



*State of Louisiana*  
DIVISION OF ADMINISTRATION

**OFFICE OF STATE UNIFORM PAYROLL**

KATHLEEN BABINEAUX BLANCO  
GOVERNOR

JERRY LUKE LEBLANC  
COMMISSIONER OF ADMINISTRATION

April 4, 2007

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2007-31

TO: All ISIS HR Agencies

FROM: Jena W. Cary  
Director

SUBJECT: Payroll Deductions Authorized for Fiscal Year 2007-2008  
Statewide Vendor Products Removed from Payroll Deduction

Upon review of the annual vendor applications, it has been determined that the following products will be removed from payroll deduction effective July 1, 2007 due to the vendor not meeting the participation requirement:

Vendor	Deduction Code	Wage Types	Product Name
Physicians Mutual	NM 52	3B29/3E29	Long Term Care

Physicians Mutual has been notified that they are responsible for contacting employees with products being removed from payroll deduction. They will advise the employees on how premiums can be paid, e.g. bank draft or invoice, in order to keep their policies in force. Agencies will not receive a new SED-4 form to indicate the removal of these products. Agencies can run report ZP74, Recurring/Additional Payments/Deds Detail Report, to determine which employees have these wage types/deductions. Deductions will be stopped automatically after the last payroll in June 2007.

The following changes are reflected on the attached Vendor/Coordinator (VC-02) Listing, but no agency action is necessary:

- The vendor 30105, American General Life **& Accident** Insurance Company domiciled in Tennessee, only markets the Term Life and Whole Life products. American General Life Insurance Company domiciled in Texas handles the processing of the non-solicited Universal Life product. Because of this, OSUP has assigned American General Life Insurance Company a separate vendor number - 30114.
- MSofA Dent-All Plan, Inc. name has changed to MSofA Dent-All Plan, Inc., with Louisiana Dental Plan (LDP) benefits.

As a result of the analysis on the annual participation levels, some changes may also need to be made for deductions that are being withheld under an incorrect product code. Vendors will contact the agencies affected. Agencies may accept an SED-4 **without an employee's signature** if the SED-4 submitted by the vendor is correcting the product codes and/or amounts between products and there is no change in the total semi-monthly premium. These changes are allowed for employees participating in the flex plan since these are considered to be correcting an administrative error. One-time deductions and one-time refunds for code corrections to FBP deductions can only be made back

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to the beginning of the 2006 - 2007 plan year, if applicable. Refer to OSUP Memorandum [#2004-52](#) for further details.

A list of vendors, authorized products, and assigned codes, 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.

Please contact the **LA Sales Coordinators** via email or phone to invite the vendor to agency vendor fairs. If emailing, remember to copy the Administrative Coordinators.

Agencies should refer employees to the following link on the OSUP website: [http://www.doa.louisiana.gov/osup/Stwide\\_Vnd\\_Prod\\_Listing\\_July2007.htm](http://www.doa.louisiana.gov/osup/Stwide_Vnd_Prod_Listing_July2007.htm). 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.

Vendor refund requests (SED-5's) must be verified by the agency prior to being entered. The "incorrect semi-monthly deduction" amount should equal what was actually deducted under that product code between the dates for which the refund is being requested. Agencies should utilize Infotype 14 and ZP64 to determine what codes and amounts were actually deducted during the refund period. If amounts do not agree, the agency must contact the person by whom the refund was requested or the Billing Coordinator to resolve.

**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.

If you have any questions, please contact Angela Woods at (225) 342-5345.

