

HR/CMS User Group

September 11, 2024



OFFICE OF THE COMPTROLLER
COMMONWEALTH OF MASSACHUSETTS



Welcome

- ★ Chat function is disabled
- ★ Mute function is enabled
- ★ Closed Captioning is on
- ★ Q&A
- ★ Recorded

Agenda

I. Welcome

I. Remarks – William McNamara, Comptroller

II. Metro Credit Union

III. HRD - PFML

IV. Empower Retirement - SMART Plan

V. Trending Topics

VI. TASC

VII. Calendar Year End Preparation

VIII. VOYA

IX. Resources and References

Opening Remarks

Comptroller William McNamara



METRO
CREDIT UNION



September 2024 Updates



Understanding the Financial Aid Process

Steps for Students & Parents

1. Complete the FAFSA application – process starts in the fall
2. Review your school's financial aid award – spring
3. Commit to the school you're attending – spring
4. If needed, complete your application for additional funding – early summer



Education Line of Credit

Three Metro Private Loan Programs

- Undergraduate Line of Credit
- Graduate Line of Credit
- Refinance Loans

Check out our website:

<https://metrocu.studentchoice.org/college/>

For more details and even a special refinancing offer!



College is attainable and the team at Metro is here to help with funding!



Mike Friedman

Business Development Officer, Education Services

E: MFriedman@MetroCU.org

O: 617.889.7686



Metro Checking

Checking SHAPED BY MEMBERS

Simplify Your Life

- No minimum balance and no monthly maintenance fees
- No unpaid NSF fees (*aka bounced checks or insufficient funds fees*)¹
- Get paid up to 2 days early with direct deposit
- Grow your savings automatically with *Save Your Change*

Get Added Value

- Interest on checking balances >\$10K
- Premium rate on Membership Savings²
- Earn unlimited ATM fee refunds³
- More flexible overdraft options¹

Earn Rewards Points for

- Point-of-sale debit transactions⁴
- Bill pay in Metro iBanking⁴
- Direct deposit (*monthly minimum of \$25.00 in total*)⁴
- Enrolling in Express Pay to pay your Metro loan⁴

You'll automatically qualify to earn ATM fee reimbursements and a premium rate on your Membership Savings account when you meet three of the following criteria each month:

- ☐ Be enrolled in eCommunications
- ☐ Have direct deposit of at least \$500 per month into your Metro Checking
- ☐ Make at least 5 point-of-sale debit card transactions per month
- ☐ Have an active Metro loan or Metro Credit Card
- ☐ Have an average monthly Metro Checking balance >\$5,000

If you open/switch by 9/30:

2,500 Bonus Rewards Points

(New Metro Checking Account)

1,000 Bonus Rewards Points

(Existing Account that Switch)



2025 Calendars

- Calendar orders will start early October
- **Deadline: Wednesday, November 13th**
- 3 Ship Dates
 - 11/18/24 (Guaranteed by EOY)
 - 12/16/24
 - 1/13/25 (Final Ship Date)

