Type: General Correspondence  
ID Number: GC 245

Date: Sept. 2, 2014 (Updated)  
Subject: Qualifying Status Change (QSC) Events and Open Enrollment

Suggested Audience:
Human Resource Offices and benefits staff

Details:

*This General Correspondence replaces SE 99.*

Each year, some employees are hired or otherwise experience a Qualifying Status Change (QSC) event after the Open Enrollment (OE) snapshot has been taken. As a result, the Open Enrollment period for these employees works differently. Employees who are processing any QSC event, including new hire, after the OE snapshot has been taken but effective prior to Jan. 1 of the following plan year must process both the QSC event and the Open Enrollment event. **The QSC event must be processed before the OE event.** If the QSC event is processed after the OE period has ended, the employee should call the People First Service Center to validate that their elections for the next plan year are correct.

**What is the Open Enrollment snapshot?** The Open Enrollment snapshot is a point in time that is used to identify who will be mailed a benefits statement for the upcoming Open Enrollment period. The snapshot is taken 17 days prior to the start of the OE period. For example, if the Open Enrollment Period begins on Monday, October 20, the snapshot is taken on Friday, October 3 as of 5:00 p.m. EST.

**How are employees impacted if they are hired after the snapshot is taken?**

- Only eligible employees who were active in People First when the snapshot was taken will receive a benefits statement in the mail. Election options for new hires are described below:
  - Employees hired (entered) into People First after the OE snapshot is taken but before OE begins who also have an effective date before the last day of OE can make OE elections online in People First. These employees will have both an OE event and a new hire QSC event. Employees must process the QSC event first. All OE elections, even for new employees, should be processed online before OE ends.
  - Employees hired (entered) into People First after OE has ended, regardless of their effective dates, can only make QSC elections online. Employees must call the People First Service Center to make any changes for the next plan year (for example, selecting a different amount for an FSA election).

**After the OE snapshot is taken, what QSC elections processed, do not automatically carry over to the next plan year?** New enrollees in a Medical Reimbursement Account, Limited Purpose Medical Reimbursement Account, Dependent Care Reimbursement Account, or Health Savings Account must make their elections for the next plan year during Open Enrollment if they are enrolled after the OE snapshot is taken. If the QSC is processed with an
effective date after OE has ended, but prior to Jan. 1, the employee must call the People First Service Center to have his or her election for the next plan year processed.

The following chart shows how to handle QSC events in conjunction with Open Enrollment.

<table>
<thead>
<tr>
<th>When was the QSC processed?</th>
<th>Do the QSC elections roll over to the next plan year?</th>
<th>Does the employee have to make a new election during Open Enrollment?</th>
<th>How should the employee process the QSC election?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to the OE Snapshot</td>
<td>Yes</td>
<td>Only to make changes for the next plan year</td>
<td>In <a href="#">People First</a> during Open Enrollment</td>
</tr>
</tbody>
</table>
| After the OE Snapshot, but prior to the end of Open Enrollment | All elections roll over except Flexible Spending Account (FSA) and Health Savings Account (HSA) contribution amounts. | Yes, in order to keep their FSAs or HSAs | In [People First](#):  
  1. Make the QSC event election first.  
  2. Make the OE election last. |
| After Open Enrollment has ended, but effective in the current plan year | All elections roll over except FSA and HSA contribution amounts. | Yes, in order to keep their FSAs or HSAs | Process the QSC and then call People First at 1-866-663-4735 to process the FSA and/or HSA (if applicable) change for the new plan year. |