

## 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 a nature of action code NOAC 002/900 or 002/accession NOAC 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 a Standard Form (SF) 2809, Health Benefits Election form.
      - 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 Web-based Special Payroll Processing System (SPPS Web) request to establish debt for collection of FEHB premiums from date of SF 2809 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 an SPPS Web request to establish debt for collection of FEHB premiums from 8/21/2005 (date NFC assumed payroll processing) to the pay period the SF 2809 is 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 SF 50, Notification of Personnel Action.
  - 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 an SF 2810, Notice of Change in Health Benefits Enrollment, 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 an SPPS Web request to refund FEHB premiums from date of SF 2809 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 an 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 SF 50(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 an SPPS Web request to establish debt for collection of difference in FEHB premiums from date of SF 2809 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 SF 50(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 payrolled 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)
  - 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 an SPPS Web request to refund the difference in the FEHB premiums from date of SF 2809 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 SF 50(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 payroll by NFC on 8/21/2005 but the NFC database indicates employee Canceled.
- 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 an SPPS Web request to establish debt for collection of FEHB premiums from date of SF 2809 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 an 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 SF 50(s).
    - The dates on the SF 2809 MUST substantiate the requested action and effective dates.
- f. **Example:** Employee Canceled 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 Canceled
- Submit an SPPS Web request to refund FEHB premiums from date of SF 2809 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 an SPPS Web request to refund FEHB premiums from 8/21/2005 (date NFC assumed payroll processing) to pay period SF 2809 processed
- For each an 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 SF 50(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 = 1st Day of Pay Period After Receipt of SF 2809 in POI or 1st 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 an 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 = 1st 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 = 1st Day of Pay Period After Receipt of SF 2809 in POI or 1st 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 an 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.
- 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 an 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

- 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 1st 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
  - 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.
- a. Submit an SPPS Web request to establish debt for collection or refund of FEHB premiums from date of SF 2809 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 SF 50(s).

5. **Correcting Effective Dates.**

- a. **Example:** Corrections to effective dates displayed on IRIS Program IR115, Health Benefits, can be made using a Master File Change Document (Document Type 030). NOTE: This document is not used to change/correct the FEHB enrollment code.
- Process a Master File Change Document (Document Type 030).
  - Select a Field To Be Updated list = HB Effective Date.
  - Field Value = FEHB Code and Health Benefits Effective Date
    - (In this field, enter the 3-digit code FEHB code and the date in YY /MM/DD format with no spaces. e.g., 312211201 for FEHB code 312 and December 1, 2021.)
- b. Action list = Replace.
6. **Correcting an Incorrect Part Time FEHB Coverage Code.**
- a. **Example:** Corrections to an incorrect Part Time FEHB Coverage field displayed on IRIS Program IR115 can be made using a Master File Change Document (Document Type 030).
- Process a Master File Change Document (Document Type 030).
  - Select a Field To Be Updated list = FEHB Part Time Coverage Code.
  - Field Value = The applicable status. (In this field, enter the applicable value 0 (Not applicable); 1 (Part-Time Employee Paying as Part-Time Employee) and 2 (Part-Time Employee with Full Paying as Full-Time Employee.)
7. **Correcting a FEHB Eligibility Code.**
- a. **Example:** Corrections to a FEHB Eligibility Code displayed on IRIS Program IR115 using the Transaction field on a Health Benefits Health Benefits Registration Form (Document Type 180).
- Process a Health Benefits Registration Form (Document Type 180).
  - Transaction field = The applicable transaction.
    - Valid values are:
      - 0— ADMINISTRATIVE used ONLY to change the Pre-Tax Premium field from “Yes” to “No” or vice versa on IRIS 115.
      - 6—CANCEL (By Employee) If Canceling FEHB use the ENDING day of the pay period as the effective date.\
      - 5—CHANGE IN ENROLLMENT is used to change an enrollment plan with a qualifying life event or to correct the enrollment code if an administrative error occurred.
      - 1—NEW ENROLLMENT is used on initial enrollment into a plan.
      - 3—WAIVED is used when an employee opts to waive FEHB.