

National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

Benefits Processing Service Delivery Guide

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Approved by

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Date

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Benefits Processing

Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing general administrative, advisory, and transactional support for employee health, life, retirement, and survivor benefits. NSSC will handle the administration of benefits in accordance with all applicable Federal and NASA regulations to provide the customer with timely, accurate and comprehensive counseling, calculations, and processing of entitlements. The government-provided benefits include, but are not limited to, the following:

- Federal Employees Group Life Insurance (FEGLI)
- Federal Employee's Health Benefits (FEHB)
- NASA Employee's Benefits Association (NEBA)
- Thrift Savings Plan (TSP)
- Federal Long Term Care Insurance Program (FLTCIP)
- Flexible Spending Accounts (FSA)
- Federal Employee Dental and Vision Insurance program (FEDVIP)
- All other retirement, disability retirement, and survivor benefits (excludes workers' compensation)

There are many individual processes that support these activities. This guide covers those that are more common and provides a basic description of our administrative approach to support benefits processing tasks. The guide does not cover *every* step in the process and is intended to provide only an overview of the main steps. The guide outlines the following 11 separate processes:

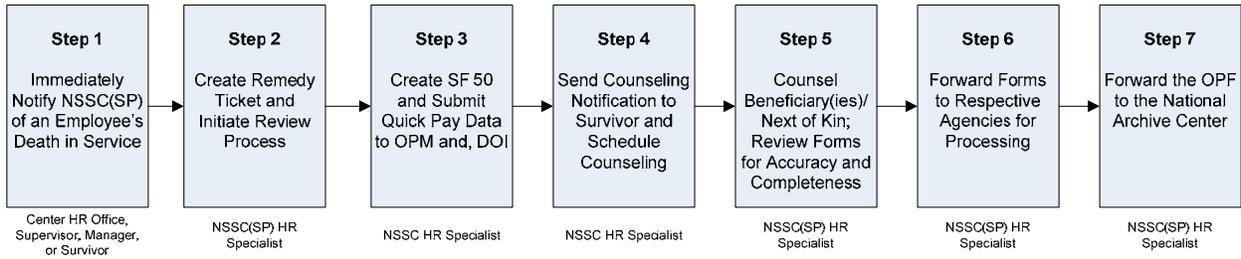
- Process 1 – Survivor Benefits
- Process 2 – Retirement Estimates
- Process 3 – Retirements
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- Process 5 – Deposits and Redeposits
 - Process 5a – Civil Service Retirement System (CSRS) Deposits and Redeposits
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- Process 6 – Request for FEGLI
- Process 7 – Life Events and Status Changes
- Process 8 – Severance Pay
- Process 9 – Expedited Benefits Actions
- Process 10 – Separation Packages
- Process 11 – Special Needs/Circumstances Requiring ViTS Counseling

Benefits elections and transfers due to separations (other than described herein) are addressed as part of personnel action processing. Changes in coverage may be executed using Employee Express.

Expedited Actions

In benefits processing, situations may arise that require urgent action. The situation may be urgent due to the type or nature of the action (e.g., death) or because the timeframe involved to claim a benefit requires expedited action. Such urgent situations are best identified by a telephone call to 1-877-677-2123 or e-mail to nssc-contactcenter@nasa.gov. These situations will be handled expeditiously and take precedence over future effective date actions. Refer to Process 9, Expedited Benefits Actions.

Process 1 – Survivor Benefits Process



Roles & Responsibilities

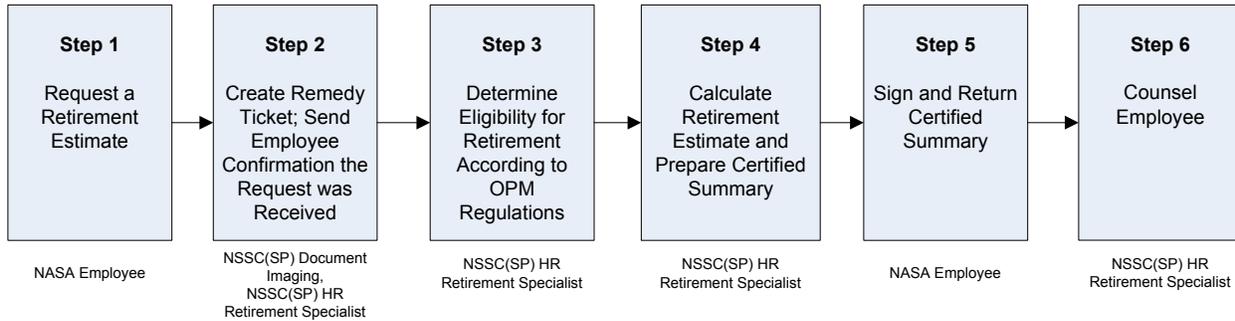
Process 1 – Survivor Benefits Process		
Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>Center HR Office, Supervisor, Manager, or Survivor</p> <p>Immediately Notify NSSC Service Provider (SP) of an Employee's Death-In-Service</p>	<p>Provide immediate notification to NSSC by telephone of an employee's Death-In-Service.</p> <p>The Center Human Resources (HR) Office, manager, supervisor, or survivor will provide notification and basic data regarding the deceased employee and the survivor/beneficiary.</p> <p>The Customer Contact Center (CCC) will collect additional information during the phone call needed to initiate Office of Personnel Management (OPM) Quick Pay such as: Name, unique ID number (if known), Center, date of death, and current address of survivor/beneficiary and ascertain that the employing Center has been notified.</p> <p>Output: Remedy ticket generated and NSSC management notified.</p>	<p>Call 1-877-NSSC-123 (1-877-677-2123). Initially, the employing organization may receive the first notification.</p>

