Managing and Approving Dependents Overview

This Job Aid provides the step-by-step instructions utilized by an Agency Benefits Administrator to generate the Dependent Waiting Approval Benefits Eligibility Audit Report. This report should be generated and reviewed on a regular basis in order to monitor those dependents that are currently in an "Unapproved Dependent" status. Unapproved dependents are not covered under the employee's selected plan coverage and must be updated to a status of "Approved Dependent" once the applicable supporting documentation is provided by the employee. Use this report to review these dependents pending approval and to follow up with the employee to ensure that the supporting documentation is provided within the established timeframe.

This Job Aid also 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
- Dependents need to be updated from "Unapproved Dependent" to "Approved Dependent" when the required supporting documentation is provided by the employee

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.

## Table of Contents

Revision History

Revision Date	Summary of Changes
1/26/2026	New section added to Job Aid - Managing Dependent Personal Information.
3/1/2025	Updated the screenshots of the Search pages (Section 1, after Step 1; Section 2, after Step 1). Added reference information to the Overview of the Cardinal HCM Search Pages Job Aid.

Running the Dependent Waiting Approval Benefits Eligibility Audit Report

| Step	Action
1.	Navigate to the (page or report) using the following path: **NavBar > Menu > Benefits > Reports > Audits > Benefit Eligibility Audits**
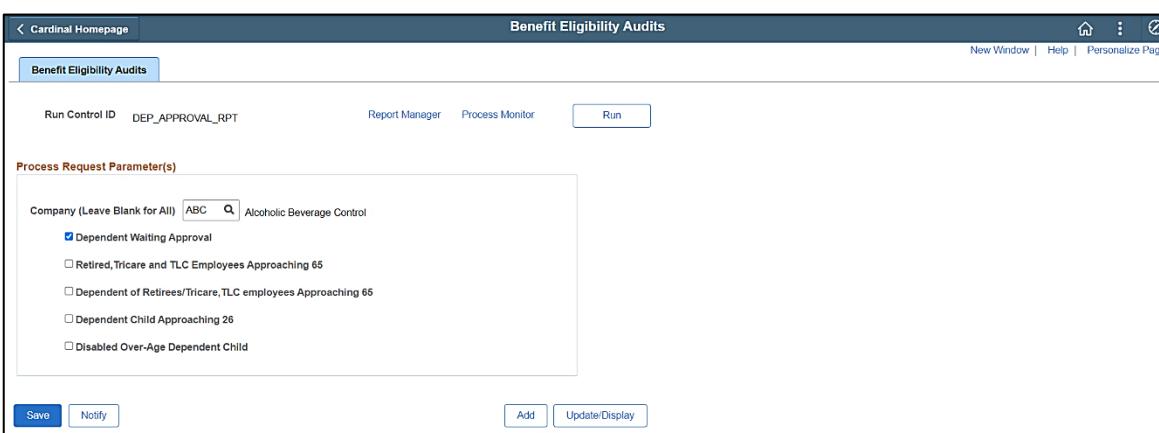
The **Benefit Eligibility Audits Search** page displays.
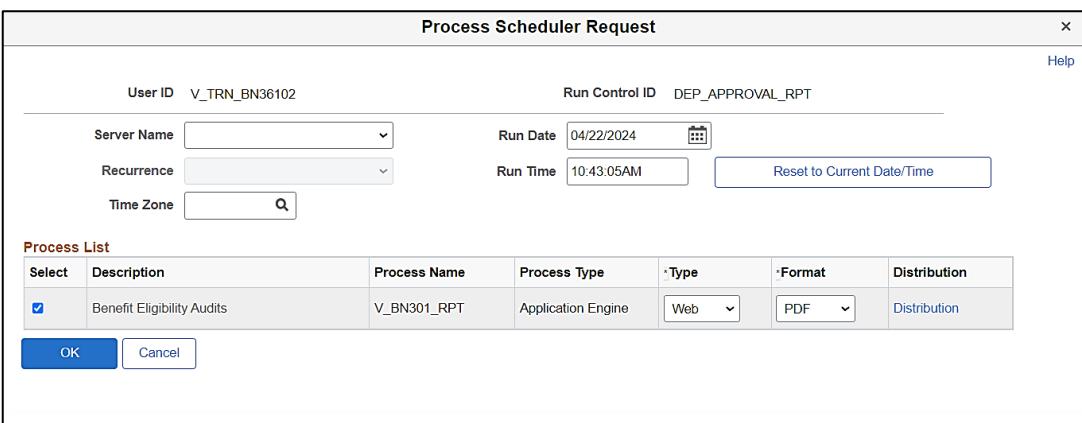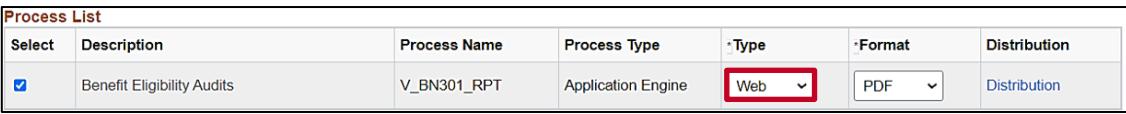
(i)	For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled **Overview of the Cardinal HCM Search Pages**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.
(i)	If this is not the first time generating this report, always search for and use an existing Run Control ID before creating a new one. Users cannot delete Run Control IDs once they are created and saved. The instructions provided in **Steps 2-4** assume that this is the first time that this report is being generated.
2.	Click the **Add a New Value** button. ⊕ Add a New Value

The **Add a New Value** page displays.

