

HR/CMS User Group

September 3, 2025



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

Opening Remarks – William
McNamara, Comptroller

II. National Payroll Week

III. BEST

IV. Empower Retirement - SMART Plan

V. Massachusetts State Board of Retirement

VI. Metro Credit Union

VII. Calendar Year End Preparation

VIII. TASC

VIII. Trending Topics

IX. VOYA

X. Resources and References

Opening Remarks

Comptroller William McNamara

National Payroll Week

Tryntje Bumgardner

Thank YOU!!!

- ★ Business Enterprise Applications Unit (BEAU)
- ★ Enterprise Application Services – EOTSS
- ★ All Departments
- ★ Robin Anastasio, Ana Alves, Scott Claussen, Nichole Denahey and Wendy Messaline



National Payroll Week

★ Check out the Comptroller's social media for posts highlighting some of your colleagues from across the Commonwealth



[MAcomptroller](#)



[macomptroller](#)



[mass_comptroller](#)

Payroll Data

★ For Fiscal Year 2025 Comptroller's Office processed

- 2,501,470 Paychecks with a total gross of \$8,982,537,099.68
- 10,497,967 Deductions processed for a total of \$1,611,488,032.07 for a total of 119 different vendors

★ For Calendar Year 2024 Comptroller's office issued 120,188 W2's



BEST Program Update

HR/CMS User Group
September 3, 2025



Agenda

- Meet the Phase 2 PMO Team

- Phase 2 Approach
 1. Meetings with Agencies or HR/Payroll User Groups to review Phase 2 Approach and Overview
 2. Phase 2 Point-of-Contact and Functional SME Collection
 3. Launch of User Experience Survey, by Functional Solution
 4. Examples of Agency “Deep Dive” Engagement
 5. Analysis and Understanding of Common Workflows, Opportunities and “Uniqueness”

- Questions and How to Get Your Agency Involved

Meet the Phase 2 PMO Team

- We'd like to introduce our team!
- Our functional leads and their team members will be collaborating with Commonwealth agencies.
- Be on the lookout for emails from them as we enter Phase 2 activities!

Phase 2 Program Management Office

BEST Program Management Office
Transformation_PMO@mass.gov
best.macomptroller.org

Helen O'Malley
BEST Program Manager
Helen.Omalley@mass.gov



Michael Kelleher

Phase 2
Project Manager
Michael.Kelleher6@mass.gov



Bill Weiss

HCM
Functional Lead
Bill.Weiss@mass.gov



Kerrie Coleman

Phase 2
Procurement Lead
Kerrie.Coleman@mass.gov



Robin Anastasio

Payroll
Functional Lead
Robin.Anastasio1@mass.gov



Tsui Cheng

Personnel
Administration Team Lead
Tsui.Cheng@mass.gov



Pamela DiGirolamo

Collective Bargaining
Agreement Analyst
Pamela.DiGirolamo@mass.gov



Dan Miguel

Talent Acquisition &
Onboarding Lead
Daniel.Miguel@mass.gov



Sam Moy

Payroll
Functional Lead
Sam.Moy@mass.gov



Tim Owens

Time & Attendance
Business Analyst
Timothy.Owens@mass.gov



Phase 2 Approach:

Identify, Engage, Collect Information & Analyze

- 1 June through Present:** Presenting Phase 2 “Approach and Overview” to various agencies, HR/Payroll User Groups and other convenings
- 2 June and July:** Refreshed Point-of-Contact (POC) for Phase 2 and collected, by agency, multiple solution function (and IT representatives) Subject Matter Experts
- 3 July and August:** Collecting agency experiences; challenge, areas of opportunity & improvement, use of third party or in-house solutions by agency, via functional-specific surveys sent to all POCs and specific solution function Subject Matter Experts provided.
- 4 August and September:** Engaging with a representative sample of entities to conduct a series of “deep dive” sessions to drill down into existing workflows, functional needs and unique business process specific to a Phase 2 functional solution
- 5 September and October:** Establish “current state”, by functional solution, by various workplace/employee attributes and characteristics; identifying areas of opportunity and common themes, third-party or “in-house” solutions used and unique agency or workplace cohort challenges

