

CONTENT AREA

2016 Open Enrollment Appeals Process

ANNOUNCEMENT

What is the Appeal Process for employees who:

- Believe there was an error with their enrollment
- Did not enroll during the Open Enrollment period
- Have an extenuating circumstance under which their choices must be changed (examples: hospitalization, out of the country, death, etc.).

Any employee who believes one of the above categories applies to them must work with the Agency Benefit Liaison to request an appeal through the Arizona Department of Administration (ADOA), Benefit Services Division. To appeal, an employee must submit the Appeal Request Form to his/her agency benefit liaison. The Benefit Liaison can obtain the Appeal Request Form by clicking [here](#) or the form can be located on the Benefit Options Liaison website at benefitoptions.az.gov/liaison.

The Appeal Request Form must include all the following information:

- Employee Name
- EIN
- Telephone Number
- Mailing Address
- The action that is requested
- A detailed explanation of the employee's situation
- Liaison's comments (if any)
- Enrollment form

The agency benefits liaison should review the Appeal Request Form for completion and add any comments the liaison believes are relevant to the appeal.

Please submit the employee's written appeal and all relevant documents to:

Mail: ADOA-Benefit Services Division
Attn: Member Services Appeals
100 N. 15th Avenue, Suite 103
Phoenix, Arizona 85007

Email: benefitsissues@azdoa.gov Subject: "2016 OE Appeal"

Fax: 602-542-4744

Requests for appeals will be accepted through close of business on January 31, 2016. This will give employees ample time to check their current elections in Y.E.S. on January 1, 2016, to ensure that their choices were recorded correctly. Additionally, benefit liaisons should remind

all employees to examine their first paycheck of the new plan year issued on January 7, 2016, on Y.E.S. to confirm deductions were processed correctly.

Agency benefit liaisons will be notified of the outcome of the appeal. Any changes made as a result of an appeal will be effective the following payroll cycle after the appeal was approved.

ISSUED

November 16, 2015