

Type: System Enhancements	ID Number: SE 94
Date: June 29, 2012	Subject: "New" Address Verification Process

Suggested Audience:
Human Resource Offices

Details:

Section I: General Information for Address Verification Process

On July 14, 2012, People First will implement major system enhancements that affect how employee contact information is managed in the People First system. As part of these enhancements, there will be a new **employee self-service** Address Verification process; managers and human resource professionals will not be able to complete this process for the employee.

This process will be presented to employees at least once per year to ensure that state employees' contact information in People First is correct. 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.

For 2012, the Address Verification process will be activated in People First on **Monday, July 23**, at 12:01 a.m. Eastern Standard Time. Once employees log into People First, on or after July 23, they will be presented with the Address Verification process each time they log into the system until they complete the entire verification process. In order to ensure employees receive their 2013 Plan Year Open Enrollment Benefits Statement, employees must complete the process no later than September 20, 2012.

Once the Address Verification process is activated, the process can be accessed by employees in one of two ways:

- Log into People First and select the "Start" button within the overlay screen. (For details, see Section II).
- Select "Verify My Contact Information" in the "My Task Due" section on the People First Home Page.

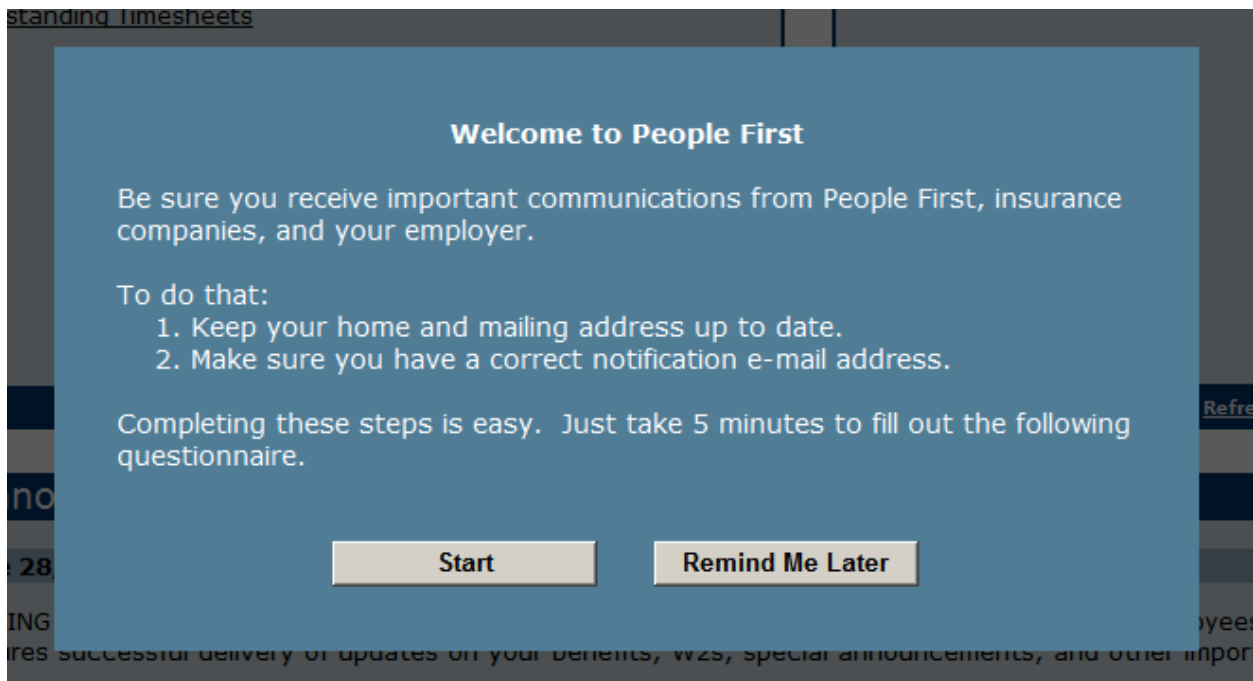
The Address Verification process consists of three sections: Home Address, Mailing Address, and Notification E-mail Address. These sections are described in Section II.

