

# AR Portal FAQ's

**Q.** When will PEBP stop accepting paper forms?

**A.** March 2<sup>nd</sup>, 2020. Forms received after this date will be returned to the originating agency.

**Q.** Are any paper forms necessary anymore?

**A.** No.

**Q.** How do I receive my credentials to log-in?

**A.** After you complete the required training and send your completed attestation form to [agencyreps@peb.nv.gov](mailto:agencyreps@peb.nv.gov), your credentials will be emailed to you. Please change your password once you have successfully logged in.

**Q.** When can I expect to receive my credentials after I have completed the training and submitted my form?

**A.** You can expect your credentials to come usually within one business day.

**Q.** What if an AR needs to have their access to the portal revoked?

**A.** Complete the attestation form, and mark *Delete* at the top of the page. Email the form to [agencyreps@peb.nv.gov](mailto:agencyreps@peb.nv.gov)

**Q.** How do I reset my password?

**A.** Please email [agencyreps@peb.nv.gov](mailto:agencyreps@peb.nv.gov)

**Q.** Where can I find the training and more information about the portal?

**A.** <https://pebp.state.nv.us/agency-representatives/>

**Q.** My agency does not participate in Central Payroll, how do I use the system?

**A.** Even if your agency is not part of central payroll, it still has a 3-digit pay center number that will be used.

**Q.** What is the Action Date and the Effective Date?

**A.** The action Date is the date that you entered or updated the information in the Portal. The Effective Date is the day that the action will become effective.

**Q.** What effective date should I use?

**A.** Please use the date that the change will become effective. The effective date is the day that the change will become effective, not the day you are entering the information into the portal.

For example:

If an employee is transferring to another agency on 3/2/2020 (Their first day at the new agency is 3/2/2020). The effective date for this transfer will be 3/2/2020, even if you enter this information on a different date.

An employee is terming on 3/6/2020. The effective date for this change will be 3/6/2020, even if you enter this information on a different date.

**Q.** I accidentally entered the wrong effective date or need to update an effective date, but it is older than 60 days.

**A.** Email [agencyreps@peb.nv.gov](mailto:agencyreps@peb.nv.gov) with the employee name, last four of SSN, and the correct dates for the event. PEBP staff will update it manually.

**Q.** How do I indicate that an employee no longer works enough hours each month to be eligible?

**A.** You can change an employee's status to *Terminated*.

**Q.** After I add a new employee, when will they be able to access their portal?

**A.** It will take about a week for the employee's profile to be completed, by the time they receive their new hire packet in the mail they should be able to log-in.

**Q.** What is the Member Change History?

**A.** The Member Change History is where you can view all employee changes that have been made within your agency.

**Q.** How do I add a re-hire or reinstatement?

**A.** Add them the same way you would add a new member. A message will pop up stating that the member is employed at another pay center, it asks if you would like to transfer the employee to your agency. Click *Continue*

If someone is currently termed in your agency, you must add them as a new hire. Do not change their status from terminated to active.

**Q.** Can an employee update or change their own name or address?

**A.** The employee will need to call PEBP Member services to update their address or name and provide any supporting documents if needed.

**Q.** What are the deadlines for updating employee information?

**A.** Please see the Timely Reporting Document [Here](#).

**Q.** How can I tell if an employee has declined PEBP coverage?

**A.** There is not functionality built in the system regarding their health care selections for AR's to see. You will have to coordinate with payroll/records.

**Q.** How do I transfer an employee?

**A.** Find the employee and select *Update Participant*. You will need to select the *Effective Date* (the effective date is the date of transfer, or their first day at the new agency). Under *Employment Information*, select the *Transfer* box, then choose from the drop-down which agency they will be transferring to. After you finish, click *Continue*. You may get a pop-up stating that the employee is not eligible to enroll in PEBP benefits. This is only because transferring agencies does not constitute as a Qualifying Life Event and does not allow an employee to make any changes to their benefits. Their benefits will stay the same. It is very important not to Terminate an employee who is transferring out of your agency. When the agency they are transferring to enters the employee into the Portal, it will create a New-Hire event and allow the employee to make benefit changes, which they should not be able to do as a transferring employee.

