

# EMPLOYEE BENEFITS/PENSION/PAYROLL STAFF CONTACTS

Revised November 6, 2013	CONTACT NAME	CONTACT PHONE/FAX	BACK-UP
<b>BENEFIT UNIT SUPERVISOR</b>	<b>Sharon Matthews</b>	(404) 612-7639 (404) 224-1422 (efax)	<a href="mailto:sharon.matthews@fultoncountyga.gov">sharon.matthews@fultoncountyga.gov</a>
Medical, Dental, Vision and RX Customer Service for Actives Back up for Retiree Customer Service for M, D, V, & RX plans Name and Address changes for Active employees New Hire Benefit Enrollment for Active employees Rotating New Hire Facilitator	<b>Rhonda Lofton</b> <i>Sr. Employee Benefits Specialist</i>  <a href="mailto:Rhonda.Lofton@fultoncountyga.gov">Rhonda.Lofton@fultoncountyga.gov</a>	(404) 612-7615 (404) 893-6285 (efax) (404) 730-7610 (fax)	<b>Christa Bowman</b> (404) 612-7635 (404) 893-6871 (efax) (404) 730-7610 (fax)
Medical, Dental, Vision and RX Customer Service for Actives Back up for Retiree Customer Service for M, D, V, & RX plans Active employee Family Status Changes Active employee benefit terminations COBRA enrollment for active and retired employees Active eligibility files to vendors Payroll deduction maintenance for Allstate, AFLAC, Texas Life, Boston Mutual, Long term care Rotating New Hire Facilitator	<b>Christa Bowman</b> <i>Sr. Employee Benefits Specialist</i>  <a href="mailto:Christa.Bowman@fultoncountyga.gov">Christa.Bowman@fultoncountyga.gov</a>	(404) 612-7635 (404) 893-6871 (efax) (404) 730-7610 (fax)	<b>Rhonda Lofton</b> (404) 612-7615 (404) 893-6285 (efax) (404) 730-7610 (fax)
Flexible Spending Accounts (DEPFX, PARFX, MEDFX TRAFX) Supports DPRs for LTC, Short term disability claims (Colonial, Allstate, AFLAC, Texas Life, Boston Mutual) Payroll deduction maintenance for Colonial products including FSA Mass Mutual 401A Separations Medicare Advantage Premium payments Benefit Packet Coordination Rotating New Hire Facilitator	<b>Verna Thomas</b> <i>Sr. Employee Benefits Specialist</i>  <a href="mailto:Verna.Thomas@fultoncountyga.gov">Verna.Thomas@fultoncountyga.gov</a>	(404) 612-7671 (404) 335-5859 (efax) (404) 730-7610 (fax )	<b>Rita Lester</b> (404) 612-7719 (404) 335-5268 (404) 730-7610 (fax )
LTD claims LTD and Life Billings Deduction Terminations Active/Retiree death claims LOA notifications for active employees LOA, LTD, WCOMP premium postings	<b>Rita Lester</b> <i>Accountant II</i>  <b>Rita</b> <a href="mailto:Lester@fultoncountyga.gov">Lester@fultoncountyga.gov</a>	(404) 612-7719 (404)335-5268 (efax) (404) 730-7610 (fax )	<b>Verna Thomas</b> (404) 612-7671 (404) 335-5859 (efax) (404) 730-7610 (fax )

