BENEFITS ADMINISTRATION TRAINING

PART TWO: AGENCY V. CENTRAL RESPONSIBILITIES, RESOURCES, INTERFACES

AGENCY VS. CENTRAL RESPONSIBILITIES

AGENCY RESPONSIBILITIES

Category	Task Examples
Employee Support	Onboarding, counseling, contact in support of annual processes
Manage Benefit Deductions	Deduction monitoring, arrears/retro review and adjustment, POTT entry, multiple job monitoring, manage premiums collected outside of payroll deduction, review Deduction Remittance Reports (deduction monitoring)
Event Maintenance	Monitor open events, enter applications on applicable events, send COBRA paperwork to employees, send State Group Life paper applications to ETF
WRS	Monthly WRS reconciliation/reporting to ETF, WRS Lookback, complete/submit disability-related forms and bio data corrections forms to ETF, certify sick leave credits, manage prior year corrections, work with agency finance/SCO to adjust/balance WRS payments to ETF (in conjunction with Central Benefits)
Benefits Reconciliation	Most of health/life reconciliation done by Central Benefits – agencies should monitor and work with Central Benefits on any issues
Benefits Billing	Enter payments, send invoice to employee

CENTRAL BENEFITS RESPONSIBILITIES

Category	Task Examples
Agency Support	Respond to tickets, provide agency training, create template documents and job aids
Managing Benefit Deductions	Deduction monitoring, arrears/retro review and adjustment, POTT entry and approval, direct pay line entry, move deduction begin dates
Central Monitoring	Manage system output reports, monitor for 20+ different coverage issues & mismatches, 15+ WRS queries for daily, bi-weekly and monthly monitoring
Manage Annual Processes	OE, ICI Annual/Deferred, WRS annual reconciliation, annual coverage level updates, ACA reporting, centralized reporting for ETF (Non-Discrimination Testing, Annual Census File)
Vendor Interfaces/Contact	Manage all vendor interfaces and work with vendors to resolve coverage issues
Benefits Billing	Create charges and benefits billing calendars
Benefits Reconciliation	Run monthly reconciliation process, work with agencies to manage monthly task, perform function on behalf of agencies
WRS	Send weekly periodic file, manage WRS Transaction Table, monitor monthly reconciliation/reporting, review suspended transactions, monitor/adjust WRS highly comp

RESOURCES

DPM RESOURCES

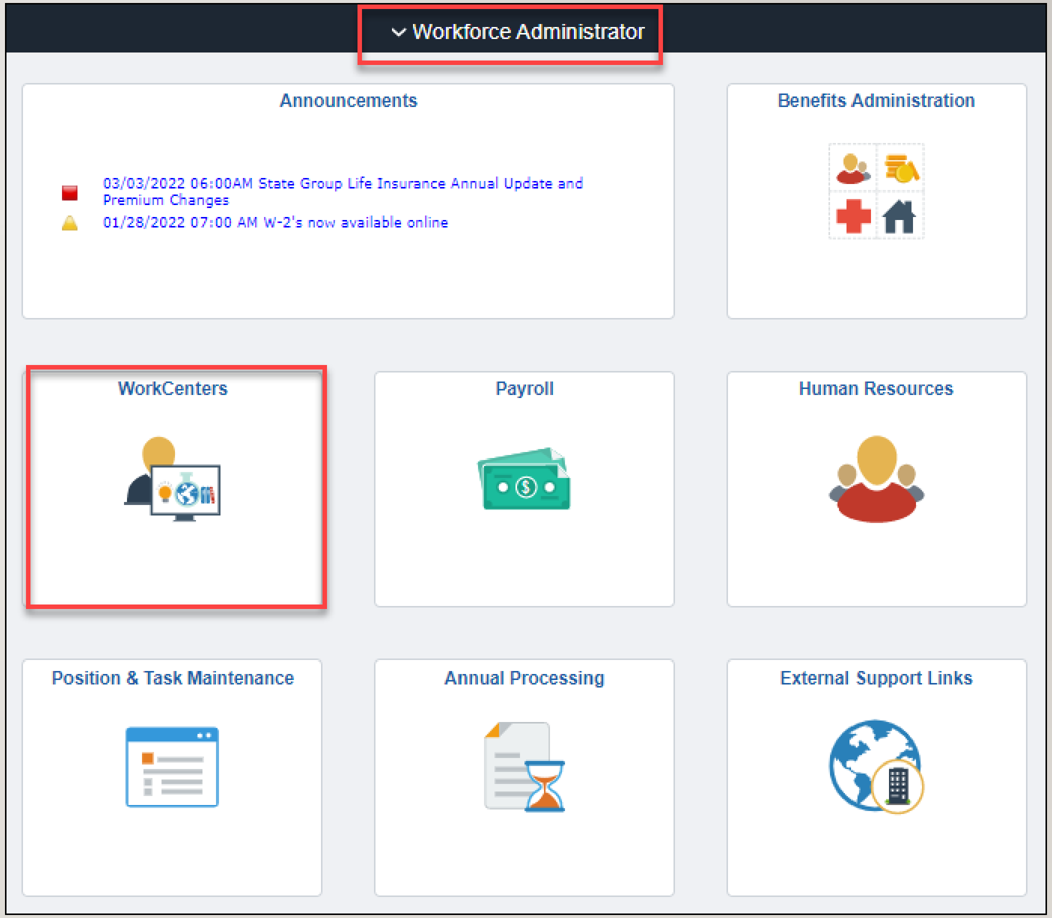
- Main DPM website
- Employee Forms and Brochures Page
- Employer Forms and ETF Resources
- P&B Admin page
    - Central Benefits Page
    - OE Admin Page
- HCM User Guide (also contains links to Fluid-based resources)
- Employee Self Service Job Aids