Step	Action
3.	Enter a Run Control ID in the **Run Control ID** field based on the following guidelines: a. The Run Control ID must be unique and should be descriptive enough to help locate for future use b. Up to 30 characters are allowed c. No blank spaces can be used; however, an underscore can be used in lieu of spaces d. Do not use wildcard symbols (%) Run Control ID [ ] [Add]
4.	Click the **Add** button. Run Control ID [ ] [Add]

The **Benefits Eligibility Audits** page displays.

Benefit Eligibility Audits

New Window | Help | Personalize Page

Run Control ID DEP_APPROVAL_RPT   Report Manager   Process Monitor [Run]

Process Request Parameter(s)

Company (Leave Blank for All) ABC 🔍 Alcoholic Beverage Control

☑ Dependent Waiting Approval

☐ Retired, Tricare and TLC Employees Approaching 65

☐ Dependent of Retirees/Tricare, TLC employees Approaching 65

☐ Dependent Child Approaching 26

☐ Disabled Over-Age Dependent Child

[Save] [Notify]   [Add] [Update/Display]

Step	Action
5.	Select the applicable Company using the **Company Look Up** icon. **Process Request Parameter(s)** Company (Leave Blank for All) [ABC 🔍] Alcoholic Beverage Control

| Step	Action
6.	Click the **Dependent Waiting Approval** checkbox option. **Process Request Parameter(s)** Company (Leave Blank for All) ABC 🔍 Alcoholic Beverage Control ☑ Dependent Waiting Approval ☐ Retired, Tricare and TLC Employees Approaching 65 ☐ Dependent of Retirees/Tricare, TLC employees Approaching 65 ☐ Dependent Child Approaching 26 ☐ Disabled Over-Age Dependent Child
7.	Click the **Save** button. **Save** **Notify**
8.	Click the **Run** button. **Benefit Eligibility Audits** Run Control ID DEP_APPROVAL_RPT Report Manager Process Monitor Run
	The **Process Scheduler Request** page displays. **Process Scheduler Request** ✕ Help User ID V_TRN_BN36102 Run Control ID DEP_APPROVAL_RPT Server Name [⌄] Run Date 04/22/2024 📅 Recurrence [⌄] Run Time 10:43:05AM Reset to Current Date/Time Time Zone [🔍] **Process List** | Select	Description	Process Name	Process Type	*Type	*Format	Distribution
---	---	---	---	---	---	---
☑	Benefit Eligibility Audits	V_BN301_RPT	Application Engine	Web ⌄	PDF ⌄	Distribution	 OK Cancel
9.	The **Type** field defaults to "Web". Update to "Email", "File", or "Printer" as desired. If "Email" is selected, use the **Distribution** link to identify the email address to send the report. **Process List** | Select	Description	Process Name	Process Type	*Type	*Format	Distribution
---	---	---	---	---	---	---
☑	Benefit Eligibility Audits	V_BN301_RPT	Application Engine	Web ⌄	PDF ⌄	Distribution	

Step	Action
10.	The **Format** field defaults based on the report being generated. Update as needed if other formats are available for the report being generated.

	Process List					
Select	**Description**	**Process Name**	**Process Type**	**Type**	**Format**	**Distribution**
☑	Benefit Eligibility Audits	V_BN301_RPT	Application Engine	Web	PDF	Distribution

ℹ	Refer to the HCM Reports Catalogs to identify the formats available for each specific HCM Report. The HCM Reports Catalogs are located on the Cardinal website under **Resources.**
11.	Click the **OK** button.

OK   Cancel

The **Benefit Eligibility Audits** page redisplays.

12.	Click the **Process Monitor** link.

The **Process Monitor** page displays.

Step	Action
13.	Click the **Refresh** button periodically until the **Run Status** is "Success" and the **Distribution Status** is "Posted".
14.	Click the **Actions** dropdown button.

The **Actions** dropdown menu displays.

Step	Action
15.	Click the **View Log/Trace** list item.
	The **View Log/Trace** page displays in a new window.
16.	Click the **DepApprove.pdf** link.

| Step	Action
	The **Dependent Waiting Approval Benefits Eligibility Audit** report displays. **Dependent Waiting Approval** <table><tr><td>Company</td><td>Employee ID</td><td>Ben Record</td><td>Last Name</td><td>First Name</td><td>Middle Name</td><td>Depend/Be</td><td>Dep Last</td><td>Dep First</td><td>Dep Middle</td><td>DEP DOB</td><td>Relatio</td><td>Disable</td><td>Effective Date</td><td>Disabled As of Date</td><td>Medicare Date</td><td>Address 1</td><td>Address 2</td><td>City</td><td>State</td><td>Postal</td><td>Email Address</td><td>Email Type</td><td>Benefit Group</td><td>Unit</td><td>Dept ID</td><td>Audit Reason</td></tr><tr><td>ABC</td><td>00860033500</td><td>0</td><td>Snaps</td><td>Sugar</td><td></td><td>01</td><td>Snaps</td><td>Ginger</td><td></td><td>4/1/1999</td><td>SP</td><td>N</td><td>5/1/2024</td><td></td><td></td><td>200 Main Street</td><td></td><td>Richmond</td><td>VA</td><td>23219</td><td>noemail@virginia.</td><td>BUSN</td><td>999001000</td><td>99900</td><td>190705</td><td>Documentation Approval</td></tr><tr><td>ABC</td><td>00860033500</td><td>0</td><td>Snaps</td><td>Sugar</td><td></td><td>02</td><td>Snaps</td><td>Finger</td><td></td><td>4/12/2019</td><td>SC</td><td>N</td><td>5/1/2024</td><td></td><td></td><td>200 Main Street</td><td></td><td>Richmond</td><td>VA</td><td>23219</td><td>noemail@virginia.</td><td>BUSN</td><td>999001000</td><td>99900</td><td>190705</td><td>Documentation Approval</td></tr></table>
ℹ	Review this report to identify any dependents that are currently "Unapproved" and are pending approval when the applicable supporting documentation is received. Follow up with the employee(s) as needed to obtain the supporting documentation as dependents displayed on this report are not currently covered on the employee's selected plan.

