

Processing of Rehires within eBenefits

There are 4 potential scenarios that might apply for a member who was terminated and needs to be rehired. This document outlines the eBenefits process for handling of rehires in each of the 4 potential scenarios that can occur.

- **Scenario 1:** Member is identified as an invalid termination within 30 calendar days of the termination/separation effective date. This will allow the employee to be rehired and reinstated as though never terminated.
- **Scenario 2:** Member is identified outside of 30 calendar days of the termination/separation effective date, but within 30 days of the benefit end date
- **Scenario 3:** Member is identified as an invalid termination outside of 30 calendar days from the termination/separation effective date and more than 30 days outside the benefit end date
- **Scenario 4:** Member is returning to the agency after working years elsewhere

Members whom are inadvertently terminated, must be rehired within 30 days of the termination/separation effective date.

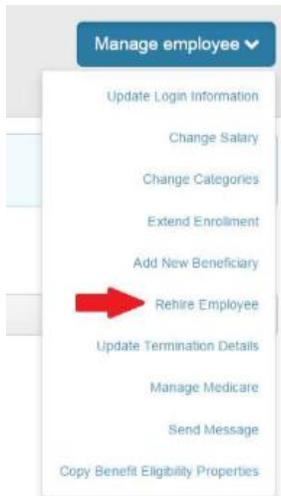
- Example: If member is incorrectly terminated in January, and not found until April, the member will not be able to be reinstated without a break in coverage. eBenefits will only support benefits to be reinstated effective 04/01/17 due to the 30-day rule.

eBenefits Process for Scenario 1:

Member is identified as an invalid termination within 30 calendar days of the termination/separation effective date. This will allow the employee to be rehired and reinstated in medical benefits as though never terminated.

To rehire a member as though never terminated:

Manage Employee -> Rehire Employee



The Rehire Date entered should be the day after termination date listed.

- Example: If termination date is 4/1/2017. The rehire date entered should be 4/2/2017.

Reinstate benefits in same plan, coverage level and persons covered

Benefit Reinstatement

Do you want to reinstate benefits for this employee?*

Yes, I want to reinstate the employee's benefits with the SAME plan, coverage level, and persons covered.

Yes, I want to reinstate the employee's benefits, but I want to CHANGE the plan, coverage level or persons covered.

No, I want the employee to make the benefit elections.

No, I do not want to reinstate benefits for the employee at this time.

Next

Reinstate benefits “As if employee was never terminated”

Reinstate Strategy

Specify how to reinstate employee's benefits.*

As if employee was never terminated ▾

Next

Delete the adjusted service date from the Employee's profile

Adjusted service date = rehire date

To remove the adjusted service date:

- Click 'edit' next to Employee Profile on the employee's overview page:

Employee profile  Edit

- Scroll down to the work information

Work Information

Dates

Hire Date*	<input type="text" value="07/01/2003"/>	
Adjusted Service Date	<input type="text" value="04/02/2017"/>	

- Remove/delete the Adjusted Service date
- Save

Note: If the adjusted service date is **not** removed, this will leave an eligibility window open for the employee to log in and make changes as though in an eligibility window, or allowing credits to be applied as though a new hire

Scenario 2:

Member is identified outside of 30 calendar days of the termination/separation effective date, but within 30 days of the benefit end date

If member is outside of 30 calendar days of termination/separation effective date, the system will give an error if the employee is attempting to reinstate as though never terminated.

Example:

- Member is terminated with a termination/separation effective date of 03/17/17 cancelling benefits 3/31/2017
- If Member is identified as an invalid termination on 4/27/2017 and you attempt to ensure a rehire date of 3/18/2017 to rehire the member, the system will only allow a rehire date that is 30 days prior to 4/27/2017. (Screenshot of system message is below):

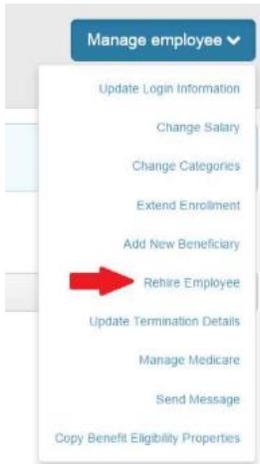
Rehire Date and Login Information

- The rehire date entered is too far in the past. The earliest date this employee may be rehired is 03/28/2017.

- The member would be rehired on a current basis with a 3/28/2017 date; benefits will be reinstated effective 04/01/17, eliminating any break in coverage in the carrier's system

eBenefits Process for Rehiring Member in Scenario 2:

Manage Employee -> Rehire Employee



Rehire date should be a date within the last 30 calendar days

Rehire Date* 

Login ID

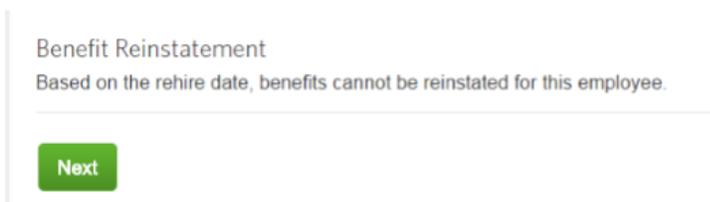
New Password

Confirm New Password

Allow employee to login

Click 'Next'

