

HR/CMS User Group Meeting

March 6, 2024



OFFICE OF THE COMPTROLLER
COMMONWEALTH OF MASSACHUSETTS



Welcome

- ★ Chat function is disabled
- ★ Use Q&A to type in questions
- ★ Mute function is enabled
- ★ Closed Captioning is on
- ★ Recorded

Agenda

- I. Welcome – William McNamara, Comptroller**
- II. Empower Retirement – SMART Plan**
- III. Trending Topics**
- IV. Metro Credit Union – March 2024 Updates**
- V. GIC – Reduction of Waiting Period**
- VI. VOYA – Qualified Transportation**
- VII. Proficiency Prep**
- VIII. BEST Project Update**
- IX. TASC – HCSA/DCAP**
- X. Resources & References**

Opening Remarks

Comptroller William McNamara

Commonwealth of Massachusetts SMART Plan Update



HR/CMS User Group Meeting

March 6th, 2024

SMART Plan Agenda

- 2023 Plan Statistics
- Plan Enrollment
- Reminders

Plan Statistics (as of December 31, 2023)

Total SMART Plan

■ Total Plan assets	\$ 11.7 Billion
■ Roth Assets	\$289.5 Million
■ Total Participants (incl OBRA)	294,388
■ Total Contributions	\$643.7 Million

New Plan Enrollments

- Over 7,200 New SMART Plan Participants in 2023
60% were State employees

Reminders

- Refund Processing
 - Processed through HRCMS
 - Jane Waldron; jwaldron@tre.state.ma.us
- Plan Service Center security
 - Please don't share passwords
 - Thomas.Griffin@mass.gov (CTR)

SMART@Empower.com

Questions?



SMART@Empower.com

Thank you

Trending Topics

Evanice Henniger

Director of Business Partner Engagement

Federal Tax Withholding

- ★ All employees have Federal income tax obligations
- ★ The Commonwealth withholds money from employee's paychecks to help individuals meet their tax liabilities throughout the year
- ★ Understanding federal tax withholding is crucial for employees to manage their finances effectively and avoid unexpected tax bills or refunds come tax season
- ★ If employees have specific questions about their tax situation, it's advisable to consult with a tax professional or the IRS

New W-4 Form (since 2020)

- ★ Uses a five-step process that involves providing personal information, accounting for multiple jobs or a working spouse, claiming dependents, other adjustments, and signing the form
- ★ Eliminates withholding allowances
- ★ The IRS encourages employees to use the online Withholding Estimator on their website to get a more accurate estimate of their tax liability. This tool considers specific details of your financial situation and guides you in completing the W-4

Out of State Tax Withholding

- ★ The State Withholding Tax policy issued by the Office of the Comptroller addresses the issue of employees assigned to work outside of the Commonwealth
- ★ Withholding follows the location of the position not the location of the employee
- ★ Employees who live outside of the Commonwealth are not assigned to work outside of the Commonwealth
- ★ With the exception of the Department of Revenue, the Commonwealth does not have a business nexus in any other state

HR/CMS Known Issues

- ★ Users updating position information with multiple employees assigned have been receiving errors in job data
- ★ The error reads “No matching buffer found for level one”
- ★ If you receive this error in job data, log a [ServiceNow](#) ticket immediately
- ★ Best practice to avoid this error is to have less than 25 incumbents assigned to any position

Correction Mode in HR/CMS

- ★ Correction mode will only be used to make changes when an employee's pay, creditable service or GIC status is affected
- ★ While we understand that mistakes are made, every effort should be made to confirm appropriate data entry into HR/CMS before completing actions
- ★ Avoid future dated termination transactions in Job Data
- ★ When entering a new row in Job Data please make sure to use the correct effective date as the system defaults to the current date
- ★ Where possible, insert a new row with the same effective date and new sequence number instead of asking for correction
- ★ Please log a ticket in Service Now if you need help



METRO
CREDIT UNION



March 2024 Updates





Benefit Fairs / Open Enrollment

- Bring the financial resources direct to your staff
- Available for a block of time
- Drop-in sessions or pre-scheduled
- Helps remove barriers to financial success





Orientations

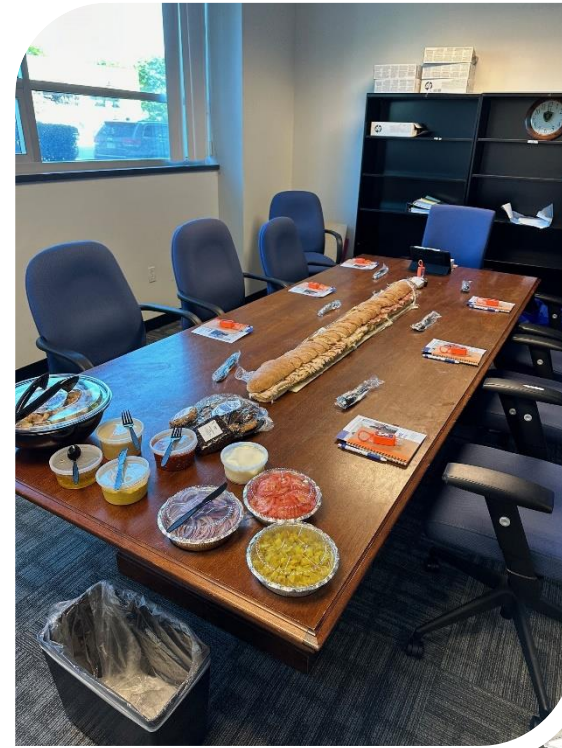
- All the benefits of a Benefit Fair or Open Enrollment...
- Typically, shorter time frame
- Set group of attendees
- Not just for new employees





Lunch & Learns

- Condensed Format
- Same Great Information
- Topics Catered to You
 - Personal Finance
 - Credit
 - Family Finances
 - Home Ownership
 - Identity Theft & Fraud
 - And More!