How to Approve a Dependent

Once the employee provides the applicable supporting documentation to add the dependent(s) to their plan coverage, the applicable Benefit Event will need to be re-opened and reprocessed in order to update the dependent(s) to a status of "Approved Dependent". This Benefit Event could have been triggered by:

- A Life Event manually created by a Benefits Administrator
- A Life Event initiated by the employee through Employee Self-Service (ESS)
- An Open Enrollment Event including the addition of dependents to coverage

Step	Action
1.	Navigate to the **On-Demand-Event Maintenance** page using the following navigation path: **NavBar > Menu > Benefits > Managed Automated Enrollments > Events > On-Demand Event Maintenance**

The **On-Demand-Event Maintenance Search** page displays.

	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 **Job Aids** under **Learning**.

Step	Action
2.	Enter the employee's Employee ID in the **Empl ID** field. **Note**: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID. Empl ID begins with ▾ [ ]
3.	Click the **Search** button. [Search] [Clear]
	The **On-Demand Event Maintenance** page displays for the applicable employee.
ⓘ	The **Pending Activities** field displays a "0" as there are no Benefit Events for this employee that are open for processing.

Step	Action
4.	Click the **Event Status Update** button.

The **Update Event Status** page displays in a pop-up window.
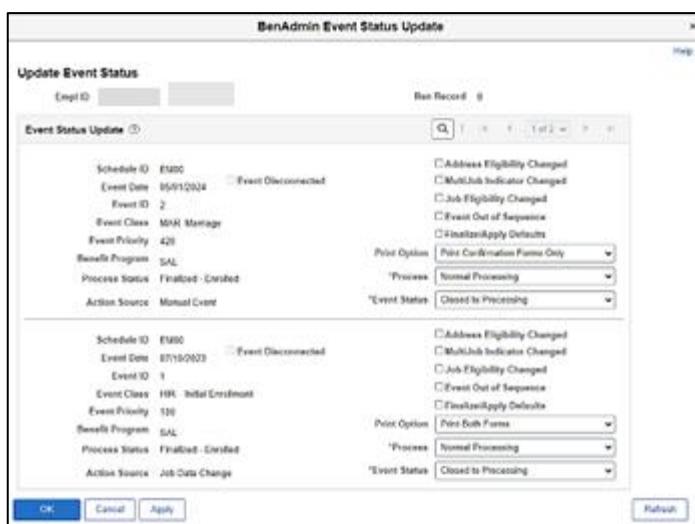
Step	Action
5.	Review the events listed and identify the event used to enroll the dependents. **Note**: Most of the time, this process involves searching for a New Hire, recent life event, or Open Enrollment event. In this example, it is a MAR (Marriage) Benefit Event. Once the event is identified, it will need to be re-opened to approve the dependent.
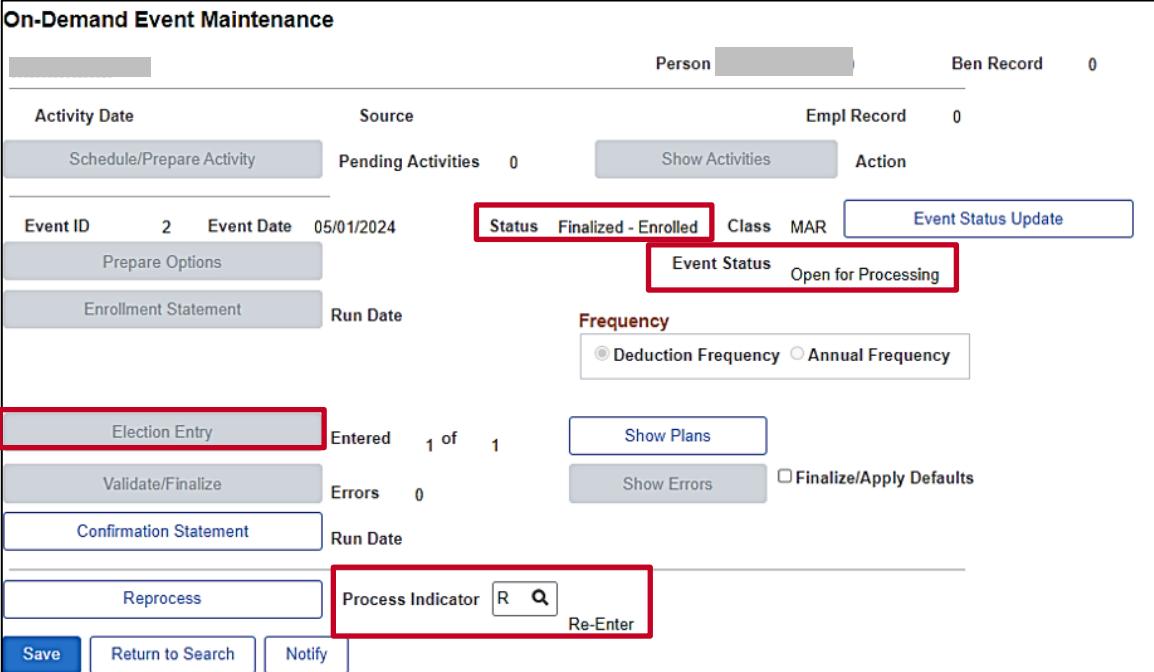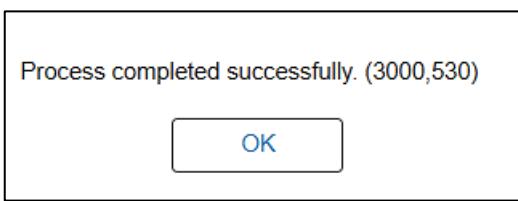
Step	Action
6.	Click the **Process** dropdown button and select "Re-Enter". **Event Status Update** ⓘ 🔍 | ◁ ◀ 1 of 2 ▾ ▶ ▷ Schedule ID EM00 Event Date 05/01/2024 ☐ Event Disconnected Event ID 2 Event Class MAR Marriage Event Priority 420 Benefit Program SAL Process Status Finalized - Enrolled Action Source Manual Event ☐ Address Eligibility Changed ☐ MultiJob Indicator Changed ☐ Job Eligibility Changed ☐ Event Out of Sequence ☐ Finalize/Apply Defaults Print Option Print Confirmation Forms Only ▾ *Process **Re-Enter** ▾ *Event Status Closed to Processing ▾
