

BENEFITS ADMINISTRATION TRAINING

PART ONE: CENTRAL BENEFITS EMAIL INBOX AND JIRA TICKETS

PURPOSE OF CENTRAL BENEFITS EMAIL INBOX

CURRENT USE

CHANGES TO BE IMPLEMENTED

PURPOSE OF CENTRAL BENEFITS EMAIL INBOX – CURRENT USE

- The original purpose of the Central Benefits (CB) inbox (DOACentralBenefits@wisconsin.gov) was to have a general place where agencies and vendors could send communications and supporting documentation (i.e., birth certificates, loss of coverage).
- CB staff could check the inbox multiple times a day for documentation they were waiting for. In addition, if a CB staff member was out, another CB team member could be reviewing incoming emails, allowing for timely responses.
- Unfortunately, it has gotten out of control and agencies are sending all things benefits related to the inbox versus reaching out to their agency contact person with Central Benefits.
- Documentation is getting lost and general emails are not getting answered timely.

PURPOSE OF CENTRAL BENEFITS INBOX - CHANGES

- Central Benefits is updating the purpose for the inbox. We are implementing the following changes:
 - To be Used by Vendors:
 - Delta Dental and DeltaVision file reviews
 - Securian State Group Life Evidence of Insurability decisions
 - ETF approvals (i.e., Late IYC, pending requests) and inquiries that need action (i.e., SSN verification, spelling of a name, gender, etc.)

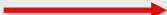
PURPOSE OF CENTRAL BENEFITS INBOX - CHANGES

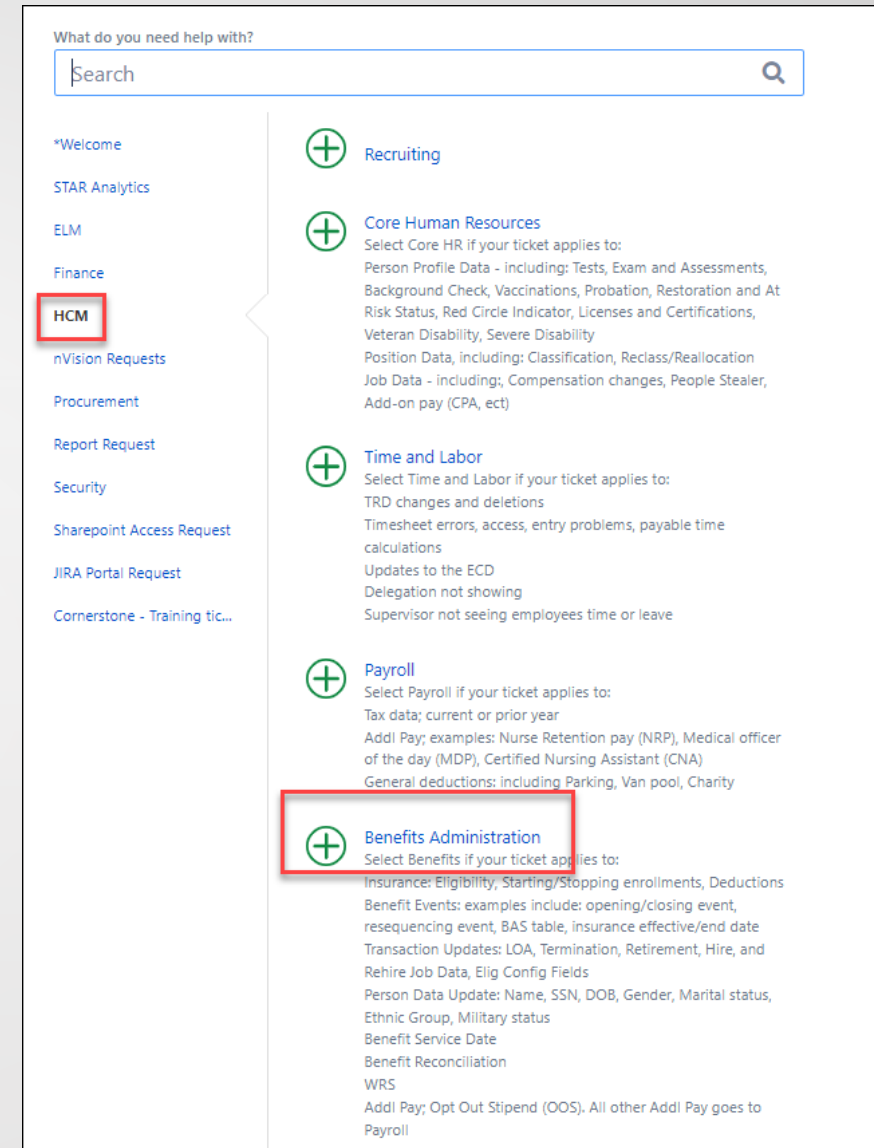
- For Agencies:
 - CB is requesting that you submit a ticket and include supporting documentation within the ticket.
 - CB can better track where the situation is, locate the supporting documentation easily, respond timelier to questions and inquiries.
 - If you have a general question, please reach out to your agency contact person via their email address (ex. What event to pick, general inquiries)