JWC:ASW:kmb

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

Vendor No. Product Code	Vendor Product Description	Domicile/Best Rating/FBP Ind Admin Coord (Agency Only)	Billing Coordinator Add/Ph (Agency Personnel Use Only)
<b>30004</b>	<b>American Family Life Assurance Co (AFLAC)</b>	<b>F/A+ / FBP</b>	<b>Tamra Dawkins Walker</b> 1932 Wynnton Rd Columbus, GA 31999-0002 (706) 317-2811 (706) 660-7278 (FAX) TWalker@aflac.com
PA/NA 25	Cancer	Robin McMillan	
PB/NB 20	Intensive Care	(706) 320-2581	
PC/NC 21	Hospital Indemnity	(706) 660-7278 (FAX)	
NV 81	Accident/Disability	RMcMillan@aflac.com	
NS 38	Term Life		
<b>LA Sales Coordinator for Employees</b> Jami Fairchild - Jami_Fairchild@us.aflac.com (225) 769-1488		<b>Customer Service number for Employees (800) 992-3522</b>	
<b>30105</b>	<b>American General Life &amp; Accident</b>	<b>F/A++ / Non FBP</b>	<b>Becky Petty</b> American General Ctr, 400 S Nashville, TN 37250 (800) 532-3256 ext 2060 (615) 749-2157 (FAX) Becky_Petty@aigag.com
NN 30	Term Life	Terry Freeman	
NP 31	Whole Life	(800) 532-3256 ext 1738 (615) 749-2940 (FAX) Terry_Freeman@aigag.com	
<b>LA Sales Coordinator for Employees</b> Michael Reid - Michael_Reid@aigag.com (225) 926-6701		<b>Customer Service number for Employees (800) 888-2452</b>	
<b>30114</b>	<b>American General Life Ins Co</b>	<b>F/A++ / Non FBP</b>	<b>Cynthia Crowe</b> 2727 A Allen Parkway Houston, TX 77019 (713) 831-3948 (713) 831-3249 (FAX) Cynthia_Crowe@aigag.com
NM32	Universal Life - N/S	Linda Rowles (713) 831-3029 (713) 831-3249 (FAX) Linda_Rowles@aigag.com	
<b>LA Sales Coordinator for Employees</b> Jan Brown-Lytle - Jan_Brown-Lytle@aigag.com (713) 831-2351		<b>Customer Service number for Employees (800) 231-3655</b>	
<b>30006</b>	<b>American Heritage Life, a wholly-owned subsidiary of the Allstate Corporation</b>	<b>F/A+ / FBP</b>	<b>Barbara Little Underhill</b> 1776 American Heritage Life Dr Jacksonville, FL 32224-6688 (800) 521-3535 ext 2741 (972) 510-1794 (FAX) BLit5@Allstate.com
PA/NA 25	Cancer	Shawn Anderson	
PB/NB 21	Hospital Indemnity	(800) 521-3535 ext 3303	
NN 27	Accident	(904) 992-3132 (FAX)	
NP 22	Disability Income	Shawn.Anderson@allstate.com	
NS 32	Universal Life		
<b>LA Sales Coordinator for Employees</b> Warren Benoit - W_Benoit@bellsouth.net (800) 443-5694		<b>Customer Service number for Employees (800) 521-3535</b>	
<b>30008</b>	<b>American Public Life</b>	<b>F/A- / FBP</b>	<b>Brad Duncan</b> PO Box 925 Jackson, MS 39205-0925 (800) 256-8606 ext 269 (601) 936-2157 (FAX) Brad.Duncan@ampublic.com
PA/NA 25	Cancer	Jackie Brooks	
NM 27	Accident	(800) 256-8606 ext 218 (601) 932-9011 (FAX)	
PD/ND 23	Dental	Jackie.Brooks@ampublic.com	
<b>LA Sales Coordinator for Employees</b> Warren Benoit - W_Benoit@bellsouth.net (800) 443-5694		<b>Customer Service number for Employees (800) 256-8606</b>	