Dental ASO fee payments Rotating New Hire Facilitator			
Medical, Dental, Vision and RX Customer Service for Retirees Retiree Benefit Enrollment Retiree Eligibility files to vendors Retiree 401A premium payments Medicare Advantage eligibility Medicare Part B participation maintenance	<b>Pat Williams</b> <i>Sr. Employee Benefits Specialist</i>  <a href="mailto:Pat.Williams@fultoncountyga.gov">Pat.Williams@fultoncountyga.gov</a>	(404) 612-4228 (404) 335-5870 (efax) (404) 730-7809 (fax)	<b>Rhonda Lofton/Christa Bowman</b> for Health/Dental/Vision/Life Claims <b>Rita Lester/Verna Thomas</b> for Retiree Eligibility & Premiums/Vendor file transfers
<b>PAYROLL UNIT SUPERVISOR</b>	<b>Melissa Harriott</b>	(404) 612-4243 E-fax (404) 224-1016	<a href="mailto:melissa.harriott@fultoncountyga.gov">melissa.harriott@fultoncountyga.gov</a>
Payroll Check Cancellation/Reissue, Deferred Compensation (457) deductions, Prepaid Legal, Bust out checks, Purchasing Power, Child support Bankruptcy, Parking deduction maintenance, Child Support Deduction, Employee Retirement System (ERS) Deductions, GA Fire Deductions, Active employee Pension Military- Prior Service updates, Verify Direct Deposit and Credit Union Forms, New Hire Orientation, Vendor Checks Distribution, Open Records & Production of Documents Requests.	<b>Janice Shank</b> <i>Accountant III</i>  <a href="mailto:Janice.Shank@fultoncountyga.gov">Janice.Shank@fultoncountyga.gov</a>	(404) 612-7668 (404) 730-7610 (fax )	<b>Demetris Carter</b> (404) 612-7677 (404) 730-7610 (fax )
Garnishment (State, Student Loan, Wage) Verify Federal & State Tax Withholding Forms, Court Ordered Levies (IRS), Fitness Center Deductions, 401A Premium billing ACH extracts and cash receipts, Benefit invoice payments, Marta Deductions reconciliation & processing/file transmission, vendor checks distribution, research Wells Fargo return checks and notify staff, Dental & Vision monthly claims spreadsheet, Admin Fees spread, Open Records Request, New Hire Orientation	<b>Demetris Carter</b> <i>Accountant II</i>  <a href="mailto:Demetris.Carter@fultoncountyga.gov">Demetris.Carter@fultoncountyga.gov</a>	404) 612-7677 (404) 730-7610 (fax)	<b>Janice Shank</b> (404) 612-7668 (404) 730-7610 (fax )
Direct Deposit & Pay cards, Credit Union, Federal and State Tax Withholding, Union, Marta, Employee Association, Duplicate W2 Request, Mail out IRS lock letters and levies, Share Point Update Manual checks causation spreadsheet, Active file	<b>Nicole McNeil</b> <i>Benefits Specialist</i>  <a href="mailto:Nicole.McNeil@fultoncountyga.gov">Nicole.McNeil@fultoncountyga.gov</a>	(404) 612-7724 (404) (efax) (404) 730-7610 (fax)	<b>Janice Shank</b> (404) 612-7668 (404) 730-7610 (fax )  <b>Demetris Carter</b> (404) 612-7677 (404) 730-7610 (fax )