7.	Click the **Event Status** dropdown button and select "Open for Processing". **Event Status Update** ⓘ 🔍 | ◁ ◀ 1 of 2 ▾ ▶ ▷ Schedule ID EM00 Event Date 05/01/2024 ☐ Event Disconnected Event ID 2 Event Class MAR Marriage Event Priority 420 Benefit Program SAL Process Status Finalized - Enrolled Action Source Manual Event ☐ Address Eligibility Changed ☐ MultiJob Indicator Changed ☐ Job Eligibility Changed ☐ Event Out of Sequence ☐ Finalize/Apply Defaults Print Option Print Confirmation Forms Only ▾ *Process Re-Enter ▾ *Event Status **Open for Processing** ▾
8.	Click the **OK** button at the bottom of the page. [**OK**] [Cancel] [Apply]
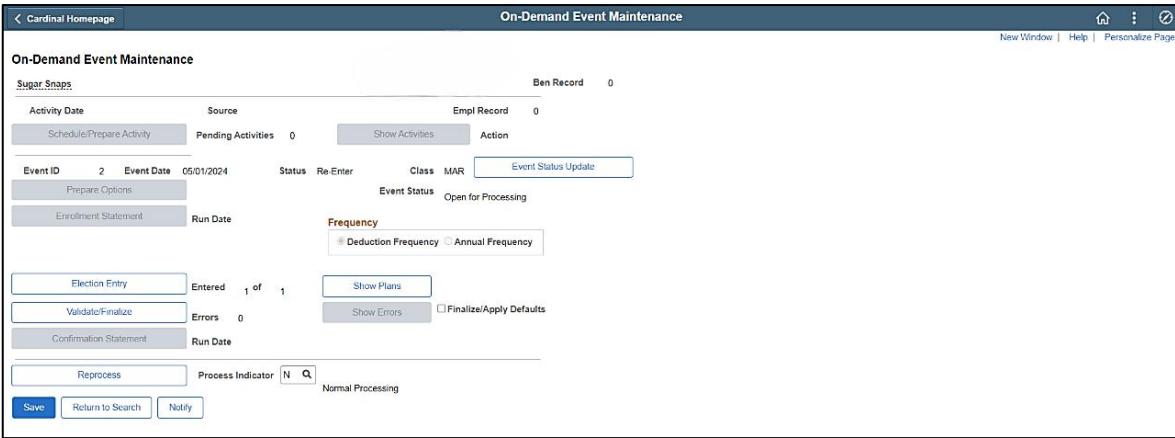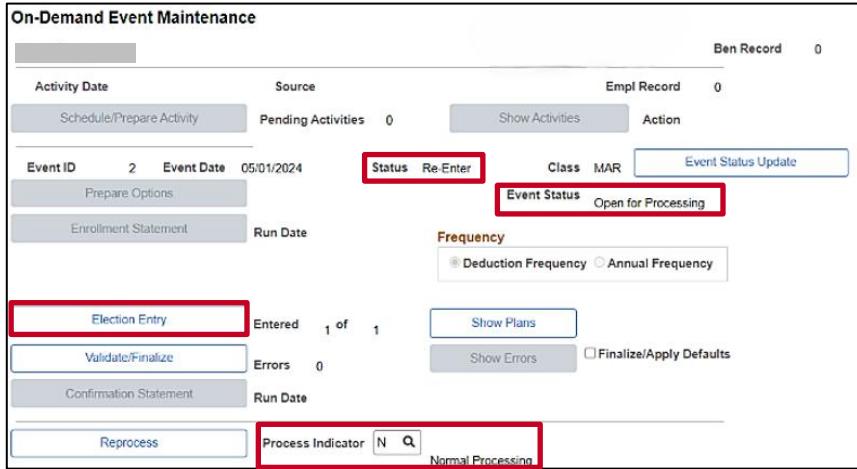
The **On-Demand Event Maintenance** page redisplays.
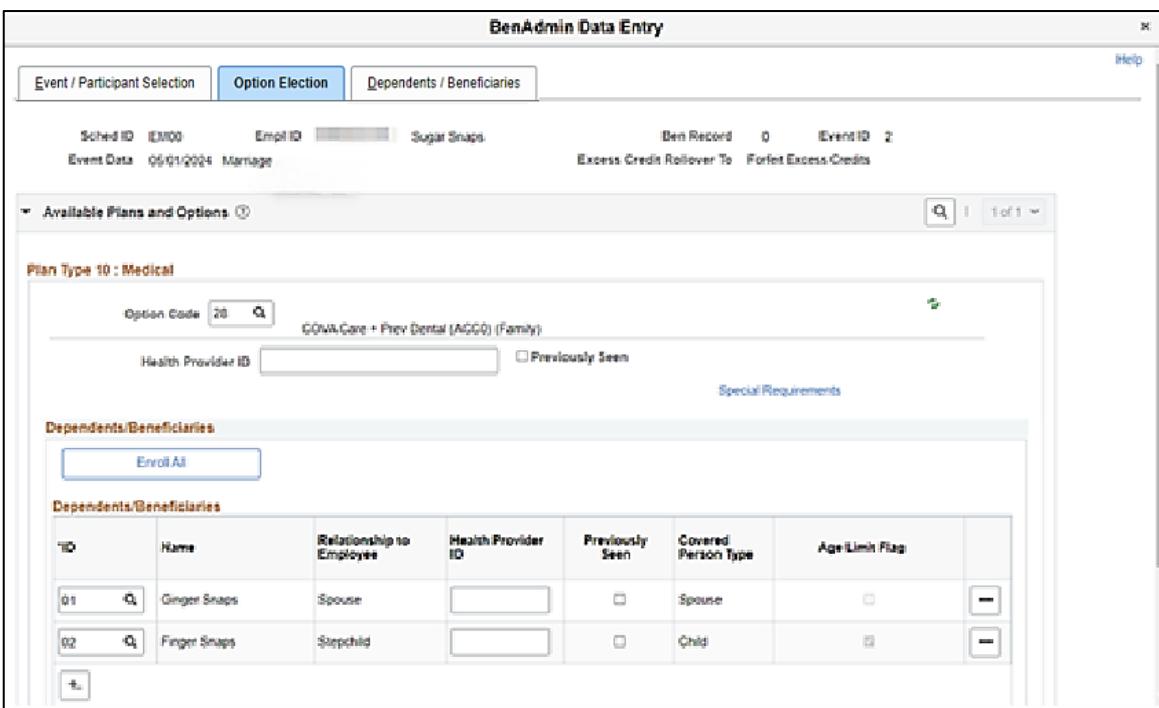
| Step	Action
(i)	The **Status** field still displays "Finalized – Enrolled". The **Event Status** field now displays as "Open for Processing". The **Process Indicator** field displays an "R" for Re-Enter. Notice that the **Election Entry** button is disabled. **On-Demand Event Maintenance** Person ____ Ben Record 0 Activity Date Source Empl Record 0 Schedule/Prepare Activity Pending Activities 0 Show Activities Action Event ID 2 Event Date 05/01/2024 Status Finalized - Enrolled Class MAR Event Status Update Prepare Options Event Status