Process 1 – Survivor Benefits Process		
Roles and Responsibilities	Action	Tips
<p>Step 2</p> <p>NSSC(SP) HR Specialist</p> <p>Create Remedy Ticket and Initiate Review Process</p>	<p>Case is assigned to HR Specialist who then acknowledges receipt; closes help desk case, and opens Remedy Ticket. This Specialist is the Point of Contact for the case through completion. The Specialist begins the Official Personnel Folder (OPF) review to determine Survivor Benefits and ascertains additional Quick Pay information needed.</p> <p>Output: HR Specialist acknowledged person providing notification. Remedy Ticket created.</p>	<p>NSSC(SP) HR Specialist must gather information required to determine what benefits the employee's beneficiary/next of kin is eligible to receive.</p>
<p>Step 3</p> <p>NSSC HR Specialist</p> <p>Process SF 50 and Submit Quick Pay Data to OPM</p>	<p>Initiate the SF 52 and process the SF 50 and submit the employee's Death-In-Service data for Quick Pay to OPM (if there is a survivor entitled to benefits). The HR Specialist will review OPF and FPPS to gather the relevant data to process survivor benefits. NSSC HR Specialist post loss to WTTS</p> <p>Output: Notified applicable agencies to facilitate immediate action to have survivor benefits processed.</p>	<p>NSSC HR Specialist will use the information in the OPF to make this determination. While compiling the information, the NSSC HR Specialist will print copies of the employee's benefits forms from electronic Official Personnel Folder (eOPF) for inclusion with the survivor package.</p>
<p>Step 4</p> <p>NSSC HR Specialist</p> <p>Send Counseling Notification to Survivor and Schedule Counseling</p>	<p>Send a letter to the spouse, beneficiary(ies), and/or next of kin to identify the NSSC HR Point of Contact (POC) who will provide counseling on the survivor benefits.</p> <p>The spouse, beneficiary(ies), and/or next of kin will contact the NSSC HR Specialist when they are ready to schedule counseling.</p> <p>Output: Counseling notification sent and counseling scheduled.</p>	<p>Letter will be sent within one business day of notification of Death-In-Service. Letters will be sent to multiple beneficiaries if applicable. POC may be contacted at any time through the Customer Contact Center 1-877-NSSC -123 (1-877-677-2123) who will warm transfer the call to the POC.</p>

Process 1 – Survivor Benefits Process		
Roles and Responsibilities	Action	Tips
<p>Step 5</p> <p>NSSC(SP) HR Specialist</p> <p>Counsel Beneficiary(ies)/Next of Kin; Review Forms for Accuracy and Completeness</p>	<p>Counseling will be provided face-to-face or by telephone as desired by the spouse/next of kin/beneficiary(ies). The counseling session(s) will be used to:</p> <ol style="list-style-type: none"> Describe the survivor benefits. Provide assistance to the survivor in completing the forms. Review the claims forms for accuracy and completeness. Provide the survivor with a copy of the completed forms. Provide an estimate of annuity, FEHB, and FEGLI benefits, if applicable. Answer questions regarding entitlement to benefits (e.g., FEHB, FEGLI, FEDVIP, NEBA etc.) Advise the survivor to contact the Social Security Administration for a determination of present and future entitlements. Explain the effects of military deposits, if applicable. Obtain a certified copy of the death certificate for each claim filed. <p>The NSSC(SP) HR Specialist reviews the completed forms for accuracy and completeness. The spouse, beneficiary, or next of kin resubmits forms that are incomplete or incorrect.</p> <p>Output: Counseling session and forms completed.</p>	<p>If there are multiple beneficiaries, face-to-face or telephone meetings will be arranged with all the beneficiaries. Every attempt will be made to meet the needs of the beneficiaries.</p> <p>On a case-by-case basis, additional visits may be scheduled to accommodate complex situations.</p>

Process 1 – Survivor Benefits Process		
Roles and Responsibilities	Action	Tips
<p>Step 6</p> <p>NSSC(SP) HR Specialist</p> <p>Forward Forms to Respective Agencies for Processing</p>	<p>NSSC(SP) HR Specialist distributes the following forms to appropriate agencies for processing as applicable: FE6, TSP17, SF1153, SF2800, SF2800A, SF3104, SF3104B, Military Deposit, and all beneficiary claim forms, including, but not limited to, Office of Federal Employees' Group Life Insurance (OFEGLI), TSP, and MetLife, as applicable.</p> <p>Output: Disposition of forms.</p>	
<p>Step 7</p> <p>NSSC(SP) HR Specialist</p> <p>Forward the OPF to the National Archives Record Center</p>	<p>Initiate appropriate eOPF action and forward the OPF to the National Archives Record Center after the survivor benefits are processed by all respective agencies.</p> <p>Output: Disposition of the OPF and completion of the case.</p>	<p>Generally, NSSC will not release the employee OPF/eOPF for 60-90 days to allow adequate time for benefits to be processed and to be able to answer questions that may arise.</p>

