Employee Self -Service Understanding Life Events

Step-by-Step Guide to Report A Life Event

ADP Benefits & Talent Solutions



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Overview

Understanding Life Events in Workforce Now

In Workforce Now there are several Life Events that an employee can go through. Below is a list of all the Life Events in the system and their respective meaning.

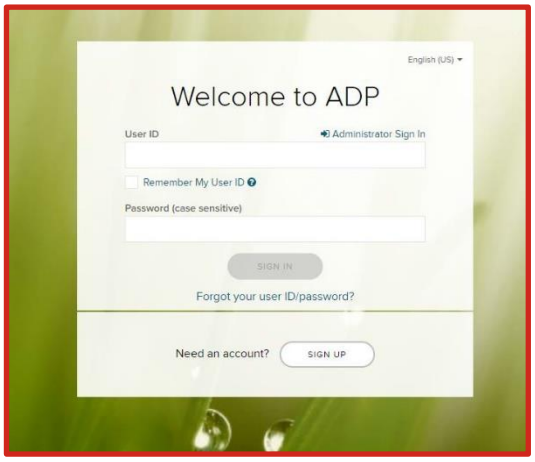
Add Spouse/Domestic Partner Coverage -	Employee needs to add their existing spouse/partner to coverage. Example could be when the spouse/partner lost coverage at their employer and now needs coverage with the employee.
Drop Spouse/Domestic Partner Coverage	Employee needs to drop their existing spouse/partner from coverage. Example could be when the spouse/partner gains coverage at their employer and now needs to drop coverage with the employee. This is per carrier discretion and not every client offers this option.
Child Gains Eligibility	Employee's child gains eligibility for various reasons. For example, the child is on file, but they have coverage at the spouse's employment. They decide to enroll the child in benefits with the employee in Workforce Now.
Child Loses Eligibility	Employee's child loses eligibility for a number of reasons. For example, if the carrier allows to keep a child enrolled into coverage past 26 if they are a full-time student, but the child then loses the full-time student status, they could use this life event to trigger the enrollment change.
Adoption	Employee legally adopts a child.
New Dependent	Employee has a new baby.
Marriage	Employee gets legally married or enters a Domestic Partnership.
Divorce/Legal Separation	Employee gets legally separated or divorced from their spouse. The profile only applies to employees with their spouse already in the system and enrolled in coverage.
Death in the Family	A member of the employee's family pass away. The profile only applies if the member of the family was in the system and enrolled in coverage.
Add/Drop Employee Coverage	**Coming Soon!** Employee ages out of parent's benefits or becomes eligible elsewhere will be able to use this event.

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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.

Log in to the Workforce Now Employee Self-Service* website.

