

HEALTH BENEFITS E-NEWS

Department of Human Resource Management
Office of Health Benefits

May 15, 2009

Important: Responding to Questions About Accessing EmployeeDirect

As the end of Open Enrollment approaches, the Office of Health Benefits suggests that you use the following to respond to questions from employees who encounter difficulty in using EmployeeDirect to make Open Enrollment changes. You may also want to give employees a phone number or e-mail address to easily reach your office:

We are sorry you are having trouble logging into EmployeeDirect. Most login problems require 24 hours to correct. Since there is limited time left to make Open Enrollment changes, we recommend as a precaution that you submit a paper enrollment form. Download and print the form using the link below. Contact the Benefits Office at (phone number or e-mail address) before the close of business today, Friday, May 15, to submit it.

<http://www.dhrm.virginia.gov/hbenefits/openenroll09/StateActiveEnrollForm09.pdf>

Agency Locations in COVA Connect Pilot Area

As COVA Connect is implemented beginning July 1, it is vital that the Office of Health Benefits and Optima Health know what agency locations are in the pilot area in order to move ahead with initiatives that are part of the program. If your agency has a location in the zip code area below, we need that information! Please send the following to wellness@dhrm.virginia.gov: **Agency name, agency location in pilot area, street address, your name, e-mail address and telephone number.** We may be contacting you with questions. Thanks in advance for your assistance!

City	Zip Codes
Chesapeake	23320 - 23328
Hampton	23630, 23651, 23661, 23663 - 23670, 23681
Norfolk	23501- 23515, 23517- 23521, 23523, 23529, 23541, 23551
Poquoson	23662
Portsmouth	23701 - 23705, 23707 - 23709
Suffolk	23432 - 23439
Virginia Beach	23450 - 23467, 23471, 23479