Massachusetts State Employees HR/CMS Pay Calendar 2025

JANUARY							FEBRUARY							MARCH						
SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT
			1 Tue	2 Wed	3 Thu	4 Fri							1 Sat							1 Sat
5 Sun	6 Mon	7 Tue	8 Wed	9 Thu	10 Fri	11 Sat	2 Sun	3 Mon	4 Tue	5 Wed	6 Thu	7 Fri	8 Sat	2 Sun	3 Mon	4 Tue	5 Wed	6 Thu	7 Fri	8 Sat
12 Sun	13 Mon	14 Tue	15 Wed	16 Thu	17 Fri	18 Sat	9 Sun	10 Mon	11 Tue	12 Wed	13 Thu	14 Fri	15 Sat	9 Sun	10 Mon	11 Tue	12 Wed	13 Thu	14 Fri	15 Sat
19 Sun	20 Mon	21 Tue	22 Wed	23 Thu	24 Fri	25 Sat	16 Sun	17 Mon	18 Tue	19 Wed	20 Thu	21 Fri	22 Sat	16 Sun	17 Mon	18 Tue	19 Wed	20 Thu	21 Fri	22 Sat
26 Sun	27 Mon	28 Tue	29 Wed	30 Thu	31 Fri		23 Sun	24 Mon	25 Tue	26 Wed	27 Thu	28 Fri		23 Sun	24 Mon	25 Tue	26 Wed	27 Thu	28 Fri	29 Sat
APRIL							MAY							JUNE						
SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT
			1 Tue	2 Wed	3 Thu	4 Fri					1 Tue	2 Wed	3 Thu	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat
6 Sun	7 Mon	8 Tue	9 Wed	10 Thu	11 Fri	12 Sat	4 Sun	5 Mon	6 Tue	7 Wed	8 Thu	9 Fri	10 Sat	8 Sun	9 Mon	10 Tue	11 Wed	12 Thu	13 Fri	14 Sat
13 Sun	14 Mon	15 Tue	16 Wed	17 Thu	18 Fri	19 Sat	11 Sun	12 Mon	13 Tue	14 Wed	15 Thu	16 Fri	17 Sat	15 Sun	16 Mon	17 Tue	18 Wed	19 Thu	20 Fri	21 Sat
20 Sun	21 Mon	22 Tue	23 Wed	24 Thu	25 Fri	26 Sat	18 Sun	19 Mon	20 Tue	21 Wed	22 Thu	23 Fri	24 Sat	22 Sun	23 Mon	24 Tue	25 Wed	26 Thu	27 Fri	28 Sat
27 Sun	28 Mon	29 Tue	30 Wed				25 Sun	26 Mon	27 Tue	28 Wed	29 Thu	30 Fri	31 Sat	29 Sun	30 Mon					
JULY							AUGUST							SEPTEMBER						
SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT
		1 Tue	2 Wed	3 Thu	4 Fri	5 Sat						1 Tue	2 Wed	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat
6 Sun	7 Mon	8 Tue	9 Wed	10 Thu	11 Fri	12 Sat	3 Sun	4 Mon	5 Tue	6 Wed	7 Thu	8 Fri	9 Sat	7 Sun	8 Mon	9 Tue	10 Wed	11 Thu	12 Fri	13 Sat
13 Sun	14 Mon	15 Tue	16 Wed	17 Thu	18 Fri	19 Sat	10 Sun	11 Mon	12 Tue	13 Wed	14 Thu	15 Fri	16 Sat	14 Sun	15 Mon	16 Tue	17 Wed	18 Thu	19 Fri	20 Sat
20 Sun	21 Mon	22 Tue	23 Wed	24 Thu	25 Fri	26 Sat	17 Sun	18 Mon	19 Tue	20 Wed	21 Thu	22 Fri	23 Sat	21 Sun	22 Mon	23 Tue	24 Wed	25 Thu	26 Fri	27 Sat
27 Sun	28 Mon	29 Tue	30 Wed	31 Thu			24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	28 Sun	29 Mon	30 Tue				
OCTOBER							NOVEMBER							DECEMBER						
SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT
			1 Tue	2 Wed	3 Thu	4 Fri							1 Sat		1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri
5 Sun	6 Mon	7 Tue	8 Wed	9 Thu	10 Fri	11 Sat	2 Sun	3 Mon	4 Tue	5 Wed	6 Thu	7 Fri	8 Sat	7 Sun	8 Mon	9 Tue	10 Wed	11 Thu	12 Fri	13 Sat
12 Sun	13 Mon	14 Tue	15 Wed	16 Thu	17 Fri	18 Sat	9 Sun	10 Mon	11 Tue	12 Wed	13 Thu	14 Fri	15 Sat	14 Sun	15 Mon	16 Tue	17 Wed	18 Thu	19 Fri	20 Sat
19 Sun	20 Mon	21 Tue	22 Wed	23 Thu	24 Fri	25 Sat	16 Sun	17 Mon	18 Tue	19 Wed	20 Thu	21 Fri	22 Sat	21 Sun	22 Mon	23 Tue	24 Wed	25 Thu	26 Fri	27 Sat
26 Sun	27 Mon	28 Tue	29 Wed	30 Thu	31 Fri		23 Sun	24 Mon	25 Tue	26 Wed	27 Thu	28 Fri	29 Sat	28 Sun	29 Mon	30 Tue	31 Wed			



The credit union for
Mass State
Employees



877.MY.METRO | MetroCU.org

Federally Insured by NCUA | Member FDIC



Dedicated Resource



Brandon Williams, CCUFC

Metro@Work Relationship Manager

E: BWilliams@MetroCU.org

C: 781.823.9685

Upcoming Site Visits

Ashburton Place: 2nd Tuesday every month

MITC Building: 3rd Thursday every month

Springfield State Building: 11/14 – 11:30am to 1:30pm



Workers' Compensation and PFML Overpayments

Presented at HR/CMS User Group – September 2024



MGL c. 30§ 58: Injuries sustained in service of state; compensation



Budget Summary
FY2025 ENACTED

Search Budget Summary

SEARCH

ABOUT BUDGET ▼

ENACTED BUDGET ▼

LOCAL AID DISTRIBUTION

OUTSIDE SECTIONS

Home > Outside Section > Paid Family and Medical Leave Overpayments

SECTION 67

Paid Family and Medical Leave Overpayments

Section 58 of said chapter 30, as so appearing, is hereby amended by inserting after the third paragraph the following paragraph:-

If an employee of the commonwealth has received payments pursuant to **chapter 175M** and subsequently receives workers' compensation payments pursuant to **chapter 152** for the same period, the state employer agency shall, on behalf of the state employee, return to the department of family and medical leave the portion of the workers' compensation payment that represents an overpayment of benefits pursuant to **section 3 of said chapter 175M**.

