

September 28, 2011

**MEMORANDUM #79-11HR**

**TO:** Agency Administrators  
**FROM:** Bobbie Chappell, Director of Human Resources  
**VIA:** Rip Colvin, Executive Director  
**RE:** Tips for a Successful 2012 Open Enrollment

Open Enrollment will begin on Monday, November 7, 2011 and end on Friday, November 18, 2011. Due to the reduced timeframe for Open Enrollment this year, we would like to remind everyone of a few simple tips that you may wish to share with your employees:

- **Know your People First Password**
  - The user id for each employee is located on the monthly rate report
  - Ask each employee to visit the [People First](#) website to establish their password if they have not already done so
  - Check their home address and mailing address
- **View the "How to Make Elections" video**
  - [Video How to Make Elections Using the People First Website](#)
- **Understand the Plan Changes for 2012**
  - [2012 Plan Changes](#)
  - [HMO Service Areas by County for 2012 Plan Year](#)
- **Contact Insurance Companies Directly**
  - [If employees have questions about a specific plan](#)
- **Direct Employees to the Frequently Asked Questions**
  - [FAQ Regarding Open Enrollment](#)

By following these suggestions, we hope all employees will get through the Open Enrollment process with ease. If we can assist you, or your employees, in anyway please let me know.

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