1 Phase 2 Approach and Overview Meetings with Agencies or HR/Payroll User Groups

- Developed a discussion deck to introduce BEST & Phase 2 Scope, the Phase 2 Timeline, what do we mean by Transformation, our approach and how we can identify the appropriate contacts within the agency
- Some of the agencies/convenings we have met with include:
 - ✓ Sheriff's CFOs and HR leads
 - ✓ Higher Ed & Community Colleges Payroll Directors
 - ✓ HR/CMS User Group Meeting
 - ✓ Independent Agency HR Directors
 - ✓ Community College/State University CFO & Comptroller Retreat
 - ✓ Executive Office of Energy and Environmental Affairs
 - ✓ Trial Court HR/Payroll Leadership
 - ✓ District Attorney Office CFOs and HR staff
 - ✓ State University HR and Payroll Directors
 - ✓ MBTA
- Seeking to continue this level of engagement with agency leads, particularly HR and Payroll, to talk about Phase 2, clarify scope and approach to set the stage for a consultative and collaborative partnership

2 Phase 2 Point-of-Contact & Functional SME Collection

- Disseminated a Phase 2 Point-of-Contact survey via SurveyMonkey (**sent 6/3**) to **all current BEST Points-of-Contact (and Technical Points-of-Contact)** for **~157 state agencies**
- Asked agencies to consider who the most appropriate POC would be for Phase 2 (or to suggest alternatives/ additional POCs) given the different and expanded Phase 2 Scope
- Survey was open for 6 weeks, sent 3 reminders as well as individualized emails to Secretariat and agency leads to nudge responses

Out of 157 agencies:

- **76% of agencies provided POCs/SMEs across Phase 2 Functional solutions**
- These agencies **represent approximately 82% of state employees**

Contact Type	Number of Agencies	Percent of Agencies
Recruiting (Talent Acquisition), Onboarding and Offboarding	115	74%
Payroll/Time & Attendance	122	78%
Personnel Administration	115	73%
Learning Management	134	85%
Performance Management	114	73%
Leave Administration Management	115	73%
Manager/Employee Experience Contacts	Over 100	Payroll/HR Users

3 Launch of User Experience Survey by Functional Solution

- Developed a survey to collect answers to series of questions related to your agency's current challenges, areas of opportunity, "wish list" of what a new functional solution could provide that the current lacks or could be improved, and other qualitative questions related to user's practical experience and is needed from a new functional solution.
- Sent individual functional survey (6 distinct surveys) using the refreshed and new collected POCs and SMEs, by Functional Solution
- Survey launched on 7/28 and will be open through early September
- **67% of Agencies (105) responded to the User Experience Survey, 52 Agencies have not yet responded**

Completed Surveys by Agency

Overall	Learning Mgt.	Leave Admin.	Talent Acquisition	Performance Mgt.	Payroll - Time & Att.	Personnel Mgt.
327	50	52	51	48	75	51

4 Examples of Agency “Deep Dive” Engagement

- Beginning engagement with a representative sample of entities to conduct a series of “deep dive” sessions to drill down into existing workflows, functional needs and unique business process specific to a Phase 2 functional solution.
- Seeking a representative array sample (i.e., entities representing all workplace/employee attributes (i.e., office, customer service operations, 24-hour facilities, uniformed law enforcement, fieldwork, etc.).

Bristol County Sheriff's Office	Veterans Home of Holyoke	Massachusetts Sheriff's Association
Payroll, Time and Attendance	Payroll, Time and Attendance	Learning Management
CFO, Finance Director, Member of Finance team	Members of Finance Team	Executive Director and Director of Training
Sheriff Office has an old time and attendance program that will be obsolete in December. Needed guidance on what to do. Talked about self service, Phase 2 objectives and their specific Time and Attendance needs which need to be addressed. Short-term, set them up with Comptrollers Office to get information on using self-service. Long-term will continue to engage in Phase 2.	Moving their office and wanted guidance on if they should bring their old TCD's. Talked about self service, Phase 2 objectives and where how the TCDs need to be addressed. Set them up with CTR employees that can help them with their short-term TCD's needs while establishing the basis for continue to review their specific needs in Phase 2 design.	The Director of Training inquired about Learning Management under Phase 2. Met to talk about standardization and how BEST is developing a new Enterprise solution. They are onboard and willing to be involved. Offered to help us with Sheriff's Offices to ensure solution is designed collectively to continue to review their specific needs in Phase 2 design.

