

2024

# Benefits Admin Guide



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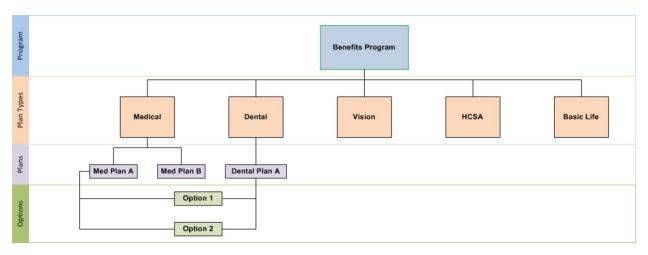
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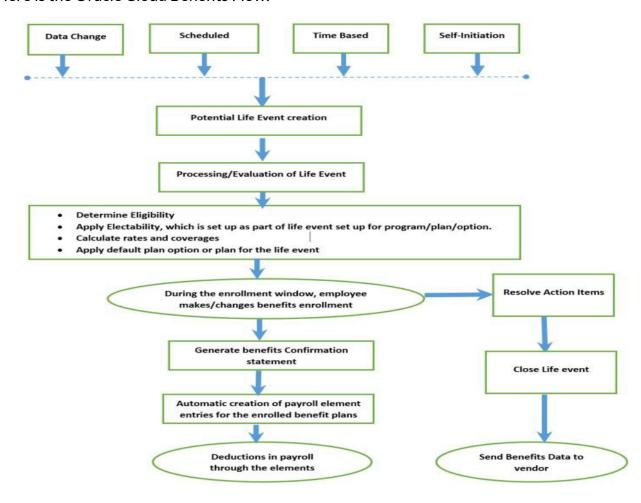
# **Overall Process Flow**

Before we begin with the training content, it's important to understand the overall process flow of information in Oracle Cloud for the Benefits module.

Here is the Oracle Cloud Benefits Structure:



Here is the Oracle Cloud Benefits Flow:



# **Glossary of Terms**

Below we have included a list of common terms associated to the Benefits module. Please review the terms below to familiarize yourself with the Oracle Cloud terms used throughout this guide.

# **Benefit Program**

A program is a grouping of benefits plans defined, Example: Active Program, Retiree Program, etc.

#### **Plan Types**

Plan types is a group benefit plans according to the type of benefit provided. Example: Medical, Dental, Life Insurance etc.

#### Plan

A plan is the benefit offering. Generally, insurance providers handle the claims. Example: Delta, CEC Vision.

## **Option**

An electable choice within a plan, Example: Employee only, Employee + Spouse.

#### Life Event

A change in an employee's coverage status such as birth, marriage, etc.

#### Eligibility

- Eligibility is determined by a list of criteria that a Employee has to satisfy to be able to enroll in a benefit program, plan and option, and maintain the enrollment. It may be related to a person's personal information, employment, age, enrollments, other complex calculations. For example: Employee needs to be full time to be eligible for a particular benefit program or plan(s).
- Eligibility is also used to determine the rate for a particular group of employees or dependents. For example: A part time Employee's medical cost is higher than a full time Employee's medical cost.
- Eligibility criteria may apply to dependents as well. For example: Only Relationship of Spouse or Child is eligible, Child should be less than 26 years age.

#### **Eligibility Profile**

Eligibility profile can be attached at program, plan, and option level. Program level being the highest level followed by the plan and the option level. Eligibility profile attached at the lower levels augments the eligibility profile added at the higher levels.

#### **Benefits Life Event**

- A Life Event is a change in a person's life that would result in a change to his/her benefits eligibility, enrollment, or contribution rate. Example: Marriage, Birth of a Child, Promotion, Transfer.
- Types of life events available in Oracle Cloud:

- Explicit: Life events that gets created either automatically due to employee's data change with respect to work or if an employee creates selfinitiated life events.
  - Example: New Hire, Employee Status Change, Transfer, Promotion, Termination.
- Temporal: Life events that are predefined and occurs with the passage of time.
  - Example: Age Change, Dependent Age Out.
- Scheduled: Life events which are assigned to the eligible employees to provide them an enrollment opportunity.
  - Example: Open enrollment.
- Unrestricted: Life events which are not time dependent. Employees can modify their elections at any point of time.
  - Example: Savings Plan enrollment.

## **Benefit Group**

- Benefit group is a benefit object that is created to identify a specific group of Employees. This is primarily used to tag Employees for eligibility purposes.
  - o For example: A group of 50 Employees who were hired before 1971 were eligible for a plan which is frozen now. In that case, these 50 Employees can be assigned a benefits group 'Grandfathered group'. In parallel, eligibility for the frozen plan can be configured to allow only 'Grandfathered group' benefits group Employees to be eligible for this plan.

#### **Benefits Balances**

- Benefit balance is a benefit object that is created to hold values such as monetary amount, hours worked etc., that are used in Employee's benefits processing.
  - For example: Benefits balance 'LiveWELL incentive' can be created to hold the amount of monetary reward which an employee gains after completing certain health tests. This amount, in turn, will be used to determine how much more can an Employee contribute towards HSA plan during the plan year.

#### **Benefit Action Items & Certifications**

Certain benefit offerings require Employees to submit certifications to enroll or change the benefit elections. In Oracle cloud terminology, requirement to produce certificate for one or more plan offering is known as 'Action Items'. Employees can view the action items which requires their attention in 'Pending Actions' in their benefits self-service page.

For example:

- Employee needs to provide marriage certificate to cover spouse into the benefits coverage.
- Employee needs to provide proof of good health to enroll in Life insurance plan above certain coverage or to increase coverage levels.
- Enrollment in the benefit plans can be configured to be suspended until the certification is received. The suspension can also be configured to be optional. Typically, life insurance amount certification, which requires 'Evidence of Insurability', is always set up to suspend until the elected amount is approved.
- Employees should be assigned an interim coverage until certification is received and new coverage becomes effective. No further life event processing can take place for the Employee while enrollment is suspended.

#### **Benefit Rates**

Rates define employee's cost and/or employer's cost for a benefit offering. The employee's cost can be defined as pre-tax, after-tax, and imputed income such as Domestic Partner rates.

#### **Examples:**

- LiveWELL Medical Employee + Spouse: EE Cost = \$200/month, ABC Health Cost = \$600/month
- Basic Life Insurance \$200K: Employee Cost = \$0 ABC Health Cost = \$2/month
- o Supplemental Life Insurance 1X Salary: Employee's cost is based on age.
- $\circ$  Under 35 yrs. \$0.048/month, Age 35 -39 \$0.030/month per \$1k coverage, etc. ER Cost = \$0

#### **Benefit Coverages**

- Coverages define the level of benefits coverage a participant receives under plans.
  - \$200,000 for Basic Life Insurance \$200K benefit
  - \$120,000 for Supplemental Life Insurance 2X Salary benefit where Employee's salary is \$60K

#### Variable Rates and Variable Coverages

- In Oracle Cloud, rates and coverages can be flat amounts or derived based on certain criteria. Flat amounts could be rates for plans like dental. For rates that are derived, variable rate profiles are used. Likewise for coverages that are derived, variable coverage profiles are used. However, variable rates are tied to standard rates. Every plan option has a standard rate attached to it which specifies the final rate for that plan option.
  - Example of variable rate: Employee's optional life insurance rate is based on the coverage amount and the age of the employee. The coverage amount for an employee is \$15,000 and the employee is 28 years old. For the age

- group 25-29, the biweekly cost will have a factor of 0.017210. Therefore, the biweekly rate will be: (15000 \* 0.017210)/1000 = 0.25.
- Example of variable coverage: Employee's basic life coverage reduces to 75% at the age of 65. Suppose the basic life insurance coverage for an employee is set to the 2X annual salary and that equals \$350000. When the employee reaches the age 65, the coverage drops to \$262500. This drop of coverage is applicable only for employees who are 65 or older. This is controlled by the variable coverage profile.
- This varying of rate/ coverage based on age is controlled by the variable rate profile/variable coverage profile respectively which in turn has an eligibility profile with the required age criteria.

#### **Integration with Payroll**

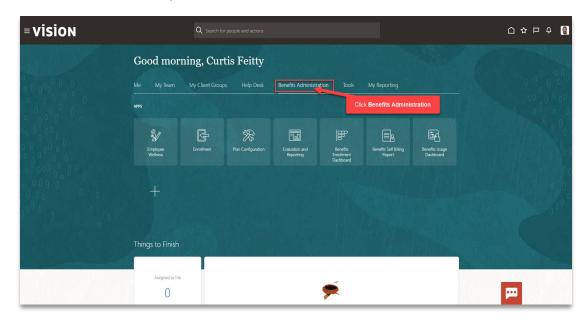
- Every plan which incurs a deduction in paycheck must have a payroll element associated with it. This attachment is done through the rates associated with the plans.
- Rates associated with every benefit plan options or plans are directly tied to specific payroll elements. When an employee submits enrollment, then element entries get created for every plan they elect with an effective start date, which is the date when the plan rate is effective.
- Likewise, when the rates end (For example during termination), there is an end date passed to the element entries.
- When payroll is run for employees, these elements are processed and there are deductions incurred for the enrolled plans.

# Day to Day Operations Guide

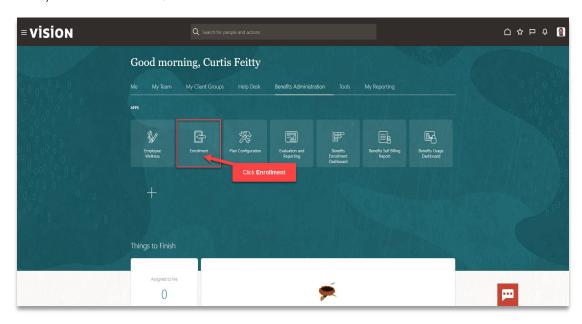
# Search For An Employee (Active, Future Hire, or Terminated Employee)

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Advanced Search>Show Filters>Search Employee

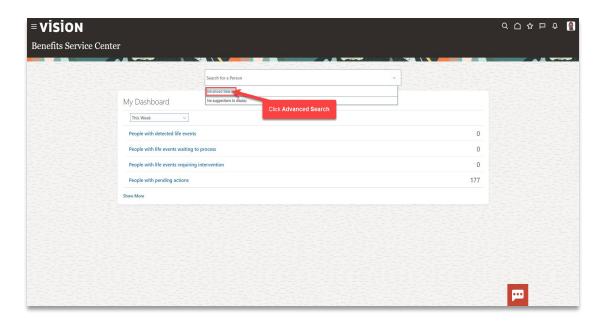
From the home screen, click **Benefits Administration** 



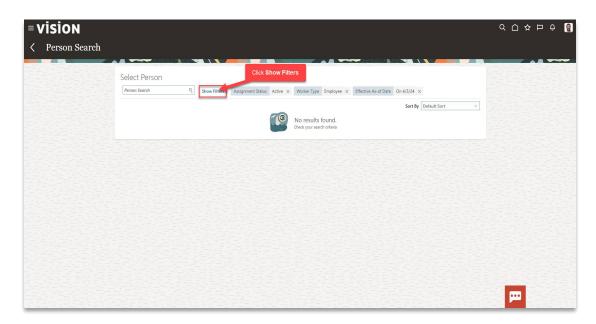
### Next, click **Enrollment**



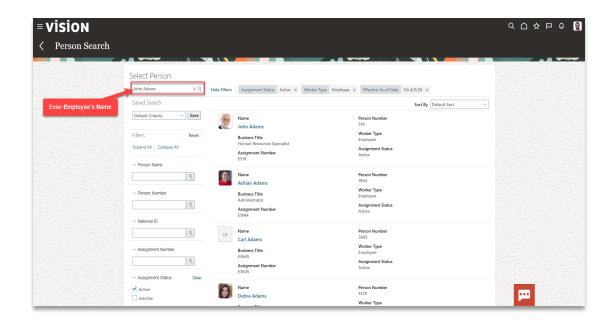
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Click on the Search Box and Select **Advanced Search**.



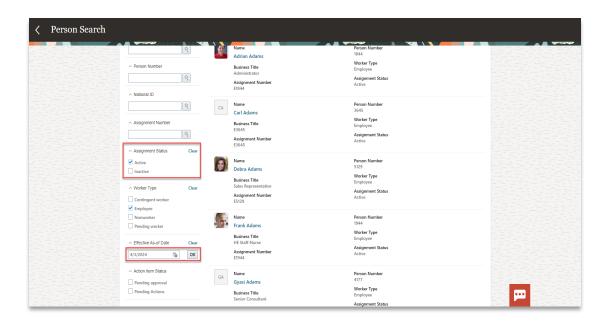
# Next, click **Show Filters**



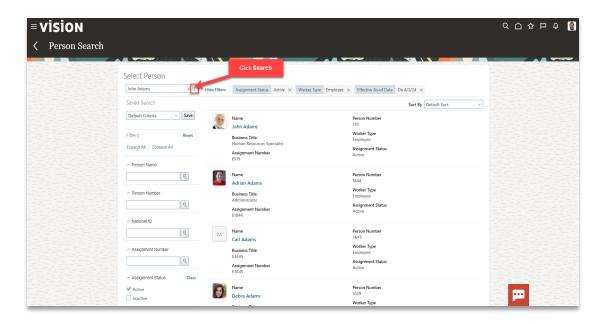
Use the various filters to search for your employee. Enter the employees name in the **Person Search** box



Next, scroll down and use the **Assignment Status** filter to sort for Active or Inactive (terminated) employees. Use the **Effective As-of Date** filter and enter a future date to search for a future hire and click **OK** 

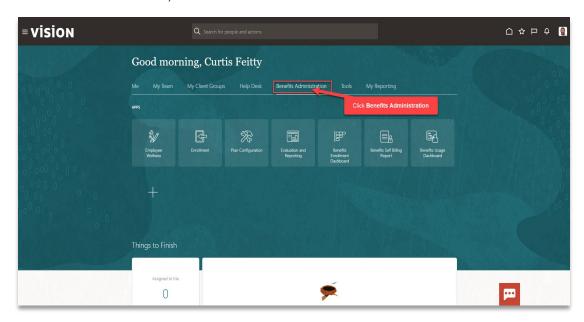


Lastly, click the magnifying glass beside the employee's name in the **Person Search** box to generate the search results.

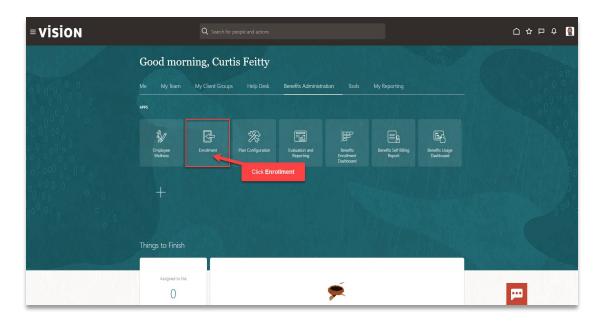


## **Benefits Service Center**

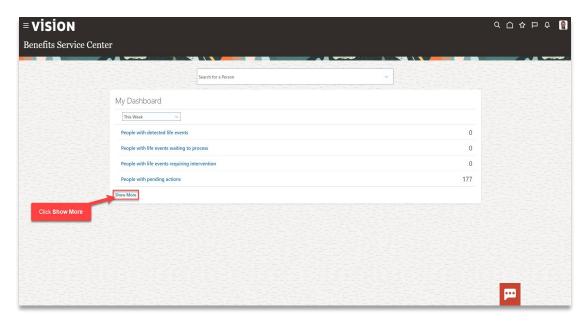
Navigation: Home>Benefits Administration>Enrollment>Benefits Service Center From the home screen, click **Benefits Administration** 



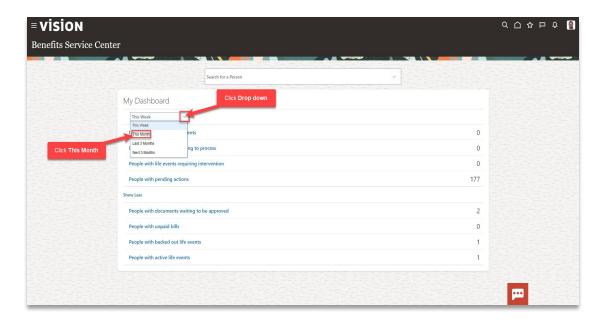
Next, click **Enrollment** 



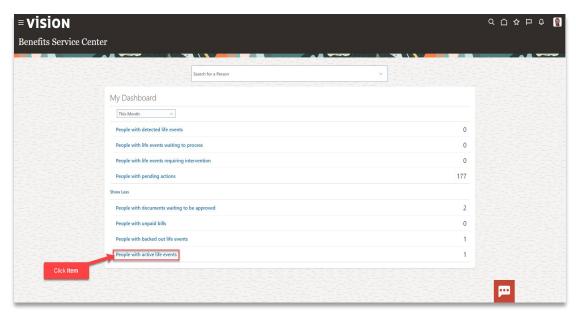
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Click **Show More** 



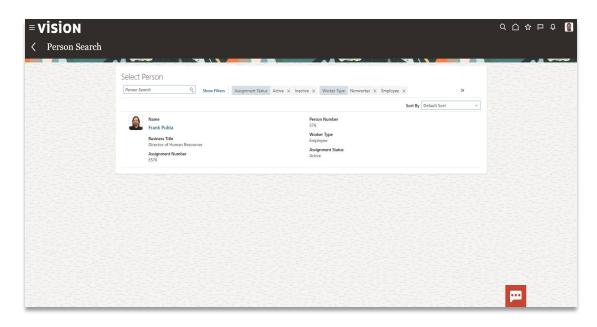
Here we can view the status of several items as of this week. To change the time period, select the desired time period from the drop down



Next, we can take action on any of the items on our Dashboard by clicking the item



