

Type: System Enhancements	ID Number: SE 114
Date: Oct. 10, 2013 (Updated)	Subject: OPS Health Insurance Enhancements

Suggested Audience:

Human resource and benefits staff

Details:

On Oct. 4, 2013, enhancements are being made to the People First system to implement the OPS health insurance eligibility requirements. The system enhancements described in this communication **only** apply to OPS employees unless otherwise indicated.

Section I: Enhancements to the HR & PAR Processes

- New Leave of Absence Without Pay Reason Code – Academic Break (reason code 69)
 - The Academic Break reason code will be restricted to the Florida School for the Deaf and the Blind, the Department of Health and the state universities.
 - Periods of academic break up to 12.5 weeks are excluded from the eligibility calculations. When an employee is placed on an academic break, the period of the academic break is not being included in the calculations for determining eligibility.
- Create two new Employee Subgroups for benefit only entities to support loading OPS employees in People First.
 - Employee Subgroup 25 applies to the state universities and Employee Subgroup 96 applies to the quasi benefit only entities.
 - State agencies will continue to update the existing employee subgroups.
- Implement a new PAR process for new hire OPS employees. The new hire PAR process will be triggered for “Original Appointment (OPS)” and “Dual Employment – OPS Employee” PARs when:
 - OPS employee is either a brand new state employee; or
 - OPS employee is returning from a break in service (26 weeks or a break that was longer than his/her employment period); or
 - OPS employee is still in the new hire measurement period and is either being dually employed or is moving from one OPS position to another.
- The new PAR process will include the following new fields in Step 2 when creating an OPS appointment action (all fields described below are required):
 - *Is this a seasonal appointment?* Yes/No will be available for selection. Once either Yes or No is selected, the following validity checks will be performed by the system.
 - Yes – The system will check to ensure the employee subgroup on the Position Maintenance, Employee Group/Subgroup screen is marked as seasonal. If the subgroup on the position is not marked as seasonal, the user will receive an error message advising that they must fix the subgroup on position before proceeding. Once the position is fixed, the user can create the PAR.

- If Yes is selected and the employee is not already benefits eligible, an informational message will be presented advising the user that the employee is not eligible to participate in the health and insurance plans at this time.
 - No – The system will check to ensure the employee subgroup on the Position Maintenance, Employee Group/Subgroup screen is **not** marked as seasonal. If the subgroup on the position is marked as seasonal, the user will receive an error message advising that the subgroup must be fixed on position before proceeding. Once the position is fixed, the user can create the PAR.
 - If No is selected, the information provided in the remaining fields drives eligibility.
 - In both cases where an error message is created because the subgroup on the position does not match the response in the PAR process, the user will be forced to start the PAR process over. The user cannot simply change the answer from Yes to No or No to Yes to continue. It's critical that OPS employees are properly classified in order to determine eligibility to participate in the health and insurance plans.
- *Enter the total number of hours the employee is expected to work per week for this appointment.*
 - User will enter the number of hours the employee is reasonably expected to work per week.
- *Is the employee expected to work more than 90 days?* Yes/No will be available for selection.
 - If Yes is selected, and:
 - This is the first appointment (employee is brand new to the state) or the employee is returning after a 26-week break in service the system will make the new hire eligibility decision for the employee.
 - If at least 30 hours was entered, a message will be provided advising that based on the hours entered the employee is eligible to participate in the health and insurance plans.
 - If less than 30 hours was entered, a message will be provided advising that based on the hours entered the employee is not eligible to participate in the health and insurance plans.
 - **Or** Yes is selected, and:
 - If this is a dual hire OPS appointment, the employee is currently in the new hire measurement period (described in Section II) **and** the total estimated hours for all OPS appointments is at least 30 hours, the user will be asked if, when considering all other active OPS employment, the employee is now eligible to participate in the health and insurance plans. As part of the message, the user will be presented a hyperlink to view the employee's current employment. If Yes is selected to this final question, the employee will be marked as benefits eligible and a new hire QSC will be created.