5 Analysis and Understanding of Common Workflows, Opportunities and “Uniqueness”

- By functional solution, by various workplace/employee attributes and characteristics; identifying:
 - Common pain points
 - Common "wish list" items
 - Areas of opportunity
 - Third-party or “in-house” solutions used
 - Challenges which seem unique to the agency or sector; but are common across agencies

Derived from User Experience Survey Results and Agency Meetings
 - Develop “high-level” workflows, business needs and “business processes exhibits by specific functional solution based on common workplace/employee attributes and characteristics. For example, office, customer service operations, 24-hour facilities, uniformed law enforcement, fieldwork, by various cohorts (i.e., higher education, corrections, group homes, field offices, customer service operations, hospital environments, etc.)
 - Merge “current state” process and workflows, by functional solution, by various workplace/employee attributes and characteristics, seeking to capture most of the existing workflows, functional needs, unique business process needs with identified pain points/areas of opportunity and addressing "wish list" items
- Derived from Agency “Deep Dive” Engagement*
- “Bringing it all Together”*

Questions? Get Your Agency Involved!

➤ **Open call for SME Nominations!**

- Sign up SMEs to support Phase 2 by emailing the PMO at Transformation_PMO@mass.gov
- Also accepting additional **Points of Contact** and **User Experience Survey submissions**
 - If seeking to confirm Agency User Survey Completion; please email the PMO team

➤ **Organize a “Deep Dive” discussion** with us to focus on a Phase 2 functional solution

➤ **Schedule an introductory meeting** to discuss BEST & Phase 2 Scope, the Phase 2 Timeline, what do we mean by Transformation, our approach and how we can identify the appropriate contacts within the agency

➤ **Interested in learning more?** Be on the lookout for emails from the Phase 2 BEST PMO team, outreach meetings for your agency, and the latest [Program Updates!](#)

Thank you!





Massachusetts Deferred Compensation SMART Plan

Payroll Users Group Meeting

September 3rd, 2025

SMART Plan Agenda



- Mid Year Plan Statistics
- Distribution Rules
- New SMART Advisor

Plan Statistics (as of June 30, 2025)



Total SMART Plan (-01 Plan)

■ Total Plan assets	\$ 14.2 Billion
■ Total Participants	121,027
■ Total Contributions YTD	\$ 319.7 Million (\$271.1 Million YTD 2024)
■ OBRA Assets	\$ 578.6 Million
■ OBRA Participants	177,099

New Plan Enrollments

- Over 3,500 New SMART Plan Participants YTD in 2025!

Distribution Options



■ Stay in the Plan

- Same low administrative costs
- Consolidate other plans into SMART
- Continued access to plan services
 - Website
 - Mobile App
 - SMART Retirement Plan Advisors
- Various payout options

■ Rollover to other plans

- IRA's
- Other employer-sponsored plans

Distribution Rules



- Distributions available
 - Separation of service or upon reaching age 59 ½, whichever comes first