A message will show that the employee's benefits were not reinstated



Select 'Next'

Select 'Save'

Return to the Employee's profile and remove the adjusted service date

Employee profile [Edit](#)

Hire dates are located under the Employee profile, in the Work Information section

Dates

Hire Date*	<input type="text" value="09/30/1953"/>	
Adjusted Service Date	<input type="text" value="03/28/2017"/>	

Once Adjusted Service Date is removed, the employee should only reflect the original Hire Date on file

Work

Hire Date:	09/30/1953
Salary:	\$32,488.00 per year
Pay Frequency:	Monthly
Retired:	No
Non-Working:	No

- Submit a One Place 365 case to request Benefitfocus to reinstate the employee benefits on a current basis.
- eBenefits will reflect benefits active with the new effective date.
- The Carrier will not reflect any break in coverage in their system due to the new effective date being the day after benefits had ended from the invalid termination.

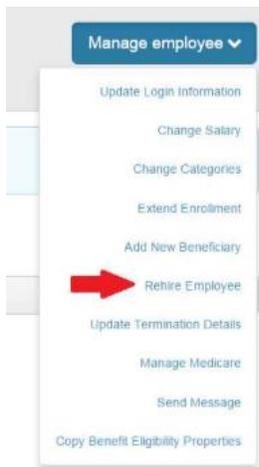
Scenario 3:

Member is identified as an invalid termination outside of 30 calendar days from the termination/separation effective date and more than 30 days outside the benefit end date

Member would need to be rehired with a date that is within the 30-calendar day window from current date to place member back in an active status.

eBenefits Process for Rehiring Member in Scenario 3:

Manage Employee -> Rehire Employee



Example:

- Member terminated 1/24/2017
- Member is identified as being incorrectly terminated on 04/27/2017
- Rehire date should be a date within the last 30 calendar days

Rehire Date* 

Login ID

New Password

Confirm New Password

Allow employee to login

- Click 'Next'
- A message will show that the employee's benefits were not reinstated

Benefit Reinstatement

Based on the rehire date, benefits cannot be reinstated for this employee.

Next

- Select 'Next'
- Select 'Save'
- Remove Adjusted Service date from the Employee's profile

Employee profile  Edit

- Hire dates are located under the Employee profile, in the Work Information section

Dates

Hire Date* 

Adjusted Service Date 

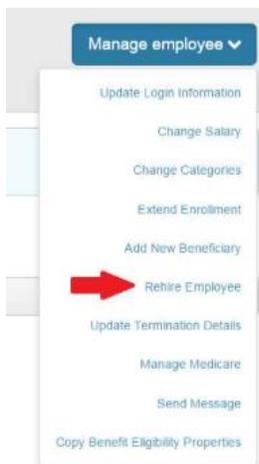
- Submit a One Place 365 case to request Benefitfocus to reinstate the employees benefits on a current basis
- eEnroll will reflect active benefits on a current basis
- Exception form must be submitted to the State Health Plan to request to close any gap in coverage.

Scenario 4:

Member is identified as returning to work at the agency after working years at a different agency. Member would need their profile rehired so they could enroll into benefits.

eBenefits Process for Rehiring Member in Scenario 4:

Manage Employee -> Rehire Employee



The Rehire Date entered should be the day the member is coming back to work

- Example: If termination date is 03/02/2016. The rehire date entered is 12/01/2018 which is the day the member is coming back to work for the agency
- Rehire date = Adjusted Service date – Member will have a 30 day window to enroll into coverage based off of this date

Rehire Employee

Step 1

Meaghan DanTest7261

Original Hire Date 03/01/2015

Termination Date 03/02/2016

Last Rehire Date

Summary of Previous Benefits

Nothing to reinstate.

Rehire Date and Login Information

Rehire Date*	<input type="text" value="12/01/2018"/>	
Login ID*	<input type="text" value="MEAGHAND7261"/>	
New Password	<input type="password" value="*****"/>	
Confirm New Password	<input type="password" value="*****"/>	
<input checked="" type="checkbox"/>	Allow employee to login	

Cancel

Save

Note: SSO groups- when rehiring the member the group does not need to create another Username and password. If the member has previously been with the group, the HBR will see the old username when keying the member's rehire information. The username or login ID is created based off the member's demographic information when the profile was initially entered. For the SSO to work the HBR will just need to click the "Allow employee to login" box.

Non-SSO groups- when rehiring the member the group does not need to create another Username because the old username will populate, but the HBR will need to update the member's password. Usually, the member has not been with the group for some time and will not remember their old password. Updating the password is not required, but will be a better user experience.

- Once the member is successfully rehired you can return to the employee's profile. The member can then receive their Username and temporary password and enroll into coverage.

Rehire Employee

Meaghan DanTest7261

Original Hire Date 03/01/2015

Last Rehire Date 12/01/2018

You have successfully rehired this employee.

[Return to Employee Profile](#)

Feel free to contact the HBR Support Team for any assistance or questions – 800-422-5249