

## FEHB Processing Guidance

This guidance is provided for the more common FEHB processing scenarios. There are other scenarios that are not covered in this guidance.

### 1. FEHB Enrollments, Waivers, Changes, Cancellations Effective pre payroll by NFC.

- a. **Example:** Employee **Enrolled** in FEHB in June, 2005, and the agency began being payrolled by NFC on 8/21/2005 but the NFC database indicates the employee's FEHB is **Waived**.
  - If FEHB Eligibility Code = 3 (Waived) then process NOA 002/900 or 002/accession NOA to change the code to 4 (Eligible-Pending) or NOA 915 Change in Benefits effective 8/21/2005 or date NFC assumed payroll processing
  - Process SF 2809
    - Effective Date = 8/21/2005 (date NFC assumed payroll processing)
    - Transaction = New Enrollment
    - Event Code = New Enrollee
    - Event Code That Permits Change = Code 1D (Any change in employee's employment status that results in entitlement to coverage) or 5D (Change in Employment status)
    - Date of Event = 8/21/2005 (date NFC assumed payroll processing)
    - Date Signed = 8/21/2005 (date NFC assumed payroll processing)
    - Date Received in Personnel Office = 8/21/2005 (date NFC assumed payroll processing)
    - Is this a retroactive adjustment = No, if employee to pay 1 extra FEHB premium per pay period. Yes, if the employee is to use the biweekly salary payments to offset the debt.
  - Submit a SPPS Web request to establish debt for collection of FEHB premiums from date of SF2809 change through 8/20/2005 (last date serviced by losing payroll office) if not collected by the losing payroll office.
    - Identify the losing payroll office number
  - Submit a SPPS Web request to establish debt for collection of FEHB premiums from 8/21/2005 (date NFC assumed payroll processing) to pay period the SF 2809 is processed
  - For each SPPS request:
    - Include effective date of the original FEHB with a detailed explanation of the circumstances surrounding the lateness of the change.
    - Attach copies of the certified SF 2809 and appropriate SF50(s).

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- The dates on the SF 2809 MUST substantiate the requested action and effective dates.
- b. **Example:** Employee **Waived** FEHB in June, 2005, and the agency began being payrolled by NFC on 8/21/2005 but the NFC database indicates SF 2810 with 104 **Coverage**.
- Process SF 2809
    - Effective Date = 9/03/2005 (last day of pay period NFC assumed payroll processing)
    - Transaction = Cancel (By Employee)
    - Event Code = Other
    - Event Code That Permits Change = Code 1D (Any change in employee's employment status that results in entitlement to coverage) or 5D (Change in Employment status)
    - Enrollment Code = Blank
    - Date of Event = 8/21/2005 (date NFC assumed payroll processing)
    - Date Signed = 8/21/2005 (date NFC assumed payroll processing)
    - Date Received in Personnel Office = 8/21/2005 (date NFC assumed payroll processing)
    - Is this a retroactive adjustment = No, if employee to pay 1 extra FEHB premium per pay period. Yes, if the employee is to use the biweekly salary payments to offset the debt.
    - Enter Remark indicating original document submitted in error and the FEHB is waived
  - Submit a SPPS Web request to refund FEHB premiums from date of SF2809 change through 8/20/2005 (last day serviced by losing payroll office) if collected by the losing payroll office.
  - Identify the losing payroll office number
  - Submit a SPPS Web request to refund FEHB premiums from 8/21/2005 (date NFC assumed payroll processing) to pay period SF 2809 processed
  - For each SPPS Web request:
    - Include effective date of the original FEHB with a detailed explanation of the circumstances surrounding the lateness of the change.
    - Attach copies of the certified SF 2809 and appropriate SF50(s).
    - The dates on the SF 2809 MUST substantiate the requested action and effective dates.
- c. **Example:** Employee **Changed** to **105** in June, 2005, and the agency began being payrolled by NFC on 8/21/2005 but the NFC database indicates SF 2810 with **104**.
- Process SF 2809

