

Work Instruction: Managing Qualifying Events in ADP

1. Audience

Employees who have experienced a qualifying event and want to change benefit coverages.

2. Objective:

Dependent change entry when a qualifying event occurs.

3. Revision and Approval

Rev.	Date	Nature of Changes	Approved By
N	03/18/2022	Original issue.	Glawe
001	01/02/2023	Converted to ADP	Glawe
002	02/29/2024	Updated New HR Department #	Glawe

4. Scope

This instruction is used in benefits administration.

5. Prerequisites

- Active Employee ADP Account

6. Records

Employee benefits records (electronic)

7. Associated Documents

Current year Benefits Summary

8. Evaluative Factors

None

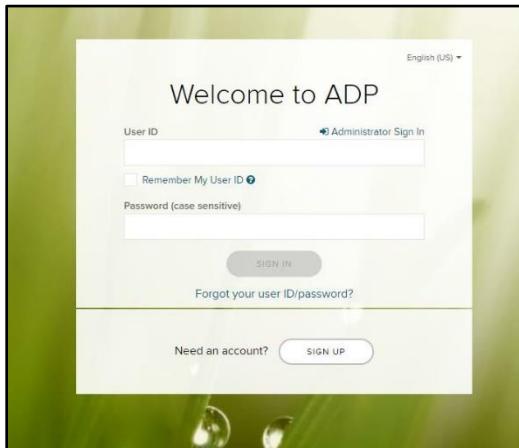
9. Responsibility

HR is responsible for maintaining employee records in ADP

10. Instructions

1. Log in to the Workforce Now Employee Self-Service* website.
<https://workforcenow.adp.com>

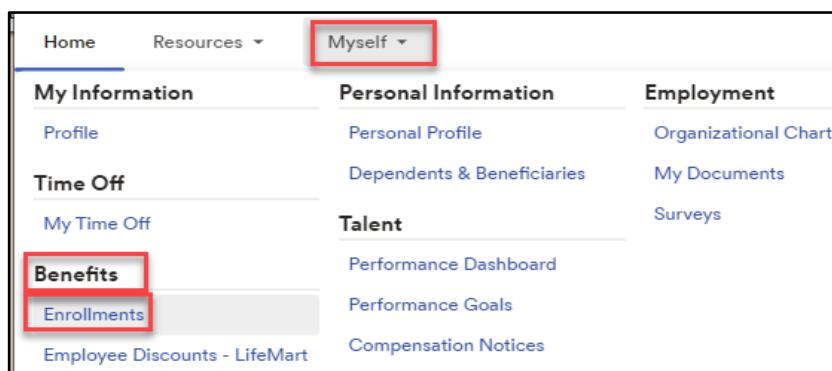
Note: Employees can trigger a life event; however, a life event profile must exist, and the life event effective date MUST fall into the profile's enrollment window or the event will not be triggered.



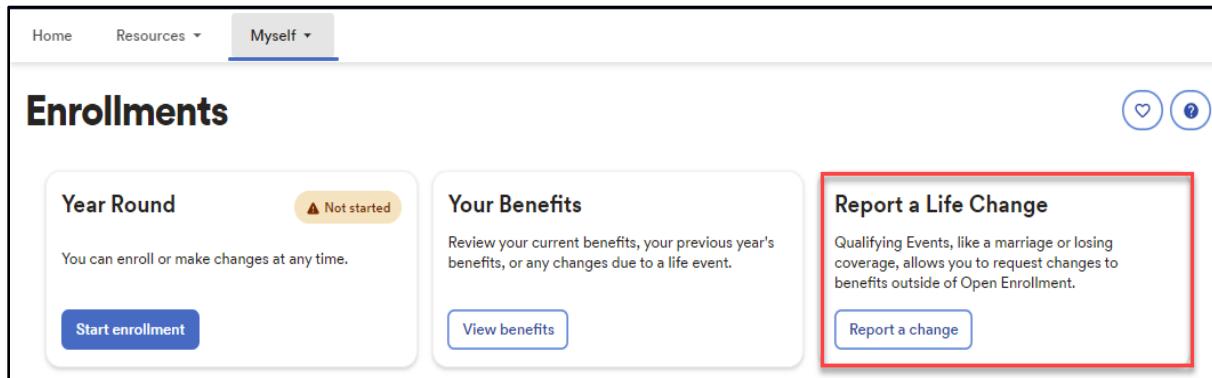
2. Enter your User ID and password, and then click **Sign In**.

Note: If this is your first time logging in, click **Sign Up**. If you are unsure of the registration code, please contact your HR team.

3. In the **Mega Menu**, navigate to **Myself > Benefits > Enrollments**.



4. After clicking on Enrollments, you will be taken to your enrollments page. You can navigate to the **Report a Life Change** tile, then “**Report A Change**”.



The screenshot shows the 'Enrollments' page. At the top, there are navigation links: 'Home', 'Resources', and 'Myself' (which is currently selected). Below the navigation is the title 'Enrollments'. The page is divided into three main sections: 'Year Round' (status: 'Not started'), 'Your Benefits' (description: 'Review your current benefits, your previous year's benefits, or any changes due to a life event.'), and 'Report a Life Change' (description: 'Qualifying Events, like a marriage or losing coverage, allows you to request changes to benefits outside of Open Enrollment.'). A red box highlights the 'Report a Life Change' section, and a blue button labeled 'Report a change' is visible within it.

This slider window is displayed so you can enter a life event. Workforce Now understands which life events to display based on the employee's record and dependent dynamics (For example: If there is no spouse in the system Marriage will display. If there is a spouse in the system, then Divorce/Legal Separation will appear).

5. To start, click **Add New Child** or any applicable Life Event that fits your situation. You can choose any option available for life events that are applicable to you and how your company has life events configured.

Let's start with **Add New Child**:



The screenshot shows the 'Report a Life Event' page. At the top, there is a 'Back' button and the title 'Report a Life Event'. On the left, there is a sidebar with a 'Myself' dropdown. The main content area is titled 'Select a life event' and contains a list of options: 'Add New Child' (selected and highlighted with a red box), 'Adoption', 'Child Gains Eligibility', 'Add Spouse Coverage', 'Drop Spouse Coverage', 'Divorce/Legal Separation', 'Add Employee Coverage', 'Drop Employee Coverage', and 'Report Death in Family'. Below this list, there is a section titled 'Add New Child' with the following text: 'Enroll your child or children in your benefits. For example, you have recently had a baby and need to add coverage for your newborn.' and 'After specifying when coverage should begin, you will be able to update your enrollments (if applicable.)'.

6. After inputting the required fields, you will be able to update your enrollments (if applicable).

[← Back](#) **Add New Child**

Relationship

Relationship * Child Classification

Basic Information

First Name * Birth Date * [MM/DD/YYYY](#)

Middle Name Gender *

Last Name * Professional Suffix

Generation Suffix Tax ID Type

Tax ID National Identifier [?](#)

[Cancel](#) [Add another](#) [Continue](#)

7. Next, confirm the information below is correct, then click **Continue to Enrollments**.

[← Back](#) **Add New Child**

Child Test

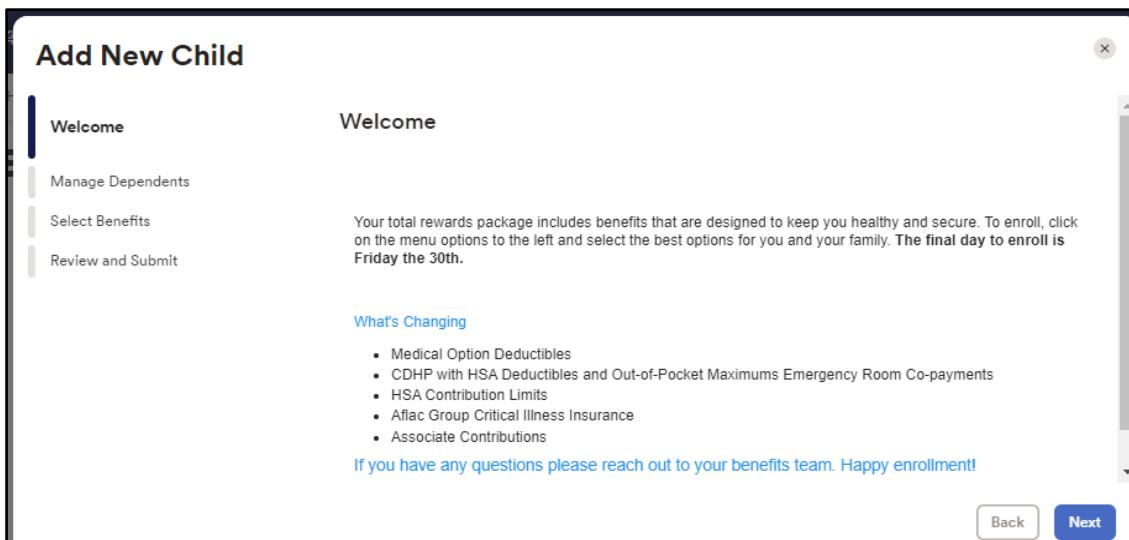
Please confirm the information below is correct, then click Continue to Enrollments.