maintenance, Atrium Reservation, Vendor Set up, Front Desk lunch relief and providing Payroll team packet supplies, open records requests.			
<b>PENSION UNIT SUPERVISOR</b>	<b>Tammie McGowan (Effective 11-20-13)</b>	(404) 612-7672 (404) 335-5300 (efax)	<a href="mailto:tammie.mcgowan@fultoncountyga.gov">tammie.mcgowan@fultoncountyga.gov</a>
Retirement Estimates and Benefit Calculations, Pension Disability applications, Cancel and re-issue Pension checks, Online Manual typed checks, prepare calculations to transfer from DB to DC plans, 401A Eligibility for ancillary benefit calculations	<b>Kathy Stargell-Clark Accountant III</b>  <b><u><a href="mailto:Kathy.Stargell-Clark@fultoncountyga.gov">Kathy.Stargell-Clark@fultoncountyga.gov</a></u></b>	(404) 612-2836 (404) 730-7809 (fax)	<b>Vivian Pack</b> (404) 612-7640 (404) 730-7809 (fax)
Retiree Address Change, Retiree death claims, direct deposit and ACH banking information, payroll reconciliation, vendor check distribution, death notification; Payroll balancing, IRS levies, Small world death notice distribution, Suntrust car-report-process account changes and pulled back notices, verify/count checks and direct deposit advices	<b>Tonja Perry Accountant I</b>  <b><u><a href="mailto:Tonja.Perry@fultoncountyga.gov">Tonja.Perry@fultoncountyga.gov</a></u></b>	(404) 612-4229 (404) 730-7809 (fax)	<b>Russell Fleming</b> (404) 612-4760 (404) 730-7809 (fax)
Pension refunds, purchasing prior service and military service, payroll database maintenance, Non-Tax notifications, Pension estimates and final benefit independent calculations for further review, COLA manual adjustments, Pulling back direct deposits from bank, pre-tax determination, return-to-work retirement process	<b>Vivian Pack Accountant I</b>  <b><u><a href="mailto:Vivian.pack@fultoncountyga.gov">Vivian.pack@fultoncountyga.gov</a></u></b>	(404) 612-7719 (404) 730-7610 (fax)	<b>Kathy Stargell-Clark</b> (404) 612-2836 (404) 730-7809 (Fax)
Support for Defined Benefit and 401A Trustee agendas and Board meetings, DB Award letters, 1099R Duplicate Copies, Post DC Board meetings, Front desk supply restocking for Pension documents, QDRO response prep for Mgr. signature, retire file maintenance, DB and DC Liability insurance application	<b>Russell Fleming Administrative Assistant III</b>  <b><u><a href="mailto:Russell.Fleming@fultoncountyga.gov">Russell.Fleming@fultoncountyga.gov</a></u></b>	(404) 612-4760 (404) 730-7809 (fax)	<b>Tonja Perry</b> (404) 612-4229 (404) 730-7809 (fax)
<b>EMPLOYEE BENEFITS/PENSION/PAYROLL DIVISION ADMINISTRATIVE STAFF</b>			
	<b>CONTACT NAME</b>	<b>CONTACT PHONE/FAX</b>	<b>E-MAIL ADDRESS</b>
<b>BENEFITS &amp; PAYROLL MANAGER</b>	Vacant	(404) 612-7674	

<p><b>FINANCIAL SERVICES COORDINATOR</b>  Report creation, run reports, Division Budget processes, Division Statistics, Technology support, Claims and expenditure reconciliation, Updating portal content, RDS Application, Pension Board travel coordination, coordinate staff meetings; Post staff notices (out-of-office, timecard check reminders), Division Commission Agenda item processing, Submit New Hire Email Addresses Request, Update New Hire Email Addresses in AMS for Employee Self Service (ESS).</p>	<p>Anthony Muhammad  <a href="mailto:Anthony.Muhammad@fultoncountyga.gov">Anthony.Muhammad@fultoncountyga.gov</a></p>	<p>(404) 612-7675  (404) 893-1764 (efax)</p>	<p><a href="mailto:anthony.muhammad@fultoncountyga.gov">anthony.muhammad@fultoncountyga.gov</a></p>
<p><b>Front Desk –Admin Support</b></p>	<p>Margaret Hyman</p>	<p>(404) 612-7678</p>	<p><a href="mailto:margaret.hyman@fultoncountyga.gov">margaret.hyman@fultoncountyga.gov</a></p>
<p><b>Front Desk-Benefit Division Support</b>  Receptionist, Filing preparation, Return Mail processing, Stocking front desk information packets and new hire orientation benefits/payroll packets, Clerical support to Benefits/Payroll Division</p>	<p>Darlene Phippen  <a href="mailto:Darlene.Phippen@Fultoncountyga.gov">Darlene.Phippen@Fultoncountyga.gov</a></p>	<p>(404) 612-7730  (404) 730-7610 (fax)</p>	<p><a href="mailto:darlene.pippen@fultoncountyga.gov">darlene.pippen@fultoncountyga.gov</a></p>
<p><b>Benefits and Payroll Main Phone Line</b></p>		<p>(404) 612-7605</p>	
<p><b>Pension Main Phone Line</b></p>		<p>(404) 612-7606</p>	

**BENEFITS AT A GLANCE DOCUMENT – BELOW:**

# FULTON COUNTY EMPLOYEE BENEFITS AT A GLANCE

## HEALTH PROGRAM (ANCILLARY) BENEFITS

Fulton County offers health, vision, and dental insurance to full-time, permanent employees. Enrollment changes may take place upon employment with the County, during open enrollment (usually in October), and at the time of certain life events (including birth/adoption, death, divorce, marriage, or certain changes in spousal insurance coverage).