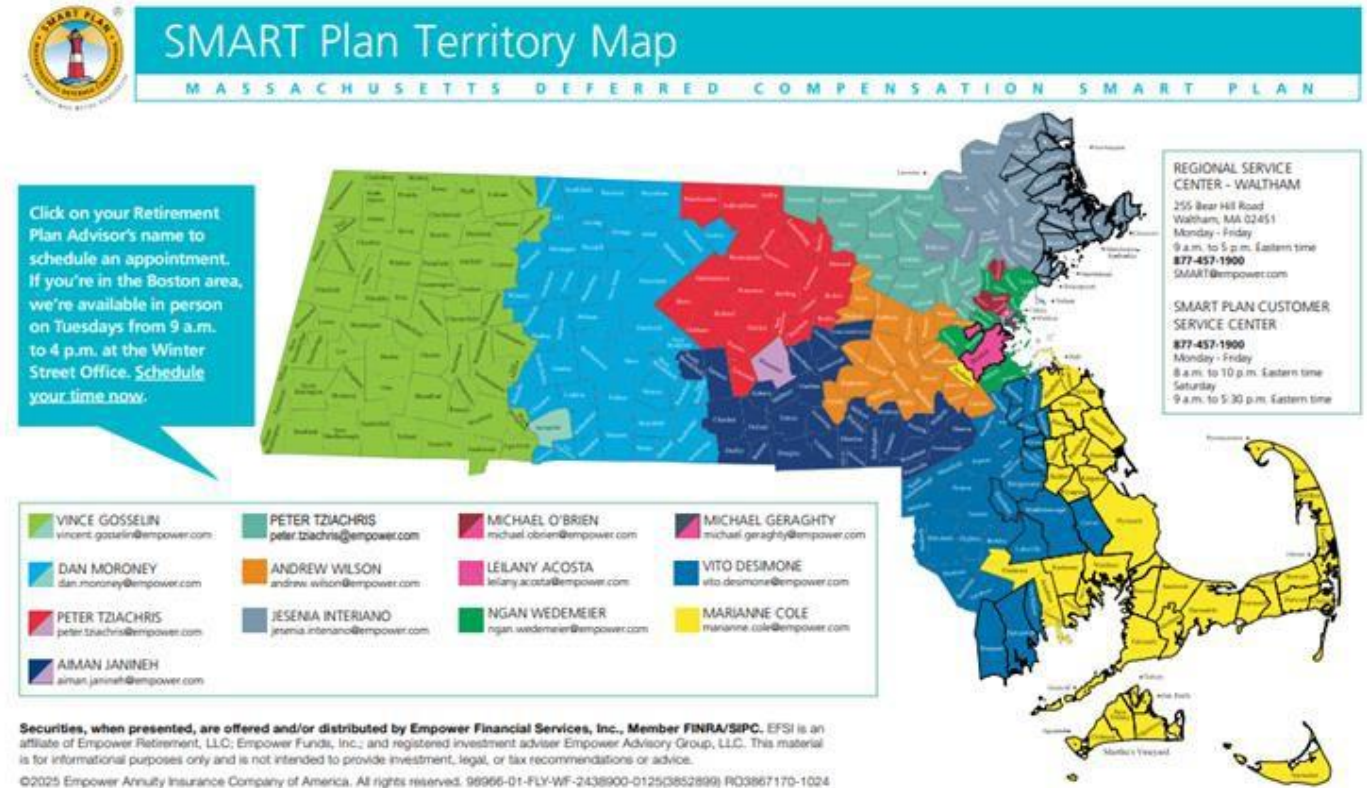
- Required Minimum Distribution (RMD)
 - Required by April 1 following the calendar year employee reaches age 73 unless still working

Note: Although uncommon, some participants may be eligible to take a distribution while contributing

SMART Retirement Plan Advisors



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



Questions?



SMART@Empower.com

Thank you



PFML and Creditable Service for Retirement

MASSACHUSETTS STATE RETIREMENT BOARD

SEPTEMBER 3, 2025

Timeline – PFML Commences

- ▶ Legislation passed in 2018
- ▶ PFML starts in 2021
- ▶ PFML payments are not pensionable
- ▶ PERAC Memo #15/2021
 - ▶ <https://www.mass.gov/memorandum/15-implementation-of-paid-family-medical-leave-pfml>

Timeline – “Top-off” for PFML is Allowed

- ▶ Applications filed on or after November 1, 2023
- ▶ Recipients can use accrued leave to “top-off” their PFML benefit
- ▶ Top-off is not pensionable
- ▶ PERAC Memo #23/2023
 - ▶ <https://www.mass.gov/memorandum/perac-memo-23-paid-family-and-medical-leave-supplemental-payments>

