

Office of State Uniform Payroll

Procedure Title: Medical Support Enforcement Notice	Revision Date:
Unit: Garnishment Administration Unit	Issue Date: 11/03/2017
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As the garnishment administrator for employees paid through LaGov HCM, the Office of State Uniform Payroll (OSUP) receives National Medical Support Notice orders (NMSN). A National Medical Support Notice is a legal notice that the employee identified on the Notice is obligated by a court or administrative child support order to provide health care coverage for the child(ren) identified on the Notice.

LA R.S. [46:236.8](#) requires enforcement of the order by enrolling the employee and the specified dependent(s) in a qualified health insurance plan even if the employee refuses to enroll in coverage or sign enrollment documents. The enrollment must be completed within twenty (20) days of OSUP's receipt of the NMSN to avoid penalties for noncompliance. This date is stamped on the back of the documents. 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.

Once a medical support order (MSO) is received for an employee paid by the LaGov HCM payroll system, OSUP Garnishment Administration (GA) Unit will review the employee's LaGov HCM record(s) to determine if health insurance coverage currently exists on the dependent(s) and if sufficient disposable earnings are available to enforce the MSO. If there is not sufficient disposable earnings to satisfy the MSO, OSUP GA Unit will prepare a letter stating the health coverage will not be established because it exceeds the allowable limits. This letter will be sent to the originator along with a copy of the completed MSO. Nothing is forwarded to the agency or OGB. If there is sufficient disposable earnings to satisfy the MSO, OSUP GA Unit will forward a copy of the medical support order and Form OSUP/F9A, Agency Acknowledgement of Medical Support Order, to the agency for processing as outlined in this procedure.

In order to accommodate the tracking of employees with MSOs, OSUP GA Unit will utilize the MSO begin and end date fields on infotype 21 (Family Member/Dependents).

If the dependent(s) is covered by non-OGB insurance, the agency must supply proof of this coverage to OSUP. If the dependent(s) is not covered by an OGB insurance plan or is already covered by an OGB insurance plan, the agency is required to establish and continue health insurance coverage, respectively, until notified by OSUP that either:

- 1) the MSO is no longer in effect,
- 2) the employee terminates state service, or
- 3) the dependent is no longer eligible based on the OGB dependent eligibility rules.

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OGB will accept enrollment documents without an employee's signature provided the appropriate agency representative has signed the GB-01 and a copy of the MSO has been attached. Contact the OGB Help Desk by email at ogb.eligibility@la.gov to verify the correct enrollment date and for questions concerning the appropriate health plan for enrollment.

Each agency is responsible for maintaining all documentation pertaining to the health insurance coverage and the MSO, and for providing appropriate copies as provided for in this procedure.

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

1. **OSUP GA Unit** will forward the MSO, OSUP cover letter (OSUP/F09), and Agency Acknowledgement Form (OSUP/F9A) to agency HR Section/Employee Administration (EA) Unit.
2. **Agency HR/EA** will:
 - a. review the employee's record(s) and determine the appropriate action needed to enroll dependent(s) in a health insurance plan;
 - b. complete any necessary agency and/or OGB documentation to establish coverage;
 - c. complete entries in LaGov HCM to add or modify health insurance plan and/or coverage level. See the [Benefits Module Overview](#) for assistance.
 - d. review the instructions for **and** complete the NMSN Part A Notice to Withhold for Health Care Coverage (Employer Response);
 - e. forward the completed Part A (Employer Response) and the LaGov HCM Benefits Confirmation Letter (transaction HRBEN0015) to the Department of Children and Family Services (DCFS) or the issuing Support Enforcement Agency. **NOTE:** redact any non-health insurance information from the Benefits Confirmation Letter prior to sending.
 - f. forward the entire MSO packet, including Part B (Medical Support Notice OMB Notice – Part B) and the GB-01 to OGB;
 - g. confirm the coverage effective date with OGB and modify LaGov HCM if necessary. This may require entry by the LaGov HCM Help Desk.
 - h. forward the completed OSUP/F9A to OSUP within twenty (20) days of the OSUP receipt date stamped on the back of the documents. **NOTE:** The OSUP/F9A must include the effective date of dependent coverage as provided by OGB.
3. **OGB** will:
 - a. determine the effective date of health coverage based on the date received from