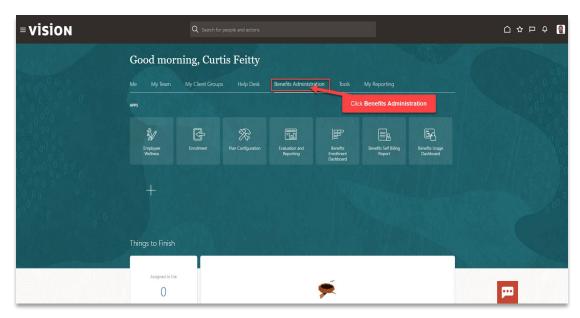
Here we can view the Item details and take actions, if needed



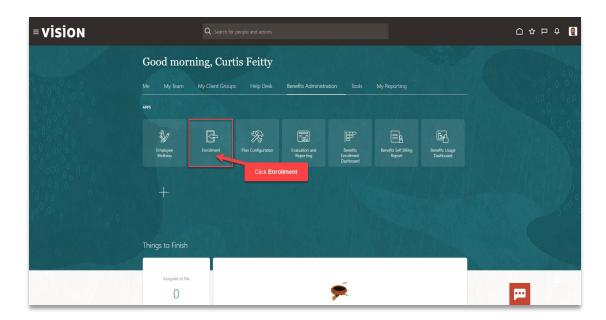
# View Current, Past, and Future Enrollments For An Employee

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Effective As-of Date

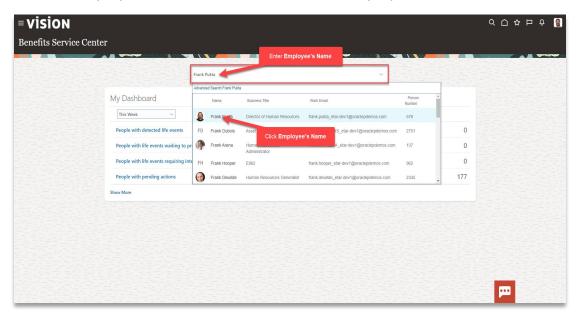
From the home screen, click **Benefits Administration** 



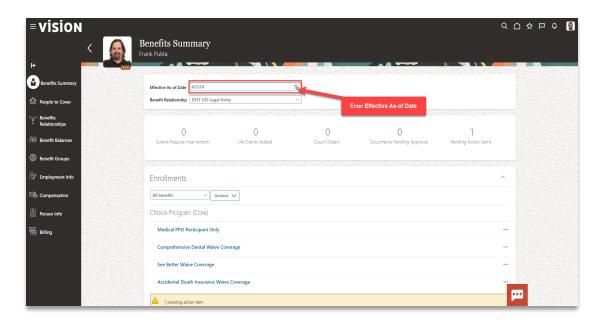
Next, click Enrollment



After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.

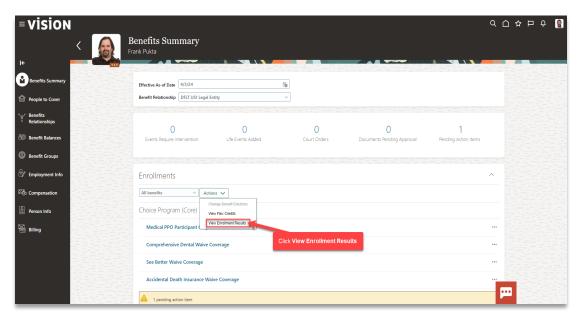


We are now viewing the Benefits Summary Page. To view an employees benefit enrollments as of a specific date (current, past, or future date), enter the applicable date in the **Effective As-of Date** field.

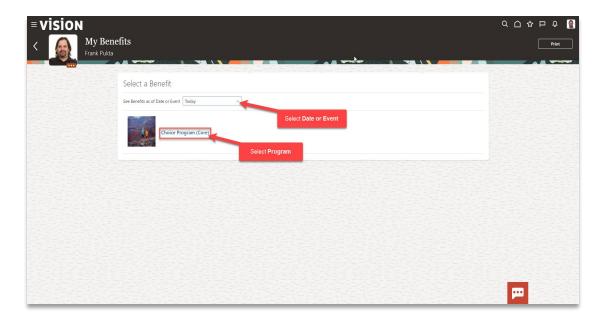


The enrollments as of this date will populate below. Scroll down to view the benefit enrollments as of the date entered.

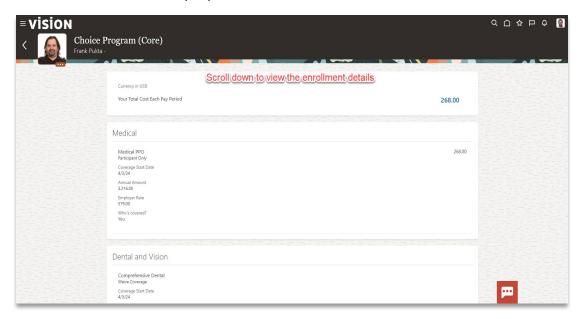
We can also click Actions, then View Enrollment Results



Select the **See Benefits as of Date or Event** and then, select the **Program.** We can also click **Print** to print the Enrollment Information



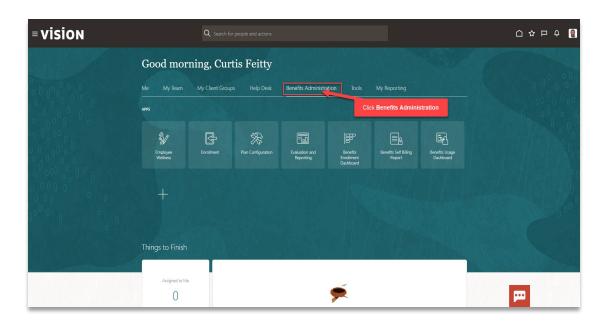
Here we can view the Employee's Enrollment Information



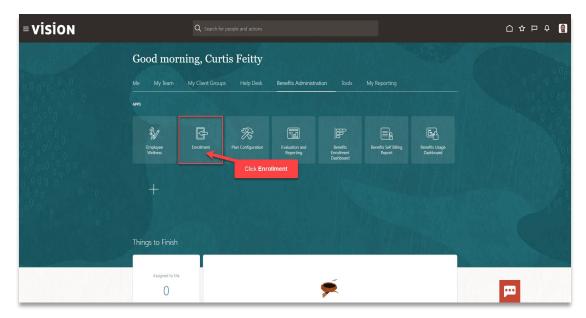
# Adding A Life Event

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>Potential Life Events>Click Add>Save and Close

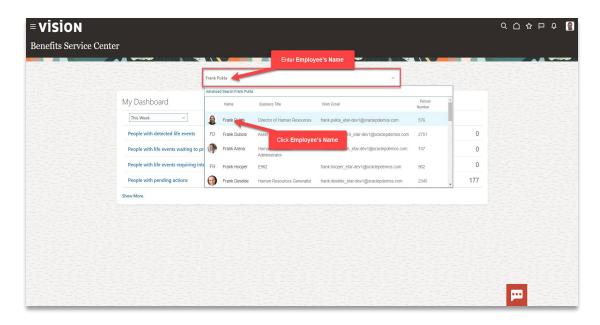
From the home screen, click Benefits Administration



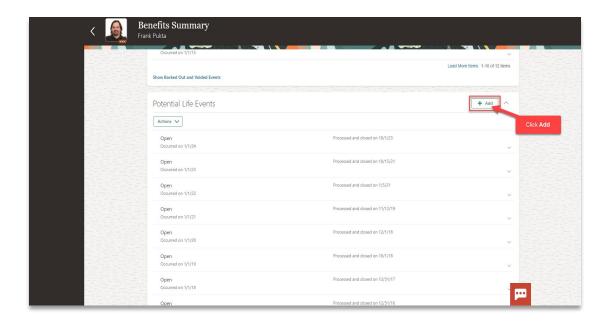
# Next, click **Enrollment**



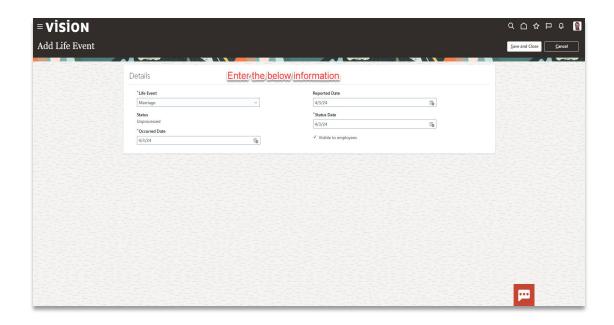
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



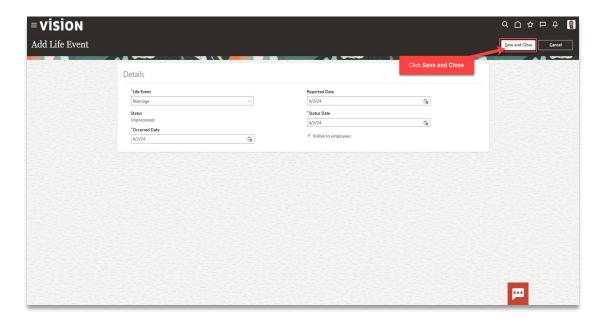
We are now viewing the Benefits Summary Page. Scroll down to **Potential Life Events** section. Click **Add** 



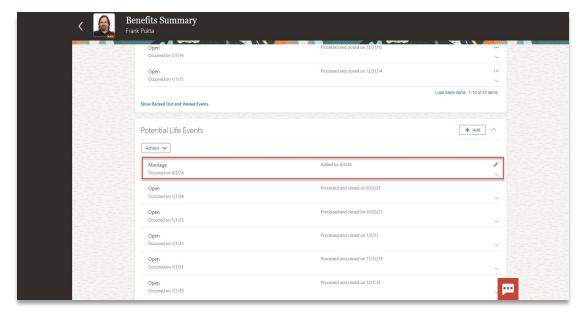
Next, select the **Life Event** that needs to be added from the dropdown. The **Occurred Date** is the date in which the Life Event occurred. **Reported Date** and **Status Date** can also be the same as the Occurred Date.



# Lastly, Click Save and Close



Now the Life Event is added, it will be displayed in the Potential Life Events section as **Added** with the **Occurred Date** and will need to be evaluated to update benefit enrollments.

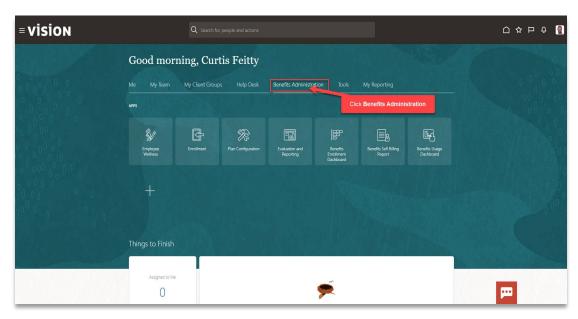


Next, we need to Evaluate the Life event.

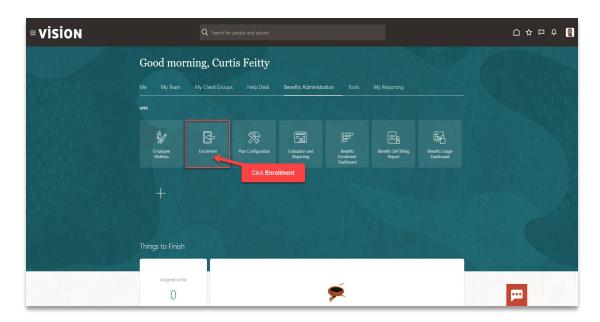
## **Evaluating A Life Event**

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>Potential Life Events>Actions>Process>Submit

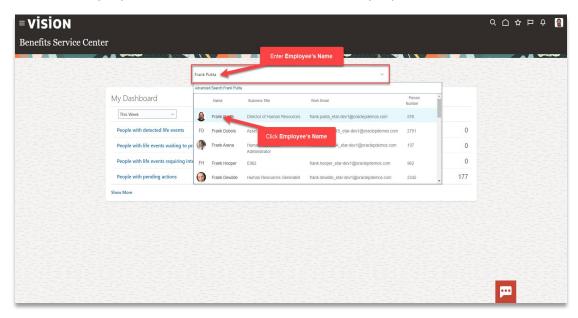
From the home screen, click **Benefits Administration** 



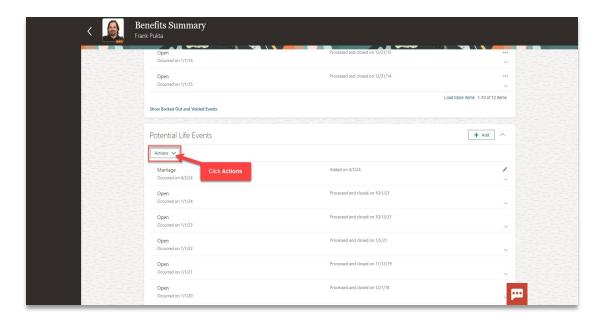
Next, click **Enrollment** 



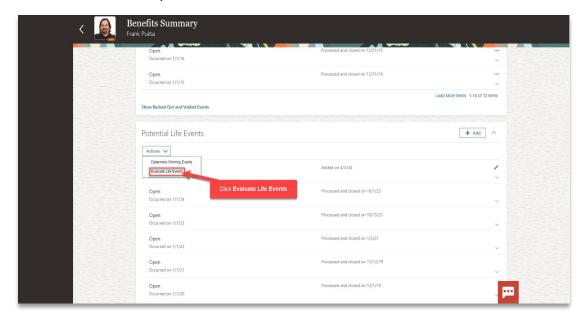
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



We are now viewing the Benefits Summary Page. To evaluate a life event, scroll down to Potential Life Events and click **Actions** 



## From the Actions dropdown, click Evaluate Life Events

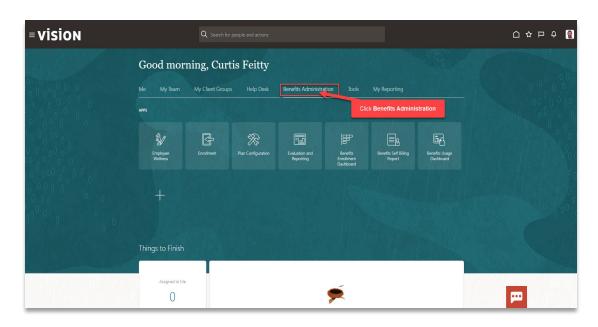


Next, the Evaluation Results will populate. The Enrollment window started, and the employee and Benefits Admin can now make benefit elections.

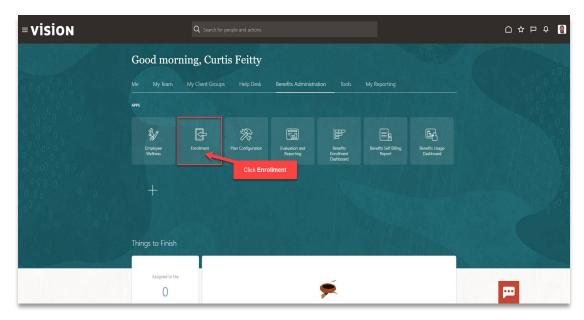
## Make Benefits Elections As A Benefits Administrator

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>Evaluated Life Events>Enroll>Submit

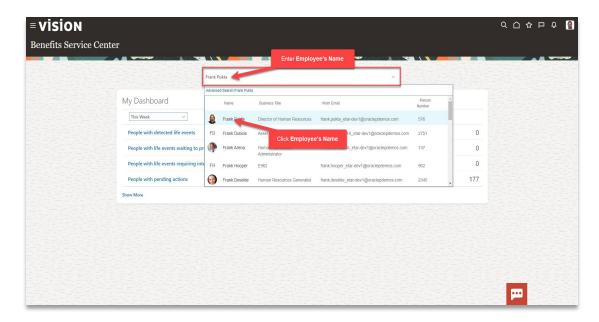
From the home screen, click **Benefits Administration** 



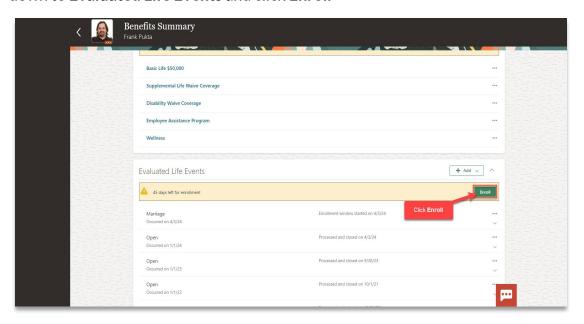
# Next, click **Enrollment**



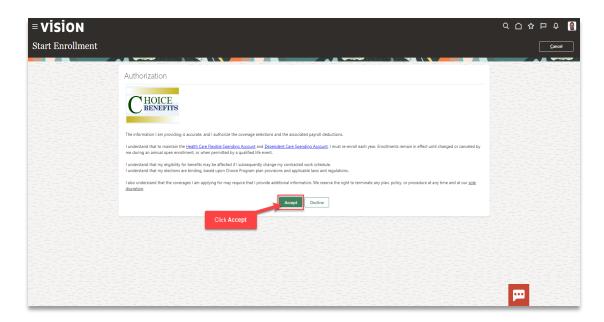
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



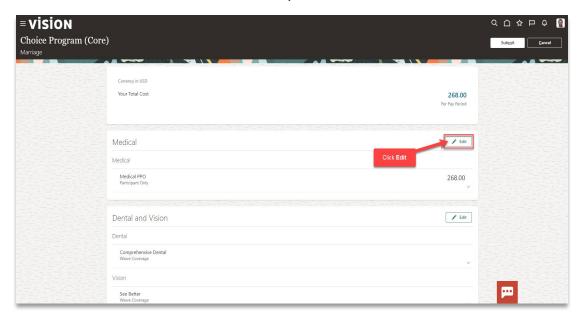
We are now viewing the Benefits Summary Page. To make benefits elections, scroll down to **Evaluated Life Events** and click **Enroll** 



