

Open Enrollment Frequently Asked Questions

Q: Will Workday supplement or replace ADP for benefits and pay information?

A: Yes, Workday replaces ADP. All benefit elections, except for Life Insurance, will occur in Workday. Life insurance elections and beneficiary designation will continue to happen through the MetLife site.

Q: Where do we find all of the forms and documents that were on the ADP Benchmark system?

A: The necessary forms and documents are posted on the City's website, online at humanresources.baltimorecity.gov. Possibly the Workday system will also have these documents posted at some point. The City health vendors will send their materials directly to your home address on file.

Q: Will the City be mailing out information to employee's homes as they have in the past? If so, when is the mailing happening?

A: No, this year, employees will receive different materials. The active employees will receive an Open Enrollment Letter and the Dependent Documentation Form mailed to the home address on file as of October 19, 2020. The materials were mailed the week of October 26.

Q: Will the City be mailing out information to retiree's homes as they have in the past? If so, when is the mailing happening?

A: No, this year, retirees will receive different materials. The retiree will receive an Open Enrollment letter, a 2021 blank Enrollment Claim form, a Dependent Documentation Form, and a Retiree Benefits Book mailed to the home address on file as of October 19, 2020. The materials were mailed the week of October 26th.

Q: How do I make open enrollment benefit election changes in Workday?

A: [Click here](#) to view the open enrollment instructional video.

Q: When and how are we to report additions and deletions to City that we used to do via uploads?

A: All employee enrollments and changes must be completed in Workday. The option to upload documents will be found on the Workday change benefit and add dependent screens. All documents scanned and uploaded to Workday will be saved on the employee's record.



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Q: When does open enrollment end?

A: All enrollment for active employees and dependents **must be completed by November 20, 2020**. If enrollment is not completed by the November 20 enrollment deadline, elections will be removed from the system, defaulted to "No Coverage," and the employees will have to wait until the next annual Open Enrollment period to enroll and provide the required documentation for a January 1st effective date of coverage.

Q: What if my beneficiaries are not appearing in Workday?

A: **There are no beneficiaries stored in Workday.** This is a Life insurance function, and the employee must designate their beneficiary directly with Metlife online. The employee will log on to [metlife.com/mybenefits](https://www.metlife.com/mybenefits) and enter 'City of Baltimore' in the Company Name field. If the employee doesn't remember who their beneficiary is, we recommend they create a new one.

Q: I do not intend to make any changes to my existing benefit elections from this current year. Do I still need to log into Workday?

A: **Yes, all employees should log in to the new Workday system, using their Baltimore City email address to review their benefits,** the 2021 plan cost, and the dependents that are showing enrolled. Not all benefits roll over from year to year. You must re-enroll in the Waiver Credit and the FSA plans each year. Log in to Workday and become familiar with the new features and your "Inbox" to view notifications, personal information, benefits, cost, dependents, payslips, pay elections, and withholdings. There is a lot of information to view in Workday.

Q: Do I need to make an election even if it is to waive them?

A: No, if an employee does not want to change their medical, dental, or vision plan, they do not need to make a change but, **If an employee wishes to ENROLL in one of the FSA plans, Waive their City Benefits, or enroll in the Waiver Credit, they must enroll every year.** These options do not roll over from year to year. If the employee does not enroll in the FSA plans or Waive or elect the Waiver credit, these plan options will not be available in the 2021 plan year. The employee must wait until the next Open Enrollment period in October 2021 to elect one of these plan options.

Q: What if some of my benefit options are not appearing in Workday, such as Dental, Vision, or FSA?

A: If you are enrolled in the benefit for 2020, those same benefits should roll over should show up under the Open enrollment event. The benefits that do not roll over will not show enrolled for the Open Enrollment event (Waiver credits, FSA plans). The benefit you cannot change during the Open Enrollment event will not show (Basic Life Insurance). If this is not how it appears on your account, please reach out to a Benefits partner to investigate the issue.



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Q: How do I know that my Open Enrollment benefit elections were submitted correctly?

A: Once the employee has completed their changes and selected the signature box, they can print a confirmation for their records. What is listed on the confirmation is what will be in place for 2021.

Q: What do I do if I neglected to add a benefit or made an error in my benefit elections in Workday?

A: The Open Enrollment period is Nov 2 - Nov 20; the employee can go into Workday as often as they need to correct or change their benefits. After Nov 20th, the employee must notify the Office of Employee Benefits in writing immediately to correct the error.

Q: Can I make benefit election changes after the end of the open enrollment period?

A: Changes to medical, dental, vision care and flexible spending account elections can only be made during the annual open enrollment period or at other times of the year if you experience a qualifying life event such as marriage, divorce, the birth of a child, or certain loss of other coverage.

Q: Where would I find the Original Disability Questionnaire form for my disabled child?

A: All of the City's medical plans have their own Disability form, the employee may call or log on to the website, the website address and phone numbers are listed on page 2 of the Benefits Book. Please submit the disability form and documentation directly to the health plan.

Q: I updated my address in Workday, resulting in a zip code change. Now I don't have the option to start Open Enrollment; how and when will this be resolved?

A: All change events require approval; once the change has been approved by the appropriate partner, the employee can move on to the next event, which in this case, is Open Enrollment. Only one event can be in progress at a time.

Q: I have made all of my benefit elections for Open Enrollment, but my status says, "In Progress," did I miss something?

A: Yes, the event that lists "In progress" is still awaiting additional information or approval.

Q: I did not make any changes to my benefits. When I hit the submit button, why didn't my benefits dates change?

A: If you did not make any changes to your current benefits, the enrollment date will change to reflect the 01/01/21 dates once open enrollment is closed.



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Q: I have made all of my benefit elections for 2021, but upon review, it says the start date of coverage is 1/1/2020, not 1/1/2021- What is going on?

A: Yes, that is correct; Workday will only update the coverage begin date if there is a change to that enrollment. No change equals no date change. This is true for open enrollment and all other benefit events.

Q: Will I have access to order insurance, prescription, dental, and vision cards through Workday?

A: Employees can order insurance, prescription, dental, and vision cards from the vendor.

Q: I see MetLife will not be available through Workday. Will there at least be a link to the MetLife website in Workday?

A: Yes, the link to the MetLife site can be found within Workday.

Q: What if I am having problems accessing Workday?

A: For Workday issues, please contact the help desk at BCIT.ServiceDesk@BaltimoreCity.gov

Q: Who do I contact if I have questions about Open Enrollment and Benefits?

A: Contact your agency HR Team



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