

HEALTH BENEFITS E-NEWS

*Department of Human Resource
Management
Office of Health Benefits*

March 14, 2022

Important Dates and Information for Cardinal Human Capital Management (HCM) and Benefits Eligibility System (BES) Downtime

BES will be taken offline on Monday, March 14, 2022 at 5:00 pm and will be unavailable Tuesday, March 15, 2022 due to the migration of Cardinal Release 2 (R2) agencies out of BES. BES will be brought back online on Wednesday, March 16, 2022.

Cardinal will be taken offline on Wednesday March 23, 2022 at 5:00 pm and will be unavailable through Sunday, April 3, 2022.

Release 2 (R2) agencies should note the following:

- Once BES is available on 03/16/2022, R2 agency data will be read-only.
- R2 agencies should enter all transactions into BES that are effective on or before 04/01/2022 prior to 5:00pm on 03/14/2022.
- R2 agencies should not enter any future-dated transactions effective after 04/01/22 into BES.
- Transactions for R2 agencies not entered in BES by close of business on 3/14/22 will need to be held and entered in Cardinal after go-live on Monday, 04/04/22.
- All transactions for R2 agencies effective after 04/01/22 must be entered in Cardinal.

Release 1 (R1) agencies should note the following:

- R1 agencies will not have access to Cardinal applications after 5:00pm on 03/23/22 and will be offline through 04/03/22.
- R1 agencies should enter all transactions into Cardinal that are effective on or before 04/01/2022 prior to 5:00pm on 03/23/22.
- Transactions for R1 agencies not entered in Cardinal by close of business on 03/23/22 will need to be held and entered after Sunday, 04/03/22.

If you have an employee who has an immediate need to access coverage between March 14 and April 3, please submit your request for assistance, including any enrollment forms and supporting documentation, to ohb@dhrm.virginia.gov or fax to 804.371.0231. Include the following notation in the email subject line or as a notation on the fax so that the request can be triaged appropriately: Cardinal Agency Request – Urgent BES Update Needed.

Remember that your agency will still be required to update the employee's benefits record in Cardinal after 04/03/22.

During the interim period between Cardinal Release R1/R2 and Release 3, R1/R2 agencies will use the PSE300 transaction to generate new participant IDs. Cardinal will use the IDs generated out of PMIS/BES for R1/R2 participants until Release 3 in fall of 2022.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov