



## Department of the Navy Civilian Benefits Center

## Information for Newly Hired Employees on Appointments Entitled to Benefits

Congratulations on your new job! Pay is only part of the compensation you earn working for the Department of the Navy. We offer a broad array of benefits programs to meet your needs and those of your family. Become familiar with your available benefits by reading the information below so you can make informed choices.

### Timeframes for Benefit Elections

Each benefit program has certain timeframes for initial enrollment as a new employee, as shown in the table below.

Program	Election Period from Date of Appointment
Life Insurance	Basic coverage is automatic; you have 60 days to elect optional coverage
Health Insurance	60 days
Dental and Vision Insurance	60 days
Flexible Spending Account	60 days (or by October 1, whichever is earlier)
Long Term Care Insurance	60 days (for abbreviated underwriting)
Thrift Savings Plan	Automatically contribute 3% of basic pay, can change or cancel at any time

### Civilian Benefits Center (CBC)

The CBC is the centralized organization within the Department of the Navy that administers the Federal benefits and retirement programs for civilian employees. The CBC is responsible for the education and individual counseling of employees about these programs. Benefits and retirement program information is available on the Office of Civilian Human Resources Portal at <https://www.portal.navy.mil/donhr/Benefits>. You must use your Department of Defense (DoD) Common Access Card (CAC) and be behind a .mil, .edu or .gov environment to access the Web site. When prompted, use your email certificate.

### Employee Benefits Information System (EBIS)

The Department of the Navy uses EBIS, an automated, secure, self-service web application that allows employees to make health insurance, life insurance, and Thrift Savings Plan contribution elections, review general and personal benefits information, and calculate retirement estimates. As a new user, you will need your Service Computation Date for Leave, Pay Plan, Grade and Step from your SF 50, Notification of Personnel Action, Leave and Earnings Statement (LES) or My Biz to create your EBIS Username and Password. If you are ready to make a benefits election before your personnel record is created, contact the Benefits Line. You can access EBIS from the Office of Civilian Human Resources Portal at <https://www.portal.navy.mil/donhr/Benefits>.

### The Benefits Line

If you have questions please call the Benefits Line at 888-320-2917 and select menu option #4 to speak with a Customer Service Representative (CSR). CSRs are available from 7:30 a.m. until 7:30 p.m., Eastern Time, Monday through Friday, except on federal holidays. The TTY number is 866-359-5277. You may also email your questions to [navybenefits@navy.mil](mailto:navybenefits@navy.mil). You must include your full name, pay plan, grade, contact telephone number and the best time to call you. Do not include Privacy Act Information such as date of birth or social security number.

### LES

You will receive a bi-weekly LES from your payroll office. It is important to review the LES each pay period to ensure correct deductions have been withheld for your elections and to avoid errors for which you could be indebted. If your payroll office is the Defense Finance and Accounting Service, information about your LES is available at <http://www.dfas.mil/dfas/civilianemployees/understandingyourcivilianpay/LES.html>.

### Federal Employees' Group Life Insurance (FEGLI)

Most permanent Federal employees are eligible for FEGLI. Participation is voluntary, but if you are eligible, you are automatically covered under FEGLI basic insurance, unless you cancel this coverage. FEGLI also offers three options in

addition to basic coverage. No proof of insurability is required for the basic or any optional insurance you elect during the 60 day initial election period. Proof of insurability may be required for insurance changes after that time.

Once you elect life insurance coverage, your enrollment automatically continues each year, as long as you remain eligible for the program. You do not have to reenroll each year. However, if you would like to make a change in your life insurance you can do so in conjunction with a qualifying life event, or by providing medical documentation. There is no regularly scheduled open season for FEGLI changes.

Information about FEGLI is available at <http://www.opm.gov/insure/life/index.asp>.

### **Action Required if You Have No Prior Federal Service**

1. Basic coverage is automatic and is effective on the first day you are in a pay and duty status in an eligible position. If you do not want the basic coverage, you must cancel it by making an election in EBIS or by contacting the Benefits Line.

Your election using EBIS is equivalent to completing the SF 2817, Life Insurance Election form, mentioned in the FEGLI Program Booklet. Department of the Navy policy specifies that all civilian employees must make changes to their benefits electronically. Paper forms are not accepted for these transactions.

2. If you want to elect optional insurance, you must make an election within 60 days from the effective date of your appointment. You must make your election in EBIS or by contacting the Benefits Line. Optional insurance is effective the first day you are in a pay and duty status on or after the date you make your change in EBIS.