Open for Processing Enrollment Statement Run Date Frequency ○ Deduction Frequency ○ Annual Frequency Election Entry Entered 1 of 1 Show Plans Validate/Finalize Errors 0 Show Errors ☐ Finalize/Apply Defaults Confirmation Statement Run Date Reprocess Process Indicator R 🔍 Re-Enter Save Return to Search Notify
9.	Click the **Reprocess** button. Reprocess
A **Confirmation** message displays in a pop-up window to acknowledge that the manual Benefits Administration process has been completed successfully. Process completed successfully. (3000,530) OK	
10.	Click the **OK** button to close the message. OK
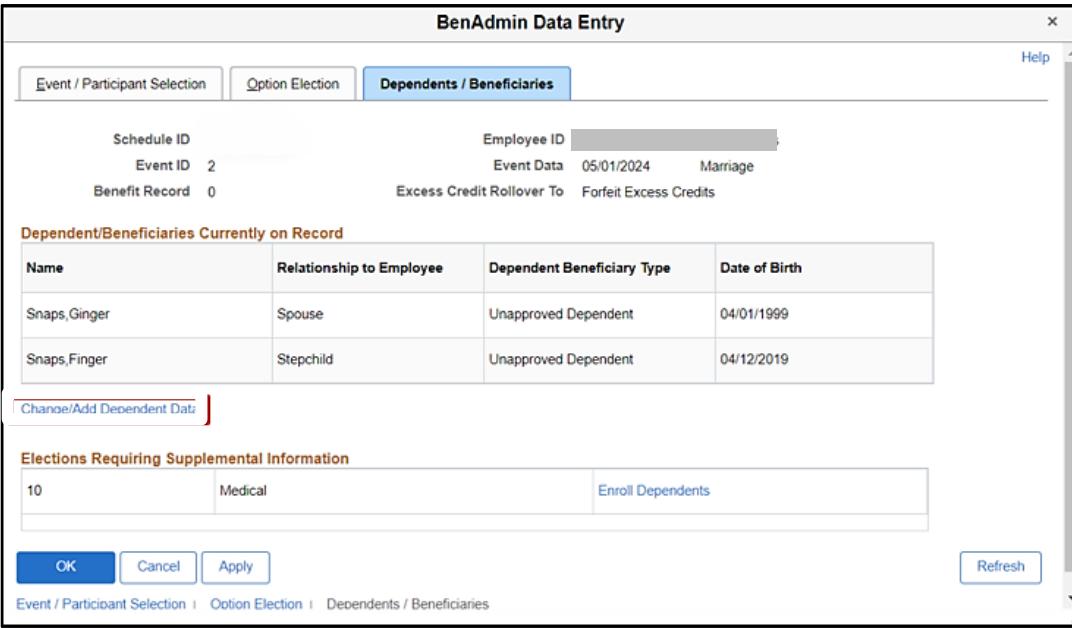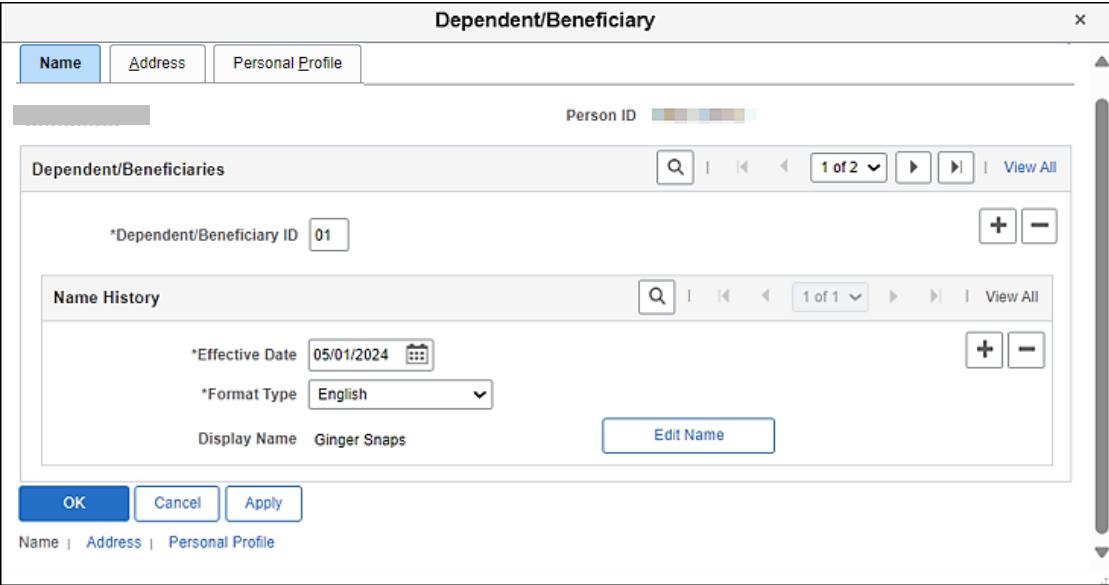
Step	Action
	The **On-Demand Event Maintenance** page redisplays.
ℹ️	The **Status** field now displays "Re-Enter". The **Event Status** field still displays as "Open for Processing". The **Process Indicator** field now displays an "N" for Normal Processing. Notice that the **Election Entry** button is enabled.
11.	Click the **Election Entry** button.
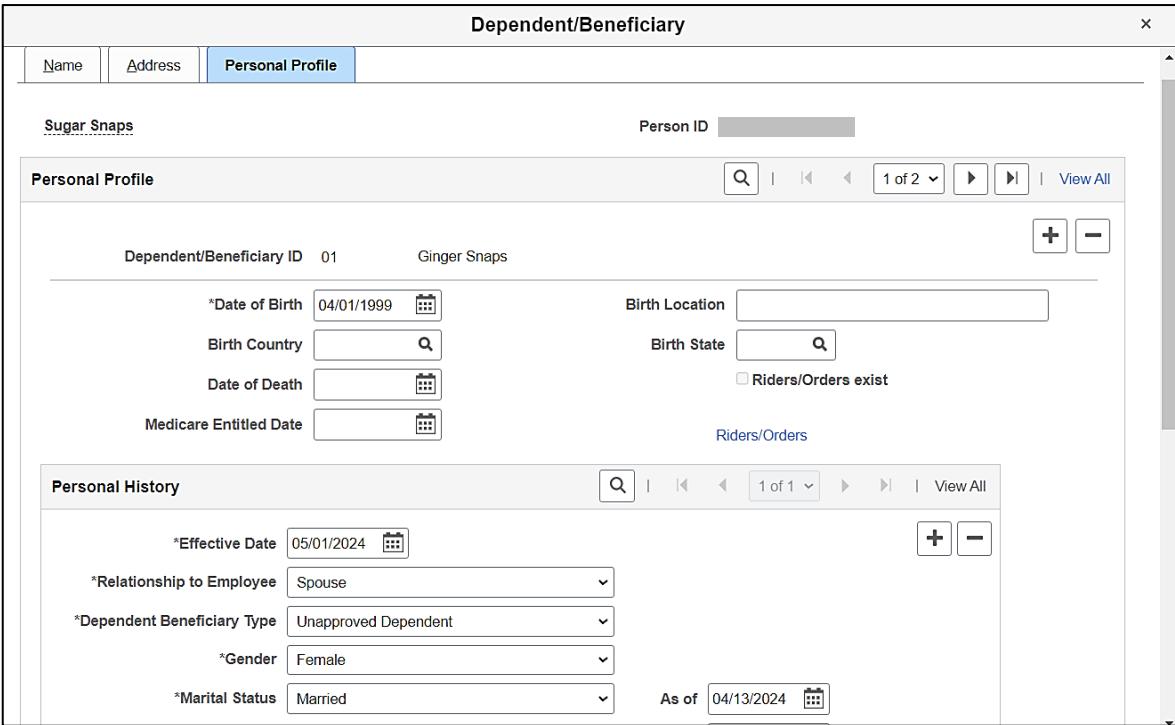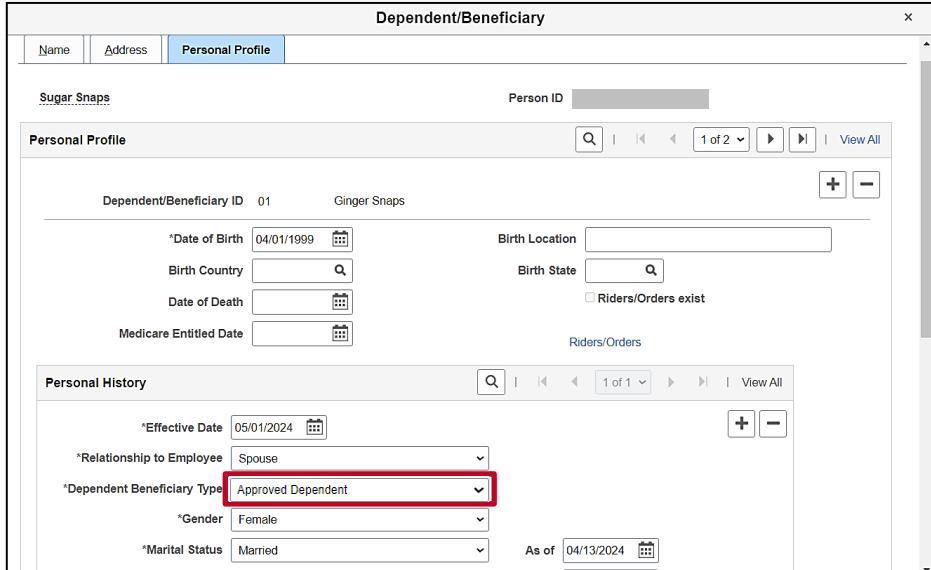
Step	Action
	The **BenAdmin Data Entry** page displays with the **Option Election** tab displayed by default.
12.	Click the **Dependents / Beneficiaries** tab.

