

State of Louisiana
Office of State Uniform Payroll

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Office of State Uniform Payroll Memorandum #2027-18

To: LaGov HCM Paid Agency Human Resources
and Employee Administration Staff

From: Andrea P. Hubbard
Director

Subject: Administrator Change for START Saving Programs

The Louisiana Board of Regents has contracted with a third-party administrator, Ascensus, to manage the START 529 and START K12 Saving Programs. During the transition, employees with START payroll deductions received instructions from the vendor to contact their Human Resources department and ask them to stop their automatic payroll deduction. Employees were provided with direct deposit authorization forms containing routing and account numbers to set up as bank detail records which would change the contribution from a recurring payroll deduction to an ACH transfer.

These forms were sent in error and should not be processed by agency personnel. Further communication has been sent by the Board of Regents and Ascensus advising employees to disregard those instructions. There should be no LaGov HCM system changes needed by agencies for this transition.

Direct questions regarding the START Saving Programs to Ascensus at 855.836.5387.

Direct questions regarding payroll deductions to a member of the [OSUP Benefits and Financial Administration Unit](#). Contact information is available on the [staff directory page](#).

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