**Action Required if You Have Prior Federal Service.** If you have prior Federal service, your FEGLI coverage when you are rehired depends on the length of the break in service between the two appointments.

1. If the break in service is 180 days or less, you are automatically enrolled with the level of coverage that you had at the time of separation from employment. If you do not want this coverage, you may cancel all or part of it at any time, but you may not elect to increase the coverage. You must make your election in EBIS or by contacting the Benefits Line. If you previously waived all coverage, you are not eligible to enroll when you are rehired.
2. If the break in service is greater than 180 days, you will automatically be enrolled in basic insurance and the same optional insurance that you had in your previous position. In addition, you may elect optional insurance or increase the multiples of optional insurance (if you do not already have the maximum). You must make your election in EBIS or by contacting the Benefits Line within 60 days of your appointment.

## **Federal Employees Health Benefits (FEHB)**

Most Federal employees are eligible to elect health insurance. Participation in FEHB is voluntary and you must make an election to be covered.

If you are a part-time career employee, the Government contribution toward your health benefits is prorated in proportion to the percentage of full-time service you are regularly scheduled to perform. Contact the Benefits Line for specific information about the cost of your health insurance, depending on your work schedule.

Once you enroll in a health insurance plan, your enrollment automatically continues each year, as long as you remain eligible for the program. You do not have to reenroll each year. However, if you would like to make a change in your health insurance, you may do so during the annual Benefits Open Season or in conjunction with a qualifying life event.

You should review the information provided during Benefits Open Season to see if there are any significant plan changes to your health insurance enrollment for the next calendar year.

If you enroll in health insurance, premiums are automatically withheld from your salary on a pre-tax basis, which reduces your taxable income and income taxes. This is called Federal Employees Health Benefits Premium Conversion (FEHB-PC). If you participate in FEHB-PC:

- You do not have the flexibility to cancel your health insurance coverage or change to a self-only enrollment from a family enrollment any time. You will be able to make these changes only during the Benefits Open Season or in conjunction with a qualifying life event.
- Your earnings reported to the Social Security Administration will be less since you will pay health insurance premiums with pre-tax money. This may result in a somewhat lower Social Security benefit when you retire.

- You are not able to deduct health insurance premiums as an itemized medical deduction on your income tax return.

If you want health insurance premiums withheld on an after-tax basis, at the time you enroll in health insurance you must sign a waiver form electing not to participate in FEHB-PC. After the initial opportunity to waive FEHB-PC as a new employee, you will be able to change whether you participate in FEHB-PC only during the Benefits Open Season or in conjunction with a qualifying life event.

FEHB premiums and plan information are available on the Office of Personnel Management (OPM) Web site at <http://www.opm.gov/insure/health/index.asp>.

### **Action Required to Enroll**

1. You have 60 days from the effective date of your appointment (or eligibility date) to elect a health insurance plan.
2. You must make your election in EBIS or by contacting the Benefits Line. Your election using EBIS is equivalent to completing the SF 2809, Health Benefits Election form, mentioned in the plan information. Department of the Navy policy requires all civilian employees to make changes to their benefits electronically. Paper forms are not accepted for these transactions.
3. Your health insurance enrollment will be effective the beginning of the next pay period following your election provided you were in a pay status during any part of the preceding pay period. This means you will not be covered by FEHB the first pay period of your employment. You cannot be reimbursed for any medical expenses incurred prior to the effective date of your health insurance election. You need to consider this when canceling any other health insurance coverage you may have, and for scheduling doctor visits or tests.
4. You should receive your health insurance enrollment cards within approximately 30 days after the effective date of your coverage. If you do not receive your enrollment cards, contact the Benefits Line.
5. If you want health insurance premiums withheld on an after-tax basis, you must complete CBC 12890-10, Federal Employees Health Benefits Premium Conversion Waiver/Election and fax it to your servicing CBC Site Office. To determine your servicing CBC Site Office refer to the chart at the end of this document. CBC 12890-10 is available on the Civilian Human Resources Web site at <http://www.public.navy.mil/donhr/Benefits/>. Select Resource Library, Forms.

## **Federal Employees Dental and Vision Insurance Programs (FEDVIP)**

If you are in a position that conveys eligibility for FEHB, you are eligible to enroll in a dental and/or vision plan with FEDVIP. It does not matter whether you are actually enrolled in FEHB—eligibility is the key. FEDVIP is not the same as FEHB. It is a separate and different program. Participation in FEDVIP is voluntary and you must elect to be covered.