Section II: Address Verification Process Details

Address Verification Process Overlay Screen

- When the Address Verification process is active for an employee, the employee will be presented with an overlay screen to start the verification process when the employee logs into People First (Screenshot 1). This overlay page will be presented to employees each time they log into People First, until they complete the entire Address Verification process.
- The overlay screen is presented as a separate screen on top of the existing People First Home Page. The employee must select either the "Start" or "Remind Me Later" button to close the overlay screen.
 - If the employee selects "Start," the employee will be taken to the first screen in the Address Verification process. See process details.
 - If the employee selects "Remind Me Later," the employee will be taken to the Home Page. (The employee will be able to select "Verify My Contact Information" in the "My Task Due" section on the People First Home Page to complete the process.)
 - If the employee does not complete the process while logged in, the Address Verification process overlay screen will be presented to that employee each time the employee logs into People First until the entire process is complete.

Screenshot 1: Address Overlay Screen. *The language in the overlay is subject to change; this screenshot is only intended to show an example of what the screen will look like.*



Home Address Verification Section

- **Step 1:** Once the employee selects either the “Start” button within the overlay screen or the “Verify My Contact Information” task, the employee will be taken to the first validation screen in the Home Address section of the process.
 - **For most employees,** the first Home Address validation screen will present the employee's current Home Address on file in People First and will present the employee with a simple yes-or-no question on whether the address is the employee's current Home Address (Screenshot 2). Prior to selecting either the “Yes” or “No” button, the employee should validate all information (including the Address, Home County, and Primary Phone) is correct. If any information is incorrect, the employee should select “No” in order to update the information.
 - If the employee selects the “Yes” button, the employee will be taken to Step 2 in the process (see Step 2).
 - If the employee selects the “No” button, the employee will be taken to the *Home Address Details* screen to enter the correct home address. Once the employee saves the new Home Address record, the employee will be taken to Step 2 in the process (see Step 2).
 - **Home Address Details Screen**
 - Within the *Home Address Details* screen, the employee will be required to provide an address (Address Line 1) and a ZIP Code. Employees will also have the ability to provide a second line of address (Address Line 2) if applicable, such as an apartment number or a building number; a primary phone number (highly recommended); and an alternative phone number. Once the ZIP Code is entered, the City, State and Home County fields will be systematically populated.
 - The "Country" field will default to the United States. Employees with a foreign home address (outside of the United States) will have to call the People First service center to modify their addresses.
 - **Employees with an invalid Home Address** on file will be taken to the *Home Address Details* screen and presented with an error message advising them they must correct their home address (Screenshot 3). Once employees save their new home address, they will be taken to Step 2 in the process (see Step 2).
 - The following errors will result in the employee receiving the invalid address record message:
 - The employee's current address contains an invalid combination of ZIP Code, City, State, or County. For example, the employee's ZIP Code is for a city in Florida, but the employee's Home County is listed as County in Alabama.
 - The ZIP Code, City, State and/or County fields are blank.
 - The employee's current Home Address record is a foreign address.
 - **Employees Who do not have a Home Address** in People First will be taken to the *Home Address Details* screen and presented with a message advising them that they must provide a home address (Screenshot 4). Once employees

save their home address record, they will be taken to Step 2 in the process (see Step 2).

Screenshot 2: Home address screen asking the employee if the current home address on file in People First is correct

Home Address

We show your home address is:

Address	City	State	ZIP Code	Home County	Primary Phone
101 TEST ROAD	TALLAHASSEE	FL	32311	LEON	(123) 123-4567

Is this correct?

Screenshot 3: Home address screen when an invalid home address exists for the employee

Home Address

We show your home address is:

Address	City	State	ZIP Code	Home County	Primary Phone
95 S Hodge Ave	Center Hill	FL	33514-4112	SUMTER	

Your current home address contains invalid information and must be corrected. Please provide your current home address and a primary phone number. We use your home address to determine eligibility for certain insurance plans and would like to have your phone number if we need to contact you.

Address Line 1: 95 S Hodge Ave *
 ZIP Code: 33514-4112 *
 State: FL *
 Home County: SUMTER *
 Primary Phone:

Address Line 2:
 City: CENTER HILL *
 Country: US
 Alternate Phone:

Screenshot 4: Home address screen when the employee does not have a home address on file in People First

Home Address

You do not currently have a home address on file.

