Address Verification
Frequently Asked Questions

1. Why is the employee self-service address verification process important?
Accurate employee contact information in People First is critical to ensure that employees receive key communications from People First, the Division of Retirement, the Division of State Group Insurance, insurance carriers, etc.

2. When will this process begin?
The address verification process is activated in People First each year on Aug. 1. Once employees log in to People First, on or after Aug. 1, they will be presented with the address verification process each time they log in to the system until they complete the entire verification process. In order to ensure employees receive their Open Enrollment Benefits Statement, they should complete the process by Sept. 30.

3. What information do employees need to verify?
The address verification process consists of three sections, which are important to ensuring accurate contact information: home address, mailing address and notification email address (including an election to receive Form 1095 electronically).

4. Who can complete the process?
Only the employee can. This is an employee self-service process; managers and human resource professionals will not be able to complete this process for the employee.

5. When completing the process, the system is saying that the home or mailing address needs to be corrected. Why?
The following errors will result in an invalid address record message:
- The employee’s address contains an invalid combination of ZIP code, city, or state. For example, the employee’s ZIP code is for a city in Florida, but the employee’s state is listed as Alabama.
- The ZIP code, city, state, or county fields are blank.
- The employee’s current address record is a foreign address. (Employees with a foreign address must call the People First Service Center at 1-866-663-4735.)

6. What if the employee doesn’t want to update their information yet?
Employees can elect to be reminded later. However, in order to ensure employees receive their Open Enrollment Benefits Statement and other important messages, they should complete the process no later than Sept. 30.
7. If an employee elects to receive the Division of State Group Insurance (DSGI) issued Form 1095 electronically will they also receive the form in the mail? 
No. If an employee elects to receive the DSGI issued Form 1095 electronically they will receive an email (using the notification email address in People First) notifying them when the form is available to view or print.

8. Can an employee change their home address, mailing address, notification email address or electronic receipt preferences outside of the annual address verification process? 
At any time during the year employees can log into People First and select the Contact Information in the My Quick Links section to edit addresses and electronic elections.