

Institution Administrator Call

November 11, 2021

Agenda

- Portal Articles
- Payroll Error Report in Cypress
- November 14 HRS Outage
- Well Wisconsin Program Incentive Processing
- 2021 Health Care FSA Unsubstantiated Claims
- Campus Collaboration & Discussion

Portal Articles

Recently posted articles:

NOVEMBER 8: [Deadlines for Health Care FSAs](#)

NOVEMBER 8: [Financial Wellness Webinars](#)

NOVEMBER 5: [Reminder for University Staff Employees: Plan and Schedule Carryover Vacation and Personal Holiday Hours Before Year-end](#)

OCTOBER 28: [University Insurance Association Life Insurance: Change In Timing Of Plan Year And Annual Premium Deduction](#)

OCTOBER 6: [Deadlines for Using December 25, 2021, Floating Legal Holiday](#)

Upcoming articles in November:

- Social Security and Medicare Taxes for 2022
- 2022 UW 403(b) SRP Program and WDC Contribution Limits
- Update Your Address for Tax Form Distribution
- Reminder to University Staff: Review and Bank Leave Balances

Payroll Error Report in Cypress

- Beginning with the 11B payroll, the payroll error report will no longer be delivered to Cypress inboxes
 - All payroll errors are cleaned up daily by UWSS staff
 - If there is a question about an error, UWSS will reach out to the applicable administrator
 - Side benefit – less clutter in your Cypress inbox!

November 14 HRS Outage

- On Sunday, November 14, there will be an HRS outage from 6:00am-5:00pm for maintenance activities
- Access to HRS, including through MyUW portal, timesheet entry, and for applicants using Candidate Gateway will not be available
- A message was added to MyUW on Wednesday, November 10, that applicable portal tiles will be unavailable on Sunday during the outage time
- Immediately following the outage, HRS may respond slowly

Well Wisconsin Program Incentive Processing

- The \$150 Well Wisconsin Program incentive is a fringe benefit that is considered taxable income. The Department of Employee Trust Funds (ETF) notifies the UW System, three times per year, of employees that have received the incentive.
- Incentives will be taxed on the following payrolls:
 - December 2, 2021: for incentives received since August 2021
 - June 2, 2022: for incentives received through early May 2022
 - September 8, 2022: for incentives received through early August 2022
 - December 1, 2022: for incentives received through October 2022

Well Wisconsin Program Incentive Processing

- **Communication:** Previously, a report of employees to be taxed, and an email template to assist with communication, was provided to institutions. Starting with the November 2021 report, the **email configurator** will be used to send the communication directly to employees, prior to the paycheck date. Example: 12/2 paycheck communication will be sent 11/22.
 - Emails are available in the Mail Retrieval Page
 - [Viewing Messages Using the Mail Retrieval Page in HRS \(wisconsin.edu\)](#)
- **Questions:** The email will direct employees to contact WebMD with questions about their incentive, and serviceoperations@uwss.wisconsin.edu with questions about their earnings statement, and withholdings
- **Reminder:** ETF will continue to manage reporting, and issuing W-2s to annuitants, continuants, and mid-year retirees who earned their incentive after retiring

2021 Healthcare FSA Unsubstantiated Claims

Healthcare FSA reminders:

- An FSA is a **tax-free** account, subject to IRS regulations
- IRS regulations require **all** healthcare claims to be substantiated
- Most payment card transactions are **auto-substantiated**. When they are not auto-substantiated, an employee must submit documentation manually to substantiate.

Important timeframes:

- 1/1/2021 – 12/31/2021: Participants should substantiate claims during this timeframe to **avoid** the payroll withholding process
- 1/1/2022 – 3/31/2022: Participants **may** substantiate 2021 claims during this timeframe; but these claims **will also** go through the payroll withholding process

2021 Healthcare FSA Unsubstantiated Claims

Optum Financial (formerly CYC) Communications:

- Communications are sent to participants throughout the year to remind them to substantiate their claim, substitute with a different eligible expense, or repay the amount of the claim
- When an expense is not auto-substantiated, a communication is sent following the payment card transaction, as follows: 10 days, 40 days, 70 days, and 85 days
- The communications indicate that participants may resolve claims electronically by using the mobile app, online portal, or by completing a paper claim form
- If claims are not resolved within 85 days, the claim is denied, and the payment card is deactivated

2021 Healthcare FSA Unsubstantiated Claims

- Additional notifications occur toward the end of the year:
 - **From Optum Financial:** Four communications will be sent to affected participants between 11/5/2021 and 12/17/2021. All communications will be sent via email; two will also be sent U.S. mail.
- For employees that do not substantiate claims by 12/31/2021, payroll withholding* will occur
 - **From UW System:** One communication will be sent to affected participants in January 2022, to make them aware of the payroll withholding process

**Additional information about the payroll withholding process will be provided early January*

2021 Healthcare FSA Unsubstantiated Claims

- Employees with questions should contact Optum Financial. Due to the complexities of the process, Optum Financial is the most appropriate resource to answer their questions.

Optum Financial

(833) 881-8158

of-service@of.optum.com

Resources:

- [FSA Unsubstantiated Claims web page](#): Will contain a summary of the FSA unsubstantiated claims process, the employee communications, and a tentative timeline of events
- Portal Article (published mid-November)

Questions?



Campus Collaboration & Discussion

- Reminder, the next Institution Administrator Call has been moved to Wednesday, November 24, 2021, at 1:00pm
- What are other campuses doing for their Position Descriptions with the implementation of TTC? Are they using just the standard job description job responsibilities, are they sticking with their current practice, or are they creating a hybrid PD where SJD job responsibilities are part of the PD, but also including more in-depth job duties?
- For discussion topics email uwss-svc.CampusCallSlides@uwss.wisconsin.edu