OVERVIEW

It is very important to always strategize and plan your Open Enrollment season early! There are several activities that you must complete to ensure a successful Open Enrollment for your employees and organization. Review this document for answers to the most commonly asked questions.

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CONFIGURATION

Q. How do you determine when to have your Open Enrollment Session?
A. Determine session open and close dates by backing out from the last day the carrier can receive the Open Enrollment file. Plan 1-2 weeks for auditing and handling employee-requested changes once the session closes. For example, if 12/05 is the last day the carrier can receive the file, back out two weeks prior to that date to identify your close date.

Q. What is the first configuration step for your Open Enrollment Session?
A. The first step is use the Pending Effective Date Worksheet Tool to identify the Pending Effective Date for open enrollment session(s). The Pending Effective Date is used as the effective date for premium changes of option/rate tables for plans like medical, dental, and vision. It is also used in Effective Dating Mode as the effective date for premium changes for plans like Life, Long-term disability (LTD) and Short-term disability (STD) and for goal amount changes for plans like HSAs and FSAs.
Note: The most recent version of the Open Enrollment Pending Effective Date Worksheet Tool is in the Open Enrollment Rollout Toolkit available in the Learning Center.

Q. How do we include the new IRS FSA and HSA limits when using the tax category containing the year?
A. If the Pending Effective Date Worksheet determines a 1/1/ XXXX date as the Pending Effective Date, use that 1/1/20XX date. When you effective date a plan change to 1/1/ XXXX, the new tax category will update to the new tax year; select next and update the goal amount to the new IRS limits.
Note: The Pending Effective Date Worksheet Tool will provide a range of coordinated pending effective dates for you to choose from. If 1/1/ XXXX falls within the recommended minimum and maximum range of dates, the best practice is to use 1/1/XXXX as the Pending Effective Date for the Open Enrollment session(s).

Q. Can the Open Enrollment Session Close Date fall after the Pending Effective Date of the Open Enrollment Session?
A. No. It is recommended to budget extra time between the session close date and the Pending Effective Date to review the elections and make any necessary adjustments prior to sending the election information to vendors/carriers.
Q. We use the proration deductions functionality during the year. Should we keep prorate deductions turned on for Open Enrollment?
A. No. If you use the prorate deductions functionality during the year, UltiPro recommends that you turn the prorate deductions off for Open Enrollment, before your first payroll of the new plan year opens.

For your first payroll of the new plan year, turn off proration at the master company level before the batches for the first payroll of the new plan year are created. Turn proration back on after the first payroll is posted and closed.

Note: If you leave proration turned on, the prorating occurs from the pending effective date of the Open Enrollment session and calculation rules with age graded rates and dependent age graded rates do not prorate.

Q. How do we exclude terminated employees from the Open Enrollment Session?
A. Use qualifiers for each deduction/benefit group to Include Active (A) and On Leave (L) employees. Determine which other employees should be included and use the applicable qualifiers.

TESTING

Q. How do I test Open Enrollment?
A. After you have your Open Enrollment session configured, place the session is a Test status. You can then go to the Employee Elections tab, select employee records, and test Open Enrollment.

Note: During testing, do not add or change any contacts within the Open Enrollment session as the changes are to the live Contacts table.

Q. How do I reset Open Enrollment test elections?
A. Navigate to Benefits Admin > Open Enrollment Setup > Check the box to the left of the Open Enrollment session (under the Select column). From the Actions dropdown box, select Reset elections > Select OK. You will see a blue box confirming that the test elections have been reset.

Note: During testing, you can reset test elections and often as needed. You should ALWAYS reset test elections as the first step in transitioning the Open Enrollment session to a Live status.

LIVE

Q. When can my employees access Open Enrollment?
A. Your employees will have access to Open Enrollment from midnight eastern time on your session open date until 11:59:59 p.m. eastern time on your session close date.

