RESEARCH ADMINISTRATION INFORMATION NETWORK (RAIN)

Footprints – Benefits Workspace

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Purpose

As part of our efforts to continuously improve benefits communications, TSRI Human Resources on both the California and Florida campus are adopting the use of the Footprints “Benefits Workspace” portal to communicate about and resolve any issues or questions related to TSRI benefits.

All benefits-related matters should be submitted as a “ticket” using the following processes...
Process #1 – Submitting a ticket in Footprints

Log in to [http://help](http://help)

Enter your E-Mail User Name and Password

Select the Benefits Workspace
  - For some users there will be multiple workspace choices, similar to what you see on the screen. For other users who don’t have access to multiple workspaces, the Benefits Workspace will be the default.
Process #1 – Submitting a ticket in Footprints

Select “New Ticket”
FOOTPRINTS – BENEFITS WORKSPACE

Process #1 – Submitting a ticket in Footprints
Process #1 – Submitting a ticket in Footprints

Upon selecting Save, the ticket will appear in the users queue.
Process #2 – Submitting a ticket via email

Benefits-related communications can also be submitted via email, and should be addressed to the hotline email address: benefits@scripps.edu

- Any communication sent to benefits@scripps.edu will initiate the creation of a ticket in the Footprints portal
- The user (employee)’s information will auto-fill in the “Contact” information portion of the ticket

This process is the same as that of putting in a request on both campuses to:
- FL Facilities -- flservice@scripps.edu
- CA IT -- helpdesk@scripps.edu
- FL IT -- fltech@scripps.edu
- FL Housekeeping -- flclean@scripps.edu
Email Confirmation and Communications

- Once the user has submitted a ticket in Footprints, or via an email to benefits@scripps.edu, they will then receive an email confirmation:
  - The confirmation will be sent to their Scripps email address, alerting them that a ticket has been created
  - Any updates to follow, including the resolution of the matter, will be sent to the user as follow-up emails
  - Emails will come from “Benefits Workspace <benefits@scripps.edu>”

- The user should provide any updates and/or responses within the same email chain.
  - “One ticket per issue”

- The user can view past communications by selecting the subject line of their ticket in the Benefits Workspace Footprints portal, regardless of whether the communication was initially submitted in Footprints, or via an email.
The title of the ticket will be listed in the subject line of the email.
When replying, type your text above this line.

Notification of Ticket Escalation

Workspac: Benefits Workspace
Ticket: TEST - Changing Primary Care Physician
Ticket Number: 50

Priority: Medium Status: E-Mail Employee
Date: 2018-04-05 Time: 15:04:30
Creation Date: 2018-04-05 Creation Time: 14:59:28

Click here to view ticket in browser

Communication with User:

Entered on 04/05/2018 at 3:06:32 PM EDT (GMT-04:00) by Laura Kronzek:

Hello:

In order to change your Primary Care Physician on file, please contact Aetna directly at 1-877-402-8742.

Once the PCP’s information has been updated on file, you can request that Aetna mail you a new ID card, reflecting the updated information. You also have the option of printing a temporary card through your personal member portal on the Aetna website.

If you have any questions, please do not hesitate to let me know.

Entered on 04/05/2018 at 2:35:27 PM EDT (GMT-04:00) by Laura Kronzek:
I would like to change my Primary Care Physician that I have designated on file for my Aetna EPO health insurance.

Current Assignee: Laura Kronzek

Ticket Information:

Is this request for your benefit? Yes Type: Medical

Subject: Changing Primary Care Physician - Benefits Additional Information Needed ISSUE 60 PROJ: 67
Response to HR Benefits from User

Thank you for your message. I am not able to access the member portal on the Aetna website, could you please assist me with this?

From: Benefits Workspace <workspace/hr@srsccp.edu>
Sent: Thursday, April 05, 2018 3:42 PM
To: Laura Kranzak <kranzak@srsccp.edu>
Subject: TEST - Changing Primary Care Physician - Benefits Additional Information Needed (Issue=61 Pro=67)
Importance: High

When replying, type your text above this line.

Notification of Ticket Escalation
Workspace: Benefits Workspace
Ticket: TEST - Changing Primary Care Physician
Ticket Numbers:
Priority: Medium Status: E-Mail Employee
Date: 2018-04-05 Time: 15:42:28
Creation Date: 2018-04-05 Creation Time: 15:42:03

Communication with User:
Entered on 04/05/2018 at 3:42:28 PM EDT (GMT-04:00) by Laura Kranzak:

Hello:

In order to change your Primary Care Physician on file, please contact Aetna directly at 1-877-402-9742.

Once the PCP’s information has been updated on file, you can request that Aetna mail you a new ID card, reflecting the updated information. You also have the option of printing a temporary card through your personal member portal on the Aetna website.

If you have any questions, please do not hesitate to let me know.

Entered on 04/05/2018 at 3:42:02 PM EDT (GMT-04:00) by Laura Kranzak:
I would like to change my Primary Care Physician that I have designated on file for my Aetna EPO health insurance.
Resolution Email

Thu 4/5/2018 3:11 PM

Benefits Workspace

TEST - Changing Primary Care Physician - Resolved Ticket Notification from Benefits

To: Laura Krozek

This message was sent with High importance.
We removed extra line breaks from this message.

Resolved Ticket Notification from Benefits

Your Ticket Reference Number is: 60
Subject of Issue: TEST - Changing Primary Care Physician Issue Status: Resolved
Workspace: Benefits Workspace
Assignee: Laura Krozek

Resolution Notes:
This matter has now been resolved. Should you have any further questions and/or issues, please reply to this email above.

To see more details on your issue, Click here https://help.scripps.edu/MHcp/MHRentrancePage.pl?PROJECTID=67.
Dos and Don’ts

Dos for the Footprints – Benefits Workspace:

- Matters and questions related to medical, dental, and vision coverage, life insurance, disability insurance, flexible spending accounts, retirement accounts, etc.
- Issues or questions related to claims
- Questions about paid time off accruals

Don’ts for Footprints – Benefits Workspace:

- General Human Resources inquiries including: requesting a new badge, employment verifications, etc.
- Matters related to Payroll/Kronos including W-2 requests
- Matters related to Family Medical Leave Act (FMLA) and/or Leave of Absence (LOA)
Implementation

The rollout date was Monday, April 30\textsuperscript{th}, 2018 – employees were notified via an email blast to both campuses.

Resources are available to help guides users and aid in becoming familiar with the new process.
Employees are still encouraged to seek guidance in-person or over the phone if they are more comfortable with that method of doing so:

**CA Benefits Contact:** Shatara McClellan, 858-784-8487, shatara@scripps.edu  
*Building 3050, Room 200*

**FL Benefits Contact:** Laura Kronzek, 561-228-2620, lkronzek@scripps.edu  
*Building B, Room 376*

If an employee does address a question or issue in-person or over the phone, it will still be inputted into the Footprints portal by the designated Human Resources representative handling it. As a result, email updates regarding the ticket will still be sent to the employee’s Scripps email address as if they had used one of the other processes (submitting a ticket via email or Footprints) to address the specific matter.