

Office of State Uniform Payroll
State of Louisiana
Division of Administration

JOHN BEL EDWARDS
GOVERNOR



JAY DARDENNE
COMMISSIONER OF ADMINISTRATION

October 02, 2020

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2021-13

TO: LaGov HCM Agency Human Resources
and Employee Administration Staff

FROM: Andrea P. Hubbard
Director

SUBJECT: Payroll Deductions Authorized for Calendar Year 2021

Upon review of the annual vendor applications, it has been determined that there are no products being removed from payroll deduction effective January 1, 2021.

An updated list of vendors, authorized products, assigned codes, and plans, 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.

Agencies should refer employees to the following link on the OSUP website: http://www.doa.la.gov/Pages/osup/Emp_SW_Vend_Products_January2021.aspx. 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 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.

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 LaGov HCM by using transaction ZP200 (Agency Contacts). Please refer to the [Agency Contact Report Procedures](#) on the [OSUP Procedures Page](#) for complete details.

Throughout the year, Statewide Vendors may contact agencies to request a refund for an employee or to correct a deduction code that is being used for an incorrect product. Refer to the Statewide Vendor procedures available on the [OSUP Procedures Page](#) of our website for instructions:

- [Voluntary Benefits \(Insurance Products\) Product Code Correction](#)
- [Voluntary Benefits \(Insurance Products\) Vendor Refund Requests](#)

Also, refer to the [Statewide Miscellaneous Product Enrollment](#) help script for LaGov HCM system entry instructions for Statewide Vendor product enrollments.

If you have any questions, please contact a member of the OSUP Benefits and Financial Administration Unit at _DOA-OSUP-BFA@la.gov or (225):

Shanna Batiste	342-5344	Shaneen Watson	342-5345
Suezett Blanton	342-5354	Jodi Bullock	342-5377
Kenya Warren	342-5357		

APH:SB/JAW

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