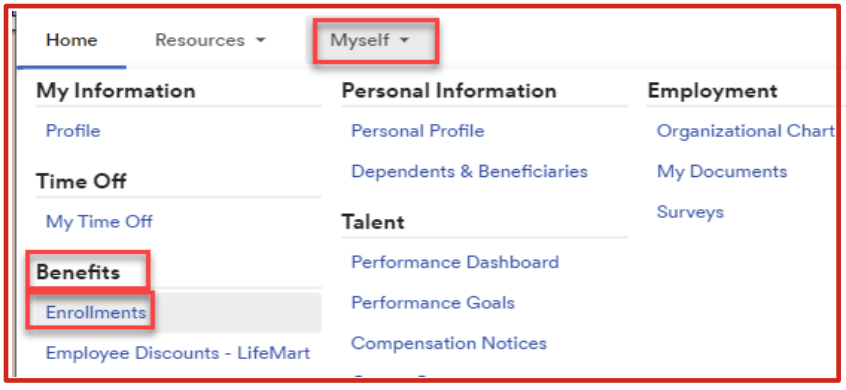
https://workforcenow.adp.com



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

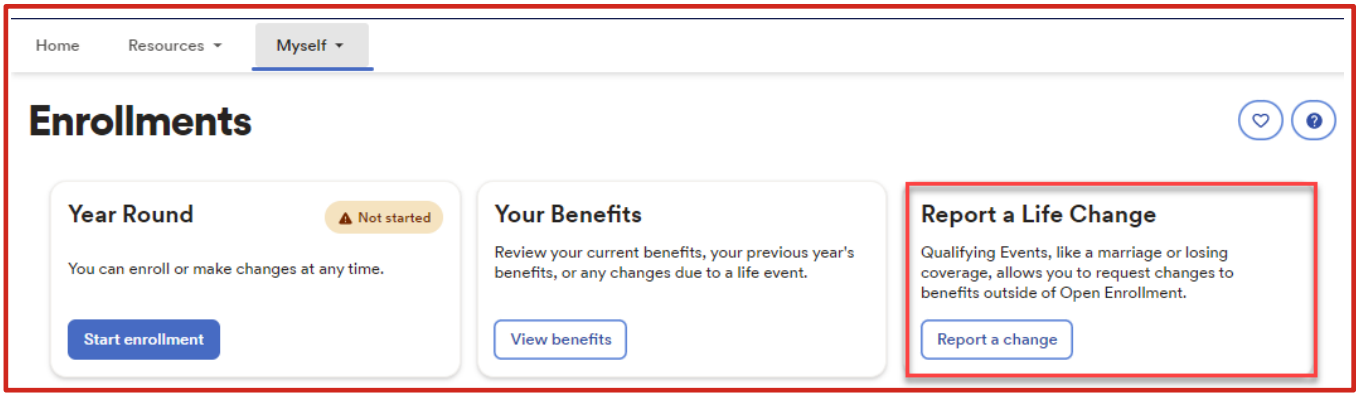
Note: If this is your first time logging in, click **Sign Up**. If you are unsure of the registration code, please contact your HR team.

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



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Upon 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"**.



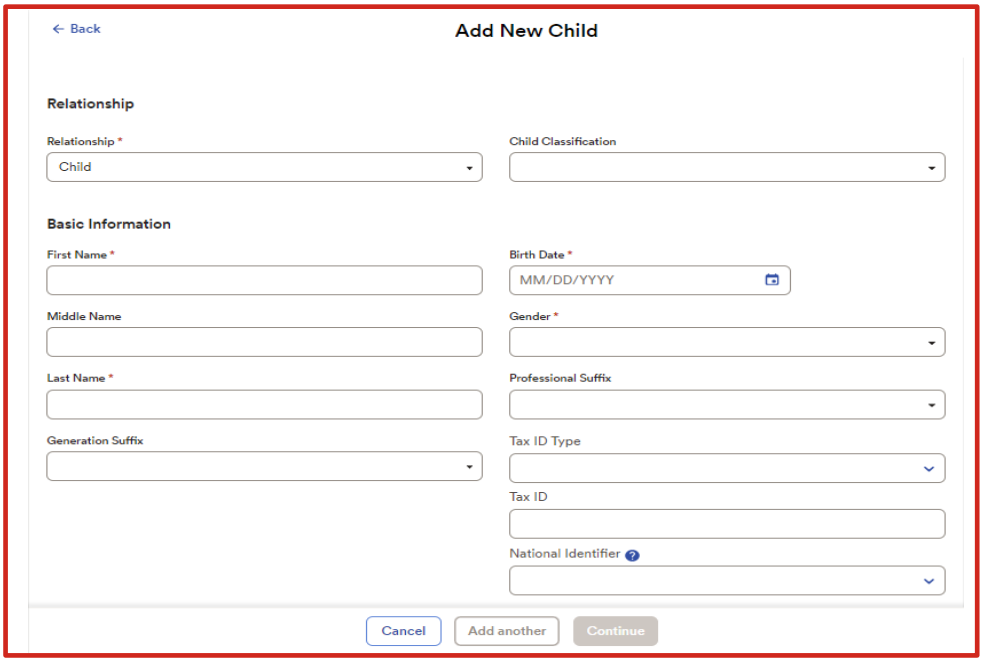
This slider window is displayed so you can enter a life event. Workforce Now understands which life events to display based on the employee's record and dependent dynamics (ie. If there is no spouse in the system Marriage will display, if there is a spouse in the system then Divorce/Legal Separation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

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**:

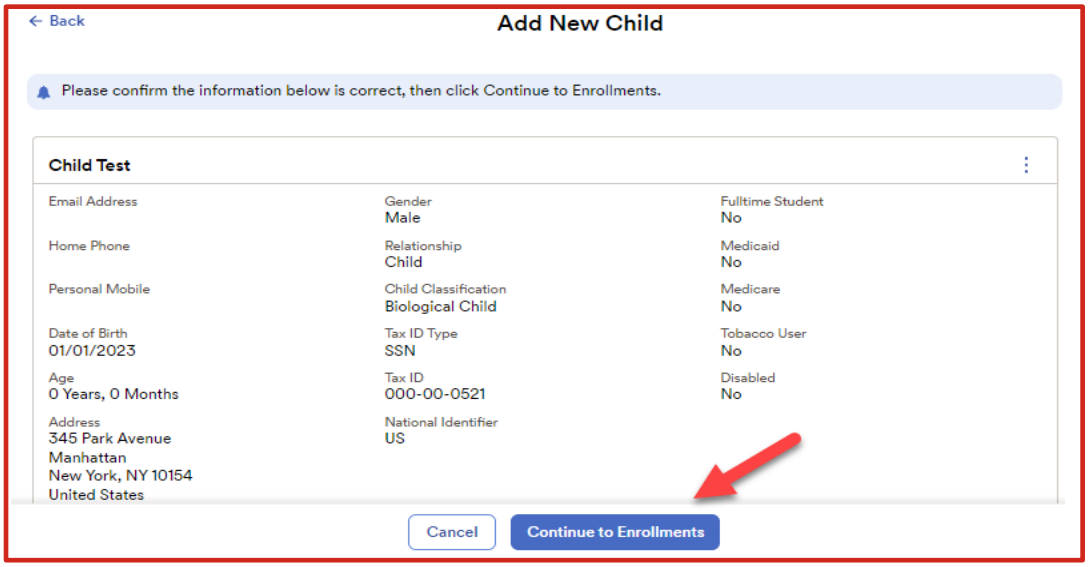


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After inputting the required specified fields, you will be able to update your enrollments (if applicable).

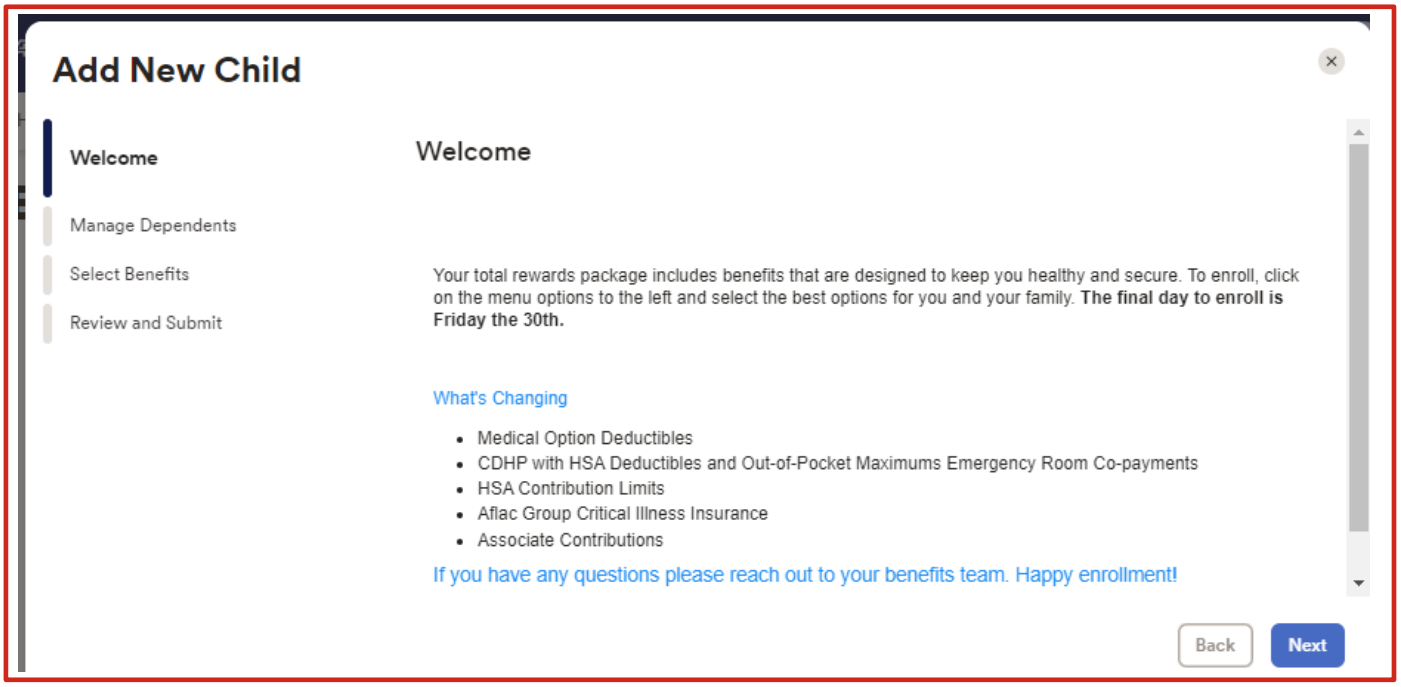


Please confirm the information below is correct, then click **Continue to Enrollments**.