JIRA TICKETS VS. EMAIL

- How, When, and Why

JIRA TICKETS - HOW

- To submit a JIRA Ticket, you must be logged into the JIRA system:
<https://all-star.wi.gov/servicedesk/customer/portal/1>
- Please work with your agency Payroll and Benefits office for assistance
- Agencies: when you log into the JIRA system, you will come to this page. 
- Select HCM from the list on the left. For benefit related tickets, select the Benefits Administration area so your ticket is routed to the correct area.



What do you need help with?

Search

*Welcome

STAR Analytics

ELM

Finance

HCM

nVision Requests

Procurement

Report Request

Security

Sharepoint Access Request

JIRA Portal Request

Cornerstone - Training tic...

+ Recruiting

+ Core Human Resources
Select Core HR if your ticket applies to:
Person Profile Data - including: Tests, Exam and Assessments, Background Check, Vaccinations, Probation, Restoration and At Risk Status, Red Circle Indicator, Licenses and Certifications, Veteran Disability, Severe Disability
Position Data, including: Classification, Reclass/Reallocation
Job Data - including: Compensation changes, People Stealer, Add-on pay (CPA, ect)

+ Time and Labor
Select Time and Labor if your ticket applies to:
TRD changes and deletions
Timesheet errors, access, entry problems, payable time calculations
Updates to the ECD
Delegation not showing
Supervisor not seeing employees time or leave

+ Payroll
Select Payroll if your ticket applies to:
Tax data; current or prior year
Addl Pay; examples: Nurse Retention pay (NRP), Medical officer of the day (MDP), Certified Nursing Assistant (CNA)
General deductions: including Parking, Van pool, Charity

+ **Benefits Administration**
Select Benefits if your ticket applies to:
Insurance: Eligibility, Starting/Stopping enrollments, Deductions
Benefit Events: examples include: opening/closing event, resequencing event, BAS table, insurance effective/end date
Transaction Updates: LOA, Termination, Retirement, Hire, and Rehire Job Data, Elig Config Fields
Person Data Update: Name, SSN, DOB, Gender, Marital status, Ethnic Group, Military status
Benefit Service Date
Benefit Reconciliation
WRS
Addl Pay; Opt Out Stipend (OOS). All other Addl Pay goes to Payroll

JIRA TICKETS - WHEN

- A JIRA ticket must be submitted in the following situations:
 - Job Data Corrections (required for audit purposes)
 - Ex: hire, rehire, term, retirement effective date corrections
 - Agency requests an event to be reopened (i.e., HIR, BIR, MAR, etc.).
 - HIR events can only be reopened if within employee's 30-day enrollment window
 - Applications must have been received within required timeframe of the event (i.e., 30 days from date of marriage)
 - ADM events:
 - Helps CB to track the issue
 - ADM events are to be used when no other event describes the situation (i.e., EE enrolling in health due to retirement)

JIRA TICKETS – WHEN

- LST/LOC/OTH events: application and supporting documentation are required to be attached to the ticket
 - See ETF's documentation requirements: <https://etf.wi.gov/its-your-choice/life-change-events-and-documentation-requirements>
- FSA/HSA issues:
 - Refund is due to the employee or employer
 - CB must get approval by Optum Financial before money can be refunded. Optum must confirm the funds are available in the employee's account
- Life Events: (ex. BIR, MAR, DIV, etc.)
 - When documentation is required to approve an event pending in MEBS.
 - BIR – proof of maternity/paternity
 - DIV – COBRA form and health application
 - MAR – if there is a health plan change

JIRA TICKET - WHY

- A JIRA ticket should be submitted for the following reasons:
 - CB can track the issue
 - All communication can be done within the ticket versus sending emails back and forth
 - Timelier responses
 - Documentation does not get lost
 - In an emergency, do not create a second ticket if you do not see a response to your first ticket. Please email your agency contact person.