Process 2 – Retirement Estimates Process



Roles & Responsibilities

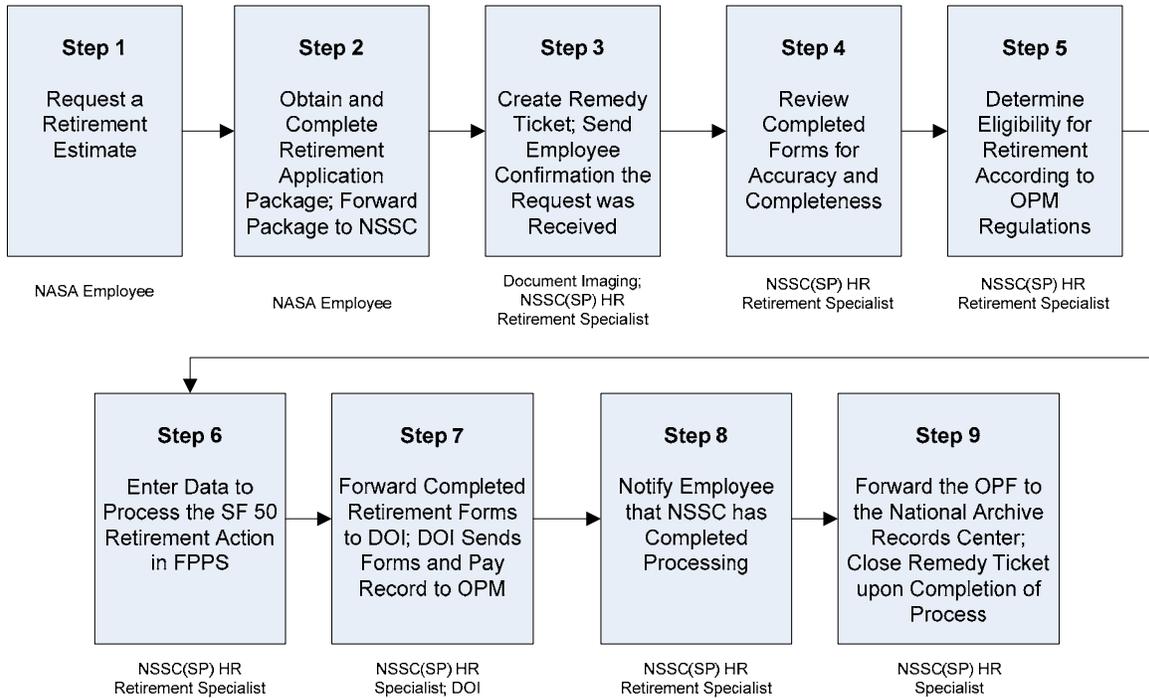
Process 2 – Retirement Estimates Process		
Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>NASA Employee</p> <p>Request a Retirement Estimate</p>	<p>To request a retirement estimate, an employee may obtain a Retirement Estimate Request form via the NSSC HR portal. The NASA employee completes the Retirement Estimate Request form and submits to NSSC.</p> <p>Output: Completed Retirement Estimate Request form submitted to NSSC.</p>	<p>The following priorities apply:</p> <ul style="list-style-type: none"> ▪ Priority High- within 1 year of expected retirement date; receive estimate within 10 business days. ▪ Priority Medium – within 1-3 years of expected retirement date; receive estimate within 30 business days. ▪ Priority Low – within 3-5 years of expected retirement date; receive estimate within 45 business days. <p>One retirement estimate per employee in a fiscal year (multiple scenarios will be completed at employee’s request). Employees may submit additional requests after receipt of initial request, but these will be worked after high, medium, and low priority requests are processed.</p>

Process 2 – Retirement Estimates Process		
Roles and Responsibilities	Action	Tips
<p>Step 2</p> <p>NSSC(SP) Document Imaging, NSSC(SP) HR Benefits Processing Specialist</p> <p>Create Remedy Ticket; Send Employee Confirmation the Request was Received</p>	<p>Document Imaging receives the NASA employee’s request for a retirement estimate, creates a Remedy ticket and forwards it to the NSSC(SP) HR Benefits Processing Team.</p> <p>NSSC(SP) Benefits Processing Specialist opens the Remedy ticket and sends the employee an e-mail confirming receipt of the request for a retirement estimate.</p> <p>Output: Employee e-mailed to confirm receipt of estimate request.</p>	
<p>Step 3</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Determine Eligibility for Retirement According to OPM Regulations</p>	<p>Determine which retirement system the employee is eligible to retire under according to guidelines set by the OPM. Perform a comprehensive review of the employee’s data in the OPF, eOPF, and Federal Personnel Payroll System (FPPS). Verify the employee’s Service Computation Date (SCD), Minimum Retirement Age (MRA), years of service, deposits, redeposits, and refunds. NSSC Specialist counsels employee on process to request a copy of their Social Security earnings record, if applicable, as the request must come directly from the employee.</p> <p>Output: Determination of applicable retirement system coverage (i.e., CSRS, CSRS Offset, or FERS retirement system), eligibility for retirement, creditable service, and benefits.</p>	<p>If errors are found in employee SCD, NSSC will take actions to correct the record as well as contact the employee to advise them of the change.</p>
<p>Step 4</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Calculate Retirement Estimate and Prepare Certified Summary</p>	<p>Calculate the employee’s retirement estimate. Prepare Certified Summary of Federal Service. E-mail the retirement estimate to the employee. Mail original Certified Summary to employee for signature.</p> <p>Output: Retirement estimate and Certified Summary of Federal Service.</p>	

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Process 2 – Retirement Estimates Process		
Roles and Responsibilities	Action	Tips
<p>Step 5</p> <p>NASA Employee</p> <p>Sign and Return Certified Summary</p>	<p>Employee reviews the Certified Summary of Federal Service. If employee finds no errors or omissions, employee signs summary and returns to NSSC for filing in eOPF. Once this step is completed, the Remedy Ticket is closed, if requested by employee.</p> <p>Output: Employee Signed Certified Summary of Federal Service.</p>	<p>All attempts will be made to have HR Specialist who completed estimates handle any subsequent retirement estimate requests and retirement package.</p>
<p>Step 6</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Counsel Employee</p>	<p>As desired by the employee, the HR Specialist reviews the estimate with the employee and answers any questions. Once this step is completed, the Remedy ticket is closed.</p> <p>Output: Employee counseled and/or Remedy ticket is closed.</p>	

Process 3 – Retirements Process



Roles & Responsibilities

Process 3 – Retirements Process		
Roles and Responsibilities	Action	Tips
Step 1 NASA Employee Request a Retirement Estimate	All employees are encouraged to obtain a retirement estimate prior to initiating the retirement application process. See Process 2 in this SDG for details. If an estimate has not been requested, one is provided as part of the Retirement process. Output: Retirement estimate requested.	Recommend that employees contact NSSC 30-45 days prior to planned retirement effective date, if possible.
Step 2 NASA Employee Obtain and Complete Retirement Application Package; Forward Package to NSSC	A retirement package is provided to the NASA employee with their retirement estimate if they indicated interest in immediate retirement. Or Employee may also use our self-service feature by going to the NSSC portal to obtain the online retirement forms package for their	

