

# Institution Administrator Call

November 10, 2022

# Agenda

- Portal Articles
- Upcoming HRS Changes
- Ticketing System Changes
- HR Resources for Employee Benefits
- 2022 Healthcare FSA Unsubstantiated Claims

# Portal Articles

## Recently posted:

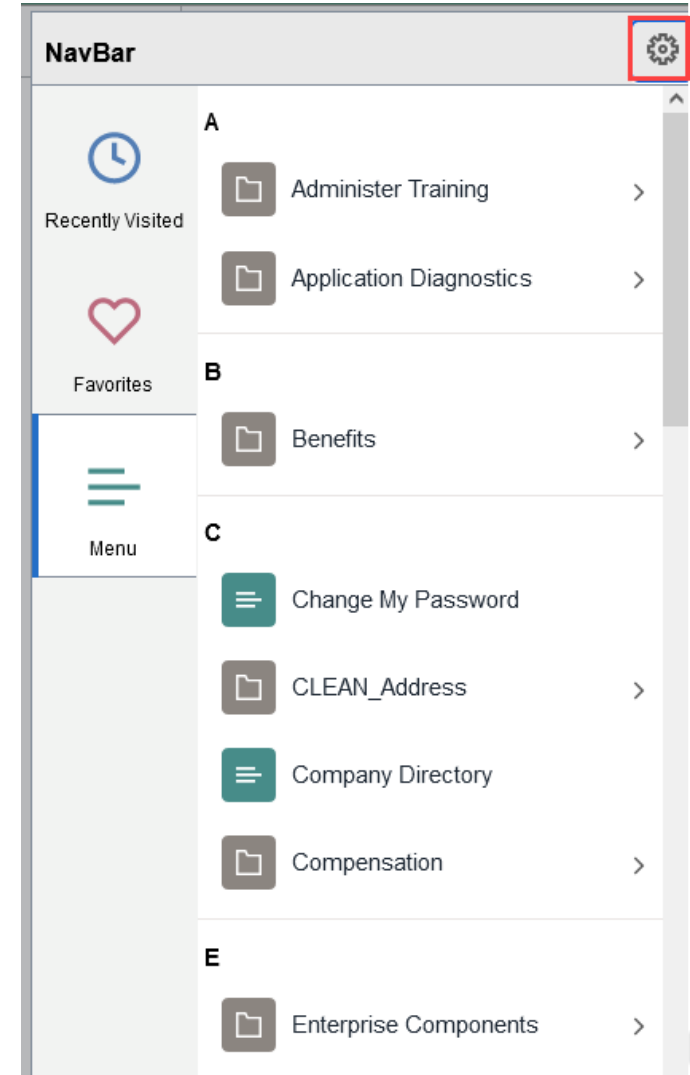
- University Staff: Use Paid Leave Before Year-End

## Upcoming articles:

- Reminder: Deadlines for Using Flexible Spending Accounts - early November
- What is an Explanation of Benefits? - early November
- Well-being Webinars - early November
- 2023 Social Security and Medicare Tax - mid-November
- 2023 Retirement Plan Contribution Limits - mid-November
- Personal Information Update - mid-November

# Upcoming HRS Changes


- Effective November 14 small changes to HRS
- Navigation menu will be alphabetized by default
  - This can be modified by clicking the widget icon and selecting Standard
- No other expected functionality changes



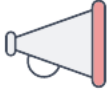
# Upcoming HRS Changes

Administrator Homepage ▾ < 1 of 3 >

WED Home




Welcome to HRS



No Announcements available

Recruiting Home



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❤️

# Upcoming HRS Changes – TAM Users

- Manage Job Opening Page
  - Applicant Screening
    - New Job Openings – Online screening, Minimum Qualifications, Preferred Qualifications

UW UNIVERSITY OF WISCONSIN SYSTEM Manage Job Opening

Manage Job Opening

Save | Return | Recruiting Home | Search Job Openings | Create New | Clone | Add Note | No Category | Print Job Opening

Job Opening ID [REDACTED] Status [REDACTED]  
Job Posting Title [REDACTED] Business Unit [REDACTED]  
Job Code [REDACTED] Department [REDACTED]  
Position Number [REDACTED] Job Family [REDACTED]

Job Opening | Job Opening Attachments | Job Opening Attachments Hist

Applicants | Applicant Search | Applicant Screening | Activity & Attachments | Details

Job Details | Assignments | Job Postings | Screening | Approvals

Additional Job Specifications Find | View All First 1 of 1 Last

Job Code [AT035] Primary Job Code

Degrees

There are no items for the Degrees section. Please add one if required.