TYPE OF COVERAGE	PROVIDER	WEBSITE	PHONE #
HMO/PPO Benefits	Blue Cross-Blue Shield of Georgia	<a href="http://www.bcbsga.com">www.bcbsga.com</a>	1-800-474-2227
Dental Benefits	Aetna (Group #842888-10-001)	<a href="http://www.aetna.com/docfind">www.aetna.com/docfind</a>	1-877-238-6200
Vision Benefits	EyeMed	<a href="http://www.eyemedvisioncare.com">www.eyemedvisioncare.com</a>	1-866-723-0513
Medicare Advantage	Aetna		1-800-307-4830 Tty/tdd 1-888-760-4748
Pharmacy Benefits	Blue Cross-Blue Shield of Georgia-Mental Health/Substance Abuse	<a href="http://www.bcbsga.com">www.bcbsga.com</a>	1-800-474-2227  1-800-292-2879

## EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program is open to all Fulton County employees and family members, including those who are not covered by the County's health insurance plan. Coverage includes telephone counseling, etc. Enrollment is automatic and provided at no cost to the employee.

TYPE OF COVERAGE	PROVIDER	WEBSITE	PHONE #
Employee Assistance Prog	Blue Cross-Blue Shield of Georgia Mental Health/Substance Abuse	<a href="http://www.bcbsga.com">www.bcbsga.com</a>	1-800-999-7222  1-800-292-2879

## LONG-TERM DISABILITY & LIFE INSURANCE

All full-time permanent employees are automatically enrolled in the County's long-term disability insurance program and basic life insurance. Enrollment begins upon employment with Fulton County and ends upon separation.

TYPE OF COVERAGE	PROVIDER	WEBSITE	PHONE #
Long-term Disability/Life	Aetna	<a href="http://www.aetna.com">www.aetna.com</a>	877-305-3801
Life Beneficiary Maintenance	Benefit Harbor-Online or Call Center Services	<a href="http://www.memberbenefitlogin.com/fultoncounty">www.memberbenefitlogin.com/fultoncounty</a>	

## VOLUNTARY COVERAGE

The following providers offer voluntary coverage to Fulton County employees. These may include special policies that cover circumstances including short term disability, cancer or long-term care, pre-paid legal.

PROVIDER	WEBSITE	PHONE #
Allstate	<a href="http://www.allstate.com">www.allstate.com</a>	678-933-2312 or 1-800-521-3535
AFLAC	<a href="http://www.aflac.com">www.aflac.com</a>	1-800-992-3522
Boston Mutual	<a href="http://www.bostonmutual.com">www.bostonmutual.com</a>	1-800-669-2668, ext 222
Colonial Life	<a href="http://www.coloniallife.com">www.coloniallife.com</a>	770-465-3110 1-800-325-4268 Fax: 770-465-3479
Legal Services		Pre-Paid Legal 800-

		654-7757 ARAG-LEGAL 800-888-4184
Texas Life		800-283-9233
Wells Fargo Insurance(formerly UNUM)	<a href="mailto:Deborah.burke@wellsfargo.com">Deborah.burke@wellsfargo.com</a>	404-923-3544 Fax: 404-429-1436

#### **CHASE DEBIT CARDS**

Employees who are either unbanked or choose not to participate in the regular direct deposit program will participate in the debit paycard program and receive their payroll funds by ACH process to a Chase Debit Paycard.