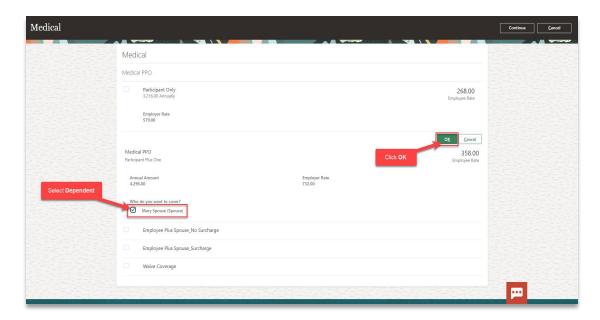
Read the authorization statement and click **Accept** 



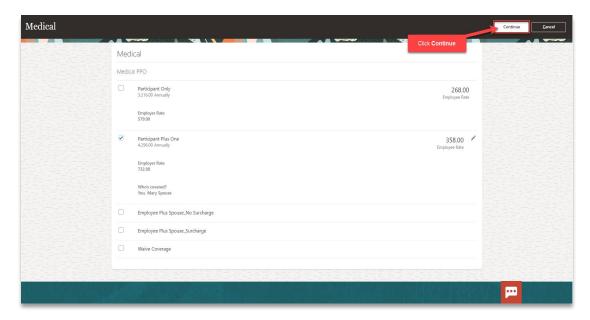
Next, click **Edit** across from the Medical plan to enroll



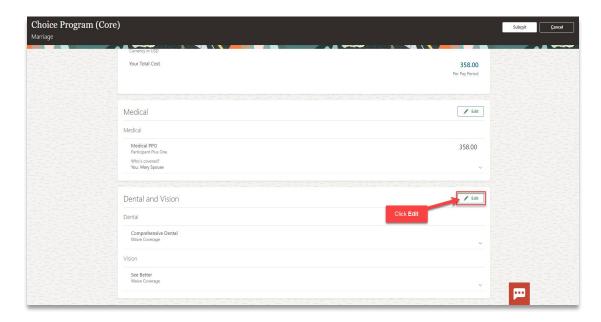
Select the plan and the tier of coverage. If the tier selected covers dependents, select the dependent you wish to cover. Click  $\mathbf{OK}$ 



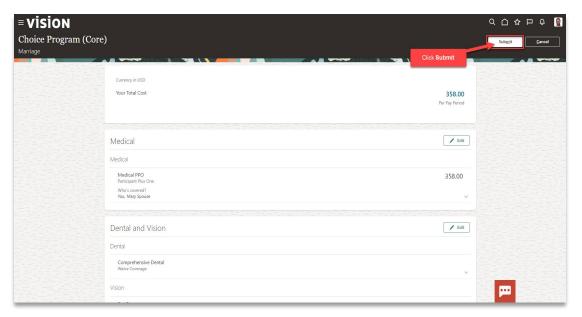
## Click Continue



You can now view the benefit election for medical. To update the election, click **Edit.** If no updates are needed, proceed with the Dental and Vision election. Across from Dental and Vision, click **Edit** 



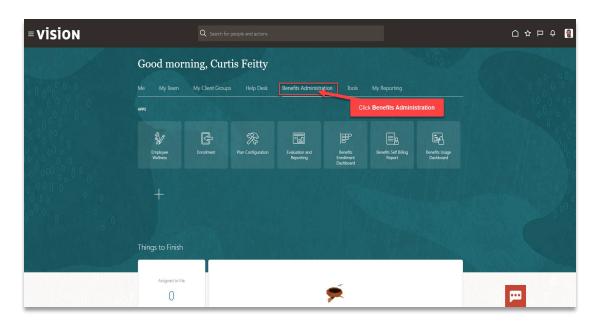
Follow this same process to enroll in each benefit plan. Once elections are made, review your elections, and click **Submit** 



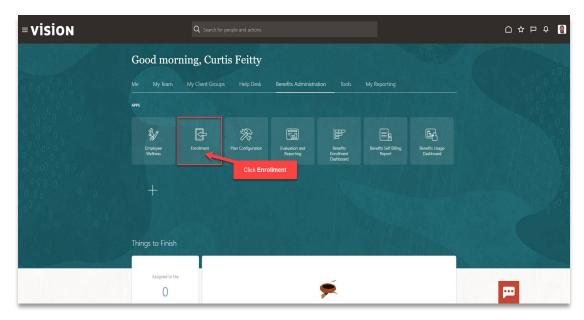
## **Close Life Events**

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>Evaluated Life Events>Close

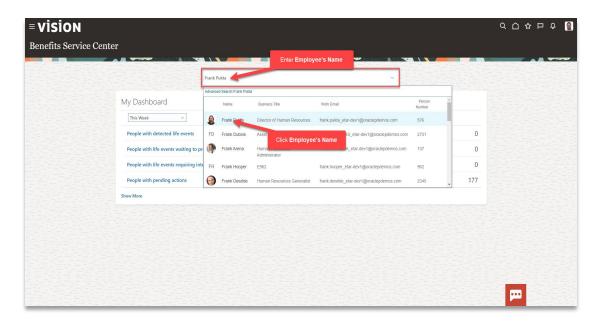
From the home screen, click **Benefits Administration** 



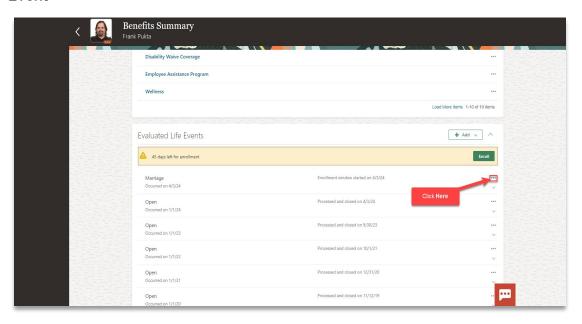
# Next, click **Enrollment**



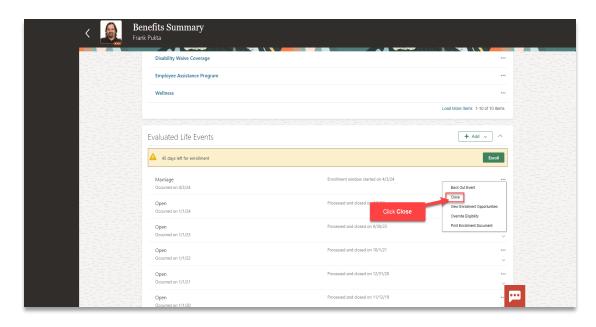
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



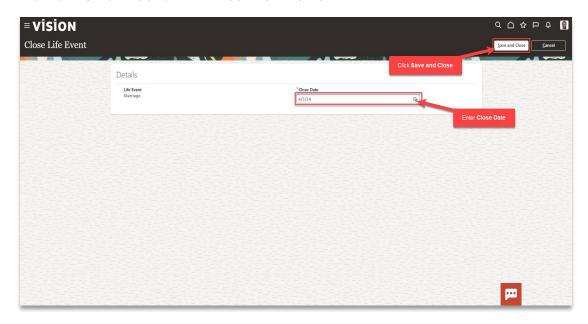
We are now viewing the Benefits Summary Page. To make benefits elections, scroll down to **Evaluated Life Events** and click **the three dots** across from the Open Life Event



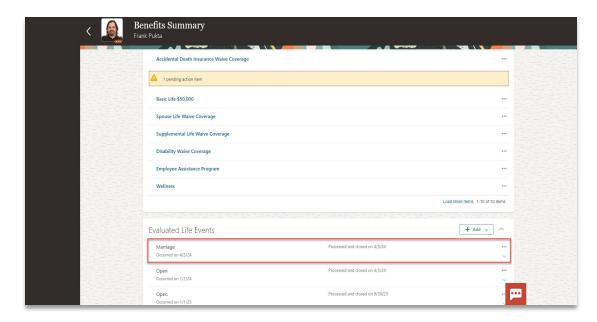
Click Close



# Enter the Close Date and click Save and Close



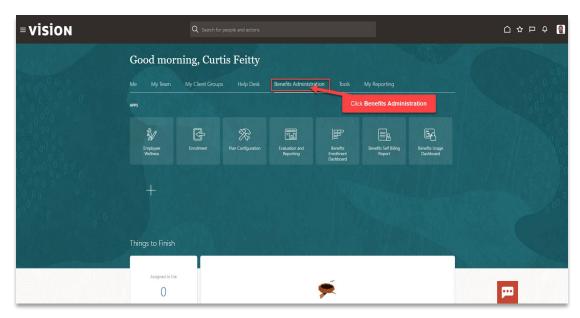
The Life Event has been Closed



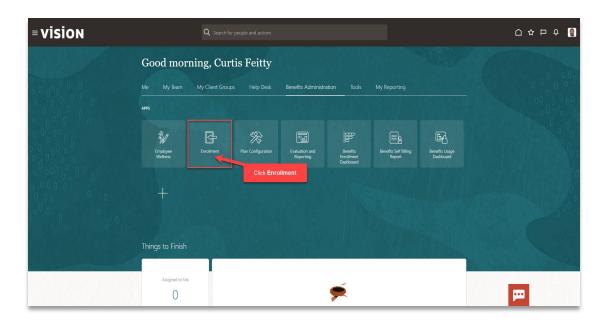
# Adding Dependents/Beneficiaries For An Employee

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>People To Cover>Add>Submit

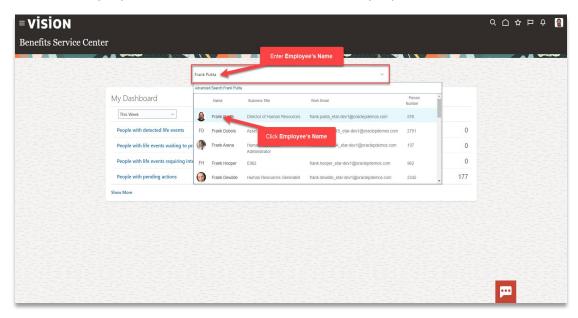
From the home screen, click **Benefits Administration** 



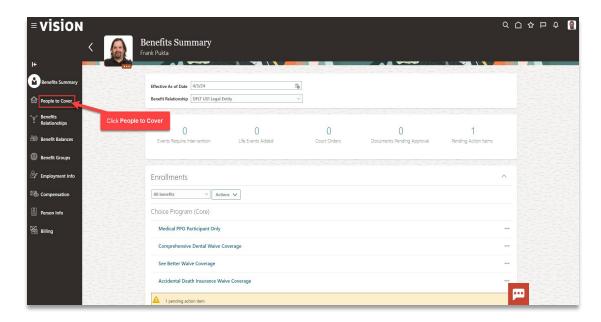
Next, click Enrollment



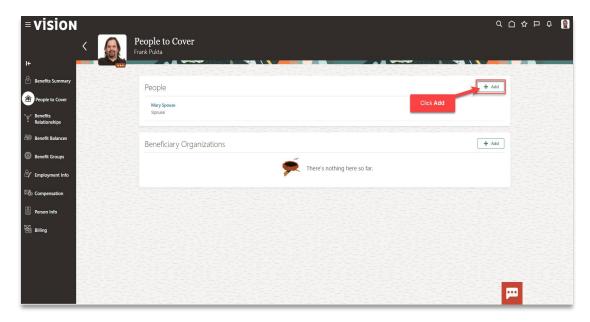
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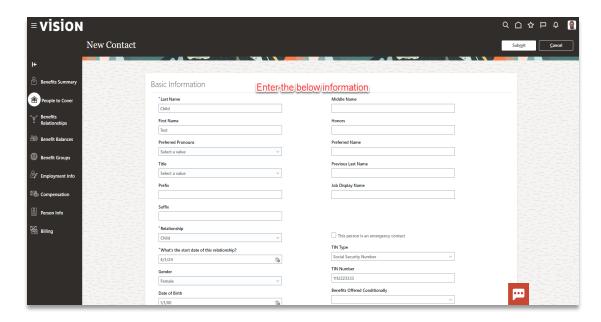
We are now viewing the Benefits Summary Page. To make add a new beneficiary or dependent, click **People To Cover** 



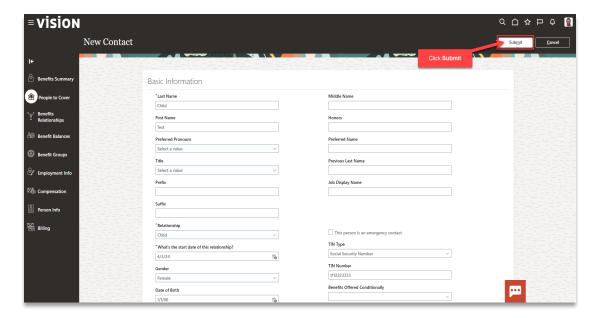
### Click Add



Enter the Basic Information, Communication, Address, and National Identifiers. As a reminder, add the Social Security Number & Date of Birth for all dependents you plan to cover for Medical, Dental, Vision, etc. This information is required.



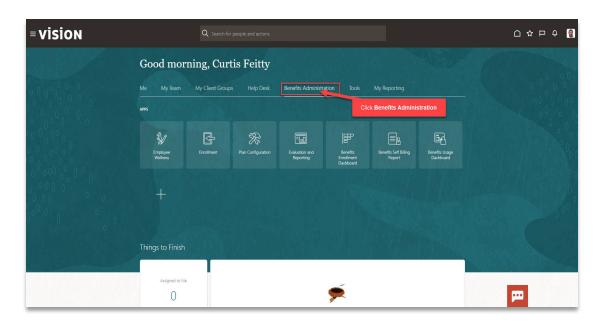
### Click Submit



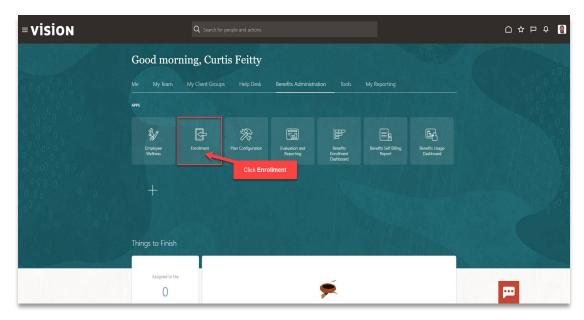
# Update Disability Type For A Disabled Contact

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>People To Cover>Update>Submit

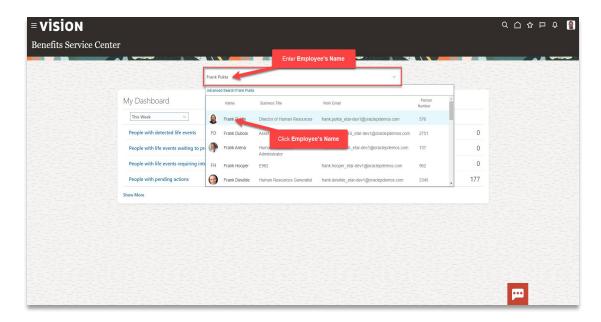
From the home screen, click Benefits Administration



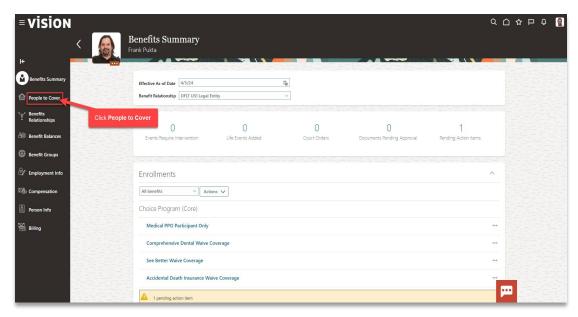
# Next, click **Enrollment**



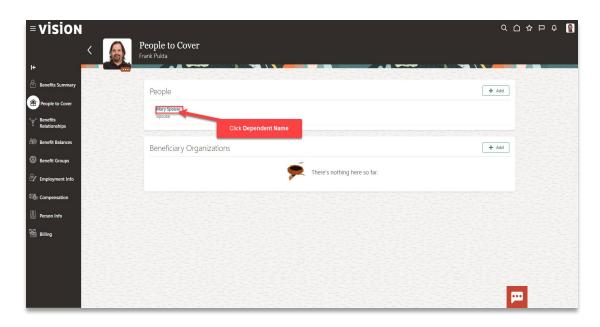
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



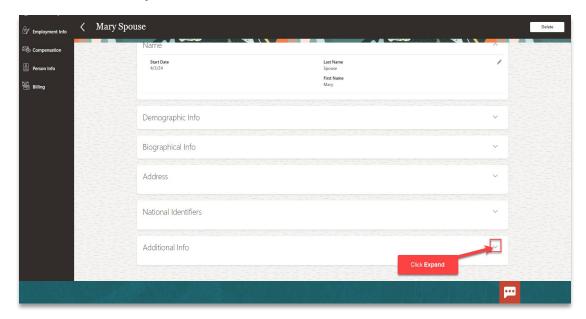
We are now viewing the Benefits Summary Page. To update disability information for a dependent, click **People To Cover** 



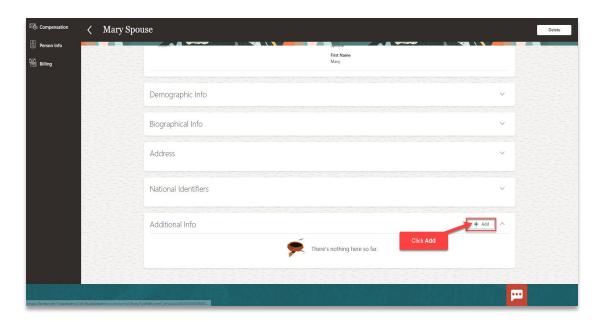
Click the dependent's name



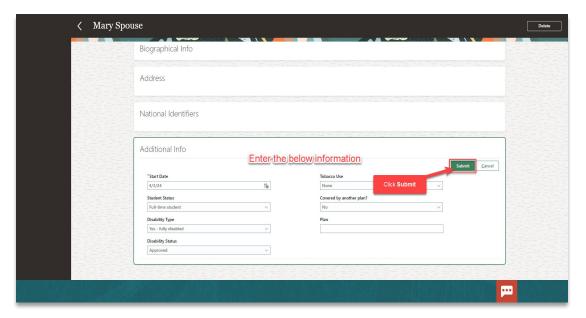
# Scroll down and **Expand** Additional Info