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the agency and OGB Qualified Life Events (QLE) and advise the agency of the effective date;

- b. complete Part B (Medical Support Notice to Plan Administrator) and forward to DCFS or the issuing Support Enforcement Agency.
4. **OSUP GA Unit** will add the MSO begin date upon receipt of the OSUP/F9A from the agency. Once this date is entered, a flag will be sent to OGB on the daily interface.*

If the dependent is already covered by an OGB health plan:

1. **OSUP GA Unit** will forward the MSO, OSUP cover letter (OSUP/F09), and Agency Acknowledgement Form (OSUP/F9A) to agency HR Section/Employee Administration (EA) Unit.
2. **Agency HR/EA** will:
 - a. review the employee's record(s) to verify that the dependent(s) on the MSO is covered on the employee's health plan;
 - b. review the instructions for **and** complete the NMSN Part A Notice to Withhold for Health Care Coverage (Employer Response);
 - c. forward the completed Part A (Employer Response) and the LaGov HCM Benefits Confirmation Letter (transaction HRBEN0015) to DCFS or the issuing Support Enforcement Agency. **NOTE:** redact any non-health insurance information from the Benefits Confirmation Letter prior to sending.
 - d. forward the entire MSO packet, including Part B (Medical Support Notice OMB Notice – Part B) and the GB-01 to OGB;
 - e. forward the completed OSUP/F9A to OSUP within twenty (20) days of the OSUP receipt date stamped on the back of the documents. **NOTE:** The OSUP/F9A must include the effective date of dependent coverage as provided by OGB.
3. **OGB** will complete Part B (Medical Support Notice to Plan Administrator) and forward to DCFS or the issuing Support Enforcement Agency.
4. **OSUP GA Unit** will add the MSO begin date upon receipt of the OSUP/F9A from the agency. Once this date is entered, a flag will be sent to OGB on the daily interface.*

If the dependent is already covered by a non-OGB health plan:

1. **OSUP GA Unit** will forward the MSO, OSUP cover letter (OSUP/F09), and Agency Acknowledgement Form (OSUP/F9A) to agency HR Section/Employee Administration (EA) Unit.
2. **Agency HR/EA** will:
 - a. review the employee's record(s) and verify with the employee whether he has

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non-OGB health coverage for the dependent. If so, obtain proof of non-OGB health coverage from the employee and verify from the documentation that the dependent(s) on the MSO is covered on a health plan;

- b. forward completed OSUP/F9A along with proof of health insurance coverage to the OSUP GA Unit within twenty (20) days of the OSUP receipt date stamped on the back of the documents.
3. **OSUP GA Unit** will forward a letter and proof of health coverage to DCFS or the issuing Support Enforcement Agency.

*Once the MSO begin date is entered in LaGov HCM, an employee's health plan cannot be changed to remove a dependent with an active MSO, nor can the coverage level be changed to a plan that would exclude the MSO dependent (i.e. EE only).

Agencies are required to notify the OSUP GA Unit via email to _DOA-OSUP-GARN@la.gov when an employee or dependent no longer meets the OGB eligibility coverage rules (i.e. over-age dependent) providing the following information:

- employee's name and personnel number
- MSO dependent's name
- coverage termination date
- reason

The **OSUP GA Unit** will add the MSO end date when one of the following occurs:

1. the MSO is no longer in effect,
2. the employee terminates state service,
3. the dependent can no longer be covered based on OGB's dependent eligibility rules, or
4. the employee is no longer eligible for OGB health coverage.

Entry of the MSO end date will send a record to OGB on the daily interface file removing the flag.