Q. Is access to Open Enrollment available 24 hours a day?
A. Yes. All employees have 24/7 access from anywhere an Internet connection is available.

Q. Can I change my Open Enrollment window and messages after the session is live?
A. Yes. You can update your Open Enrollment window and messages at any time, up to your Pending Effective Date. You must make your session inactive to change the window (Benefits Admin > Current Sessions > select your session > change the status to Incomplete and select Save). Once the date and message fields are activated on the page, you can make updates. Remember to place the session back in a Live status after your changes are completed.

Note: You will not be able to change your Pending Effective Date or deduction and benefit start and stop dates, once an employee has completed elections in the live session.
Q. Can I make elections on behalf of an employee?
A. Yes. Any person with access to the Benefits Admin menu can make elections on behalf of an employee (Benefits Admin > Employee Elections > select a session). To access the Benefits Admin menu, ensure the user has been assigned the Benefits Administrator role type (System Configuration > Security > User Administration) and web access rights have been granted (System Configuration > Security > Role Administration).

Q. Can elections be changed after an employee selects Submit?
A. Yes. If the Allow Employees to Modify Elections During the Active Session option is selected (Benefits Admin > Open Enrollment Setup > Define Session > Administrator Options), the employee can make changes to the elections until the session close date. If this administrator option has not been selected, the Benefits Administrator can reopen elections if changes are required after the employee has selected the Submit button within his/her session (Benefits Admin > Employee Elections > select the session > choose Reopen Completed Elections from the Actions dropdown list > Select to reopen by deduction/benefit group OR select by individual employee > select OK). This will enable you to reopen individuals by name or entire Benefit Groups, as needed.

Q. Do all employees have to complete elections?
A. No. By default, UltiPro is a passive system. If an employee does not complete Open Enrollment, his or her current plan coverage will remain in effect in the new year. The only exception is a plan that is stopped for an employee, or for several employees, by the Benefits Administrator (for example, Flexible Spending Accounts which have to be re-elected every year per IRS guidelines).

Q. What happens to an employee’s elections who is termed after making elections in the Open Enrollment session?
A. All elections for a terminated employee are marked for deletion; no election data will “post.”

Q. How can we remove termed employees who have completed Open Enrollment elections from the Open Enrollment Session?
A. The administrator can navigate to Benefits Administration > Employee Elections > select terminated employee and open the election record. The record will then be removed from the Open Enrollment session. Complete this action before the Pending Effective Date of the Open Enrollment session.

Note: This step is only if the Benefits Administrator does not want to “see” termed employees in the Open Enrollment Session.

Q. What happens if I must change an employee’s deduction/benefit group during a Live Open Enrollment Session and prior to the Pending Effective Date?
A. If the employee record is in a completed status, then the elected benefits in the old group will post on the Pending Effective Date if the same benefit plans are also included in the new group. The Benefits Administrator does not need to do anything.

If the employee record is in a completed status and if both deduction/benefit groups do not contain the same benefit plans, then the Benefits Administrator should open the election record from the first group (before the change to the deduction/benefit group), decline the elections, and Submit. This record will then no longer be visible after the deduction/benefit group change. Then either the employee or the Benefits Administrator can make elections in the new deduction/benefit group.

Note: Best practice is to decline all elections made in the employee’s initial deduction/benefit group in the Open Enrollment Session, change the employee’s deduction/benefit group, and then allow the employee to make elections in Open Enrollment in the new deduction/benefit group.
**Benefits**

**Open Enrollment**

**POST LIVE – AFTER SESSION HAS BEEN CLOSED TO EMPLOYEES**

**Q.** What happens if an employee does not Submit his/her election changes?  
**A.** If an employee does not complete his/her elections by selecting Submit on the Confirm Your Elections or Changes page, any election changes made during the session become void if they are not submitted before the effective date and if there is not a Complete status for the Open Enrollment elections.

