

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

May 1, 2007

Open Enrollment Article Attached

The article below reminds employees about making Open Enrollment elections before the end of Open Enrollment on May 16. Please distribute to employees at your agency. Also encourage employees to use Employee Direct.

Office of Health Benefits to Streamline Customer Service

In an effort to better serve the needs of our customers and increase efficiency, the Office of Health Benefits is streamlining its customer service procedures. We have made the following changes:

- Benefits Administrators and employees may contact OHB by calling one number, (804) 225-3642 in Richmond or 1-888-OHB-4414 (888-642-4414) toll free outside Richmond. The fax number remains the same at 1-804-371-0231.
- Inquiries and issues may be submitted using one Health Benefits e-mail address: ohb@dhrm.virginia.gov.
- More specialists and senior specialists are available to handle calls and e-mails. If a specialist or senior specialist is not available, calls will be forwarded to a special OHB mailbox and returned within one business day.
- Benefits Administrators should continue to be the first point of contact for employee questions on health and related benefits. Calls or e-mails received at OHB from employees will be referred back to the appropriate agency Benefits Administrator.

When implemented, these changes will help both Benefits Administrators and OHB do a better job to address employee issues about their benefits. Benefits Administrators will know more about their agency employees' questions and concerns, while OHB can be more effective in assisting agencies directly with issues they face.