

**DEPARTMENT OF THE NAVY  
HUMAN RESOURCES SERVICE CENTER NORTHEAST**

**EMPLOYEE BENEFITS UPDATE 02-01**

**SUBJECT: Benefits Program Changes Reminder**

**DATE: 4 January 2002**

This is a reminder concerning the upcoming benefits program changes that were recently announced by the Director of the Human Resources Service Center Northeast, John Conwell. On October 30, 2001, Mr. Conwell, issued a letter to all HRSC-NE serviced employees concerning two new automated benefits systems, the Employee Benefits Information System (EBIS) and the Benefits Line. Accompanying the letter was a brochure describing these systems. Both of these systems allow employees access to their personal benefits information, general benefits information and to make Federal Employees Health Benefits (FEHB), Federal Group Life Insurance (FEGLI) and Thrift Savings Plan (TSP) transactions 24 hours a day, 7 days a week. Effective November 5, 2001, employees were able to access EBIS through the Department of Navy Civilian Human Resources homepage at [www.donhr.navy.mil](http://www.donhr.navy.mil), and process FEHB, FEGLI and TSP transactions (including FEHB and TSP Open Season changes). Beginning January 9, 2002, employees have access to their personal and general benefits information and have the ability to process FEHB, FEGLI and TSP transactions using The Benefits Line, a toll free telephone system. As an option within the Benefits Line, employees can choose to speak to a Customer Service Representative who will be available Monday through Friday, 7:30 a.m. to 4:30 p.m. EST to answer questions or provide assistance.

As indicated in Mr. Conwell's letter, effective January 9, 2002, all Federal Employees Health Benefits (FEHB), Federal Group Life Insurance (FEGLI) and Thrift Savings Plan (TSP) transactions that you wish to process can ONLY be processed via accessing EBIS on the web site or calling the Benefits Line at 1-888-320-2917. Therefore, beginning January 9, 2002, the HRSC-NE will not accept any hardcopy Employee Health Benefits Election Forms, SF 2809, FEGLI Life Insurance Election Forms, SF 2817, or Thrift Savings Plan Election Forms, TSP-1, for processing. There is one *exception* - new hires will be able to submit their hardcopy FEGLI Life Insurance Election, SF 2817, during the first two weeks following the effective date of their employment. All other hardcopy SF 2809s, SF 2817s and TSP-1s, including TSP open season changes, received by the HRSC-NE after January 8, 2002, will not be processed and will be returned to the employees. Also, employees with questions concerning FEHB, FEGLI or TSP information, pending benefits transactions, or the FEHB, FEGLI and TSP programs must contact the Customer Service Representatives on the Benefits Line. Callers contacting the HRSC-NE concerning these issues will be directed to call the Benefits Line for assistance.

**WHAT DOESN'T CHANGE?** All beneficiary designations, premium conversion forms and hardcopy Employee Health Benefits Election Form, SF 2809, for separated employees who want to continue their FEHB coverage under Temporary Continuation of Coverage (TCC) should continue to be sent to the HRSC-NE for processing. The processing of retirement estimates and applications as well as deposits for military or civilian service will continue to be handled by the

HRSC-NE and questions concerning these issues should continue to be directed to the HRSC-NE retirement counselors.

### The Employee Benefits Information System (EBIS)

You can access EBIS through the Department of Navy Civilian Human Resources homepage at <http://www.donhr.navy.mil>. Select “Pay and Benefits” then “DON Civilian Benefits Information (EBIS)”. Once you are in the DON Civilian Benefits Information Center, select “EBIS”. To log into EBIS, use your Social Security Number and password. New EBIS users must establish a password, and the process is described in Attachment 1. To make a FEHB, FEGLI or TSP transaction, you must also establish a Personal Identification Number (PIN). Your initial PIN is your month and year of birth (MMYY). You must change this to a 6-digit numeric PIN. Your PIN for EBIS is the same as for the Benefits Line. If you change your PIN in EBIS, your PIN will automatically be changed for the Benefits Line.

### The Benefits Line

You can access the Benefits Line by dialing 1-888-320-2917 and by using your telephone keypad to obtain information concerning FEHB, FEGLI and TSP, and make these benefits transactions. You will use your Social Security Number and PIN to make benefits transactions. Your initial PIN is your month and year of birth (MMYY). You must change this to a 6-digit numeric PIN. Your PIN for the Benefits Line is the same as for EBIS. If you change your PIN in the Benefits Line, your PIN will automatically be changed for EBIS. If you use the Benefits Line to make a health insurance transaction for self and family coverage, you will be transferred to a Customer Service Representative to have the names of your dependents added to your enrollment. The system will also prompt you to a Customer Service Representative if you or your dependents have health insurance other than federal group health insurance coverage. Therefore, health insurance transactions involving self and family coverage and/or the employee or dependents with other than federal group health insurance coverage, should be made Monday through Friday, 7:30 a.m. to 4:30 p.m. EST, so that a Customer Service Representative will be available to assist you. Please note that hearing impaired employees should continue to call our TDD number at (215) 408-5449.

The change to these automated benefits systems is in line with the Department of the Navy's corporate goal that serviced employees exclusively utilize EBIS and the Benefits Line to enroll or effect changes in their FEHB, FEGLI and TSP benefits. We anticipate that these automated benefits systems will give employees serviced by the HRSC-NE maximum access and flexibility in making their benefits decisions.

## ATTACHMENT 1

### HOW TO CREATE A PASSWORD FOR EBIS

You can access EBIS through the Department of Navy Civilian Human Resources web site at <http://www.donhr.navy.mil>. Select “Pay and Benefits” then DON Civilian Benefits Information (EBIS). You will be connected to the Department of Navy Civilian Benefits Information Center. From there you can select the EBIS module.

Once you are in the EBIS module, you must create a password. Select the “Set Password” button. EBIS must verify your identify before you can create a password. You will complete the information listed below based on your most recent SF 50, Notification of Personnel Action or Leave and Earnings Statement (LES).

Social Security Number  
Service Computation Date for leave (MM/DD/YYYY)  
Date of Birth (MM/DD/YYYY)  
Civilian Pay Plan  
Grade  
Step

The password must:

- Contain 8 – 10 characters
- Cannot match any portion of your social security number
- Contain at least 3 of the following 4 characters:
  - An upper case letter (A, B, C,...Z)
  - A lower case letter (a, b, c,...z)
  - A number (0, 1, 2, 3,...9)
  - A special character (exclamation point (!), at sign (@), number sign (#), etc.).  
DO NOT USE apostrophes (‘), commas (,), pipes (|), or periods(.)

Examples of valid passwords:

- October8 (uppercase/lowercase/numeric)
- 090971Tm (numeric/uppercase/lowercase)
- adnoM@30 (lowercase/uppercase/special character)
- 082597Hd (numeric/uppercase/lowercase)
- IuAMears! (uppercase/lowercase/special characters)

In compliance with DoD security measures, there is an eight-day waiting period between password changes. You cannot use the same password within a six-month period. Passwords must be changed every 90 days.