

# ***HEALTH BENEFITS E-NEWS***

*Department of Human Resource  
Management  
Office of Health Benefits*

*May 27, 2022*

## **Open Enrollment in Cardinal**

We are hearing from agencies and employees about the first Open Enrollment in Cardinal. For employees who reach out with problems/concerns related to their Open Enrollment request in Cardinal, OHB will review the request for possible approval as long as there is documentation included of the employee's attempt to make an election within the required timeframe.

The request to OHB will need to include a completed enrollment form and one of the following as documentation:

1. Evidence that the employee made changes in the Cardinal system, but failed to complete the transaction by pressing the submit enrollment button. This may include an email that the employee received from the Cardinal Project on May 16, 2022 titled Cardinal HCM: Open Enrollment – ACTION REQUIRED, or verification from the agency Benefits Administrator (via a Cardinal report) that the enrollment is still in “Notified” status, or
2. Evidence that the employee could not access the Cardinal system and/or the Open Enrollment option. This may include an email to VCCC prior to May 17, 2022 requesting help from the Cardinal team and/or the Incident Number assigned by the IT Service Desk related to login issues during the Open Enrollment period.

***Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov)***