Vendor No. = ISIS HR Vendor Code for the specific company  
Product Code = **P(A-L)**-Participating and eligible for flex, **N(A-L)**-Non-participating but eligible for flex, **N(M-Z)**-Ineligible for flex  
Domicile/ = **D**-domestic insurance, **F**-foreign insurance, or **N**-non insurance  
Best Rating Insurance Vendors - current A.M. Best rating- **A+, A, B+, B, etc.**  
Or, Non-Insurance Vendors or Domestic Insurance Vendors not meeting A.M. Best rating requirements  
(**CD**-Certificate of Deposit or **ILOC**-Irrevocable letter of credit)  
FBP Ind = **FBP** - vendor has at least one product participating in the Flexible Benefits Plan  
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**Non FBP** - vendor does not have products participating in the Flexible Benefits Plan.  
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Products followed by **N/S** = Product has active participants but is no longer solicited/sold

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<b>30013</b>	<b>Colonial Life &amp; Accident</b>	<b>F/A- / FBP</b>	<b>Cathy Hewitt</b>
PA/NA 63 PB/NB 78 NM 60 PD/ND 76 NR 69	Cancer Intensive Care Accident/Disability Hospital Indemnity Universal Life	John Smith (800) 845-7330 ext 5329 (803) 213-7280 (FAX) JKSmith@Coloniallife.com	Attn: Mail Stop SC116 PO Box 1365 Columbia, SC 29202-1365 (800) 256-7004 ext 5175 (803) 213-3010 (FAX) CLHewitt@coloniallife.com
<b>LA Sales Coordinator</b> Robert Brulet - Robert.Brulet@Coloniallife.com <b>for Employees</b> (866) 457-2010 ext 41		<b>Customer Service number for Employees (800) 325-4368</b>	
<b>30102</b>	<b>Columbian Life Insurance Co, administered by Kanawha Healthcare Solutions</b>	<b>F/A- / Non FBP</b>	<b>Christina Catoe</b>
NM 30	Term Life	Warren Benoit (800) 443-5694 (504) 443-6004 (FAX) W_Benoit@bellsouth.net	210 White St Lancaster, SC 27920 (800) 635-4252 ext 5694 (803) 313-5250 (FAX) Christina.Catoe@kmgamerica.com
<b>LA Sales Coordinator</b> Warren Benoit - W_Benoit@bellsouth.net <b>for Employees</b> (800) 443-5694		<b>Customer Service number for Employees (800) 443-5694</b>	
<b>30014</b>	<b>Conseco Health Ins, marketed through Performance Matters Associates (PMA)</b>	<b>F/B++ / Non FBP</b>	<b>Adam Shock</b>
NP 81 NM 80 NR 82 NS 84	Accident-C/V Cancer-C/V HeartCare-C/V Hospital Indemnity-C/V - N/S	Judy Kelley (800) 628-6428 ext 1308 (317) 817-2169 (FAX) Judy_Kelley@conseco.com	PO Box 2036 Carmel, IN 46082-2036 (800) 458-9094 (317) 817-2038 (FAX) Adam_Shock@conseco.com
<b>LA Sales Coordinator</b> Dallas Harp - Dallas.Harp@sbcglobal.net <b>for Employees</b> (800) 628-6428 ext 7309		<b>Customer Service number for Employees (800) 541-2254 ext 7850</b>	
<b>30023</b>	<b>Guaranty Assurance Co, underwriter for DINA Dental</b>	<b>D/CD / FBP</b>	<b>Monica Dunlap</b>
PA/NA 23	Dental (DINA)	Same as Billing Coordinator	PO Box 40017 Baton Rouge, LA 70835-0017 (800) 376-3462 ext 15 (225) 292-3075 (FAX) monica@dinadental.com
<b>LA Sales Coordinator</b> Doug Jones - Doug@dinadental.com <b>for Employees</b> (800) 376-3462 ext 18		<b>Customer Service number for Employees (800) 376-3462</b>	
<b>30024</b>	<b>Guaranty Income Life</b>	<b>D/B / FBP</b>	<b>Janice Messina</b>
PA/NA 23 NM 32	Dental (Q-Dent) Universal Life	Sherry Ducote (800) 535-8110 ext 267 (225) 343-0047 (FAX) Sherry@gilico.com	PO Box 2231 Baton Rouge, LA 70821 (800) 535-8110 ext 239 (225) 343-0047 (FAX) Janice@gilico.com
<b>LA Sales Coordinator</b> Sherry Ducote - Sherry@gilico.com <b>for Employees</b> (800) 535-8110 ext 267		<b>Customer Service number for Employees (800) 535-8110 ext 241</b>	

