

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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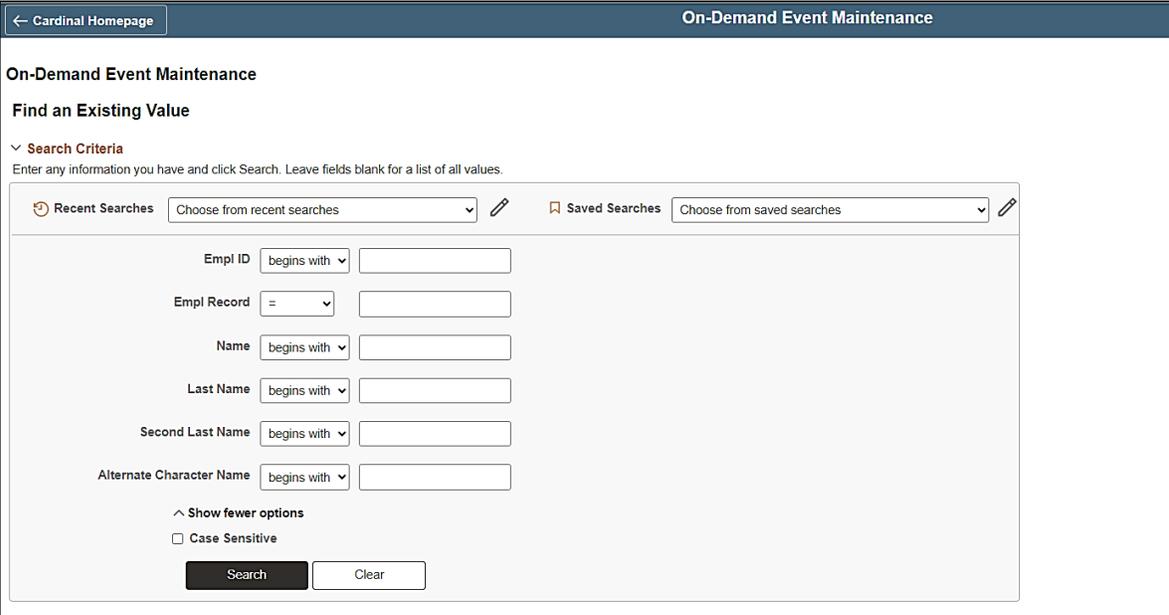


Revision History

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

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 On-Demand Event Maintenance page using the following path: NavBar > Menu > Benefits > Manage Automated Enrollment > Events > On-Demand Event Maintenance
<p>The On-Demand Event Maintenance Find an Existing Value page displays.</p> 	
	<p>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.</p>
2.	Enter the employee’s Employee ID in the Empl ID field. 
	<p>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.</p>
3.	Click the Search button. 

Step	Action
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The **On-Demand Event Maintenance** page displays for the applicable employee.

