

CLER

Office of Personnel Management (OPM)
Federal Employees Health Benefits (FEHB)
Centralized Enrollment Clearinghouse System (CLER)

At the request of OPM, the National Finance Center (NFC) has designed, developed, and implemented CLER, a Web-based system that receives electronic enrollment data from Agencies and FEHB carriers to facilitate reconciliation and reporting. CLER can be accessed from a link on the NFC Web site at www.nfc.usda.gov.

Agencies, FEHB carriers, OPM, and NFC can access CLER and, depending on their security access, can conduct inquiries, update contact information, initiate reconciliation corrections, and generate reports.

How CLER Works

Agencies submit enrollment data quarterly to NFC for processing in CLER. FEHB carriers submit enrollment data quarterly to OPM's Macon Hub. OPM then transmits the data provided by the FEHB carriers to NFC for CLER processing.

NFC is responsible for processing the enrollment data, maintaining the reconciled data, and assisting in resolving discrepancies between the payroll offices and FEHB carrier enrollment records.

Agencies are responsible for submitting data to NFC for processing in CLER. Once the data is processed, agencies review the data, take appropriate corrective action, and document action taken in CLER. Carriers are responsible for taking corrective action requested by the responsible agency either by receipt of Form SF-2809, Health Benefits Election Form, and Form SF-2810, Change in Health Benefits Enrollment Form, or by other notification.

CLER also has a reporting feature which allows reports to be tailored to meet the needs of the requestor to assist in the reconciliation process.

Benefits of CLER

- CLER will provide an efficient and cost-effective way for both FEHB carriers and Agencies to conduct their quarterly reconciliation of FEHB enrollment data records as required by OPM.
- CLER will provide a reliable system of records that will save the Federal government money previously spent in litigation regarding agency payroll offices and FEHB carriers not reconciling records timely.
- CLER will meet all OPM access and reporting requirements needed to administer the FEHB program.
- NFC will proactively manage CLER and assist Agencies in resolving enrollment data discrepancies between Agency payroll offices and carrier records.



Supported Browsers

CLER is a Web-based application that can be accessed by logging in through a Web browser. As a USDA/NFC application, CLER supports using:

- ✓ Internet Explorer 9 and above
- ✓ Chrome
- ✓ Safari
- ✓ Firefox

Security

Various processes are used to protect the integrity of the data, identity of the users, and eliminate the risk of outside penetration. CLER automatically signs users off the application after a defined period of inactivity.

Request For Access

To request access to CLER, contact the NFC Security Officer for either your Agency or FEHB carrier. The Agency or FEHB carrier Security Officer should submit an access request via ServiceNow through the ServiceNow Login (eAuth) or ServiceNow Login (non-eAuth).

Online Resources

Procedure manuals and associated material are available on the NFC home page (www.nfc.usda.gov). Select the MyNFC drop-down menu and select Insurance Services Clients. On the Insurance Services page, select the Publications tab and under Centralized Enrollment Clearinghouse System (CLER), select CLER Procedures and Bulletins and select the applicable procedure for your role.

Contact Us

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