

Office of State Uniform Payroll	
Procedure Title: Voluntary Benefits (Insurance Products) Product Code Correction	Revision Date:
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Contact: _DOA-OSUP-BFA@la.gov	

Statewide Insurance Vendors are required to complete a monthly reconciliation to determine discrepancies between LaGov HCM and Vendor records. These discrepancies, such as incorrect deduction amount and incorrect product set up, must be forwarded to each agency by mail or fax no later than the end of the month following the deduction.

The following are procedures established by the Office of State Uniform Payroll (OSUP), the Office of Group Benefits (OGB), and the Office of Technology Services (OTS) in reference to correcting product codes between two or more products:

1. Agency receives code correction notice and corrected State Employee Payroll Deduction Authorization form (SED-4) from Vendor. Remember that current SED-4's **supercede** all others.

Agencies may accept a SED-4 ***without an employee's signature*** if the SED-4 submitted by the vendor is correcting the product codes and/or amounts between products and there is **no change in the total semi-monthly premium.**

2. Agency determines if any of the products requiring correction are being withheld under flex.
3. When flex product code corrections are needed during annual enrollment or within 30 days of hire, rehire, or transfer from a non-paid agency, the agency can make the corrections, via HRBEN0001, without approval from OGB or assistance from the OTS Help Desk. If all of the products involved in the code correction were non-flex products, the agency should enter the corrections.
4. If any of the products involved in the code correction were withheld under flex and it is not one of the above mentioned allowable periods, submit an email to FlexibleBenefitsGroup@la.gov with the details requesting OGB to approve the correction to the flex deduction. Scan the letter from vendor, corrected SED-4, and LaGov HCM screen print of IT0377 identifying the products involved and include them in the email requesting approval. If unable to scan the documents, then fax them to OGB at (225) 342-9917. **Due to the shading, the screen print should be copied to a lighter contrast prior to faxing. The products involved should be circled, do NOT highlight.**

These code corrections are allowed for employees participating in the flex plan since code corrections are considered to be an administrative error.

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5. OGB will send an email response to the agency as soon as the flex deduction correction is approved.
6. After OGB's approval email is received, submit a helpdesk ticket to the OTS Help Desk with the details and OGB's approval requesting OTS to correct the flex deduction. Once OTS notifies the agency that the flex deduction has been corrected, the agency should proceed, if applicable, with correcting any non-flex deductions involved. Deduction totals, for prior pay periods, can be verified using ZP64.