David Fielding, Financial Wellness Educator, presents to a group at the Chelsea Chamber of Commerce



The Credit Union Difference





Dedicated Contact



Brandon Williams, CCUFC
Metro@Work Relationship Manager
BWilliams@MetroCU.org
877.MY.METRO ext. 5408

Upcoming Site Visits

Ashburton Place: 3/12 – 11:30am to 1:30pm

MITC Building: 3/21 – 11:30am to 1:30pm

Springfield State Building: 4/9 – 11:30am to 1:30pm

Lindemann Building: 4/21 – 11:30am to 1:30pm



HRAC & HR/CMS Core Users

March 6, 2024



Mass.gov/GIC



@MassGIC



MA Group Insurance Commission



Group Insurance Commission

Agenda

1

Introductions & Housekeeping

2

Reduction of Waiting Period: New Rule Review

3

Key Items & Changes

4

Preparing for Change

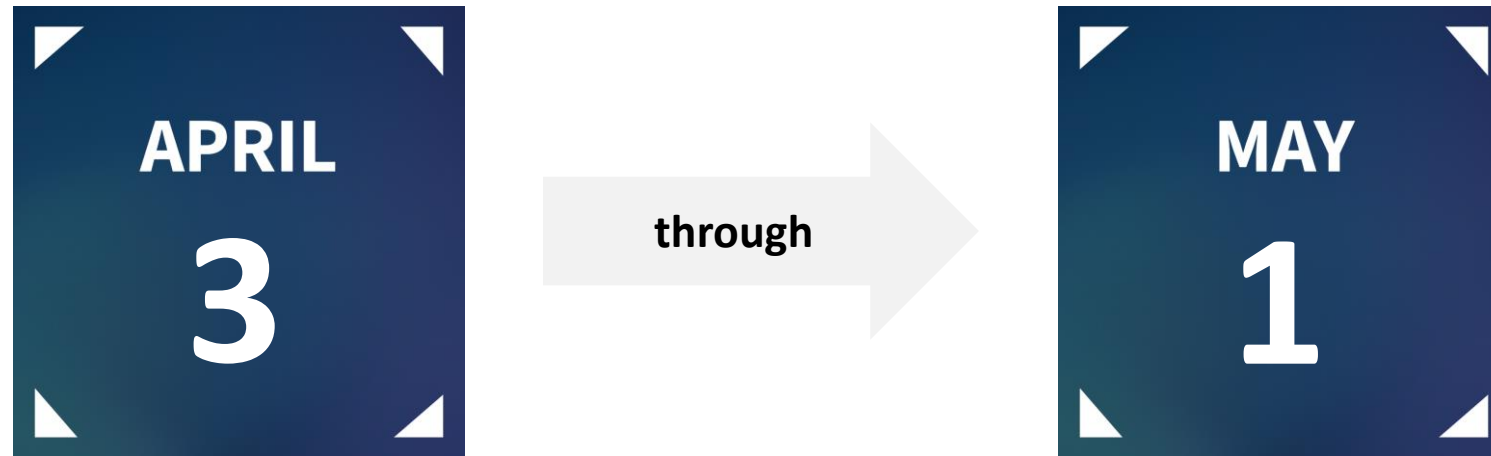
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Next Steps & Questions

1. Introductions & Housekeeping



2024 Annual Enrollment Period





MyGICLink Allows GIC Members To:

- View your benefits 24/7 throughout the year
- Securely update your personal information
- Update your benefits during GIC's Annual Enrollment period or when you have a qualifying event
- Update your dependent(s), if applicable
- Chat with us, and much more!

Register on mass.gov/gic

Go Paperless! Register for MyGICLink

GIC's Member Benefits Portal

- All state and municipal active employees and retirees with a valid email address on GIC records and covered by GIC Benefits have access to the new Member Benefits Portal to view and make changes to their GIC coverage online.
- By utilizing this Member Benefits Portal, members also ensure their preferred email address will be added to our database so they will receive all future important electronic communications from the GIC.
- GIC encourages employees to give us their preferred email address to receive communications and have access the new Member Benefits Portal.

2. Reduction of Waiting Period: New Rule Review



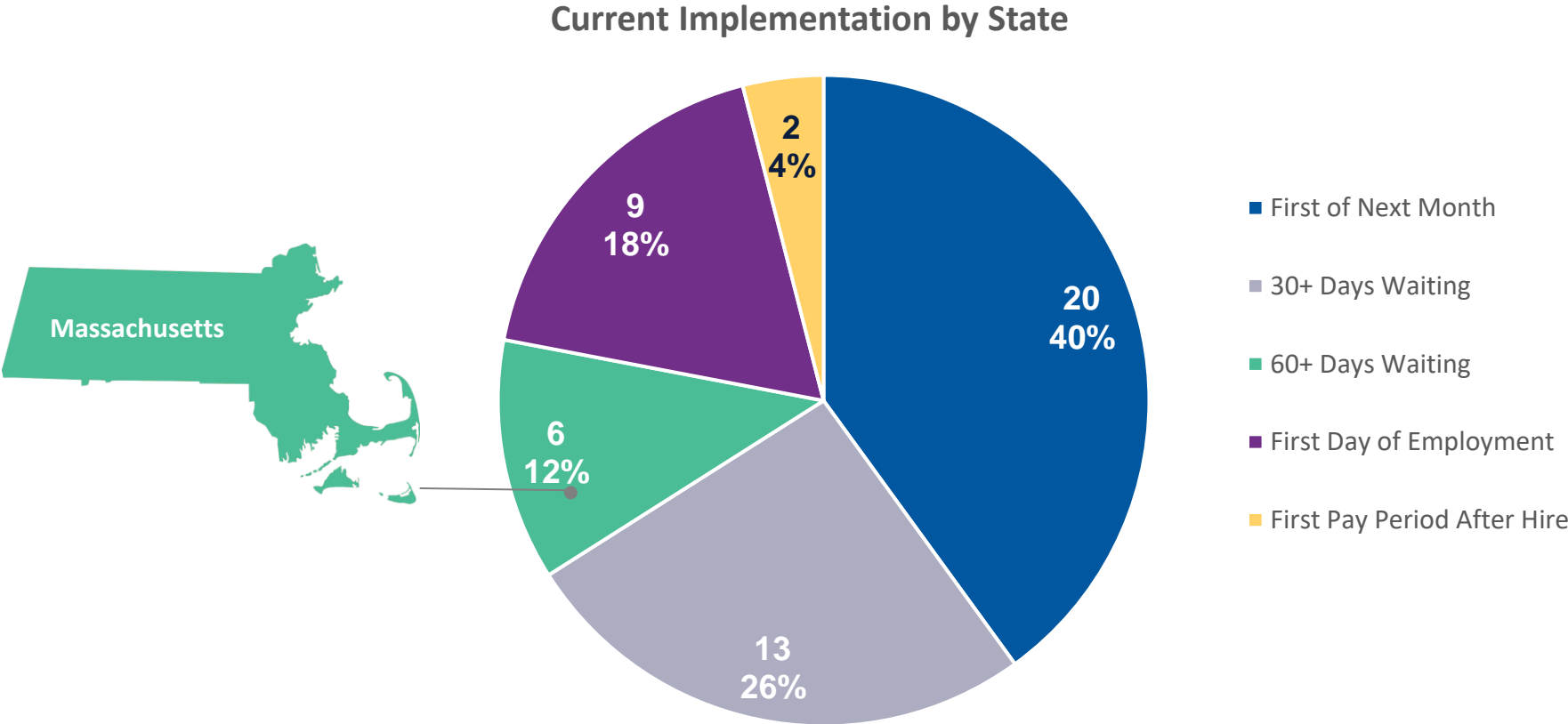
Reduction of 60-day Minimum Waiting Period

