Workday Open Enrollment

COMPANION RESOURCES

Error Message Troubleshooting, Glossary,
Data Visibility, and Flow Process

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Possible Error Messages

Error Message and Red Box Explanation
When an error message appears, clicking on the red box will display an explanation of the issue and how to resolve it.

> ⊘ **1 Error**

Page Error: Missing Field
This error typically occurs when a required field has not been completed. Please review the page and ensure all necessary fields are filled.

> **Error**
> 1. Page Error
>   At least one address is required for beneficiaries or dependents.

Beneficiary Percentage Error
This error appears when the total percentage of benefits assigned to your beneficiary(ies) does not equal 100%. Adjust the percentages to ensure the distribution adds up to 100%.

> **Errors**
> 1. Page Error
>   Enter percentages in secondary beneficiaries that equal 100.
> 2. Page Error
>   Enter percentages in primary beneficiaries that equal 100.

Page Error: Electronic Signature
Before submitting, scroll down to the "I Agree" section under the Electronic Signature section and select it. You won't be able to submit without this confirmation.

> **Error**
> 1. Page Error
>   Your electronic signature is required before you can submit your benefit elections.

Reason ID Missing
When adding a dependent, either provide the dependent's Social Security Number or select a reason indicating why the number is not available (e.g., "Have not received SSN yet").

> **Error**
> 1. Social Security Number (SSN) / Reason SSN is Not Available (Row 1 Column 2)
>   One of the following options must be selected:
>   Social Security Number (SSN)
>   Reason SSN is Not Available

Conflicting Selection Error
This error occurs when conflicting options have been selected. For example, choosing both a medical insurance plan and the medical insurance waiver is not allowed. You must remove one selection to proceed.

> **Are You Sure You Want to Remove Medical?** ✕
>
> You can select either of the following plans, but not both: Medical Waiver - Hamilton College or Medical - Excellus BCBS PPO 100%. When you select Medical Waiver - Hamilton College, then you can't select Medical - Excellus BCBS PPO 100%.
>
> Cancel   Remove Medical

Additional Changes – Select a Beneficiary
This error indicates that a beneficiary has not been selected for your Basic Life & AD&D or Supplemental Life & AD&D plans. To resolve this, go to the affected plans and assign at least one beneficiary to each plan.

> **Additional Changes** 📄 📊 ✕
>
> Select a beneficiary for the following plans: Basic Life & AD&D - Equitable (Employee), Supplemental Life & AD&D - Equitable (Employee)

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Glossary - Benefits Terminology

Term	Definition
Benefit Event Type	An event in the employee's life that gives the employee the opportunity to change benefit elections. These include staffing changes (for example, getting hired or promoted) but also "life events," for example, getting married or having a new child.
Benefit Group	Identifies workers who qualify for similar benefit plans and elections. Workday builds benefit groups dynamically based on eligibility rules that control group membership; all workers who meet the criteria specified in a group's eligibility rules are automatically assigned to that group. For example, you can create benefit groups by defining eligibility rules that assign executive management staff to one group, salaried employees to a second group, and hourly employees to a third group.
Beneficiary	A person or entity designated to receive the benefits from an insurance policy or retirement plan in the event of the policyholder's death. Beneficiaries can be individuals or trusts and can be changed by the policyholder at any time.
Benefit Plan	Defines the Following: • The coverage levels or amounts available to employees enrolling in an insurance, health care, defined contribution, or spending account plan. • The target populations for a plan (for example, employee, employee + spouse, or employee + children). • Eligibility for benefits, including which benefit groups are eligible for the plan. • Restrictions on the age of covered dependents. • Plan rates and costs.
Dependent	Individuals eligible for medical, dental, or vision coverage under an employee's benefits plan, including spouses, domestic partners, and children up to age 26.
Evidence of Insurability	Evidence of Insurability (EOI) is a record of a person's past and current health events. It's used by insurance companies to verify whether a person meets the definition of good health. You fill this out on an external webpage. Workday will send you a notice with this link when it is required.
Open Enrollment Event	A type of enrollment event. This event controls the benefits open enrollment process. Unlike benefit event enrollment, which is triggered by a life event or job change, an open enrollment event applies to an entire employee population.
Provider	An organization contracted with to provide services to employees of Hamilton College. e.g., Inspira, Excellus BCBS, TIAA, Guardian DPO

Benefits Data Visibility

Only you and the Human Resources staff can see your personal benefits information. The Office of Human Resources staff members maintain an extremely high level of confidentiality that will continue in Workday. Your manager cannot see your selection of benefits plans, dependents, etc.

Workday allows you to see your benefits changes faster, see elections by their effective date, and you can submit required information to a third party vendor quickly and conveniently.

Process Flow: Open Enrollment

| Annual Open Enrollment Begins | → | Eligible employees receive Workday Task | → | Employee completes Open Enrollment Election | → | Benefits Team reviews and approves | → | Benefit information flows to benefit providers |