<https://budget.digital.mass.gov/summary/fy25/outside-section/section-67-paid-family-and-medical-leave-overpayments/>



Key Takeaway Points

- The **Department of Family and Medical Leave (DFML)** issues PFML temporary wage replacement payments for qualifying leaves, including leaves for work-related injuries, pursuant to **Chapter 175M**
- The **Commonwealth's workers' compensation (WC) insurer** issues medical and indemnity payments under **Chapter 152** for injuries arising out of the course of employment
- Where PFML payments and WC payments are issued to an employee for the same time period, the injured employee's employer must facilitate a repayment to the DFML
 - The WC insurer is the first-payer

Executive Department Implementation

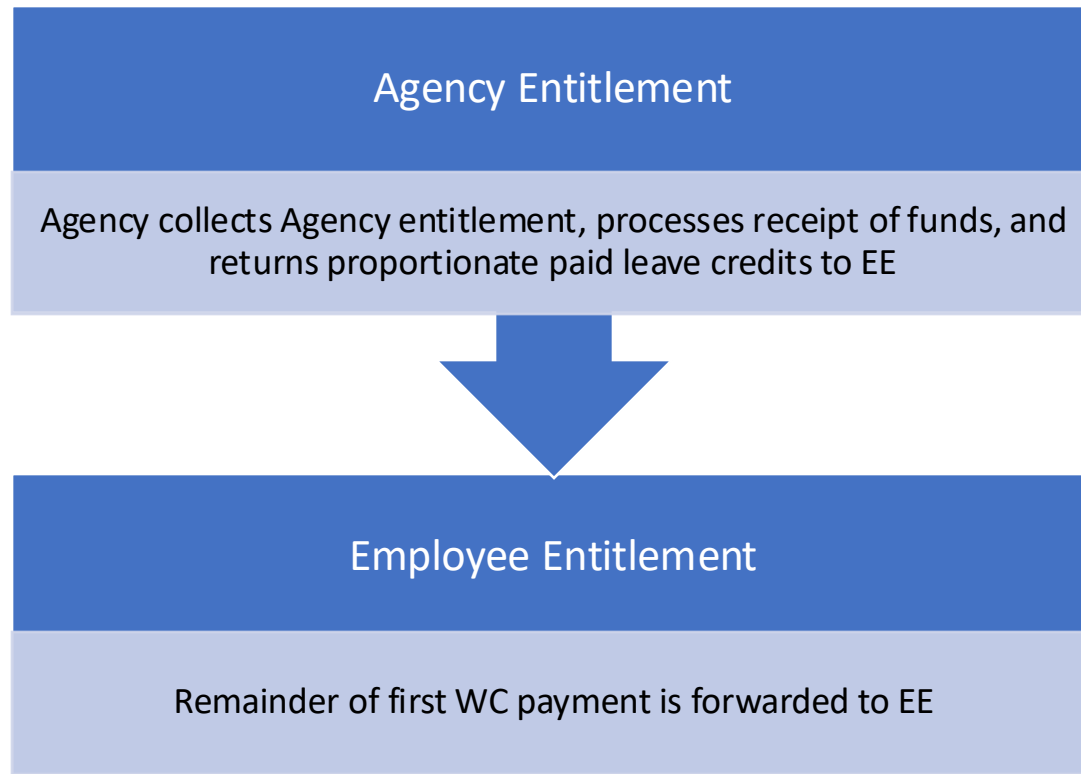


Step	Responsible Party	Task
1	WC Insurer	Commences WC payments; issues first payment covering retro period to EE c/o Agency
2	Agency	Review EE's receipt of other paid leave benefits during period covered by first WC payment, incl. accrued sick leave and PFML temporary wage replacement ("PFML payments")
3a	Agency	Agency completes buyback of EE paid leave credits (e.g., sick time); after buyback, remainder of first WC payment is EE's entitlement.
3b	Agency	If EE PFML payments overlap with WC payments, Agency uses EE entitlement of first WC payment to refund DFML
4a	Agency	Agency sends remaining EE entitlement to EE and informs EE of refund to DFML using portion of the EE's entitlement from first WC payment
4b	Agency	Agency refunds DFML on behalf of EE and informs DFML of any continuing WC benefits, including weekly WC indemnity amount and any weekly amount of WC supplement (e.g., assault pay)
5	DFML	DFML reduces EE's weekly PFML payment by the amount of EE's weekly WC benefit