Click Add



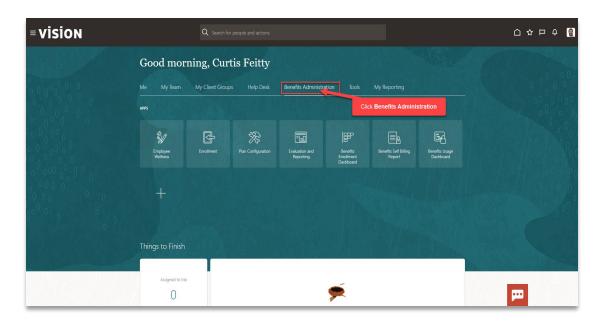
### Enter the **Disability Type** and click **Submit**



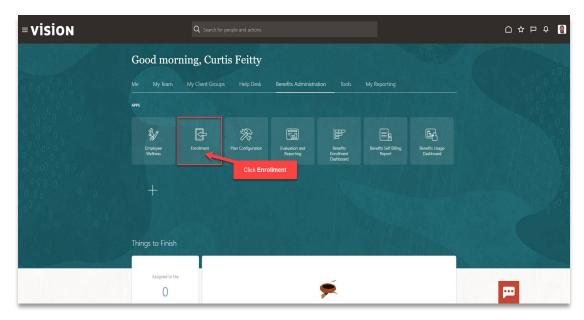
### **Enroll Dependents Into Benefits**

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>People to Cover>Add>Submit>Evaluated Life Events>Enroll>Submit

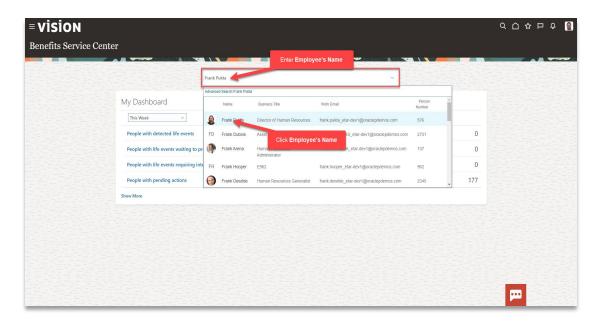
From the home screen, click **Benefits Administration** 



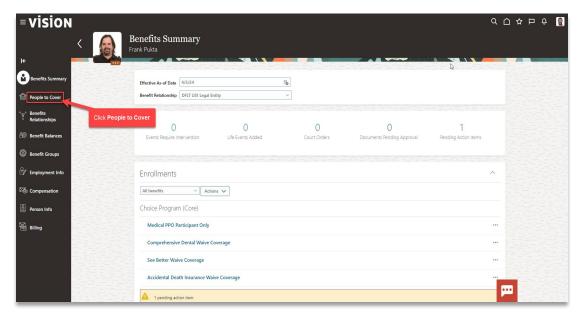
#### Next, click **Enrollment**



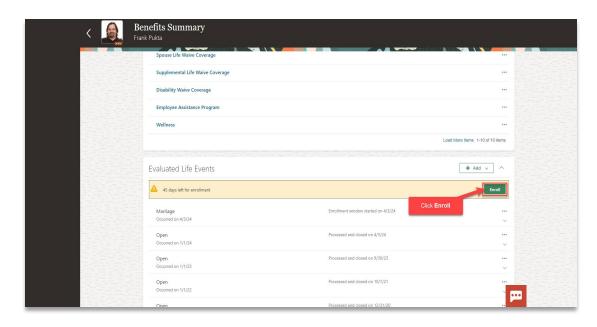
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



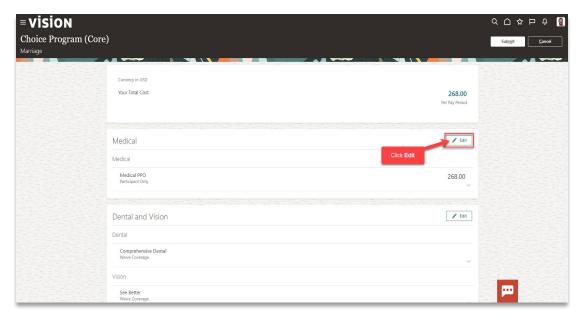
We are now viewing the Benefits Summary Page. Before you can enroll a dependent into the medical plan, the dependent must first be added in People to Cover. Click **People to Cover** 



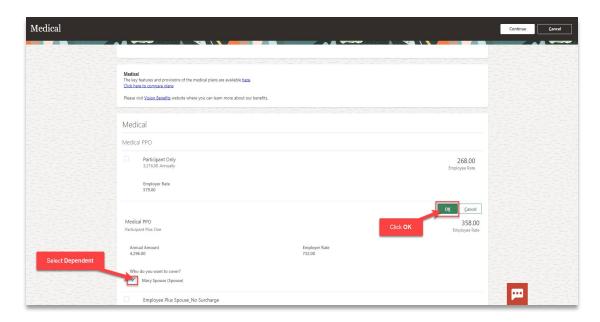
If the dependent is not currently added under People, follow the process to Create the Dependent. Once the Dependent is added in **People to Cover**, we need to **Add A Life Event**. Once the Life Event is added, we need to **Evaluate the Life Event**. Once the Life Event is Evaluated, click **Enroll** 



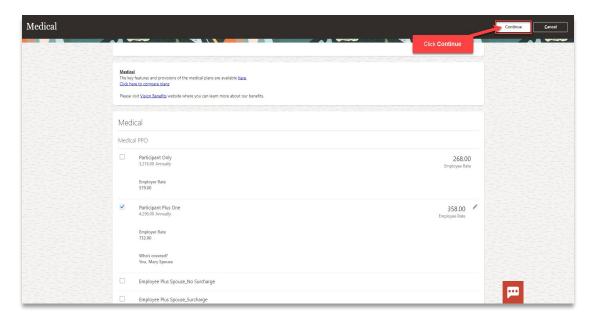
### Click **Edit** across from the Medical plan to enroll



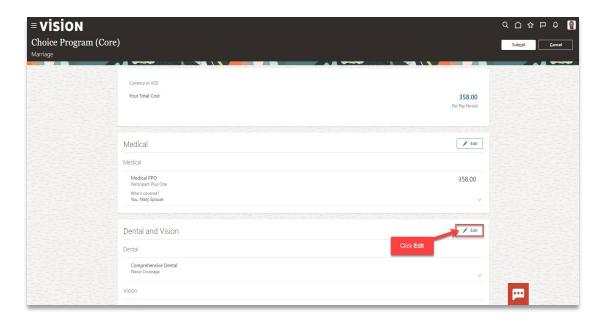
Select the plan and the tier of coverage. The tier selected covers dependents; select the dependent you wish to cover. Click  $\mathbf{OK}$ 



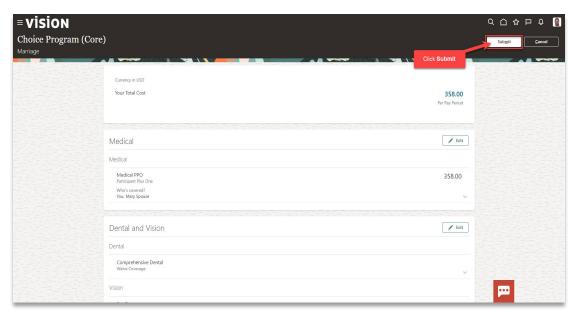
#### Click Continue



You can now view the benefit election for medical. To update the election, click **Edit.** If no updates are needed, proceed with the Dental and Vision election. Across from Dental and Vision, click **Edit** 



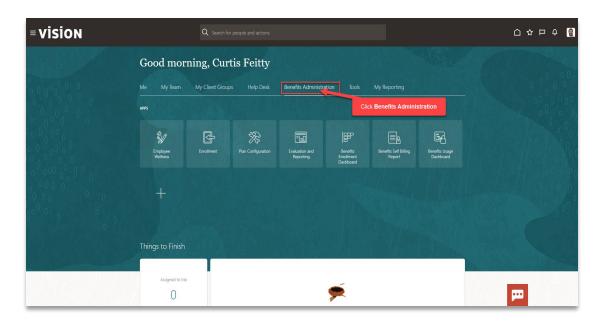
Follow this same process to enroll the dependent into each benefit plan. Once elections are made, review your elections, and click **Submit** 



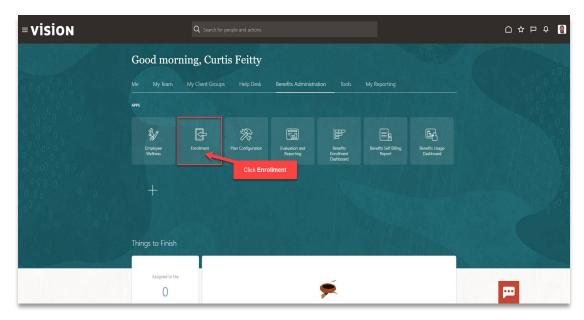
### Unprocess A Life Event

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>Evaluated Life Events>Backout Life Event>Submit

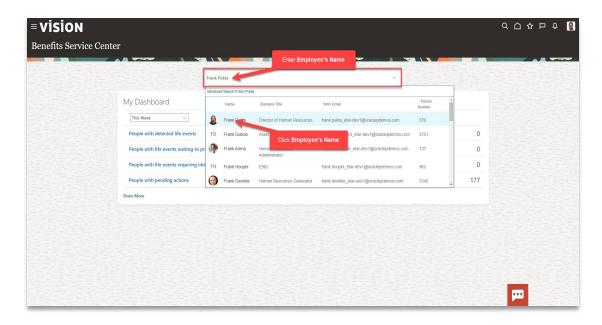
From the home screen, click **Benefits Administration** 



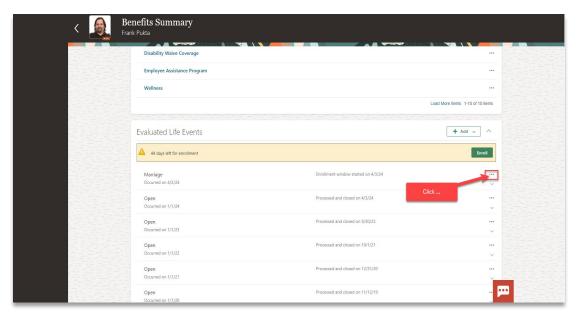
#### Next, click **Enrollment**



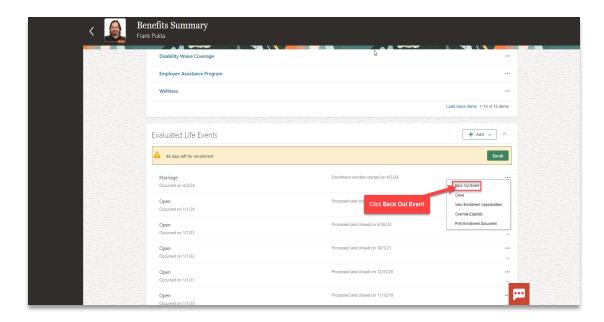
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



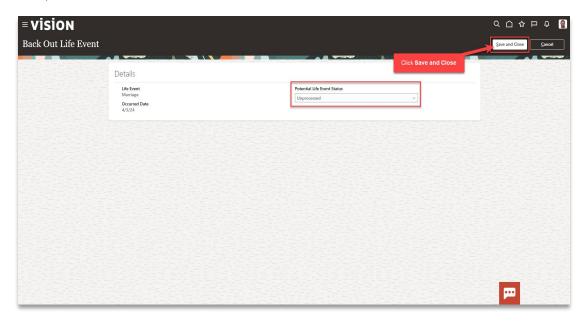
We are now viewing the Benefits Summary Page. Scroll down to **Evaluated Life Events** and click the **(...)** across from the Life Event we need to unprocess



Click Back Out Event



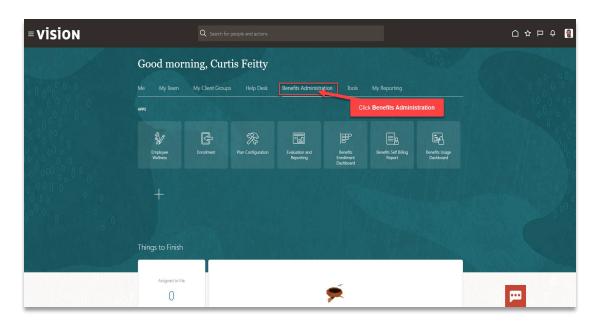
The **Potential Life Event Status** will default to Unprocessed. As a note, selecting **Unprocessed** will allow you to process the Life Event later (i.e. after adding dependents) from **Potential Live Events**. If you select the **Potential Life Event Status** as Voided, the life event will be voided and you will be unable to reprocess later; the Life Event will have to be readded. Click **Save and Close** 



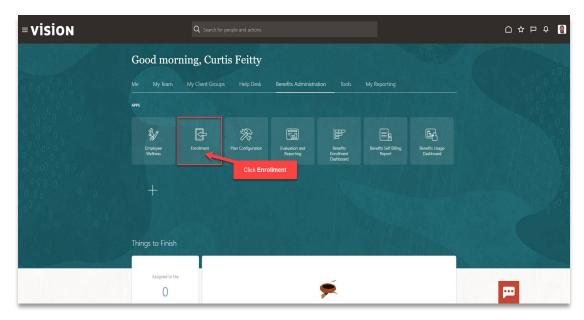
#### Delete A Life Event

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>Potential Life Events>Delete>Submit

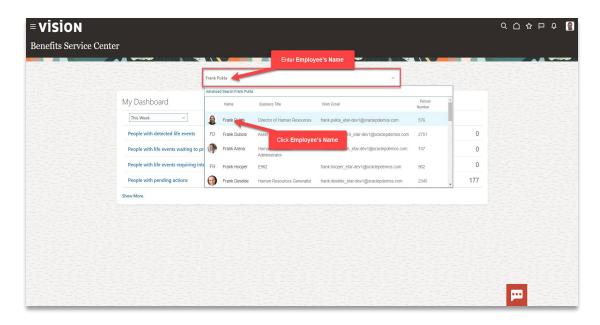
From the home screen, click **Benefits Administration** 



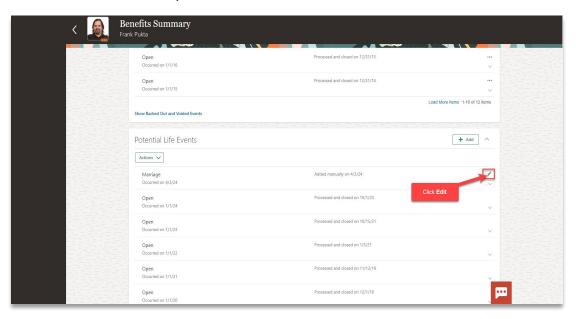
#### Next, click **Enrollment**



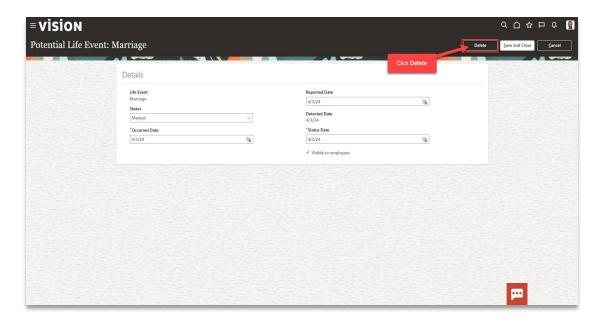
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



We are now viewing the Benefits Summary Page. Scroll down to **Potential Life Events** and click the **Edit** across from the Life Event we need to Delete. As a note, we only delete a life event if it was created in error. All associated enrollments will be deleted and revert to prior Life Event enrollments.



Next, click **Delete** 

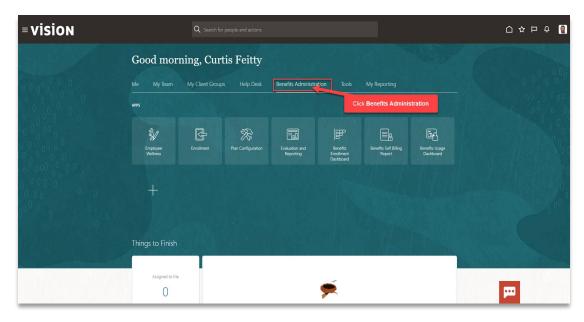


The Life Event has been deleted.

