

November 26, 2008

RE: Insure Oklahoma

Hello everyone:

With the numbers in the program growing so fast, many questions have been coming up so we felt it would be a good time to send out another Agent Blast to provide some updates.

OESC report:

As we have stated before, it is not required that the employer send this report with their application package. If they have it and want to send it, that is fine. All employers are cross referenced with the OESC report EDS receives weekly. By sending the report it may occasionally help speed the process through if the report from OESC is not updated.

FAXES:

- When sending faxes, PLEASE add a fax cover sheet to all your documents with the number of pages. If pages are missing they will know right away and can contact you.
- Also, DO NOT send items for multiple individuals/groups in the same fax. With the volume of faxes they receive it makes it too hard to determine that there are documents for different groups/individuals. If they are faxed in separate batches it is easier for them to get the documents to the right worker and into the correct file.

PLEASE keep copies of everything faxed or sent.

Expiring Employer Contracts:

A question/concern that has been raised is the 30 day expiration of employer contracts. *This only happens if the employer has been denied.* If the application is *in process* it does not expire after 30 days. If the employer has been denied, and it goes past 30 days...a new contract and application will need to be completed.

Speaking of Employer Contracts... PLEASE make sure you are using the Employer Contracts dated **3/5/07**. This revision contains the auto renewal info. This will avoid us asking for new contracts at renewal saving them and us a lot time. The updated version is available on the website.

Citizenship vs. Identity:

There has been some confusion on the different procedures and processes for citizenship and identity.

- The employer can sign an Attestation (available on the web) that they vouch that they have completed I9's on the employees and have verified their citizenship. THIS DOES NOT APPLY TO THE SPOUSES. The employer cannot attest to their citizenship because they have never verified it.
- Once the employee receives their pin letter they will receive a system generated letter asking for identification verification. Attached is the list of items that

satisfy both the citizenship and identity requirements. This list is also available on the website.

Speaking of the website...

Website:

Our “web guy” and “database guy” have been hard at work making updates and changes to our website!! You can already see some of the changes on the website while others are in the test/design phase. We are very excited about the ideas and design Trent and Lucas are working on. We think it is going to be a much more user friendly, up-to-date site for everyone.

1. We have changed the Find an Agent page to list more options for the consumer to find an agent.
2. A map has been provided to help the user find an agent that services the region they reside in.
3. The Professional Employer Organization link has been added.
4. Until the new Agent search feature is completed, we will only be updating the agent list the first week of the month. It is too cumbersome for Cathy and the “web guy” to do it more often than that.
5. A new form will be added for you to complete in order to be added to the qualified agent list. It will list all the information needed for us to add you to the database. The form will then be emailed or faxed to Cathy.
6. A new form to order new brochures will be added for automatic ordering.
7. For any questions regarding qualified agent status please contact Cathy Nguyen at cathy.nguyen@okhca.org

Social Security Numbers:

Please tell everyone that VALID social security numbers must be entered for ALL household members. We currently have 100’s of cases where invalid numbers have been entered for children. Letters will be going out requesting valid SS numbers and if they are not received eligibility will be terminated. At time of application processing, if invalid numbers are found the application will be pended until valid numbers are supplied, which will prolong eligibility.



All of us here at

would like to wish everyone a safe and

Happy Thanksgiving!