<b>PROVIDER</b>	<b>WEBSITE</b>	<b>PHONE#</b>
Chase Bank	<a href="http://www.ucard.chase.com">www.ucard.chase.com</a>	866-354-0992

#### **EMPLOYEE SELF SERVICE (ESS)**

Employee have access to view their own personal payroll related information on the ESS website inside and outside the County's firewall – anywhere there is an internet connection.

<b>PROVIDER</b>	<b>WEBSITE</b>	<b>PHONE #</b>
<b>FULTON COUNTY PAYROLL SUB-SYSTEM</b>	<a href="http://ESS.FULTONCOUNTYGA.GOV">HTTP://ESS.FULTONCOUNTYGA.GOV</a> <b>HELPDESK LOGIN SUPPORT:</b> <a href="mailto:HELP.DESK@FULTONCOUNTYGA.GOV">HELP.DESK@FULTONCOUNTYGA.GOV</a>	<b>HELPDESK SUPPORT:</b> <b>(404) 612-7334</b>

#### **FLEXIBLE SPENDING ACCOUNTS**

Flexible spending accounts offer an opportunity for employees to set aside pre tax funds for childcare, eligible medical expenses, parking or transit expenses. Employees who are interested in enrolling in Flexible Spending Accounts should speak with a Colonial Representative for details. Questions about claims reimbursement or account information should be directed to Ameriflex.

<b>TYPE OF COVERAGE</b>	<b>PROVIDER</b>	<b>PHONE</b>	<b>EMAIL</b>	<b>WEBSITE</b>
MEDFX, DEPFX, PARFX, TRAFX	AmeriFlex Colonial	1-888-868-3539 770-465-3110	<a href="mailto:service@flex125.com">service@flex125.com</a>	<a href="http://www.flex125.com">www.flex125.com</a>

#### **RETIREMENT - DEFINED BENEFIT PLAN**

Fulton County employees who began employment prior to 1999 may be enrolled in the Defined Benefit Plan (generally referred to as the "old" pension plan). For calculations and retirement eligibility, contact the Fulton County Pension Office.

<b>PROVIDER</b>	<b>CONTACT NAME</b>	<b>CONTACT PHONE</b>	<b>EMAIL</b>
Fulton County Employees Retirement System	Kathy Stargell-Clark	404-612-2836	<a href="mailto:kathy.stargell-clark@fultoncountyga.gov">kathy.stargell-clark@fultoncountyga.gov</a>
401(a) (For eligibility to continue benefits only)	Kathy Stargell-Clark	404-612-2836	

#### **RETIREMENT PLAN – 401A DEFINED CONTRIBUTION PLAN (FOR ELIGIBILITY OF CONTINUED HEALTH BENEFITS, ETC. CONTACT KATHY STARGELL-CLARK IN SECTION ABOVE, OTHERWISE CONTACT 401A PROVIDERS BELOW)**

Full-time, permanent employees are required to participate in the County's 401(a) retirement plan, from beginning of employment through separation from Fulton County. Enrollment is automatic upon employment with the County.

<b>401(A) PROVIDER</b>	<b>CONTACT NAME</b>	<b>CONTACT PHONE</b>	<b>EMAIL</b>	<b>WEBSITE</b>
Mass Mutual Fulton County Onsite Office (5 <sup>th</sup> floor Gov. Service Center)	Angie Hobbs	ONSITE 404- 612-9048 Main Mass Mutual24-HR Phone: 800- 743-5274	<a href="mailto:MassMutual@fultoncountyga.gov">MassMutual@fultoncountyga. gov</a>	<a href="http://www.massmutual.com/retire">www.massmutual.com/retire</a>

**457 RETIREMENT PLANS- (DEFERRED COMPENSATION)**

Fulton County offers 457 Retirement Plan through the following provider.

<b>PROVIDER</b>	<b>CONTACT NAME</b>	<b>CONTACT PHONE</b>	<b>EMAIL</b>	<b>WEBSITE</b>
TIAA-CREF	Call Center (Questions, website assistance, schedule individual counseling)	800-842-2252		<a href="http://www.tiaa-cref.org/fulco">www.tiaa-cref.org/fulco</a>