- The FY2024 budget reduced the waiting period for GIC benefits for all eligible new hires.
 - “... such health insurance coverage shall be effective as of the employee’s start date if the employment start date falls on the first day of the month or as of the first day of the month following the employee’s start date if the employment start date falls on any day other than the first day of the month.”
- The provision is effective on July 1, 2024.
- This change will eliminate gaps in coverage for many new hires.
- Additional information, including trainings for GIC Coordinators, will be available in the coming months

Reducing the waiting period will bring the average waiting period from 73 days to 15 days, a reduction of nearly 80%, which will eliminate potential gaps in coverage for many new employees.

Waiting Period	Year	Waiting Days								
		0- 9	10-20	20-31	32-39	40-49	50-59	60-69	70-79	80-89
Current	2023						2%	41%	22%	35%
	2022						1%	37%	28%	34%
	2021						1%	40%	28%	31%
	2020						1%	38%	28%	33%
RWP	2023	29%	26%	45%						
	2022	32%	29%	39%						
	2021	33%	26%	41%						
	2020	27%	28%	45%						

Reducing the waiting period will position Massachusetts in line with majority of state employee plan offerings across the country.



3. Key Items & Changes



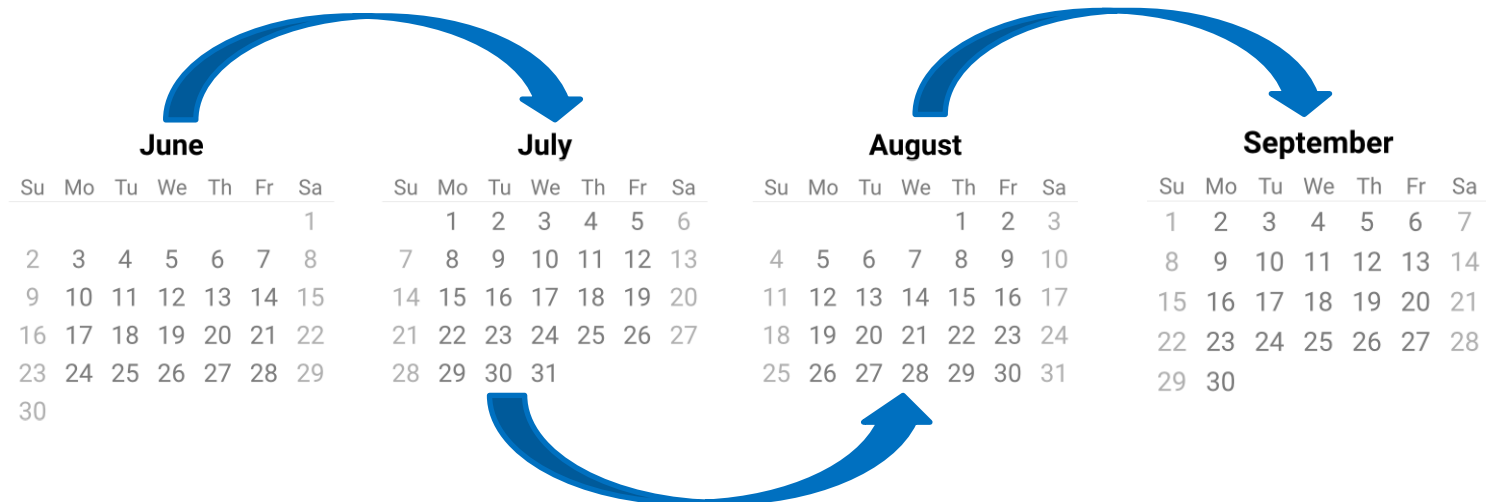
1. Anyone hired before July 1st, 2024 will be subject to the 60-day minimum waiting period, without exception.

- Anyone beginning July 1st or later will be eligible for the reduced waiting period.
- Please be mindful of this when hiring around this time.



2. Most new hires will receive a bill from the GIC for the first month's premium

- Bills will be received and are payable through the MyGICLink Portal or via mail/check.
- Members will have 60 days to pay the bill to the GIC.
- Members **must** pay the bill within that timeframe or risk termination of insurance and be unable to re-enroll until annual enrollment time.
- Encourage members to make elections as soon as possible in order to start deductions.
- Each month has two deductions, based on the payroll calendar, which pay for the upcoming month's premiums.
- In order for deductions to be taken, application would have to be completed prior to the deduction cut-off in prior week



3. Carriers will receive new member information from the GIC with increased frequency to allow for timely enrollment

- GIC is increasing frequency of file transfers to carriers to speed up member onboarding with carriers.
- Carriers will provide a new “Welcome” email to new members with plan information in advance of the standard, existing emails that go to new members.
- These emails will be sent to the address the member provides during the elections process.
- Carriers are responsible for issuing membership cards immediately.