- If No is selected:
 - A message will be provided advising that the employee is not eligible to participate in the health and insurance plans at this time.
- **Important Information Regarding OPS Appointment PARs** - It is critical that the following PAR deadlines for OPS appointments (Original Appointment [OPS] and Dual Employment – OPS Employee actions) are met in order to ensure that OPS eligibility is handled correctly during the PAR process.
 - All OPS appointment PARs with an **effective date of Oct. 2, 2013, or before** must be completed (acted upon) by 6 p.m. EST on Oct. 4, 2013.
 - All OPS appointment PARs with an **effective date of Oct. 3, 2013, or after** should **not be created** until Oct. 7, 2013. These PARs must **not be created** prior to Oct. 7 to ensure the new PAR process is presented during the creation of the OPS appointment action.

Section II: Eligibility Determination - The following changes are being implemented to determine OPS eligibility.

- **2014 Plan Year Open Enrollment** – Process I **only** applies to state agencies and does **not** apply to benefits only entities (e.g., universities, the Legislature, etc.). All other processes apply to both state agencies and benefits only entities.
 - **Process I** – Applies to OPS employees who were either hired initially into the state on or after April 2, 2013, or who experienced at least a one day break in OPS employment between April 1 and Oct. 2, 2013, but are in an active OPS position on Oct. 2, 2013. For this group of employees, agencies must advise whether the employee is eligible. The mass load template to capture the eligibility for these employees was provided to the agency benefits contacts on Sept. 23, 2013, and is due to DMS (Mindy Rudd) on Wednesday, Oct. 2, 2013. Agencies must provide the following information that will be used to determine eligibility for these OPS employees (fields were included in the mass load template):
 - Estimated Hours Per Week – the number of hours the employee is reasonable expected to work on average each week.
 - Eligibility Override – If the number of hours for the appointment is less than 30 hours per week, but the employee is dually employed in at least one other OPS position and all OPS positions combined total more than 30 hours per week.
 - Do **not** indicate an override if the employee is also employed as a salaried employee.
 - Is this Appointment Expected to Last More than 90 Days – This field is used to indicate if the appointment is a short-term appointment. If a short-term appointment, the employee will not be eligible to enroll in the health and insurance plans during the 2014 plan year Open Enrollment period. However, the employee may be eligible in the future.
 - Is this a Seasonal Appointment – This field is used to indicate if the appointment is a seasonal appointment. If a seasonal appointment, the employee will not be eligible to enroll in the health and insurance plans during the 2014 plan year Open Enrollment period. However, the employee may be eligible in the future.

- Is Employee Also Employed in a Salaried Position – This field is used to indicate if the employee holds at least one salaried position. If the employee is salaried, the 2014 plan year Open Enrollment event will **only** be available under the employee’s salaried position.
 - If employee is Dually Employed in More than **one** OPS Position and the benefits should be assigned to the Other Record – This field is used to indicate which OPS position makes the employee eligible for benefits.
 - **Process II** – OPS employees who were active on April 1, 2013, and were continuously employed in one or more OPS positions from April 1, 2013, through Oct. 2, 2013, will be measured based on approved timesheet hours to determine eligibility. If the employee averaged 30 hours or more over this period (April 1 – Oct. 2, 2013) the employee will be eligible to participate in the 2014 plan year Open Enrollment period.
 - Employees who are determined eligible (Process I and II in the 2014 Plan Year Open Enrollment period) to participate in the 2014 plan year Open Enrollment period will be sent an Open Enrollment benefits package and will be able to log in to People First during the Open Enrollment period to make their health and insurance plan elections.
 - OPS employees will be able to enroll in all plans except the medical reimbursement accounts and optional life insurance plan.
 - OPS employees will see the same enrollment process starting with the address verification process (if not already completed), dependent registration and certification process and enrollment processes.
- **Initial Eligibility at Point of Hire** – Starting Oct. 7, 2013, when agencies create a PAR for an OPS Original Appointment, the PAR enhancements listed in Section I will be used to determine eligibility for employees who are:
 - A true new hire OPS employee and employees that are being hired back from a break in service (appointment is dated Oct. 3, 2013, or later and the employee did not work on Oct. 2, 2013, as an OPS employee).
 - If estimated hours entered on the PAR are at least 30 hours, the employee is expected to work more than 90-days and the appointment is not a seasonal appointment, the employee will be given a new hire QSC to elect benefits.
 - **Important Note:** New Hire QSCs will be created for new hire OPS employees that are expected to work at least 30 hours per week **and** are brand new to the state (SSN does not exist in People First). If the SSN already exists in People First, the new hire QSC will not be triggered until Nov. 4, 2013. The earliest coverage can begin is Jan. 1, 2014.
 - Currently in their new hire measurement period, but not currently eligible for benefits (employees in Process I in the 2014 Plan Year Open Enrollment period).
 - If estimated hours entered on the PAR for the new appointment plus estimated hours for all other active OPS positions is at least 30 hours, the user will be presented the employee’s current employment history and will be asked if, when considering all other active OPS employment, the employee now eligible to participate in the health and insurance plans. The response to this question will drive whether a new hire QSC is

