# SELF-PAY PREMIUMS AND HR-REMINDERS





## EBB TRAININGS: <u>SELF-PAY PREMIUMS</u>

### **AGENDA**

#### FIRST HALF

- TIME ENTRY AND RECORDING
- TRACKING SELF-PAY PREMIUMS
- AUDIT PAYROLL DEDUCTIONS
- TIME REPORTING DURING HOLIDAYS
- COLLECTING BASIC LIFE PREMIUM FROM AGENCY

REQUIRED MATERIAL AND HANDS-ON WALK THROUGH

#### **SECOND HALF**

- DEDUCTIONS NOT TAKEN
- RETRO TERMINATION OF BENEFITS
- NOTIFICATION TO TERMINATE BENEFIT FORM

## TIME ENTRY AND RECORDING TIME

Human Resource Analysts:

All classified positions should be reporting time regardless of what TRC is being reported.

- ANY TRC's being utilized should be recorded accurately, this will ensure benefit deductions are reflecting correctly.
- Explanation of TRC Codes can be located on DFA's website at the following link:

www.nmdfa.state.nm.us/SHAREHCM\_Tips.aspx



TRC	Short Description	Description	TRC will deduct or add hours to this Leave or Comptime Off Plan
		This TRC is used to pay out Adminstrative Comp	
ADCPY	Administrative Comp Buy Back	Time	Comp Time - ADMINCOMP
		This TRC is used to award Administrative Comp	
ADCTA	Administrative Comp Awarded	Time to an employee.	Comp Time - ADMINCOMP
		This TDC is weetly seen to	
ADOT:	Aleist C. O. L.	This TRC is used to record hours of Administrative	O. T. ADMINIONED
ADCTL	Administrative Comp Lost	Comp Time lost by an employee, if applicable.	Comp Time - ADMINCOMP
1		This TDO is a little of the control	
1		This TRC is used to record hours of Administrative	
ADCTT	Administrative Comp Taken	Comp Time used as leave by the employee.	Comp Time - ADMINCOMP
1			
1		This TRC is used to record hours of Administrative	
ADMLV	Administration Leave Taken	Leave used by the employee as leave.	Comp Time - ADMINCOMP
		This TRC is used to decrease the number of hours	
		in the Donated Leave balance (the number of	
		hours donated is not needed, the un-needed hours	
		will be removed by using this TRC. Use ANLDR	
ANLDL	Donated Annual Leave Unused	to return the hours to the donor)	Donated Leave
		This TRC is used to return Annual leave to the	
		donor (the time was not needed and is being	
ANLDR	Annual Donated Returned	returned to the donor)	Annual Leave
		This TRC is used by the employee to use the	
		donated annual leave hours. The employee must	

## TRACKING SELF-PAY PREMIUMS

https://www.mybenefitsnm.com/FGP.htm

 Human Resource Analyst will include the Employee Benefits Bureau's Leave without Pay (LWOP) benefit Premium Transmittal form. This form can be located at the link below:

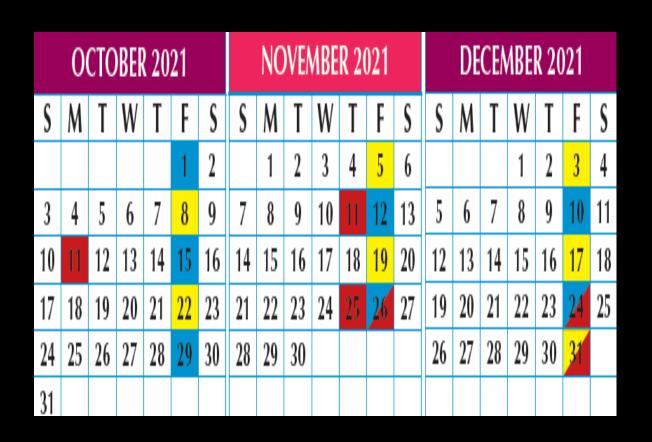
Transmittal\_Form-COVID\_2021.pdf (mybenefitsnm.com)

## AUDIT PAYROLL DEDUCTIONS

- Human Resource Analysts will audit payroll deductions to determine if premium is owed, and audit this deduction in SHARE under the Review Pay Check Tab.
- Utilize Employee Benefits Bureau's Leave without Pay (LWOP)
   Benefit Premium Transmittal form.
- Audit employee-elected premiums

## TIME REPORTING DURING THE HOLIDAYS

- Employees who are out on LWOP/FML during the holiday season may still qualify for the paid holiday
- Please ensure the employee has recorded their time accurately
- DO NOT record any time on a scheduled Holiday as the holiday is automatically generated in the SHARE system
- Human Resource analysts must ensure the employee is also active under job data



## LET'S GET STARTED!

A step by step overview

## ADMINISTRATIVE GUIDE

#### XIII. SELF-PAY PREMIUM SITUATIONS

#### State employees:

- There are three sets of circumstances in which an employee, who would otherwise lose eligibility for coverage under the plan, may continue coverage by paying the full premium. The Anti-Donations Act precludes the SoNM from making a contribution toward these employees with the exception of FMLA.
- An employee is responsible to pay 100% of benefit premiums (both State, as well as employee portions) when:
- An employee is on LWOP, without FMLA coverage, and has no leave time to cover premiums
- An employee exhausts all FMLA total hours and has no leave time to cover premiums, or
- An employee is on Workers Compensation coverage and has no leave time to cover premiums

## CHECK LIST

## Ensure you have the following materials on hand:

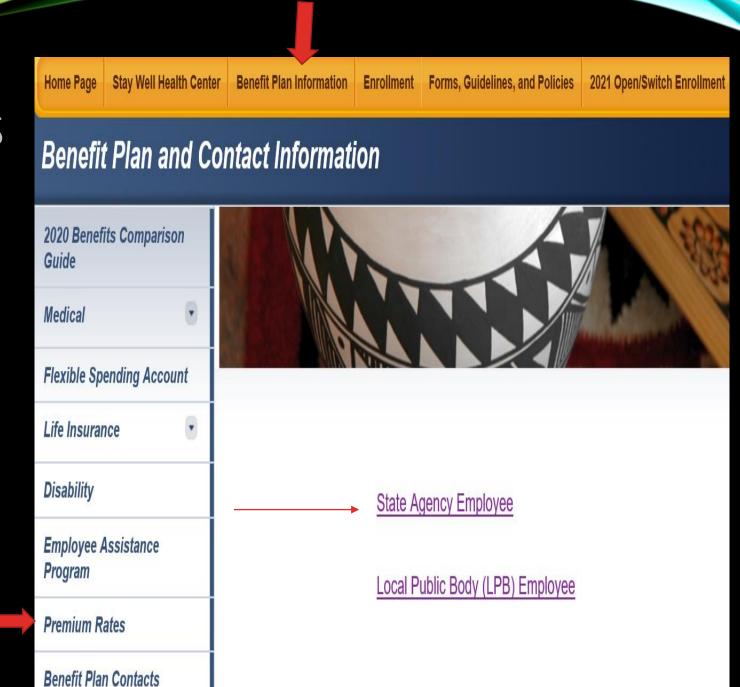
- Bi-Weekly Contribution Schedule
- Transmittal Form
- Basic Life Insurance Premium Transmittal Form
- Access to SHARE HCM
- Administrative Guide
- Disability Policy