4. New hire information should be entered into HR/CMS on or before the date of hire.

- Doing so will trigger a registration email from the MyGICLink Member Benefits Portal between 24 and 48 hours after the new hire's start date, allowing the member to make elections swiftly.
- The registration email will be sent to the email address the employee provided and may be a personal or business email.
- Failing to do so will delay the registration email and will therefore delay access to make benefit elections.

4. Preparing for Change



Preparing for Change

Encourage exclusive use of MyGICLink Portal (rather than paper) and collect email addresses

- Members may provide a personal or business email for purposes of registering for the MyGICLink Portal

21-day selection timeline is still in place

- However, making elections as quickly as possible via the MyGICLink Portal is recommended

GIC is updating regulations & issuing administrative bulletin(s) with further guidance

- Hearing scheduled for March 28, 2024 (To be confirmed)
- Promulgation effective for July 1, 2024 start date

Share information with the appropriate personnel in your agencies

- Anyone who is part of the hiring and onboarding processes

5. Next Steps & Questions



Next Steps

Week of March 25th

- Annual Enrollment Coordinator training deck
- Including high level overview of upcoming RWP changes
- Regulatory hearing

Week of May 20th

- Dedicated RWP training for HR personnel and GIC Coordinators
- Focus on updated best hiring practices

Ongoing

- Email communications with updates
- Continued outreach to groups like HRAC, HR/CMS Core Users and others



Thank You



[Mass.gov/GIC](https://www.mass.gov/GIC)



[@MassGIC](https://twitter.com/MassGIC)



[MA Group Insurance Commission](https://www.youtube.com/MAGroupInsuranceCommission)



[Group Insurance Commission](https://www.linkedin.com/company/group-insurance-commission)

HR/CMS User Group Meeting

Wednesday March 6th 2024

OFFICE OF THE COMPTROLLER
COMMONWEALTH OF MASSACHUSETTS

Information contained herein is proprietary, confidential and non-public and is not for public release.

PLAN | INVEST | PROTECT



Agenda

- Commuter Choice Parking and Transit Overview
- Contact Information
- Important Reminders

Commonwealth Commuter Programs

Commonwealth of Massachusetts

Transit and Parking Reimbursement Accounts, Commonwealth of Massachusetts Employees

Benefit Strategies, LLC is excited to offer both Transit and Parking benefits to eligible employees of the Commonwealth of Massachusetts! We have added an enrollment form on this site that employees can submit via email directly to Benefit Strategies, which can be accessed by clicking the Election Change button below.

[QTBP PARTICIPANT LOGIN](#)[ELECTION CHANGE](#)[LOOKING FOR GIC FSA ACCOUNTS?](#)

The enrollment form allows for Transit and/or Parking election changes. The form takes approximately 3-5 minutes to complete and is designed to be extremely user-friendly. Since both Transit and Parking are payroll funded accounts, there are deadlines each month which are necessary in order to make changes to be effective for the following month. We have included a link next to each benefit with a schedule of when each month's deadline to enroll will occur. Please see the FAQ link for answers to other important and frequently asked questions.

- [QTBP FAQ for Transit and Parking](#)
- [FY2022 Transit Election Change Process Calendar](#)
- [FY2023 Transit Election Change Process Calendar](#)
- [FY2022 Parking Election Change Process Calendar](#)
- [FY2023 Parking Election Change Process Calendar](#)
- [Commuter Claim Form](#)

If you are filing a paper claim for reimbursement or sending any type of other correspondence, please use any of the following methods which you see fit:

- Email to commonwealth@benstrat.com
- Fax to: 603-232-8079
- Mail to: PO Box 1300, Manchester, NH 03105-1300

Contact us: 1-877-353-9442

Need Help with Commuter forms or Questions? Email:
Angela.Thivierge@voya.com

The Commonwealth of Massachusetts Commuter Transit & Parking benefits have their own dedicated page:

<https://presents.voya.com/Content/Delivers/commonwealth/>

Items found on this page are:

- Member login page
- Direct link to the election change E-Form
- FAQ
- Commuter Claim Form
- Process calendars

Commuter Election Form

- To enroll, make changes, or drop out – members must complete the Online Election Change E-Form
- E-Form can be found on our website - [here](#)
- Members are encouraged to review the Process Calendars for important deadlines
- If the agency coordinator receives an email notification for an employee that does not belong to their agency, please alert Voya immediately –forward the email to commonwealth@voya.com

Need Help with Commuter forms or Questions? Email:
Angela.Thivierge@voya.com

Transit Process Calendar

TRANSIT ELECTION CHANGE PROCESS CALENDAR FY2024 07/01/23-06/30/24

Benefit Month	Requests Received by Benefit Strategies	Payroll Process Date	Paycheck Date	Funds Credited To Debit Card
July 2023	Weds. 05/31/23	06/06/23	06/09/23	06/20/23
August 2023	Weds. 06/28/23	07/04/23	07/07/23	07/20/23
September 2023	Weds. 08/09/23	08/15/23	08/18/23	08/20/23
October 2023	Weds. 09/06/23	09/12/23	09/15/23	09/20/23
November 2023	Weds. 10/04/23	10/10/23	10/13/23	10/20/23
December 2023	Weds. 11/01/23	11/07/23	11/10/23	11/20/23
January 2024	Weds. 11/29/23	12/05/23	12/08/23	12/20/23
February 2024	Weds. 01/10/24	01/16/24	01/19/24	01/20/24
March 2024	Weds. 02/07/24	02/13/24	02/16/24	02/20/24
April 2024	Weds. 03/06/24	03/12/24	03/15/24	03/20/24
May 2024	Weds. 04/03/24	04/09/24	04/12/24	04/20/24
June 2024	Weds. 05/01/24	05/07/24	05/10/24	05/20/24

