



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF STATE UNIFORM PAYROLL

KATHLEEN BABINEAUX BLANCO
GOVERNOR

JERRY LUKE LEBLANC
COMMISSIONER OF ADMINISTRATION

March 30, 2005

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2005-43

TO: All ISIS HR Agencies

FROM: Jena W. Cary
Director

SUBJECT: Miscellaneous Insurance Products Removed from Payroll Deduction
Payroll Deductions Authorized for Fiscal Year 2005-2006

Upon review of the annual vendor applications, it has been determined that the following product will be removed from payroll deduction effective July 1, 2005:

Vendor	Deduction Code	Wage Types	Product Name
Loyal American	PA/NA 25	3A76/3D76 3A75/3D75	Cancer

Loyal American Life has been notified that they are responsible for contacting employees with products being removed from payroll deduction. They will advise the employees on how premiums can be paid, e.g. bank draft or invoice, in order to keep their policies in force. Agencies will not receive a new SED-4 form to indicate the removal of these products. Agencies can run report ZP74, Recurring/Additional Payments/Deds Detail Report, to determine which employees have these wage types/deductions. Deductions will be stopped automatically after the last payroll in June 2005.

As a result of the analysis on the annual participation levels, some changes may also need to be made for deductions that are being withheld under an incorrect product code. Vendors will contact the agencies affected. Agencies may accept an 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. These changes are allowed for employees participating in the flex plan since these are considered to be correcting an administrative error. One-time deductions and one-time refunds for code corrections to FBP deductions can only be made back to the beginning of the 2004 - 2005 plan year, if applicable. Refer to OSUP [Memorandum #2004-52](#) for further details.

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March 30, 2005

Page 2

A list of vendors, authorized products, and assigned codes, as well as the names, addresses, and phone numbers of the vendor Administrative & LA Sales Coordinators (VC-02) is attached for your reference.

Agencies should refer employees to the following link on the OSUP website: http://www.doa.louisiana.gov/osup/Misc_Ins_Prod_Listing_July2005.htm. This website includes generic product definitions as well as the ability to search for information at the product or vendor level. Links maintained by the vendors have been added to OSUP's web pages that provide more details about the products offered to LA State Employees. These web pages should be printed by agencies for those employees who do not have access to the Internet.

Agencies must contact the vendor Administrative Coordinator for any concerns/problems with miscellaneous insurance deductions. If for any reason the matter is unable to be resolved, please advise OSUP.

Vendor refund requests (SED-5's) must be verified by the agency prior to being entered. The "incorrect semi-monthly deduction" amount should equal what was actually deducted under that product code between the dates for which the refund is being requested. Agencies should utilize Infotype 14 and ZP64 to determine what codes and amounts were actually deducted during the refund period. If amounts do not agree, the agency must contact the person by whom the refund was requested or the Administrative Coordinator to resolve.

Continual communication between agency personnel, vendor designated Administrative Coordinator and OSUP is critical for accurate and efficient processing of employee deductions for all parties involved. Timely resolution of deduction problems is mandatory. Agency personnel are responsible for assuring that both verbal and written correspondences from coordinators are acted upon in a timely manner. Please make sure that all staff involved in this process is made aware of this information.

If you have any questions, please contact Angela Woods at (225) 342-5345.

JWC:ACV:kmb

Attachment: [VC-02, Vendor/Coordinator Listing](#)