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<b>30043</b>	<b>Life Investors Insurance, administered by Transamerica</b>	<b>F/A+ / FBP</b>	<b>Fay Hayes</b> PO Box 8063 Little Rock, AR 72203-8063 (866) 411-4159 ext 1003 (501) 227-1196 (FAX) FAHayes@aegonusa.com
PA/NA 25	Cancer	David Louks	
NM 80	Cancer-C/V - N/S	(800) 400-3042 ext 1213	
NT 27	Accident	(501) 227-1647 (FAX)	
PC/NC 16	Heart	DLouks@aegonusa.com	
NP 82	Heart-C/V - N/S		
<b>LA Sales Coordinator for Employees</b> Isela Perlstone - ib@perlstone.com (800) 441-8070		<b>Customer Service number for Employees (888) 763-7474</b>	
<b>30046</b>	<b>Loyal American Life, a subsidiary of Great American Financial Resources</b>	<b>F/A / Non FBP</b>	<b>Linda Johnson</b> PO Box 559004 Austin, TX 78755-9004 (800) 633-6752 ext 3324 (512) 531-1559 (FAX) LMJohnson@gafri.com
NM 32	Universal Life - N/S	Warren Benoit (800) 443-5694 (504) 443-6004 (FAX) W_Benoit@bellsouth.net	
<b>LA Sales Coordinator for Employees</b> Warren Benoit - W_Benoit@bellsouth.net (800) 443-5694		<b>Customer Service number for Employees (800) 633-6752</b>	
<b>30047</b>	<b>MSofA Dent-All Plan, Inc., with Louisiana Dental Plan (LDP) benefits</b>	<b>N/CD / FBP</b>	<b>Consuelo (Connie) Geneste</b> PO Box 23708 New Orleans, LA 70183-3708 (800) 999-5842 (504) 457-2017 (FAX) Connie@dentallplan.com
PA/NA 23	Dental/Vision/Rx/Chiro/Vitamin/Hearing Aid/24-hr Nurse Hotline/Dr. online/Alternative Med/Family Consult	Same as Billing Coordinator	
<b>LA Sales Coordinator for Employees</b> Consuelo (Connie) Geneste - Connie@dentallplan.com (800) 999-5842		<b>Customer Service number for Employees (800) 999-5842</b>	
<b>30106</b>	<b>National Teachers Associates Life</b>	<b>F/B++ / FBP</b>	<b>Judy Neel</b> 4949 Keller Springs Rd Addison, TX 75001 (800) 825-5682 ext 2138 (972) 532-2197 (FAX) Judy.Neel@ntalife.com
PA/NA 25	Cancer	Brad Cox	
PB/NB 16	Heart	(800) 825-5682 ext 2135	
NM 31	Whole Life	(972) 532-2197 (FAX)	
NN 22	Disability Income	Brad.Cox@ntalife.com	
<b>LA Sales Coordinator for Employees</b> Scott Calaway - Scott.Calaway@ntalife.com (800) 825-5682 ext 2114		<b>Customer Service number for Employees (888) 671-6771</b>	
<b>30048</b>	<b>New York Life Insurance</b>	<b>F/A++ / Non FBP</b>	<b>Carole Eng</b> PO Box 500 Minneapolis, MN 55440-0500 (800) 695-1272 ext 358 (952) 884-4854 (FAX) Carole_A_Eng@newyorklife.com
NP 32	Universal Life	Stephen Goldsmith	
NN 31	Whole Life	(800) 695-1272 ext 200 (952) 884-2477 (FAX) Stephen_C_Goldsmith@newyorklife.com	
<b>LA Sales Coordinator for Employees</b> Charmaine Goodman - CGoodman1@ft.newyorklife.com (972) 701-3317		<b>Customer Service number for Employees (800) 695-1272 ext 407</b>	