Timeline – Creditable Service for Top-off

- ▶ FY26 Budget Outside Section 26
 - ▶ Effective July 1, 2025 use of accrued leave for top-off is now pensionable; creditable service is granted
 - ▶ <https://budget.digital.mass.gov/summary/fy26/outside-section/section-26-creditable-service/>
- ▶ PERAC Memo #21/2025
 - ▶ <https://www.mass.gov/memorandum/perac-memo-21-fy2026-budget-and-the-definition-of-wages-in-chapter-32>

Moving Forward



The Commonwealth began taking retirement contributions from accrued leave with PFML in pay period ending 8/9/2025



SRB is reviewing the pay periods before and after July 1st for compliance and anomalies



SRB will obtain a list of all members with top off in the two prior pay periods when retirement contributions were not taken



SRB will calculate the retirement contributions owed, bill members, and offer payment options

Additional Considerations

- ▶ Contributions on top-off pay that exceeds regular pay period salary (retirement eligible) will be refunded
- ▶ Awaiting opinions from PERAC on retirement eligibility for other types of supplemental pay
- ▶ Some members may have contributions refunded to them or net against amounts owed as a result of those opinions



Thank you...



METRO
CREDIT UNION



September 2025 Updates



Quarterly Seminars

- Starting Quarterly Seminars
- Previous Sessions
 - Understanding Student Lending
 - Metro@Work Orientation / Updates
- Understanding Student Lending and the Financial Aid Process
 - Thursday, September 25th – 1:00pm-2:00pm
 - Wednesday, October 8th – 6:00pm-7:00pm





Rejected Emails

- Add to Safe Sender List
 - BWilliams@MetroCU.org
 - No-reply@MetroCU.org
- Send me an Email
 - Who you're replacing
 - Title
 - Agency
 - Agency Address
 - Phone Number

From: Williams, Brandon <bwilliams@metrocu.org>

Sent: Wednesday, September 3, 2025

To: Williams, Brandon <bwilliams@metrocu.org>

Subject: Upcoming FREE Seminars for State Employees - Understanding Student Lending

Good morning,

I'm happy to share some information with you regarding two upcoming seminars Metro is offering just for state employees.

Join us for **Understanding Student Lending and the Financial Aid Process**, on Thursday, September 25th at 1pm or on Wednesday, October 8th at 6pm. These sessions are going to provide great information for high school juniors & seniors and adults of high school seniors.

Understanding Student Lending and the Financial Aid Process takes students and parents on the journey from the FAFSA application through the lending process, including Federal loans and Private education loans, and includes insight into options for Refinance and student loan repayment.

Click either link below to register for your preferred session and receive a unique Teams invite and link to the session.

- Thursday, September 25th from 1:00pm - 2:00pm - [Click Here](#) to Register
- Wednesday, October 8th from 6:00pm - 7:00pm - [Click Here](#) to Register

Please feel free to share with your teams and I look forward to seeing those in attendance soon!

Best,
Brandon

Brandon Williams, CCUFC

Metro@Work Relationship Manager | he/him/his

877.MY.METRO

617.488.5408 781.823.9685

bwilliams@metrocu.org

1 Salem Street, Medford, MA 02155

MetroCU.org



Open a Metro Checking
Account Today
[Learn More »](#)



2026 Calendars

- Same information, just new colors
- Calendar orders will start mid-October
- **Deadline: Friday, November 14th**
- Utilizing the same system as last year
 - New Users: All instructions will be included in the email
 - Existing Users: You'll need the username/password created last year



The credit union for
Mass State
Employees



Massachusetts State Employees
HR/CMS Pay Calendar 2026

JANUARY							FEBRUARY							MARCH						
SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT
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APRIL							MAY							JUNE						
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JULY							AUGUST							SEPTEMBER						
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OCTOBER							NOVEMBER							DECEMBER						
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Federally Insured by NCUA | Member MSIC

Metro@work Benefits

- ✓ Free financial wellness seminars (onsite & virtual)
- ✓ Free confidential 1:1 financial coaching
- ✓ Attendance at new hire orientations & annual benefits fairs
- ✓ Dedicated relationship manager to answer questions for you and your staff

Scan here to learn more!