Vendor No. Product Code	Vendor Product Description	Product Code	Best Rating/FBP Indicator Product Description	Admin Coordinator Add/Ph (Agency Personnel Use Only)
30004	American Family Life Assurance Co (AFLAC)		F/A+ / FBP	Sonya Feagins 1932 Wynnton Rd Columbus, GA 31999-0002 (706) 321-5662 (706) 660-7284 (FAX) Sfeagins@aflac.com
PA/NA 25 PC/NC 21 NS 38	Cancer Hospital Indemnity Term Life	PB/NB 20 NV 81	Intensive Care Accident/Disability	
LA Sales Coordinator Rocky B. Cunningham, Jr - rockyc@reg.brcoxmail.com for Employees (225) 769-1488 Customer Service number for Employees (800) 992-3522				
30006	American Heritage Life, a wholly-owned subsidiary of the Allstate Corporation		F/A+ / FBP	John Alexander 1776 American Heritage Life Dr Jacksonville, FL 32224-6688 (800) 521-3535 ext 2676 (904) 992-3132 (FAX) JAlexander2@allstate.com
PA/NA 25 NP 22	Cancer Disability Income	NN 27 NS 32	Accident Universal Life	
LA Sales Coordinator Warren Benoit - w_benoit@bellsouth.net for Employees (800) 443-5694 Customer Service number for Employees (800) 521-3535				
30008	American Public Life		F/A- / FBP	Doug Johnson PO Box 925 Jackson, MS 39205-0925 (800) 256-8606 ext 218 (601) 932-9011 (FAX) djohnson@ampublic.com
PA/NA 25 PD/ND 23	Cancer Dental	NM 27 NN 31	Accident Whole Life	
LA Sales Coordinator Warren Benoit - w_benoit@bellsouth.net for Employees (800) 443-5694 Customer Service number for Employees (800) 256-8606				
30013	Colonial Life & Accident		F/A- / FBP	John Smith Attn: Mail Stop SC340 PO Box 1365 Columbia, SC 29202-1365 (800) 845-7330 ext 5329 (803) 213-7280 (FAX) JKSmith@Coloniallife.com
PA/NA 63 NM 60 NR 69	Cancer Accident/Disability Universal Life	PB/NB 78 PD/ND 76	Intensive Care Hospital Indemnity	
LA Sales Coordinator Robert Brulet - Robert.Brulet@Coloniallife.com for Employees (866) 457-2010 ext 41 Customer Service number for Employees (800) 325-4368				
30102	Columbian Life Insurance Co, administered by UNIQ benefit solutions		F/A- / Non FBP	Warren Benoit PO Box 640488 Kenner, LA 70064-0488 (800) 443-5694 (504) 443-6004 (FAX) w_benoit@bellsouth.net
NM 30	Term Life			
LA Sales Coordinator Warren Benoit - w_benoit@bellsouth.net for Employees (800) 443-5694 Customer Service number for Employees (888) 273-9883				
30014	Conseco Health Ins, marketed through Performance Matters Associates (PMA)		F/B++ / FBP	Judy Kelley 6116 N Central Expy Ste 1400 Dallas, TX 75206-5102 (800) 628-6428 ext 1308 (317) 817-2169 (FAX) judy_kelley@conseco.com
PA/NA 25 PC/NC 27 PD/ND 16 NS 84	Cancer Accident HeartCare Hospital Indemnity-C/V - N/S	NM 80 NP 81 NR 82	Cancer-C/V Accident-C/V HeartCare-C/V	
LA Sales Coordinator Tanya Broussard - tanyasbro@yahoo.com for Employees (800) 628-6428 ext 7520 Customer Service number for Employees (800) 541-2254 ext 7850				

Vendor No. = ISIS HR Vendor Code for the specific company
Product code = **P(A-L)**-Participating and eligible for flex, **N(A-L)**-Non-participating but eligible for flex, **N(M-Z)**-Ineligible for flex
Best Rating = **D**-domestic insurance, **F**-foreign insurance, or **N**-non insurance
Insurance Vendors - current A.M. Best rating- **A+, A, B+, B, etc.**
Or, Non-Insurance Vendors or Domestic Insurance Vendors not meeting A.M. Best rating requirements
(**CD**-Certificate of Deposit or **ILOC**-Irrevocable letter of credit)
FBP Indicator = **FBP** - vendor has products participating in the Flexible Benefits Plan (refunds must be processed in payroll system)
Non FBP - vendor does not have products participating in the Flexible Benefits Plan.

Products followed by **N/S** = Product has active participants but is no longer solicited/sold