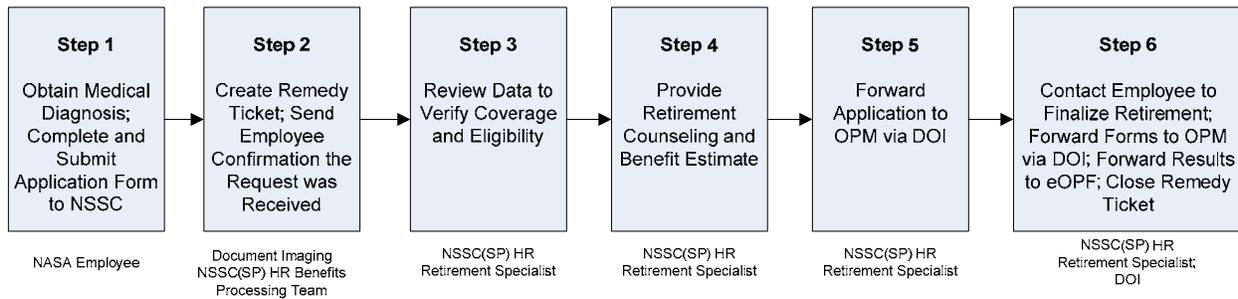
Process 3 – Retirements Process		
Roles and Responsibilities	Action	Tips
	<p>designated retirement system.</p> <p>Employee completes the forms and the transmittal checklist and mails them to NSSC. NASA Shared Services Center (NSSC) (Attn: Retirements) Building 5100, Standby Road Stennis Space Center, MS 39529-6000</p> <p>Output: Completed forms mailed to the NSSC(SP) HR Retirement Specialist.</p>	
<p>Step 3</p> <p>Document Imaging, NSSC(SP) HR Benefits Processing Specialist</p> <p>Create Remedy Ticket; Send Employee Confirmation the Request was Received</p>	<p>Document Imaging receives the NASA employee’s retirement package, creates a Remedy ticket, and forwards original forms to the NSSC(SP) HR Benefits Processing Team.</p> <p>NSSC(SP) HR Benefits Processing Specialist opens the Remedy ticket and sends the employee an e-mail confirming receipt of the request.</p> <p>Output: Employee e-mailed to confirm receipt of retirement package.</p>	<p>The NSSC(SP) HR Benefits Processing Specialist will also provide telephone assistance to the employee in completing forms.</p> <p>The NSSC(SP) HR Benefits Processing Specialist will request employee to notify their Center HR office and Supervisor of their intent to retire.</p>
<p>Step 4</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Review Completed Forms for Accuracy and Completeness</p>	<p>Reviews the completed forms for accuracy and completeness. Contacts the employee by phone to obtain needed info or to resubmit forms that are incomplete, incorrect, or unsigned. Counsels employee to notify his/her supervisor and Center HR Office of impending retirement as soon as possible.</p> <p>Post loss to WTTS.</p> <p>Output: A valid retirement package.</p>	<p>The NSSC(SP) HR Benefits Processing Specialist will use a checklist to ensure the employee has completed all of the required forms.</p>

Process 3 – Retirements Process		
Roles and Responsibilities	Action	Tips
<p>Step 5</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Determine Eligibility for Retirement According to OPM Regulations</p>	<p>Perform a comprehensive review of the employee's data in the OPF, eOPF, and FPPS. Verify the employee's SCD, MRA, years of service, deposits, redeposits and refunds, and request a copy of the employee's Social Security earnings record, if applicable.</p> <p>Output: Determination of applicable retirement system coverage (i.e., CSRS, CSRS Offset, or FERS retirement system), eligibility for retirement, creditable service, and benefits.</p>	<p>If employee did not previously request a retirement estimate, one will be provided at this point. If employee did request an estimate, the retirement estimate will be updated. NSSC(SP) HR Benefits Processing Specialist will provide telephone counseling to the employee upon request to explain the retirement benefit estimate and answer questions.</p> <p>If errors are found in employee SCD, NSSC will take actions to correct the record as well as contact the employee to advise them of the change.</p>
<p>Step 6</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Enter Data to Process the SF 50 Retirement Action in FPPS</p>	<p>Enter all of the necessary data to initiate the SF 52 and process the SF 50 retirement action in FPPS.</p> <p>Output: SF 50 processed in FPPS.</p>	
<p>Step 7</p> <p>NSSC(SP) HR Specialist, DOI</p> <p>Forward Completed Retirement Forms to DOI; DOI Sends Forms and Pay Record to OPM</p>	<p>Send the retirement forms to the Department of Interior (DOI).</p> <p>DOI forwards the retirement forms and the employee pay record to the OPM.</p> <p>Output: Retirement package and pay record forwarded to OPM.</p>	<p>Package must be received by OPM within 30 days of the effective date.</p>
<p>Step 8</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Notify Employee that</p>	<p>Send the employee a "Congratulations on Your Retirement" letter upon completion of the retirement package process.</p> <p>Output: Completion of retirement process. Closed Remedy ticket.</p>	<p>The HR Benefits Processing Specialist will continue to answer any questions the employee may have while the application is pending review.</p>

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Process 3 – Retirements Process		
Roles and Responsibilities	Action	Tips
NSSC has Completed Processing		
<p>Step 9</p> <p>NSSC(SP) HR Specialist</p> <p>Forward the OPF to the National Archive Records Center; Close Remedy Ticket upon Completion of Process</p>	<p>Initiate appropriate eOPF action and forward the OPF to the National Archives Record Center after the processing is completed.</p> <p>Output: Disposition of the OPF and completion of the case.</p>	<p>Generally, the NSSC will not release the employee OPF/eOPF for 60-90 days to allow adequate time for benefits to be processed and to be able to answer questions that may arise in the interim. This step will be followed until the eOPF Transfer Process is solidified.</p>