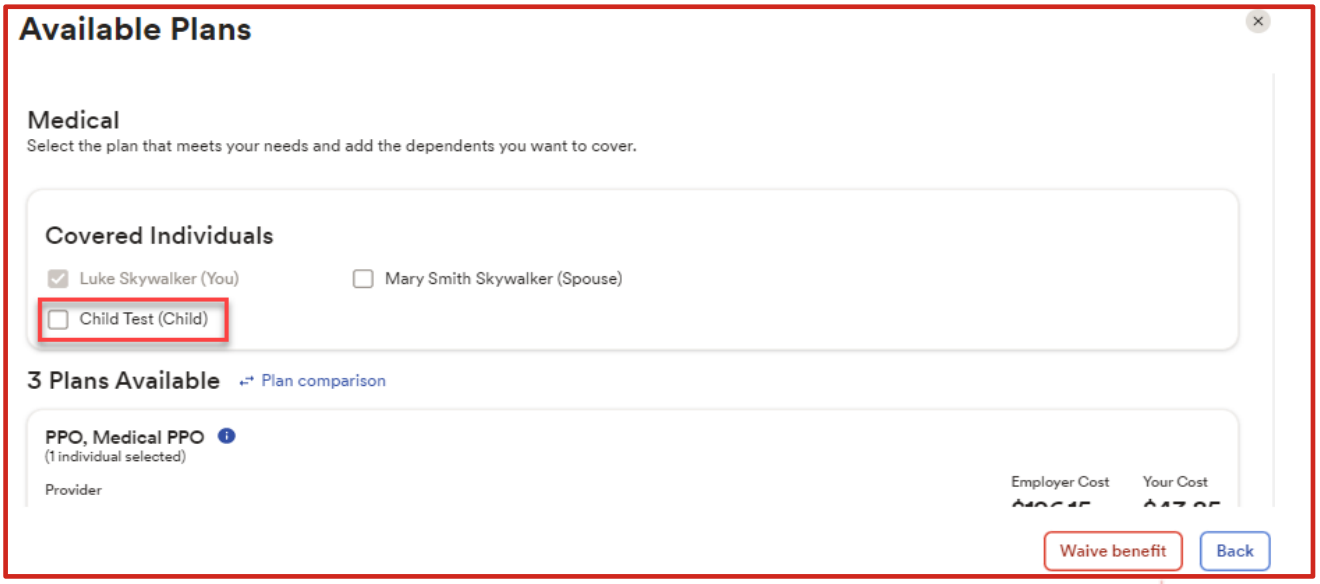


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Upon continuing to your enrollments, you will be presented with a pop-up showing an informational message about your Life Event. This message is customized by your Practitioner.

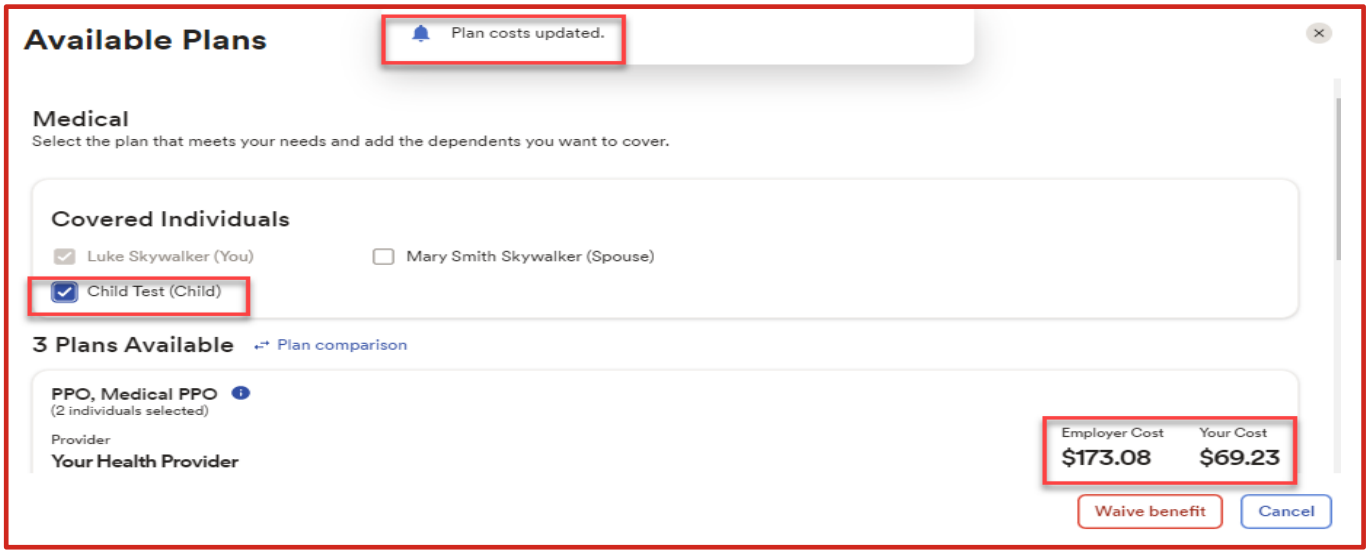


When you choose to enroll in a plan, you may then include your newly added dependents. You will have the opportunity to choose "**Covered Individuals**" to include the newly added dependent.