## LOCATION OF MATERIALS

All Material can be located on the Benefits website Link as follows:

https://www.mybenefitsnm.com/FGP.htm

Under Benefit Plan and Contact Information



## WALK THROUGH

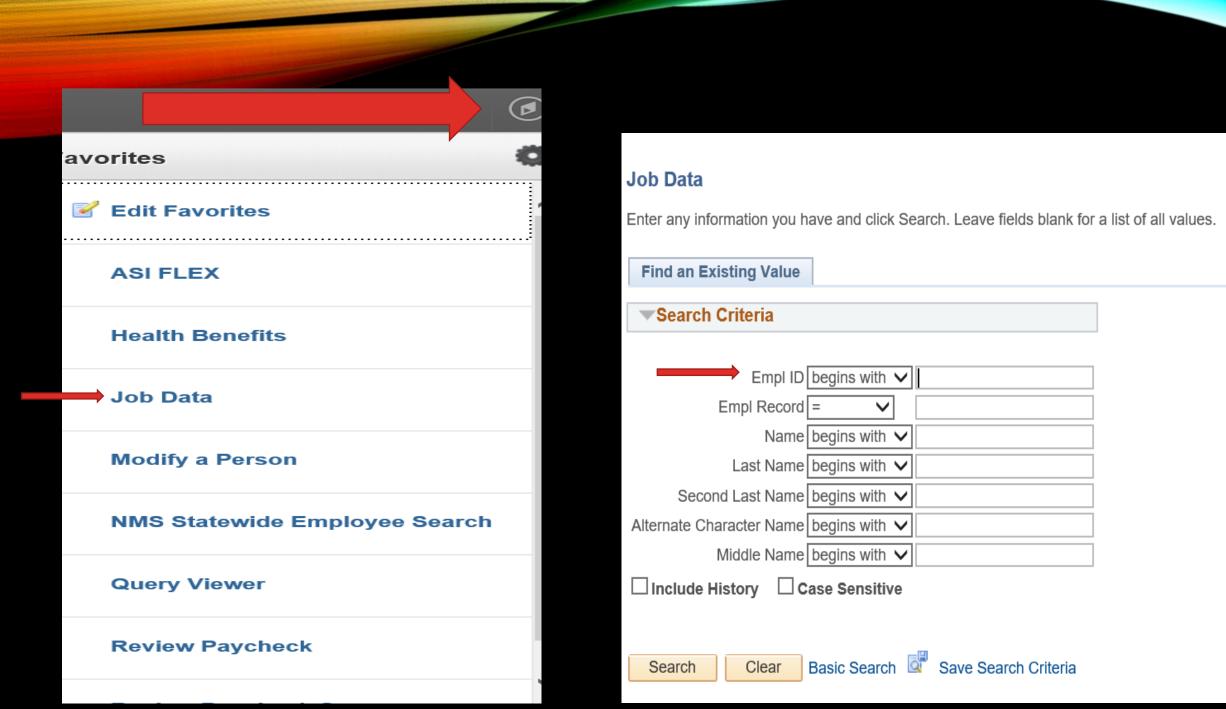
Review Materials
SHARE HCM Walk through

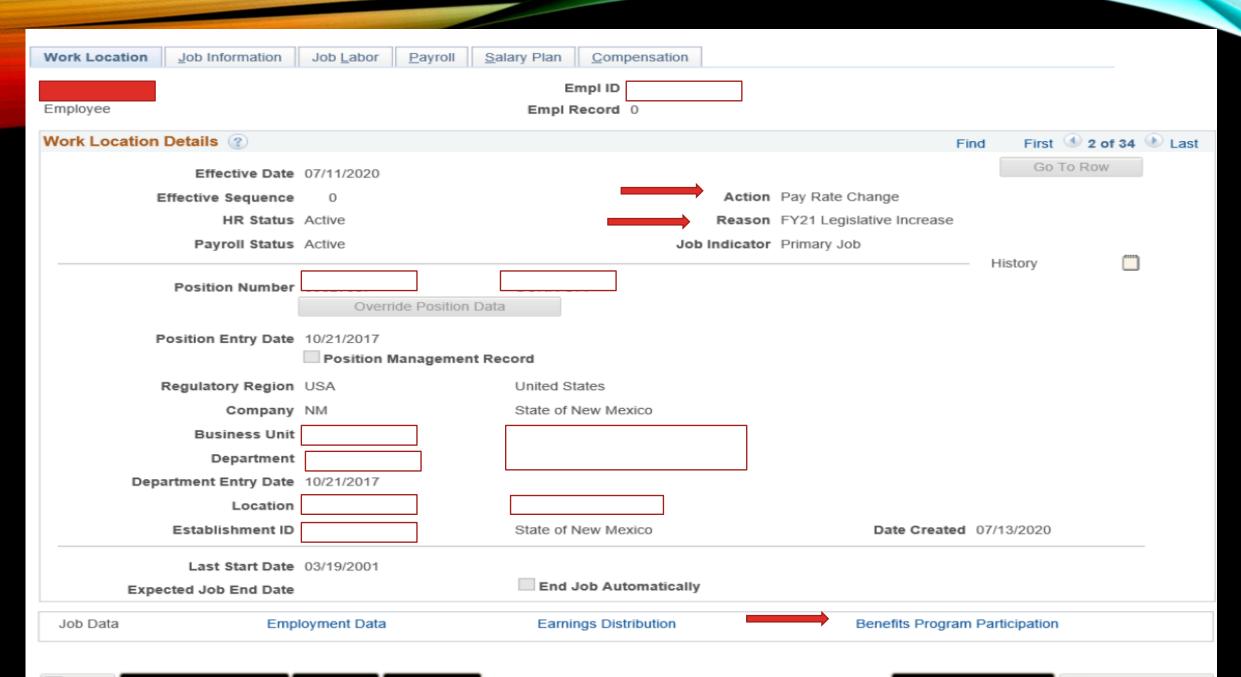


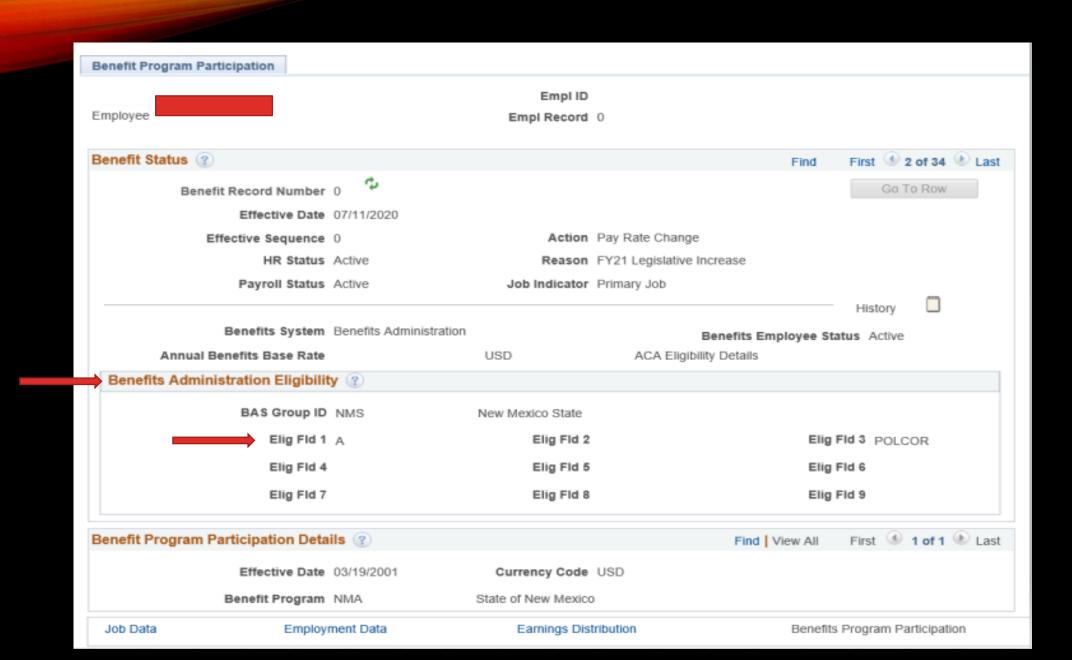
User ID

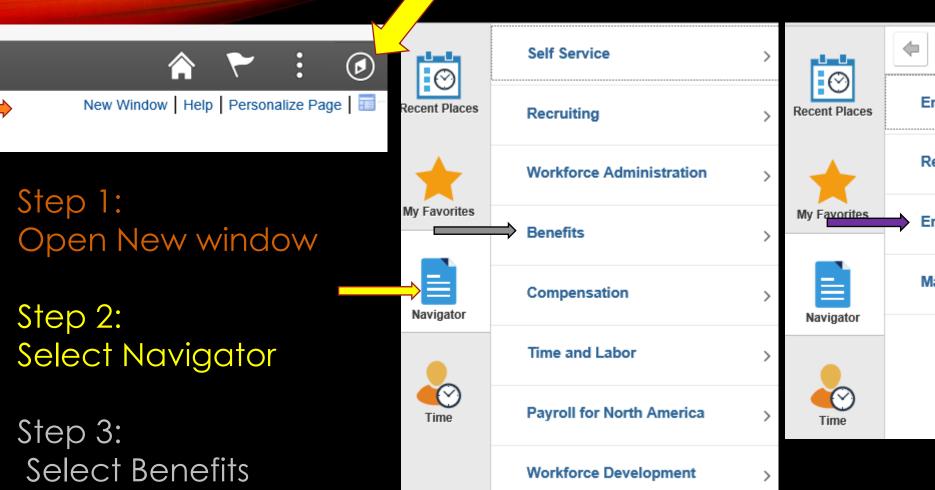
Password

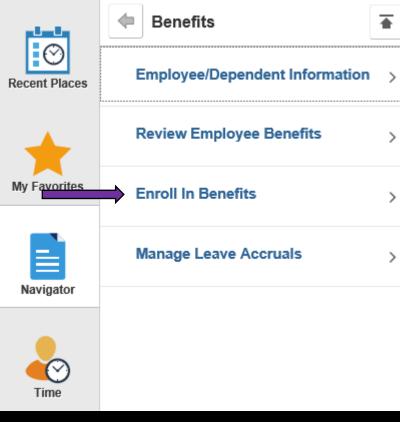
Sign In









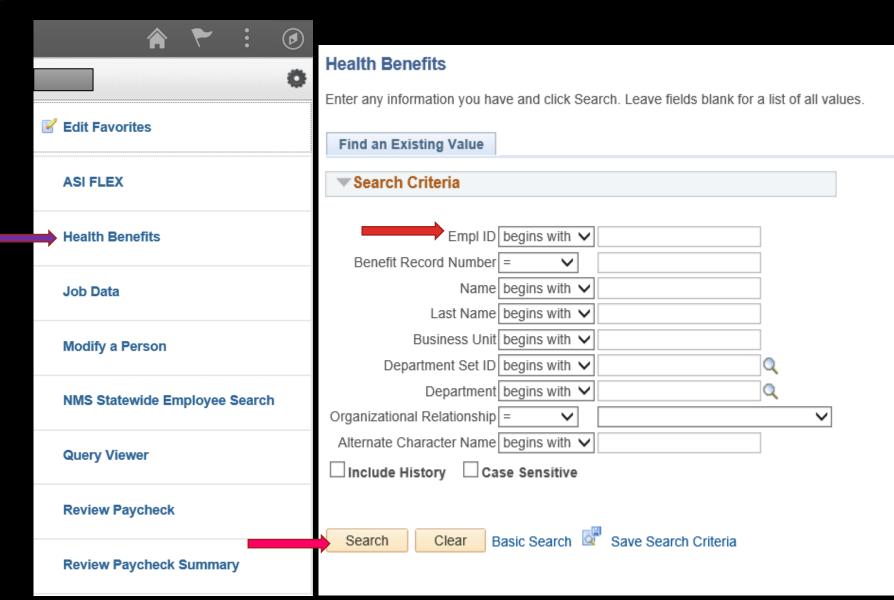


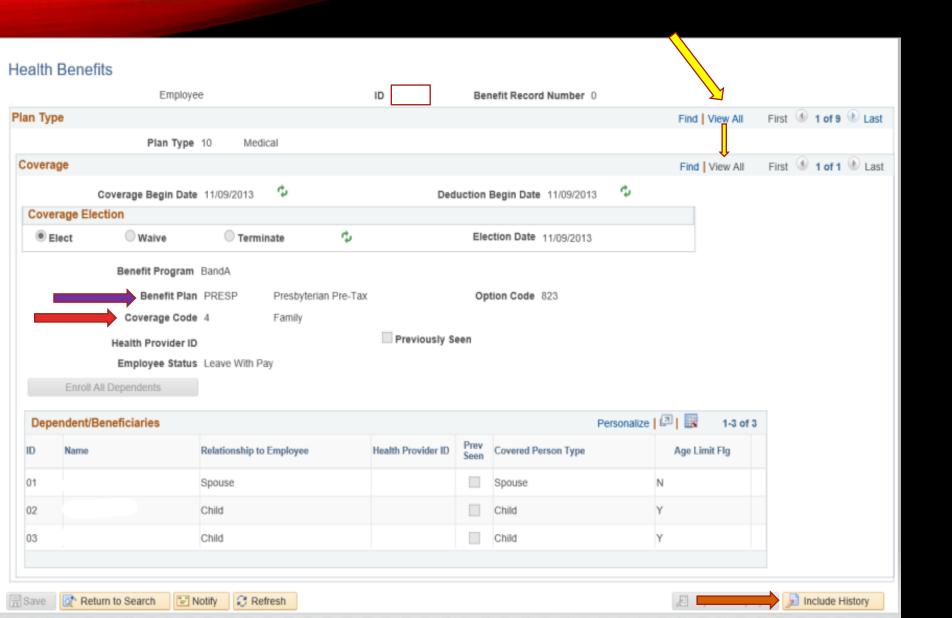
Step 4: Enroll in benefits



Step 6: Enter Employee ID

Step 7: Search





Step 1: include history Step 2: Select view all on both drop downs Step 3: Identify the plan the employee is enrolled in Step 4: Identify the

coverage code

