BENEFITS EDITION Please log in to Workday to begin your enrollment selections!

Open Enrollment Deadline Update

NOVEMBER
23
MONDAY

The Open Enrollment deadline has been extended! Employees must log in to Workday to validate current benefits and make any updates before Open Enrollment ends on **November 23.**

Not making changes to current benefits?
Employees must still log in to Workday to confirm current benefit elections.

Do you have open enrollment questions?
Take some time to review the Open Enrollment Frequently Asked Questions.
CLICK HERE

Do you need help logging in to Workday?
Email the BCIT Service Desk at BCIT.ServiceDesk@baltimorecity.gov, 7:00 am to 12:00 am EST, Monday - Friday.

To make your support experience more efficient, please include the information below in your email:

- **Agency name**
- **Assigned work email address**
- **Cell phone number**
- **Employment status; full-time employee or contractor** (Note: contractors are not able to use Workday at this time)
- **Employee number** – six digit number located on employee paystub
- **Workday username**
- **Website address you are using to log in to Workday**
- **Number of Workday login attempts**
- **Issue description**

Please Note: ALL employees are encouraged to go into Workday to validate current benefits. If you do not log into Workday, all eligible benefits will continue for the 2021 Calendar year.

Key Dates

November 23, 2020
Last Day of Open Enrollment.

Starting on December 13, 2020
Time Entry and Time Off live in Workday.

January 2021
First City paycheck through Workday for **designated pay groups**.

## Benefits Enrollment Instructional Video

To assist with the enrollment process in Workday, we've provided an instructional video to guide you through the benefits selection steps. There are also two job aids with step-by-step enrollment process instructions.

CLICK HERE to view the video

Important Update To Open Enrollment Instructions!

When you start the Open Enrollment process in **Workday**, you will see the screen below. If you do not have any changes, hit the orange Submit button to continue the Open Enrollment process. For additional instructions, please go to: https://Workday.Baltimorecity.gov
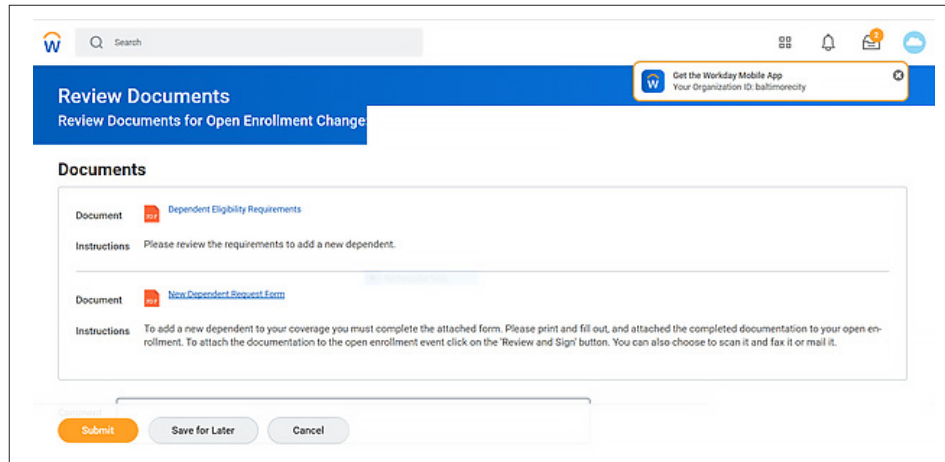
BCIT Service Desk

The BCIT Service Desk is adding weekend support hours for Workday login issues this weekend and next weekend from 6am until 12 midnight. For assistance, please call **410.396.6648** and select **Option 4, "Workday Related Issues."**

Hours of operation for Workday login issues through Open Enrollment are:

November 18	7 AM to 12 Midnight
November 19	7 AM to 12 Midnight
November 20	6 AM to 12 Midnight
November 21	6 AM to 12 Midnight
November 22	6 AM to 12 Midnight
November 23	7 AM to 12 Midnight

Open Enrollment FAQs

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: 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 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 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.

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 23; the employee can go into Workday as often as they need to correct or change their benefits. After Nov 23th, the employee must notify the Office of Employee Benefits in writing immediately to correct the error.

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: 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 workday@baltimorecity.gov

workday | **Baltimore**
Transforming • Engaging • Automating • Modernizing

Questions?
For more information visit: **workday.baltimorecity.gov**
Or, please email us at **workday@baltimorecity.gov**