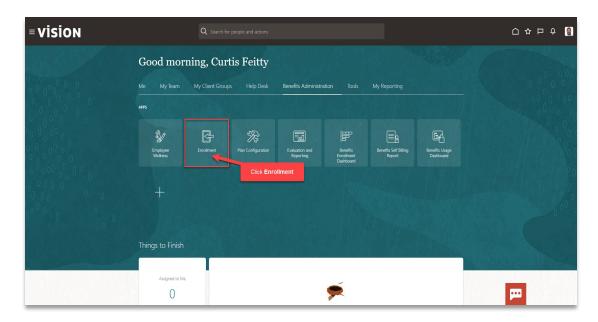
## Voiding A Life Event

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>Evaluated Life Events>Backout Life Event>Voided>Submit

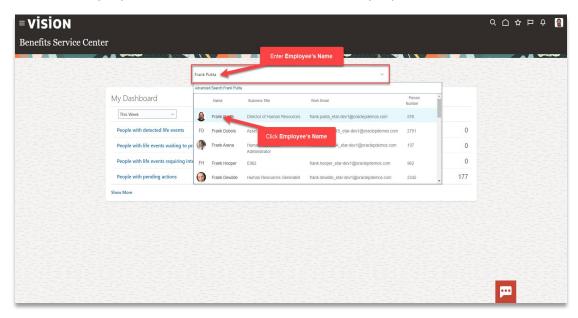
From the home screen, click **Benefits Administration** 



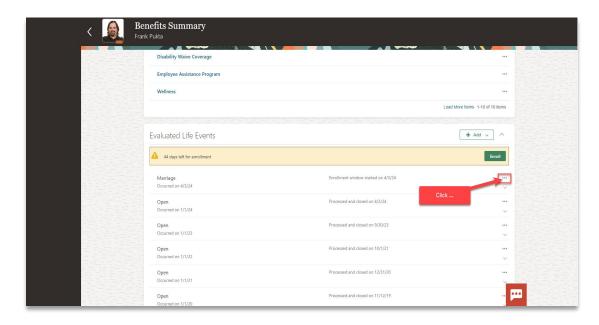
Next, click **Enrollment** 



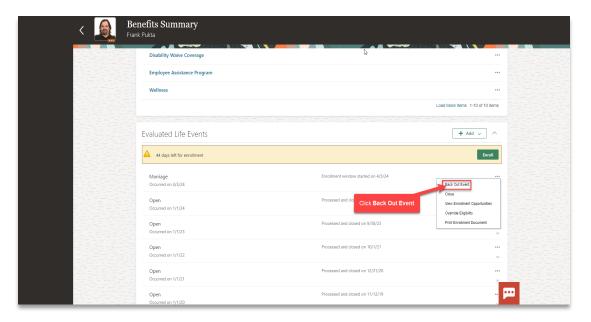
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



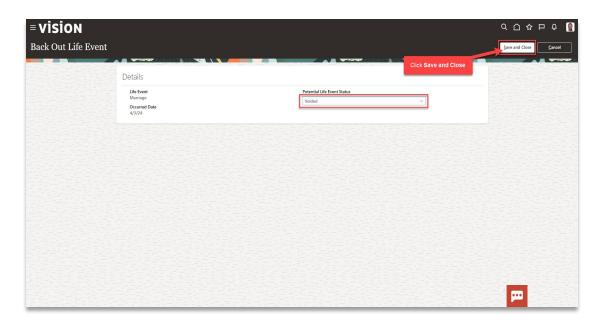
We are now viewing the Benefits Summary Page. Scroll down to **Evaluated Life Events** and click the (...) across from the Life Event we need to Void



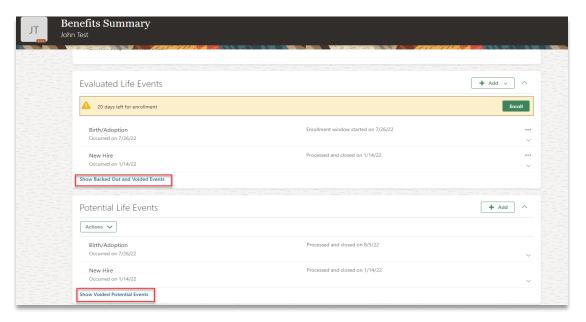
#### Click Back Out Event



The **Potential Life Event Status** will default to Unprocessed. Select the **Potential Life Event Status** as **Voided** to void the Life Event. Click **Save and Close** 



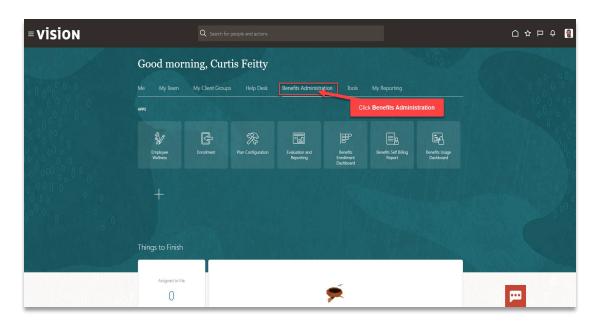
As a note, you can view Backed Out and Voided Events in the Evaluated Life Events section and the Potential Life Events section by clicking **Show Backed Out and Voided Events** 



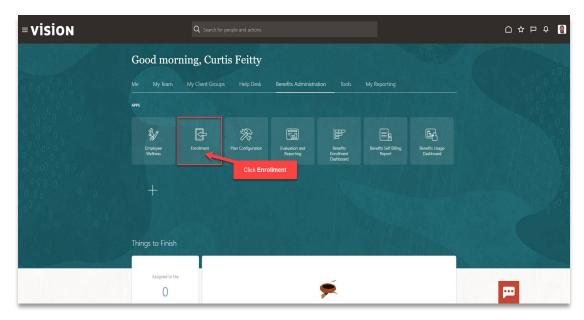
# **Review and Close Pending Action Items**

Navigation: Home>Benefits Administration>Enrollment>Benefits Service Center>People With Pending Actions>Select Employee>Enter Information>Save and Close

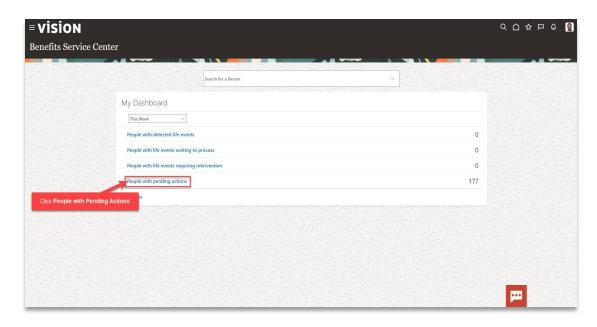
From the home screen, click **Benefits Administration** 



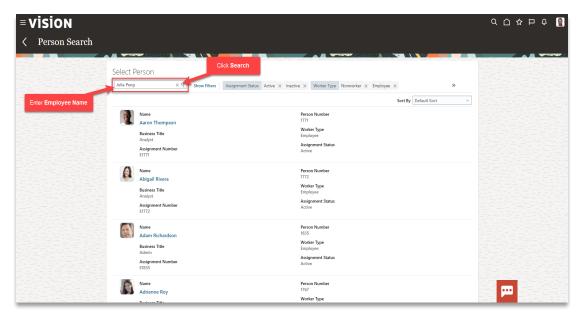
### Next, click **Enrollment**



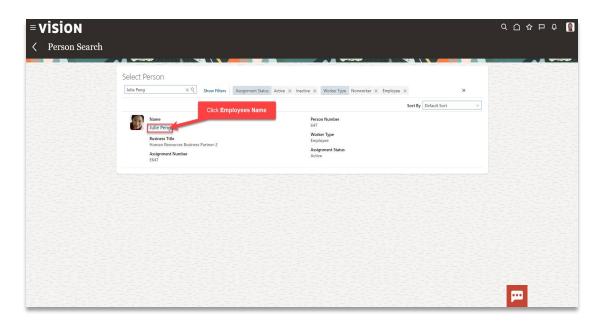
After clicking **Enrollment**, the Benefits Service Center Page is displayed. To view employees with pending actions, Click **People with pending actions** 



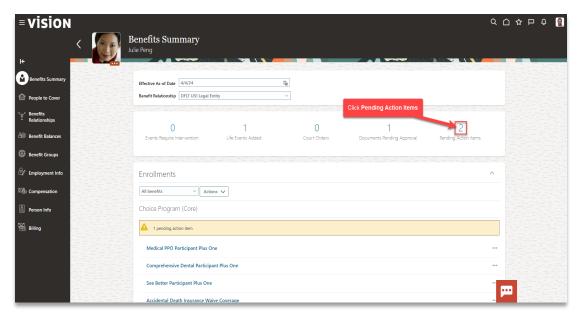
Enter the Employee's name and click **Search**. Or, if the Employee's name is listed, we can simply click on the **Employee's Name** 



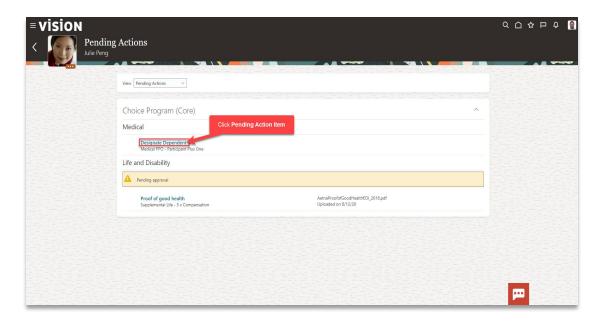
Click Employee's Name



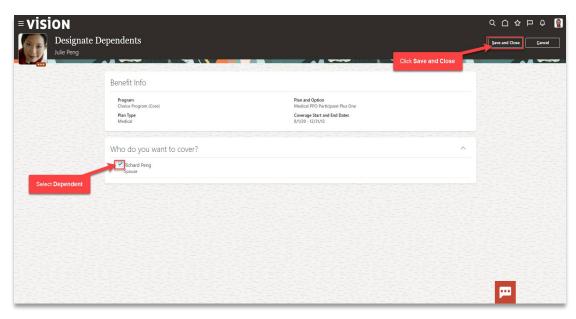
Here you can view the **Pending Action Items**. Click **Pending Action Items** 



Click the **Pending Action Item** to take action



Enter the information for the action, and click Save and Close

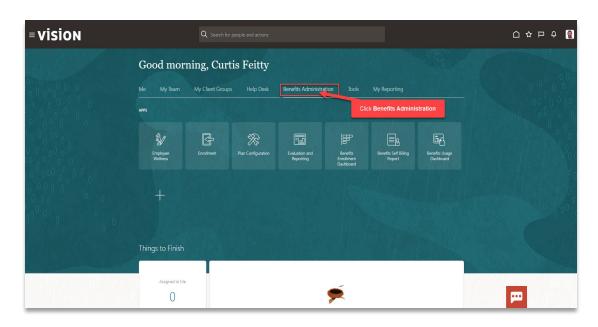


The Action Item has been completed.

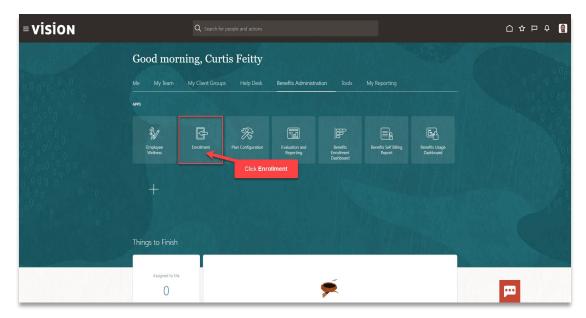
# Review And Approve Documents Pending Approval

Navigation: Home>Benefits Administration>Enrollment>Benefits Service Center>People with documents waiting to be approved>Select Employee>Enter Information>Save and Close

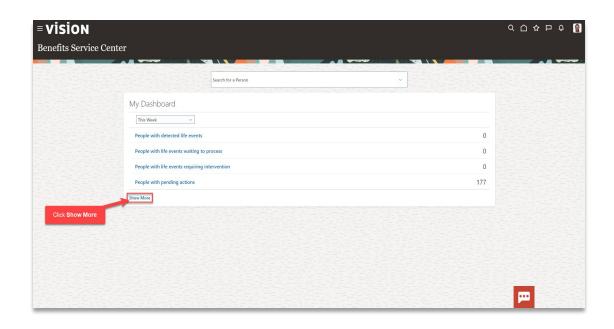
From the home screen, click **Benefits Administration** 



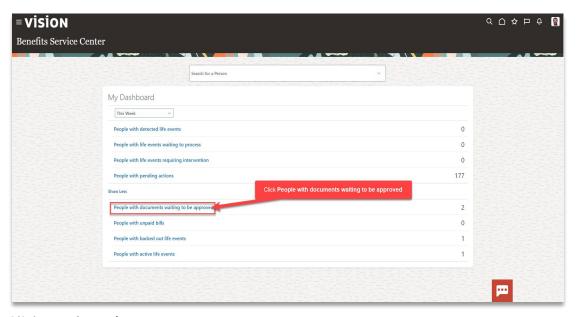
### Next, click **Enrollment**



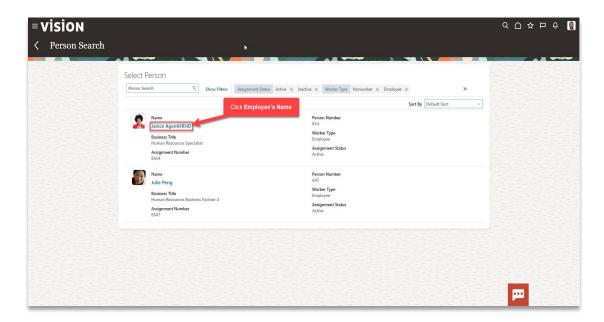
After clicking **Enrollment**, the Benefits Service Center Page is displayed. To view employees with pending actions, click **Show More** 



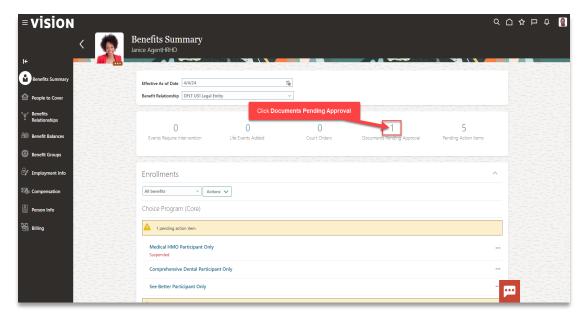
# Click People with documents waiting to be approved



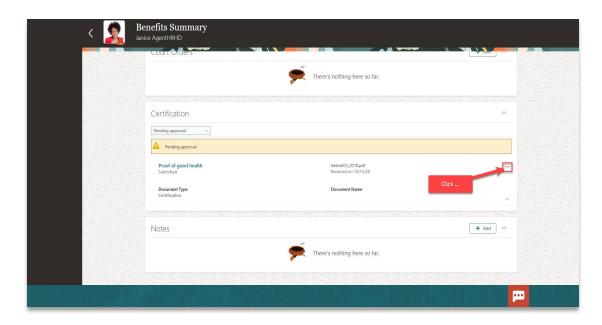
Click Employee's Name



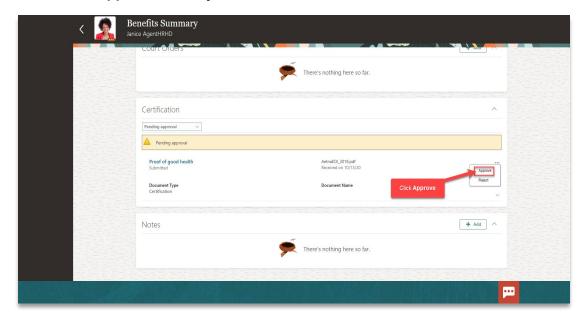
### **Click Documents Pending Approval**



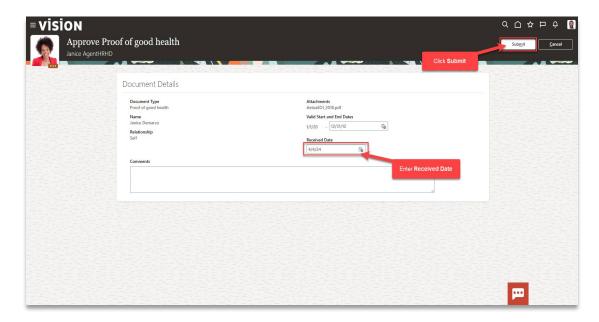
Across from Proof of good health, click ...



# Click either Approved or Reject



Enter the Received Date and click Submit

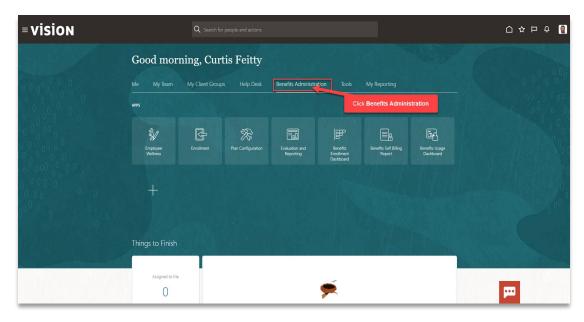


The document has been approved.