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30023 PA/NA 23	Guaranty Assurance Co, underwriter for DINA Dental Dental (DINA)	D/CD / FBP	Monica Dunlap PO Box 40017 Baton Rouge, LA 70835-0017 (800) 376-3462 ext 15 (225) 292-3075 (FAX) dunlapp@bellsouth.net
LA Sales Coordinator for Employees Doug Jones - dinaplan@bellsouth.net (800) 376-3462 ext 18		Customer Service number for Employees (800) 376-3462	
30024 PA/NA 23	Guaranty Income Life Dental (Q-Dent) NM 32	D/B / FBP Universal Life	Sherry Ducote PO Box 2231 Baton Rouge, LA 70821-2231 (800) 535-8110 ext 267 (225) 343-0047 (FAX) Sherry@gilico.com
LA Sales Coordinator for Employees Sherry Ducote - Sherry@gilico.com (800) 535-8110 ext 267		Customer Service number for Employees (800) 535-8110 ext 241	
30043 PA/NA 25 NT 27 NP 82	Life Investors Insurance, administered by Transamerica Cancer NM 80 Accident PC/NC 16 Heart-C/V - N/S	F/A+ / FBP Cancer-C/V - N/S Heart	Marilyn Brinkhuis 1136 E Riveroaks Dr Baton Rouge, LA 70815-4156 (225) 925-9829 (225) 927-5655 (FAX) 1Marilyn@cox.net
LA Sales Coordinator for Employees Nell Passman - nellpassman1@cox.net (888) 775-3753		Customer Service number for Employees (888) 763-7474	
30046 NM 32	Loyal American Life, a subsidiary of Great American Financial Resources Universal Life - N/S NP 34	F/A / Non FBP Whole Life	Warren Benoit PO Box 640488 Kenner, LA 70064-0488 (800) 443-5694 (504) 443-6004 (FAX) w_benoit@bellsouth.net
LA Sales Coordinator for Employees Warren Benoit - w_benoit@bellsouth.net (800) 443-5694		Customer Service number for Employees (800) 633-6752	
30047 PA/NA 23	MSofA Dent-All Plan, Inc. Dental/Vison/Rx/Chiro/Vitamin/Hearing Aid/24-hr Nurse Hotline/Dr. online/Alternative Med/Family Consult	N/CD / FBP	Jeffrey A. Darin PO Box 1418 Tomball, TX 77377-1418 (800) 999-5842 (281) 351-2786 (FAX) jdarin@dentallplan.com
LA Sales Coordinator for Employees Dean Ager - dager@dentallplan.com (800) 999-5842		Customer Service number for Employees (800) 999-5842	
30048 NN 31	New York Life Insurance Whole Life NP 32	F/A++ / Non FBP Universal Life	Stephen Goldsmith PO Box 500 Minneapolis, MN 55440-0500 (800) 695-1272 ext 200 (952) 884-2477 (FAX) stephen_c_goldsmith@newyorklife.com
LA Sales Coordinator for Employees Charmaine Goodman - cgoodman1@ft.newyorklife.com (972) 701-3317		Customer Service number for Employees (800) 695-1272 ext 407	

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10048	Office of Group Benefits (American General)		- / Non FBP	Ray Harrison PO Box 44036 Baton Rouge, LA 70804-4036 (225) 925-3739 (225) 925-4860 (FAX) rharrison@ogb.state.la.us
NM 50	Universal Life - N/S			
Customer Service number for Employees (800) 247-8837				
30052	Pre-Paid Legal Services		N/ILOC / Non FBP	Mark Riches 4660 Mirandy Rd Cookeville, TN 38506-8655 (888) 264-4070 (931) 537-2270 (FAX) mriches@citlink.net
NM 99	Legal Service			
LA Sales Coordinator for Employees	Mark Riches - mriches@citlink.net (888) 264-4070			Customer Service number for Employees (800) 654-7757
30053	Professional Insurance, part of Genworth Financial		F/A / Non FBP	Melinda Coleman 100 Bright Meadow Blvd Enfield, CT 06082-1981 (800) 451-2513 ext 1190 (860) 737-1215 (FAX) Melinda.Coleman@genworth.com
NN 27	Disability Income			
LA Sales Coordinator for Employees	David Dearie - dearie@cox.net (504) 616-3537			Customer Service number for Employees (800) 289-1122 ext 13006
30054	Protective Life Ins		F/A+ / Non FBP	Debra Lawson PO Box 12687 Birmingham, AL 35202-6687 (800) 866-9933 ext 3561 (205) 268-3402 (FAX) Debra.Lawson@protective.com
NR 30	Term Life	NS 32	Universal Life	
LA Sales Coordinator for Employees	David Dearie - dearie@cox.net (504) 616-3537			Customer Service number for Employees (800) 866-9933
30064	Starmount Life Ins		D/B+ / FBP	Sarah Touchet PO Box 98100 Baton Rouge, LA 70898 (888) 729-5433 ext 174 (225) 927-5110 (FAX) saraht@starmountlife.com
PA/NA 17	Dental			
LA Sales Coordinator for Employees	Sarah Touchet - saraht@starmountlife.com (888) 729-5433 ext 174			Customer Service number for Employees (888) 729-5433 ext 2013

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