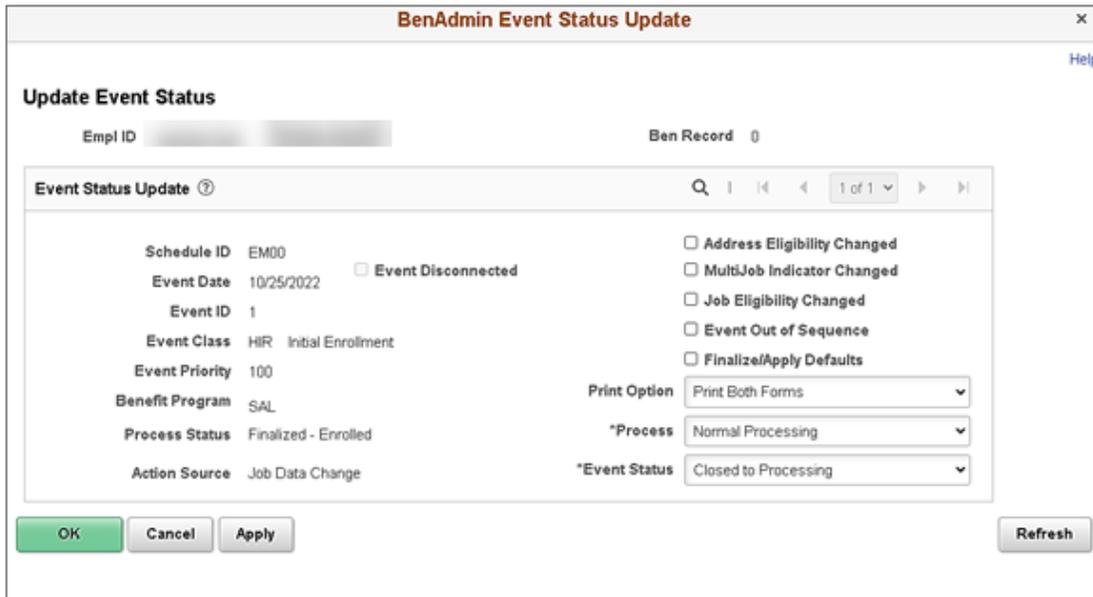


 The **Pending Activities** field displays a “0” as there are no Benefit Events for this employee that are open for processing.

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



The **Update Event Status** page displays in a pop-up window.

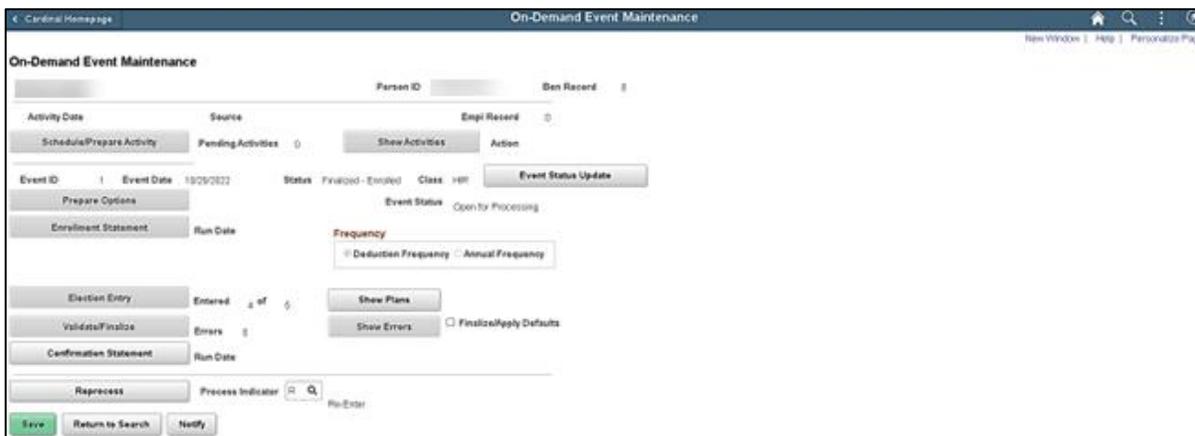


 Review the Benefit Event information to ensure that the correct Benefit Event is displayed. Use the navigation arrows or dropdown button as needed to navigate to the applicable Benefit Event.

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Step	Action
5.	Click the Process dropdown button and select “Re-Enter”. 
6.	Click the Event Status dropdown button and select “Open for Processing”. 
7.	Click the OK button. 

The **On-Demand Event Maintenance** page redisplay with the applicable Benefit Event.



	<p>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.</p>
8.	Click the Reprocess button. 

A **Confirmation** message displays in a pop-up window once the automated program completes.



Step	Action
9.	Click the OK button.



The **On-Demand Event Maintenance** page redisplay.



The screenshot shows the 'On-Demand Event Maintenance' interface. Key elements include:

- Event ID:** 1
- Event Date:** 10/05/2022
- Status:** Re-Enter
- Event Status:** Open for Processing
- Process Indicator:** N
- Frequency:** Deduction Frequency (selected)
- Buttons:** Election Entry (enabled), Show Plans, Show Errors, Finalize/Apply Defaults, Reprocess, Save, Return to Search, Notify.



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.

The Benefit Event can now be completed or updated as needed and then validated and finalized again.