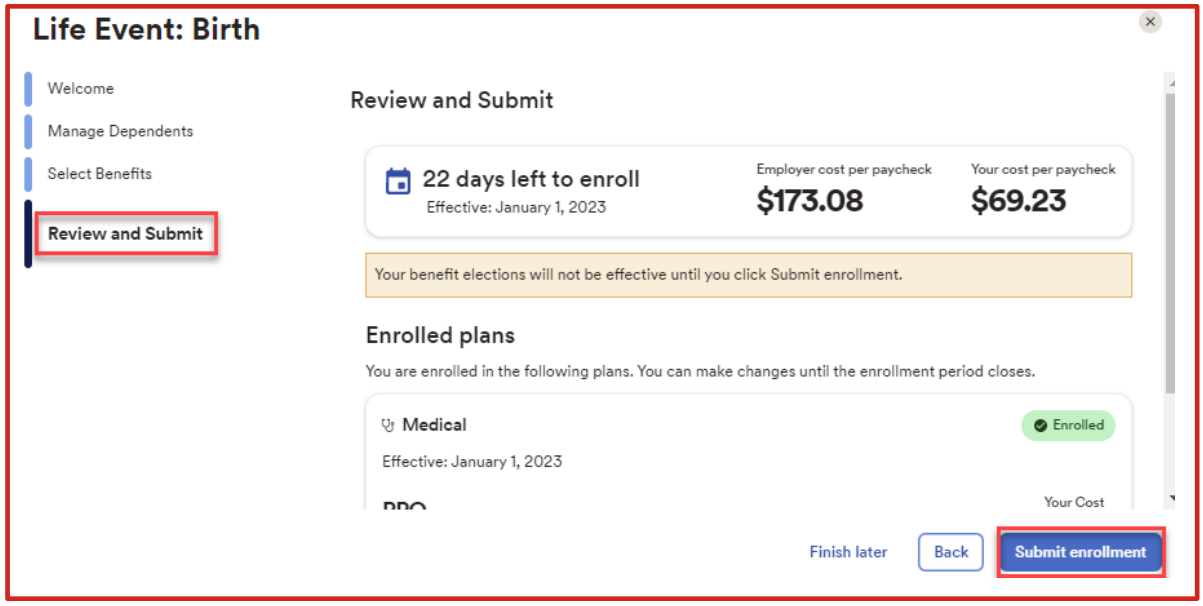
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*Please note: The coverage level for your enrollment (Employee Only, Employee + Spouse, Employee + Child(ren), Employee + Family) is driven by which dependents you select to enroll.



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).

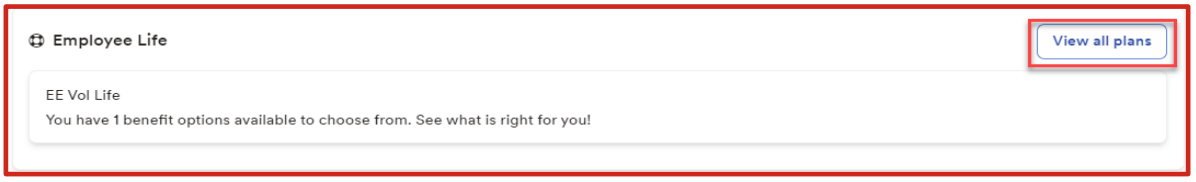


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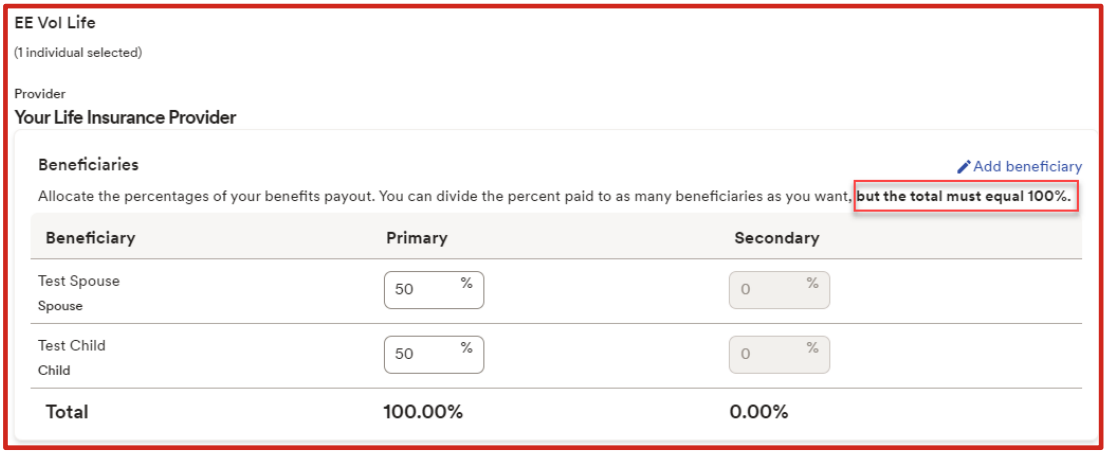
Voluntary Life Elections and Beneficiaries:

If Voluntary Elections are included in your profile, you will also need to select your beneficiaries.

