



DEPARTMENT OF MANAGEMENT
SERVICES

Address Verification Process

Q Why is the new employee self-service Address Verification process important?

A Accurate employee contact information in People First is critical to ensure that you receive key communications from People First, the Division of Retirement, the Division of State Group Insurance, insurance carriers, etc.

Q When will this process begin and by when should I complete my personal Address Verification?

A For 2012, the Address Verification process will be activated in People First on Monday, July 23. 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.

Q What information do you need to verify?

A The Address Verification process consists of three sections, which are important to ensuring accurate contact information: Home Address, Mailing Address, and Notification E-mail Address.

Q Who can complete the process?

A Only you can. This will be an employee self-service process; managers and human resource professionals will not be able to complete this process for you.

Q The system is saying that I must correct my Home Mailing Address. Why?

A The following errors will result in an invalid address record message:

- The employee's 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 address record is a foreign address. (Employees with a foreign address must call the People First Service Center at 1-866-663-4735.)

Q What if I don't want to update my information yet?

A You can elect to be reminded later, but in order to ensure that you receive your 2013 Plan Year Open Enrollment Benefits Statement, you must complete the process no later than September 20, 2012.