Once you enroll in a dental and/or vision plan, your enrollment automatically continues each year, as long as you remain eligible for the program. You do not have to reenroll each year. However, if you would like to make a change in your enrollment, you may do so during the Benefits Open Season or in conjunction with a qualifying life event.

Dental premiums/plan information and vision premiums/plan information are available on the OPM Web site at <http://www.opm.gov/insure/dental/index.asp>.

### **Action Required to Enroll**

1. You have 60 days from the effective date of your appointment (or eligibility date) to elect a dental and/or vision plan.
2. You must make your election on the BENEFEDS Web site at <https://www.benefeds.com> or by contacting BENEFEDS at 877-888-3337. You cannot enroll in a dental and/or vision plan using EBIS.
3. Your dental and/or vision enrollment will be effective the first day of the first pay period following the date in which you submit your enrollment.
4. Within 15 days after your coverage effective date, you should receive enrollment confirmation and information on how to access your benefits (which may or may not include an identification card; it depends on your plan) from your selected dental and/or vision plan. If you do not hear from your dental and/or vision plan within that time period, you should contact the plan directly. BENEFEDS does not provide plan identification cards.

## Federal Flexible Spending Account (FSAFEDS)

If you are eligible for FEHB, you are eligible to enroll in a flexible spending account (FSA) with FSAFEDS. It does not matter whether you are actually enrolled in FEHB—eligibility is the key. Participation in FSAFEDS is voluntary and you must elect to participate.

Your FSAFEDS enrollment is effective only for one benefit period. You must reenroll in FSAFEDS for each year that you choose to participate. If you do not reenroll during the Benefits Open Season, you will not participate in the next benefit period, unless you experience a qualifying life event that allows you to make an election outside of the Benefits Open Season.

FSAFEDS offers three types of FSAs:

1. The Health Care Flexible Spending Account (HCFSA) is used to pay for qualified medical costs and health care expenses that are not paid by your FEHB plan or any other insurance. The minimum you may elect each year is \$100 and the maximum is \$2,550. If you are eligible for the FEHB Program and are an active employee, you are eligible to participate in a HCFSA. You need only be eligible to participate in FEHB — you do not need to be currently enrolled. The benefit period is the calendar year. You can carry over into the next calendar year up to \$500 of unused HCFSA elections from the prior year.
2. The Limited Expense Health Care Flexible Spending Account (LEX HCFSA) is available only to employees who enroll in an FEHB High Deductible Health Plan (HDHP) with a Health Savings Account (HSA) or whose spouse is enrolled in a non-FEHB HDHP with an HSA. Eligible expenses are limited to dental and vision care services/products that meet the IRS definition of medical care. The minimum you may elect each year is \$100 and the maximum is \$2,550. The benefit period is the calendar year. You can carry over into the next calendar year up to \$500 of unused LEX HCFSA elections from the prior year.
3. The Dependent Care Flexible Spending Account (DCFSA) is used to pay for eligible child care or adult dependent care expenses for qualified dependents that are necessary to allow you or your spouse to work, look for work, or attend school full-time. The minimum you may elect each year is \$100 and the maximum is \$5,000 per household (\$2,500 if married, filing separately). If you are an active employee, you are eligible to participate in a DCFSA. The only exception(s) are intermittent or “when actually employed” (WAE) employees who are expected to work less than six months in a calendar year. You have from 1 January of one year through 15 March of the next year to incur eligible expenses for reimbursement from their 2015 account.

Information about FSAFEDS is available at <http://www.opm.gov/insure/flexible/index.asp>.

### Action Required to Enroll

1. You have 60 days from the effective date of your new appointment (or eligibility date), but before October 1 of the calendar year, to elect to participate in FSAFEDS. If you are hired on or after October 1, you are not eligible to participate in that benefit period, but can elect during the Benefits Open Season for the following benefit period.
2. You must make your election on the FSAFEDS Web site at [www.FSAFEDS.com](http://www.FSAFEDS.com) or by contacting an FSAFEDS at 877-372-3337. You cannot enroll in FSAFEDS using EBIS.
3. Your election is effective the next day after your election is received by FSAFEDS.