MetroCU.org/Metro@work



2026 Calendars

Onsite Assistance

- Ashburton (Cafeteria)
 - Monday, October 6th – 11:30am-1:30pm
 - Tuesday, November 4th – 11:30am-1:30pm
- MITC (Second Floor Elevators)
 - Thursday, October 16th – 11:30am-1:30pm
 - Tuesday, November 18th – 11:30am-1:30pm
- Springfield (1st Floor Elevators)
 - Wednesday, November 19th – 11:30am-1:30pm



Massachusetts State Employees HR/CMS Pay Calendar 2026

JANUARY							FEBRUARY							MARCH						
SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS	FRI	SAT
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MetroCU.org/Metro@work



Dedicated Resource



Brandon Williams, CCUFC

Metro@Work Relationship Manager

E: BWilliams@MetroCU.org

O: 877.MY.METRO ext. 5408

C: 781.823.9685

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

P.O. Box

- ★ The Internal Revenue Service instructions on W-2/W-3 creation require that the employee's address includes the number, street, apartment or suite number
- ★ They will accept a P.O. Box number **ONLY** if mail is not delivered to a street address



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



Commonwealth of Massachusetts
Group Insurance Commission

HR/CMS User Group Meeting

September 3, 2025

Topics to Cover

- Quick Links on Microsite – www.massfsatasc.com
- Resources review
- Important Reminders



Welcome

The Commonwealth Of Massachusetts
Flexible Spending Accounts website

Learn about your benefits, and enroll through TASC, our new FSA benefits administrator.

 [Login to TASC](#)

[Resources](#)

1. Commonly Used forms

2. Resources

1. Commonly used forms listed at top for quicker and easier access.

2. Resources button for quick access to forms/educational materials, etc.

Plan Information

Please read about the benefits below for the available Flexible Spending Accounts and consider these important details when reviewing your options.

There are four tabs under the Resources

GIC Coordinator Resources

GIC COORDINATOR **RESOURCES**

BENEFIT PLAN INFORMATION

GUIDES

FORMS

CHANGE FORM (PAPER)

HCSA/DCA Change Form

 **VIEW**

GIC ENROLLMENT FORM-NEW HIRE MID-YEAR CHANGES (QLE) PAPER

HCSA/DCA Enrollment Form

 **VIEW**

CHANGE FORM (WEB-BASED)

HCSA/DCA Change Form.

 **VISIT**

When to submit a change form:

1. Participant election changes due to a Qualifying Life Event
2. Beginning of Leave of Absence
3. Ending of Leave of Absence
4. Participant is Terminating State Employment
5. Reclassifications - Participant is transferring from one Agency to another.
6. Payroll Refund Requests

Benefit Plan Information

- Educational Information on the HCFSA and DCAP plans, including eligible expense lists, Employee Handbook, links to GIC agency listing and GIC website, SPD.
- Great point of reference for new hires and/or existing participants with questions regarding their benefit account.

[GIC COORDINATOR RESOURCES](#)[BENEFIT PLAN INFORMATION](#)[GUIDES](#)[FORMS](#)

DEPENDENT CARE FSA QUALIFICATIONS
Do your dependent care expenses qualify for reimbursement?

VIEW

FY25 PARTICIPANT BENEFITS
Save money with FSA pretax benefit accounts.

VIEW

FSA ELIGIBLE EXPENSES
Save money with FSA pretax benefit accounts.

VIEW

FY25 EMPLOYEE HANDBOOK
Save up to 30% on healthcare and dependent care expenses when you enroll in the Flexible Spending Account Program!

VIEW

LIST OF GIC AGENCIES
List of GIC agencies and codes.

VIEW

GIC FSA WEBSITE
For more information on the FSA benefit plan visit the GIC website.

VIEW

GRACE AND RUNOUT PERIOD
More time to spend your FSA funds

VIEW

FY26 PARTICIPANT BENEFITS
Save Money with FSA pretax benefit accounts

VIEW

FY26 EMPLOYEE HANDBOOK
Save up to 30% on healthcare and dependent care expenses when you enroll in the Flexible Spending Account Program!