ETF RESOURCES

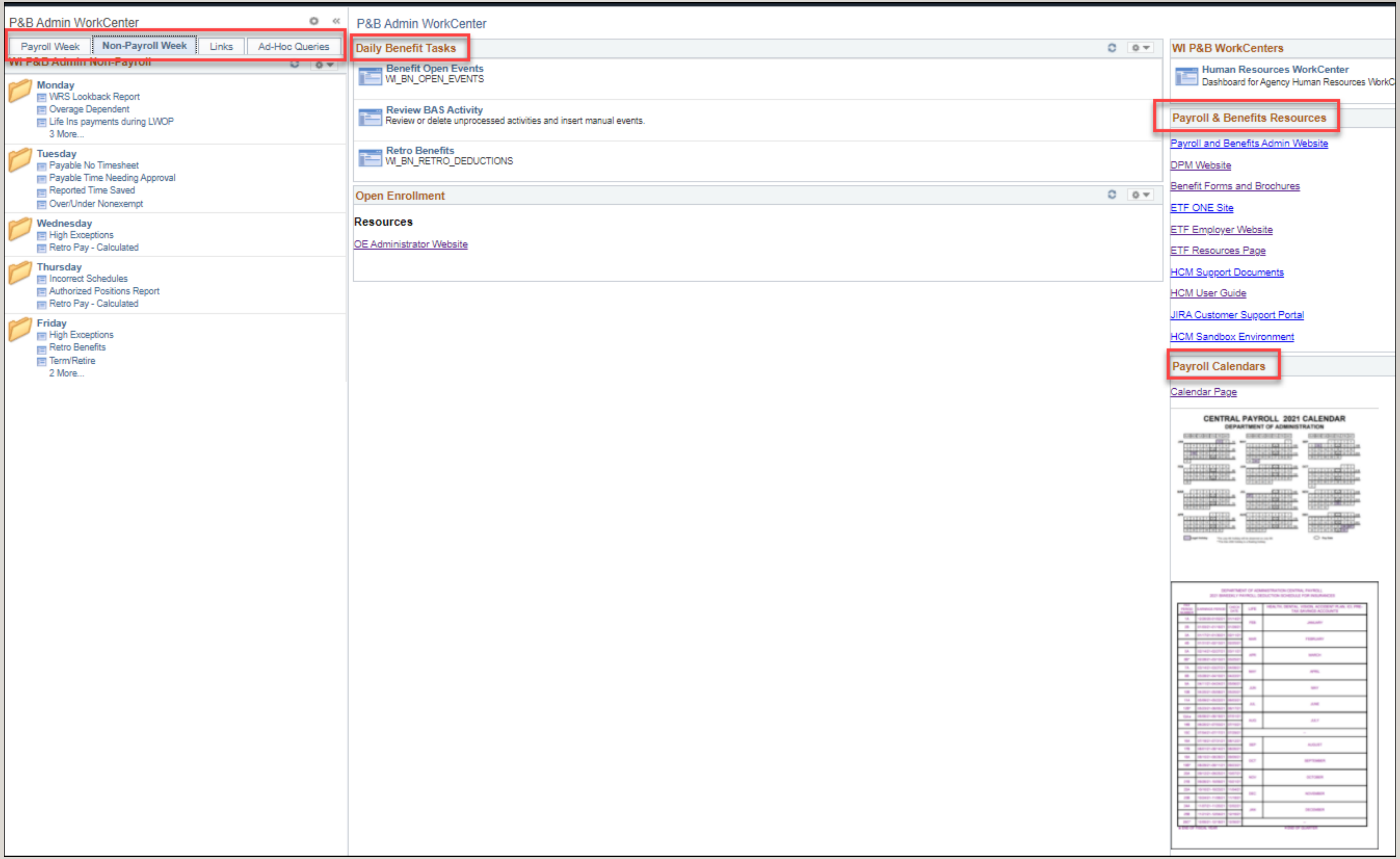
- ETF Main Site: http://etf.wi.gov/
- MEBS (Health Insurance)
- ETF Security Agreement (needed to access ETF secure content)
- Prior Service Check
- Manuals
  - Health Insurance Manual
  - Supplemental Insurance Manual
  - Life Insurance Manual
  - ICI Manual
  - WRS Admin Manual
- Employer Forms Page
- Employer Bulletins (June 2019 and later)
  - Pre-June 2019 bulletins