	, , , , , , , , , , , , , , , , , , ,	0.4.04	4		4	27.45	4	40.00	4	24.00	4	40.70	<u> </u>	20.50
Delta Dental	\$	34.31	\$	6.86	\$	27.45	\$	10.29	\$	24.02	\$	13./2	\$	20.59
EyeMed	\$	6.07	\$	1.21	\$	4.86	\$	1.82	\$	4.25	\$	2.43	\$	3.64

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				Less tha	an :	\$50k	_	\$50K to \$	\$59	,999K		\$60K ar	nd (	Over
	(	GROSS	Er	nployee		State	Er	mployee		State	Er	nployee		State
		RATE		20%		80%		30%		<u>70%</u>		40%		<u>60%</u>
Presbyterian - HMO	\$	731.54	\$	146.31	\$	585.23	\$	219.46	\$	512.08	\$	292.62	\$	438.92
BCBS - HMO	\$	731.54	\$	146.31	\$	585.23	\$	219.46	\$	512.08	\$	292.62	\$	438.92
BCBS - PPO	\$	850.83	\$	170.17	\$	680.66	\$	255.25	\$	595.58	\$	340.33	\$	510.50
Delta Dental	\$	44.74	\$	8.95	\$	35.79	\$	13.42	\$	31.32	\$	17.90	\$	26.84
EyeMed	\$	7.69	\$	1.54	\$	6.15	\$	2.31	\$	5.38	\$	3.08	\$	4.61