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30052	Pre-Paid Legal Services, Inc	N/ILOC / Non FBP	Trish Miller Attn: Electronic Billing 1 Prepaid Way Ada, OK 74820-5813 (800) 654-7757 opt 4, ext 7448 (580) 272-2840 (FAX) electrans@pplsi.com
NM 99 NN 98	Legal Service Identity Theft	Mark Riches (888) 264-4070 (931) 537-2270 (FAX) MarkRiches@prepaidlegal.com	
LA Sales Coordinator Mark Riches - MarkRiches@prepaidlegal.com for Employees (888) 264-4070		Customer Service number for Employees (800) 654-7757	
30053	Professional Insurance, part of Genworth Financial	F/A / Non FBP	Melinda Coleman PO Box 725 Windsor, CT 06095-0725 (800) 451-2513 ext 1190 (860) 737-1215 (FAX) Melinda.Coleman@genworth.com
NN 27	Disability Income	Same as Billing Coordinator	
LA Sales Coordinator David Dearie - Dearie@cox.net for Employees (504) 616-3537		Customer Service number for Employees (800) 289-1122	
30054	Protective Life Ins	F/A+ / Non FBP	Debra Lawson PO Box 12687 Birmingham, AL 35202-6687 (800) 866-9933 ext 3561 (205) 268-3402 (FAX) Debra.Lawson@protective.com
NR 30 NS 32	Term Life Universal Life	Same as Billing Coordinator	
LA Sales Coordinator David Dearie - Dearie@cox.net for Employees (504) 616-3537		Customer Service number for Employees (800) 866-9933	
30064	Starmount Life Insurance, underwriter for AlwaysCare Benefits Inc.	D/B++ / FBP	Sissy Higginbotham PO Box 98100 Baton Rouge, LA 70898 (888) 729-5433 ext 172 (225) 926-6292 (FAX) SissyH@starmountlife.com
PA/NA 17	Dental	Rosalyn Duty (888) 729-5433 ext 225 (225) 610-1425 (FAX) RosalynD@starmountlife.com	
LA Sales Coordinator Leslie Bradford - LeslieB@starmountlife.com for Employees (888) 729-5433 ext 169		Customer Service number for Employees (888) 729-5433 ext 2013	
30109	U.S. Legal Services, Inc., a subsidiary of Combined States L.S., Inc.	N/CD / Non FBP	Felicia Richardson 8825 Perimeter Park Blvd, #102 Jacksonville, FL 32216 (800) 356-5297 ext 204 (904) 730-0023 (FAX) RichardsonF@uslegalservices.net
NM 99	Legal Service	Arlene Disparti (800) 356-5297 ext 209 (904) 730-0023 (FAX) ADisparti@uslegalservices.net	
LA Sales Coordinator Warren Benoit - W_Benoit@bellsouth.net for Employees (800) 443-5694		Customer Service number for Employees (800) 356-5297	

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30108	United Teacher Associates Insurance	F/A- / Non FBP	Tammy Meier PO Box 26580 Austin, TX 78755-0580 (800) 880-8824 ext 3109 (512) 531-1559 (FAX) TMeier@gafri.com
NM 82	Heart-C/V	Barbara Whitley (800) 880-8824 ext 1436 (512) 531-1559 (FAX) BWhitley@gafri.com	
NN 52	Long Term Care		
LA Sales Coordinator Jerry Morgan - JMorgan@amba.info for Employees (800) 258-7041 ext 3357		Customer Service number for Employees (800) 880-8824	

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