

## CONTENT AREA

Open Enrollment Benefit Guides Delayed

## ISSUE/QUESTION

Why have employees and retirees not received their Open Enrollment Benefits Guides?

## ANSWER

The Benefit Services Division prepared the 2011 Open Enrollment Benefit Guides for active and retired employees to be mailed on October 18, 2010. However, due to complications with a third party mailing contractor the delivery of the guides was delayed. The final group of Benefit Guides were mailed October 26, 2010. The delay in shipping has caused an increased volume of calls for the BSD Member Services team. Agency Benefit liaisons may have also received some calls inquiring about the status of the Benefit Guides. Please advise inquiring members that all Guides were sent this week and they will be received prior to the start of Open Enrollment on November 1, 2010.

To review the Guides electronically go to the Benefit Options website at [http://benefitoptions.az.gov/2011%20OE\\_guides.asp](http://benefitoptions.az.gov/2011%20OE_guides.asp)

If you receive questions beyond what is included in the Open Enrollment Benefit Guide, please refer employees to the Benefit Services Division website [www.benefitoptions.az.gov](http://www.benefitoptions.az.gov) or to our member services representatives at 602-542-5008 for more information.

## ISSUED

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