Parking Process Calendar

PARKING ELECTION CHANGE PROCESS CALENDAR
FY2024
07/01/23-06/30/24

Benefit Month	Requests Received by Benefit Strategies	Payroll Process Date	Payroll Check Date	Funds Credited To Debit Card
July 2023	Weds. 06/14/23	06/20/23	06/23/23*	06/20/23
August 2023	Weds. 07/12/23	07/18/23	07/21/23*	07/20/23
September 2023	Weds. 08/23/23	08/29/23	09/01/23*	08/20/23
October 2023	Weds. 09/20/23	09/26/23	09/29/23*	09/20/23
November 2023	Weds. 10/18/23	10/24/23	10/27/23*	10/20/23
December 2023	Weds. 11/15/23	11/21/23	11/24/23*	11/20/23
January 2024	Weds. 12/13/23	12/19/23	12/22/23*	12/20/23
February 2024	Weds. 01/24/24	01/30/24	02/02/24*	01/20/24
March 2024	Weds. 02/21/24	02/27/24	03/01/24*	02/20/24
April 2024	Weds. 03/20/24	03/26/24	03/29/24*	03/20/24
May 2024	Weds. 04/17/24	04/23/24	04/26/24*	04/20/24
June 2024	Weds. 05/15/24	05/21/24	05/24/24*	05/20/24

Commuter Reminders – Agreements

2. I further certify that the monthly benefit that I will be receiving does not exceed my average monthly commuting costs by public transportation, excluding any parking costs, based on the average number of workdays I commute in the average month. I agree that if my commuting costs change and the monthly benefit I receive exceed my average monthly commuting costs for two or more consecutive months, I will notify Voya Financial so that my monthly benefit can be adjusted appropriately. I agree to claim my monthly benefit. I also understand that if I am not receiving the maximum allowable benefit and my commuting costs increase, I can request an increase in my benefit under the State Employee Commuter Benefits Program. I also understand that I will notify Voya Financial immediately when I plan to depart from employment.

6. If my employment ends from the Commonwealth of MA (no matter if due to resignation, layoff, retirement), then my Transit/Parking benefit plan will be dropped immediately, and the debit card will be deactivated – at which point I will only be able to submit manual claims for paid eligible expenses that I incurred within 180 days from the date of service, otherwise the funds will be forfeited. If I elect to end my participation and payroll contribution into the Transit/Parking benefit plan, and I still have funds available on the debit card, I can continue to use the debit card and spend down my balance or submit manual claims for paid eligible expenses. Per IRS regulations, refunds cannot be approved.

Have Questions?

Contact Information for Employees:

Mon → Thurs: 8:00am – 6:00pm ET

Friday: 8:00am – 5:00pm ET

(Automated system available at all times)

Text-To-Chat: 1-877-353-9442

Email: commonwealth@voya.com

Toll Free: 1-877-353-9442

Language translation services available

Fax: 603-232-8079

Contact Information for Coordinators:

Account Manager: Angela Thivierge

Coordinator Contact ONLY:

Please do not refer a member to this email address:

Angela.Thivierge@Voya.com

My phone number will be made available from my email, and I am always happy to set up a call to answer any questions you may have about forms and resources!

Proficiency & Prep

Tryntje Bumgardner

I-9 Compliance

- ★ The I-9 form is a crucial document required by the U.S. Citizenship and Immigration Services (USCIS) and used for verifying the identity and employment authorization of individuals hired for employment in the US
- ★ Employees are responsible for completing Section 1 of the form on or before the first day of employment
- ★ Employers must ensure that Section 3 is completed within three business days of the employee's start date
- ★ Employers must retain the forms for three years after the date of hire or one year after employment is terminated, whichever is later.

PFML Top-off

- ★ If approved for benefits from the DFML, employees can use their sick, vacation, or personal time to make up the difference between the benefit and their calculated average weekly wage
- ★ The following top-off/supplemental PFML time reporting codes and earning codes are available for employees who have requested and are approved to top-off their pay
- ★ These should only be used for the supplemental time reporting
- ★ PFML or PFMLI should be used for the balance of the employee's time reporting while being paid by DFML

Time Reporting/Earn Codes

★ **These codes do not contribute to Retirement**

TRC	TRC Description	Earn Code	Earn Code Description
PTCMT	Top Off Comp Time – Taken PFML	PTC	Top Off Comp Time – Taken PFML
PTEPL	Top Off Emerg Per – Paid PFML	PTE	Top Off Emerg Per – Paid PFML
PTMPA	Top Off Mat/Pat/Adp – Pd PFML	PTM	Top Off Mat/Pat/Adp – Pd PFML
PTPER	Top Off Personal – Paid PFML	PTP	Top Off Personal – Paid PFML
PTSIC	Top Off Sick – Paid PFML	PTS	Top Off Sick – Paid PFML
PTVAC	Top Off Vacation – Paid PFML	PTV	Top Off Vacation – Paid PFML

★ **If employee is not receiving payments from DFML, these codes should not be used to report Paid FMLA**

Close/Open Preparation

- ★ Be on the lookout for upcoming communications from the Office of the Comptroller regarding Close/Open Week – May 8th to 12th
- ★ State finance law defines the budget fiscal year for all payments, including payrolls, to begin on July 1st and end on June 30th of the subsequent year
- ★ For payroll refunds, departments are required to process the Expenditure Refund transaction (PRRFC) for payroll on or before June 30th.
- ★ Departments should focus on cleaning up all outstanding Payroll Refund Receipt Vouchers prior to the final fiscal year payroll

Payroll Holds

- ★ Payroll Holds are needed for ALL prior Fiscal Year charges during the Accounts Payable (AP) payrolls
- ★ Must be set up for each Appropriation and Object Code where expenses – including net \$0 adjustments – will be incurred
- ★ Executive Departments Only – A&F will set the final day to encumber FY24 funds equal to or greater than \$75,000 without approval

Close/Open Dates

- ★ Pay Period ending (PPE) 6/29/2024 processing on Tuesday, 7/2/2024 is the last full FY2024 payroll not affected by Split
- ★ PPE 7/13/2024 processing on Tuesday, 7/16/2024 is the Split payroll (0/100 split)
- ★ PPEs 7/27/2024, 8/10/2024 and 8/24/2024 processing on 7/30/2024, 8/13/2024 and 8/27/2024 respectively, are Accounts Payable (AP) payrolls
- ★ PPE 9/7/2024 processing on Tuesday, 9/10/2024 is the first full payroll after the end of the AP periods