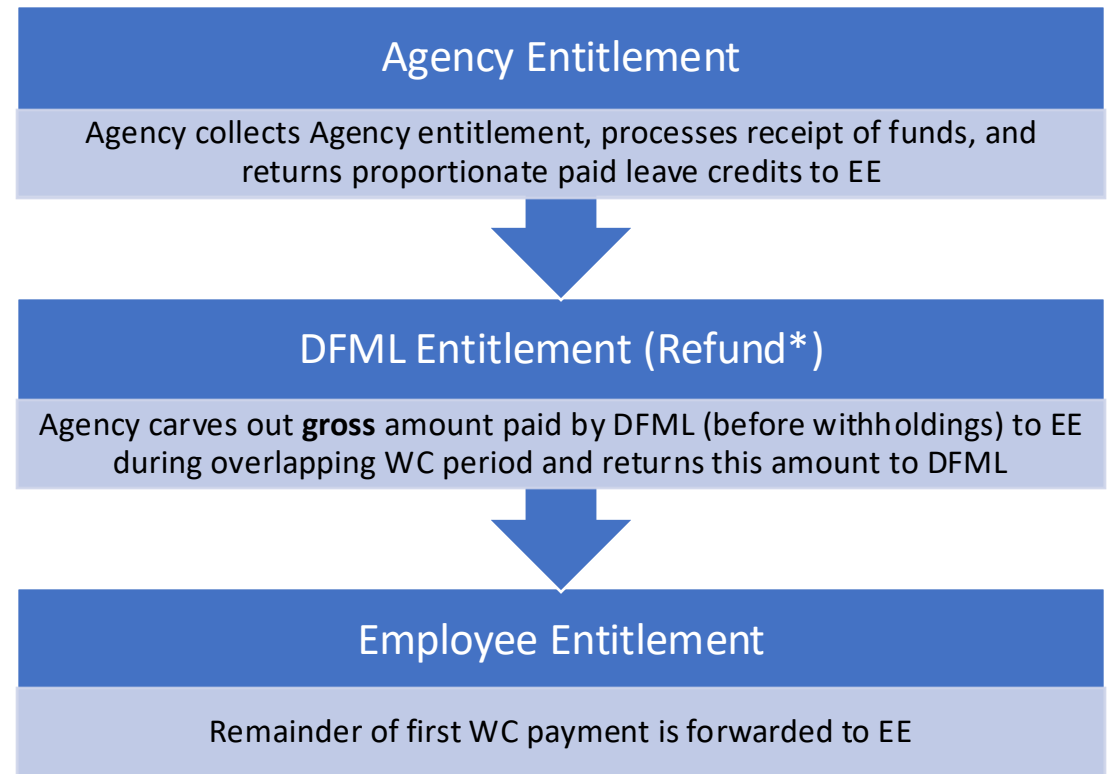


Splitting the First WC Payment

No PFML Overpayment



PFML Overpayment



**Refund to DFML is not a buyback; the PFML-qualifying leave taken by employee draws against employee's PFML entitlement regardless of payment mechanism*



Questions?



Massachusetts Deferred Compensation SMART Plan

HR/CMS Users Group Meeting

September 11, 2024

SMART Plan Agenda



- Mid-Year Statistics
- Re-hired participants, withdrawal restrictions
- SMART Advisor Map

Plan Statistics (as of June 30th, 2024)



SMART Plan

■ Total Plan assets	\$ 13.2 Billion
■ Roth Assets	\$344.9 Million
■ Total Participants (incl OBRA)	295,429
■ Total Contributions	\$297.3 Million

OBRA Mandatory

■ Participants	174,334
■ Target Date Fund Assets	\$10.4 Million
■ Objective-Based Fund Assets	\$ 5.4 Million

Re-Hired Participant



If a previously termed employee is re-hired:

- Termination date is no longer applicable with the SMART Plan account
- Normal distributions cannot be processed without a term date
- If taking distributions, upon re-hiring those payments will stop until there's another term date entered into the system.
- Employer's determination regarding OBRA vs. MSRS
- If you have questions, please contact the SMART alias:
smart@empower.com

