



People First E-Newsletter

Governor Charlie Crist ♦ Department of Management Services ♦ Secretary Linda South

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Service Center Hours

Monday through Friday
8:30 a.m. to 5:30 p.m. EDT

Service Center Numbers

866-663-4735
866-221-0269 TTY

New Benefits Screens Starting August 1

On August 1, you can log on to People First and click the Health & Insurance tab to see the newly-designed benefits screens. Here are some of the exciting new features:



- Dependent documentation status page
- More data plus new links to important benefits information
- Summaries and details of your plans, including costs

Check out the new benefits screens before September so that you can ask questions, get training and become familiar with the screens before Open Enrollment begins. Training materials will be here soon! Watch for the next e-newsletter.

People First System Downtime

The People First system will be down for system maintenance and updates from 6:00 p.m. EDT on Friday, July 27, 2007, through 8:00 a.m. EDT on Wednesday, August 1, 2007. The State of Florida Job Application site will also be down during this time.



Employees paid on a biweekly schedule: be sure to complete and submit your timesheet by 6:00 p.m. on Friday, July 27.

Because the system will be down, Service Center specialists may only be able to assist you with select issues. Call before 5:30 p.m. on July 27 or after 8:30 a.m. August 1.

Open Enrollment Dates

- Pre-Enrollment Period: September 24—28. Click the Health & Insurance tab in People First or call the Service Center for Open Enrollment information.
- Open Enrollment Period: October 1—October 26. Enroll in plans for the 2008 plan year.
- Correction Period: October 29—November 9. Receive confirmation statements and make corrections, if any.

Be sure to look for important plan changes and enrollment requirements in our next e-newsletter!

Did You Know?

The Department of Management Services (DMS) developed an electronic survey to assess the level of satisfaction People First users experience.

The target survey population was 73,000 active state employees with verified e-mail addresses. DMS e-mailed survey invitations to a random sample of 20,000 of these employees and 3,330 responded to the survey—1,005 more than the 2,325 needed for a statistically sound response. This satisfied a 95 percent confidence level with a two percent margin of error.

Overall:

- Seventy percent of the respondents said they were satisfied with the People First Service Center.
- Fewer than 13 percent of the respondents were dissatisfied or extremely dissatisfied, while 16 percent or fewer of those surveyed were neither satisfied nor dissatisfied.
- Fifty-seven percent of those surveyed were satisfied or extremely satisfied with the performance of the People First Website, but 23 percent were dissatisfied or extremely dissatisfied.
- Fewer than 20 percent of the users surveyed were neither satisfied nor dissatisfied with the performance of the People First Website.

For the complete survey results, click [here](#).

Submitting Timesheets During a Disaster

Hurricane season is here. If the electricity goes off, do you know how to submit your timesheet? To learn how to complete the manual timesheet process, please visit http://dms.myflorida.com/human_resource_support/people_first/for_state_employees/timesheets_and_related_documents. Go to the Toolkit section. You will find a scenario document to help you complete your own manual timesheet.

From the same site, print the timesheet that best fits your job. Keep a copy or two in a file at home in case your office closes. You must follow the steps below to submit your timesheet manually:



1. Timesheets must be **printed**, not copied, on legal-sized (8 ½ X 14) paper.
2. Complete the timesheet accurately. Double check your entries!
3. Your supervisor must manually approve your manual timesheet. Follow your agency's procedure.
4. A Paper Timesheet Submission Quality Form Cover Sheet **must** be included when submitting manual timesheets to ensure proper processing. (This is also located at the Web site listed above.)
5. Make sure fax machine settings will not reduce the page to letter size or smaller.
6. Use one of the following fax numbers, which are dedicated to timesheets only, to send the timesheet:
 - OPS Basic Timesheet: 1-888-284-6067
 - Non-OPS Basic and Charge Object Timesheet: 1-800-272-2830
 - Mid-Period Changes: 1-800-845-7261
 - Alternate: 1-904-828-6099

OR

Mail your completed and approved timesheet to the People First Service Center at 3800 Esplanade Way, Suite 200, Tallahassee, FL 32311.

OR

You may call and report your time on the Interactive Voice Response (IVR) at the People First Service Center. Call 1-866-663-4735 and listen for the prompt to enter time.