Quick Reference Guide (13 Steps)

How to Submit an Administrative Appeal for Employee Benefits in myACI

This QRG is for associates who wish to submit an administrative appeal for employee benefits in myACI.
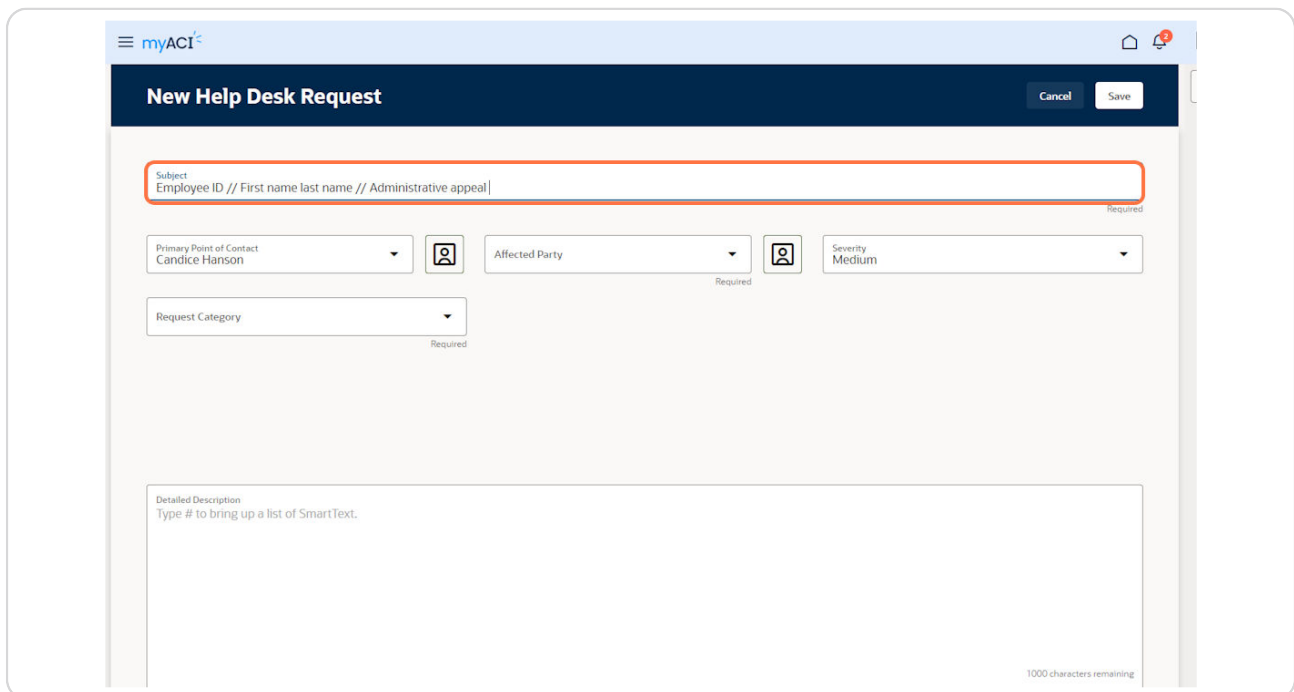
Last updated: May 3, 2024

> ℹ️ If you need more information on how to open a helpdesk ticket, click here to review the steps [Knowledge Article (oraclecloud.com)](#)

STEP 1

In the subject line, type your employee ID, first and last name and "Administrative appeal "

STEP 2

Make sure your name is in the primary point of contact section. If not, enter your employee ID.

STEP 3

Click on Affected Party and enter your employee ID, select your name

Click on Request Category

Select "Benefits" from the drop down

STEP 6

Click on Topic

sed for/when assistance is needed regarding an associate's company sp

Benefit Source

Required

nber

STEP 7

Select "administrative appeal" from the drop down

Topic

Benefit Source

Required

401k/Pension

Adding/Changing a Beneficiary

Administrative Appeals

Coverage/Enrollment Issue

Deduction Inquiry

Direct Billing During Leave

Disability Pay Issues

Eligibility

1000 characters remaining

Type # to bring up a list of SmartText.