				EMP	LOY	EE PLUS	D	OMESTIC	: PA	ARTNER P	LU	S CHILDR	REN	(FAMILY	')					
					S	Salary						Salary						Salar	y	
				Le	ess t	than \$50	k			\$5	OK t	to \$59,99	99K				5	\$60K and	Ove	r
	(	GROSS	E	E Pre	EE	E After		State		EE Pre	Е	E After		State		EE Pre	E	E After		State
		RATE		20%				80%		<u>30%</u>				<u>70%</u>		<u>40%</u>				<u>60%</u>
Presbyterian - HMO	\$	731.54	\$	84.32	\$	61.99	\$	585.23	\$	126.48	\$	92.99	\$	512.07	\$	168.62	\$	123.99	\$	438.93
BCBS - HMO	\$	731.54	\$	84.32	\$	61.99	\$	585.23	\$	126.48	\$	92.99	\$	512.07	\$	168.62	\$	123.99	\$	438.93
BCBS - PPO	\$	850.83	\$	98.06	\$	72.11	\$	680.66	\$	147.09	\$	108.16	\$	595.58	\$	196.12	\$	144.21	\$	510.50
Delta Dental	\$	44.74	\$	5.97	\$	2.98	\$	35.79	\$	8.95	\$	4.47	\$	31.32	\$	11.94	\$	5.96	\$	26.84
EyeMed	\$	7.69	\$	1.05	\$	0.49	\$	6.15	\$	1.57	\$	0.74	\$	5.38	\$	2.09	\$	0.98	\$	4.62

				GEN	ERA	L COVER	RAG	<u>E</u>						
				Sal	ary			Sal	ary			Sal	ary	
				Less th	an \$	50k	Ş	50K to	\$59,	.999K		\$60K aı	nd O	ver
	G	ROSS	Em	ployee	:	State	Em	ployee	:	State	Em	ployee	5	State
	F	RATE		20%		80%		30%		70%	:	40%		60%
Admin. Fee	\$	0.63	\$	0.13	\$	0.50	\$	0.19	\$	0.44	\$	0.25	\$	0.38
Basic Life	\$	2.04			\$	2.04	\$	-	\$	2.04	\$	-	\$	2.04
Disability	\$	4.56	\$	4.56	\$	-	\$	4.56	\$	-	\$	4.56	\$	-

### LOCATION OF MATERIALS

All Material can be located on the Benefits website Link as follows:

https://www.mybenefitsnm.com/FGP.htm

Under Forms Guidelines and Policies

Stay Well Health Center

Benefit Plan Information Enrollment Forms, Guidelines, and Policies

2021 Open/Switch Enrollment

#### Forms, Guidelines, and Policies

Administrative Letters

**Prior Year Refund Request** Form - State Agency

**Prior Year Refund Request** Form - Employee

LPB and Legislator Change/Correction Form

- Domestic Partnership
- Flexible Spending Account

**Employee Benefit Termination** Form

FMLA & LWOP Self-Pay Transmittal Form (State)

FMLA & LWOP Self-Pav Transmittal Form (LPB)



Please select the appropriate form from the links below or to the menu on the left.

ADMINISTRATIVE GUIDE

DISABILITY POLICY (REVISED JULY 2019)

DISABILITY RESOURCE PAGE

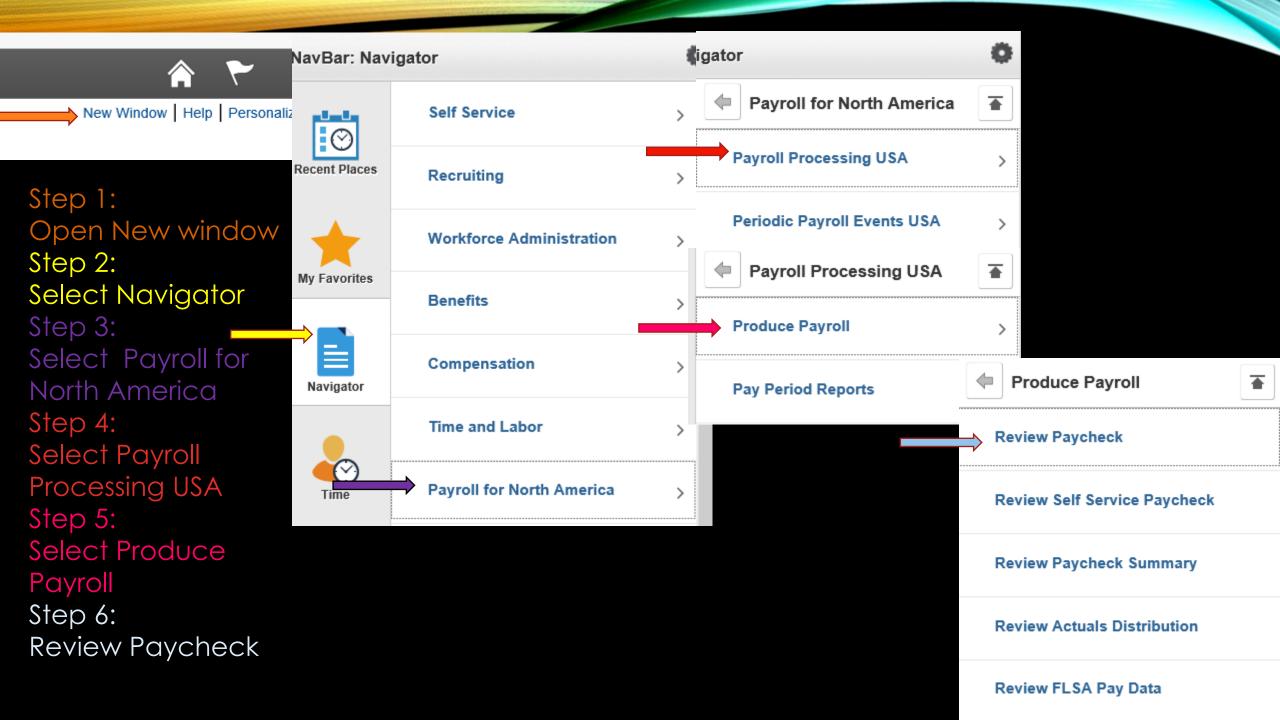
COBRA RESOURCES PAGE

POP WAIVER FORM (STATE) (LPB)

HR RESOURCES (CLICK HERE)

Benefit Eligibility Acknowledgement Form (Updated July 2020)