- Effective Date = 8/21/2005 (date NFC assumed payroll processing)
  - Transaction = Change in Enroll
  - Event Code = Correction
  - Event Code That Permits Change = Code 1D (Any change in employee's employment status that results in entitlement to coverage) or 5D (Change in Employment status)
  - Date of Event = 8/21/2005 (date NFC assumed payroll processing)
  - Date Signed = 8/21/2005 (date NFC assumed payroll processing)
  - Date Received in Personnel Office = 8/21/2005 (date NFC assumed payroll processing)
  - Is this a retroactive adjustment = No, if employee to pay 1 extra FEHB premium per pay period. Yes, if the employee is to use the biweekly salary payments to offset the debt.
  - Enter Remark indicating original document submitted in error
  - Submit SPPS Web request to establish debt for collection of difference in FEHB premiums from date of SF2809 change through 8/20/2005 (last date serviced by losing payroll office) if not collected by losing payroll office.
    - Identify the losing payroll office number
  - Submit SPPS Web request to establish debt to collect the difference in FEHB premiums from 8/21/2005 (date NFC assumed payroll processing) to pay period SF 2809 processed
  - For each SPPS Web request:
    - Indicate effective date of the original FEHB with a detailed explanation of the circumstances surrounding the lateness of the change.
    - Attach a copy of the certified SF 2809 and appropriate SF50(s).
    - The dates on the SF 2809 MUST substantiate the requested action and effective dates.
- d. **Example:** Employee **Changed** to **104** in June, 2005, and the agency began being payrollled by NFC on 8/21/2005 but the NFC database indicates SF 2810 with **105**.
- Process SF 2809
    - Effective Date = 8/21/2005 (date NFC assumed payroll processing)
    - Transaction = Change in Enroll
    - Event Code = Correction
    - Event Code That Permits Change = Code 1D (Any change in employee's employment status that results in entitlement to coverage) or 5D (Change in Employment status)

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- Date of Event = 8/21/2005 (date NFC assumed payroll processing)
    - Date Signed = 8/21/2005 (date NFC assumed payroll processing)
    - Date Received in Personnel Office = 8/21/2005 (date NFC assumed payroll processing)
    - Is this a retroactive adjustment = No, if employee to pay 1 extra FEHB premium per pay period. Yes, if the employee is to use the biweekly salary payments to offset the debt.
    - Enter Remark indicating original document submitted in error
  - Submit SPPS Web request to refund the difference in the FEHB premiums from date of SF2809 change through 8/20/2005 (last day serviced by losing payroll office) if collected by losing payroll office.
    - Identify the losing payroll office number
  - Submit SPPS Web request to refund the difference in the FEHB premiums from 8/21/2005 (date NFC assumed payroll processing) to pay period SF 2809 processed
  - For each SPPS Web request:
    - Include effective date of the original FEHB with a detailed explanation of the circumstances surrounding the lateness of the change.
    - Identify the losing payroll office number
    - Attach copies of the certified SF 2809 and appropriate SF50(s).
    - The dates on the SF 2809 MUST substantiate the requested action and effective dates.
- e. **Example:** Employee **Enrolled** in FEHB in June, 2005, and the agency began being payrolled by NFC on 8/21/2005 but the NFC database indicates employee **Cancelled**.
- Process SF 2809
    - Effective Date = 8/21/2005 (date NFC assumed payroll processing)
    - Transaction = New Enrollment
    - Event Code = New Enrollee
    - Event Code That Permits Change = Code 1D (Any change in employee's employment status that results in entitlement to coverage) or 5D (Change in Employment status)
    - Date of Event = 8/21/2005 (date NFC assumed payroll processing)
    - Date Signed = 8/21/2005 (date NFC assumed payroll processing)
    - Date Received in Personnel Office = 8/21/2005 (date NFC assumed payroll processing)

- Is this a retroactive adjustment = No, if employee to pay 1 extra FEHB premium per pay period. Yes, if the employee is to use the biweekly salary payments to offset the debt.
  - Submit SPPS request to establish debt for collection of FEHB premiums from date of SF2809 change through 8/20/2005 (last day serviced by losing payroll office) if not collected by losing payroll office.
    - Identify the losing payroll office number
  - Submit SPPS Web request to establish bill for collection of FEHB premiums from 8/21/2005 (day NFC assumed payroll processing) to pay period SF 2809 processed.
  - For each SPPS Web request:
    - Include effective date of the original FEHB with a detailed explanation of the circumstances surrounding the lateness of the change.
    - Attach copies of the certified SF 2809 and appropriate SF50(s).
    - The dates on the SF 2809 MUST substantiate the requested action and effective dates.
- f. **Example:** Employee **Cancelled** FEHB in June, 2005, and the agency began being payrolled by NFC on 8/21/2005 but the NFC database indicates SF 2810 with **105**.
  - Process SF 2809
    - Effective Date = 9/03/2005 (last day of pay period NFC assumed payroll processing)
    - Transaction = Cancel (By Employee)
    - Event Code = Other
    - Event Code That Permits Change = Code 1D (Any change in employee's employment status that results in entitlement to coverage) or 5D (Change in Employment status)
    - Enrollment Code = Blank
    - Date of Event = 8/21/2005 (date NFC assumed payroll processing)
    - Date Signed = 8/21/2005 (date NFC assumed payroll processing)
    - Date Received in Personnel Office = 8/21/2005 (date NFC assumed payroll processing)
    - Is this a retroactive adjustment = No, if employee to pay 1 extra FEHB premium per pay period. Yes, if the employee is to use the biweekly salary payments to offset the debt.
    - Enter Remark indicating original document submitted in error and the FEHB is Cancelled
  - Submit SPPS Web request to refund FEHB premiums from date of SF2809 change through 8/20/2005 (last day serviced by losing payroll office) if collected by losing payroll office.

