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COMMISSIONER OF ADMINISTRATION

State of Louisiana
Division of Administration
Office of State Uniform Payroll

April 13, 2010

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2010-45

TO: All ISIS HR Agencies

FROM: Andrea P. Hubbard
Director

SUBJECT: Statewide Vendor Payroll Deductions Authorized for Fiscal Year 2010-2011

Upon review of the annual vendor applications, it has been determined that there are no products being removed from payroll deduction effective July 1, 2010.

As a result of the analysis on the annual participation levels, some changes may 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 Flexible Benefits Plan deductions can only be made back to the beginning of the 2009 - 2010 plan year, if applicable. Refer to OSUP Memorandum #2004-52 for further details.

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

Please contact the **LA Sales Coordinators** via email or phone to invite the vendor to agency vendor fairs. If emailing, remember to copy the Administrative Coordinators. Agencies can request vendors to email information/brochures about their products in a file format (word, excel, pdf, etc.) so that these files can be attached to an email when notifying the employees of the vendor fair. This will allow employees to review information prior to the vendor fair.

Agencies should refer employees to the following link on the OSUP website: http://www.doa.louisiana.gov/osup/Stwide_Vnd_Prod_Listing_July2010.htm. This webpage 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.

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Agencies must contact the vendor Billing and/or Administrative Coordinator for any concerns/problems with statewide vendor 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, Employee Wage Type Results Report, 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 Billing Coordinator to resolve. However, it is ultimately the vendors' responsibility for the amount that is being requested to be refunded.

Continual communication between agency personnel, vendor Coordinators, 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 correspondence from coordinators is acted upon in a timely manner. Please make sure that all staff involved in this process is made aware of this information.

NOTE: With annual enrollment, all Statewide Vendors will need accurate agency contacts in order to send SED-4 forms to agencies for entry. Please make sure to update your agency's Statewide Vendor contacts in ISIS HR by using transaction ZP200 (Agency Contacts). Please refer to OSUP Memorandum [#2010-39](#) for complete details.

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

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