Process 4 – Disability Retirements Process



Roles & Responsibilities

Process 4 – Disability Retirements Process		
Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>NASA Employee</p> <p>Obtain Medical Diagnosis; Complete and Submit Application Form to NSSC</p>	<p>Obtain forms from the NSSC Web site.</p> <ol style="list-style-type: none"> CSRS employees complete an SF 2801, Application for Immediate Retirement and FERS employees complete a SF 3107, Application for Immediate Retirement. Both CSRS and FERS employees complete the Applicant’s Statement from the SF 3112, Documentation in Support of Disability Retirement. CSRS Offset and FERS employees must provide a receipt for application for Social Security disability benefits. The employee completes the SF 3112A. Employee gives SF 3112B to their supervisor for completion. Employee completes and signs the top of the Physician’s Statement SF 3112C to authorize the doctor to release medical information. The employee gives the form to the doctor to complete. Employee gives SF 3112D to their Center’s HR Office for completion. <p>Note: Neither NASA nor OPM will pay for any medical examination or procedure needed to provide the necessary documentation. Copies of medical information should be</p>	<p>Assistance for employees and/or Supervisors to obtain or complete forms or to find out more about the disability retirement process is available by calling 1-877-NSSC-123 (1-877-677-2123).</p> <p>Generally, to be eligible for disability retirement:</p> <ul style="list-style-type: none"> ➤ CSRS - an employee must have at least five years of creditable service and must be in a position covered by CSRS. ➤ FERS - the employee must have at least eighteen months of service creditable under FERS. ➤ An employee can apply for disability retirement at any time during employment or within one year of separation from employment. <p>NSSC will counsel employees on Office of Workers’ Compensation Program (OWCP) vs. Disability Retirement</p>

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Process 4 – Disability Retirements Process		
Roles and Responsibilities	Action	Tips
	<p>obtained from the physician for inclusion with the claim for disability retirement. If a medical condition is related to a Workers' Compensation claim either on file or pending with OWCP, the employee will need to secure copies of any needed information from the office handling the claim.</p> <p>When complete, mail forms and supporting documentation to:</p> <p>NASA Shared Services Center (Attn: Retirements) Building 5100, Standby Road Stennis Space Center, MS 39529-6000</p> <p>Output: Completed request submitted to NSSC.</p>	options.
<p>Step 2</p> <p>Document Imaging, NSSC(SP) HR Benefits Processing Team</p> <p>Create Remedy Ticket; Send Employee Confirmation the Request was Received</p>	<p>Document Imaging receives the NASA employee's request for disability retirement, creates a Remedy ticket, and forwards it to the NSSC(SP) HR Benefits Processing team.</p> <p>NSSC(SP) HR Benefits Processing Specialist opens the Remedy ticket, and sends the employee an e-mail confirming receipt of the disability retirement application package.</p> <p>Output: Employee e-mailed to confirm receipt of estimate request.</p>	<p>Document Imaging receives all mail submitted to NSSC in a secure environment. All medical information obtained by NSSC is confidential.</p> <p>All attempts will be made to have HR Specialist who completes estimates handle any subsequent retirement estimate requests and retirement package.</p>
<p>Step 3</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Review Data to Verify Coverage and Eligibility</p>	<p>Employee's retirement application and physician's medical documentation are reviewed for completeness. NSSC(SP) HR Specialist:</p> <ol style="list-style-type: none"> a. Reviews the data in FPPS, OPF, or eOPF to verify coverage under the appropriate retirement system. b. Verifies the employee's Retirement Service Computation Date (RSCD) and years of service to determine retirement eligibility according to OPM regulations. 	<p>OPM determines if medical documentation supports the application. This approval process can take 2-6 months to complete. During this time, employee may elect to be on a leave donor program or other leave options.</p> <p>HR Specialist will counsel employee on leave programs such as</p>

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Process 4 – Disability Retirements Process		
Roles and Responsibilities	Action	Tips
	<ul style="list-style-type: none"> c. Determines employee’s earliest possible retirement date. d. Reviews the OPF/eOPF to determine if employee has any creditable military service and obtain verification of deposits, refunds, or redeposits from OPM. Prepare service history. e. Requests from the employee a copy of their Social Security earnings, if applicable. <p>Output: Data reviewed and coverage verified.</p>	Advanced Sick Leave and Voluntary Leave Transfer.
<p>Step 4</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Provide Retirement Counseling and Benefit Estimate</p>	<p>If the employee is not eligible for retirement, the NSSC(SP) HR Benefits Processing Specialist will inform the employee of the status of their retirement request, their earliest possible date for retirement, and recommend they review their benefits statement. (The benefits statement is available on Employee Express, under Related Sites, Federal Employees Benefits Statement.) The NSSC(SP) HR Benefits Processing Specialist updates and closes the Remedy ticket.</p>	
	<p>If employee is eligible, HR Specialist:</p> <ul style="list-style-type: none"> a. Prepares and provides a retirement benefit estimate to employee. b. Contacts the employee to review the estimate and answers any questions. <p>At this time the HR Specialist discusses with the employee the following:</p> <ul style="list-style-type: none"> a. Timeframe for Adjudication- It generally takes 2 to 6 months for OPM to adjudicate a disability retirement claim once all information has been received. The employee should consider available sick and annual leave balances. b. Duty Status During the Application Process- An 	<p>There are two advantages to applying for disability retirement while still employed:</p> <p>To protect future benefits. If OWCP benefits are terminated in the future, the employee can elect to start receiving disability benefits from OPM if they have been previously approved by OPM. Employees should not wait until OWCP benefits are terminated to apply for disability retirement. Approval of a workers’ compensation claim by OWCP does not automatically entitle an employee to a disability</p>