SMART Retirement Plan Advisors



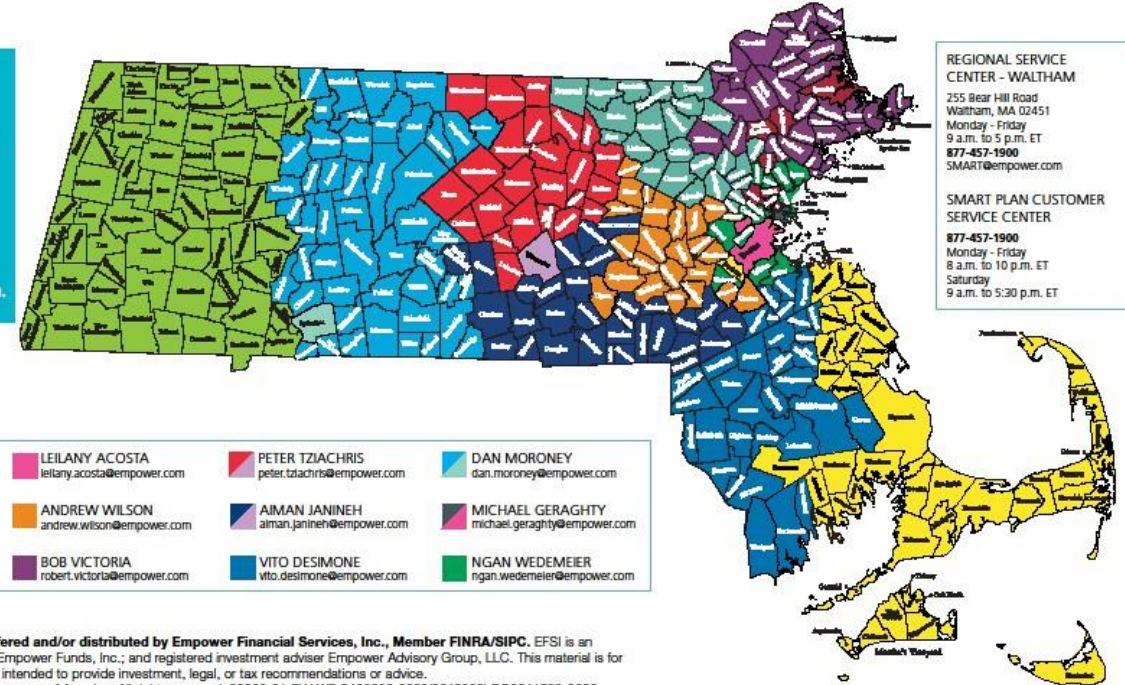
- RPA's always available to meet with employees at work location or virtually
- Recent RPA changes
- Individual appointments can be booked via interactive map on SMART Plan website: www.mass.smart.com>
Plan Resources>
Find your Representative



SMART Plan Territory Map

MASSACHUSETTS DEFERRED COMPENSATION SMART PLAN

Click on your Retirement Plan Advisor's name to schedule an appointment. Your Retirement Plan Advisor can help answer general questions about retirement savings, review your retirement strategy and explain the benefits of the SMART Plan.



SEAN DOUCETTE sean.doucette@empower.com	LEILANY ACOSTA leilany.acosta@empower.com	PETER TZIACHRIS peter.tziachris@empower.com	DAN MORONEY dan.moroney@empower.com
VINCE GOSSELIN vincent.gosselin@empower.com	ANDREW WILSON andrew.wilson@empower.com	AIMAN JANINEH aiman.janineh@empower.com	MICHAEL GERAGHTY michael.geraghty@empower.com
MARIANNE COLE marianne.cole@empower.com	BOB VICTORIA robert.victoria@empower.com	VITO DESIMONE vito.desimone@empower.com	NGAN WEDEMEIER ngan.wedemeier@empower.com
MICHAEL O'BRIEN michael.obrien@empower.com			

Securities, when presented, are offered and/or distributed by Empower Financial Services, Inc., Member FINRA/SIPC. EFSI is an affiliate of Empower Retirement, LLC; Empower Funds, Inc.; and registered investment adviser Empower Advisory Group, LLC. This material is for informational purposes only and is not intended to provide investment, legal, or tax recommendations or advice.
©2023 Empower Annuity Insurance Company of America. All rights reserved. 98966-01-FLY-WF-2438900-0623(2649800) RQ2941752-0623



Questions?



SMART@Empower.com

Thank you

Trending Topics

Evanice Henniger

Entering Hires/Rehires

- ★ To future date a hire, use the current date when entering the hires personal information in “Add a Person”.
 - When entering the “Job Data” information use the actual hire date.
- ★ When a hire, the employee will receive a system generated email that their Direct Deposit has been changed.

Direct Deposit Change Confirmation



masshrempleyeeservicecenter@mass.gov
To: Henniger, Evanice E. (CTR)

Reply Reply All Forward

Fri 8/2/2024 6:59 AM

You are receiving this email to confirm a change made to the data where your Paycheck is deposited. If you initiated this change then no further action is necessary.

If you did not make this change please contact your payroll department, or, if your agency participates, the MassHR Employee Service Center immediately.

MassHR Employee Service Center:
Monday - Friday 7:00 AM - 5:00 PM
Phone: 1-617-979-8500
Toll Free: 1-855-4HR-SPPT (1-855-447-7778)
Email: MassHREmployeeServiceCenter@mass.gov

The Commonwealth will never send unsolicited emails asking you to provide personal information or direct you to click on a link to validate personal information online (e.g. login ID, password). Immediately report any suspicious emails to your local IT staff.

Fraudsters Impersonating Employees on the rise!

- ★ Increase in cases of employee email accounts being compromised and then fraudster sends email “posing as employee” to change personal information.
- ★ Changes to SSTA passwords, email address and phone numbers are used by imposters to lock employees out of SSTA and steal payments.
- ★ Do NOT rely solely on electronic communications.
- ★ State agencies are expected to ensure that payroll payments and other personal information changes are properly verified

How to verify an imposter

★ Default to requiring employee changes solely through SSTA.

- Even if employee says they are having “trouble” (common tactic with imposters)
- Employees can visit [Guide for Viewing and Updating Payroll and Compensation Information](#) for instructions on updating their Payroll information in SSTA.