## Federal Long Term Care Insurance Program (FLTCIP)

If you are eligible for FEHB, you are eligible to apply for long term care coverage with FLTCIP. It does not matter whether you are actually enrolled in FEHB—eligibility is the key. In addition, your qualified relatives—current spouse, adult children, parents, parents-in-law, and stepparents—are also eligible to apply using full underwriting procedures.

If you are on a temporary not-to-exceed appointment, you are eligible to apply for long term care insurance with FLTCIP after you have completed 1 year of continuous employment.

Once you enroll in FLTCIP, your enrollment automatically continues each year, as long as you remain eligible for the program and continue paying your premiums. You do not have to reenroll each year.

Information about FLTCIP is available at <http://www.opm.gov/insure/ltc/index.asp>.

## Action Required to Apply

1. You have 60 days from the effective date of your appointment (or eligibility date) to apply for long term care insurance using an abbreviated underwriting procedure (which asks fewer questions about your health). After the initial 60 days, you may apply using the full underwriting application.
2. Submit your application directly to the Long Term Care Partners at [www.ltcfeds.com](http://www.ltcfeds.com). You cannot apply using EBIS. You must pass a medical screening (called underwriting). Certain medical conditions, or combinations of conditions, will prevent some people from being approved for coverage.
3. If you are approved for coverage, the scheduled effective date will generally be the first day of the first month after your application is approved. You will receive a letter from Long Term Care Partners containing your scheduled effective date and what might change that date. If you apply using the abbreviated underwriting application, you must meet an Actively at Work requirement for your coverage to become effective.
4. You may pay your premiums to the Long Term Care Partners through payroll deduction, automatic bank withdrawal, or direct bill.

## Thrift Savings Plan (TSP)

Most full-time and part-time employees covered by the Federal Employees Retirement System (FERS) or the Civil Service Retirement System (CSRS) are eligible to participate in TSP, but the participation rules are different. To verify your retirement plan look at your most recent SF 50, Notification of Personnel Action in Block 30.

**FERS.** TSP is an integral part of the retirement package, along with your FERS basic annuity and Social Security. TSP is especially important to FERS employees because the formula used to compute a FERS basic annuity is less generous than the formula used to compute a CSRS annuity. As a FERS employee:

- You are automatically enrolled in TSP and 3 percent of your basic pay will be deducted for TSP if you are hired or rehired on or after August 1, 2010. You will receive 3 percent agency matching contributions as well as agency automatic (1%) contributions. You can terminate your automatic enrollment contributions at any time.
- You can elect to start, change, stop, or resume TSP contributions at any time; there is no waiting period.
- You can elect to contribute any dollar amount or percentage (1–100%) of your basic pay to TSP; however, your annual dollar total cannot exceed the Internal Revenue Service elective deferral limit.
- If you stop your contributions, you are not eligible to receive Agency Matching Contributions, but will still receive the Agency Automatic (1%) Contributions.
- If you are age 50 or older, you can make catch-up contributions, up to the Internal Revenue Service elective deferral limit.
- You have a choice of tax treatments – tax deferred and after-tax contributions.
- You can invest your TSP account in any of the five individual investment funds or five lifecycle funds.
- Contributions must be made through payroll deductions. However, you may also transfer or roll over eligible funds from a traditional IRA or an eligible employer plan into your TSP account.

**CSRS.** TSP can provide CSRS employees with a source of retirement income in addition to the CSRS annuity. As a CSRS employee:

- You are automatically enrolled in TSP and 3 percent of your basic pay will be deducted for TSP if you are hired or rehired on or after August 1, 2010. You can terminate your automatic enrollment contributions at any time.
- You can elect to start, change, stop, or resume TSP contributions at any time; there is no waiting period.
- You can elect to contribute any dollar amount or percentage (1–100%) of your basic pay to TSP; however, your annual dollar total cannot exceed the Internal Revenue Service elective deferral limit.
- If you are age 50 or older, you can make catch-up contributions, up to the Internal Revenue Service elective deferral limit.



- You have a choice of tax treatments – tax deferred and after-tax contributions.
- You can invest your TSP account in any of the five individual investment funds or five lifecycle funds.
- Contributions must be made through payroll deductions. However, you may also transfer or roll over eligible funds from a traditional IRA or an eligible employer plan into your TSP account.

Your account will be established when your payroll office sends your first contributions to TSP. Once your account is established, the TSP will send three separate mailings to you: (1) a TSP Welcome Letter which includes your TSP account number, (2) your TSP Web password, and (3) your ThriftLine Personal Identification Number (PIN).