**Q.** Can I make election changes after the Open Enrollment window/session closes?  
**A.** Yes. Any person with access to the Benefits Admin menu can make election changes up to the session Pending Effective Date even if the Open Enrollment window has closed (Session Close Date has passed). To access the Benefits Admin menu, ensure the user has been assigned the Benefits Administrator role type (System Configuration > Security > User Administration) and web access rights have been granted (System Configuration > Security > Role Administration).  
**Note:** The Session Open and Close Dates are for employee access. Benefits Administrators have access to the session up to the Pending Effective Date.

**Q.** When will my employees be able to see their election changes in UltiPro?  
**A.** Once an employee has completed elections, he/she will be able to view the changes in UltiPro on or after the session Pending Effective Date. Elections can be viewed by going to Myself > Benefits > Current Benefits.

**MONITOR AND REPORTING**

**Q.** How can I monitor my Open Enrollment Session?  
**A.** Once your session is Live, you will be able to view the percent of employees who have completed elections by going to Benefits Admin > Employee Elections and choosing a session. This will activate a pie chart on the right hand side of the screen, giving you a high level overview of your session status. In addition, you can monitor your session by viewing the Open Enrollment Standard Reports listed under the pie chart.

**Q.** Are there any reports available for my election data?  
**A.** Yes. Open Enrollment Standard Reports are available until the Pending Effective Date. The reports are listed under the pie chart on the right-hand side of the Employee Elections page (Benefits Admin > Employee Elections > choose a session).

Also, numerous Business Intelligence reports are available anytime to assist you with the review and audit of Open Enrollment data:

Public Folders > UltiPro BI Content > UltiPro BI for Core HR and Payroll > UltiPro Delivered Reports > Open Enrollment Reports

Public Folders > UltiPro Sample Reports > Sample Reports > Open Enrollment Reports

**Note:** Additional Open Enrollment Business Intelligence Reports may be available in your environment.

**Q.** How does my carrier receive Open Enrollment data?  
**A.** Once your Open Enrollment session is closed and you have reviewed and audited your elections and made any necessary updates, you can send files, if available, to the carriers/vendors or you may contact your Custom Integration Team to request your Open Enrollment data transmission. This is only available if you have maintenance feeds to your carrier(s). You also have the ability to transmit data using Benefits Exports if maintenance feeds are not available (this approach should be confirmed with the specific carrier).

**Q.** When should files or reports be provided to the vendors/carriers?  
**A.** Submit reports and/or interface files to your vendors/carriers based upon coordinated dates with each carrier but prior to pending effective date of the open enrollment session(s). The carriers will typically expect information the first week of the month prior to the plan year start.
Q. Can I use a Business Intelligence report to send my vendor the open enrollment information?
A. Business Intelligence Open Enrollment reports will show ELECTIONS (enrollments or declinations). If you need a report to send to your vendor, all employees will need to make elections so that all employees are included in the reports. The only exception is the OE Side by Side Comparison Report, which will show current benefits and elections based on sorting. Best Practice: If you plan on using Business Intelligence (BI) reports for vendor notification, enter some test data, run the BI report, and send the report to the vendor in advance so the vendor confirm the BI report will meet their requirements.

Q. Can I access Confirmation Statements after Open Enrollment?
A. Yes. You will have access to Confirmation Statements until the Pending Effective Date of the Open Enrollment Session. After the Pending Effective Date is reached, you can access employees’ elections through your Business Intelligence Open Enrollment reports or create some of your own Business Intelligence Reports.

Q. How do plans like FSAs and other plans that require elections to have for the next year get stopped at the end of the current plan year?
A. At the end of the Plan Year, run the Payroll/Deduction Stop Utility for any plans that require an active election in order for the employee to have the benefit for the new plan year. You may need to request a Support Ticket for assistance. In addition, for non-calendar year FSAs and HSAs, enter a Support Ticket to have the Support Team run SQL scripts to clear Goal To Date Amounts after the Pending Effective Date is reached and before the first payroll of the new plan year opens.