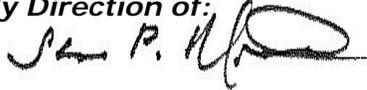


MANAGEMENT DIRECTIVE

Commonwealth of Pennsylvania Governor's Office

Subject: Agency Benefit Coordinators	Number: 530.1 Amended
Date: June 29, 2015	By Direction of:  Sharon P. Minnich, Secretary of Administration
Contact Agency: Office of Administration, Office for Human Resources and Management, Bureau of Employee Benefits and Services, Telephone 717.787.9872	

This directive establishes policy, responsibilities, and procedures for Agency Benefit Coordinators. Agencies are to report information on newly assigned coordinators to the Office of Administration, (OA) Office for Human Resources and Management (OHRM), Bureau of Employee Benefits and Services. Marginal dots are excluded due to major changes.

1. **PURPOSE.** To establish policy, responsibilities, and procedures for Agency Benefit Coordinators.
2. **SCOPE.** This directive applies to all departments, boards, commissions, and councils (hereinafter referred to as "agencies") under the Governor's jurisdiction as well as independent agencies who participate in specific employee benefits programs.
3. **OBJECTIVE.** To establish policy that requires each agency to identify Agency Benefit Coordinators who will administer various employee benefits programs for employees within that agency.
4. **DEFINITIONS.**
 - a. **Agency Benefit Coordinator.** An employee designated by the agency Human Resources (HR) Director to implement applicable policies and ensure compliance with applicable management directives, manuals, guidelines, collective bargaining agreements, memorandums of understanding, laws and regulations.

b. Employee Benefits Programs. Programs administered by OA/OHRM, Bureau of Employee Benefits and Services; including, but not limited to:

- (1) Absence Program.
- (2) Active Employee Health Benefits.
- (3) Commercial Driver's License Drug and Alcohol Testing Program.
- (4) Family Care Account Program.
- (5) Group Life Insurance Program.
- (6) Optional Insurance Program.
- (7) Retired Employees Health Program.
- (8) Retired Pennsylvania State Police Program.
- (9) Sick, Parental, Family Absences.
- (10) State Employee Assistance Program.
- (11) State Employee Combined Appeal.
- (12) State Police Health Benefits Program.
- (13) Unemployment Compensation.
- (14) Workers' Compensation Program.
- (15) Workplace Safety Program.
- (16) Workplace Violence Prevention.

5. POLICY.

a. Coordination and proper administration of employee benefits programs is important to ensure employees have knowledge about the programs and how to access the benefits of each program.

b. The agency HR Director must identify one Agency Benefit Coordinator for each of the following programs:

- (1) Absence Program.
- (2) Commercial Driver's License Drug and Alcohol Testing Program (only in agencies which have Commercial Driver's License covered employees). Reference *Management Directive 505.34, Commercial Driver's License Drug and Alcohol Testing Program Requirements*.

- (3) Sick, Parental, Family Absences (Do not submit a name if the agency's program is centralized with OA, Bureau of Employee Absences and Safety).
 - (4) State Employee Assistance Program. Reference *Management Directive 505.22, State Employee Assistance Program*.
 - (5) State Employee Combined Appeal. Reference *Management Directive 530.23, State Employee Combined Appeal*.
 - (6) Unemployment Compensation.
 - (7) Workers' Compensation Program.
 - (8) Workplace Safety Program.
 - (9) Workplace Violence Prevention. Reference *Management Directive 205.33, Workplace Violence*.
- c. Agency HR Directors of agencies that are NOT supported by OA/OHRM, HR Service Center, must also identify an Agency Benefit Coordinator for each of the following programs:
- (1) Active Employee Health Benefits
 - (2) Family Care Account Program. Reference *Management Directive 505.28, Family Care Account Program*.
- d. The assignment of Agency Benefit Coordinators should receive special consideration since this individual must ensure equitable administration of employee benefits programs.

6. RESPONSIBILITIES.

a. Agency HR Directors shall:

- (1) Designate Agency Benefit Coordinators to be responsible for the coordination of the employee benefits programs described in 5.b. and 5. c. above.
- (2) Submit names of the designated Agency Benefit Coordinators to OA/OHRM, Bureau of Employee Benefits and Services or Bureau of Employee Absences and Safety, as appropriate.
- (3) Notify OA/OHRM, Bureau of Employee Benefits and Services or Bureau of Employee Absences and Safety, as appropriate, of any Agency Benefit Coordinator changes or adjustments needed for an extended absence or vacant position.

b. Agency Benefit Coordinators shall:

- (1) Act as liaison with:
 - (a) Office of the Budget, Office of Comptroller Operations, Bureau of Commonwealth Payroll Operations;
 - (b) Third party vendors for State Employee Assistance Program, Workers' Compensation and Safety;
 - (c) State Employees' Retirement System;
 - (d) HR Service Center; and
 - (e) OA/OHRM, Bureau of Employee Benefits and Services and Bureau of Employee Absences and Safety.
- (2) Attend training and meetings offered by OA/OHRM, Bureau of Employee Benefits and Services and Bureau of Employee Absences and Safety or designees of the bureaus.
- (3) Distribute information to employees relating to new employee benefits or changes to existing employee benefits. In agencies supported by the HR Service Center, the HR Service Center will handle communication with active employees regarding health benefits, life insurance, optional insurance, and Family Care Account Program.
- (4) Assist employees by answering questions about employee benefits and securing employee benefits. In agencies supported by the HR Service Center, the HR Service Center will answer questions from active employees regarding health benefits, life insurance, optional insurance and Family Care Account Program.
- (5) As applicable, train field coordinators and other liaisons on their roles in the administration of employee benefits programs.
- (6) Review programs and procedures and their effect on agency employees. Update agency procedures as needed to ensure compliance with all employee benefits programs. Recommend changes in programs and procedures to the agency HR Director and OA/OHRM, Bureau of Employee Benefits and Services and Bureau of Employee Absences and Safety.
- (7) Perform other duties as specified in each specific program's management directive/manual.

7. PROCEDURES. Agency HR Directors.

- a. Submit an Electronic Personnel/Position Action Request to add and/or remove the Agency Benefits Coordinator role from incoming and outgoing coordinators within seven days of the assignment change.

- b. Submit the name, address, telephone number, fax number and email address of new Agency Benefit Coordinators within seven days of the assumption of duties.

- (1) Mail submissions must be sent to:

Office of Administration
Office for Human Resources and Management
Bureau of Employee Benefits and Services or
Bureau of Employee Absences and Safety (as appropriate)
613 North Street, Room 513, Finance Building
Harrisburg, Pennsylvania 17120

- (2) Email submissions must be sent to ra-benhelp@pa.gov for the following programs:

- (a) Active Employee Health Benefits.
- (b) State Employee Combined Appeal.

- (3) Email submissions must be sent to ra-workplacesupportservices@pa.gov for the following programs:

- (a) Commercial Driver's License Drug and Alcohol Testing Program.
- (b) Family Care Account Program.
- (c) State Employee Assistance Program.
- (d) Workplace Violence Prevention.

- (4) Email submissions must be sent ra-oaleave@pa.gov for the Absence Program.

- (5) Email submissions must be sent ra-oaspf@pa.gov for the Sick, Parental, Family Absences Program.

- (6) Email submissions must be sent ra-oauc@pa.gov for the Unemployment Compensation Program.

- (7) Email submissions must be sent ra-benwc@pa.gov for the Workers' Compensation Program.

- (8) Email submissions must be sent ra-oasafety@pa.gov for the Workplace Safety Program

This directive replaces, in its entirety, *Management Directive 530.1*, dated January 2, 2013.