BEST Program Update

HR/CMS User Group

March 6, 2024



Executive Sponsors



Matthew Gorzkowicz

*Secretary for Administration
and Finance*



William McNamara

*Comptroller of the Commonwealth
of Massachusetts*



Jason Snyder

*Secretary of Technology Services
and Security*

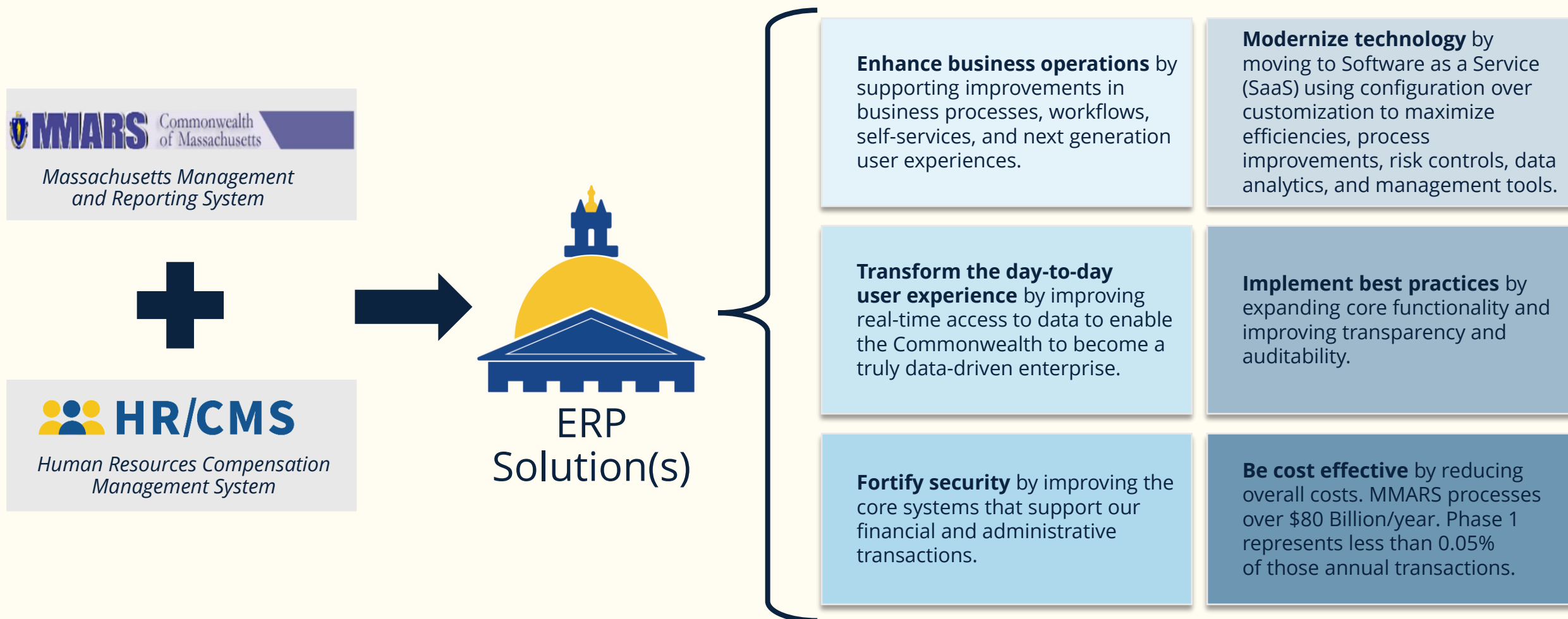
Program Overview

The Commonwealth is planning to transform its financial and HR operations across the Commonwealth.

- The **Business Enterprise Systems Transformation (BEST) Program** will replace two 20-year-old Financial and Human Resource applications used by all state agencies: Massachusetts Management Accounting and Reporting System (MMARS) and the Human Resources/Compensation Management System (HR/CMS).
- These applications are aging, built on outdated technology platforms, require extensive support from business and IT staff and require work-arounds and time-consuming queries that reduce their efficiency.
- Recruitment and retention efforts are hampered by lack of enterprise-wide, modern HCM tools that are widely available in the private sector and with modern technology.
- Engagement of staff through more self-service options is a high-priority area for improvement.
- The BEST Program plans to transform these systems in two Phases:
 - Phase 1 - Financial Management & General Ledger: Program started in December 2023
 - Phase 2 - HCM/Payroll: RFR for phase 2 for expected publication in late FY2024

Transforming Legacy Systems

The goal is to implement a comprehensive transformation of the policies, processes, and systems that support financial & human resource operations across all 159 MA state governmental agencies.



FUNCTIONAL SCOPE

PHASE 1: FINANCIALS

MMARS Functionality

- Acquire to Retire
- Cash Management
- Cost Allocation
- Debt Management
- Grants Financial Management
- Operating Budget Management
- Order to Cash (AR)
- Procure to Pay (AP)
- Project Management
- Record to Report
- Reporting and Analytics
- Sub-fund Management
- Vendor Management
- Payroll Accounting

New Functions

- Programmatic Grantee Management
- Programmatic Grantor Management
- Online Billing
- Vendor Self-Service