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- Identify the losing payroll office number
- Submit SPPS Web request to refund FEHB premiums from 8/21/2005 (date NFC assumed payroll processing) to pay period SF 2809 processed
- For each SPPS Web request:
  - Include effective date of the original FEHB with a detailed explanation of the circumstances surrounding the lateness of the change.
  - Attach copies of the certified SF 2809 and appropriate SF50(s).
  - The dates on the SF 2809 MUST substantiate the requested action and effective dates.

### **2. FEHB Enrollments, Waivers, Changes, Terminations, Cancellations Effective after NFC becomes the payroll office.**

- a. Example: Employee **Enrolled in Self Only** FEHB and Qualifying Life Event (QLE) effective 10/21/2005 allowed change to **Family** FEHB. Employee submitted change on November 2, 2005.

- Process SF 2809
  - Effective Date = 1<sup>st</sup> Day of Pay Period After Receipt of SF 2809 in POI or 1<sup>st</sup> Day of Pay Period in which child born/adopted whichever is applicable
  - Transaction = Change in Enroll
  - Event Code = Other
  - Event Code That Permits Change = OPM Code for QLE
  - Date of Event = Date of QLE
  - Date Signed = Must be no earlier than 31 days before the date of the change in family status and no later than 60 days after the date of the change in family status
  - Date Received in Personnel Office = Date received by POI
  - Is this a retroactive adjustment = No, if employee to pay 1 extra FEHB premium per pay period. Yes, if the employee is to use the biweekly salary payments to offset the debt.
- If SF 2809 processed timely, no SPPS Web request is necessary.
- If processed late, submit SPPS Web request to collect FEHB premiums from effective pay period through pay period SF 2809 processed
  - Include effective date of the original FEHB with a detailed explanation of the circumstances surrounding the lateness of the change.
  - The dates on the SF 2809 MUST substantiate the requested action and effective dates.

- b. Example: Employee **Waived** FEHB received November 13, 2005 – accession effective 10/30/2005.

- Process SF 2809

- Effective Date = 1<sup>st</sup> Day of Pay Period after Receipt of SF 2809 in POI
  - Transaction = Waived
  - Event Code = Other
  - Event Code That Permits Change = 1A or 5A (Initial opportunity to enroll)
  - Date of Event = Accession Date
  - Date Signed = Within 60 days of Accession Date
  - Date Received in Personnel Office = Date SF 2809 Received in POI
  - If employee does not submit SF 2809 within 60 days, POI **MUST** change the FEHB Eligibility Code =3 (Waiver)
- c. Example: Employee **Not Enrolled** in FEHB and QLE effective 12/01/2005 allowed enrollment to family FEHB. Employee submitted change on February 1, 2006.
- Process SF 2809
    - Effective Date = 1<sup>st</sup> Day of Pay Period After Receipt of SF 2809 in POI or 1<sup>st</sup> Day of Pay Period in which child born/adopted whichever is applicable
    - Transaction = New Enrollment
    - Event Code = New Enrollee
    - Event Code That Permits Change = OPM Code for QLE
    - Date of Event = Date of QLE
    - Date Signed = Must be no earlier than 31 days before the date of the change in family status and no later than 60 days after the date of the change in family status
    - Date Received in Personnel Office = Date received in POI
    - Is this a retroactive adjustment = No, if employee to pay 1 extra FEHB premium per pay period. Yes, if the employee is to use the biweekly salary payments to offset the debt.
  - If receive error message regarding the 90 day limitation and the employee was unable, for cause beyond his or her control, to enroll within the time limits prescribed, the employee may enroll within 60 days after the POI advises the employee of its determination.
  - If timely processed, no SPPS Web request is needed.
  - If processed late, submit SPPS Web request to collect FEHB premiums from effective pay period to pay period SF 2809 processed.
    - Include effective date of the original FEHB with a detailed explanation of the circumstances surrounding the lateness of the change.
    - The dates on the SF 2809 **MUST** substantiate the requested action and effective dates.