Address	City	State	ZIP Code	Home County	Primary Phone

Please provide your current home address and a primary phone number. We use your home address to determine eligibility for certain insurance plans and would like to have your phone number if we need to contact you.

Address Line 1

ZIP Code

State *

Home County *

Primary Phone

Address Line 2

City *

Country

Alternate Phone

- **Step 2:** Once employees complete Step 1, they will be taken to the final step in the Home Address section. On this screen, employees will be presented with a simple yes-or-no question asking if they would like to use their home address as their mailing address (Screenshot 5).
 - If the employee selects the "Yes" button, the home address record will be copied and a new mailing address record will be created for that employee. The employee will then be taken to the first step in the Notification E-mail Address section (see Step 4).
 - **Important Note:** When the employee chooses to copy the home address to the mailing address, that employee will not be presented with the Mailing Address section of the verification process. Based on the response of "Yes," the Mailing Address section will be marked completed.
 - If the employee selects the "No" button, the employee will be taken to the first step in the Mailing Address Verification section (see Step 3).

Screenshot 5: Home Address screen asking the employee if they would like to use the Home Address as the Mailing Address

Home Address

We show your home address is:

Address	City	State	ZIP Code	Home County	Primary Phone
101 TEST ROAD	TALLAHASSEE	FL	32311	LEON	(123) 123-4567

Would you also like to use this as your mailing address?

Mailing Address Verification Section

- **Step 3:** If in Step 2, the employee selected the “No” button, the employee will be presented with the first screen in the Mailing Address section. As with the home address, the first screen presented to the employee will depend on whether the employee has a valid mailing address in People First.
 - **For most employees,** the first mailing address screen will present the employee’s current mailing address on file in People First and will present the employee with a simple yes-or-no question on whether the address is that employee’s current mailing address (Screenshot 6). Prior to selecting either “Yes” or “No,” the employee should validate all information displayed. If any information is incorrect, the employee should select “No” to update the information.
 - If the employee selects the “Yes” button, the employee will be taken to the first step in the Notification E-mail Address section (see Step 4).
 - If the employee selects the “No” button, the employee will be taken to the *Mailing Address Details* screen and must enter a correct mailing address. Once the employee saves the new mailing address record, the employee will be taken to the first step in the Notification E-mail Address section (see Step 4).
 - ***Mailing Address Details Screen***
 - Within the *Mailing Address Details* screen, the employee will be required to provide an address in Address Line 1 and a ZIP Code. Employees will also have the ability to provide a second address in Address Line 2 if applicable

- (such as an apartment number or building number. The ZIP Code the employee enters will automatically populate the City and State fields for the employee.
 - Employees with a foreign mailing address (outside of the United States) will have to call the People First service center to modify their addresses.
- **Employees with an Invalid Mailing Address** will be taken to the *Mailing Address Details* screen and presented with an error message advising them they must correct their mailing address. Once the employee saves the new mailing address, the employee will be taken to the first step in the Notification E-mail Address section (see Step 4).
 - The following errors will result in the employee receiving the invalid address record message:
 - The employee’s current 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 mailing address record is a foreign address.
- **Employees who do not have a Mailing Address** in People First will be taken to the *Mailing Address Details* screen and presented with a message advising them they must provide a mailing address. Once the employee saves a mailing address record, the employee will be taken to the first step in the Notification E-mail Address section (see Step 4).

Screenshot 6: Mailing address screen asking the employee if the current mailing address on file in People First is correct

Mailing Address

We show your mailing address is:

Address	City	State	ZIP Code
123 TESTING	BLAKELY	GA	39823

Is this correct?