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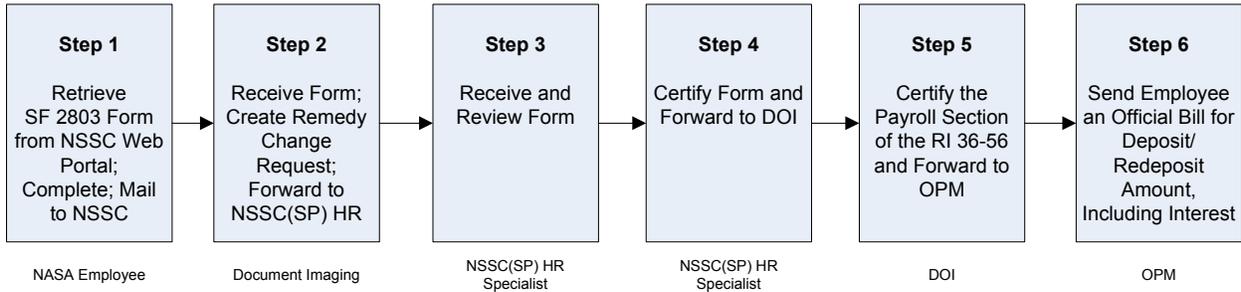
Process 4 – Disability Retirements Process		
Roles and Responsibilities	Action	Tips
	<p>employee applying for disability retirement may continue to work if able or may use sick leave, annual leave, or leave without pay. Employees may also apply for donated leave under the Voluntary Leave Transfer Program. The leave approval process while a disability retirement is being adjudicated is no different than any other time an employee requests leave.</p> <p>c. Election of Benefits- If the employee qualifies for both disability retirement under OPM and regular compensation benefits from the OWCP, the employee must elect which of the two benefits they will receive.</p> <p>Output: Retirement benefit estimate provided to employee.</p>	<p>retirement from OPM. Employees should remember that they must meet the OPM requirement to file for disability retirement benefits within one year of separation from federal service. This is a requirement even if the employee has been receiving OWCP benefits.</p> <p>To protect survivor benefits. If an employee dies from causes not directly related to the Workers' Compensation claim, survivors would not be entitled to OWCP benefits. If the employee was approved for disability benefits and elected to provide survivor benefits, eligible survivors can elect to receive annuity benefits from OPM.</p>
<p>Step 5</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Forward Application to OPM via DOI</p>	<p>When the retirement package is complete, the HR Specialist forwards the package to DOI. The DOI payroll office provides the employee's pay record and forwards the package to OPM for approval or disapproval by OPM.</p> <p>Output: Application forwarded to OPM.</p>	<p>All official payroll records are generated by DOI.</p>

Process 4 – Disability Retirements Process		
Roles and Responsibilities	Action	Tips
<p>Step 6</p> <p>NSSC(SP) HR Benefits Processing Specialist; DOI</p> <p>Contact Employee to Finalize Retirement; Forward Forms to OPM via DOI; Forward Results to eOPF; Close Remedy Ticket</p>	<p>NSSC(SP) HR Benefits Processing Specialist: When notified of the OPM decision, the NSSC(SP) HR Specialist contacts the employee to finalize the retirement (i.e., establish the date for the retirement, finalize health and life insurance elections.) The NSSC(SP) HR Specialist:</p> <ul style="list-style-type: none"> ▪ Inputs the Disability Retirement into FPPS. ▪ Sends Approval letter with the following forms to DOI: <ul style="list-style-type: none"> • SF 2821. • Original forms for all health and life insurance coverage from date of hire to present. <p>DOI: DOI forwards entire package to OPM.</p> <p>NSSC(SP) HR Benefits Processing Specialist: The NSSC(SP) HR Benefits Processing Specialist advises the employee to contact OPM if they have future benefit questions.</p> <p>The NSSC(SP) HR Benefits Processing Specialist forwards the notice of approval/disapproval to eOPF for inclusion in the employee's personnel file.</p> <p>Output: Disability retirement processed. Remedy ticket closed.</p>	<p>Employee should allow approximately 6 to 8 weeks to receive the first retirement check. Also, the first check may not be a full check since OPM will be waiting for benefits information and final pay records before the claim can be finalized. When the claim is finalized, OPM will notify the employee and will make any necessary adjustments to the employee's retirement pay.</p>

Process 5 – Deposits and Redeposits Process

The Deposits and Redeposits processes are separated into three separate categories for ease in following the processes.

Process 5a – CSRS Deposits and Redeposits Process



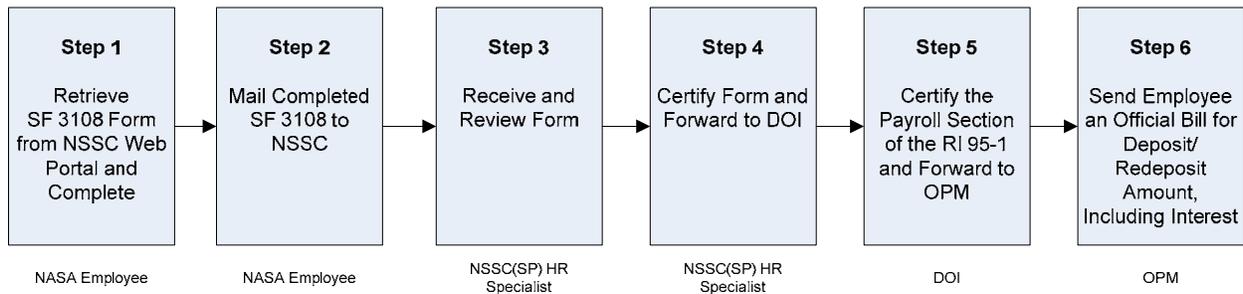
Roles & Responsibilities

Process 5a – CSRS Deposits and Redeposits Process		
Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>NASA Employee</p> <p>Retrieve SF 2803 Form from NSSC Web Portal; Complete; Mail to NSSC</p>	<p>Retrieve SF 2803, Application to make Deposit or Redeposit (Civil Service Retirement System), from the NSSC Web portal.</p> <p>Complete the front of SF 2803 if he or she intends to make a payment.</p> <p>Mail original completed form to NSSC.</p> <p>Output: Copy of form retrieved, filled out, and mailed to NSSC.</p>	<p>Note: NSSC(SP) HR Specialist will provide telephone assistance in completing the forms as requested through the NSSC Customer Contact Center.</p> <p>Employee should include original or copies of all “paid in full” receipts issued by OPM for previous deposits/redeposits made.</p>
<p>Step 2</p> <p>Document Imaging</p> <p>Receive Form; Create Remedy Change Request; Forward to NSSC(SP) HR</p>	<p>Receive the NASA employee’s completed form, create a Remedy ticket, and forward to the NSSC(SP) HR Benefits Processing team.</p> <p>Output: Form and Remedy Change Request forwarded to NSSC(SP) HR.</p>	

