



DEPARTMENT OF MANAGEMENT
SERVICES

**"We serve those who
serve Florida"**

JEB BUSH
Governor

Tom Lewis, Jr.
Secretary



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Insurance**
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MANAGEMENT ADVISORY #06-004 – Agency Errors

TO: Agency and University Personnel Officers and
Insurance Coordinators

FROM: John J. Matthews, Director
Division of State Group Insurance

SUBJECT: Agency Error Documentation

DATE: March 16, 2006

While supporting the employee benefit election or change process, agency staffs make errors. Such errors may include, but are not limited to, the omission of information, providing incorrect or incomplete information to the employee, late submission of forms, failure to commence payroll withholding, failure to provide the employer contribution towards premium, and inaccurate data entry. An error can impact the employee, agency, Department of Financial Services, Convergys, Division of Retirement, DSGI, vendors, health care providers, and others.

Historically, the process for documenting and reporting agency errors has been inconsistent, with minimal measurement and few lessons learned. In order to provide for standardization and tracking, assist in the identification of trends and root causes leading to agency errors, and provide enhanced feedback to agencies, the following process is being implemented effective March 13, 2006:

1. Each request for a change or modification to the system of record required as a result of an agency error shall be submitted in writing on agency letterhead stationery.
2. The request should describe in detail the nature of the error, how it occurred, any appropriate steps already taken by the agency to resolve the issue, and the action requested of People First.
3. The request should be signed or co-signed by the agency Personnel Officer, or Human Resources Manager, or their assistant/deputy.

The written request can be sent by facsimile to (904) 828-6092, with the cover sheet marked "Agency Error", or it can be mailed to:

People First Service Center
Post Office Box 6830
Tallahassee, FL 32314

People First has been tasked with providing copies of the requests to DSGI on a routine basis in order that opportunities for training and process improvement can be identified. As trends, common threads, or root causes are identified, appropriate feedback will be provided.