

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.

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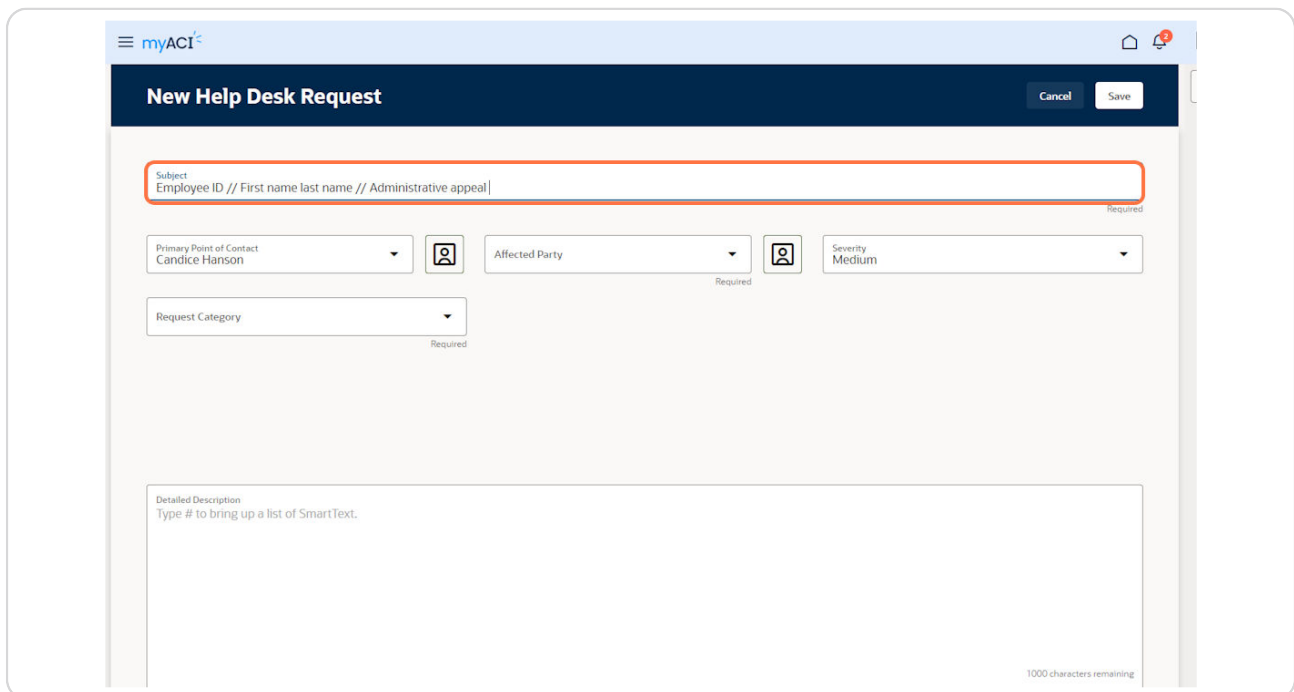




If you need more information on how to open a helpdesk ticket, click here to review the steps [Knowledge Article \(oraclecloud.com\)](#)

STEP 1

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



myACI

New Help Desk Request

Cancel Save

Subject
Employee ID // First name last name // Administrative appeal Required

Primary Point of Contact
Candice Hanson Required

Affected Party Required

Severity
Medium

Request Category Required

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

1000 characters remaining

STEP 2

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

The screenshot shows the 'New Help Desk Request' form in the myACI system. The form includes the following fields:

- Subject:** Employee ID // First name last name // Administrative appeal (Required)
- Primary Point of Contact:** Candice Hanson (Required, highlighted with a red box)
- Affected Party:** (Required, highlighted with a red box)
- Severity:** Medium (Required)
- Request Category:** (Required)
- Detailed Description:** Type # to bring up a list of SmartText. (1000 characters remaining)