Process 5a – CSRS Deposits and Redeposits Process		
Roles and Responsibilities	Action	Tips
<p>Step 3</p> <p>NSSC(SP) HR Specialist</p> <p>Receive and Review Form</p>	<p>Open the Remedy Change Request ticket and immediately send an e-mail to the employee confirming receipt of the SF 2803.</p> <p>Review the form for accuracy and completeness.</p> <p>Output: Form reviewed.</p>	
<p>Step 4</p> <p>NSSC(SP) HR Specialist</p> <p>Certify Form and Forward to DOI</p>	<p>Complete the back of the SF 2803.</p> <ul style="list-style-type: none"> a. Certify the application to make deposits or redeposits. b. Complete the RI 36-56, Service Credit Payments for Civilian Service (Chapter 21 CSRS/FERS Handbook p.47), to ensure that all of the procedures for filing a service credit application have been properly followed. c. Forward SF 2803 and RI 36-56 to: Department of Interior (DOI) Benefits Processing Group, Mail Code D-2671 7201 W. Mansfield Avenue Lakewood, CO 80235 	
<p>Step 5</p> <p>DOI</p> <p>Certify the Payroll Section of the RI 36-56 and Forward to OPM</p>	<p>Certify the payroll section of the RI 36-56 and forward to OPM.</p> <p>Output: Payroll Certification form forwarded to OPM.</p>	
<p>Step 6</p> <p>OPM</p> <p>Send Employee an Official Bill for Deposit/Redeposit Amount, Including Interest</p>	<p>Send the employee an official bill for their deposit / redeposit amount, including accrued interest.</p> <p>Send employee options to pay the deposit/redeposit in full or make installment payments of at least \$50.00 after receiving their official bill.</p> <p>When the employee (s) makes a full or partial payment, OPM sends the employee a receipt showing the new balance due (including updated interest or payment in full, as appropriate).</p> <p>Output: Bill sent to employee.</p>	<p>The employee will submit a copy of his/her paid in full statement with their Retirement application.</p>

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Process 5b – FERS Deposits and Redeposits Process

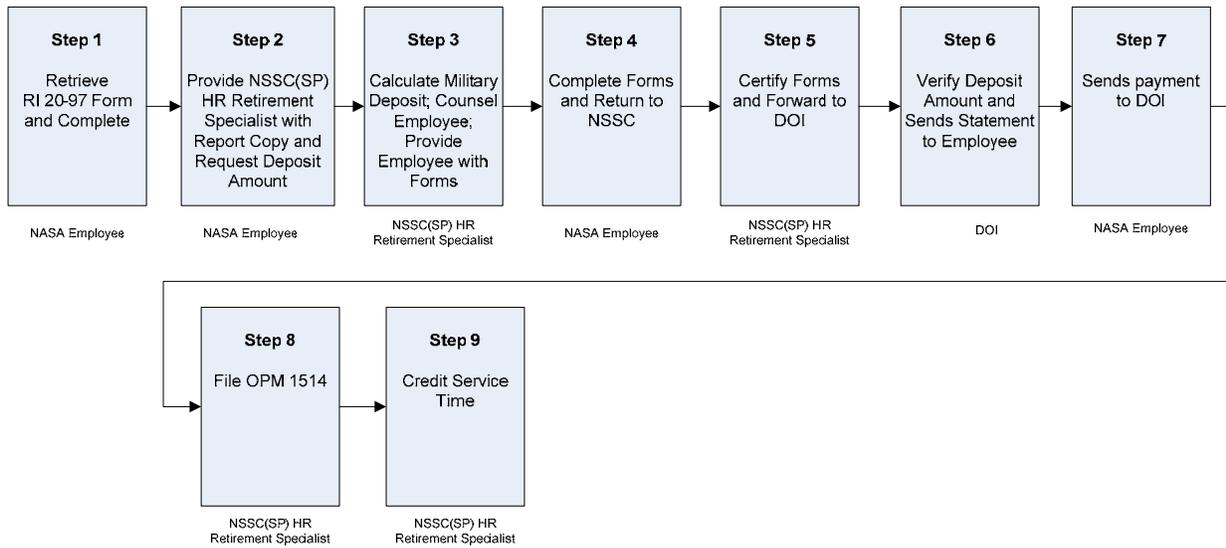


Roles & Responsibilities

Process 5b – FERS Deposits and Redeposits Process		
Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>NASA Employee</p> <p>Retrieve SF 3108 Form from NSSC Web Portal and Complete</p>	<p>Retrieve the SF 3108, Application to Make Service Credit Payment (Federal Employees Retirement System), from the NSSC Web portal.</p> <p>Complete the front of the SF 3108 if the employee intends to make a payment.</p> <p>Output: Copy of form retrieved and filled out.</p>	<p>Note: NSSC(SP) HR Specialist will provide telephone assistance in completing the forms or filling out the Statement of Understanding as requested through the NSSC Customer Contact Center.</p> <p>Employee should include original or copies of all “paid in full” receipts issued by OPM for previous deposits/redeposits made.</p>
<p>Step 2</p> <p>NASA Employee</p> <p>Mail Completed SF 3108 to NSSC</p>	<p>Forward completed form to NSSC.</p> <p>Output: Completed form sent to NSSC.</p>	
<p>Step 3</p> <p>NSSC(SP) HR Specialist</p> <p>Receive and Review Form</p>	<p>Open the Remedy ticket and immediately send an e-mail to the employee confirming receipt of the SF 3108.</p> <p>Review the form for accuracy and completeness.</p> <p>Output: Form reviewed.</p>	

