

## BN361\_Re-opening and Reprocessing a Benefit Event

### **Re-opening and Reprocessing a Benefit Event Overview**

This Job Aid provides the step-by-step instructions utilized by an Agency Benefits Administrator (BA) to re-open and reprocess a Benefit Event after the Benefit Event was validated and finalized. Re-opening a Benefit Event may be required in any of the following circumstances:

- Additional dependents need to be enrolled
- Additional enrollments need to be completed
- Updates or corrections to the enrollments or dependents information are needed

Benefit Events should only be re-opened within their original enrollment window. Request permission from the Office of Health Benefits (OHB) prior to re-opening a Benefit Event outside of the original enrollment window.

**Navigation Note**: Please note that there may be a **Notify** button at the bottom of various pages utilized while completing the process within this Job Aid. This "Notify" functionality is not currently turned on to send email notifications to specific users within Cardinal.

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## **Revision History**

Revision Date	Summary of Changes
3/1/2025	Updated the screenshots of the Search pages ( <u>Section 1</u> , after Step 1). Added reference information to the Overview of the Cardinal HCM Search Pages Job Aid.



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## **Re-opening and Reprocessing a Benefit Event**

Follow the steps in this section to re-open a Benefit Event.

Step	Action
1.	Navigate to the <b>On-Demand Event Maintenance</b> page using the following path:
	NavBar > Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Maintenance

The **On-Demand Event Maintenance Find an Existing Value** page displays.

	← Cardinal Homepage On-Demand Event Maintenance
'	On-Demand Event Maintenance Find an Existing Value
	Search Criteria Enter any information you have and click Search. Leave fields blank for a list of all values.
	Recent Searches Choose from recent searches
	Empl ID begins with v
	Name begins with v
	Last Name begins with v
	Second Last Name begins with v
	Alternate Character Name begins with v
	Case Sensitive Clear Clear
1	For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled "Overview of the Cardinal HCM Search Pages". This Job Aid is located on the Cardinal Website in <b>Job Aids</b> under <b>Learning</b> .
2.	Enter the employee's Employee ID in the <b>Empl ID</b> field.
	Empl ID begins with ~
i	Searches can also be performed using the employee's name. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID.
3.	Click the <b>Search</b> button.
	Clear



Step	Action			
The Or	The <b>On-Demand Event Maintenance</b> page displays for the applicable employee.			
	¢ Cardinal Hennigage Oni-Demand Ev	vent Maintenance New W	🚖 Q. E 🕑	
	On-Demand Event Maintenance Parses D Ban Record			
	Activity Date Searce Empl Record ()			
	Science/Property Activities         Science/Policy         Activities           Event ID         Event Date         Status         Class         Event Status Update			
	Proper Options Event Status Exvert Status Exvert Status Exvert Status			
	Conduction Programmy Connuct Programmy			
	Election Entry Entered 0 4F 0 Sheer Plans ValidateFinalize Finalized/pply Defaults Finalized/pply Defaults			
	Confirmation Statement Plus Euro			
	Represes Preses Indiator H Nama/Processing			
L				
i	The <b>Pending Activities</b> field displays a "0" that are open for processing.	as there are no Benefit Events for	this employee	
4.	Click the Event Status Update button.			
	Event Status Update			
The Up	date Event Status page displays in a pop-u	ıp window.		
	BenAdmin Even	t Status Update	×	
			Help	
	Update Event Status			
	Empl ID	Ben Record 0		
	Event Status Update ③	Q    4 4 1 of 1 v  >  >		
	Schedule ID EM00	Address Eligibility Changed		
	Event Date 10/25/2022 Event Disconnected	MultiJob Indicator Changed     Job Eligibility Changed		
	Event ID 1	Event Out of Sequence		
	Event Priority 100	Finalize/Apply Defaults		
	Benefit Program SAL	Print Option Print Both Forms		
	Process Status Finalized - Enrolled	*Process Normal Processing ~		
	Action Source Job Data Change	*Event Status Closed to Processing		
	OK Cancel Apphy		Refresh	
i	Review the Benefit Event information to en- the navigation arrows or dropdown button a Event.	sure that the correct Benefit Event as needed to navigate to the applica	is displayed. Use able Benefit	



Step	Action
5.	Click the <b>Process</b> dropdown button and select "Re-Enter".
	*Process Normal Processing
6.	Click the Event Status dropdown button and select "Open for Processing".
	*Event Status Closed to Processing
7.	Click the <b>OK</b> button.
	OK Cancel Apply
The <b>On</b>	-Demand Event Maintenance page redisplays with the applicable Benefit Event.
	Cardinal Homesage On-Demand Event Maintenance 🔶 Q. 1 @ New Window 1 Hote 1 Percent
On	-Demand Event Maintenance Parson ID Ban Record II
	Attivity Date Sewice Empiliacent ©
	vent ID 1 Event Date 19/02/222 Blates Proloci-Even/Vid Class rep
100	Prepare Options Prepare Distance Prequency Processing Prepare Distance Prequency Prepare Distance Prequency Prepare Distance
	10 Deduction Programmy C Annual Programmy
100	Electer Entry Entered a of 6 Shee Plans Validate/Plata Plans a Shee Errer C Instant/pplyDefaults
	Confirmation Statement Run Date
	Represent Process Indicator (P. Q.)
i	The <b>Status</b> field still displays "Finalized – Enrolled". The <b>Event Status</b> field now displays as "Open for Processing". The <b>Process Indicator</b> field displays an "R" for Re-Enter. Notice that the <b>Election Entry</b> button is disabled.
8.	Click the <b>Reprocess</b> button.
	Reprocess
A Conf	irmation message displays in a pop-up window once the automated program completes.
	Process completed successfully. (3000,530)
	ок



Step	Action
9.	Click the <b>OK</b> button.
	ок
The Or	-Demand Event Maintenance page redisplays.
< Cardinal	Managage On-Demand Event Maintenance 🔶 🤉 🔅
On-Dema	Ind Event Maintenance Person ID Ben Record ©
Activity	Date Source Emplificación 0
Event ID En Cer	I Brent Date 1000000000   I Brent Date 1000000000   Status Rest   Class H   Event Status Commins Fracessing
1	The <b>Status</b> field now displays "Re-Enter". The <b>Event Status</b> field still displays as "Open for Processing". The <b>Process Indicator</b> field now displays an "N" for Normal Processing. Notice that the <b>Election Entry</b> button is enabled. The Benefit Event can now be completed or updated as needed and then validated and finalized again.