PAYROLL & BENEFITS ADMIN WORKCENTER

- The P&B Admin WorkCenter is a one-stop shop to see tasks by day and other helpful resources
- Access WorkCenters from Workforce Administrator Home Page within STAR. Click on the WorkCenters tile.



PAYROLL & BENEFITS ADMIN WORK CENTER



MONTHLY PAYROLL AND BENEFITS CALENDARS

- There is a monthly Payroll & Benefits calendar that tells you what queries to run each day and it links to more information on the query
- Anything in Green is payroll related
- Anything in Blue is benefits related
- https://dpm.wi.gov/Pages/HR_Admin/Payroll-and-Benefits.aspx

Monthly Payroll & Benefit Calendars

- 2022 PP5 and PP6 Payroll & Benefits Calendar
- 2022 PP7 and PP8 Payroll & Benefits Calendar
- 2022 PP9 and PP10 Payroll & Benefits Calendar

PAYROLL & BENEFITS CALENDAR

Click to see more information about an item

	4/4	4/5	4/6
	Benefits	Benefits	Benefits
	WRS Lookback Report	BAS Activity(end of day)	BAS Activity(end of day)
	BAS Activity(end of day)	Open Event	Open Event
	Open Event	**Process TER/RET events**	**Process TER/RET events**
	Benefit Billing Delinquent	Benefit Billing Delinquent	
			Offcycle Checks Requests Due 2PM
	Payroll		**Payroll**
	Payable No Timesheet	**Payroll**	High Exception
	Unsubmitted Absences	Payable No Timesheet	Retro Pay - Calculated
	Payable Time Needing Approval	Unsubmitted Absences	
	Over/Under NonExempt	Payable Time Needing Approval	
	Deduction Remittance Report	Over/Under NonExempt	
	Negative Balances	Absence Begin Date Mismatch	
	Absence Begin Date Mismatch	Deduction Remittance Report	
		Negative Balances	
PP8 Processing Week	**4/11**	**4/12**	**4/13**
	Benefits	***Benefits***	Benefits
	BAS Activity(end of day)	BAS Activity(end of day)	BAS Activity(end of day)
	Open Event	Open Event	Open Event
	Process TER/RET events	Retro Report	Retro Report
	Benefit Retro	**Process TER/RET events**	Process TER/RET events
	RETRO BENEFITS loaded SUNDAY		
			POTT DEADLINE - 11 am
	Payroll	**Payroll**	
	Payable No Timesheet	Payable No Timesheet	**Payroll**
	Unsubmitted Absences	Unsubmitted Absences	Payable No Timesheet
	Payable Time Needing Approval	Payable Time Needing Approval	Unsubmitted Absences
	Over/Under NonExempt	Over/Under NonExempt	Payable Time Needing Approval
	Retro Pay - Loaded	Over/Under Exempt	Over/Under NonExempt
	Unpaid Hours	High Exception	Over/Under Exempt
		Payable Register	High Exception
		Payable Overtime	Payable Register
		Overlapping Punches	Payable Overtime
		Unpaid Hours	Overlapping Punches
		Ineligible Absence	Unpaid Hours
		Incorrect Schedules	ODL on Paychecks

