



State of Louisiana

Division of Administration
Office of the Commissioner

FOR IMMEDIATE RELEASE

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The Office of Group Benefits Extends Customer Service Hours

BATON ROUGE - In preparation for the upcoming enrollment period, the Office of Group Benefits' customer service department will offer extended hours for members hoping to get more information about their 2015 health plan options. Beginning Monday, September 15, the service line will be open from 7 a.m. to 7 p.m. Monday through Saturday.

"We are asking all members to re-enroll this year," said OGB CEO Susan West. "It's important that we make sure they have all the resources necessary to make the best choice for them."

The customer service expansion is part of a multi-faceted campaign designed to educate OGB members on their health plan options for 2015. Members are invited to attend any of 41 meetings across the state, to register for any of 12 live webinars, to use the out-of-pocket cost calculator tool on the website, and to review the full decision guide they will receive in the mail. Additionally, OGB representatives are working with retiree and teacher associations to get the word out about the 2015 plans.

Beginning in January, a new set of plans will be available to retirees and active employees eligible for an OGB plan. The options include HMO, PPO and consumer-driven plans comparable to the ones offered today in addition to a new plan that offers lower premiums and employer funding that can be used to offset out-of-pocket costs. There is also a new HMO option available for some members. While rates are not increasing and the new plan options have the potential to save many families money next year, some members have expressed concerns about re-enrolling.

OGB will partner with Ansafone, a call center that specializes in health care enrollment, for the weeks surrounding the annual enrollment period to ensure all members can get the information they need. Ansafone representatives have experience with managing benefit plans and have been trained extensively on OGB and its offerings.

More information about OGB's 2015 offerings can be found at annualenrollment.groupbenefits.org. OGB's customer service line can be reached at [1-800-272-8451](tel:1-800-272-8451).

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