



*State of Louisiana*  
DIVISION OF ADMINISTRATION

OFFICE OF STATE UNIFORM PAYROLL

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OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2005-10

TO: All ISIS HR Paid Agencies

FROM: Jena W. Cary  
Director

SUBJECT: Medical Support Orders and Changes in the eEnrollment System

Effective 11/15/04, the Office of Group Benefits (OGB) will be adding a new field in the eEnrollment system to allow for the input of a medical support order indicator on employees required by court order to maintain health plan coverage on dependents. OGB will be responsible for updating and maintaining information in this new field.

This new field requires the following changes in the processing of medical support orders:

- The agency must forward a copy of the medical support order to OGB after establishing or modifying the health plan coverage on the employee's record.
- Once the medical support order is received by OGB, their office will update the eEnrollment system to indicate that a medical support order is in effect. **Note: While the medical support is in effect, the agency will not be allowed to make any changes to the employee's health plan coverage in the eEnrollment system that would reduce the employee's health plan coverage on the dependent.**

Agency procedures previously provided in OSUP Memo #2002-69 have been revised. The attached procedures, "Medical Support Orders", outline the necessary steps that agencies must take when processing medical support orders on employee records.

OGB will be sending out a letter providing information on the specific changes that are occurring in the eEnrollment system and their impact on agency processing.

If you have any questions concerning medical support orders, please contact a member of the OSUP Garnishment Administration Unit at (225) 342-5332. Questions concerning information and entries in the eEnrollment system should be directed to the Office of Group Benefits Help Desk at (225) 922-2523.

JWC:LAO

Attachments  
Medical Support Orders Procedures

## Medical Support Orders

The Office of State Uniform Payroll (OSUP) receives National Medical Support Notice Orders for employees paid through the ISIS HR system. Once a medical support order is received for an employee, OSUP reviews the employee's records to determine if the medical support order is enforceable.

LA R.S. 46:236.8 requires that agencies enforce the order to enroll the employee's dependent(s) and the employee in a qualified health insurance plan even if the employee refuses to enroll in coverage. The enrollment must be completed within 20 days from the National Support Notice Order date to avoid penalties for noncompliance. It is imperative that the enrollment be completed and the appropriate documentation be provided to OSUP, the Office of Group Benefits (OGB) and the appropriate Support Enforcement Authority immediately.

Each agency is responsible for maintaining all documentation pertaining to the health insurance coverage, and for providing a copy of the medical support order to OGB, a completed Agency Acknowledgment Form to OSUP and proof of the health insurance coverage to the originator of the medical support order.

The following procedures outline agency processing for a medical support order:

**If the dependent(s) are not currently covered by a health insurance plan and sufficient disposable earnings exists:**

1. Receives a copy of the medical support order, OSUP cover letter and an Agency Acknowledgment Form from OSUP.
2. Reviews employee's records and determines appropriate action needed to enroll dependent(s) in a health insurance plan.
3. Completes any necessary agency and/or OGB documentation to establish coverage. Completes entries in the eEnrollment system to add or modify health insurance plan.
4. Forwards a copy of the medical support order to OGB.
5. Forwards proof of coverage to the originator of the medical support order.
6. Forwards completed Agency Acknowledgment Form to OSUP.

**Note: The agency is required to establish and maintain health insurance coverage on the employee's records until notified by OSUP that the medical support order is no longer in effect.**

**If the employee already has established health insurance coverage for the dependent(s):**

1. Receives a copy of the medical support order, OSUP cover letter and an Agency Acknowledgment Form from OSUP.
2. Reviews employee's records and documents that the employee has a medical support order for the dependent(s).
3. Forwards a copy of the medical support order to OGB.
4. Forwards proof of coverage to the originator of the medical support order.
5. Forwards completed Agency Acknowledgment Form to OSUP.

**Note: OSUP must be notified immediately if the employee requests that the dependent(s) be removed from the health insurance plan. At that time, OSUP will review the disposable earnings to determine if the employee's health coverage can be modified. No changes in coverage are to be made until OSUP has determined if the employee's disposable earnings limit exempts him/her from enforcement of the medical support order.**