PAYROLL & BENEFITS CALENDAR

High Exception	WI_TL_HIGH_EXCEPTIONS	NavBar > Reporting Tools > Query Viewer	Use to review employees with high exceptions. Payable time will not generate with high exception and the leave hours will not converted to Payroll for payment	
Over/Under FTE - Exempt	WI_TL_PAYABLE_OVER_UNDER_EX	NavBar > Reporting Tools > Query Viewer	Will identify exempt employees in the following situations: - Hrs worked + hrs leave + hrs LWOP do NOT account for the full FTE - Hours are not lopped off correctly - Employees receiving OT	Compares the FTE to hours in payable status on the timesheet. Hours are counted whether they are approved or not.
Over/Under FTE - Nonexempt	WI_TL_PAYABLE_OVER_UNDER_NONEX	NavBar > Reporting Tools > Query Viewer	Will identify non-exempt employees in the following situations: - Hrs worked + hrs leave + hrs LWOP do NOT account for the full FTE - Employees receiving OT	Compares the FTE to hours in payable status on the timesheet. Hours are counted whether they are approved or not.
Payable No Timesheet	WI_TL_PAYABLE_NO_TIMESHEET	NavBar > Reporting Tools > Query Viewer	Use to review all active employees with no time reported for the week.	
Payable Overtime	WI_TL_PAYABLE_OVER_TIME	NavBar > Reporting Tools > Query Viewer	Review the accuracy of overtime.	
Payable Register	WI_TL_PAYABLE_REGISTER	NavBar > Reporting Tools > Query Viewer	Review special TRC codes, such as Jury Duty, etc.	On Tuesday of payroll week, look for any “EXNPD” TRC codes to find any exempt employees who might need their TRC code changed to EXCSH

Payroll Processing Timeline | PeopleSoft Process Calendar | Calendar | **Calendar Reports Reference** | Helpful Reports Queries

PAYROLL & BENEFITS CALENDAR

	Name	Navigation	What you will find	When to Run	Use
2	WI_PY_DED_HIST	NavBar > Reporting Tools > Query Viewer		As Needed	Recon Needs (Reccomendation: whenever you have a new employee, someone going on LOA, coming back from LOA, and terming employees once one pay period has past so you can see what retro will take care of)
3	WI_WRS_2022_TRANS	NavBar > Reporting Tools > Query Viewer	Employee WRS Hours, Earnings, and contributions for 2022	Per Person WRS recon for 2022	WRS Reporting/WRS Lookback
4	WI_WRS_2021_TRANS	NavBar > Reporting Tools > Query Viewer	Employee WRS Hours, Earnings, and contributions for 2021	Per Person WRS recon for 2021	WRS Reporting/WRS Lookback
5	WI_WRS_2022_NOT_TAKEN	NavBar > Reporting Tools > Query Viewer	WRS contributions not taken for 2022	Per Person WRS recon for 2022	WRS Reporting/WRS Auditing
6	WI_WRS_2022_EE_GENERL WI_WRS_2022_EE_EXEC WI_WRS_2022_EE_PROT WI_WRS_2022_EE_PROTXO WI_WRS_2022_EE_PROTXX WI_WRS_2022_EE_DOTGR	NavBar > Reporting Tools > Query Viewer	Employee level detail of WRS earnings, hours and contributions by BU by WRS Category	After payroll for month is confirmed	WRS Reporting/WRS Auditing
7	WI_WRS_2022_TOTALS_GENERL WI_WRS_2022_TOTALS_EXEC WI_WRS_2022_TOTALS_PROT WI_WRS_2022_TOTALS_PROTXO WI_WRS_2022_TOTALS_PROTXX WI_WRS_2022_TOTALS_DOTGR	NavBar > Reporting Tools > Query Viewer	Aggregate level detail of WRS earnings, hours and contributions by BU by WRS Category	After payroll for month is confirmed	WRS Reporting/WRS Auditing
8	WI_BN_ACTIVITY_QRY	NavBar > Reporting Tools > Query Viewer	Benefit Activity for Employee by date range	As needed	
9	Employee Earnings Snapshot	Workforce Administrator Homepage > Payroll Dashboard > Payroll Processing Tile > Reports & Queries Folder > Employee Earnings Snapshot	Use to review employees hours and earnings.	After any payroll calculation	
10	Work Distribution Detail Report	Workforce Administrator Homepage > Payroll Dashboard > Payroll Processing Tile > Reports & Queries Folder > Work Distribution Detail Rpt	Use to view time distribution hours charged to a specific funding string. This allows state agencies to confirm that the correct hours were charged to the correct string.	Thursday after payroll confirm	
		Workforce Administrator Homepage > Payroll	Use to validate the payment of taxes, insurances, and		

Payroll Processing Timeline | PeopleSoft Process Calendar | Calendar | Calendar Reports Reference | Helpful Reports Queries