Your TSP regular employee contribution election automatically continues each year, as long as you remain eligible to contribute. You do not have to reelect each year. If you elect TSP catch-up contributions, you must reelect these contributions each calendar year.

Complete Information about TSP is available on the TSP Web site at <http://tsp.gov/>.

### **Action Required to Change Your TSP Contribution**

1. If you are hired or rehired on or after August 1, 2010 you are automatically enrolled in TSP and 3 percent of your basic pay will be deducted for TSP on a pre-tax basis. If you don't want to continue your automatic enrollment in TSP, you can terminate your automatic contributions at any time by making an election in EBIS or by contacting the Benefits Line. If you want to change from pre-tax to after-tax contributions you will also make your election in EBIS or by contacting the Benefits Line.

You may request a refund of the contributions deducted from your basic pay associated with the first 90 days of automatic enrollment by completing form TSP-25, Automatic Enrollment Refund Request. Your request must be received by the TSP no later than the refund deadline date provided to you in the TSP Welcome Letter. You may make this refund request whether or not you choose to terminate your contributions to the TSP or submit a subsequent election to change your contribution amount or percentage. If you elect to request a refund of your automatic enrollment contributions the Agency Automatic (1%) Contributions will remain in your TSP account, but you will forfeit the Agency Matching Contributions.

2. You can elect to increase your TSP contribution from the automatic 3 percent contribution to any dollar amount or percentage (1–100%) of your basic pay up to the Internal Revenue Service elective deferral limit by using EBIS or by contacting the Benefits Line. Your election using EBIS is equivalent to completing the TSP-1 election form mentioned on the TSP Web site. Department of the Navy policy requires all civilian employees to make changes to their benefits electronically. Paper forms are not accepted for these transactions.
3. If you are covered by a FERS retirement plan, TSP is an integral part of your retirement. It is especially important to contribute 5 percent of your basic pay each pay period so you will receive the maximum agency matching contributions. If you elect a 5 percent contribution and determine it is more than you can afford, you can change the election at any time. It is also important to make contributions each pay period. If you reach the Internal Revenue Service limit before the end of the year, your contributions (and consequently your agency matching contributions) will stop. For more information, refer to the TSP fact sheet Annual Limit on Elective Deferrals available at <https://www.tsp.gov/PDF/formspubs/oc91-13.pdf> and the Elective Deferral Calculator at <https://www.tsp.gov/planningtools/electivecontributions/electiveContributions.shtml>.
4. If you are already contributing the maximum amount to TSP regular employee contributions and you will be turning age 50 in the calendar year, you can also elect TSP catch-up contributions using EBIS. Your election using EBIS is equivalent to completing the TSP-1-C mentioned on the TSP Web site.
5. Your TSP elections will be effective at the beginning of the next pay period following your election.

### **Action Required to Make Investment Transactions**

1. Your initial TSP contributions will be invested in, and remain in, the G Fund (Government securities) unless you make an interfund transfer.

An interfund transfer moves the money already in your account among the TSP investment funds. Each calendar month, your first two interfund transfers may redistribute money in your account among any or all of the TSP funds. After the first two, your interfund transfers can only move money into the G Fund.

If you want your future contributions invested in funds other than the G Fund, you must make a contribution

allocation. A contribution allocation specifies how you want to invest new money going into your TSP account. You may make a contribution allocation at any time.

You will be able to make an interfund transfer once you receive a TSP account number.

2. You must make your interfund transfer and/or contribution allocation on the TSP Web site at <http://tsp.gov/> or the ThriftLine at 877-968-3778 (using the automated system or by speaking to a TSP participant service representative). You cannot make investment transactions using EBIS.
3. Interfund transfers or contribution allocations made on the TSP Web site or the ThriftLine **by 12 noon**, Eastern Time, are generally processed and posted to your account at the close of business that day.

Interfund transfers or contribution allocations made on the TSP Web site or the ThriftLine **after 12 noon**, Eastern Time, will ordinarily be processed and posted to your account at the close of business on the following business day.

4. You will receive a confirmation of your transaction from the TSP record keeper.
5. Call the Thriftline if you have questions about how to make an interfund transfer or contribution allocation.

### Retirement Plan

Most Federal employees in a retirement covered position are in either the Civil Service Retirement System (CSRS) or the Federal Employees Retirement System (FERS). To determine your retirement plan, look at Block 30 on your most recent SF 50, Notification of Personnel Action. The one character code represents your current retirement plan.