★ If the employee can not make the change in SSTA, Department MUST verify requester is legitimate and not an imposter.

- If you can't verify in person, use Microsoft Teams or Zoom to verify the requester is legitimate.
- Email and phone calls are no longer enough, and fraudsters are very convincing.

HEDID Mass Contractor Termination

- ★ All active HEDID contractors hired or rehired before 10/1/2023, who have not been paid since 10/1/2023, will be mass terminated on 10/25/2024 with the effective date of 10/19/2024.
- ★ CTR will contact the affected departments and provide them with the list of contractors scheduled for the mass termination. The departments will need to review the list and respond to CTR by 10/18/2024 approving or requesting that some of their contractors be excluded from the mass termination process

Deficiency Payroll

- ★ Prior year payments are authorized expenses that were incurred in a prior fiscal year, but the Department did not recognize that these expenses were incurred, or the expenses were recognized after the end of the accounts payable period
- ★ Prior year deficiency payments must be submitted and authorized by the Office of the Comptroller
- ★ The Department's current fiscal year account is charged back by the Office of the Comptroller to support the expenditure
- ★ Procedures for Payment of Prior Year Deficiencies

Questions



Commonwealth of Massachusetts
Group Insurance Commission

HR/CMS User Group Meeting

September 11, 2024

Overall Refresher of the FSA/Dependent Care Benefit

- TASC administers the FSA Healthcare and Dependent Care
- Plan runs on a Fiscal Year July 1-June 30th.
- Grace Period through 9/15 each plan year, and Runout Period through 10/15 each plan year.
- For the FY25, FSA Healthcare maximum is 3200 and Dependent Care maximum is 5000.
- Participants do receive a TASC debit card that they can use to pay for eligible expenses. Participants can request additional cards for spouse/dependent at no charge.

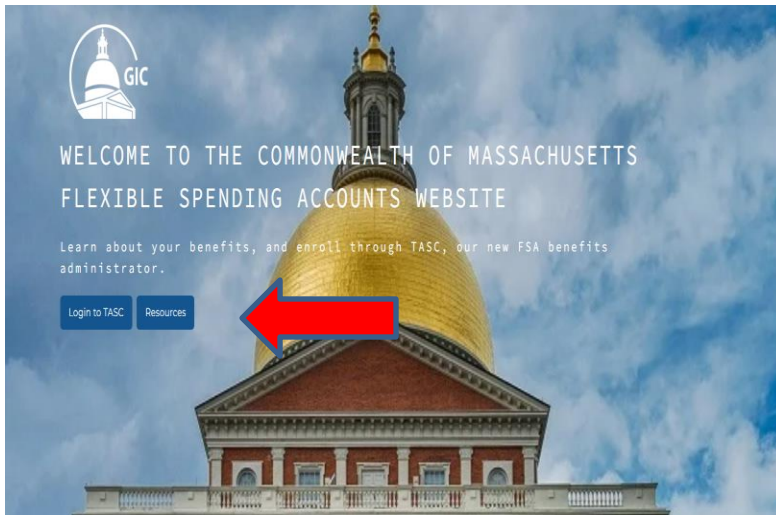
Overall Refresher of the FSA/Dependent Care Benefit

- Participants must re-enroll each plan year during open enrollment period. To enroll mid plan year, the participant must have a Qualifying Life Event or elect as a new hire within their first 21 days of hire.
- All enrollments should be submitted through www.massfsatasc.com.
- Also on the massfsatasc.com site are Resources for GIC Coordinators and participants. This includes Plan information such as Participant handbook, List of Eligible Expenses, Reimbursement forms, enrollment forms, change forms, etc.

When and How to submit a change form to TASC?

The change form is required to be completed to report terminations, Reclassifications/transfers from one Agency to another, payroll refund requests, election changes due to a Qualified Life Event, and Beginning and Ending of Leave of Absence (LOA).

Step 1: Go to www.massfsatasc.com, and click on Resources



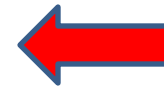
Step 2: Select "Change Form (web-based)"

GIC COORDINATOR RESOURCES

FY25 Paper Enrollment Form

Change Form (paper)

Change Form (web-based)



When and how to submit a Change Form

HCSA / DCA CHANGE FORM

COMPLETED BY THE GIC COORDINATOR ON BEHALF OF THE EMPLOYEE

Complete and submit this form for the following events. Employee or GIC Coordinator may complete/submit for all events, except 6) below (Coordinator Only)

1. Currently enrolled employees who have a qualifying life event and wish to adjust their elections or election amounts (add, drop, change) may do so by completing the form.
2. Employees not currently enrolled, but have had a qualifying life event which makes them eligible to enroll may do so by completing the form. NOTE: If you are enrolling for the first time due to a qualifying life event, you **MUST** also complete and submit the [enrollment form](https://massfsatasc.com) found at massfsatasc.com
3. You are starting or ending a Leave of Absence (LOA)
4. You are submitting a reclassification request, where you are transferring from one agency to another agency
5. You are requesting a payroll refund, due to a payroll deduction error
6. Termination of employment (Coordinator Only)