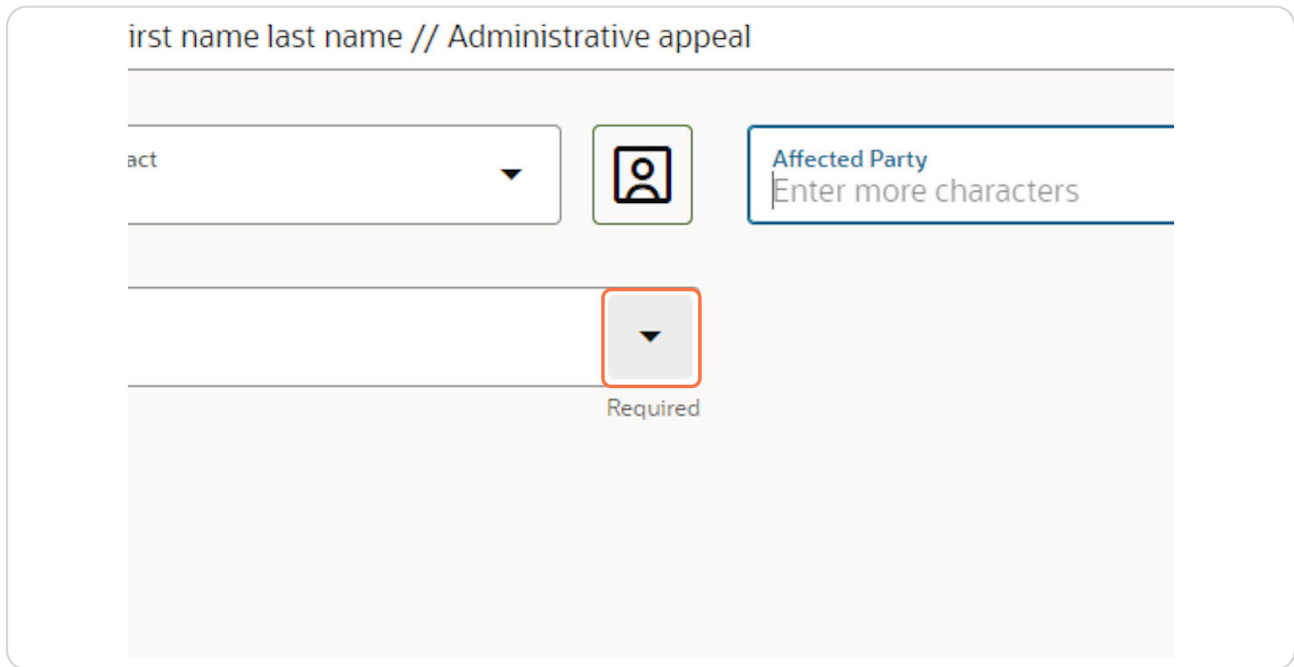
STEP 3

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

This close-up view of the form shows the 'Affected Party' field highlighted with a red box. The field contains the text 'Affected Party'. The 'Severity' field is set to 'Medium'. The 'Request Category' field is also visible and is marked as 'Required'.