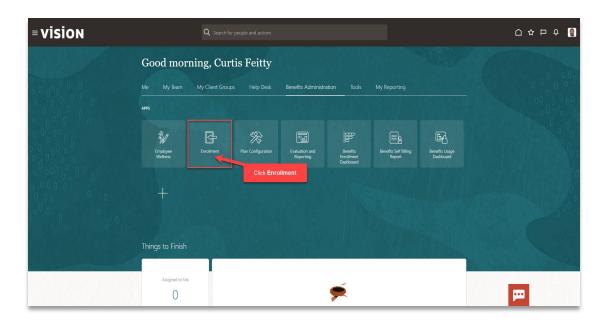
### Review Benefit Rates & Coverages For An Employee

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>Actions>View Enrollment Results

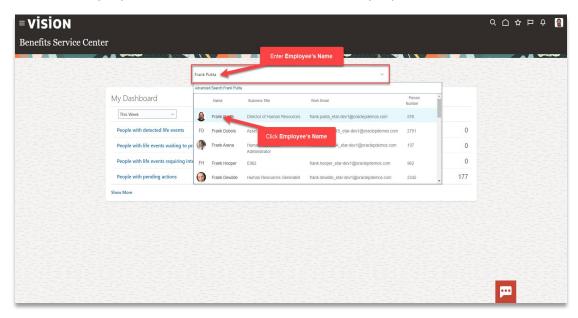
From the home screen, click **Benefits Administration** 



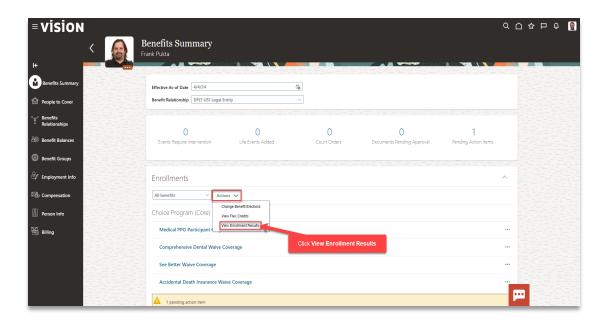
Next, click **Enrollment** 



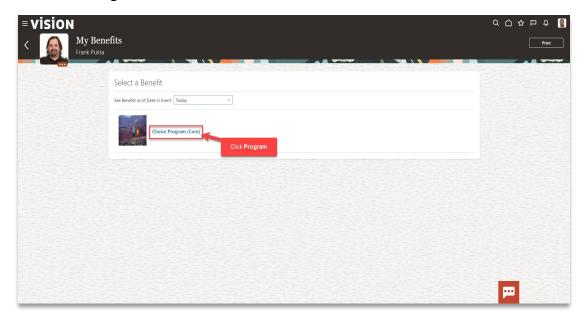
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



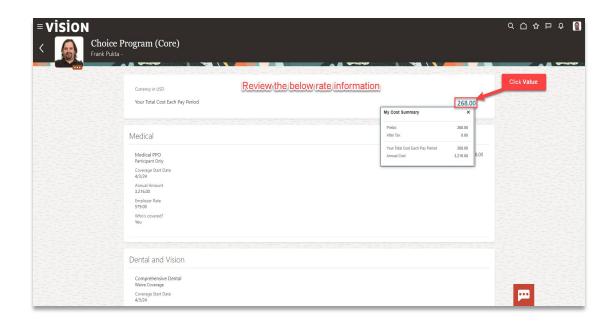
We are now viewing the Benefits Summary Page. To view the rates and coverages for an employee, from the **Actions** dropdown, click **View Enrollment Results** 



#### Select the **Program**



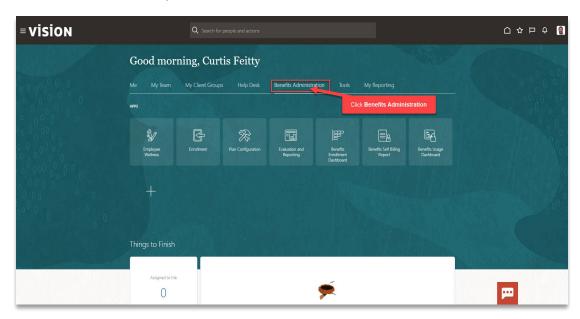
Scroll down to view the rates and coverage information for each plan. We can also click the Per Pay **Amount** to view the rate details



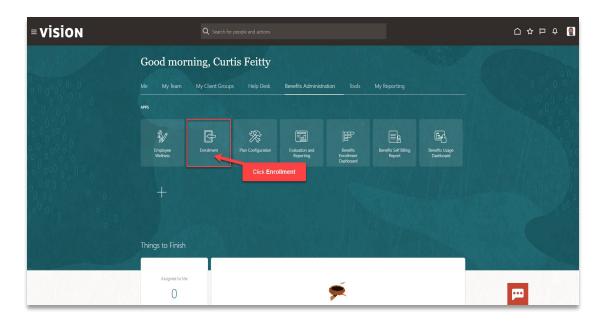
#### View Payroll Elements Created By Benefits Rates

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>Plan>View Payroll Information

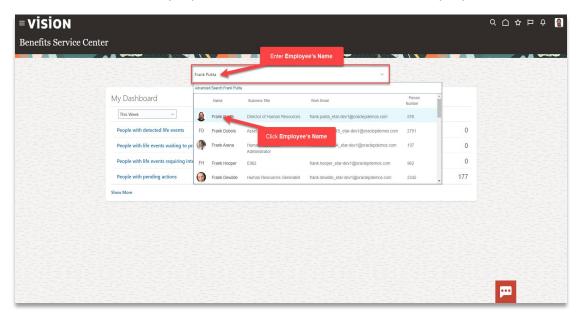
From the home screen, click **Benefits Administration** 



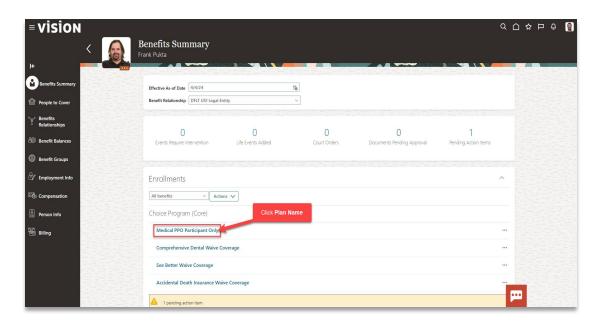
Next, click **Enrollment** 



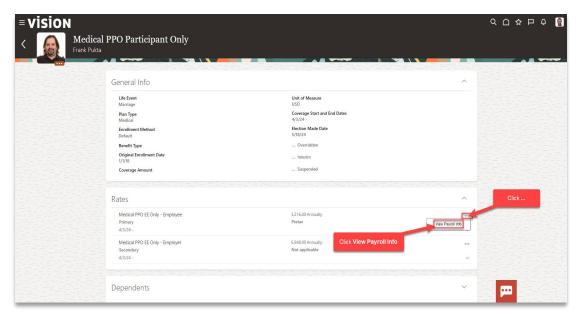
After clicking **Enrollment**, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their payroll elements. Once the employee's name is visible, click on the employee's name.



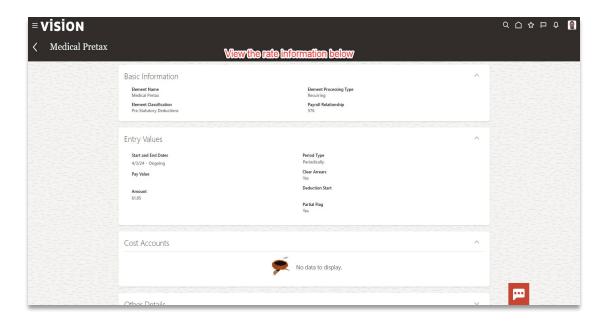
We are now viewing the Benefits Summary Page. Select the plan under **Enrollments** 



Click (...) across from the Employee Rates and click View Payroll Info



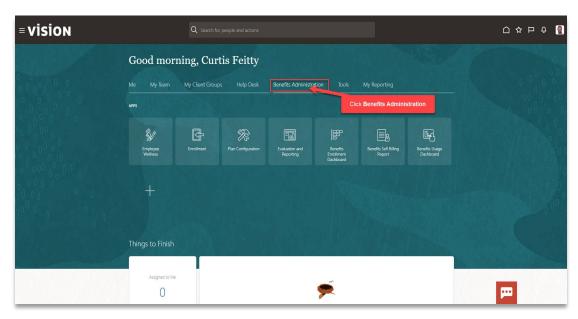
Here you can view the Payroll Element Details



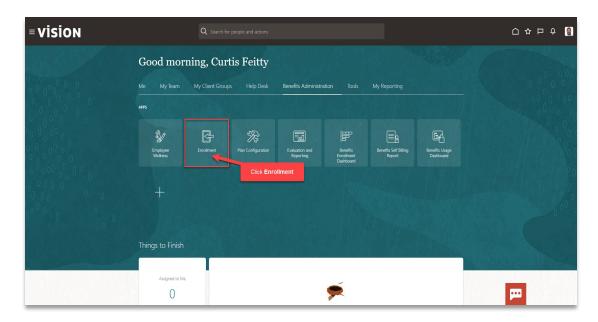
#### Override Benefit Elements From Benefits Administration

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>Override Enrollment>Update Information>Save and Close

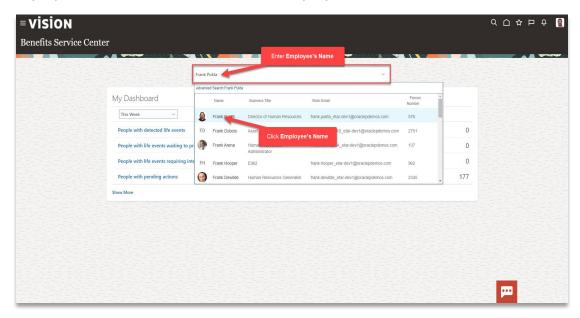
From the home screen, click **Benefits Administration** 



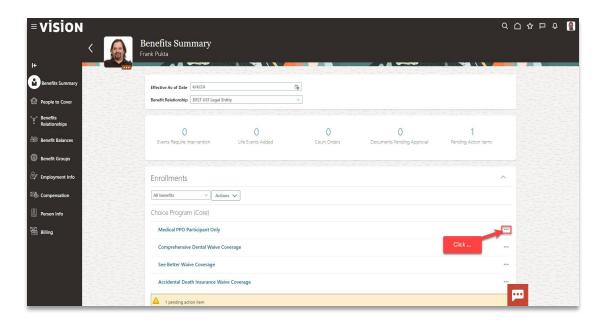
Next, click **Enrollment** 



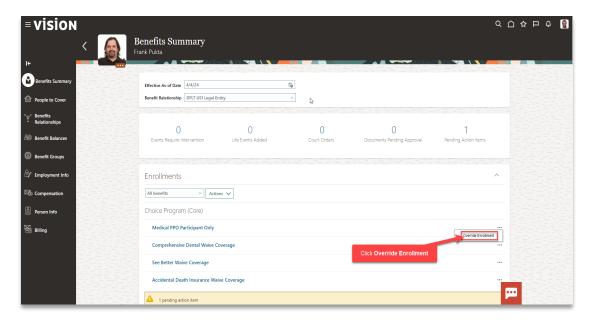
After clicking **Enrollment**, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to override the rates. Once the employee's name is visible, click on the employee's name.



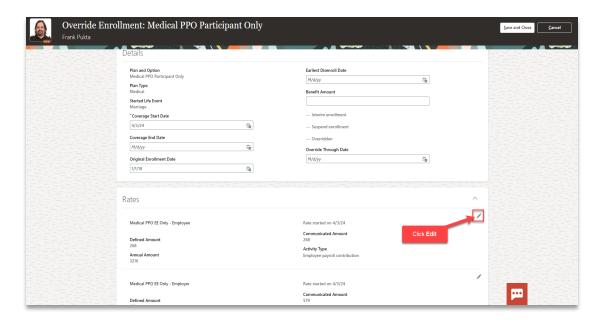
We are now viewing the Benefits Summary Page. Across from the Plan in which we wish to override the rates, click ...



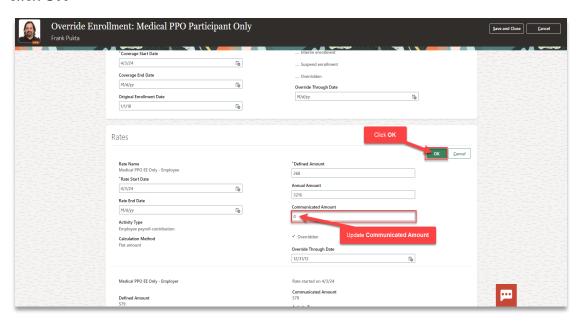
#### Click Override Enrollment



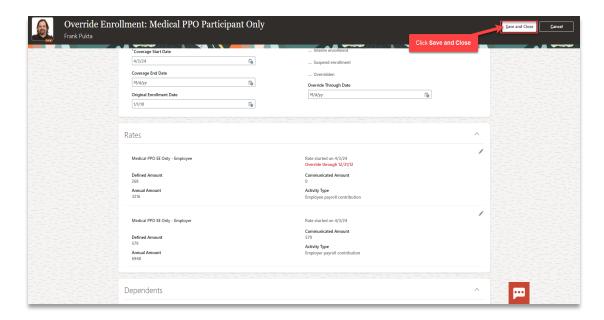
To override the Employee rate, for example, across from the employee rate, click **Edit** 



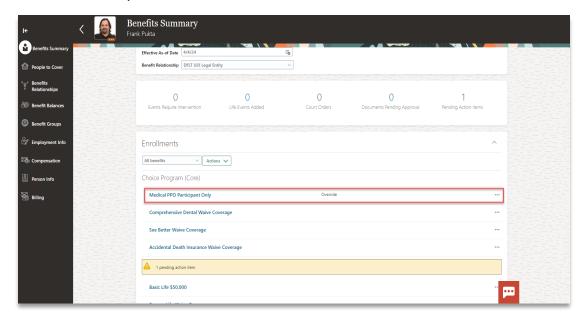
Update the Communicated Amount and update the Override Through Date then click  $\mathbf{O}\mathbf{K}$ 



Click Save and Close



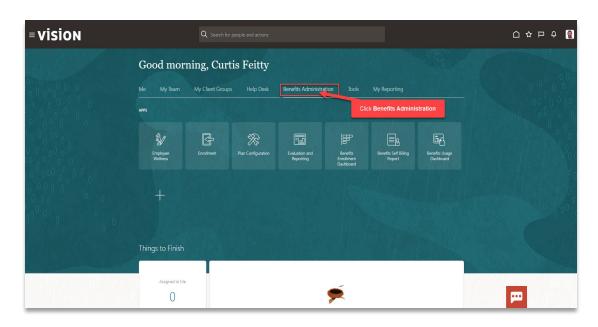
The rate for this plan has been overridden until the end date.



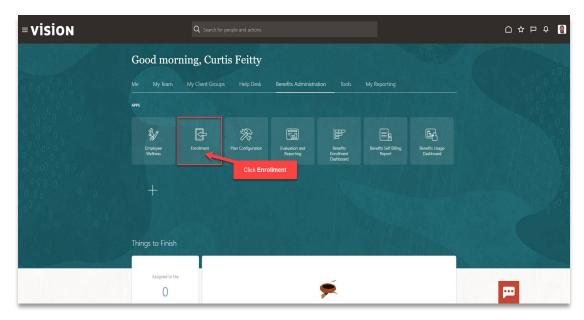
#### **Delete Voided Life Events**

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefits Summary>Show Backed Out and Voided Life Events>Delete All

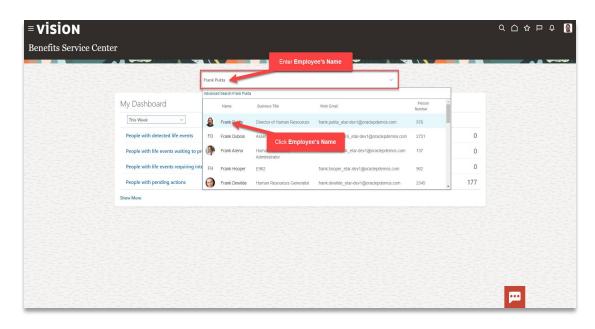
From the home screen, click Benefits Administration



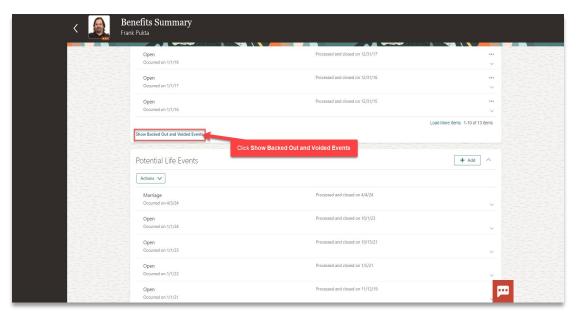
#### Next, click **Enrollment**



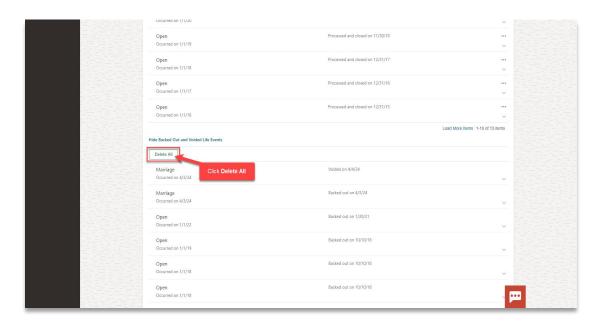
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



We are now viewing the Benefits Summary Page. Scroll down and under **Evaluated Life Events**, click **Show Backed Out and Voided Events** 



Click Delete All

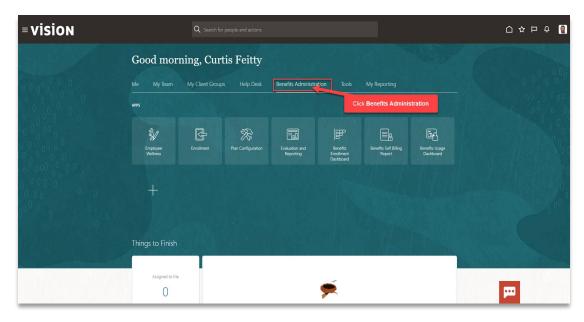


#### The Life Events have been deleted

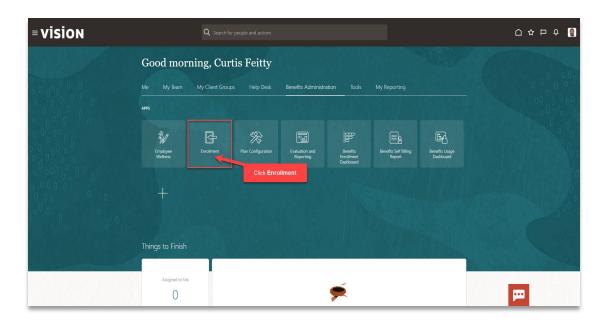
# Assign A Benefit Group To An Employee

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Benefit Groups>Add>Save

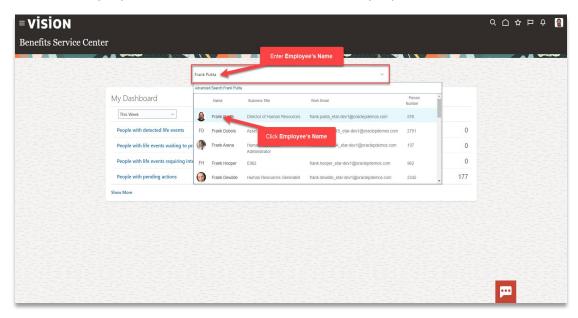
From the home screen, click **Benefits Administration** 



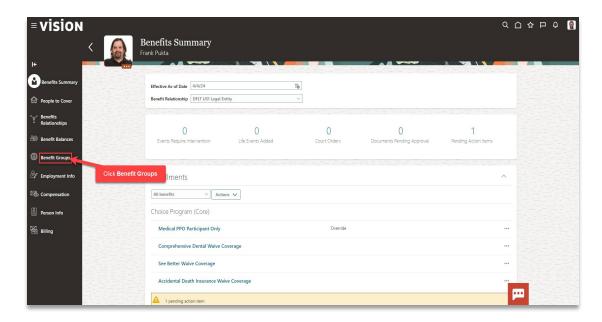
Next, click **Enrollment** 



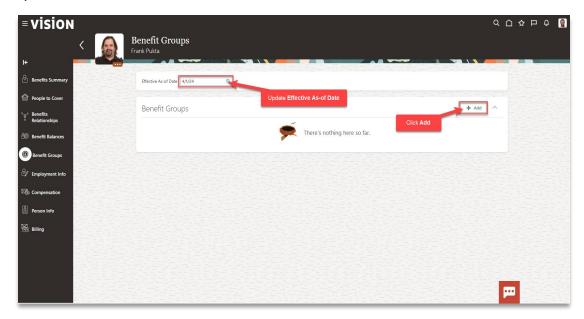
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their enrollments. Once the employee's name is visible, click on the employee's name.