Start by clicking **View All Plans** on the plan type you're enrolling in, and then choose the amount of coverage you want to elect.



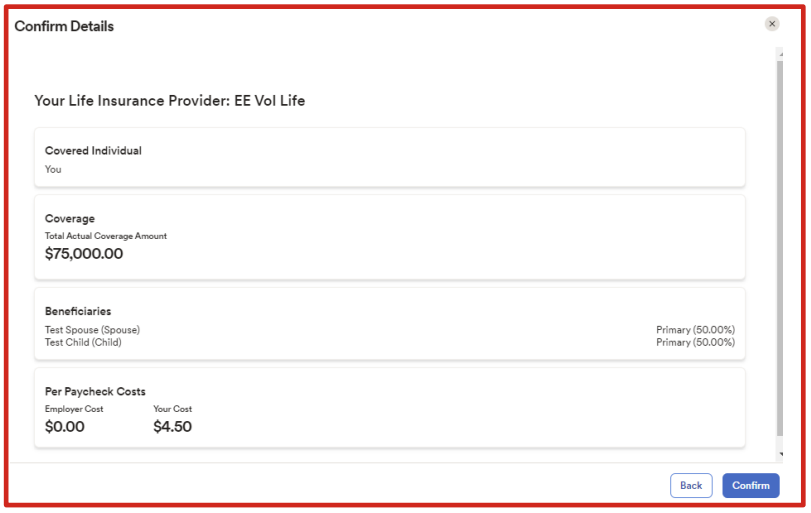
Next, select your **beneficiaries**, including **Primary** and **Secondary**, if applicable. All beneficiary delegation percentages combined must equal 100% for each category (Primary or Secondary).



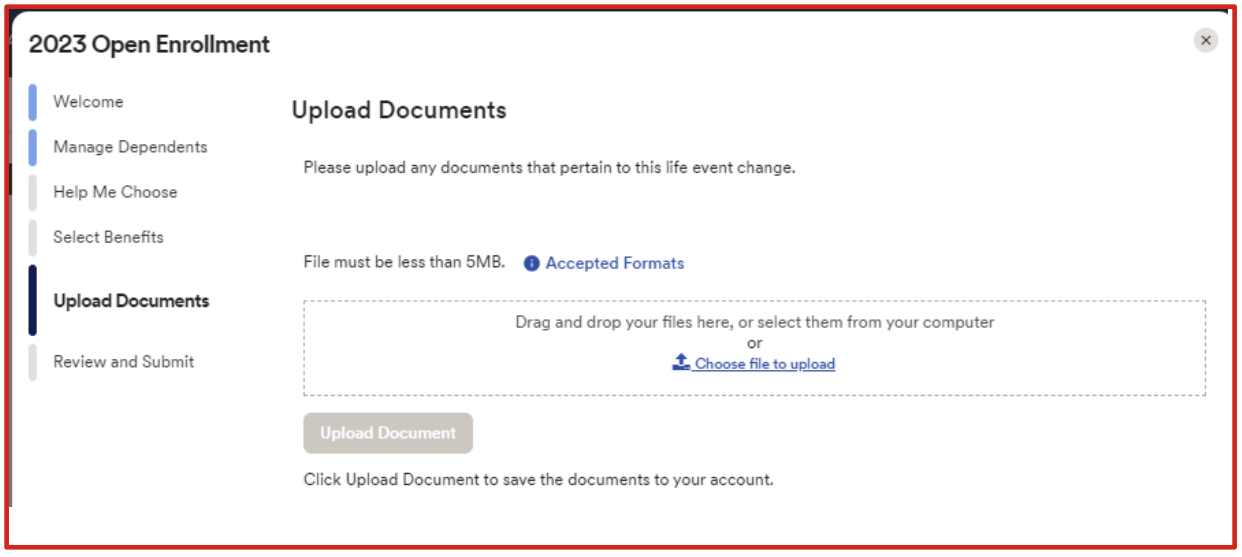
Click **Confirm Details** and review your selection and beneficiary delegations.

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Then click **Confirm** and progress to the "**Review and Submit"** step to complete enrollment.



You may be prompted to **upload documents** if configured by your Company. You can upload your supporting documents within this step.



