
Governor Rick Scott

MANAGEMENT ADVISORY #11-001

DATE: February 15, 2011

TO: Agency and University Personnel Officers and Benefits Coordinators

FROM: Suzetta Furlong, Manager

SUBJECT: Agency Error Correction Requests

Purpose

With the many demands on HR offices, we understand that occasional mistakes are made in processing election changes for employees. The process for agency error correction requests has not changed; however, we have described more specifically the conditions and documentation required to meet the definition of an agency error below.

Self-Service

Employees can enroll in benefits and make many Qualifying Status Change (QSC) event changes online. We strongly recommend that you require your employees to use the self-service features of People First to reduce the need for correction requests. System logs enable us to know when an employee makes an election, so HR offices should not process elections on behalf of employees.

Employees that do not have computers may call or fax forms to the service center to make elections. Only People First should key any paperwork employees fill out. The service center has documentation, phone logs and recorded calls to protect your employees in case errors are made.

The [Benefits Guide](#) and the [myBenefits website](#) provide a wealth of information for employees, as well as contact information for our insurance carriers. Encourage employees to use these resources to research their benefit options.

Conditions for Approving an Agency Error Correction Request

[Chapter 110.1165](#) of the Florida Statutes states that erroneous **written** information that is detrimental to the employee may be considered to provide a remedy for the employee. Verbal misinformation is insufficient to warrant an agency error correction request. You must provide detailed written correspondence (e-mails, e.g.) or date-stamped forms before the issue can be considered. Written documentation is critical for our audit trail and protects everyone throughout the process.

➤ Approvals

People First will review the information provided and will make the correction if:

- The documentation supports the request, and
- Plan rules are followed, and
- There are no IRS tax implications, and
- The request is consistent with state and federal requirements.

Examples of errors that may be approved:

- The HR office failed to submit the signed, dated and **date-stamped** form by the deadline.
- The HR office entered incorrect data on behalf of the employee. This type of error can be approved only if you provide the signed, dated and date-stamped form or the dated written request (e.g., e-mail) from the employee as documentation of the error.

➤ **Denials**

People First will review the information provided and will deny the correction if:

- There is insufficient documentation, or
- Plan rules would be compromised, or
- There are tax implications, or
- The request is not consistent with state and federal requirements.

Examples of errors that cannot be approved:

- The HR office misinformed an employee of an enrollment deadline. Employees receive mailed notifications of new hire and QSC deadlines from People First, as well as alerts through the People First website.
- The HR office misinformed an employee of how a plan works. Employees have access to descriptions of plans and certificates of insurance coverage on the [myBenefits website](#), as well as the insurance carriers' sites.
- An HR staff member was not available and the employee missed the deadline. Employees have a sufficient window to make elections and can call the service center or go through the [People First website](#) to make elections.

If the request is denied, the employee may begin the appeal process. [Chapter 110.123](#) of the Florida Statutes, [Chapter 60P](#) of the Florida Administrative Code and plan documents provide participants in the State Group Insurance Program the option to file an appeal if they feel an error has been made. This is the best route for participants to take because it protects their rights through the appeal process, including the right to an administrative hearing.

Instructions

Please follow these instructions for submitting error correction requests:

1. Submit the request on agency letterhead stationery, signed by the personnel officer or designee.
2. Describe in detail the nature of the error—how it occurred, any appropriate steps already taken to resolve the issue and the action requested.
3. Include required documentation. People First will not consider correction requests that do not include written documentation, per the Statute.
4. Fax the request and supporting documentation to (800) 422-3128, with the cover sheet marked "Agency Error" or mail it to:

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

People First will provide a written response to the correction request as quickly as possible, given research may be needed.

Conclusion

Ultimately, we want what is best for employees. Promoting self-service is the first step. To ensure that we treat employees equitably across the program when an error occurs, you must provide ample, written documentation.