Email Address	Gender	Fulltime Student
	Male	No
Home Phone	Relationship	Medicaid
	Child	No
Personal Mobile	Child Classification	Medicare
	Biological Child	No
Date of Birth	Tax ID Type	Tobacco User
01/01/2023	SSN	No
Age	Tax ID	Disabled
0 Years, 0 Months	000-00-0521	No
Address	National Identifier	
345 Park Avenue	US	
Manhattan		
New York, NY 10154		
United States		

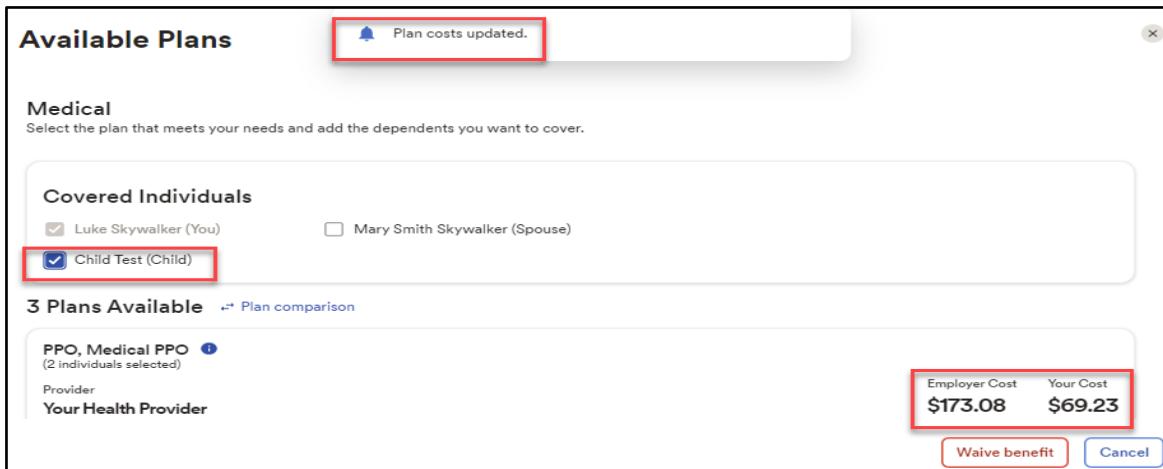
[Cancel](#) [Continue to Enrollments](#)



8. ADP will then continue to your enrollments. You will be presented with a pop-up showing an informational message about your Life Event.



9. When you choose to enroll in a plan, you may then include your newly added dependents. You will have the opportunity to choose "**Covered Individuals**" to include the newly added dependent.



*Please note: The coverage level for your enrollment (Employee Only, Employee + Spouse, Employee + Child(ren), Employee + Family) is driven by which dependents you select to enroll.

10. Review your enrollment, costs, and covered individuals carefully.

After making your elections and selecting **Next**, you will be taken to the **Review and Submit** step to review all your elections before submitting for approval (if applicable).

Life Event: Birth

Review and Submit

22 days left to enroll
Effective: January 1, 2023

Employer cost per paycheck: **\$173.08** Your cost per paycheck: **\$69.23**

Your benefit elections will not be effective until you click Submit enrollment.

Enrolled plans

You are enrolled in the following plans. You can make changes until the enrollment period closes.

Medical
Effective: January 1, 2023

Enrolled

Your Cost

Finish later Back **Submit enrollment**