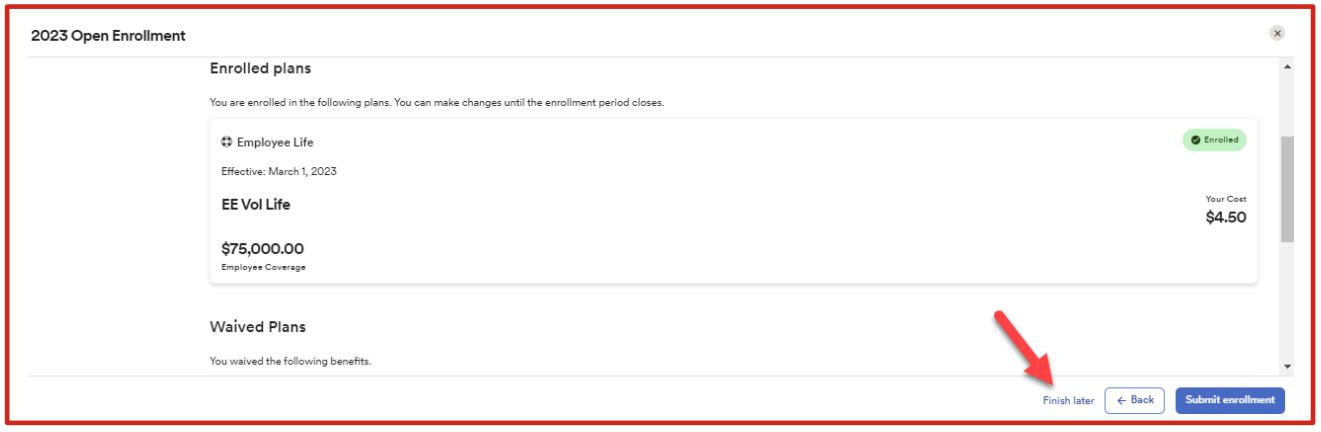
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In the Add dependent flow, the following visual indicators are displayed to show different steps taken, action items, or enrollment statuses:

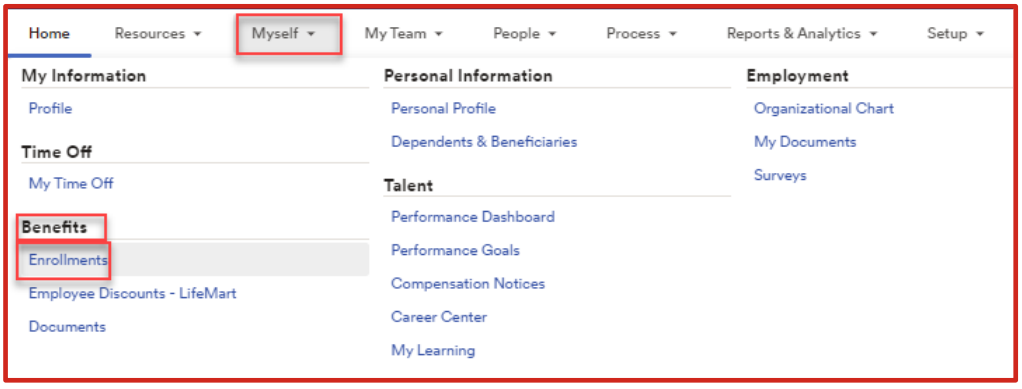
Symbol	Meaning
Action Required	The plan needs your attention and will require action.
Selected (green check mark)	This is a current plan that you are enrolled in.
Waived (red Waived icon)	This plan has been waived.
Pending (orange clock icon)	This plan is pending approval.

Continue through each step until all elections are complete and the **Continue to Summary** button is activated.

Review all your selections. If you click **Finish Later** these enrollments will not be submitted to your HR team until you fully submit the enrollment.

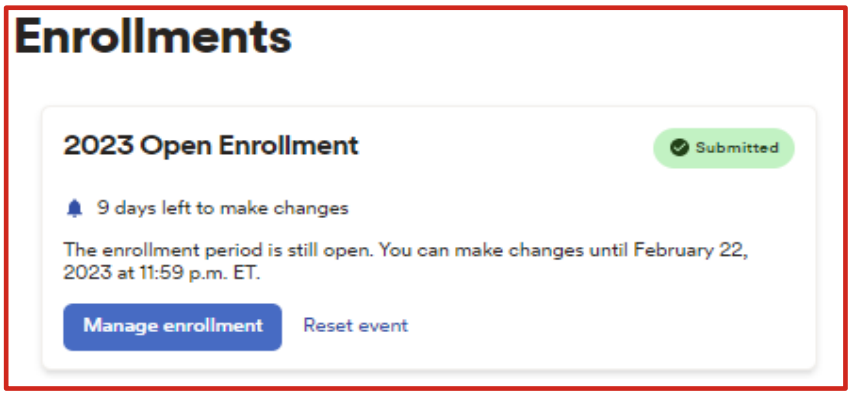


If you would like to make and submit changes, you may log in and navigate to **Myself** > **Benefits** > **Enrollments** to be taken back to your Life Benefits Enrollments tiles.

