

CONTENT AREA

Open Enrollment Appeals Process

ISSUE/QUESTION

What is the process for employees who:

- * Believe there was an error with their enrollment
- * Did not enroll during the Open Enrollment period
- * Believe there is an extenuating circumstance in which their choices must be changed

ANSWER

Any employee who feels they belong in any one of the above categories may request an appeal through the ADOA Benefits Office.

To appeal, an employee must submit a letter to his/her agency benefits liaison.

The request must include:

- * the employee's name
- * EIN
- * telephone number
- * a detailed explanation of the employee's situation
- * the action that is requested
- * the basis for the appeal
- * enrollment form

The agency benefits liaison should review the appeal, add any comments the liaison believes are relevant to the appeal and submit the appeal packet (which should include the employee's written appeal, all relevant documents and the liaison's comments, if any) to:

ADOA Benefits

Attn: Appeals Department
100 N. 15th Avenue, Suite 103
Phoenix, Arizona 85007

Requests for appeals will be accepted immediately thru close of business on January 31, 2011. This will give employees ample time to examine their their first paycheck on Y.E.S. and to check their current elections on January 1, 2011 to ensure that their choices were recorded correctly.

Agency benefits liaisons will be notified of the outcome of the appeal. Effective dates will be the next payroll cycle after the appeal has been filed.

Benefit liaisons should remind all employees to carefully review their January 14th paychecks to ensure that their open enrollment elections have been correctly processed.

AUTHORITY

ADOA Benefits Service Division

ISSUED

November 23, 2010