INTERFACES

HEALTH, STATE GROUP LIFE, DELTA DENTAL, DELTAVISION, OPTUM HEALTH | CYC

HEALTH INSURANCE INTERFACE

TIPS FOR MAKING SURE YOUR HEALTH INSURANCE ENROLLMENTS MAKE IT THROUGH THE INTERFACE

- If any of the following data elements are missing on the employee or covered dependents, the enrollment will **NOT** go through the interface:
  - Gender
  - Date of birth
  - SSN (required for employee, spouse, dependents over Age 1)
  - Relationship of dependent to the employee
  - Marital status of "Unknown" on employee or any covered dependents
  - If married or divorced must have date in marital status as of date
    - If single, don't put a date in the marital status as of date
  - Recommend running the Data Integrity Report to find some of the missing employee data elements (**Navigation:** Workforce Administrator Homepage – Payroll Dashboard – Payroll Processing Tile – Reports & Queries Folder – Data Integrity Audit Report)

HEALTH INSURANCE INTERFACE

WHEN IS A HEALTH INSURANCE ENROLLMENT SENT FOR A NEW HIRE?

- Employee has prior WRS State service and is immediately eligible for ER contribution
  - Enroll in Plan Type 10 immediately – as soon as enrollment is finalized, sent to ETF
- Employee has no prior WRS service
  - If the employee enrolls immediately (Plan Type 1U) – as soon as enrollment is finalized, sent to ETF
  - If employee enrolls when eligible for ER contribution (Plan Type 1V) – **enrollment is NOT sent on interface until agency enrolls the employee in Plan Type 10 coverage on the SHR event**

HEALTH INSURANCE INTERFACE

FUTURE DATED EVENTS

- Future-dated new hire coverage is immediately sent if effective date less than 30 days in the future
- You can't enter a future dated birth (BIR), adoption (ADP), loss of coverage (LST OR LOC)….
  - Don't enter these types events prior to the event date
  - Can not be sent to ETF prior to the effective date (ETF will not process the enrollment)
- Spouse to spouse transfers
  - Can't do both on the same day
  - Need to term coverage first – verify that ETF is updated
  - Then enter the coverage under the new spouse

HEALTH INSURANCE INTERFACE

WHEN ARE HEALTH TERMINATIONS SENT ON INTERFACE

- Once the termination event is finalized (you see a termination row on health insurance in base benefits), the termination is sent to ETF that evening
- Retirements – system automatically sends sick leave balance and wage rate when RET event terminates health insurance
  - Establishes initial annuitant health insurance contract
  - Agency must still submit Accumulated Sick Leave Certification to ETF

IMPORTANCE OF EVENTS

- Always use the most "appropriate" event when entering a health enrollment
- Events are mapped to enrollment codes in ETF's system
- Use an ADM event to enroll in/change health enrollment as a last resort
  - ***If you use an ADM event, must submit a ticket to let us know the reason for the enrollment so we can adjust the reason on the interface accordingly***

OTHER ITEMS THAT CAUSE DELAY

Enrollment rejects on interface must be manually corrected

- Example: the employee or dependent has a different last name in MEBS
- Missing data elements

Lack of supporting documentation

- Once a week the agency should be checking the "Waiting for ETF Approval & Waiting for ETF Approval Disabled" in MEBS
  - Example: Divorce, Paternity acknowledgement, adoption, etc.
- A ticket should be submitted and include the supporting documentation
  - Indicate that the documentation is attached to an enrollment sent through the health interface
  - ETF Life Events Documentation Requirements: https://etf.wi.gov/its-your-choice/life-change-events-and-documentation-requirements

ALL OTHER INTERFACES

Supplemental Plans: Full file sent to vendor weekly on Monday night

- Delta Dental
- DeltaVision
- Optum Health | CYC
- Accident

ALL OTHER INTERFACES

- ICI – sent bi-weekly
- State Group Life (2 files sent weekly on Monday)
  - Enrollment file – new hire enrollments entered via eBN only
  - Change file (termination, retirements, deaths, LOA coverage lapses, data corrections related to DOB, gender, name, SSN)

If paper app received, agency MUST send a copy to ETF (ETF requirement) – this information is not sent on an interface

WRS PERIODIC INTERFACE

- Sent weekly on Friday
- Sends hire, terms, retirements, transfers, and demographic changes
- Hire/rehire transactions are sent immediately
  - Unless following a termination in the same business unit
  - Hires associated with a transfer to a different business unit are sent immediately
- Terms and retirements have a 20-day lag from the effective date before being sent
  - Reason: Capture the last reportable hours, earnings, and contributions
- Less than 30-day employment durations are accounted for in the WRS Periodic interface.