

CONTENT AREA

Updated Contact Information for ADOA Benefit Services

ANNOUNCEMENT

I wanted to take a moment to introduce myself. I am Pam Peterson and recently joined ADOA as the Deputy Director of Benefit Services for HRD. I also want to advise you that Marcia Jarvis is no longer with ADOA. In order to ensure prompt service, please email benefitsissues@azdoa.gov with any benefits related issues/questions. If you need additional assistance, please refer to the following contact list:

- Escalated assistance with member eligibility and claims issues - Rose Bernal, Member Services Supervisor, 602-364-1116, rose.bernal@azdoa.gov
- Leave without pay questions or billing - Business Analysts Amy Kenney-Hudson, 602-364-1131, amy.kenney-hudson@azdoa.gov or Bre Magana, 602-542-7478, breannon.magana@azdoa.gov
- COBRA questions or billing - Connie Geesey, Member Services Representative, 602-364-1301, connie.geesey@azdoa.gov
- Retiree questions or billing - Rose Bernal, Member Services Supervisor, 602-364-1116, rose.bernal@azdoa.gov; Kristy Bolin, Member Services Team Leader, 602-364-2885, kristy.bolin@azdoa.gov; or Bob Lay, Member Services Representative, 602-364-1130, robert.lay@azdoa.gov
- File issues - John Li, Database Administrator, 602-364-3162, john.li@azdoa.gov or Amy Kenney-Hudson, Business Analyst, 602-364-1131, amy.kenney-hudson@azdoa.gov
- Wellness questions - Lauren Thomas, Wellness Program Manager, 602-542-0586, lauren.thomas@azdoa.gov
- Training enrollment - Elizabeth Schafer, Benefits Advocate, 602-364-1388, elizabeth.schafer@azdoa.gov

I look forward to meeting you at the upcoming Open Enrollment Benefit Liaison meetings.

Thank you,

Pam Peterson
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ISSUED

September 3, 2014