



THE LOCAL CHOICE E-NEWS

Department of Human Resource Management
Office of Health Benefits

August 5, 2024

RE: TLC Inquires

The Local Choice (TLC) Program strives to provide the most prompt and accurate service.

As a reminder, we have two dedicated general mailboxes available when sending an inquiry to our office. Please ensure that you are sending your inquiry to the applicable email address below.

- TLC@dhrm.virginia.gov
Please send all inquiries with an attachment to include a new hire enrollment, mid-year change, termination, or personal data change to this email address. The attachment can be a TLC form or miscellaneous document.
- TLCPolicy@dhrm.virginia.gov
Please send all inquiries with a question **only** that is related to a policy or provision of the TLC Program to this email address. Please include the member's name and Cardinal ID number in your inquiry.

The email addresses below do not support the TLC Program and are not available to respond to any inquires.

- Policy@dhrm.virginia.gov
- OHB@dhrm.virginia.gov

Thank you for your continued support.

The Local Choice