Step	Action
	The **Dependents/Beneficiaries** tab displays.
ℹ	Review the dependents in the **Dependent/Beneficiaries Currently on Record** table. Note that the dependents currently have a status of "Unapproved Dependent".
13.	Click the **Change/Add Dependent** Data link.

Step	Action
	The **Dependent/Beneficiary** page displays.
14.	Click the **Personal Profile** tab.

Step	Action
	The **Personal Profile** tab displays.
![info icon]	Ensure the applicable dependent is being viewed.
15.	Click the **Dependent Beneficiary Type** dropdown button and select "Approved Dependent"

Step	Action
16.	Scroll down to the bottom of the page.

The bottom of the **Dependent/Beneficiary** page displays.

Step	Action
17.	Repeat these steps to update the status to "Approved Dependent" for any additional dependents as needed and then click the **OK** button at the bottom of the page.

The **Dependents / Beneficiaries** tab redisplays

Step	Action
18.	Once all dependents have been changed from "Unapproved Dependent" to "Approved Dependent", click the **Option Election** tab. Event / Participant Selection Option Election Dependents / Beneficiaries
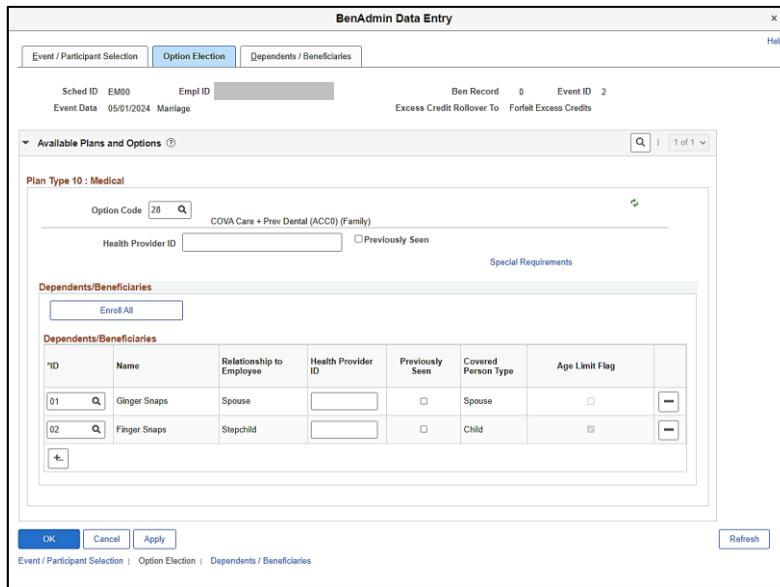
The **Option Election** tab displays.

Step	Action
19.	Review the **Dependents/Beneficiaries** table and ensure that are applicable dependents are enrolled. Click the **Enroll All** button as needed.
20.	Click the **OK** button at the bottom of the page.

Step	Action
	The **On-Demand Maintenance** page displays.

21.	Confirm that the **Status** field now displays as "Entered" and the **Event Status** field is still "Open for Processing".

22.	Click the **Validate/Finalize** button.

A **Confirmation** messages displays in a pop-up window to acknowledge that the manual Benefits Administration process has been completed successfully.