STEP 4

Click on Request Category



first name last name // Administrative appeal

act

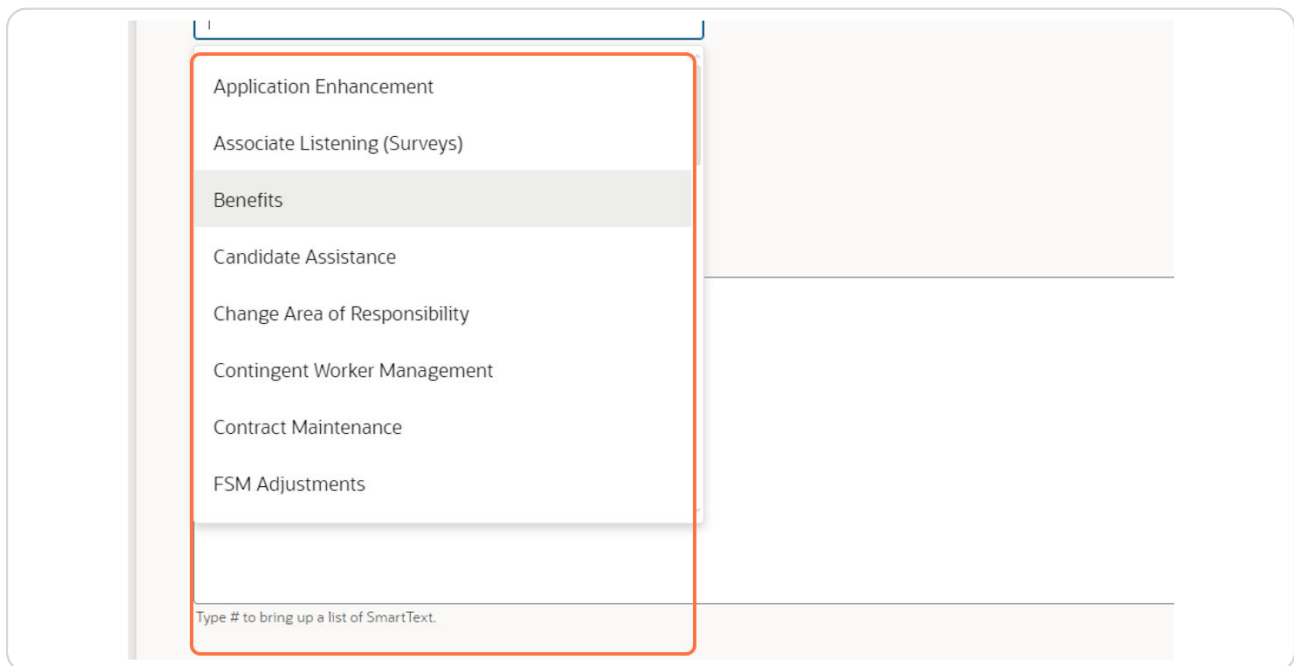
Affected Party
Enter more characters

Required

The screenshot shows a form with a header "first name last name // Administrative appeal". Below the header is a text input field. To the left of the input field is a dropdown menu with the text "act" and a downward arrow. To the right of the dropdown menu is a person icon. To the right of the person icon is a text input field with the text "Affected Party" and "Enter more characters". Below the dropdown menu is a red-bordered box containing a downward arrow. Below the red-bordered box is the text "Required".

STEP 5

Select "Benefits" from the drop down



Application Enhancement

Associate Listening (Surveys)

Benefits

Candidate Assistance

Change Area of Responsibility

Contingent Worker Management

Contract Maintenance

FSM Adjustments

Type # to bring up a list of SmartText.

The screenshot shows a dropdown menu with a list of options. The options are: Application Enhancement, Associate Listening (Surveys), Benefits, Candidate Assistance, Change Area of Responsibility, Contingent Worker Management, Contract Maintenance, and FSM Adjustments. The "Benefits" option is highlighted with a grey background. Below the list of options is a text input field with the text "Type # to bring up a list of SmartText.".

STEP 6

Click on Topic

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

Benefit Source

Required

nber

This screenshot shows a form with a dropdown menu for 'Topic' and a 'Benefit Source' field. A red box highlights the dropdown arrow, and a red line points to the text 'sed for/when assistance is needed regarding an associate's company sp' above it. The 'Benefit Source' field is labeled 'Required'. Below it is a text input field with the text '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.