Code	Retirement Plan
1	CSRS
2	Social Security
4	None
5	Other retirement systems
6	CSRS – Special (Law Enforcement Officers and Firefighters)
C	CSRS Offset
E	CSRS Offset – Special (Law Enforcement Officers and Firefighters)
K	FERS
KF	FERS FRAE*
KR	FERS RAE**
L	FERS – Air Traffic Controllers
LF	FERS FRAE* – Air Traffic Controllers
LR	FERS RAE** – Air Traffic Controllers
M	FERS – Special (Law Enforcement Officers and Firefighters)
MF	FERS FRAE* – Special (Law Enforcement Officers and Firefighters)
MR	FERS RAE** – Special (Law Enforcement Officers and Firefighters)

\*Further Revised Annuity Employees (FRAE) are FERS employees hired after December 31, 2013

\*\*Revised Annuity Employees (RAE) are FERS employees hired after December 31, 2012

Information about the retirement is available on the Civilian Human Resources Web site at <https://www.portal.navy.mil/donhr/Benefits>.

You should pay special attention to information about:

- Crediting active duty military service toward civilian retirement. You may be required to make a deposit to receive credit. Interest begins to accrue on the military deposit after a two year interest free grace period.
- Crediting civilian service for which you did not make a retirement contributions. You may be required to make a deposit to receive credit.
- Crediting civilian service for which you received a refund of retirement contributions. You may be required to make a deposit to receive credit.

## Keep Your Mailing Address Current

Every year thousands of documents are returned to the payroll office, Thrift Board and health insurance carriers because the employee has changed their mailing address, but has not notified them. To update your mailing address follow these three steps.

### Step 1. Notify Your Payroll Office of the New Address.

To update your mailing address, go to the Defense Finance and Accounting Service (DFAS myPay website at <https://mypay.dfas.mil/mypay.aspx> and login to your account. Under "Pay Changes" select "Correspondence Address" and make changes as appropriate. Your activity DFAS point of contact can also submit your address change to DFAS.

When you submit an address change to DFAS they will update your address to receive pay documents such as your Civilian Leave and Earnings Statement (LES) and W-2, Wage and Tax Statement.

DFAS will send your new address to the Thrift Board to update your mailing address for TSP documents and to the civilian personnel system. You do not need to submit a separate form.

**Step 2. Notify Your Health Insurance Carrier of the New Address.** If you are enrolled in the Federal Employees Health Benefits (FEHB) you must submit a separate change of address to your health insurance carrier. Some health insurance carriers, such as Blue Cross Blue Shield, allow you to make an address change electronically on their web site. You should contact your health insurance carrier for specific procedures.

**Step 3. Notify Your Employing Activity of the New Address.** Contact your activity administrative department and supervisor to update your address for recall purposes, etc.

## CBC Site Office

To determine the mailing address for your servicing CBC Site Office, please refer to block 48 on your SF-50, Notification of Personnel Action and match it to the corresponding 4-digit number below:

<b>2412, 2413, 2416, 2417, 2436, 4336 and All Senior Executive Service Employees</b>	<b>2414</b>
OCHR Norfolk Operations Center ATTN: Civilian Benefits Center NNSY, Building 17 Portsmouth, VA 23709 Fax: (757) 396-7826 DSN: 386-7826	OCHR San Diego Operations Center ATTN: Civilian Benefits Center 6300 Miramar Way San Diego, CA 92145-2015 Fax: (858) 577-5548 DSN: 267-5548



## QUICK REFERENCE GUIDE

The chart below is a quick reference guide for the point of contact telephone numbers and Web site information for benefits programs.

