National Finance Center
Customer Notification

Submission of Federal Employee Health Benefits (FEHB) SF-2809 and SF-2810 Transactions to the Carriers

November 24, 2020
Reference Number: NFC-1605623721

Dear Customer:

The National Finance Center (NFC) has been contacted by the Office of Personnel Management (OPM) regarding complaints from FEHB carriers that Agencies are contacting their carriers directly. OPM has requested that NFC ask all our customer Agencies to stop faxing forms directly to the carriers, especially since FEHB transactions are now reported to OPM daily.

If the forms **(SF2809 Federal Employee Health Benefits Election form and SF2810 Notice of Change Health Benefits Enrollment)** pass the edits and apply to the database, then the FEHB documents will be sent to the carriers during the daily process, eliminating the need for emergency faxes.

OPM is aware of the below instances not being accepted electronically through their FEHB data hub and are working to fix the issues systematically. In the interim, please submit a ServiceNow ticket to the FEHB section under Benefits Processing-FEHB/TSP/Int'l Org Service Catalog, then select the appropriate issue from the list.

1. For dependent changes (adding/or removing dependents from a family policy), attach an updated SF2809 to the ticket.
2. For address changes, provide the correct address to be sent to the carrier. This address should be the same address on IRIS 124.
3. For effective date, cancellation date, and termination date changes, please submit a ticket providing the new date(s). Please attach an SF2809/SF2810 with corrected information.

NFC's FEHB group will forward to the appropriate carriers.

Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center (NCC) at 1-855-NFC-4GOV (1-855-632-4468) or via the ServiceNow® Customer Service Portal at:

- Federated ServiceNow users: https://nfcerp.servicenowservices.com/
- Non-Federated ServiceNow users: https://nfcerp.servicenowservices.com/sp_ess/