PHASE 2: HCM/Payroll

HR/CMS Functionality

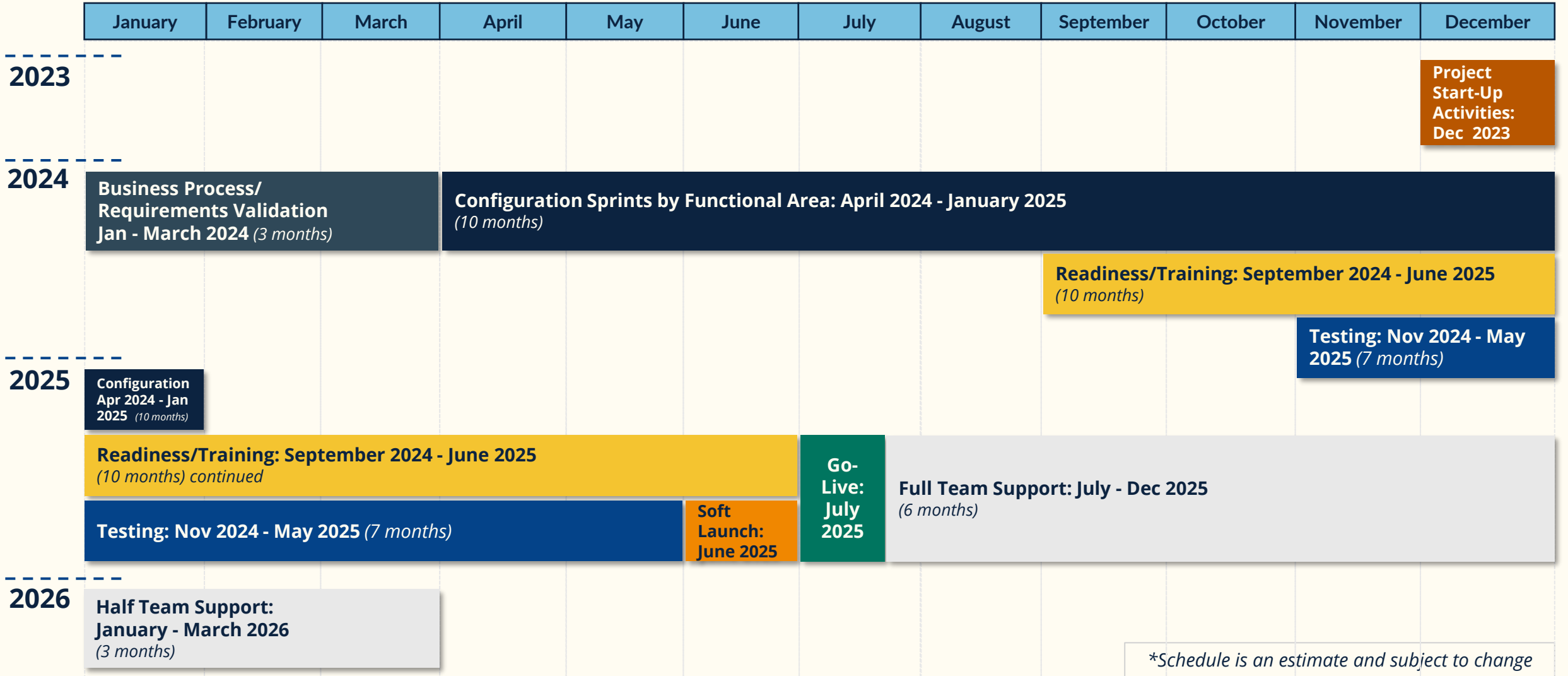
- Personnel Administration
- Time & Attendance
- Reporting & Analytics
- Payroll

New Functions

- Benefits Deduction Management
- Compensation Management
- Employee Relations
- Employee Self-Service
- Labor Relations
- Learning Management Systems
- Leave Management
- Offboarding
- Performance & Goal Planning
- Recruiting & Hiring



Phase 1 Implementation Timeline*



*Schedule is an estimate and subject to change

Phase 2 HCM/Payroll Update

- A notice was posted on COMMBUYS in February, notifying potential Bidders that the Commonwealth intend to post an RFR for Phase 2 of BEST on or about April 2. This date may change as we work with the BEST Sponsors on optimal timing.
- We are in the process of developing a draft RFR with Comptroller staff working on BEST, our Payroll staff, EOTSS and with HRD, our partners in this initiative.
- We work particularly closely with HRD and ANF as they plan for future improvements in current HCM-related systems and how those systems might be integrated into or with the new HCM/Payroll solution. The RFR will seek Bidders' recommendations on one or more applications that (tightly bundled) will give the Commonwealth the best array of software products to meet enterprise needs.
- We do not have a firm go live date for the new solution, as that will be dependent on the date the RFR is posted and the length of the procurement process. We envision that BEST Phase 2 will be approximately an 18-24-month engagement.
- We will keep you posted and ask some of you to participate in the procurement process and then work with us to configure and test the new solution.

Thank You!





Flexible Spending Accounts (FSAs)

**FSA is the ONLY GIC benefit
that requires re-enrollment each year.**

**This benefit is for active state employees only.
Learn more about FSAs at**

mass.gov/info-details/flexible-spending-accounts-fsas

FSAs (All Agencies)

Open Enrollment for FY25 Plan Year (7/1/24-6/30/25)

- Open Enrollment Period: 4/3/24-5/1/24
 - There will be 3 OE communications/reminders that go out to current participants.
 - Employees will enroll via TASC's Microsite (massfsatasc.com)
 - TASC will enter employees into the TASC system
 - Cards for New Participants will be ordered (7-10 days to arrive at participants home).
Current Participants will keep their current card.
- IMPORTANT:** Participant emails are required to access accounts online or via mobile app
- Enrollment reports will be provided to each GIC Coordinator/Agency
 - GIC Coordinators will review their enrollment report and set up deductions accordingly. Any Coordinator questions or discrepancies, can be directed to commonwealthofma@tasconline.com email.
 - TASC will adjust accounts as applicable, based on any communications received from GIC Coordinators

FSAs (All Agencies)

FY 24/25 New Hire Enrollments

Reminder: All enrollments must be completed online by the employee. Employee completes election/enrollment e-form within 21 calendar days of hire date. If there is a circumstance where an employee is unable to complete the enrollment online, there is a paper enrollment form available.

