

*United States
Office of
Personnel Management
The Federal Government's Human Resources Agency*



Benefits Administration Letter

Number: 14-204

Date: March 26, 2014

Subject: New Online Web Portal for Entering SF 2809 Forms for Temporary Continuation of Coverage (TCC) Enrollment

Purpose

To notify agencies that the National Finance Center (NFC), Direct Premium Remittance System (DPRS) is implementing a new online web portal for Human Resource (HR) Offices and Office of Personnel Management (OPM) to enter Standard Form (SF) 2809 (Health Benefits Election Form) data for Temporary Continuation of Coverage (TCC) enrollments.

As of September 1, 2014, NFC will no longer accept paper SF 2809 TCC enrollment forms.

Background

Currently, when enrolling an eligible dependent or separated employee in TCC, the HR Officers must mail or fax the SF 2809 enrollment form to the National Finance Center. NFC is currently developing an online portal so the HR Officer can input the enrollment information electronically. This will increase efficiency while reducing the use of resources in accordance with the Government's Going Green initiative.

Information

The new system acronym will be DPRW - which stands for Direct Premium Remittance (system) - Web. DPRW will increase efficiency of the TCC enrollment process by eliminating mailing or faxing of hard copy SF 2809s. Having HR Offices enter enrollment information will significantly decrease the time it takes for an individual to be enrolled by the carrier. This will also allow the account to be set up sooner, potentially reducing the size of the enrollee's first premium payment. Original hard copies will no longer need to be sent to the NFC. The HR Office must keep appropriate copies of TCC enrollment documents and back up supporting documentation on file. Procedures on documentation are being developed and will follow under separate cover.

In Phase 1, NFC completed a pilot using the new DPRW portal in house allowing current DPRS personnel to utilize the portal for entry of SF 2809 forms for TCC enrollment. The Phase 1 pilot began April 19, 2013 continued through June 30, 2013.

In Phase 2, NFC began accepting security access requests from HR offices, provided an online training module, and allowed HR offices to utilize the portal for entry of SF 2809 forms for TCC enrollment. While transitioning to the new DPRW system, DPRS employees will continue to enter SF 2809 enrollment forms for agencies that are working through access and training issues.

Future phases are being planned and will include additional functionality. Agencies that currently maintain their own TCC enrollments and want to contract with NFC for TCC services will be able to transfer existing TCC enrollments to NFC via the SF 2810. A self-service portal will allow enrollees to submit requests for cancellation, reinstatement (after an enrollment is terminated due to non-payment of premiums) and Pre-Authorized Debit.

In preparation for this upcoming enhancement, HR offices should begin determining security officers and alternate security officers to handle the access process. Information on security officers and procedures are available in sections AC-1 through AC-3 of the National Institute of Standards and Technology (NIST) regulations available at <http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf> (Appendix F, page F-7 through page F-14).

In the upcoming weeks, NFC will be sending further information related to establishing Security Officers and access procedures via a listserv. In addition, each authorized agency official should begin sending NFC contact information for each personnel office so that they may develop a contact list for future correspondence related to the development and progress of DPRW. Please send an email with the standard subject line: POI# () DPRW CONTACT INFORMATION to nfc.dprs@nfc.usda.gov with the following information:

- Personnel Office ID (POI) number
- Authorized Agency Official Name
- Primary and Alternate Point of Contact (POC) full name – Please indicate all POI#'s for which individual contacts are responsible for:
- Agency name and address
- Phone number for each individual contact
- Email address for each individual contact

Thank you for your assistance with this project.

John O'Brien
Director
Health and Insurance