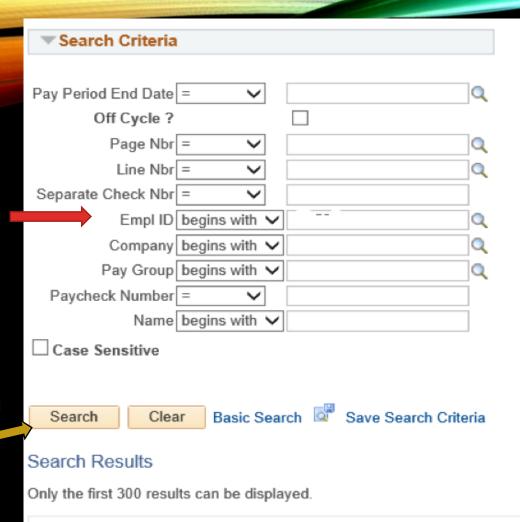
**NEW: Benefits Comparison Guide** 



Step 7: Enter Employee ID

Step 8: Select Search

Step 9: Select Pay advice being audited

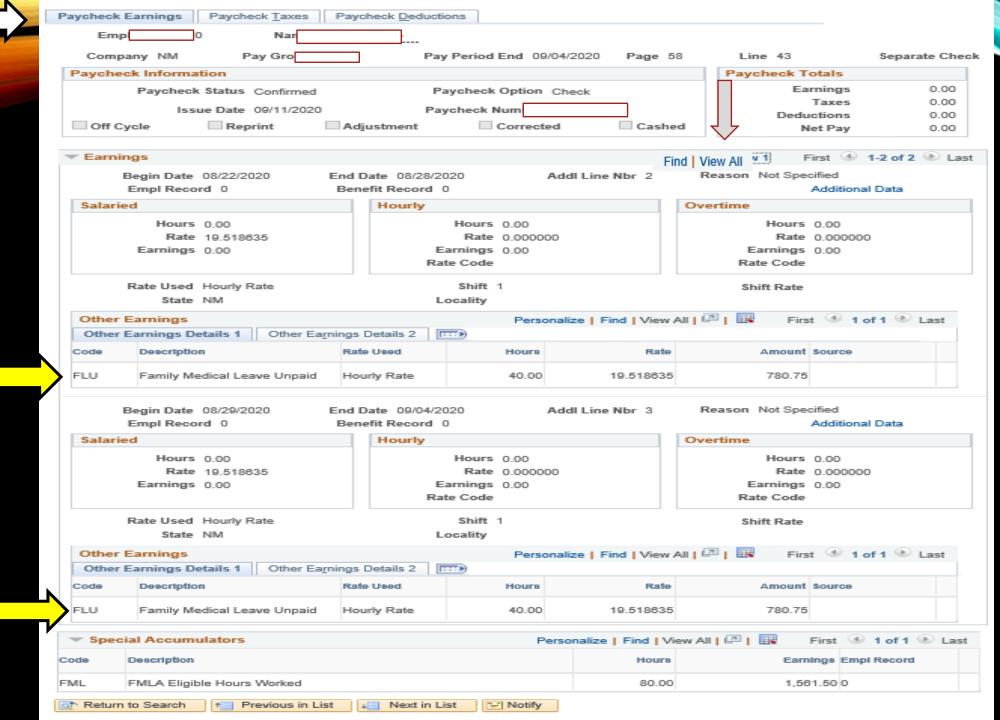


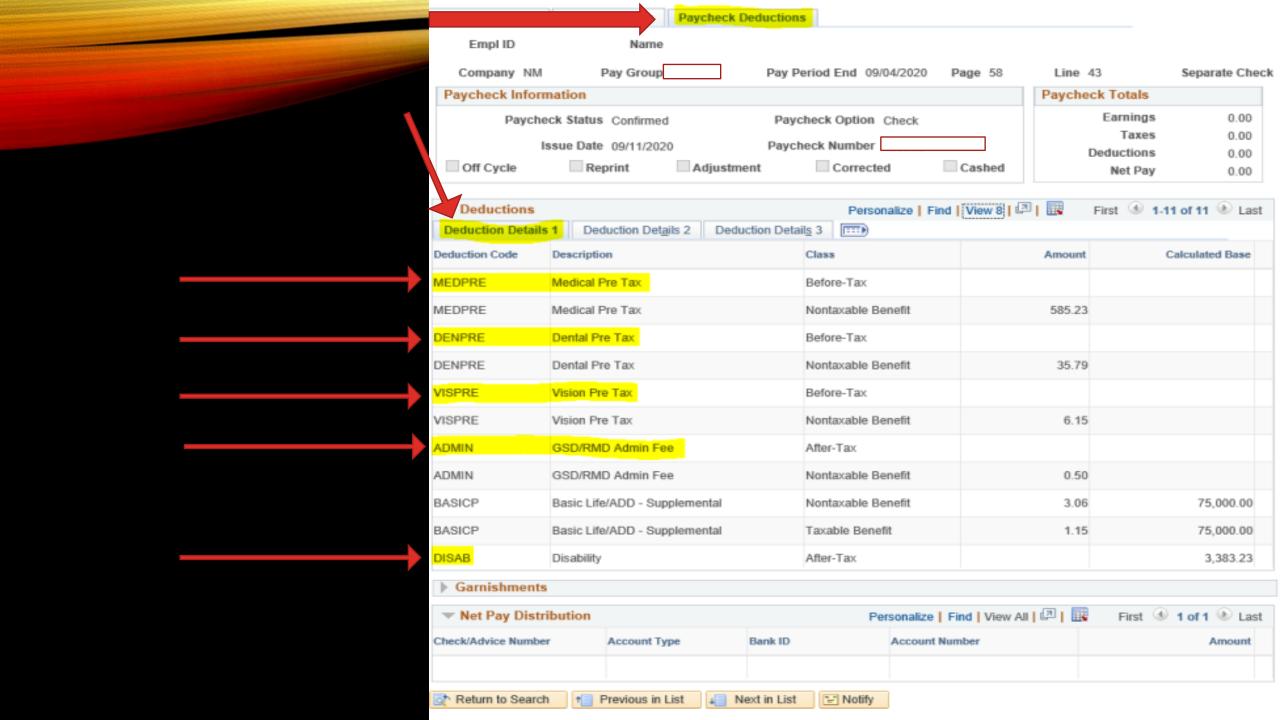
View All								First ①	1-100 of	300
Company	Pay Group	Pay Period End Date	Off Cycle?	Page Nbr	Line Nbr	Separate Check Nbr	Form Identification	Paycheck Number	r Empl ID	Nam
NM	COF	10/02/2020	N	58	43	0	CHECK	469546		,
NM	COF	09/18/2020	N	58	43	0	ADVICE	8141921		
NM		09/04/2020	N	58	43	0	CHECK	468975		-
NM	COF	08/21/2020	N	59	43	0	CHECK	468743		
NM	COF	08/07/2020	N	59	42	0	CHECK	468492		
NM	COF	07/24/2020	N	58	48	0	ADVICE	8053762		
NM	COF	07/10/2020	N	58	49	0	ADVICE	8031738	is	
NINA	COE	00/20/2020	K1	го	40	0	ADMICE	9000000		