To be completed and submitted by GIC
Coordinator
(on behalf of employee)

1. Employee First name*

2. Employee Middle Name*Enter middle name. If they don't have one, enter N/A.

3. Employee Last name*

4. Employee ID Number**** PLEASE USE THE SAME EMPLOYEE ID NUMBER
EVERYTIME YOU ENTER NEW INFORMATION IN THIS FORM FOR THE SAME
EMPLOYEE*****

5. Employee Email**** PLEASE USE THE SAME EMPLOYEE EMAIL EVERYTIME
YOU ENTER NEW INFORMATION IN THIS FORM FOR THE SAME EMPLOYEE ***

6. Employee Phone Number*Enter employee 10-digit phone number with area code.

7. Employee Street address*

8. Employee Address #2*If they do not have a value for this field, then enter NA.

9. Employee City*

10. Employee State*

11. Employee Postal code*Must be a minimum of 5 digits (e.g. 02110)

12. Employee's Current Agency Type*WHEN YOU SELECT AGENCY TYPE, A
NEW DROP DOWN MENU WILL APPEAR TO SELECT THE AGENCY NAME. TAKE
YOUR TIME AND SCROLL THROUGH LIST TO FIND THE AGENCY. IF AGENCY
NAME IS LISTED, SELECT IT AND ENTER 'NA' IN 12 B. IF ITS NOT LISTED,
FOLLOW THE INSTRUCTIONS IN 12 B.

13. Employee 12-digit TASC Participant ID

14. GIC Coordinator Name*

15. Qualifying Event Resulting in Change in CoverageNOTE: If you select #3, you must also complete and submit the [New Hire & Mid-Year Enrollment form](#) if making a new election due to a qualifying event.

16. Qualifying Event*Before making your selection, open this [DOCUMENT](#) to see what supporting documentation is required when submitting this change request.

NOTE: If change is due to a Leave of Absence (LOA), you must report the start – and end – for LOA. If you do not know the end date when you are notifying the beginning of a LOA, complete and submit this form again at the end of your LOA indicating the ending date.

17. Attach Supporting Documentation for Qualifying EventALL Qualifying Events selected in Question 16 require supporting documentation, except for a Leave of Absence. Open this [DOCUMENT](#) to see what supporting documentation is required for each qualifying event.

18. Is reclassification required?*

- ☐ Yes
- ☐ No

19. Is a payroll refund being requested?*

- ☐ Yes
- ☐ No

20. Is employee terminating employment with the Commonwealth of MA?*

- ☐ Yes
- ☐ No

☐ 21. I acknowledge that by checking this box that all information provided on this form is true and accurate to the best of my knowledge.*

☐ 22. I acknowledge that the documentation attached in this form is true and accurate to the best of my knowledge.*

☐ 23. I approve all changes on this form.*

24. Enter Full Name of Person Completing this Form (in box below after the following paragraph)

WHEN YOU CLICK SUBMIT IT IS CONSIDERED 'SUBMITTED' IF YOU RECEIVE A MESSAGE ON THE SCREEN THAT SAYS 'Thank you for submitting the change form.' IF YOU DO NOT SEE THIS MESSAGE YOU HAVE NOT SUCCESSFULLY SUBMITTED THE FORM AND YOU WILL NEED TO CHECK THE FORM TO ENSURE THE REQUIRED FIELDS HAVE BEEN COMPLETED.

*

Submit

Follow-up process and RM Contact info

Once a change form is submitted, it routes to our Premium Service Team, who processes the request, and then corresponds back to the Coordinator.

Amanda Odom is the Relationship Manager and your direct TASC contact. commonwealthofma@tasconline.com, 800-422-4661, ext 7908. This is for Agency Coordinators only.

Calendar Year End Prep

Scott Claussen

Year End Preparation



- ★ Process anything that impacts wages in a timely manner
- ★ Verify entries are up-to-date
- ★ Specifically:
 - PRRVs
 - Tax Refunds/Adjustments
 - Pre-tax Deduction Refunds/Adjustments
 - Imputed Income (Parking/Housing)

Employee Address Updates

- ★ The “Home Address” in HR/CMS is where all year-end tax documents are mailed for employees who do not choose electronic delivery
- ★ Missing or incorrect data causes returned documents and requires increased support to provide replacement documents
- ★ Statewide Payroll Team members will be emailing department core users regarding missing information, but department core users can monitor this information themselves using the CIW (Warehouse)
- ★ HR/CMS is the source system for personnel information, it should not be populated with false or inaccurate data

Electronic Delivery of Tax Documents



- ★ Your support in campaigning employees to suppress these mailings is greatly appreciated
- ★ Electronic W-2s are delivered **early** and **securely**, directly in HR/CMS
- ★ Copy and paste information from PDF into tax preparation software
- ★ No risk of losing the W-2 in the mail or in your junk drawer!!

