



Questions and Answers (Q&A)

HR Liaison & MLS Live Event, September 18, 2020

The following questions were submitted by attendees during the September 18, 2020 HR Liaison & MLS Live Teams Event with OHR and Mctime. Answers were provided by subject matter experts.

Q: I have an FSA question. I do not have County insurance. I use my spouse's. Can I submit both his and my medical expenses for FSA reimbursement?

Yes, the spouse does not have to be enrolled in the employee's health insurance plans. As long as they are legally married, the IRS governed FSA plans will allow the employee to submit unreimbursed medical expenses for the legal spouse as well regardless of whether the spouse is enrolled in the MCG plans or not.

Q: How do I amend my wife's name with CareFirst? My County paperwork has shown her name incorrectly for years.

You can update your wife's name in Employee Self-Service for Open Enrollment 2021. When you get to the "dependent and beneficiaries" page, scroll down to the table at the bottom which lists all benefit-eligible dependents. Click the "update" hyperlink and make the necessary changes.

If this change urgently needs to reflect prior to 1/1/21, then you should submit a new enrollment form with the dependent name change in the dependent section and return the completed form to OHR along with a copy of the wife's social security card or driver's license which shows the correct name legal documentation. It is also recommended to write "dependent name correction" across the top of the form before returning it. Completed forms and legal name documentation can be returned to OHR via encrypted email to OHR.HITS@montgomerycountymd.gov, faxed to 240-777-5131 or mailed to OHR, 7th floor, 101 Monroe Street, Rockville, Md 20850. [The enrollment form is linked here.](#)

Q: Can we assign a visual information specialist and a technical writer to explain timekeeping information in a comprehensible manner?

Mctime attempts to explain complex timekeeping information through various formats and mediums.

- The Mctime Informational website displays various timekeeping resources arranged by subject matter.
- Multiple Job Aids are available for employees and managers to visually show the steps needed to complete various timekeeping tasks.
- Timekeeping Guidance on a range of topics is presented in written and video formats.
- There are biweekly memos with screenshot examples and links to additional job aid materials.
- Online navigational trainings are available for new employees and managers.
- Mctime participates in weekly OHR Liaisons and MLS manager presentations.
- Mctime accepts coordinated requests for department training opportunities.

- The MTime Team offers a mandatory manager training class, Ensuring Accountability for Timekeeping, to provide an overview of timekeeping topics.
- MTime fulfills requests for specific HyperFinds and Genies tools, shortcuts, and targeted training materials.
- Finally, individual questions and concerns are addressed via emails, phone, and on the Microsoft Teams platform.

Timekeeping data allows us to provide transparency to residents, as well as support data and documentation requirements for grants and other funding sources for the services and projects that the County government offers, especially during the COVID-19 pandemic where the County must use timekeeping information to obtain reimbursable dollars from the state and federal government.

While there are some unifying timekeeping standards across the County, each department is unique in its business operations, funding sources, reporting, and budget requirements, and each employee can potentially be compensated differently based on their unique skills, position and class, union status, FLSA status, and classification grade. This makes addressing timekeeping in mixed groups challenging since there are so many variables. This is one of the reasons why the MTime Team has recruited departmental MTime SMEs or POCs to assist us in ensuring that departmental timekeeping goals are achieved and to relay any special timekeeping needs or concerns.

If you have specific timekeeping concerns, please discuss and coordinate requests with your departmental MTime SMEs or POCs. The MTime Team continues to review different ways to present this information. We appreciate and welcome all suggestions and ideas. If you have further questions please send them to the MTime mailbox: mctime@montgomerycountymd.gov .

Q: JAVA is difficult to see for people with Vision Problems.

This is a known issue for monitors that are using a high-resolution setting. Temporarily modifying your screen resolution to a lower setting when working in Java may help. The MTime team will continue to work to see if there are solutions to resolve this problem or usable workarounds.

Q: JAVA is never friendly with Google Chrome.

MTime is not supported on Chrome, and Internet Explorer is recommended. The MTime team is planning to upgrade to a newer version of Kronos Workforce Timekeeper (MTime) which will no longer require the use of Java. We are in the preliminary stage of initiating this project and will provide more information when available.