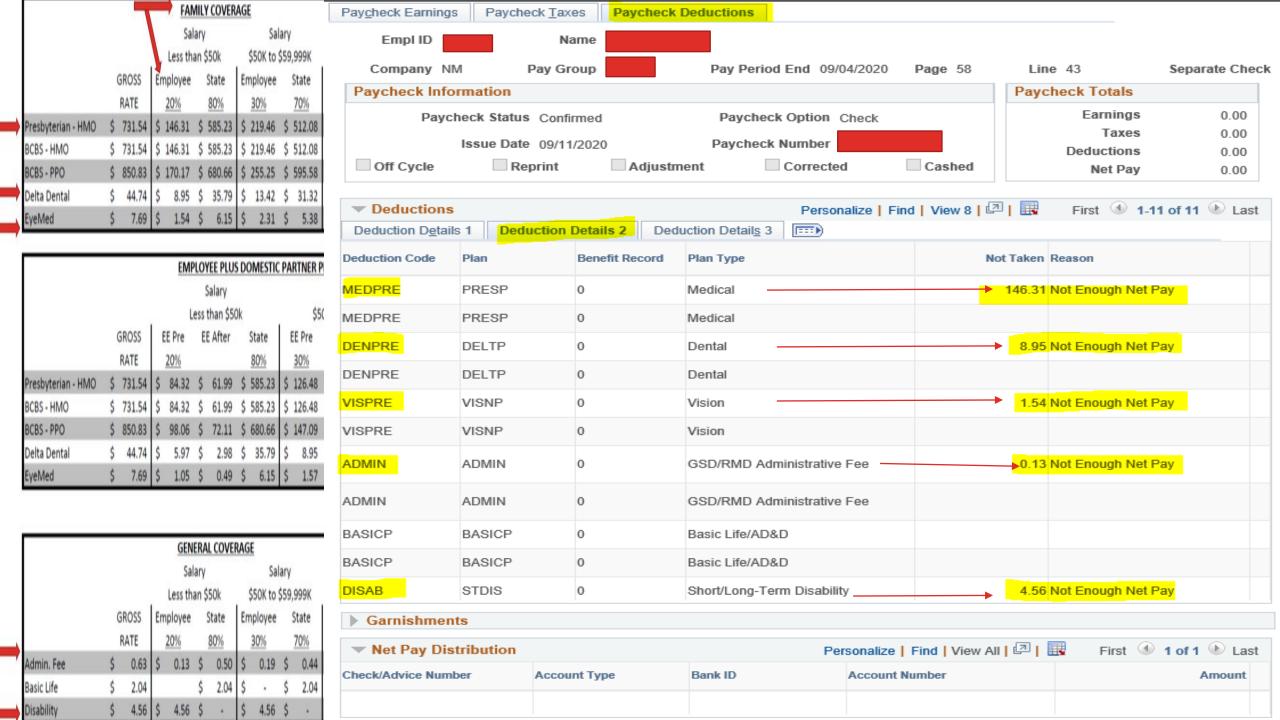
Step 1: Select Pay check Earning Tab

Step 2: View all

Step 3: Identify Type of Leave the employee is on







Please submit form with payme	ent to your HR Department	by:					
State Agency Name: SoNM			ate: 10/07/2020				
HR Rep: John Doe		Contact Phone #:	505-XXX-XXXX				
Employee Name: DOE,DOE		Employee ID#:					
Pay Period Ending(s): 9/4/2020				Calculator		-	
HR Comments: FMLA/LWOP				_ ≡ Sta	andard	<b>9</b>	T
Type of leave employee is curre	ently on: SELECT ONE	Employee Portion Due	State Portion Due	300 9000	146.31 + 8.9	5 + 1.54 + 0.	.13 + 4.56 =
Medical PRESBYTERIAN	Tier EMPLOYEE+FAMILY	\$ 146.31				16	1.49
Dental	Tier EMPLOYEE+FAMILY	\$ 8.95					
Vision	Tier EMPLOYEE+FAMILY	\$ 1.54		MC I	MR M+	M-	MS M*
Disability (self-pay premium)		\$ 4.56	N/A	%	CE	С	☒
Flexible Spending Account (FSA	) Health Care		N/A	1/x	x <sup>2</sup>	2√x	÷
Flexible Spending Account (FSA	) Dependent Care		N/A	_			
Flexible Spending Account (FSA	) Trans/Parking		N/A	7	8	9	×
Employee Supplemental Life AD	0&D		N/A	- 4	5	6	_
Dependent Life AD&D – Spouse,	/ Domestic Part ner		N/A	_	,		
Dependent Life AD&D – Child (re	en)		N/A	1	2	3	+
Admin Fee		\$ 0.13					

THE TOTAL AMOUNT DUE MAY BE ON ONE MONEY ORDER/CASHIERS CHECK, AND MADE PAYABLE TO RISK MANAGEMENT DIVISION. Please send payment to your HR Department.

Total

Total Amount Due (Must submit the exact amount)

Note: Personal Checks will be accepted during the COVID-19 Pandemic to prevent exposure of going to a bank or store to get a Money Order or Cashier's Check. Self-pay member is responsible for \$35 return check fee incurred due to insufficient funds.

\$ 161.49

\$ 161.49

\$ 0.00

Attention Employee: Failure to follow steps for payment may cause a delay AND may run the risk of losing benefits.

**LEAVE WITHOUT PAY (LWOP)**: Employees on LWOP are responsible for paying 100% of the gross premium of all elected benefit coverages in force. Premium payment is due by the Friday following the end of the pay period.

FAMILY MEDICAL LEAVE (FML): Exceptions to the above is if an employee is on LWOP and on FML. The employee is responsible for paying employee share of the gross premium of all elected health benefit coverages in force. Employees are given a 30 day grace period from the end of each pay period to make payment. Failure to submit payment by the due date will result in a loss of coverage. Certain situations allow re-enrollment. Please review the "Self-Pay Premium Situations" Section in the Risk Management Administrative Guide found at <a href="https://www.mybenefitsnm.com">www.mybenefitsnm.com</a> — Forms, Guidelines, and Policies.

**DISABILITY**: This includes employees receiving Disability benefits while on a LWOP status. Employees on Short-Term Disability must continue to pay their disability premium to be eligible for disability benefits. If keeping other benefits, employee is required to pay whatever premium is due. Once an employee has been approved and is receiving a Long-Term benefit, disability premiums are waived, but benefit premium payments must

Please Note: If the agency has turned off an employee's Action Reason, for example due to a suspension, etc., then the employee record will not produce a pay advice and all deductions will be turned off and un-collected.

In this case HR analysts are responsible for tracking these employees manually and must also complete the EMPLOYEE BENEFITS BUREAU'S AGENCY-LIFE INSURANCE PREMIUM TRANSMITTAL FORM. This will allow the Agency to submit an OPR for Basic Life Insurance premiums.

https://www.mybenefitsnm.com/FGP.htm

Submit Basic life transmittal forms to:

Crystal Lawrence2@state.NM.us



#### EMPLOYEE BENEFITS BUREAU: AGENCY-LIFE INSURANCE PREMIUM TRANSMITTAL FORM

Sta	te Agen	cy Name: _						D	ate:					
HR	Rep:					Co	ntact Pho	one #:						
Em	ployee I	Name:					Employe	e ID#:						
Pay	Period	Ending(s):												
Rea	son for	OPR:												
Тур	e of lea	ve employe	e is curr	ently o	n: SELE	CT ONE	•		Agen	су Ро	rtion I	Due		
LIF	E INSU	RANCE-BA	ASIC LIF	E \$50,	000-B	ASLF								
							ICP							
To	Total \$ 0.00  Required: A copy of the applicable payroll deduction screen and spreadsheet must be attached.													
Requ	uired: A	copy of the	applica	ble pay	roll ded	luction	screen ai	nd spread	lsheet mu	ist be a	rttache	ed.		
		701		a		,			6 OPP					
		Plea	se enter	the nece	essary i	inancial	informat	non belov	v for OPR	proce	ssing.			
Fina	ncial Age	ency Contact					Pho	one Numb	er:					
BUS UNIT	FUND	DEPT	ACCT	SUB ACCT	RPT. CAT	PROJ. UNIT	PROJECT	ACTIVITY	ANALYSIS TYPE	OPER UNIT	BUD REF	CLASS	DEBIT	CREDIT
	75203 6005000000 472302 121 E0000													
	HR Signature Date:													
irection	s to Electr	onically Sign: Cl	ick on Tool	s on the t	op left co	mer, in rig	ht window	pane click Fi	ill & Sign, Cli	ck Sign ic	on EX So	in top w	iindow po	ine,

## INDIVIDUAL PREMIUM PAYMENTS FOR FLEXIBLE SPENDING ACCOUNT

- Flexible Spending Accounts (FSA) allows employees to set aside money for eligible expenses prior to taxes being withheld.
  - Employee pledges a specified amount for the plan year.
  - Pledged amount is then divided by 26-27 pay periods per year.
  - Pledged amount is deducted each pay period in accordance with other elected benefits. Thus, making this premium also required.
    - Important
      - Individual premium payments shall be made for the exact premium amount based on pledge and amount calculated for each pay period while out on leave.
      - If the minimum of one premium payment is missed, Share reads the missed payment. Therefore, premiums are automatically increased for the remaining periods of the year.
      - A qualifying event is required to make any changes to this benefit.

#### Reminder:

If an Employee chooses to utilize a personal check, please ensure they sign the COVID-19 Emergency Affidavit Form.

MICHELLE LUJAN GRISHAM GOVERNOR

KEN ORTIZ CABINET SECRETARY

Signed

CLINTON NICLEY RISK MANAGEMENT DIRECTOR



ADMINISTRATIVE STRVICTS DIVISION (905) 476-1857

FACILITIES MANAGEMENT DIVISION (505) 827-1141

> PERCHASING BIVISION (505) 827-0472

(505) 827-1036

STATE PRINTING & GRAPHIC SERVICES BUREAU (505) 476-1930

> TRANSPORTATION SERVICES DIVISION (505) 827-1958

Date: March 18, 2020

To: Human Resource Staff/Re: Members on Self-Pay Premiums

From: Employee Benefits Bureau

Subject: Exception to Rules during COVID-19 State of Emergency

In accordance with Governor Lujan Grisham's request to avoid large gatherings and ensure social distancing, the General Services Department has decided to temporarily permit the use of personal checks by employees on self-pay status throughout the duration of the COVID -19 State of Emergency.

