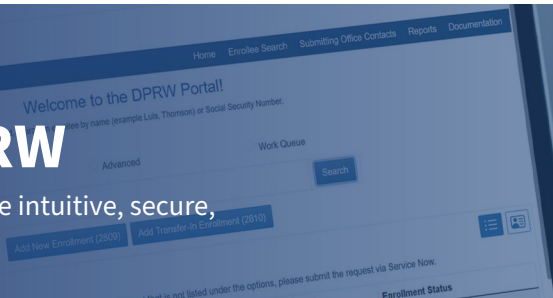




Modernized Direct Premium Remittance Experience

Unleash the Power of the New DPRW

The redesigned **Direct Premium Remittance System-Web** delivers a faster, more intuitive, secure, and accessible experience for managing health benefit premium accounts.



What DPRW Supports

DPRW is an online enrollment system primarily used by Agencies and OPM to establish and manage direct pay health benefit premium accounts.

Temporary Continuation of Coverage

Supports enrollment of separated employees and eligible dependents in Temporary Continuation of Coverage.

- Federal Employees Health Benefits (FEHB)
- Postal Service Health Benefits (PSHB)
- Improved use of SF2809 and SF2810 data

Direct Pay Annuitant Accounts

Allows OPM to transfer existing or establish new direct pay accounts for annuitants whose annuities no longer cover health insurance premiums.

- Supports negative net annuitants
- Improves account visibility
- Streamlines premium remittance activity

Core Enhancements Designed for You

The new DPRW improves operational efficiency, user control, search, accessibility, and the overall user experience.



Enrollee Self-Service Portal

Establish automated payments independently
Update or stop Pre-Authorized Debits
Request FEHB cancellation or suspension
Reduce reliance on manual support

Impact: Better customer experience



Direct Transaction Control

Void, cancel, suspend and terminate enrollments directly in the system through guided workflows
Mitigates need for paper requests
Automated Transaction confirmation

Impact: Less manual processing



Simplified Financial Management

Enhanced Pre-Authorized Debit support
Establish, update, or stop PADS accounts
Improved payment reliability
Faster transaction confirmations

Impact: Smoother premium payments



Secure and Convenient Access

Full eAuth integration
PIV card support
login.gov support
Modern authentication experience

Impact: Trusted, flexible access



Effortless Enrollment Management

Guided data entry aligned with business rules
Dynamic fields based on entitlement
On-screen edits and helpful field hints
Detailed enrollment summary and account history

Impact: Faster, more accurate processing



Powerful Search and Oversight

Search available from sign-in
Full or partial name matching
Full or partial SSN matching, where authorized
Improved table and card views

Impact: Faster issue resolution

Who Benefits?

The redesigned DPRW improves the experience for Agencies, OPM, enrollees, and DPRS Operations.

OPM

Better account oversight
Transfer support
Mainframe error visibility
Reduced ServiceNow requests

Agencies

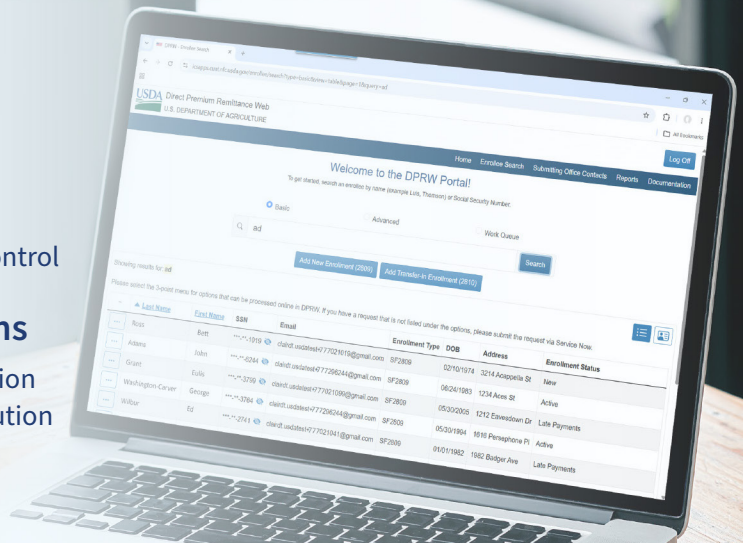
Faster enrollments
Improved accuracy
Guided workflows
Improved search
Direct transaction control

Enrollees

FEHB Suspension requests
Automated confirmations
Self-service payment management
FEHB Cancellation

DPRS Operations

Improved collaboration
Faster Inquiry Resolution
Reduce Backlog
Improved Accuracy



Secure, Accessible, and Built for Modern Browsers

The redesigned DPRW improves the experience for Agencies, OPM, enrollees, and DPRS Operations.

Secure Access

Users can log in with confidence using full eAuth integration and supported authentication methods.



eAuth



PIV Cards



login.gov

Accessibility and Browser Support

DPRW is designed with Section 508 and WCAG standards in mind and supports common modern browsers.



Section 508



WCAG



Edge



Chrome



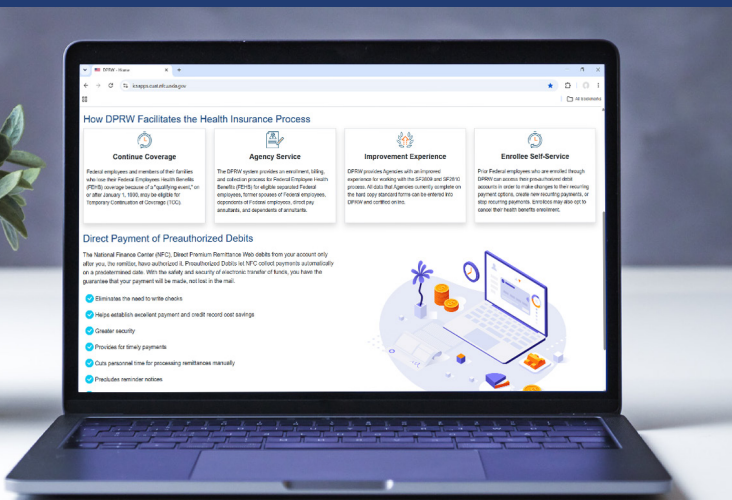
Firefox



Safari

Enhanced NFC Mainframe Integration

Improved integration supports seamless enrollment processing, faster issue triage, and better visibility into processing errors.



Operational Improvements



- Faster inquiry resolution
- Improved coordination with support teams
- Improved account and transaction history

Processing Improvements



- Seamless enrollment processing
- Improved visibility into processing failures
- Faster correction of data issues