Web Site	Information Available	Contact Information
<p><b>Office of Civilian Human Resources Portal</b></p> <p><a href="https://www.portal.navy.mil/donhr/Benefits">https://www.portal.navy.mil/donhr/Benefits</a></p>	<ul style="list-style-type: none"> <li>• Access EBIS</li> <li>• General benefits information</li> <li>• Retirement application</li> </ul>	<p><b>Contact:</b> Benefits Line at 888-320-2917</p> <p><b>Hours:</b> Monday - Friday, 7:30 a.m. to 7:30 p.m., ET, except on federal holidays</p> <p><b>TTY:</b> 866-359-5277</p> <p><b>Email:</b> navybenefits@navy.mil</p>
<p><b>Employee Benefits Information System (EBIS)</b></p> <p><a href="https://www.portal.navy.mil/donhr/Benefits">https://www.portal.navy.mil/donhr/Benefits</a></p>	<ul style="list-style-type: none"> <li>• Make enrollment changes to                             <ul style="list-style-type: none"> <li>▪ FEHB</li> <li>▪ FEGLI</li> <li>▪ TSP (Regular and Catch-up Contributions)</li> </ul> </li> <li>• Designate TSP contributions as tax-deferred and after-tax</li> <li>• View personal statement of benefits (cost of FEHB, value and cost of FEGLI, retirement annuity benefits)</li> <li>• Calculate retirement annuity</li> </ul>	<p><b>Contact:</b> Benefits Line at 888-320-2917</p> <p><b>Hours:</b> Monday - Friday, 7:30 a.m. to 7:30 p.m., ET, except on federal holidays</p> <p><b>TTY:</b> 866-359-5277</p> <p><b>Email:</b> navybenefits@navy.mil</p>
<p><b>Thrift Savings Plan (TSP)</b></p> <p><a href="http://tsp.gov">www./http://tsp.gov/</a></p>	<ul style="list-style-type: none"> <li>• General TSP program information</li> <li>• Personal TSP information:                             <ul style="list-style-type: none"> <li>▪ Account balances</li> <li>▪ Change distribution of TSP account balances among the investment funds</li> <li>▪ Apply for a TSP loan</li> <li>▪ Apply for a TSP inservice withdrawal</li> <li>▪ Withdraw account after separation</li> </ul> </li> </ul>	<p><b>Contact:</b> ThriftLine at 877-968-3778</p> <p><b>Hours:</b> Monday - Friday, 7:00 a.m. to 9:00 p.m. ET, except on federal holidays</p> <p><b>TTY:</b> 877-847-4385</p>
<p><b>Federal Dental and Vision Insurance Program (FEDVIP)</b></p> <p><a href="https://www.benefeds.com/">https://www.benefeds.com/</a></p>	<ul style="list-style-type: none"> <li>• Make enrollment changes to dental and vision insurance</li> <li>• FEDVIP program information</li> </ul>	<p><b>Contact:</b> BENEFEDS Customer Service at 877-888-3337</p> <p><b>Hours:</b> Monday - Friday, 9 a.m. to 7 p.m., ET, except on federal holidays</p> <p><b>TTY:</b> 877-889-5680</p> <p><b>Email:</b> Service@BENEFEDS.com</p>

Website	Information Available	Contact Information
<p><b>Flexible Spending Account (FSA)</b></p> <p><a href="https://www.fsafeds.com/fsafeds/index.asp">https://www.fsafeds.com/fsafeds/index.asp</a></p>	<ul style="list-style-type: none"> <li>• Make enrollment changes to Health Care and Dependent Care FSA</li> <li>• FSA program information</li> </ul>	<p><b>Contact:</b> FSAFEDS at 877-372-3337</p> <p><b>Hours:</b> Monday - Friday, 9:00 a.m. to 9:00 p.m., ET, except on federal holidays</p> <p><b>TTY:</b> 800-952-0450</p> <p><b>Email:</b> FSAFEDS@adp.com</p>
<p><b>Federal Long Term Care Insurance Program (FLTCIP)</b></p> <p><a href="http://www.ltcfeds.com/">http://www.ltcfeds.com/</a></p>	<ul style="list-style-type: none"> <li>• Make enrollment changes to FLTCIP</li> <li>• FLTCIP program information</li> </ul>	<p><b>Contact:</b> Long Term Care Partners at 800-582-3337</p> <p><b>Hours:</b> Monday - Friday, 8 a.m. to 7 p.m., ET, except on federal holidays</p> <p><b>TTY:</b> 800-843-3557</p> <p><b>Email:</b> info@lhcpartners.com</p>
<p><b>myPay</b></p> <p><b>(Not available to MSFSC Mariners)</b></p> <p><a href="https://mypay.dfas.mil/mypay.aspx">https://mypay.dfas.mil/mypay.aspx</a></p>	<ul style="list-style-type: none"> <li>• View and print Leave and Earnings Statements (LES)</li> <li>• View and makes changes to: <ul style="list-style-type: none"> <li>▪ Allotments</li> <li>▪ Correspondence address</li> <li>▪ Direct deposit</li> <li>▪ Health Savings Account</li> <li>▪ Federal withholding</li> <li>▪ State withholding</li> </ul> </li> <li>• View and print W-2 tax statement</li> <li>• View travel voucher advice of payment</li> </ul>	<p>Your Activity Customer Service Representative</p>
<p><b>MyBiz</b></p> <p><a href="https://compo.dcpds.cpms.osd.mil/">https://compo.dcpds.cpms.osd.mil/</a></p>	<ul style="list-style-type: none"> <li>• Self-service employment verification</li> <li>• Update personal information such as emergency contact information, education, training,</li> </ul>	



