

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:

ADDA Benefits  
Attn: Appeals Unit  
100 N. 15th Avenue, Suite 103  
Phoenix, Arizona 85007

Requests for appeals will be accepted from September 9, 2009 thru close of business on October 30, 2009. This will give employees ample time to examine their first paycheck 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 mid-October paychecks to ensure that their open enrollment elections have been correctly processed.

AUTHORITY  
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ISSUED  
September 9, 2009