Step	Action
23.	Click the **OK** button. OK
	The **On-Demand Event Maintenance** page redisplays.
24.	Confirm that the **Status** field now displays as "Finalized-Enrolled" and the **Event Status** field is now "Closed to Processing". **Note**: The number of elections entered will reset back to "0 of 0".
25.	Click the **Save** button.
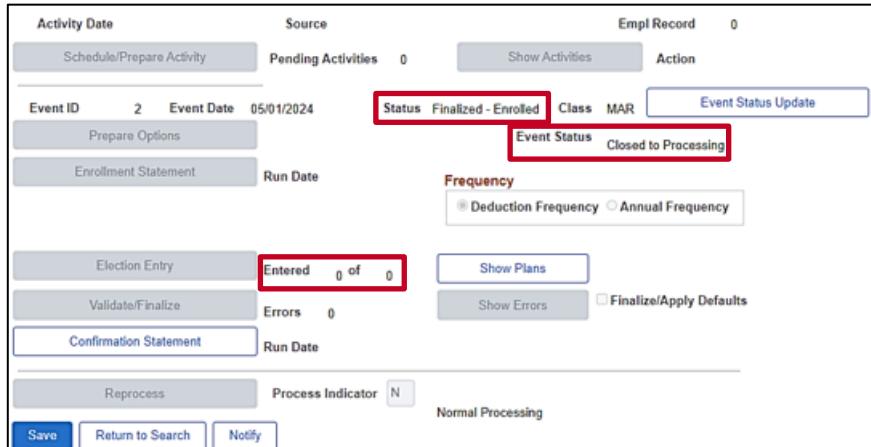
Managing Dependent Personal Information

If an Event has been finalized and the Dependent is enrolled, changes can be made by re-opening the Benefit Event and making the necessary changes. For more information on re-opening and reprocessing a Benefit Event, refer to the Job Aid titled **BN361 Re-opening and Reprocessing a Benefit Event**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**. Updates will be sent to the Vendors on the Daily Change file.

If no Benefit Event is available, changes must be made on the **Update Dependent/Beneficiary** page. All updates will be sent to the Vendors on the Monthly Reconciliation File which is sent on the first Monday of each month.

Step	Action
1.	Navigate to the **Update Dependent / Beneficiary** page using the following navigation path: **NavBar > Menu > Benefits > Employee/Dependent Information > Update Dependent/Beneficiary**

The **Update Dependent/Beneficiary Find an Existing Value Search** page displays.

	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 **Job Aids** under **Learning**.

Step	Action
2.	Enter the employee's Employee ID in the **Empl ID** field. **Note**: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID. Empl ID begins with ▾ [＿＿＿＿＿]
3.	Select the **Correct History** checkbox option. ☐ Case Sensitive ☐ Include History ☑ Correct History [Search] [Clear]
4.	Click the **Search** button. [Search] [Clear]

The **Update Dependent/Beneficiary** page displays for the selected employee with the **Name** tab displayed by default.

| Name | Address | Personal Profile |

JOHN DOE   Person ID [＿＿＿]

Dependent/Beneficiaries   🔍 | |< < 1 of 3 ▾ > >| | View All

　　　*Dependent/Beneficiary ID 01   [+] [−]

Name History   🔍 | |< < 1 of 1 ▾ > >| | View All

　　　*Effective Date 01/01/1901 📅   [+] [−]
　　　*Format Type English ▾
　　　Display Name JO DOE   [Edit Name]

[Save] [Return to Search] [Notify]   [Update/Display] [Include History] [Correct History]

Name | Address | Personal Profile

| ⓘ | As an example, the steps below outline the process for a Name Change. |

Step	Action
5.	Click the **Add a New Row** (**+**) icon in **Name History** section to add a new effective dated row.

The **Name History** section redisplays with the new effective dated row.

Step	Action
6.	The Effective Date defaults to today's date. Update the **Effective Date** field as needed.
7.	Click **Edit Name** button.

The **Name** page displays in a pop-up window.
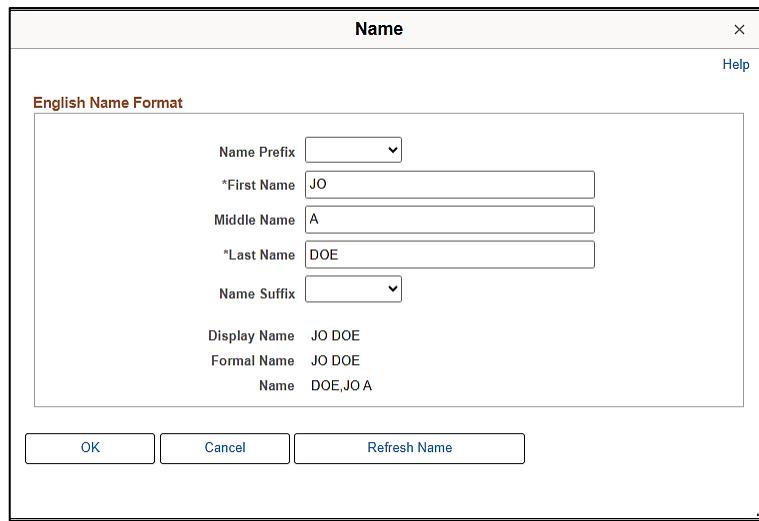
| Step	Action
8.	Update the Name fields as needed. For this example, "Smith" has been entered in the **Last Name** field as an update. *First Name: JO Middle Name: A *Last Name: SMITH
9.	Click the **OK** button. OK Cancel Refresh Name

The **Update Dependent/Beneficiary** page redisplays with the **Display Name** field updated in the **Name History** section.

| Name | Address | Personal Profile |

JOHN DOE   Person ID

Dependent/Beneficiaries   1 of 3   View All

*Dependent/Beneficiary ID 01

Name History   1 of 2   View All

*Effective Date 01/23/2026
*Format Type English
Display Name JO SMITH   Edit Name

Save   Return to Search   Notify   Update/Display   Include History   Correct History

Name | Address | Personal Profile

Step	Action
10.	Click the **Save** button. Save Return to Search Notify