



National Finance Center Customer Notification

Federal Employee Health Benefits (FEHB) Deduction Issue

February 04, 2019

Dear Customer:

The National Finance Center (NFC) discovered an issue with FEHB deductions when the time and attendance records (T&A's) for Pay Period (PP) 26/2018 and PP 01/2019 were processed in PP 01/2019.

The payroll process utilized the information in the salary record on the database which had been updated for Open Season changes effective for PP01 and therefore, the new 2019 FEHB premium amount was deducted for both the PP26, 2018, and PP01, 2019, deductions.

NFC will generate systemic adjustments to correct the inaccurate PP26 deduction. The adjustments may result in either a refund or a bill for the amount of the difference, depending on the requested change. These adjustments are targeted for completion in PP03, 2019. Agencies are advised that no action is needed at this time. Special Payroll Processing System requests or ServiceNow requests should not be submitted for these adjustments.

Your dedicated Customer Service Liaison will be providing your Agency with the list of affected employees today February 4, 2019.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized Agency representatives with questions concerning this notification should contact NFC's Contact Center at either 1-855-632-4468; or via the ServiceNow Customer Service Portal (CSP).