

The Maryland-National Capital  
Park and Planning Commission  
(M-NCPPC)



Employee Self Service – Benefits  
Enrollment

**Frequently Asked Questions**

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## **1. Technical Questions**

### **1.1 What is ESS?**

ESS is the abbreviation for Employee Self Service. This is a module in the Infor (formerly Lawson) software application being used in the Commission. Infor is the Commission's Enterprise Resource Planning (ERP) software. The ESS module contains Employee information including Benefits information. For the 2021 Open Enrollment season, ESS is being deployed to Commission employees to allow them to make their 2021 Benefits selection.

### **1.2 What is online Benefits Enrollment?**

The Infor ESS module allows eligible employees to login to their Infor account and make their Benefits selections. Employees can view their current benefits and the changes they have made.

### **1.3 How do I know if I am eligible to use online Benefits Enrollment?**

ESS is being deployed across the Commission only to Employees with active Infor accounts. You are eligible to use ESS if you receive an email from Jennifer McDonald with the ESS Guide and ESS FAQs to assist you in using online Benefits Enrollment. . If you do not receive an email notification and believe this is an error, please contact the Health & Benefits team at 301-454-1694 or send an email to [benefits@mncppc.org](mailto:benefits@mncppc.org).

### **1.4 Can I use ESS from home?**

ESS can only be accessed from computers on the Commission network. If you normally access the Commission network from home using VPN (Virtual Private Network) or other remote access means, then you can use ESS from home.

### **1.5 How do I access online Benefits Enrollment?**

See the attached ESS Benefits Enrollment User Guide

### **1.6 What browser do I have to use: Chrome, Internet Explorer, Firefox, Opera?**

The preferred browser for using Online Benefits Enrollment is Chrome. You can also use Microsoft Edge (ver. 1.6) browser.

### **1.7 How do I obtain Chrome or Edge browser?**

Contact your Department's IT Help Desk to obtain the Chrome browser.

### **1.8 Can I use ESS from a Mac computer?**

Yes, you can use ESS using Chrome or Edge browser on any computer that is connected to the Commission computer network

### **1.9 I am unable to access ESS – who do I call?**

Contact your Department's IT Help Desk.

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## **1.10 How do I contact IT Help Desk?**

Depending on your Department, use the following contact information:

**For Prince George's County Planning:**

To open a ticket, send email to [PPD.HELPDESK@ppd.mncppc.org](mailto:PPD.HELPDESK@ppd.mncppc.org)

**For Central Administrative Services:**

Create a ticket on ONPOINT Service Desk at [www.mncppc.org/onpoint](http://www.mncppc.org/onpoint) or call 301-454-1040

**For Prince George's County Parks & Recreation:**

301-454-1515 [itchelpdesk@pgparks.com](mailto:itchelpdesk@pgparks.com)

**For Montgomery County Parks and Planning:**

[mcp-help@mncppc-mc.org](mailto:mcp-help@mncppc-mc.org) 301-495-2570

## 2. Benefits related questions

### 2.1 I have a question on my Benefits – who do I call?

Contact the Health & Benefits team at 301-454-1694 or send an email to [benefits@mncppc.org](mailto:benefits@mncppc.org).

### 2.2 I am eligible to use online Benefits Enrollment – can I still submit paper forms of my Benefits selection?

Employees are urged to make their benefits selection online using ESS. Employees can also submit manually filled paper forms by mail (postmarked no later than November 13, 2020), email ([benefits@mncppc.org](mailto:benefits@mncppc.org)), fax (301-454-1687) or using the secure drop box in the lobby of the Executive Office Building, , but **you cannot not use more than one method.**

### 2.3 I forgot to print my selections – what do I do?

Login to ESS and navigate to the Benefits Enrollment selection. Your benefits selections for 2021 will be displayed after the screen with your 2020 current benefits displayed. To print the 2021 selections:

The screenshot shows a web browser window with the URL 'Lavinson PROO'. The page title is 'Benefits Enrollment'. Below the title, it says 'Benefits Elections As Of 01/01/2020'. The main content is a table with columns: Plan, Coverage, Your Cost, and Company Cost. The table lists various benefit plans such as UHC SELECT SPO, Prescription, Dental PPO, Vision, Sick Leave Bank, Wage Legal Plans, Wage Supplement LTD, FSA Medical, Health Dependent Care, Basic Life, Supplemental Life, and Spouse/Dep Life. Below the table, there is a section for 'Covered Dependents' with names like Gabrielle A. Midonard, William J. Midonard, and Grant H. Midonard. At the bottom right, there is a 'Pay Period Summary' table with columns for 'Cost' and 'Total'.

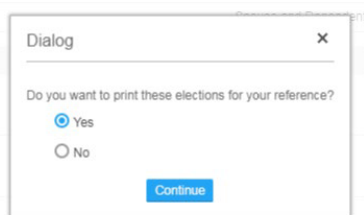
Plan	Coverage	Your Cost	Company Cost
UHC SELECT SPO	Family	144.93	576.22
Prescription	Family	40.26	201.07
Dental PPO	Family	11.24	44.16
Vision	Family - High	9.69	3.52
Sick Leave Bank			
Wage Legal Plans			
Wage Supplement LTD			
FSA Medical	2,000.00 per year	101.82	
Health Dependent Care		2.14	8.57
Basic Life	200,000.00	30.52	
Supplemental Life	125,000.00	2.28	
Spouse/Dep Life	Spouse and Child		

Click on “Continue” at the bottom right hand corner of the page.