Notification E-mail Address Verification Section

- **Step 4:** Once the employee completes both the Home Address and Mailing Address sections, the employee will be taken to the first screen in the Notification E-mail Address.
 - **For most employees,** they will be taken to the screen advising them they do not currently have a notification e-mail address on file (Screenshot 7). On this screen, the employee will be provided important information on how the notification e-mail address will be used, as well as a notice that the e-mail address entered on this screen is subject to public records. It's important to note that all e-mail addresses, whether work or personal, are subject to public records.
 - When completing this step in the process, employees should carefully consider which e-mail address to use (work or personal). Employees are solely responsible for maintaining their e-mail address. If the employee uses a work e-mail address and changes jobs (moving from one agency to another for example), then the employee would need to update the notification e-mail address on file.
 - Employees who provide a notification e-mail address will receive additional communications from People First for upcoming events. For example, during Open Enrollment the employee will be sent e-mails announcing the opening or closing of Open Enrollment.
 - Employees who select "Next" are electing not to provide a notification e-mail address and will receive a pop-up message asking them if they are sure they do not want to provide a notification e-mail address. If the employee elects to continue without providing a notification e-mail address, the employee will continue to receive mailed correspondences through the United State Postal Service and will not receive any of the new e-mail-only correspondences.
 - For employees who have a current notification e-mail address on file in People First, the employee will be presented with a validation screen that includes the employee's current notification e-mail address on file in People First and will be presented with a simple yes-or-no question on whether the address is the employee's current notification e-mail address (Screenshot 8).
 - If the employee selects the "Yes" button, the employee will be taken to the final step in the notification e-mail address section (see Step 5).
 - If the employee selects the "No" button, the employee will be taken to the ***Notification E-mail Address Details*** screen and asked to enter a correct notification e-mail address. Once the employee saves the new notification e-mail address record, the employee will be taken to the final step in the Notification E-mail Address section (see Step 5).

Screenshot 7: Notification e-mail address for when the employee does not have a notification e-mail address on file in People First

@ Notification E-mail Address

You do not currently have a notification e-mail address on file.

If you provide an e-mail address, we will send certain benefit notices and other People First related information to you electronically.

You may also choose to receive these communications through the United States Postal Service.

Under Florida law, e-mail addresses are public records. If you do not want your notification e-mail address released in response to a public records request, do not provide an e-mail address and select "Next" below. If you choose to enter your notification e-mail address, you must keep it up to date. Neither People First nor the State of Florida is responsible for delivery failures caused by out-of-date or incorrect e-mail addresses.

Please provide the e-mail address you would like to use.

Notification E-Mail Address *

Re-enter Notification E-Mail Address *

Screenshot 8: Notification e-mail address screen asking the employee if the current notification e-mail address on file in People First is correct

@ Notification E-mail Address

We show your current notification e-mail address is **TESTINGTHETEST@TESTING.ORG**. Your e-mail address will be used to provide notification for benefits and other People First related information.

Is this correct?

- **Step 5:** In this step, the employee will be presented a simple yes-or-no question asking if the employee would like to continue to receive correspondence through the United States Postal Service (Screenshot 9).
 - For the 2013 Plan Year, this will only apply to Benefits Confirmation Statement. All other correspondences that are currently mailed through the United States Postal Service (such as Open Enrollment Benefits Statements) will continue to be mailed this way. Once the employee selects either "Yes" or "No," the employee will be taken to the final step in the verification process (see Step 6).

- If employees select "Yes," they will receive both an e-mail letting them know their confirmation statement is available on-line in People First and a hard-copy Benefits Confirmation Statement through the United States Postal Service.
- If employees select "No," they will only receive an e-mail letting them know their Benefits Confirmation Statement is available on-line in People First.

Screenshot 9: Notification e-mail address screen asking the employee if they would like to continue to receive correspondence through the United States Postal Service

@ Notification E-mail Address

We show your current notification e-mail address is **TESTINGTHETEST@TESTING.ORG**. Your e-mail address will be used to provide notification for benefits and other People First related information.

Thank you for providing a notification e-mail address. We will send an e-mail to this address shortly. Please set your inbox to receive messages from PeopleFirstNoReply@ngahrhosting.com.

In addition to e-mail, would you also like us to send People First correspondence to your mailing address?

- **Step 6:** Once the employee completes the Home, Mailing, and Notification E-mail Address sections, the employee will be taken to a Thank-You page, which completes the Address Verification process (Screenshot 10). Once the employee reaches this page, the Address Verification is closed for that employee. Once closed, the overlay will no longer be displayed upon login, and the "Verify My Contact Information" in the "My Task Due" section will be removed for the employee during that verification cycle.
 - Employees can navigate out of the Address Verification process by selecting the "Return to Home Page" button.

Screenshot 10: Thank-You page

✓ Thank you for completing this questionnaire.

Remember, you can make updates to your contact information any time by selecting "My Contact Information" in the *My Quick Links* section on the *Home Page*.