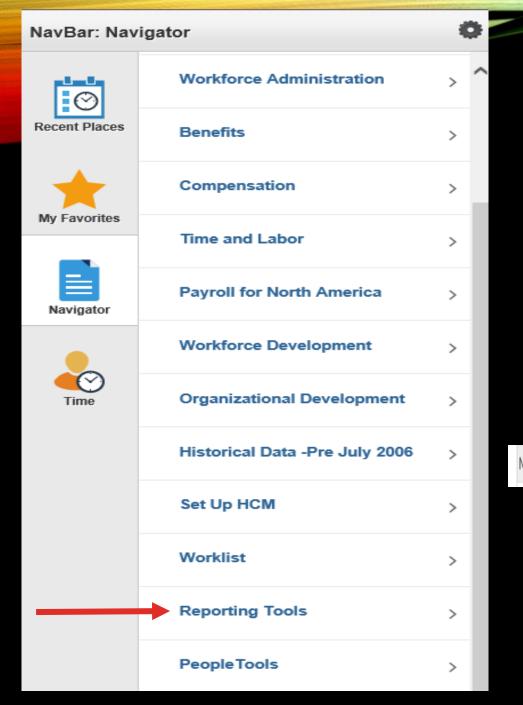
If a personal check is rejected due to insufficient funds, the member will be required to pay a \$35 check return fee in addition to the amount due.

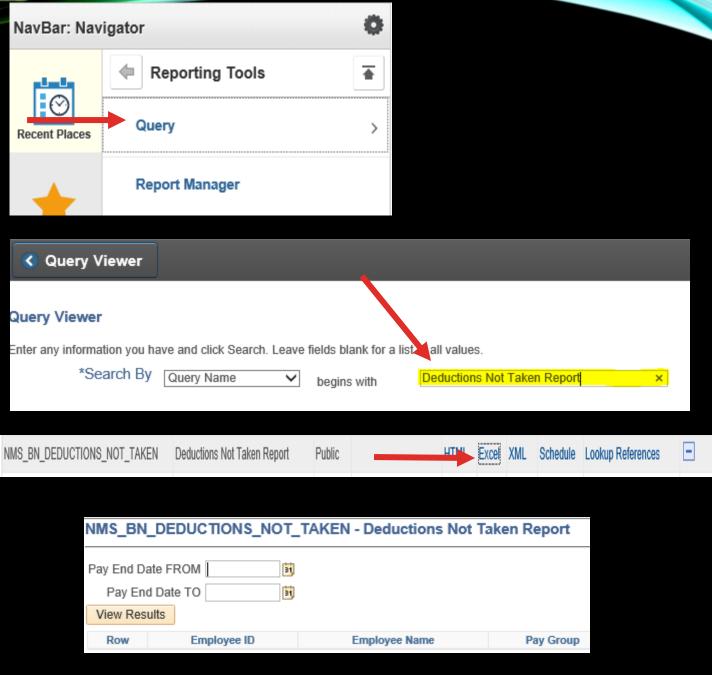
Please feel free to contact Amber Espinosa-Trujillo at (505) 827-0493 should you have any questions at this time.

If paying by personal check I hereby acknowledge there is a \$35 check return fee assessed as a result in addition to the amount that was due.

Directions to Electronically Sign: Click on Tools on the top left corner, in right window pane click Fill & Sign, Click Sign icon & in top window pane, select signature, and drag and place in desired area.

Date





1 [	Deductions Not	212									
2 E	mployee ID	Employee Name	Pay Group	Agency Code	Pay Period End	Plan	Plan Typ	Deductn Cd	Dedn Class	Deduct Amount Not Taken	Reason
3	11111	Katherine Chavez			12/11/2020		General	NMDEF	Before-Tax	14.55	Net
4	11111	Katherine Chavez			12/11/2020	ADMIN	Admin Fee	ADMIN	After-Tax	0.13	Net
5	11111	Katherine Chavez			12/11/2020	VISNP	Vision	VISPRE	Before-Tax	0.55	Net
6	11111	Katherine Chavez			12/11/2020	FSAMED	FSA Health	FLEXSP	Before-Tax	178.03	Net
7	11111	Katherine Chavez			12/11/2020	PRESP	Medical	MEDPRE	Before-Tax	49.60	Net

## RETRO-TERMINATION OF BENEFITS

#### **STEPS**

- ✓ Determine Benefits Term Date
- ✓ Reviewing Benefit Premium Deductions
- ✓ Audit Non-Payment History
- ✓ Document-Notification to Terminate Benefits

- If payment has not been received by the pay period in which it is due, promptly notify Erisa Administrative Services by issuing the Notification to Terminate Benefits Due to Non-Payment form.
- Please see Transmittal Form for helpful tips.
- > Erisa will notify carriers of termination date
- > Copy Employee Benefits Bureau at:

Katherine.Chavez2@state.nm.us

### **How to Determine The Correct Benefit Termination Date**

### **Review Paycheck**

Separate Check

45.68

3.22

30.37

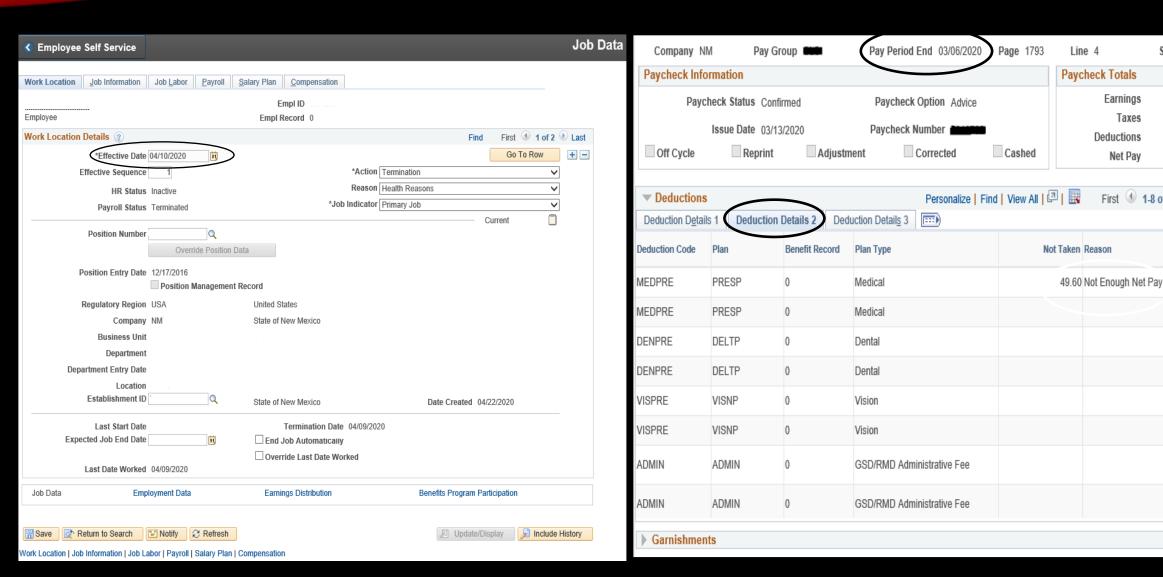
12.09

Earnings

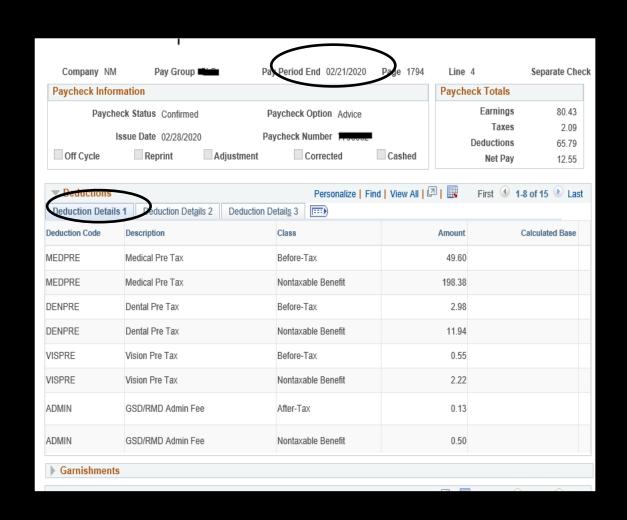
Taxes

Net Pay

First 4 1-8 of 15 Last

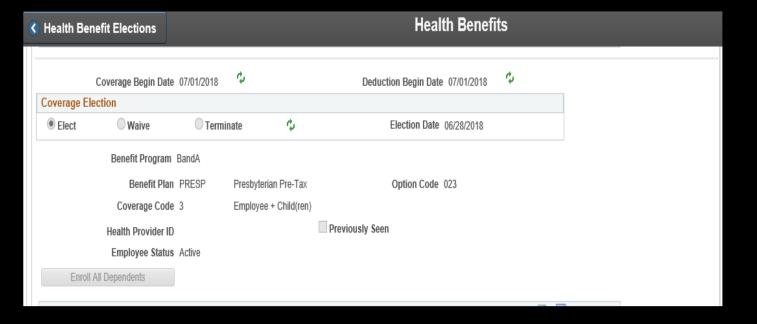


## TERMINATION DATE IS BASED ON THE LAST PPE WHERE THE PREMIUMS WERE COLLECTED BY EMPLOYEE VIA SELF-PAY OR PAYROLL DEDUCTION



	FE	BRU	AR۱	/ 20	20			٨	1AR	СН	202	0	
S	M	T	W	T	F	S	S	M	T	W	T	F	S
						1	1	2	3	4	5	6	7
2	3	4	5	6	7	8	8	9	10	11	12	13	14
9	10	11	12	13	14	15	15	16	17	18	19	20	21
16	17	18	19	20	21(	22	22	23	24	25	26	27	28
23	24	25	26	27	28	29	29	30	31				

#### **Current Benefits Summary** Benefit Deduction Summary Benefit Enrollment Summary Employee Benefit Record Number 0 Primary Empl Record 0 Benefits System Benefits Administration Benefit Program NMA New Mexico A Benefits Benefits Status Terminated **Current Enrollments** Coverage or Participation Coverage Begin Plan Type Coverage Election Benefit Plan Description Medical Terminate 04/18/2020 04/18/2020 Dental Terminate Vision Terminate 04/18/2020



 Check Current Benefit Summary in Share for Terminate Date

 Check Health Benefits in Share for Benefit Plan



#### Notification to Terminate Benefits Due to Non-Payment

- MARIE -				
Employee Name:	John	Doe	Employee ID#:	000000
Termination of Benefits Eff (Termination date is based deduction)		2/22/2020 e the premiums were	collected by employee v	ia self-pay or payroll
	ENEFITS TERMIN		ARLIER THAN JOB	_
Employee Benefits to be Ter	minated:			
Medical:		Tier:		
PRESBYTERIAN-H	IMC_+	EMPLO	YEE+CHILD(REI	N)
Dental:		Tier:		
SELECT ONE	<b>-</b>	SELECT	ΓONE	-
Vision:		Tier:		
SELECT ONE	-	SELECT	ONE	-
Disability:  SELECT ONE  Employee Supplemental Life SELECT ONE  Dependent Spouse/DP Life: SELECT ONE  Pependent Child(ren) Life: SELECT ONE  Frisa please contact can		nefits.		
HR Contact Name:	Katherine	Chavez	Phone Number:	5058270655
Agency Name:	EBE	3	Date:	05/12/2020
Authorized Signature:				
	sonm@easitpa.co 05)244-6009			
	Diel Manage	nant Birisian /Famile	was Ranafite Russau	

1100 St. Francis Dr., Rm 2073 or PO Box 6850 Santa Fe, New Mexico 87502 SUBMIT NOTIFICATION TO TERMINATE BENEFITS

HTTPS://WWW.MYBENEFITSNM.COM/DOCU MENTS/NOTIFICATION-TO-TERM-BENEFITS.PDF



#### AMERICAN RESCUE PLAN ACT- COBRA SUBSIDY 2021

- Cobra premiums Subsidized
  - 6 Month Period
     April 1, 2021- September 30, 2021
- Who is eligible?
  - Employees who were previously enrolled in health insurance coverage and were <u>involuntarily</u> <u>terminated</u> OR had a <u>reduction of hours</u> between November 1, 2019-September 30, 2021.
    - Certain conditions apply
- Notices: Mailed to members last known home address only
  - Members have 60 days from the date they receive the notice to respond
- IMPORTANT: Correspondence from Erisa Administrative Services
  - Respond- 24 Hours
- Contact: Erisa Administrative Services
  - **855-618-1800**

#### Who We Are:

We are a state Risk Management program that works with state employees and their agencies to access workplace mediation, communication-based training and alternative resources to workplace conflict. Our goal is to provide state employees an early resource to

#### resolve conflicts in the workplace. Workplace Mediation:

The ADR Bureau uses a co-mediation model (two mediators) and is a peer mediation program. Most of our mediators are state employees; others are trained professionals who are dedicated to giving their time to help state employees improve their workplace relationships. Mediators help facilitate the discussion by ensuring an open, respectful and effective environment for dialogue to address workplace conflict.

#### Address

1100 S. St. Francis Drive Suite #2079 Santa Fe, NM 87505 https://adr.gsd.state.nm.us

#### Contact Us

Mary Jo Lujan Bureau Chief 505-827-0444

April McClellan Mediation Coordinator 505-827-0421

Stefanie Ortega Training Coordinator 505-827-0576

adr.bureau@state.nm.us

## NM Alternative Dispute Resolution (ADR) Bureau

Risk Management Division General Services Department

"Encouraging communication through mutual respect."

#### Why Mediation?

The NM ADR Bureau helps manage and resolve work close to the control of the contr



It allows managers and employees to influence the process and have control over the outcome, unlike other formal processes where someone else ultimately imposes an outcome.

#### Voluntary, Confidential & Free

Mediation through our program is voluntary, confidential, informal and free. Workplace conflict is a workplace issue and should be dealt with during work time.

#### Self-Determination

Trained, impartial third parties (mediators) do not take sides, offer solutions or have decision-making authority. They help the parties focus on their interests to reach a mutually agreeable resolution.

"This was a wonderful experience. I was able to express myself, listen to the other party and seek clarification. We were able to see things in a different perspective and we came out with good things to work on."

~ Program Participant



## ONLINE MEDIATION AVAILABLE FOR STATE EMPLOYEES

#### Be proactive in improving your workplace relationships!

Are you experiencing conflict with your colleague, supervisor or employee?

A shift in your approach could be exactly what you need. Are you ready to have an honest, forward-thinking, collaborative conversation with them?

Did you know mediation is a free resource available to state employees?

Here are some ways to learn more:

- Contact us directly to learn how you can benefit from mediation.
- Join us for a free 15-minute online presentation: Click Here to Register: 4/13/2021 at 9:00 am
- Request to have a free online presentation delivered to your team.





**VOLUNTARY** 

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CONFIDENTIAL

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**INFORMAL** 

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FREE

mediation promotes:

SELF DETERMINATION

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PROBLEM - SOLVING

NM ALTERNATIVE DISPUTE RESOLUTION (ADR) BUREAU

https://adr.gsd.state.nm.us

CONTACT US:

adr.bureau@state.nm.us

## QUESTIONS



## Thank You!



## RESOURCES

- www.nmdfa.state.nm.us/SHAREHCM\_Tips.aspx
- https://www.mybenefitsnm.com/FGP.htm
- <u>Transmittal\_Form-COVID\_2021.pdf (mybenefitsnm.com)</u>
- https://www.generalservices.state.nm.us/riskmanagement/aboutus.aspx