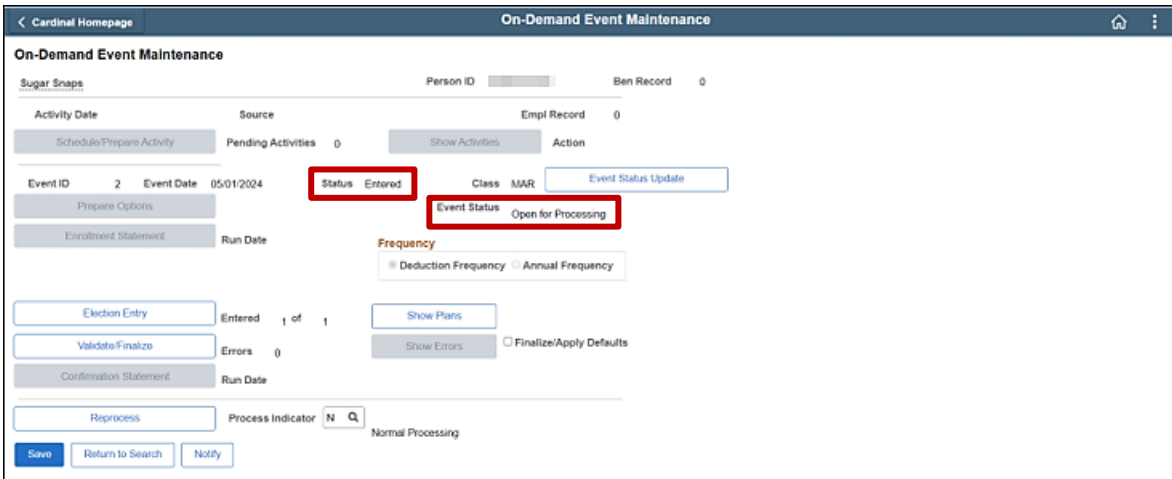
OK

Event / Participant Selection | 
 Option Election | 
 Dependents / Beneficiaries

20. Review the **Dependents/Beneficiaries** table and ensure that applicable dependents are enrolled. Click the **Enroll All** button as needed.
21. Click the **OK** button at the bottom of the page.



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

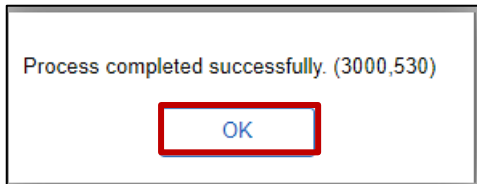


The screenshot shows the 'On-Demand Event Maintenance' page. The 'Status' field is highlighted in red and contains the text 'Entered'. The 'Event Status' field is also highlighted in red and contains the text 'Open for Processing'. The 'Election Entry' field shows 'Entered 1 of 1'. The 'Event ID' is 2 and the 'Event Date' is 05/01/2024. The 'Class' is MAR. The 'Event Status Update' button is visible. The 'Validate/Finalize' button is also visible. The 'Process Indicator' is set to 'Normal Processing'.

22. Confirm that the **Status** field now displays as “Entered” and the **Event Status** field is still “Open for Processing”.

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

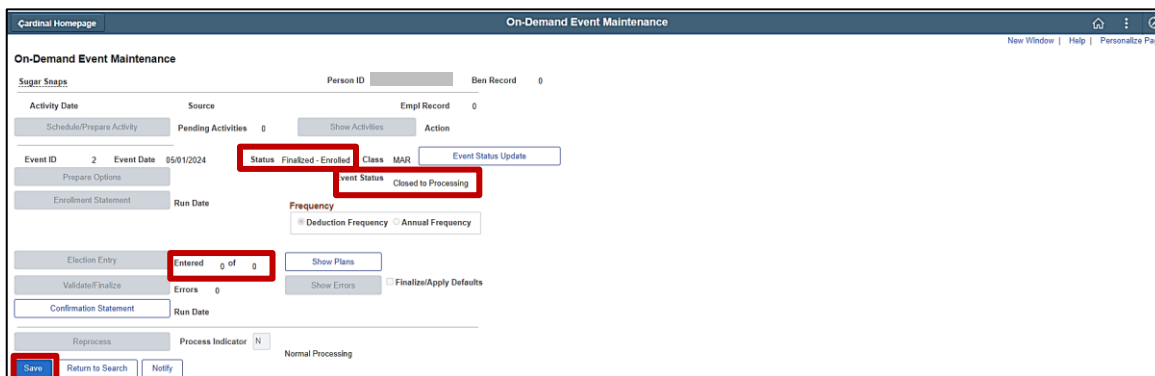
Once the process completes, a **Confirmation** message displays in a pop up window.



The screenshot shows a confirmation message box with the text 'Process completed successfully. (3000,530)' and an 'OK' button highlighted in red.

24. Click the **OK** button.

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



The screenshot shows the 'On-Demand Event Maintenance' page after the process is complete. The 'Status' field is highlighted in red and contains the text 'Finalized-Enrolled'. The 'Event Status' field is also highlighted in red and contains the text 'Closed to Processing'. The 'Election Entry' field shows 'Entered 0 of 0'. The 'Event ID' is 2 and the 'Event Date' is 05/01/2024. The 'Class' is MAR. The 'Event Status Update' button is visible. The 'Validate/Finalize' button is also visible. The 'Process Indicator' is set to 'Normal Processing'.

**Note:** Confirm that the **Status** field now displays as “Finalized-Enrolled” and the Event Status field is now “Closed to Processing”. The number of elections entered will reset back to “0 of 0”.

25. Click the **Save** button.