**Q.** I am expecting a new employee to be transferred to my agency, how do initiate this?

**A.** Add the employee the same way you would add a new hire. A message will pop up stating that the member is employed at another pay center, it asks if you would like to transfer the employee to your agency. Click *Continue*

**Q.** Why can't I look up an employee that will be transferring into my agency?

**A.** You can only look up and find employees that are currently in your pay center. You will need to add the transfer to your agency the same way you would add a new hire. Similarly, if you transfer an employee out of your pay center, you will not be able to find them or look them up in the portal after the effective date of transfer.

**Q.** How can I see a member that I transferred out of my Agency?

**A.** AR's can only view members that are currently in their pay center, but you will be able to see the transfer in the Member Change History

**Q.** Which agency initiates the transfer when an employee is moving?

**A.** Transfers are open ended and not one sided. This means: Agency A: the sending agency can initiate a transfer, **OR** Agency B: the receiving agency can initiate a transfer as well. It was designed this way on purpose. If Agency A transfers the employee out, it is done, and Agency B does not have to do anything. In that scenario Agency B cannot add them because the employee was already transferred to that agency and already exists and is searchable (which means employee no longer searchable under Agency A). The only time an agency would need to "add" that employee is if they are the receiving agency because the receiving agency cannot search the member, so they add them. By adding them, a prompt will come up stating the employee is in a different cost center and by selecting continue it will transfer them. The Member Change History function will enable you to see what transfers or status changes have occurred.

**Q.** What if I accidentally transferred an employee to the wrong agency?

**A.** Add the employee the same way you would add a new hire. A message will pop up stating that the member is employed at another pay center, it asks if you would like to transfer the employee to your agency. Click *Continue*

**Q.** What if an employee will no longer be transferring after I submitted the transfer?

**A.** Add the employee the same way you would add a new hire. A message will pop up stating that the member is employed at another pay center, it asks if you would like to transfer the employee to your agency. Click *Continue*

**Q.** A member is going on Military Leave or LWOP, is there anything I need to do differently?

**A.** Yes. It is very important that you find out how many hours they have worked or will work during the calendar month that they are going on leave. If they are working less than 80 hours, the effective date will be the first day of the month they will be going on leave. If the employee will be working 80 or more hours, the effective date will be the first day of the next calendar month.

For Example:

A member will be going on leave starting 3/16/20, they have worked at least 80 hours during March, so the effective date of leave, as far as PEBP is concerned, is 4/1/20.

A member will be going on leave starting 4/6/20, they have only worked 32 hours during the month of April, so the effective date of leave, as far as PEBP is concerned, is 4/1/20.

Failure to enter the correct effective dates for leave will result in unnecessary charges to the member or their agency.

**Q.** Why doesn't the employee number work for searching members?

**A.** The State of Nevada employee number and the PEBP employee number are different. The PEBP employee number is not actually an employee number, it is a participant ID for their benefits. You will need to use the PEBP participant ID when searching an employee in the AR Portal. The participant ID can be found on the members health benefits card but will not contain the preceding or trailing zeros. For example, if the Participant ID is 0012345600 please enter 123456

**Q.** How do I use the search bar?

**A.** The fields in the search bar can all be used, or each one can be used individually for a search. You can search only by last name, and all employees with that last name in your agency will populate. You can type a value in each field if desired and narrow your search. You can also type partial values into each field, for example, you can type "Smi" into the last name field, and all members with last names beginning with "Smi" will populate. It is usually easiest to search for a member using only their last name and the last four of their SSN. That way if you have a number wrong or make a typo, you will still be able to locate the member in the system.

**Q.** How do I retire an employee?

**A.** You can switch their status to *Retired* with the effective date as their retirement date. Please be sure to have the employee contact PEBP to request a retirement packet.

**Q.** Can I update an employee's name after they have had a name change?

**A.** No. The employee will need to contact PEBP directly to change their name. The employee will need to provide the proper documentation before PEBP staff can update their name.