



A NEW AND IMPROVED PEOPLE FIRST IS COMING!!

The Florida Department of Management Services will soon be releasing a **new People First system** that will provide more intuitive functionality for making insurance benefit choices. The system will continue to provide the same functions as the current system but with significant enhancements, including login ID lookup and password reset capability using the latest in password security technology. **The new system will also be compatible with the latest versions of Internet Explorer, Firefox, Chrome, Edge, and Safari browsers.**

The new system will be launched on Monday, March 26. To implement the changes needed for the release, the People First system will be unavailable from 5 p.m. ET on Friday, March 16, until 8 a.m. ET on Monday, March 26. The People First Service Center will remain available throughout the system downtime to answer general questions about the new system and provide guidance, on a limited basis, until the new system is operational. The People First Service Center can be reached at 866-663-4735, Monday through Friday, 8 a.m. to 6 p.m. ET. The F.A.U. Human Resources Benefits team will be available to assist you with questions during this period but will not have access to the People First system.

Why is this People First Upgrade being made?

The People First system we have been using was last upgraded in 2010 and was developed in a platform that is now becoming obsolete. This upgrade allows the State of Florida to take advantage of the latest HR technology available and allow for future system enhancements.

Will I be able to get help if I have a qualifying event while People First is offline?

For qualifying status change events such as birth of a child, the newborn will be added to coverage when the system comes back up. If the newborn requires emergency services during the system downtime, the People First Service Center will request the information from the enrollee and will have the newborn manually added to coverage with the insurance carrier. Newly eligible employees will be able to enroll after March 26th for an April 1st effective date.