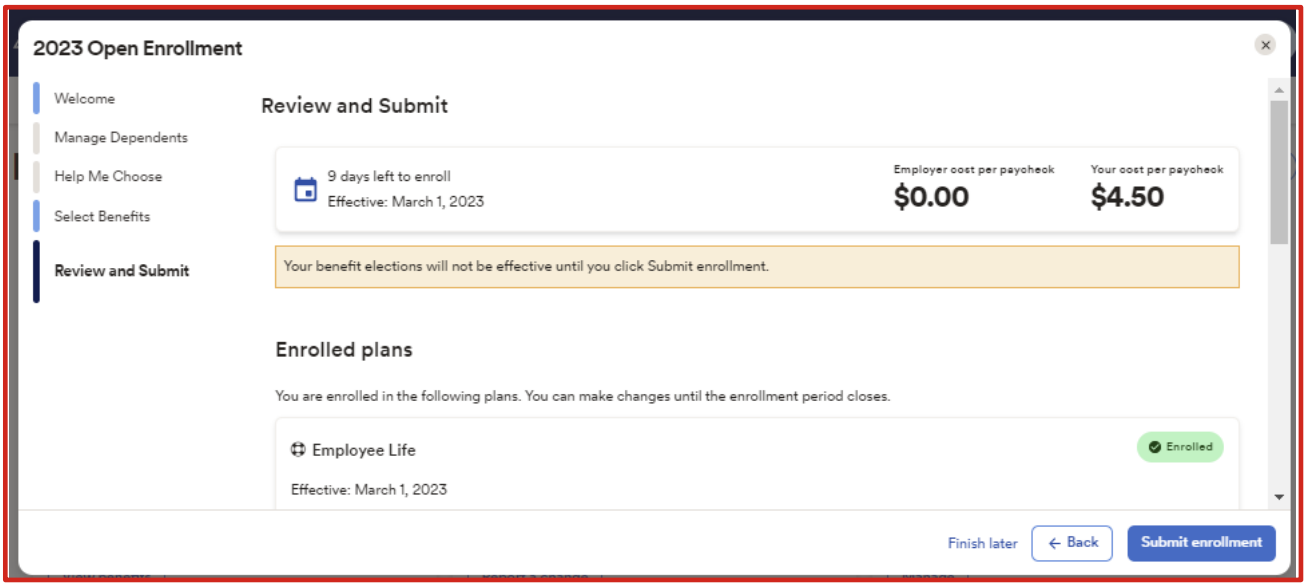


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Click the **Manage Enrollment** option at any time before the window expires or **Reset Event** if made in error and you want to remove any previously made updates.

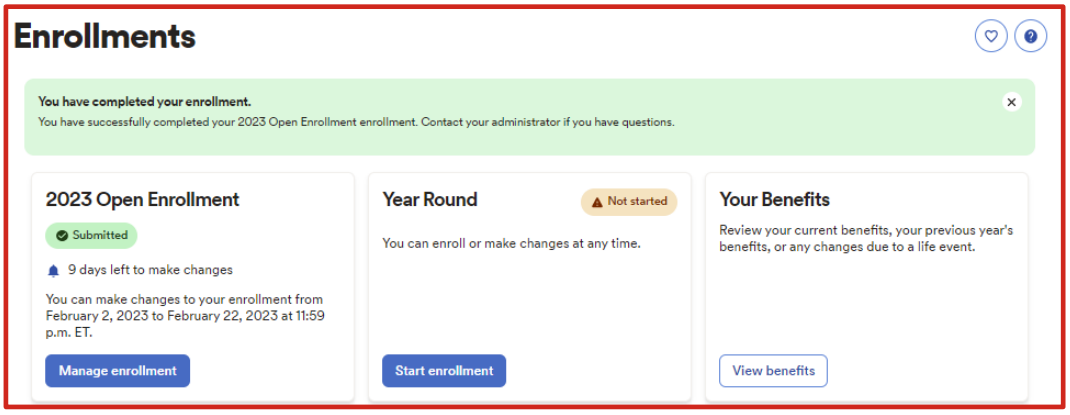


When you are ready to confirm elections, walk through event and click **Submit Enrollment**. Your benefit elections will not be processed until you click **Submit Enrollment.**



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Please ensure you receive the confirmation note indicating your elections have been submitted. You will be able to select any other available Life Event based on your Company's configuration.



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