created. As part of the question, the user will be provided a hyperlink to view the employee's current employment to assist in the decision process. As it is possible other OPS positions are being terminated, the user must provide guidance on eligibility for this scenario during the PAR process.

- **Eligibility at the End of the New hire Measurement Period** – Employees included in Process I in the 2014 Plan Year Open Enrollment period who were not eligible for coverage and employees who are either true new hires or are returning from a break in service (as defined above) will be measured at the end of their new hire measurement period.
 - New hire measurement period is the first day of the month after the month of hire through 12 months. For example, if the employee's hire date is April 15, 2013, the employee's new hire measurement period is May 1, 2013, through April 30, 2014.
 - All OPS hours, for **all** OPS employment during the new hire period will be averaged to determine if the employee worked at least 30 hours over the new hire period.
 - If the employee was previously eligible and enrolled in at least one plan, and is still eligible (averaged at least 30 hours per week over the new hire measurement period), the employee's coverage will continue without interruption.
 - If the employee was previously eligible and enrolled in at least one plan, but is no longer eligible (averaged less than 30 hours per week over the new hire measurement period), all plans will be end dated the last day of the 12-month coverage period for health insurance. If the employee only enrolled in one or more supplemental plans, all plans will be end dated based on when the 12-month coverage period would have ended for health insurance (calculated based on payroll schedule and date of election).
 - If the employee was not previously eligible, but is now eligible (averaged at least 30 hours per week over the new hire measurement period), a new hire QSC event will be triggered to allow the employee to enroll in the health and insurance plans.
- **2015 Plan Year Open Enrollment and Beyond** – All employees who were either measured in the previous Open Enrollment period or who have been measured for their new hire measurement period (as described above) will be measured during the applicable Open Enrollment period. Once measured during an Open Enrollment period, the employee will only be measured during the Open Enrollment process (new hire measurement only occurs once, then the employee moves to the Open Enrollment measurement) unless he/she meets the definition of a new hire again.

Section III: Additional System Enhancements Coming Soon - Additional communications will be provided for the following items prior to their release.

- Nov. 2, 2013, System Release:
 - New Hire OPS QSCs – Add system logic to trigger an OPS New Hire QSC.

- Health & Insurance Move Program – Add system logic to move benefits from and to OPS positions as appropriate.
- Implement the following new report to assist agencies with OPS tracking/decision making.
 - *Benefits Eligibility Report* – The report will allow agencies to view an OPS employee’s current employment to determine if the employee is either already eligible for benefits or would become eligible for benefits if hired at their agency. The report is intended to be used as a pre-hire decision making tool.
- Update the following existing reports to Include OPS employees
 - SAP Reports (Management > Reports)
 - Agency Address Verification Monitoring Report
 - Agency Dependent Certification Monitoring Report
 - Agency OE Elections Completed Report
 - Benefits Early Effective Date Report
 - Data Warehouse Reports (Management > Data Warehouse Reports)
 - Benefits Changes Report
 - Benefits Cancellation Report
 - Benefits Over/Under Payment Report
 - Benefits Premium History Report
- Dec. 14, 2013, System Release –
 - Changes to trigger COBRA eligibility and generate the COBRA packet for OPS employees.
 - Implement the following new reports:
 - *New Hire Measurement Report* – The report will allow agencies to track employees who were initially marked as not eligible at the point of hire, to determine if the initial decision is still applicable. If the employee has a status change, the decision can be changed.
 - *OPS Measurement Period Report* – The report will allow agencies to determine if an employee passed or failed either the new hire measurement or the Open Enrollment measurement. The report is intended to be used as a budgetary planning tool.
 - *Academic Break Report* – The report will allow the Department of Health, the Florida School for the Deaf and the Blind and the state universities to determine if employees who are in an academic break status should be returned to an active status (hours are being worked).