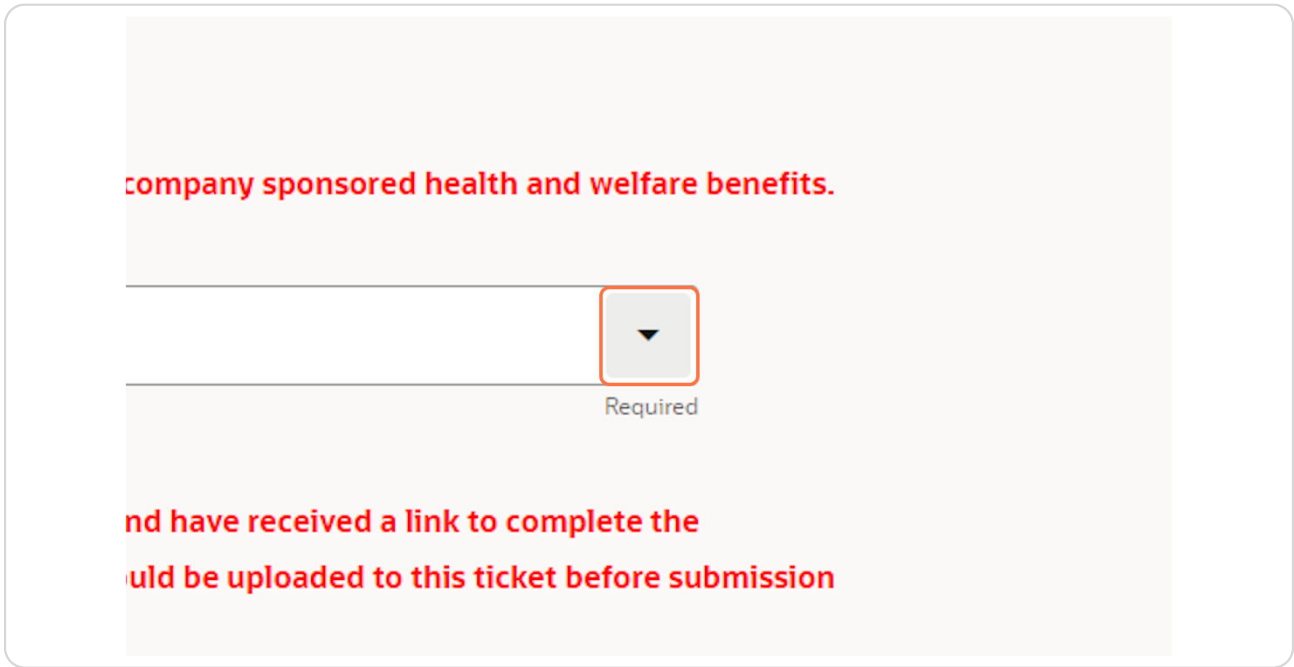
URL

Add URL

This screenshot shows the 'Topic' dropdown menu open, with 'Administrative Appeals' selected. The dropdown menu is highlighted with a red box. The 'Benefit Source' field is labeled 'Required'. Below it is a text input field with the text '1000 characters remaining'. Below that is a text input field with the text 'Type # to bring up a list of SmartText.'. Below that is a dropdown menu for 'Category' with the text 'Miscellaneous'. Below that is a 'Drag and Drop' section with the text 'Select or drop files here.'. Below that is a text input field for 'URL' and an 'Add URL' button.

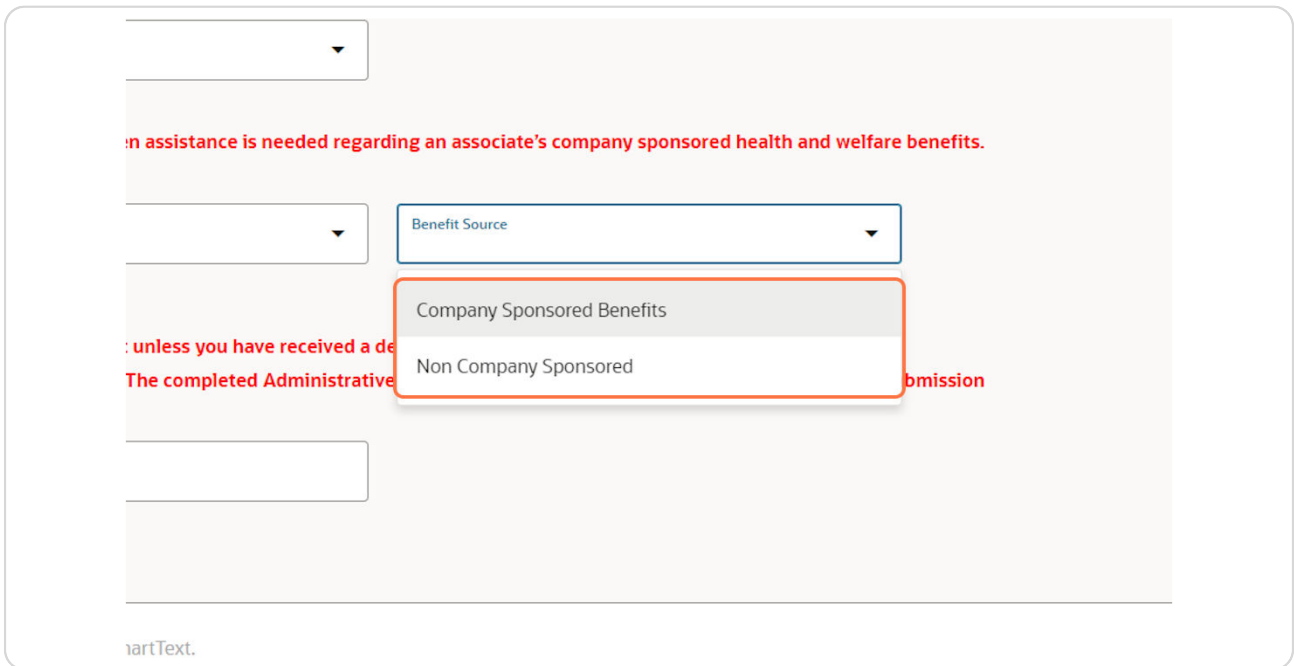
STEP 8

Click on Benefit Source



STEP 9

Select "Company sponsored benefits"



STEP 10

Enter your contact number

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

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 complete administrative appeals form. The completed Administrative Appeals form should be uploaded to this ticket before

Contact Phone Number

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

STEP 11

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

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

Home Notifications Profile

Cancel Save

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Tango

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