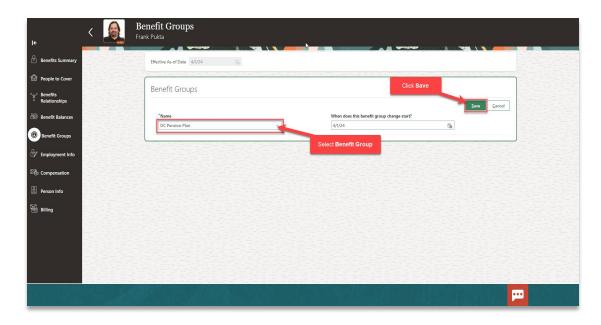
Next, click Benefit Groups



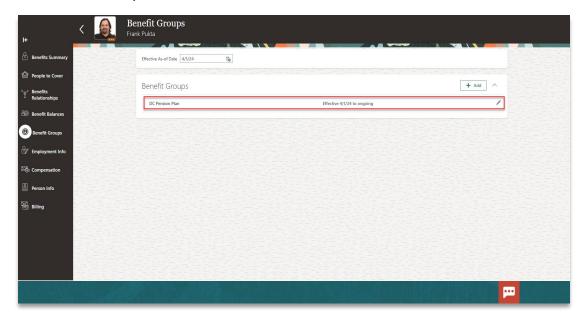
## Update the Effective As-of Date and click Add



Select the **Benefit Group** from the drop down and click **Save** 



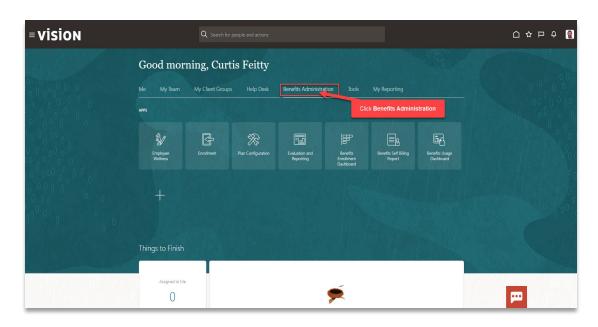
## The Benefit Group has been added



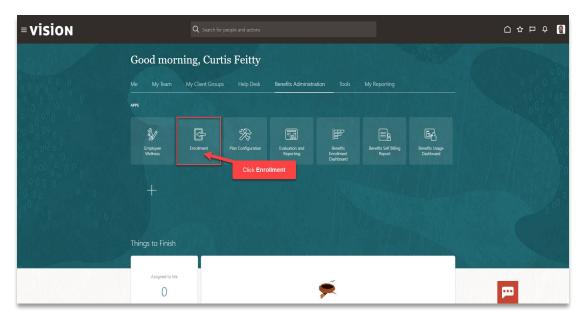
## **View Employment Info**

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Employment Info

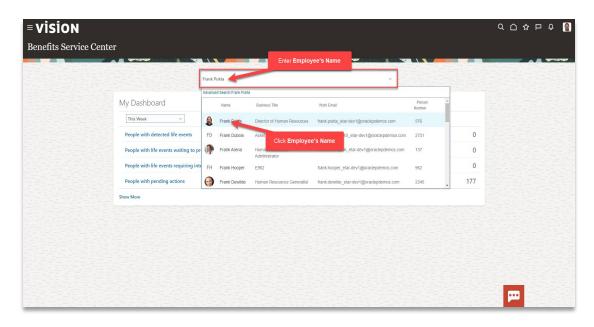
From the home screen, click **Benefits Administration** 



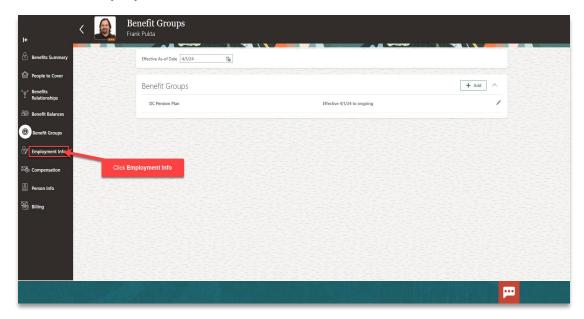
#### Next, click **Enrollment**



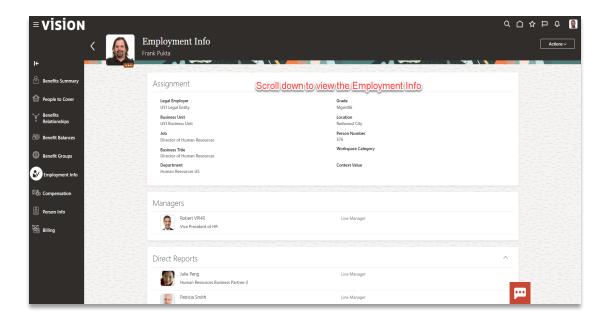
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their Employment Info. Once the employee's name is visible, click on the employee's name.



## Next, click Employment Info



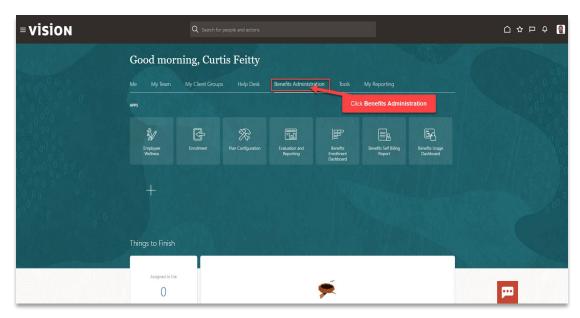
We can expand the sections and view the Employment Info for this employee



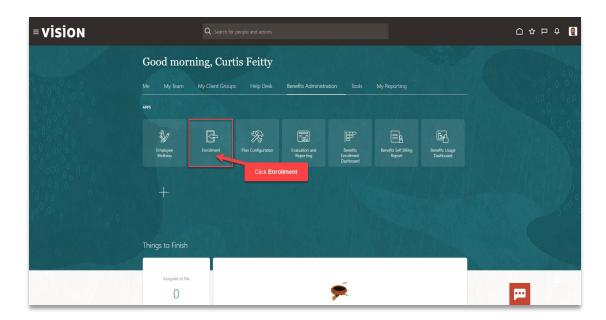
# View Compensation Info

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>Compensation

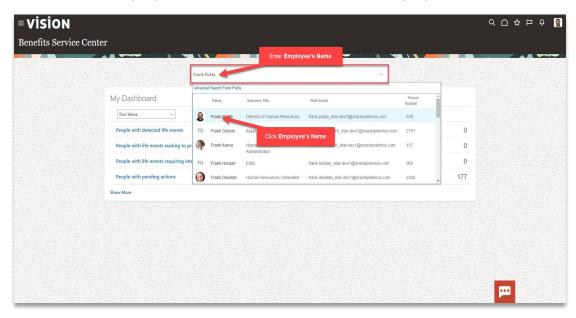
From the home screen, click **Benefits Administration** 



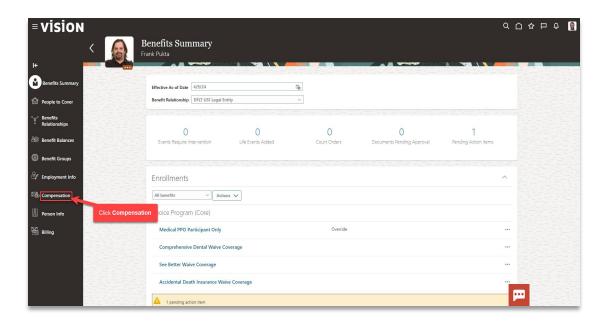
Next, click Enrollment



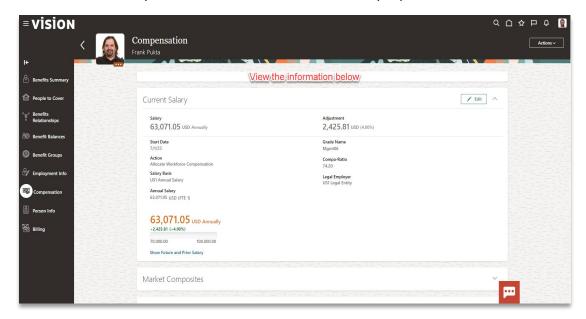
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their Employment Info. Once the employee's name is visible, click on the employee's name.



Next, click Compensation



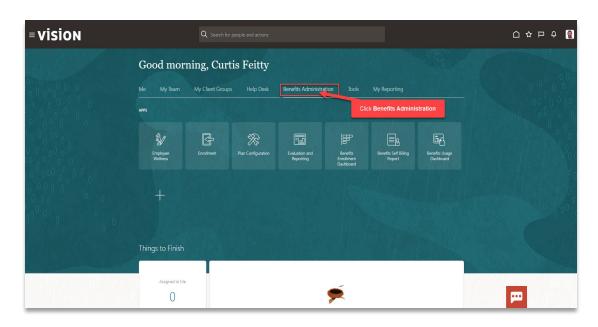
Here we view Compensation information for this employee



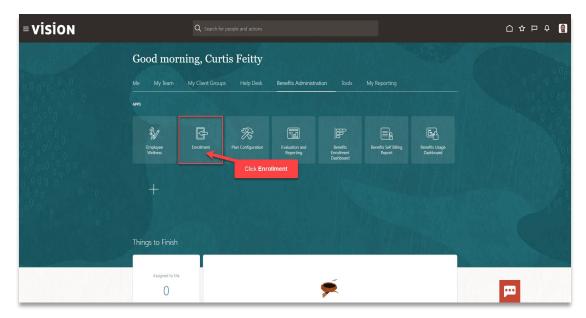
#### **Update Dependents or Beneficiaries**

Navigation: Home>Benefits Administration>Enrollment>Search for the Employee>People to Cover>Update>Submit

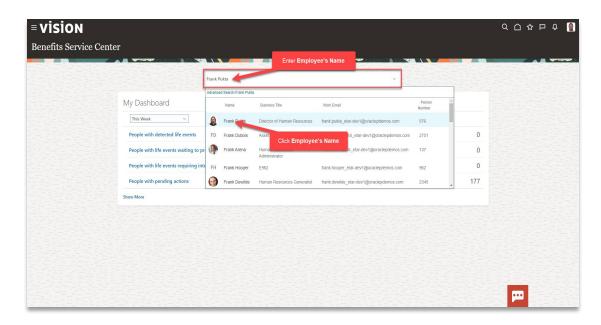
From the home screen, click Benefits Administration



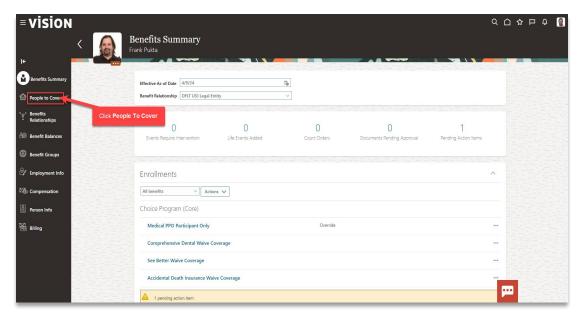
#### Next, click **Enrollment**



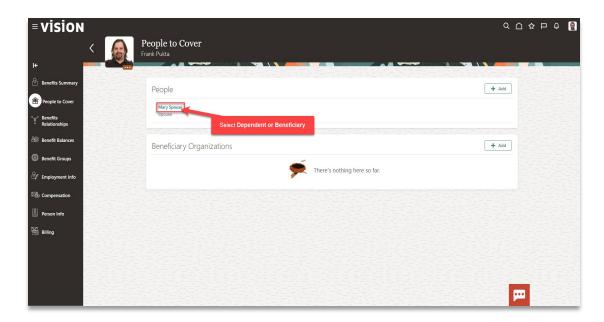
After clicking the **Enrollment** app, the Benefits Service Center Page is displayed. Search for the employee for whom we wish to view or manage their Employment Info. Once the employee's name is visible, click on the employee's name.



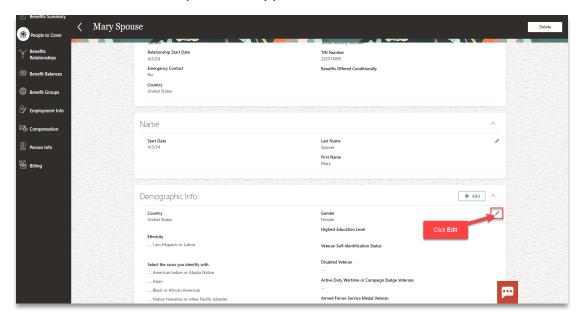
We are now viewing the Benefits Summary Page. Click People to Cover



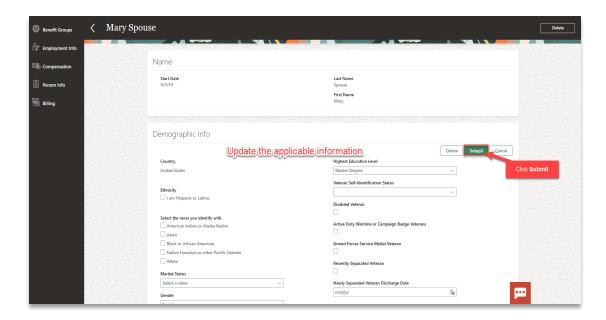
Next, select the **Dependent or Beneficiary** we wish to edit



## Next, click the **Pencil** to update the applicable details



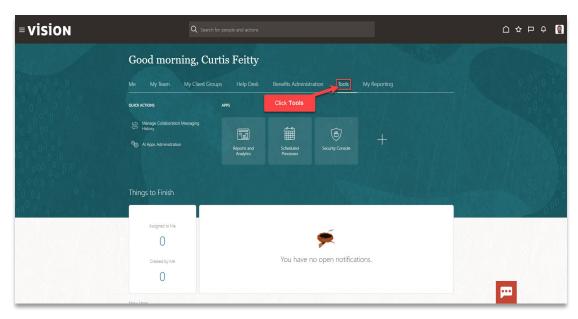
Next, update the information and click Submit



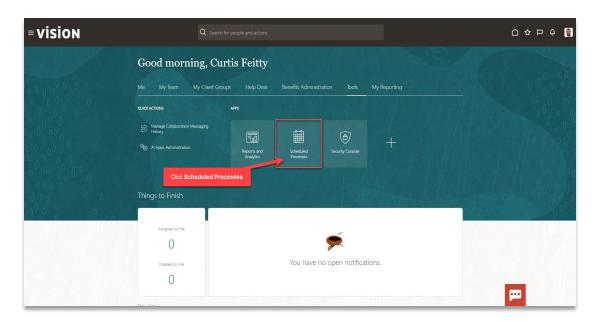
#### **View Scheduled Processes**

Navigation: Home>Tools>Scheduled Processes

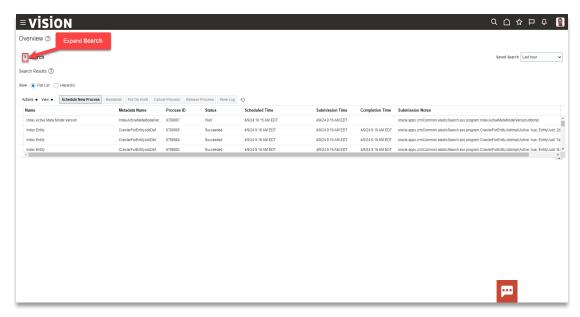
From the home screen, click **Tools** 



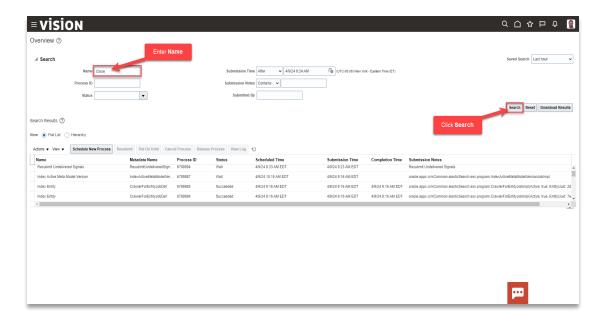
Next, click **Scheduled Processes** 



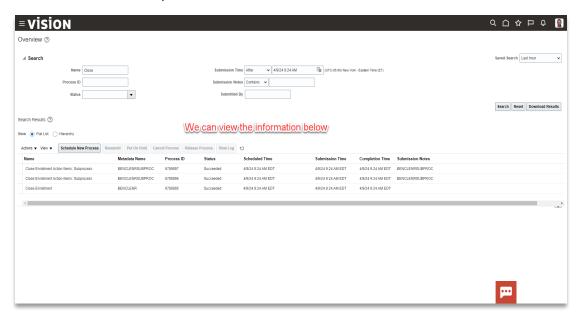
Here we can view the Scheduled Processes. We can expand **Search** to search for specific processes



