

Changing Personal Information

How is personal information, such as address or telephone number, changed for purposes of health plan coverage?

When Benefits Administrators receive an enrollment form for any reason, be sure to verify that the address and all other personal information on the form match BES. Having a correct address is especially important since certain health plan information is mailed to the address of record.

Encourage employees to update their address of record whenever it changes. They may do so by submitting an enrollment form to their Benefits Administrator or using the online system, EmployeeDirect (when it is again available). Mailings from the Department of Human Resource Management (e.g., Open Enrollment materials) that are returned due to having an incorrect address will be sent back to the employee's agency for updating the address of record. The agency will then be responsible for redistribution of the materials.