Category
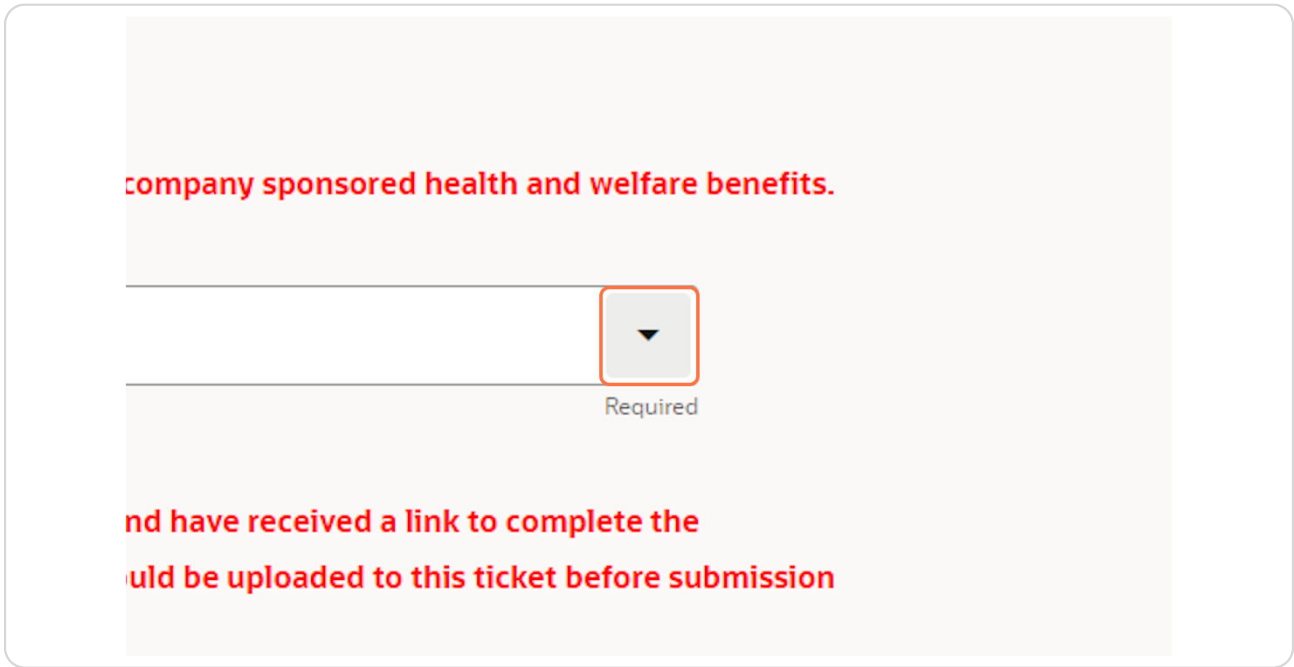Miscellaneous

Drag and Drop
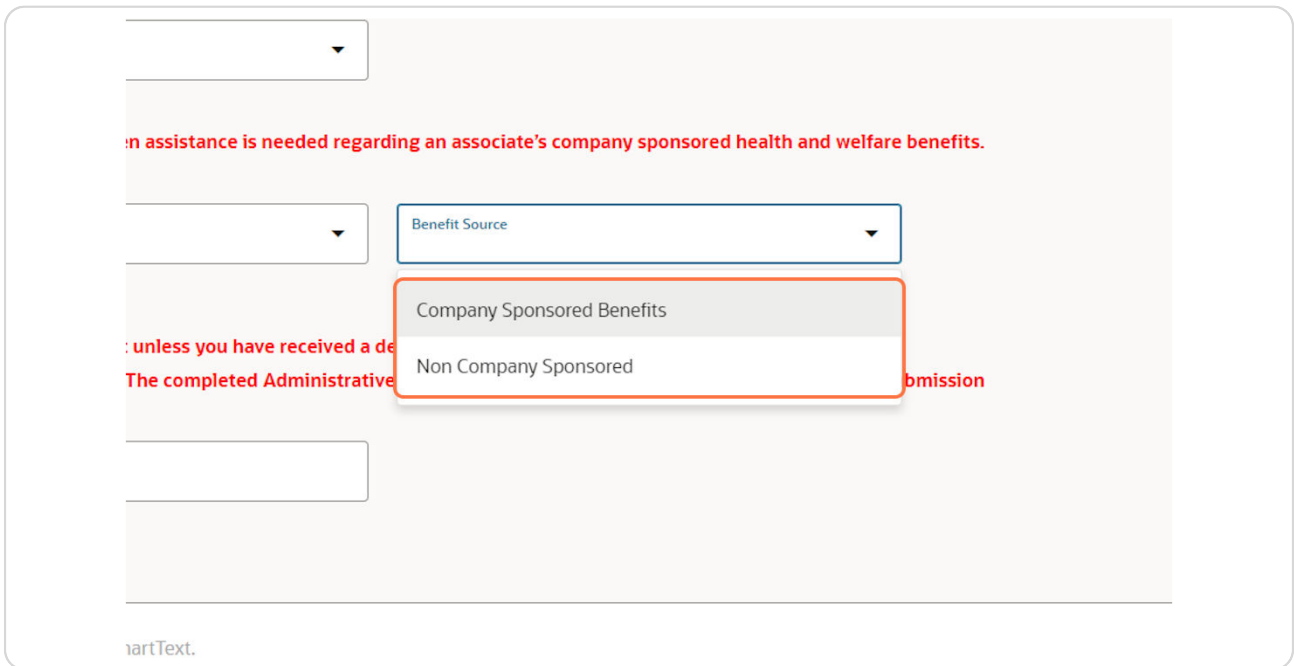Select or drop files here.

URL

Add URL

STEP 8

Click on Benefit Source

STEP 9

Select "Company sponsored benefits"

Enter your contact number

This category is used for/when assistance is needed regarding an associate's company sponsored health and w

Topic
Administrative Appeals

Benefit Source
Company Sponsored Benefits

Please do not select this topic unless you have received a denial notification and have received a link to comple
administrative appeals form. The completed Administrative Appeals form should be uploaded to this ticket be

Contact Phone Number

Detailed Description
Type # to bring up a list of SmartText.

Write a brief description

Please do not select this topic unless you have received a denial notification and have received a link to complete the
administrative appeals form. The completed Administrative Appeals form should be uploaded to this ticket before submission

Contact Phone Number

Detailed Description
Administrative appeal form attached

964 characters remaining

Type # to bring up a list of SmartText.

Category
Miscellaneous

Drag and Drop
Select or drop files here.

URL   Add URL

STEP 12

Click on Add Files. Drag and Drop and attach your completed form.

Please do not select this topic unless you have received a denial notification and have received a link to complete the administrative appeals form. The completed Administrative Appeals form should be uploaded to this ticket before submission

Contact Phone Number

Detailed Description
Administrative appeal form attached

964 characters remaining

Type # to bring up a list of SmartText.

Category
Miscellaneous

Drag and Drop
Select or drop files here.

URL   Add URL

STEP 13

Click on Save

Cancel   Save

verity
edium

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