Enter the process Name and click Search



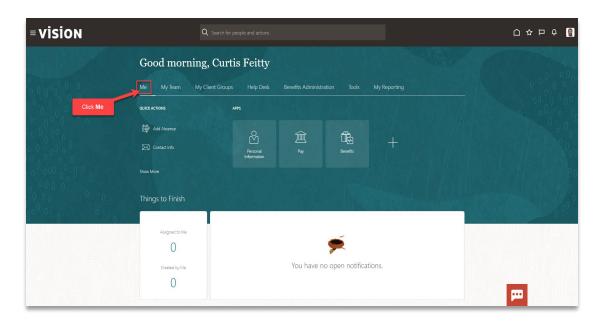
Here we can view the process information



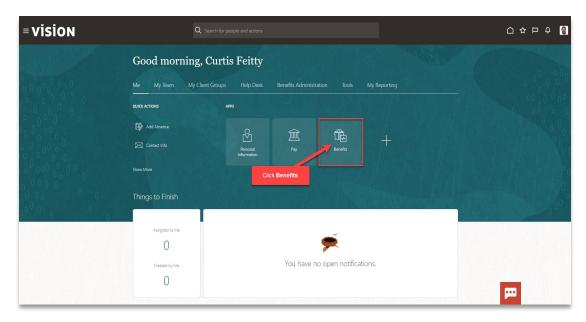
#### **ESS Make Benefit Elections**

Navigation: Home>Me>Benefits>Enroll>Submit

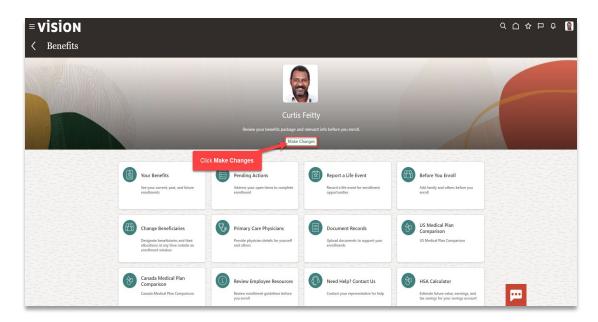
From the home screen, click Me



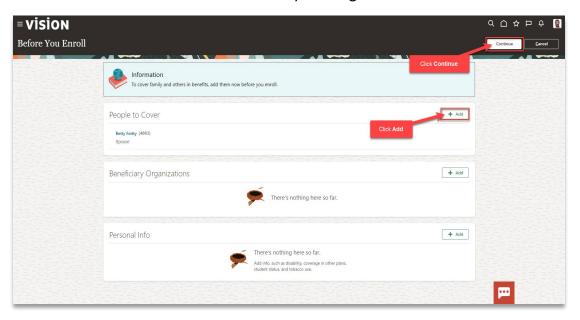
#### Click Benefits



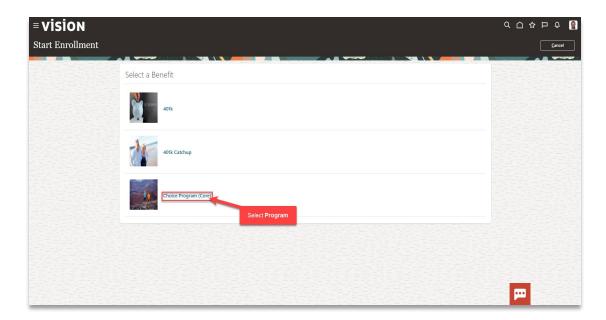
Click Make Changes



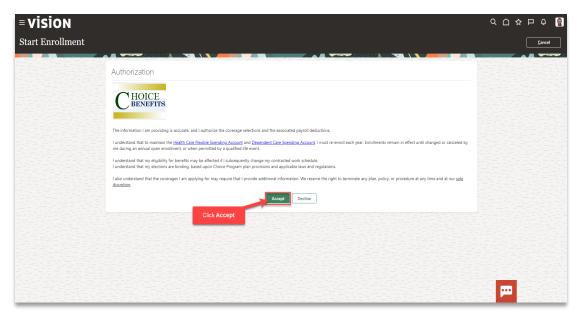
Before you enroll, review your contacts. You can add new contacts (as covered dependents or beneficiaries), Beneficiary Organizations, and Personal Info. You can add this information in each section by clicking **Add**. Click **Continue** 



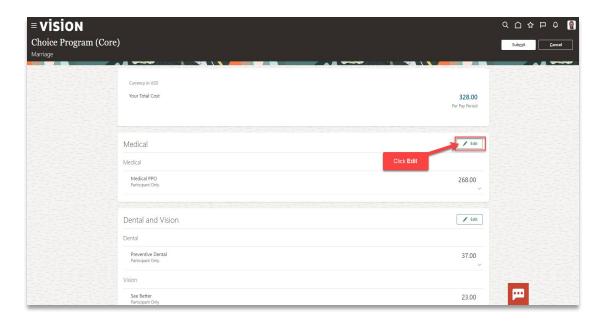
Select the **Program** 



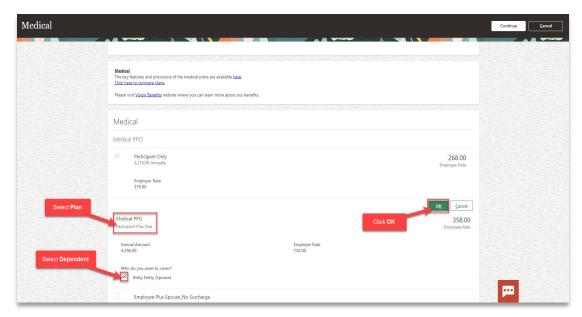
If your organization requires an authorization acceptance, click **Accept** 



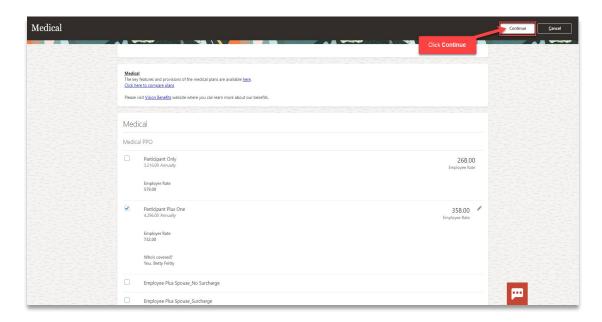
Click **Edit** across from the Medical plan to enroll



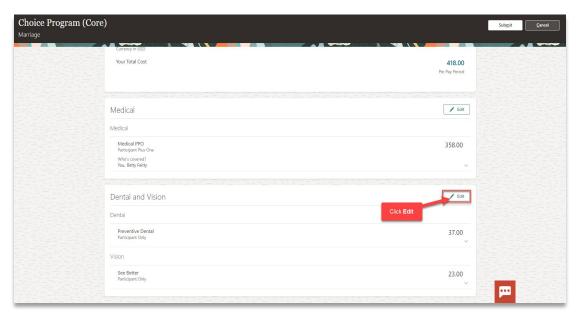
Select the plan and the tier of coverage. If the tier selected covers dependents, select the dependent you wish to cover. Click  $\mathbf{OK}$ 



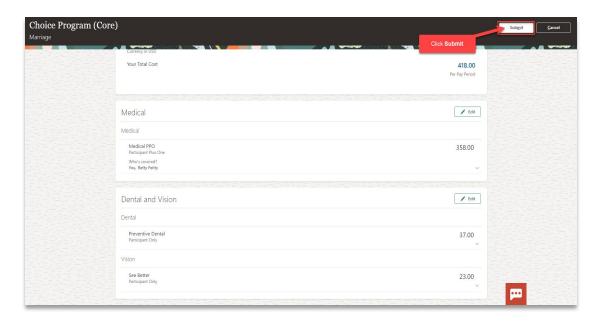
Click Continue



You can now view the benefit election for medical. To update the election, click **Edit.** If no updates are needed, proceed with the Dental and Vision election. Across from Dental and Vision, click **Edit** 



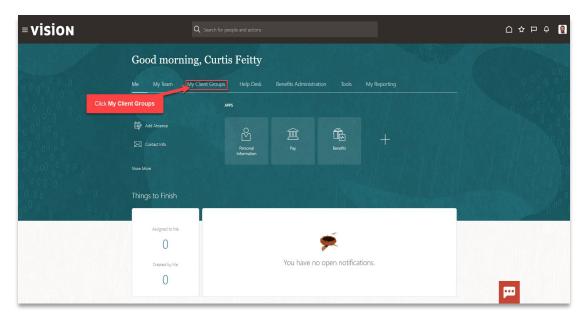
Follow this same process to enroll in each benefit plan. Once elections are made, review your elections, and click **Submit** 



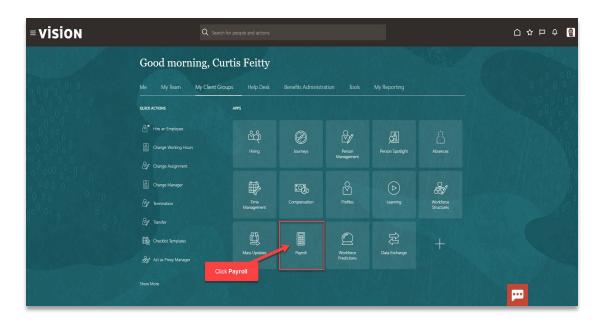
#### Override Benefit Elements From Payroll

Navigation: Home>My Client Groups>Payroll>Element Entries>Search for the Employee>Add Element>Override>End Date>Submit

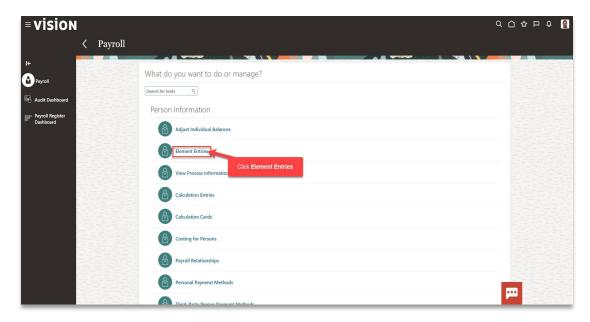
From the home screen, click My Client Groups



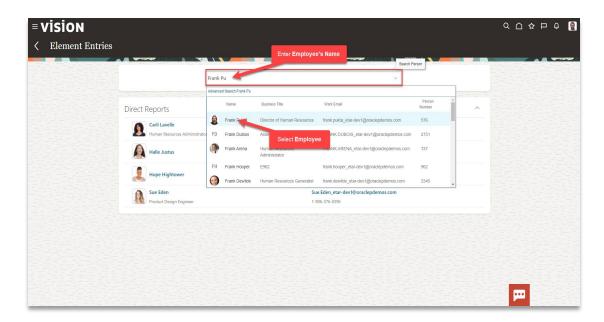
Next, click Payroll



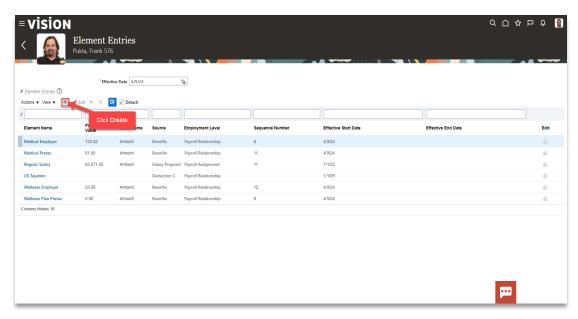
#### **Click Element Entries**



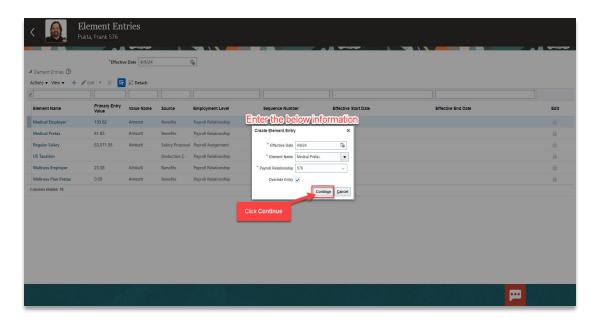
Search for the employee for whom we wish to override an element entry. Once the employee's name is visible, click on the employee's name.



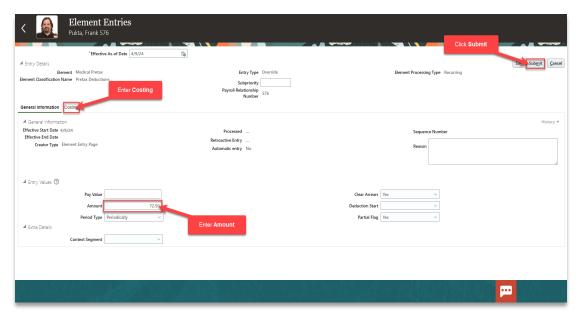
To create the override element, Click Create



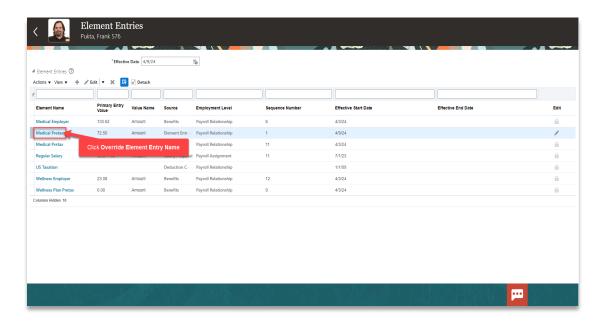
Enter the **Effective Date**, **Element Name**, and **Select Override Entry**. Click **Continue** 



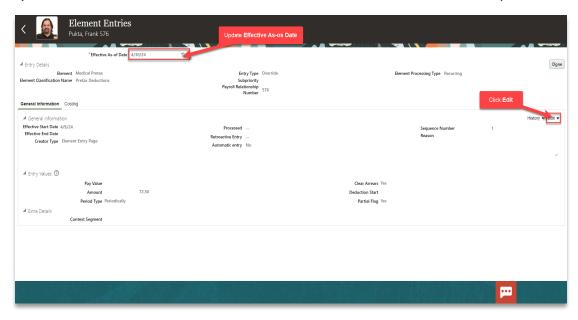
Enter the Override Amount. If applicable, enter the costing and click Submit



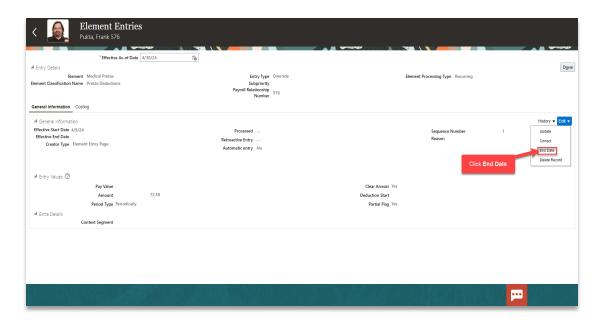
As of the effective date of the override element, you will see two elements. The override element will have a source of Element Entry Page. The final step is to end date the override entry. Click the override element entry **Name** 



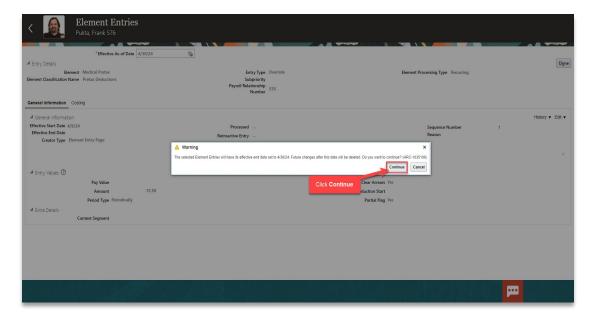
Update the Effective As-of Date to end date the override element entry. Click Edit



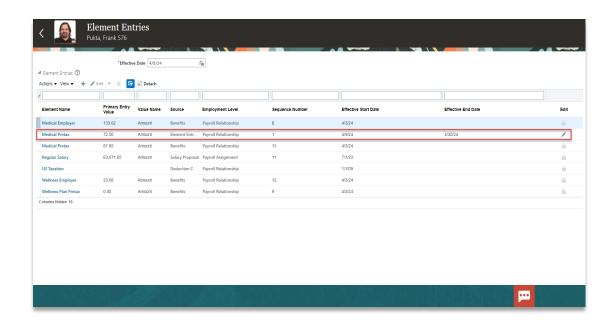
Click End Date



#### Click Continue



The element entry override is in place for the duration specified. Once the end date approaches, the element entry override value will not be withheld; the original element entry value will be withheld.



Thank you for reviewing and using our guide; we hope you have found it helpful. If you have any questions on the content included in this guide, please contact our Training & Learning team at learn@camptratech.com

Version History	Revision Date	Author	Changes
Version 1.0		Megan Ketter	Initial Version Updated Screenshot
Version 2.0	4/9/2024	Megan Ketter	and Tasks