The screenshot shows a dialog box with a 'Cost' column and a 'Total' column. The values are 151.89, 11.55, and 643.01. Below the table, it says 'Your deductions may differ slightly due to rounding.' At the bottom, there are three buttons: 'Continue', 'Make Changes', and 'Exit'.

Cost	Total
151.89	
11.55	
643.01	

- Click on “Yes” and then click “Continue” to print the summary of your 2021 elections.



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You can view and print your 2021 benefits selections only during the Open Enrollment period (Oct-26-2020 to Nov-13-2020).

#### ***2.4 How do I view my current 2020 benefit selections?***

Login to ESS and navigate to the Current Benefits section. Your benefits selections for 2020 will be displayed. You can view your current benefits selections at any time.

#### ***2.5 How do I view my 2021 benefit selections?***

Login to ESS and navigate to the Benefits Enrollment selection. Your benefits selections for 2021 will be displayed and can be printed by following the steps in 2.3 above. You can view your benefits selections only during the Open Enrollment period (Oct-26-2020 to Nov-13-2020).

#### ***2.6 When is the Open Enrollment period?***

The Open Enrollment period is from Oct-26-2020 to midnight on Nov-13-2020. While you can access the ESS after 5:00P.M. on Friday November 13<sup>th</sup> there will be no technical or benefit support after that time.

#### ***2.7 If I use online Benefits Enrollment, will I get extra time to make my selections?***

No. You must complete submitting your benefits selection by midnight on Nov-13-2020. It is your responsibility to ensure that you verify ESS access, resolve all system related issues and submit your benefits selections in a timely manner. Extra time will not be provided.

#### ***2.8 I don't have any Benefits changes for 2021 – do I still need to make my Benefits selections?***

You do not have to use ESS if you do not wish to make changes. Your current elections will roll over to 2021, **EXCEPT FOR THE FLEXIBLE SPENDING ACCOUNTS (FSA) AND U.S. LEGAL SERVICES**). You must make a new FSA election each year, even if you are electing the same annual contribution. If you want to continue your enrollment in a prepaid legal plan next year, you must enroll in the Legal Resources Plan. Remember, you must remain enrolled for 12 months before you can cancel coverage.

#### ***2.9 Do I have to use ESS if all I want to do is re-enroll in FSA and keep all other benefits the same?***

Users have the option to use paper; however, we encourage and strongly recommend using the ESS. You will have to navigate through each benefit plan screen and select the **“No change; keep same plan and same coverage level”** option for all plans until you get to the FSA election screens to make your 2021 elections.

#### ***2.10 What happens if I don't make any Benefits selections?***

If you do not make any changes, your current 2020 elections will roll over to 2021 at the new costs, if applicable, **EXCEPT FOR THE FLEXIBLE SPENDING ACCOUNTS (FSA) AND U.S. LEGAL SERVICES**). You must make a new FSA election each year, even if you are electing the same annual contribution. If you want to continue your enrollment in a prepaid legal plan next year, you must enroll in the Legal Resources Plan. Remember, you must remain enrolled for 12 months before you can cancel coverage.

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### ***2.11 I submitted my Benefits selections online and I need to make a change – what do I do?***

You can submit Benefits selections multiple times during the Open Enrollment period. Only the latest successfully submitted selections will be considered effective. Please make sure you print your elections every time you make changes.

### ***2.12 Why am I not seeing Sick Leave Bank or Supplemental LTD as an option?***

Only benefit plans for which you are eligible will be displayed.

### ***2.13 Can I update my life insurance beneficiaries using the ESS platform only during Open Enrollment?***

Life insurance beneficiaries can be reviewed or updated using the ESS platform (Benefits →Beneficiary) at any time throughout the year, not only during Open Enrollment.

### ***2.14 Can I make changes once I have entered my elections?***

Yes, you can make changes as many times as you wish up until the last day of open enrollment; i.e., midnight on Friday, November 13, 2020. Print your selections at the end of each session.

### ***2.15 How can I add dependents not already in the system?***

You must contact the Health & Benefits office at 301-454-1694 or email us at [benefits@mncppc.org](mailto:benefits@mncppc.org) to submit documents (marriage certificate, birth certificates and social security cards) to add dependents not in the system. The office will review the documents and if acceptable, you will be notified within 2 business days that your dependents were added and you may now access the on-line system to resume your benefits elections.

### ***2.16 Will I get a confirmation email?***

No, but you can print your selections at the end of the session or log back into ESS to view selected changes. Each time you make changes you can print the new selections.

### ***2.17 What happens if I do not print my elections?***

Your elections will be processed even if you choose not to print them at the end of the session. You can always log back into ESS to view selected changes.



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### **3. Appendix A: IT HelpDesk Contact information**

**For Prince George's County Planning:**

To open a ticket, send email to [PPD.HELPDESK@ppd.mncppc.org](mailto:PPD.HELPDESK@ppd.mncppc.org)

**For Central Administrative Services:**

Create a ticket on ONPOINT Service Desk at [www.mncppc.org/onpoint](http://www.mncppc.org/onpoint) or call 301-454-1040

**For Prince George's County Parks & Recreation:**

301-454-1515 [itchelpdesk@pgparks.com](mailto:itchelpdesk@pgparks.com)

**For Montgomery County Parks and Planning:**

[mcp-help@mncppc-mc.org](mailto:mcp-help@mncppc-mc.org) 301-495-2570