

THE LOCAL CHOICE E-NEWS **EXTRA**

Department of Human Resource Management State and Local Health Benefits Programs

September 12, 2014

Revised Administrative Process Questions and Answers

Updated questions and answers are attached and the September 2014 revisions should be available soon on The Local Choice website. Here are a few reminders for October renewal groups:

- Be sure to use the new TLC forms and send only the forms that require changes in the database to TLC. Use the TLC fax number or regular mail at the bottom of each form as the most secure way of sending forms to TLC. Forms received by email are also accepted
- Open Enrollment forms received during September may be delayed until your November bill. ID cards also may not arrive until after October 1.
- Please follow the steps provided in the [July 31, 2014 issue](#) of TLC E-News to ensure accurate enrollment processing. The direct link is <http://www.thelocalchoice.virginia.gov/communications/enews/enews073114.pdf>
- Report to TLC@dhrm.virginia.gov any keying errors as soon as they are discovered. Be sure to include the ID number.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at tlc@dhrm.virginia.gov

