

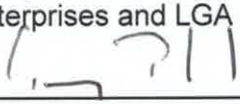
# THE NAVAJO NATION




JONATHAN NEZ | PRESIDENT MYRON LIZER | VICE PRESIDENT

## MEMORANDUM

TO : Navajo Nation Divisions, Departments & Programs  
Enterprises and LGA Certified Chapters

THROUGH :   
Tom Platero, Executive Division Director  
Division of General Services

FROM :   
Eulanda Ciccarello, Program Supervisor  
DGS/ISD/Employee Benefits Program

DATE : July 16, 2021

SUBJECT : **Navajo Nation's Administration Building One Closure to the Public**

The Office of the President and Vice President issued a memorandum dated May 24, 2021, as a reminder of Travel Restrictions and Travel Between Offices in compliance with Executive Order No. 0004-2021. In addition, reference was made to the Health Command Operations Center's Public Health Emergency Order No. 2021-011 encouraging preventive precautions to continue even after receiving the vaccine.

Employee Benefit Program's office located in Administration Building One will continue to keep their office level closed, until further notice, to the public to reduce the risk of exposure to COVID-19 virus and known variants. Client services to our valued insured participants will continue without interruption with staff conducting business through electronic communication, telephone communication, and a drop box located at the entrance to the building.

The Program staff will respond to incoming email messages as well as retrieve and respond to office voicemail messages in a timely fashion. Please allow the staff at least 72 hours to review, handle, and respond. Documents may be submitted by facsimile to (928) 871-6408, electronically by scan and email to include Native Traditional Reimbursement claims, medical, dental, and vision invoices and receipts, disability claims, life claims, enrollment forms, beneficiary forms, and proof of eligibility documents such as marriage certificate, birth certificate, etc., as well as in person.

For administrative staff who are processing New Hire packets, please forward a copy of the Personnel Action Form (PAF) to Briana Bennett or Summer Cleveland with the employee's email and contact telephone number. The enrollment application and beneficiary designation forms are available online for the employee to download, print, complete and sign. The employee may then scan and email or fax the information back to our office for further handling. Once the documents are received, the Employee Benefits Program will stamp the PAF and forward a copy back to the administrative staff.

Please visit our website at [www.isd.benefits.navajo-nsn.gov](http://www.isd.benefits.navajo-nsn.gov) and refer to the **Contact Us** tab to locate the email address and office phone numbers for each staff.

**CUSTOMER SERVICE:**

*Treva Etsitty* handles programmatic administrative documents assisting the Program Supervisor and provides support services to all staff.

Email: [trevaetsitty@navajo-nsn.gov](mailto:trevaetsitty@navajo-nsn.gov)

*Steven Smith, Jr.* handles incoming mail and distribution of forms assisting the Office Specialist and provides support services to all staff.

Email: [ssmithjr@navajo-nsn.gov](mailto:ssmithjr@navajo-nsn.gov)

**CLAIMS:**

*Michelle Yazzie* (employee's last name A-L) handles Disability, Health, Native Traditional Healing Reimbursement Forms, Out-of-Pocket Reimbursements, Outstanding Claims Resolution, Appeals, and Life Claims.

Email: [michelleYazzie@navajo-nsn.gov](mailto:michelleYazzie@navajo-nsn.gov) Cellular: (928) 551-1817

*Loleta Jim* (employee's last name M-Z) handles Disability, Health, Native Traditional Healing Reimbursement Forms, Out-of-Pocket Reimbursements, Outstanding Claims Resolution, Appeals, and Life Claims.

Email: [loletakjim@navajo-nsn.gov](mailto:loletakjim@navajo-nsn.gov) Cellular: (928) 551-3665

**ENROLLMENT:**

*Briana Bennett* handles enrollment documents for new hired employees, adding and deleting of dependents, and changes to employment or dependent status for employees' whose last name begins with A through L.

Email: [brbennett@navajo-nsn.gov](mailto:brbennett@navajo-nsn.gov)

*Summer Cleveland* handles enrollment documents for new hired employees, adding and deleting of dependents, and changes to employment or dependent status for employees' whose last name begins with M through Z.

Email: [scleveland@navajo-nsn.gov](mailto:scleveland@navajo-nsn.gov)

**ACCOUNTING:**

*Rosemary Cleveland* handles Enterprise account inquiries, Account Receivables, supplemental insurance collections for Colonial and Metlife Optional Term policies.

Email: [rcleveland@navajo-nsn.gov](mailto:rcleveland@navajo-nsn.gov)

We appreciate your understanding during this unprecedented time. We strive to continue offering effective employee benefit services to our insured members through electronic communications as well as virtual trainings at the request of your organization.

For immediate assistance, please contact me by cellular phone at (928) 551-0433 or by email at [eulandacicarello@navajo-nsn.gov](mailto:eulandacicarello@navajo-nsn.gov). Thank you.

cc: *I. Harlan Charley, NNISD Department Manager II*  
*Tom Platero, NNDGS Executive Division Director*  
*NNIC Commissioners*  
*DISTRIBUTION*