

Agency Requests for Account Adjustments

Account adjustment requests are triggered when there is documented evidence that PEBB or an employing agency was responsible for an error or delay that affected a subscriber's account. In most cases, account adjustments are the responsibility of the employing agency and PEBB HIBS in Operations and Outreach and Training. Account adjustments are not appeals because there is no disagreement between the subscriber and PEBB /the employing agency about a specific decision or action.

- Employing agencies may only reverse eligibility or enrollment decision based on circumstances that arose due to documented delays caused by the employing agency or documented error(s) made by the employing agency. An example of a “documented” error or delay would be a copy of an employee’s enrollment form with a date on it that indicated that the employee met enrollment deadlines but the agency did not key it in time. Employing agencies may discover these errors or delays on their own or after an employee requests a review of a decision that he/she disagrees with.
- If the employing agency reverses an eligibility or enrollment decision that occurred within the last three (3) months, the employing agency may key the correct eligibility and enrollment into the PAY1 system.
- If an agency reverses an eligibility or enrollment decision that is older than three (3) months, the employing agency should submit a request for an account adjustment through FUZE PersPay incident email (www.fuzeqna.com/perspay/consumer/question.asp) and provide documentation of the error or delay.

Note: The employee does not need to go through the appeal process in cases where the employing agency has decided that there was an agency error or delay, and the employee is not at fault. In cases where there is a disagreement as to an enrollment or eligibility decision made by the employing agency, the employee should complete a Request for Review form and submit it to the agency. If aggrieved by the agency's decision on the request for review, the employee may appeal to the PEBB appeals committee.