COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES

579 KENNETH HAHN HALL OF ADMINISTRATION • LOS ANGELES, CALIFORNIA 90012
(213) 974-2406 FAX (213) 621-0387

To enrich lives through effective and caring service

MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

September 13, 2004

To: All Department Heads

From: Michael J. Henry
Director of Personnel

Subject: **DISTRIBUTION OF MEMORANDUM ON NEW ENROLLMENT SYSTEM WITH SEPTEMBER 15, 2004 PAYROLL**

During the upcoming 2005 annual enrollment, employees will, for the first time, make their benefit selections using the new Mellon Financial Corporation (Mellon) benefits administration system. For the first time, they will also have a choice of making their elections via the Web or using a new touch tone telephone system.

I am asking your assistance in distributing to all employees in your department with the September 15, 2004 paychecks, the attached memorandum regarding the new benefits system. A designated number of copies of the memorandum will be available for pickup, along with your department's paychecks, on September 14, 2004 at the Auditor-Controller's office.

We are excited to provide employees the opportunity to elect their benefits via the Web or telephone this year and hope they will find the new benefits system helpful and easy to use. Your assistance in distributing the memorandum will help to ensure a smooth and successful annual enrollment.

Please contact me, or your staff may call Marian Hall at (213) 738-2255, if you have any questions.

MJH:TJH
MH:KR

Attachment

c: Administrative Deputies
Personnel Officers

h: payroll memo – dept heads

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MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

September 15, 2004

To: All Full-Time Permanent Employees
Part-Time and Temporary Employees Enrolled in Medical Insurance

From: Michael J. Henry
Director of Personnel

Subject: **NEW ENROLLMENT SYSTEM FOR 2005 ANNUAL ENROLLMENT**

During this fall's annual enrollment, you will have an opportunity to make your benefit selections for 2005 using the new Mellon Financial Corporation (Mellon) benefits administration system. For the first time, you will have a choice of making your benefit elections via a new Web enrollment system or the new streamlined, ADA compliant, telephone enrollment system, making enrolling in the County benefits programs faster, easier and more convenient than ever.

Many employees have already become familiar with the Mellon system, accessing it to make mid-year changes in benefit elections due to a life event change (birth, marriage, divorce, loss of coverage, etc.), or to review their benefits information. In fact, since January, 65% of employees making mid-year changes have chosen to access the system using the Web. Those employees accessing the system for the first time during this year's annual enrollment, however, may find that their unfamiliarity with the system may make certain things seem confusing when, in reality, they are simply different from the previous system.

Although we expect the same or higher level of services as in the past, we understand that with any new system it is not unusual to experience a few minor technical challenges along the way. We are prepared to address and remedy any such issues quickly if they arise, in order to assure a smooth annual enrollment process.

Your personalized Benefits Worksheet and 2005 Benefits Enrollment Guide will be mailed to your home soon. If you have moved in the past year, please notify your department personnel office immediately of your new address. We are very excited to provide you the opportunity to elect your benefits via the Web or telephone this year and hope you will find the new benefits system helpful and easy to use.

My Employee Benefits Hotline staff is prepared to answer your questions and assist you with any problems you may experience during the enrollment process. The Hotline is available Monday through Friday from 9:00 a.m. to 4:00 p.m. at (213) 388-9982.

MJH:TJH
MH:KR
h:2005 annual enrollment