VIEW

SUMMARY PLAN DESCRIPTION/PLAN DOCUMENT

VIEW

Continued...

Guides

GIC COORDINATOR RESOURCESBENEFIT PLAN INFORMATIONGUIDESFORMS

MYCASH ACCOUNT EDUCATION

Conveniently access and spend your reimbursement dollars on any purchase.

VIEW

TASC CARD

Quickly and easily access your money—anywhere, anytime .

VIEW

ACCESS BENEFIT ACCOUNT FUNDS

TASC offers three options to access benefit account funds.

VIEW

TASC SECURITY

TASC advises all participants to follow these instructions. Remember that security is an ongoing process.

VIEW

PROTECT YOUR ACCOUNT

TASC knows how important protecting your personal information is and recommends that you follow these simple tips and instructions to make your TASC benefit accounts more secure.

VIEW

Forms

GIC COORDINATOR RESOURCESBENEFIT PLAN INFORMATIONGUIDESFORMS

CHANGE FORM (PAPER)

HCSA/DCA Change Form

VIEW

PAPER REIMBURSEMENT FORM

Reimbursement Form.

VIEW

TASC DEPENDENT CARE CONTRACT

A new contract is required at the start of each new plan year.

VIEW

ORTHODONTIA WORKSHEET & INSTRUCTIONS

The treatment of orthodontia expenses under the Healthcare Flexible Spending Account (FSA) is different than other medical expenses because services generally span more than one plan year.

VIEW

LETTER OF MEDICAL NECESSITY

Use this form to be reimbursed for healthcare products and services that require authorization from a Medical Practitioner to be considered eligible for reimbursement from a Flexible Spending Account (FSA).

VIEW

CHANGE FORM (WEB-BASED)

HCSA/DCA Change Form.

VISIT

Reminders

- Fiscal Year 2025 Grace Period ends 9/15/2025.
- Fiscal Year 2025 Runout Period ends 10/15/2025.
- Communications have gone out to all participants who still have an available balance in their Fiscal Year 2025 accounts, reminding them of last day to incur expenses and last day to submit a manual Request for Reimbursement.

RM Contact info

Amanda Odom is the Relationship Manager and your direct TASC contact. commonwealthofma@tasconline.com, 608-852-8491. This is for Agency Coordinators only.

Thank You!

Trending Topics

Evanice Henniger

Multi-Factor Authentication

- ★ Pilot has been ongoing with 12 departments
- ★ Identified some areas of opportunities to make the process of hiring and providing access more seamless
- ★ Rollout schedule has been determined and will be shared at upcoming Core User Support or Payroll Drop-In Sessions
- ★ Departments will be contacted by project team to review data and maintenance

PayInfo

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Menu [Select Language](#)

Mass.gov

[Home](#) > [Human Resources](#)

OFFERED BY [Human Resources](#) | [Executive Office for Administration and Finance](#)

Employee Self-Service

Commonwealth employees can enter time, view paystubs, update their personal information and more.

Welcome to Employee Self-Service. Take control of your employment needs and manage key tasks with confidence as a Commonwealth employee.

Quick Log In Links

[Log in to HR/CMS Employee Self-Service →](#)

[Log in to HR/CMS Employee Self-Service with MFA →](#)

★ Continues having technical issues

★ Recommend that employees use Self Service Time and Attendance to access their Pay Advices

- Mass.gov > Search ESC
- Click the first link
- Log in to HR/CMS Employee Self Service

Security

★ HR/CMS Role

- SS_PWRD_EMAIL_RESET

★ Knowledge Center >

HR/CMS Job Aids > SSTA >
Reset Password

The screenshot displays the 'Self Service Security Admin' web application. The top navigation bar includes a 'My Homepage' link, the title 'Self Service Security Admin', and icons for home, search, notifications, and settings. Below the navigation bar, there are links for 'New Window' and 'Personalize Page'. The main content area is titled 'Self Service Security Admin' and contains a form for user management. The form includes fields for 'User ID', 'Description', 'Password', and 'Confirm Password'. A 'Logon Information' section is also present. The 'Failed Login Attempts' field shows '0'. The 'Account Locked Out?' checkbox is unchecked. The 'Password Expired?' checkbox is checked. Below the form, there is a table with columns for 'Primary Email Account', 'Email Type', and 'Email Address'. The table contains one row with a checked checkbox, 'Business' as the email type, and 'X127300XZ@mass.gov' as the email address. At the bottom of the form, there are buttons for 'Save', 'Return to Search', 'Notify', and 'Refresh'. The 'Save' button is highlighted with a red box.