WHAT INFORMATION SHOULD BE INCLUDED IN A JIRA TICKET

Functional area: HR – BA Benefits Administration

Subject line: Employee first and last name, empl ID, brief description of ticket (i.e., PPXX, Re-Open Event, etc.)

Description of the situation – detailed description of what’s needed

Required documentation (Employer Section must be completed)

Include any “watchers” from your agency that need to be included on your ticket (CB cannot add watchers from your agency)

WHAT INFORMATION SHOULD NOT BE INCLUDED IN A JIRA TICKET

Sensitive information such as SSN card

Applications containing an SSN (the SSN should be redacted on the application)

If an employee needs their SSN corrected, do not write the full SSN within the ticket. Only write the section that needs changes. Ex: xxx-22-xxxx

SENSITIVE INFORMATION – HOW TO COMMUNICATE INFORMATION

When there is sensitive documentation being requested, do not send it via email or attach to a ticket because it's not secure. Examples include:

- Correct/update an employee's or dependent's name, gender, DOB or SSN
- SSN cards
- Birth Certificate
- Benefit applications with SSNS

The agency can fax the sensitive information directly to ETF, using their secure fax line of 608-266-5801.

When faxing to ETF, include the following information on your fax cover sheet so it does not sit at ETF:

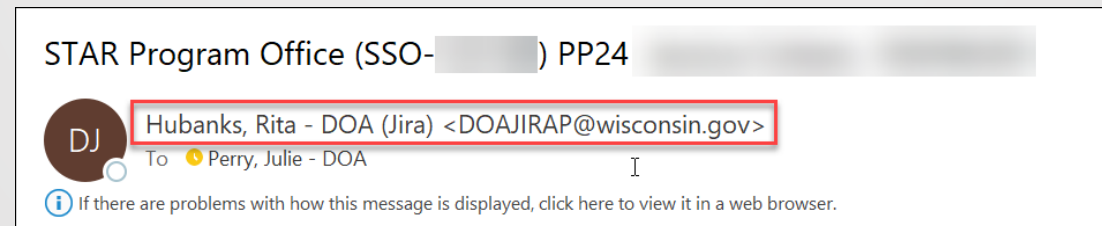
- Employee full name
- ETF Member ID
- Reason for fax (Ex. Name change, SSN correction, etc.)

Add a comment within the ticket that something was faxed to ETF so CB can monitor.

CB is working with ETF on another way of uploading sensitive information. Stay tuned for further details as we test this new system.

HOW TO INTERACT WITHIN THE JIRA SYSTEM

- Every time a comment is added to a ticket within the portal and email is generated from the portal
 - Do NOT respond to this email – respond within the portal (or direct email)
 - If you respond to the system-generated email, it does NOT go back to the person who entered the comment on the ticket
- If you see something that looks like the following – someone’s name followed by DOAJIRAP@wisconsin.gov – do not reply to it. It’s a system generated email.



COMMUNICATION WITH CENTRAL BENEFITS

Microsoft Teams

USE OF MICROSOFT TEAMS

- CB no longer has access to Skype
- If your agency has Skype, you can still call us thru Microsoft Teams
- All of CB uses Microsoft Teams as their way of communication while we work remotely.
- Microsoft Teams has a chat function and phone function



USE OF MICROSOFT TEAMS

- Applies to agencies who use Teams.
- When someone is on the phone or in a meeting, the light indicator will change to red, meaning that person is “Busy”.
- If you have been idle or have stepped away from the computer, the light indicator will turn yellow, meaning you’re away.
- You can manually change your light indicator if something comes up.
- When messaging thru Teams and we don’t respond (when we’re away or offline), you get an email reminder that a message was sent.