Add Degrees

Skills Questions

*Question	Question Order	Required	Action
Public Broadcasting Exper	2	<input checked="" type="checkbox"/>	View Answers
QualifiedforOtherPositions	1	<input type="checkbox"/>	View Answers

Add Skills Question Load from Question Set

Applicant Screening Max Total Points 100 Must Pass Previous Levels

Applicant Screening

Sequence	Screening Levels
1	Online Screening
2	Minimum Qualifications
3	Preferred Qualifications

Add Screening Option

Add Job Code Delete Job Code

# Person Assignment Checklist Update for TAM Users

- Problem: TAM users manually updating Person Assignment Checklist in HRS instead of letting automated process update through Manage Hires in TAM
  - If dates differed, system would continuously override manual edits on Person Assignment Checklist causing multiple rows
- Reminder: While using Manage Hires in TAM, a Person Assignment Checklist is automatically created after the hire is completed
  - Process runs every 30 minutes from 6:20 am to 5:50 pm in HRS
    - Checklists may take up to 25 minutes to create
    - Contact [serviceoperations@uwss.wisconsin.edu](mailto:serviceoperations@uwss.wisconsin.edu) if the checklists do not appear by the next day

# Person Assignment Checklist Update for TAM Users

- Updates include uneditable fields

Person Assignment Checklist

Employee [redacted] Empl ID [redacted] Empl Record 1

**Employee Checklist** Find | View All First 1 of 1 Last

\*Checklist Date 01/25/2012 \*Checklist UWDATE Dates + -

Comment Applicant Checklist 123456 Job Opening ID: 18062

**Uneditable**

**Employee Checklist Items** Personalize | Find | First 1-3 of 3 Last

*Sequence	*Checklist Item Code	Description	*Status	*Status Date	Link ID
1	1 UWSHRC	Sexual Harassment Reference Ck	Completed	01/25/2012	Job Data
2	2 UWPOTN	Position of Trust = No	Completed	01/25/2012	
3	3 UWCBC	Criminal Background Check	Completed	01/25/2012	

**No Trash Can**

Save Return to Search Previous in List Next in List Notify Refresh Add Update/Display



# HRS Outage

- HRS outage Friday, November 11, starting at 5:00pm through 2:00pm Sunday, November 13
- Banner messages will be posted on MyUW portal
  - Post upcoming outage message on Sunday, November 6
  - Post outage message on Friday, November 11
- Reminder on HRS announcement tile was posted on Monday, November 7
- Best practice is to clear cache on Monday, November 14

# Ticketing System Changes

- Changing ticketing software vendors
  - Different email response templates
  - Responses sent from different address – [servicedesk@support.wisconsin.edu](mailto:servicedesk@support.wisconsin.edu)
  - Do NOT send to this address, receiving addresses remain unchanged at this time
- Tickets sent by email with individuals CC'd will automatically be included in replies
- Entire ticket chain in ticket response
- Self Service usage – add notes and attachments, view shared items

# Ivanti Self-Service Demo

# Questions?



# HR Resources for Employee Benefits

## Resources for 2023

- Benefits Brochure
- Benefits Quick Guides
- Benefit Summaries
- Benefit Orientations

## Work, Thrive, Belong Branding

- Updated for 2022 to incorporate the new branding
- Benefits Orientation updated for 2023 to use the new branding

# HR Resources for Employee Benefits

## 2023 Benefits Brochure

Use the one-page benefits **brochure** during the recruitment process for faculty, academic staff, limited appointees, and university staff. 2023 version available now.



*Work. Thrive. Belong.*

## UW System Employee Benefits

Employees of the UW System have the opportunity to work and thrive in a dynamic and innovative network of institutions with colleagues whose contributions are vital to the success of public higher education in the great state of Wisconsin. The UW System offers an excellent benefits package to meet the diverse needs of our employees. Most employees eligible for the Wisconsin Retirement System Benefits Package are eligible for the following benefits:

### HEALTH INSURANCE

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Choice of Medical Plan Designs  
(including a high deductible health plan option)  
Prescription Benefits  
Opt-Out Incentive (if eligible)

### SPENDING & SAVINGS ACCOUNTS

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Health Care Flexible Spending Account (FSA)  
Dependent Care Flexible Spending Account (FSA)  
Health Savings Account (HSA) with an employer  
contribution (if eligible)  
Parking & Transit Accounts

### DENTAL & VISION INSURANCE

# HR Resources for Employee Benefits

## 2023 Benefits Brochure (continued)

Below is sample text to use in your recruiting materials

### COMPENSATION AND BENEFITS

Qualified candidates can expect a starting annual salary within a range of \$X - \$X or \$X commensurate with the candidate's education, related experience, and qualifications.