Department of the Navy  
Civilian Benefits Center  
Benefits Bulletin 2008-3

## Employee Benefits Information System (EBIS) Is Easier to Access

In the past, accessing the Employee Benefits Information System (EBIS) was a two-step process. First, you entered your Social Security Number (SSN) and a Password at the Point of Entry Login, then, you entered your SSN and a Personal Identification Number (PIN). Now only one login is required. You will use a "Username" and "Password". You will not be required to enter your SSN.

Below are the new EBIS login instructions. On the Civilian Benefits Information Center homepage at <https://www.civilianbenefits.hroc.navy.mil/>, on the left side of the screen, select "Access EBIS". Click on the link to "Enter EBIS Now". (If you prefer, you may click on the tutorial link to view a slide show.)

### Existing (or Returning) User:

1. Enter your SSN in the Username field. Enter your 6-digit PIN in the Password field.
2. Once entered, you will be prompted to enter a Username (9 numbers, letters, and special characters only). Do not use your SSN.
3. You must then enter a "strong" Password (must contain at least 2 character(s) from these 4 categories: uppercase alphabetical (A-Z), lowercase alphabetical (a-z), numeric (0-9) or special characters (~!{};,:.?=-+|<>@#\$\$%^&\*())[\^] and be between 9 and 15 characters long).
4. **If a Username already exists (or if you enter your SSN), you will be directed to change it.**
5. Upon success (pressing Set Password), you can now enter your new Username and Password to access the system.

### New User (never accessed EBIS before):

1. Select the New User button and validate your personal credentials (SSN, Date of Birth, Service Computation Date, Pay Plan or Pay Schedule, Pay Grade or Pay Band and Step - found on your latest SF-50, Leave and Earnings Statement or in My Biz). **Note:** Do not leave fields blank, if your Step is "00", enter zeroes.
2. Once the personal credentials are entered, press "Continue" to validate.
3. You will be directed to the New user login screen where you will be prompted to enter a Username (9 numbers, letters, and special characters only). Do not use your SSN.
4. You must then enter a "strong" Password (must contain at least 2 character(s) from these 4 categories: uppercase alphabetical (A-Z), lowercase alphabetical (a-z), numeric (0-9) or special characters (~!{};,:.?=-+|<>@#\$\$%^&\*())[\^] and be between 9 and 15 characters long).
5. **If a Username already exists (or if you enter your SSN), you will be directed to change it.**
6. Upon success (pressing Set Password), you can now enter your new Username and Password to access the system.

### Forgot Login:

1. Select the Forgot Login link and validate your personal credentials (SSN, Date of Birth, Service Computation Date, Pay Plan or Pay Schedule, Pay Grade or Pay Band and Step - found on your latest SF-50, Leave and Earnings Statement or in My Biz). **Note:** Do not leave fields blank, if your Step is "00", enter zeroes.
2. Once entered, you will be prompted to enter a Username (9 numbers, letters, and special characters only). Do not use your SSN. Note: if the Username is known, it can be re-submitted again."
3. You must then enter a "strong" Password (must contain at least 2 character(s) from these 4 categories: uppercase alphabetical (A-Z), lowercase alphabetical (a-z), numeric (0-9) or special characters (~!{};,:.?=-+|<>@#\$\$%^&\*())[\^] and be between 9 and 15 characters long). Note: if the Password is known, it can be re-submitted again."
4. **If a Username already exists (or if you enter your SSN), you will be directed to change it.**
5. Upon success (pressing Set Password), you can now enter your new Username and Password to access the system.

If you need assistance, call The Benefits Line at 1-888-320-2917, select menu option #4 to speak with a Customer Service Representative (CSR). CSRs are available from 7:30 a.m. until 7:30 p.m., Eastern Time, Monday through Friday, except Federal holidays. The toll-free Teletypewriter (TTY) phone number for the hearing-impaired is 1-866-328-9889.