Primary Email Account	Email Type	Email Address
1	Business	X127300XZ@mass.gov

Payroll User Group Meeting

September 3rd 2025

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

Voya Financial 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 Voya Financial, which can be accessed by clicking the Election Change button below.

QTBP PARTICIPANT LOGIN

ELECTION CHANGE

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](#)
- [FY2024 Transit Election Change Process Calendar](#)
- [FY2024 Parking Election Change Process Calendar](#)
- [FY2025 Transit Election Change Process Calendar](#)
- [FY2025 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@voya.com
- Fax to: 603-232-8079

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:
Daren.Campbell@voya.com

Transit Process Calendar

TRANSIT ELECTION CHANGE PROCESS CALENDAR FY2026 07/01/25-06/30/26

Benefit Month	Requests Received by Voya	Payroll Process Date	Paycheck Date	Funds Credited To Debit Card
July 2025	Weds. 06/11/2025	06/17/2025	06/20/2025	06/20/2025
August 2025	Weds. 07/09/2025	07/15/2025	07/18/2025	07/20/2025
September 2025	Weds. 08/06/2025	08/12/2025	08/15/2025	08/20/2025
October 2025	Weds. 09/03/2025	09/09/2025	09/12/2025	09/20/2025
November 2025	Weds. 10/01/2025	10/07/2025	10/10/2025	10/20/2025
December 2025	Weds. 10/29/2025	11/04/2025	11/07/2025	11/20/2025
January 2026	Weds. 12/10/2025	12/16/2025	12/19/2025	12/20/2025
February 2026	Weds. 01/07/2026	01/13/2026	01/16/2026	01/20/2026
March 2026	Weds. 02/04/2026	02/10/2026	02/13/2026	02/20/2026
April 2026	Weds. 03/04/2026	03/10/2026	03/13/2026	03/20/2026
May 2026	Weds. 04/01/2026	04/07/2026	04/10/2026	04/20/2026
June 2026	Weds. 04/29/2026	05/05/2026	05/08/2026	05/20/2026

Parking Process Calendar

PARKING ELECTION CHANGE PROCESS CALENDAR FY2026 07/01/25-06/30/26

Benefit Month	Requests Received by Voya	Payroll Process Date	Paycheck Date	Funds Credited To Debit Card
July 2025	Weds. 06/25/2025	07/01/2025	07/03/2025*	06/20/2025
August 2025	Weds. 07/23/2025	07/29/2025	08/01/2025*	07/20/2025
September 2025	Weds. 08/20/2025	08/26/2025	08/29/2025*	08/20/2025
October 2025	Weds. 09/17/2025	09/23/2025	09/26/2025*	09/20/2025
November 2025	Weds. 10/15/2025	10/21/2025	10/24/2025*	10/20/2025
December 2025	Weds. 11/12/2025	11/18/2025	11/21/2025*	11/20/2025
January 2026	Weds. 12/24/2025	12/30/2025	01/02/2026*	12/20/2025
February 2026	Weds. 01/21/2026	01/27/2026	01/30/2026*	01/20/2026
March 2026	Weds. 02/18/2026	02/24/2026	02/27/2026*	02/20/2026
April 2026	Weds. 03/18/2026	03/24/2026	03/27/2026*	03/20/2026
May 2026	Weds. 04/15/2026	04/21/2026	04/24/2026*	04/20/2026
June 2026	Weds. 05/13/2026	05/19/2026	05/22/2026*	05/20/2026

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: Daren Campbell

Coordinator Contact ONLY:

Please do not refer a member to this email address:

Daren.Campbell@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

- Reset Password

★ Statewide Key Contact Lists - Office of the Comptroller

★ 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 3, 2025