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- d. Example: Employee **Enrolled** in FEHB and QLE effective 02/02/2006 allowed cancellation which employee submitted on March 8, 2006.
- Process SF 2809
    - Effective Date = Last day of pay period in which received by POI
    - Transaction = Cancel (By Employee)
    - Event Code = Other
    - Event Code That Permits Change = OPM Code for QLE
    - Date of Event = Date of QLE
    - Date Signed = Must be no earlier than 31 days before the date of the change in family status and no later than 60 days after the date of the change in family status
    - Date Received in Personnel Office = Date received in POI
    - Is this a retroactive adjustment = No, if employee to pay 1 extra FEHB premium per pay period. Yes, if the employee is to use the biweekly salary payments to offset the debt.
  - If cancellation processed timely, no SPPS Web request is needed.
  - If cancellation is processed late, submit SPPS Web request to refund FEHB premiums from effective pay period to pay period SF 2809 processed.
    - Include effective date of the original FEHB with a detailed explanation of the circumstances surrounding the lateness of the change.
    - The dates on the SF 2809 MUST substantiate the requested action and effective dates
- e. Example: **Mail Handlers Terminated** FEHB effective 02/05/2006 due to nonpayment of dues.
- Process SF 2810
    - Effective Date = Date on letter from the Payroll Office (MUST USE THIS DATE whether SF 2810 processed timely or not)
    - Transaction = Cancel by Carrier
    - Event Code = Other

### 3. Processing FEHB for Employees in a Non-Pay Status

- a. Example: Employee **goes on LWOP-US**
- Process appropriate personnel action with NOA/authority codes designating agency will pay for benefits
  - If employee elects to terminate FEHB, process SF 2810
    - Effective Date = Effective Date on Personnel Action placing employee on LWOP
    - Transaction = Termination Due to LWOP
    - Event Code = Other
- b. Example: Employee **returns from LWOP-US**
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- Process appropriate personnel action returning employee to duty
  - If employee terminated FEHB, process SF 2810
    - Effective Date = Effective Date on Personnel Action returning the employee to duty OR the 1<sup>st</sup> day after the termination of Tricare OR any appropriate day between the two dates depending on the circumstances
    - Transaction = Reinstatement
    - Event Code = Reinstatement
- c. Example: Employee has an accident and the employee is **entitled to OWCP**
- Process appropriate personnel action with NOA/authority codes for DOL/OWCP
  - Process SF 2810
    - Effective Date = Effective Date on Personnel Action
    - Transaction = Transfer Out (SF 2810)
    - Event Code = Other
  - STOP submission of T&A effective pay period the personnel action is processed
- d. Example: Employee **returns to duty full time** after time on **OWCP**
- Process personnel action returning employee to duty
  - Process SF 2810
    - Effective Date = Effective Date on Personnel Action
    - Transaction = Transfer In (SF 2810)
    - Event Code = Other
    - Enrollment Code = If employee changed FEHB Plans while on OWCP, include new enrollment code
  - START submission of T&A in pay period employee returns to duty
- e. Example: Employee **returns to duty part time** after time on **OWCP**
- Process personnel action returning employee to duty
  - Benefits are paid by DOL
  - DO NOT process SF 2810 to Transfer In the benefits
  - Assure IRIS 115 contains no benefit information before submission of T&A
  - If IRIS 115 contains FEHB information, process SF 2810 as indicated when employee goes on OWCP
  - START submission of T&A in pay period employee returns to duty
- f. Example: Employee separates before returning to duty from OWCP
- Assure IRIS 115 contains no benefit information before processing separation action

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- If IRIS 115 contains FEHB information, process SF 2810 as indicated when employee goes on OWCP
- Include Remark Code 386 on the personnel action for employees that are retiring

4. **Processing Refunds or Collection of FEHB Premiums when effective dates processed incorrectly and subsequent actions cannot apply.** This applies to those FEHB actions processed incorrectly **PRIOR TO** pay period 10, 2006. Instructions 1-3 will apply to all other FEHB processing.

- Submit SPPS Web request to establish debt for collection or refund of FEHB premiums from date of SF2809 change to pay period the SF 2809 was processed.
  - Include effective date of the original FEHB with a detailed explanation of the circumstances surrounding the lateness of the change.
  - Attach copies of the certified SF 2809 and appropriate SF50(s).