



Management Directive

Commonwealth of Pennsylvania

Governor's Office

Management Directive 530.01 Amended – Agency Benefit Coordinators

Date: May 12, 2022

By Direction of: 
Michael Newsome, Secretary of Administration

Contact Agency: Office of Administration, Human Resources and Management
Office of Employee Relations and Workforce Support
Bureau of Employee Benefits, Telephone 717.787.9872

This directive establishes policy, responsibilities, and procedures for Agency Benefit Coordinators. Agencies shall report information on newly assigned Agency Benefit Coordinators to the Office of Administration (OA), Human Resources and Management (HRM), Office of Employee Relations and Workforce Support (ERWS), Bureau of Employee Benefits (BEB), Bureau of Workforce Support (BWS), and the Human Resources Service Center (HRSC). This amendment includes updated definitions and procedures.

1. PURPOSE.

To establish policy, responsibilities, and procedures for Agency Benefit Coordinators.

2. SCOPE.

This directive applies to all departments, offices, boards, commissions, and councils under the Governor's jurisdiction, and to independent agencies using the SAP Human Resources (HR) and Payroll Module (hereinafter referred to as "agencies").

3. OBJECTIVES.

To ensure each agency identifies an Agency Benefit Coordinator and that the Agency Benefit Coordinator will be responsible for following the requirements of the various Employee Benefit Programs as well as the policies and procedures outlined in this directive.

4. DEFINITIONS.

- a. Agency Benefit Coordinator.** An employee designated by the agency HR Office or OA, HR Delivery Center (HRDC) as primarily responsible for the administration of the applicable Employee Benefit Programs within their agency, or the agency to which they provide HR support.
- b. Employee Benefits Programs.** Programs administered by OA, BEB, BWS, and HRSC, that provide benefits to employees include, but are not limited to, the following:
 - (1)** Active Employee Health Benefits;
 - (2)** Commercial Driver's License Drug and Alcohol Testing Program;
 - (3)** Dependent Care Account Plan (DCAP);
 - (4)** Family and Medical Leave Act (FMLA) Absences;
 - (5)** Group Life Insurance Program;
 - (6)** Health Care Flexible Spending Account (FSA);
 - (7)** Leave Program;
 - (8)** Optional Insurance Program;
 - (9)** State Employee Assistance Program (SEAP);
 - (10)** State Employee Combined Appeal (SECA);
 - (11)** State Police Health Benefits Program;
 - (12)** Unemployment Compensation;
 - (13)** Workers' Compensation Program;
 - (14)** Workplace Safety Program; and
 - (15)** Workplace Violence Prevention.

5. POLICY.

Agency Benefit Coordinators are responsible for efficiently and effectively administering Employee Benefits Programs to agency employees. This directive establishes the responsibilities of Agency Benefit Coordinators to effectuate this policy in accordance with all applicable Commonwealth policies, collective bargaining agreements and memoranda of understanding, as well as state and federal statutes and regulations.

6. RESPONSIBILITIES.

a. Agency HR Offices and OA, HRDCs shall:

- (1)** Designate Agency Benefit Coordinators for each of the Employee Benefits Programs in which they participate.
- (2)** Submit names of the designated Agency Benefit Coordinators to OA, BEB, BWS, or HRSC, as appropriate.
- (3)** Notify OA, BEB, BWS, and HRSC as appropriate, of any changes or adjustments needed for an extended absence or vacant Agency Benefit Coordinator position.

b. Agency Benefit Coordinators shall:

- (1)** Act as liaison for agency employees to:
 - (a)** Office of the Budget, Office of Comptroller Operations, Bureau of Commonwealth Payroll Operations;
 - (b)** Third party vendors for SEAP and the Workers' Compensation Safety Program;
 - (c)** State Employees' Retirement System;
 - (d)** OA, HRSC;
 - (e)** OA, BEB; and
 - (f)** OA, BWS.
- (2)** Attend trainings and meetings offered by OA, BEB, BWS, and HRSC, or its designees.
- (3)** Distribute information related to Employee Benefits Programs to those employees without consistent access to their Commonwealth email.
- (4)** Assist employees by answering questions about Employee Benefits Programs and how to secure employee benefits. In agencies supported by the OA, HRSC, the OA, HRSC will answer questions regarding Active Health Benefits, Group Life Insurance Program, Optional Insurance Program and the State Police Health Benefits 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 to determine the effect on agency employees. Update agency procedures as needed to ensure compliance with all Employee Benefits Programs. Provide feedback and guidance regarding changes in programs and procedures to the agency HR Office or OA, HRDC and OA, BEB, BWS, and HRSC.

- (7) If an individual Employee Benefits Program has its own specific management directive or manual, perform other duties as specified therein.

7. PROCEDURES.

Agency HR Office or OA, HRDC.

- a. Submit a Role Management Request via the Employee Resource Center in the event of an Agency Benefits Coordinator assignment change to add or remove applicable SAP roles for respective incoming and outgoing Agency Benefits Coordinator for each Employee Benefits Program within seven (7) days of the assignment change.
- b. Submit the name, agency address, telephone number and email address of new Agency Benefit Coordinators within seven (7) days of the start of the assignment change.
 - (1) Email submissions must be sent to ra-benhelp@pa.gov for the following programs:
 - (a) Active Employee Health Benefits, DCAP, and FSA for agencies not supported by OA, HRSC;
 - (b) Leave Program;
 - (c) SECA; and
 - (d) Unemployment Compensation.
 - (2) 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) SEAP; and
 - (c) Workplace Violence Prevention.
 - (3) Email submissions must be sent to ra-spfabsence@pa.gov for FMLA Absences for agencies not supported by HRSC.
 - (4) Email submissions must be sent to ra-benwc@pa.gov for the Workers' Compensation Program for agencies not supported by HRSC.
 - (5) Email submissions must be sent to ra-oasafety@pa.gov for the Workplace Safety Program.

This directive replaces, in its entirety, Management Directive 530.1 Amended, dated June 29, 2015.