Questions

HR/CMS User Group Meeting

September 11th 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.

[QTPB 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.

- [QTPB 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 FY2025 07/01/24-06/30/25

Benefit Month	Requests Received by Voya	Payroll Process Date	Paycheck Date	Funds Credited To Debit Card
July 2024	Weds. 05/29/24	06/04/24	06/07/24	06/20/24
August 2024	Weds. 07/10/24	07/16/24	07/19/24	07/20/24
September 2024	Weds. 08/07/24	08/13/24	08/16/24	08/20/24
October 2024	Weds. 09/04/24	09/10/24	09/13/24	09/20/24
November 2024	Weds. 10/02/24	10/08/24	10/11/24	10/20/24
December 2024	Weds. 10/30/24	11/05/24	11/08/24	11/20/24
January 2025	Weds. 12/11/24	12/17/24	12/20/24	12/20/24
February 2025	Weds. 01/08/25	01/14/25	01/17/25	01/20/25
March 2025	Weds. 02/05/25	02/11/25	02/14/25	02/20/25
April 2025	Weds. 03/05/25	03/11/25	03/14/25	03/20/25
May 2025	Weds. 04/02/25	04/08/25	04/11/25	04/20/25
June 2025	Weds. 04/30/25	05/06/25	05/09/25	05/20/25

Parking Process Calendar

PARKING ELECTION CHANGE PROCESS CALENDAR FY2025 07/01/24-06/30/25

Benefit Month	Requests Received by Voya	Payroll Process Date	Payroll check Date	Funds Credited To Debit Card
July 2024	Weds. 06/12/24	06/18/24	06/21/24*	06/20/24
August 2024	Weds. 07/24/24	07/30/24	08/02/24*	07/20/24
September 2024	Weds. 08/21/24	08/27/24	08/30/24*	08/20/24
October 2024	Weds. 09/18/24	09/24/24	09/27/24*	09/20/24
November 2024	Weds. 10/16/24	10/22/24	10/25/24*	10/20/24
December 2024	Weds. 11/13/24	11/19/24	11/22/24*	11/20/24
January 2025	Weds. 12/25/24	12/31/24	01/03/25*	12/20/24
February 2025	Weds. 01/22/25	01/28/25	01/31/25*	01/20/25
March 2025	Weds. 02/19/25	02/25/25	02/28/25*	02/20/25
April 2025	Weds. 03/19/25	03/25/25	03/28/25*	03/20/25
May 2025	Weds. 04/16/25	04/22/25	04/25/25*	04/20/25
June 2025	Weds. 05/14/25	05/20/25	05/23/25*	05/20/25

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@voyafinancial.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!

Resources & References

Reference Resources

★ Knowledge Center

- Hire a Person
- Rehire Employee – Full Time, Part Time, Salaried, Contract, Hourly

★ Guide for Viewing and Updating Payroll and Compensation Information

★ Procedures for Payment of Prior Year Deficiencies

Support Resources

★ EOTSS ServiceNow

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

★ Knowledge Center

- [HR/CMS Knowledge Center - Home \(sharepoint.com\)](#)

★ CTR Solution Desk

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

★ PowerDMS

- [PowerDMS Login](#)

Home Address SQL Statement

```
SELECT dbo_wh_job.xref_empl_status, dbo_wh_job.department, dbo_wh_job.key2_emplid,
dbo_wh_employees.last_name, dbo_wh_employees.first_name,
dbo_ps_addresses.key3_xref_address_type, Max(dbo_ps_addresses.efdtd) AS MaxOfefdtd,
dbo_ps_addresses.address1, dbo_ps_addresses.address2, dbo_ps_addresses.address3,
dbo_ps_addresses.city, dbo_ps_addresses.state, dbo_ps_addresses.postal

FROM (dbo_wh_job INNER JOIN dbo_ps_addresses ON dbo_wh_job.key2_emplid =
dbo_ps_addresses.key2_emplid) INNER JOIN dbo_wh_employees ON dbo_wh_job.key2_emplid =
dbo_wh_employees.key2_emplid

GROUP BY dbo_wh_job.xref_empl_status, dbo_wh_job.department, dbo_wh_job.key2_emplid,
dbo_wh_employees.last_name, dbo_wh_employees.first_name,
dbo_ps_addresses.key3_xref_address_type, dbo_ps_addresses.address1,
dbo_ps_addresses.address2, dbo_ps_addresses.address3, dbo_ps_addresses.city,
dbo_ps_addresses.state, dbo_ps_addresses.postal

HAVING (((dbo_wh_job.xref_empl_status) In ("A","L","P","S"))) AND
(((dbo_ps_addresses.key3_xref_address_type)="HOME"))

ORDER BY dbo_wh_job.department, dbo_wh_job.key2_emplid,
dbo_ps_addresses.key3_xref_address_type;
```

Thank you

Next meeting December 4, 2024