UW System employees receive an excellent benefits package. To learn more about the benefits package, review the [UW System Employee Benefits Brochure](#).

# HR Resources for Employee Benefits

## 2023 Benefits Quick Guides

Use the **quick guides** during the recruitment process when additional benefits information is requested or early in the new hire process. The guides provide a high-level overview of the benefits package and are one to four pages in length, depending on employment category.

- Faculty, Academic Staff, and Limited Appointees
- University Staff
- Graduate Assistants, Employees in Training, Fellows, Scholars, and Short-term Academic Staff
- Crafts Workers
- Non-Benefits Eligible



# HR Resources for Employee Benefits

## 2023 Benefits Summaries

Use the **summaries** during the new hire process only. The summaries provide a more thorough overview than the quick guides and are 15-19 pages, depending on employment category.

- Faculty, Academic Staff, and Limited Appointees
- University Staff
- Graduate Assistants, Employees in Training, Fellows, Scholars, Short-term Academic Staff

# HR Resources for Employee Benefits

## 2023 Newly Benefits Eligible Presentations

Use the **newly benefits eligible presentations** during benefits orientations. The presentations are in the process of being updated for 2023 and will include the work, thrive, belong branding to align with the benefits brochure, benefits quick guides, and benefits summaries.

Four versions are available. Use the version appropriate for your audience.

- Faculty, Academic Staff, & Limited Appointees
- University Staff
- Faculty, Academic Staff, Limited Appointees, and University Staff
- Graduate Assistants, Employees in Training, Fellows, Scholars, and Short-term Academic Staff Employees

# HR Resources for Employee Benefits

## Location of 2023 Resources

- Benefits Brochure
- Benefits Quick Guides
- Benefit Summaries



[General Employee Information web page](#)  
(2023 versions available now)

- Newly Benefits Eligible Presentations



HR/Benefits Administrative Resources web page  
> Benefits Administration > [New Employees](#)  
(2023 versions to be posted soon)



Send your questions to [uwshr@uwsa.edu](mailto:uwshr@uwsa.edu)

# 2022 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:

- 1/1/2022 – 12/31/2022: Participants should substantiate claims during this timeframe to **avoid** the payroll withholding process
- 1/1/2023 – 3/31/2023: Participants **may** substantiate claims during this timeframe; but these claims **will also** go through the payroll withholding process

# 2022 Healthcare FSA Unsubstantiated Claims

## Optum Communications:

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

# 2022 Healthcare FSA Unsubstantiated Claims

Additional notifications occur toward the end of the year:

- **From Optum:** Four communications will be sent to affected participants. All communications will be sent via email; two will also be sent via U.S. Mail

If employees do not substantiate claims by 12/31/2022, payroll withholding\* will occur

- **From UW System:** One communication will be sent to affected participants in January 2023, to make them aware of the payroll withholding process

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

# 2022 Healthcare FSA Unsubstantiated Claims

Employees with questions should contact Optum. Due to the complexities of the process, they are the most appropriate resource to answer employee questions.

## Optum

Phone: (833) 881-8158

Website: [myoptumfinancial.com/ETF](https://myoptumfinancial.com/ETF)

Email: [service@optumfinancial.com](mailto:service@optumfinancial.com)

## UW System Resources:

[FSA Unsubstantiated Claims web page](#): Contains a summary of the healthcare FSA unsubstantiated claims process, the employee communications, and a tentative timeline of events





# Ticket Reminder

When sending an email to service operations remember to include the following critical information:

- Full legal name (First & Last Name)
- Employee Empl ID
- Employee Record

If seeing unexpected results or error messages, include a screenshot.

# Campus Collaboration & Discussion

- For discussion topics email [uwss-svc.CampusCallSlides@uwss.wisconsin.edu](mailto:uwss-svc.CampusCallSlides@uwss.wisconsin.edu)