New hire enrollment form can be found at massfsatasc.com

- There is a 30-day waiting period for HCSA benefit; refer to the calendar tool for HCSA effective date for new hires. No waiting period for the DCAP benefit; effective immediately from date of hire.
- When there is a new hire who has enrolled online, TASC will send a new hire enrollment report to the Coordinator. The Coordinator will enter the information into the payroll system and make sure the number of payroll deductions are accurate for a mid-year enrollment as well as set up the \$1.00 per participant per month administration fee, paid via their payroll, post tax.
- Discrepancies should be emailed to commonwealthofma@tasconline.com email

FSA's (All Agencies)

Changes

- All Change Forms still to be submitted via Resources link at [Massfsatasc.com](https://massfsatasc.com).
- Change Forms required to report the following:
 - Change in a qualifying event resulting in drop of coverage or change in coverage for an FSA or DCAP account
 - Reclassification (employee has moved to another agency or division)
 - Payroll Refund Required
 - Beginning or Ending Leave of Absence (LOA)
 - Termination of Employment / Leaving State Service

FSAs (All Agencies)

Refunds

Agency Coordinator Submits Request

- Refund requests should be submitted using the consolidated change form via the commonwealthofma@tasconline.com email
- You must include details – assume the reader has no information on the case/situation
- If inadequate details are provided, you risk denial of the request

GIC Approves or Denies

- TASC Premium Services sends to GIC for approval/denial.
- There is no appealing the GIC decision

Notice of Approval Sent to Coordinator

- Coordinators receive an email informing them of the approval/denial.
- TASC Premium Services notifies the Comptroller's office, and the participant is refunded via payroll
- Coordinator must communicate this to employee

You may not change or stop deductions unless you have received approval/denial confirmation from GIC

Resources & References

Support Resources

★ EOTSS ServiceNow

- <https://massgov.service-now.com>
- Should be used for HR/CMS issues

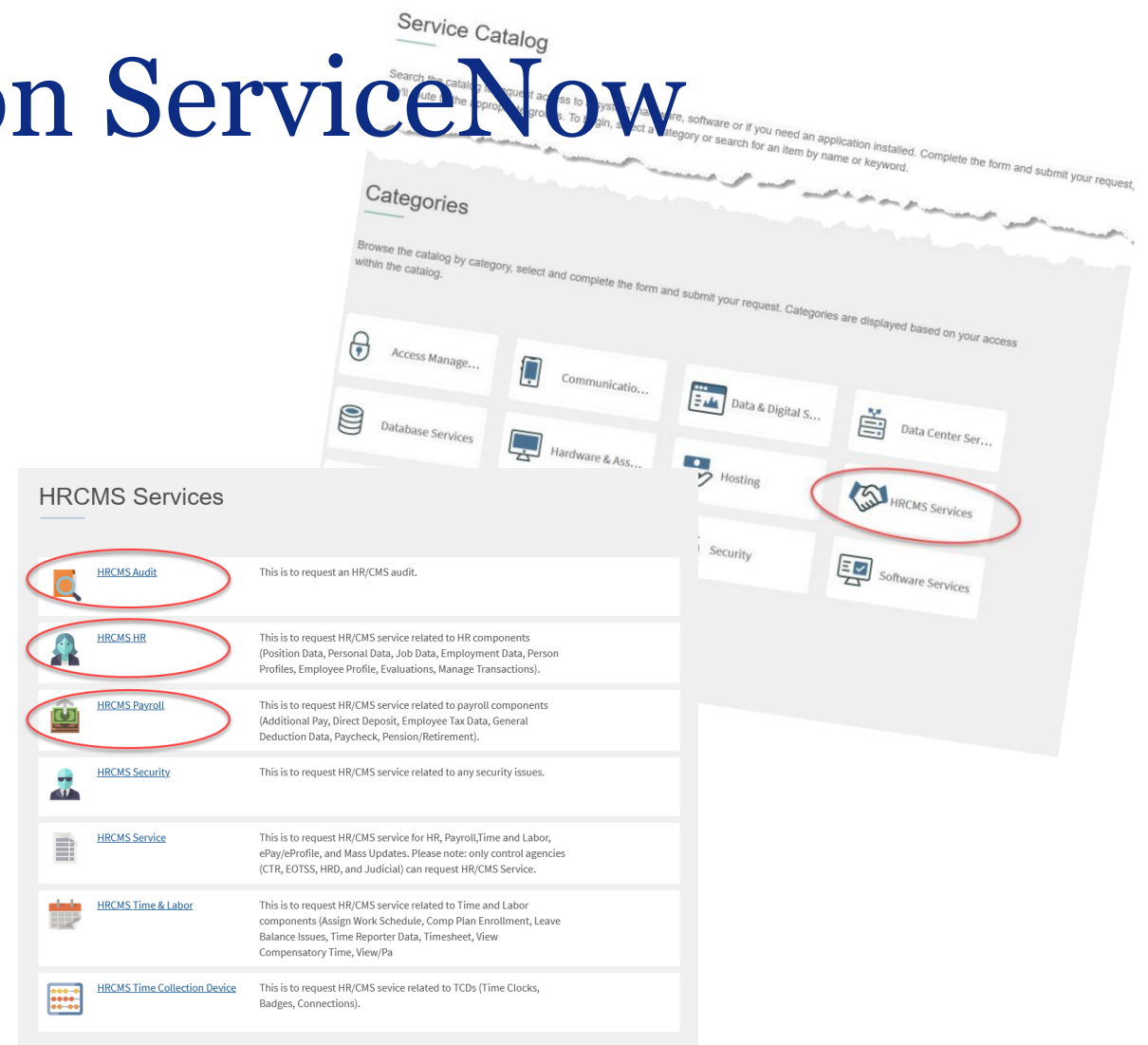
★ CTR Solution Desk

- <https://www.macomptroller.org/solution-desk/>
- Should be used for LCM or MMARS issues

★ <https://public.powerdms.com/MAComptroller/documents/2269012>

How to log a ticket on ServiceNow

- ★ Executive agencies should use the HRCMS HR catalog item
- ★ Independent/constitutional agencies should use the HRCMS Payroll catalog item



Reference Resources

- ★ <https://www.irs.gov/forms-pubs/about-form-w-4>
- ★ <https://www.irs.gov/newsroom/faqs-on-the-2020-form-w-4>
- ★ <https://www.irs.gov/individuals/tax-withholding-estimator>
- ★ <https://www.uscis.gov/i-9>
- ★ [PFML Job Aid](#)
- ★ [Accounts Payable Payroll \(powerdms.com\)](#)
- ★ [Predictive Production Report - Accounts Payable Payroll \(powerdms.com\)](#)
- ★ [Closing a Fiscal Year \(powerdms.com\)](#)
- ★ [State Withholding Tax \(powerdms.com\)](#)

Thank you

Next Meeting: June 12, 2024