Process 5b – FERS Deposits and Redeposits Process		
Roles and Responsibilities	Action	Tips
<p>Step 4</p> <p>NSSC(SP) HR Specialist</p> <p>Certify Form and Forward to DOI</p>	<p>Complete the back of the SF 3108.</p> <ol style="list-style-type: none"> Certify the application to make deposits. Complete the RI 95-1, Service Credit Payments for Civilian Service (Chapter 21 CSRS/FERS Handbook p.49), to ensure that all of the procedures for filing a service credit application have been properly followed. Forward the SF 3108 and RI 95-1 to: <ul style="list-style-type: none"> Department of Interior (DOI) Benefits Processing Group, Mail Code D-2671 7201 W. Mansfield Avenue Lakewood, CO 80235 <p>Output: Form forwarded to DOI.</p>	
<p>Step 5</p> <p>DOI</p> <p>Certify the Payroll Section of the RI 95-1 and Forward to OPM</p>	<p>Certify the payroll section of the RI 95-1 and forward to OPM.</p> <p>Output: Payroll Certification form forwarded to OPM.</p>	
<p>Step 6</p> <p>OPM</p> <p>Send Employee an Official Bill for Deposit/Redeposit Amount, Including Interest</p>	<p>Send the employee an official bill for their deposit/redeposit amount, including accrued interest.</p> <p>Send employee options to pay the deposit/redeposit in full or make installment payments of at least \$50.00 after receiving their official bill.</p> <p>When the employee makes a full or partial payment, OPM sends the employee a receipt showing the new balance due (including updated interest or payment in full, as appropriate).</p> <p>Output: Bill sent to employee.</p>	<p>The employee will submit a copy of his/her paid in full statement with their Retirement application.</p>

Process 5c – Military Deposits Process



Roles & Responsibilities

Process 5c – Military Deposits Process		
Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>NASA Employee</p> <p>Retrieve RI 20-97 Form and Complete</p>	<p>Complete the RI 20-97 Estimated Earnings during Military Service.</p> <ol style="list-style-type: none"> Attach the following documents to RI 20-97: the DD214 or equivalent and any available records of pay or promotions. Employees that do not have a DD214 or equivalent should obtain a Standard Form 180 (SF 180), Request Pertaining to Military Records, to have their service verified before forwarding the request form to the pay center. The SF 180 is available online at http://www.archives.gov/st-louis/military-personnel/standard-form-180.html. Review the address list of custodians (by code number) to determine where to send the SF 180. The employee will need the following documentation for Academy Service: a copy of the Academy certificate and or transcript. The pay center cannot provide 	<p>Employee can obtain the RI 20-97 link address from the NSSC Web portal to request military earnings. From the link address, the employee can obtain the necessary form and information to request the military earnings.</p>

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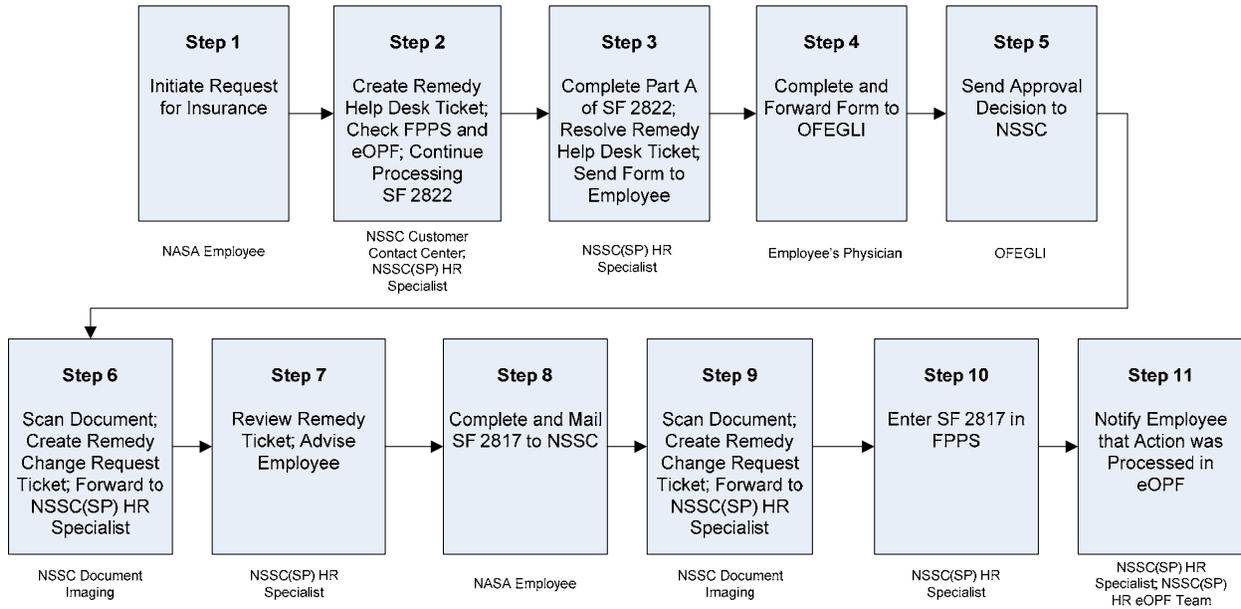
Process 5c – Military Deposits Process		
Roles and Responsibilities	Action	Tips
	<p>estimated earnings unless verification of service is attached.</p> <p>f. Use a separate RI 20-97 for each branch of service.</p> <p>g. Mail or fax RI 20-97 to the appropriate address/fax number listed on the form.</p> <p>Output: Completed form mailed/faxed to appropriate address/fax.</p>	
<p>Step 2</p> <p>NASA Employee</p> <p>Provide NSSC(SP) HR Benefits Processing Specialist with Report Copy and Request Deposit Amount</p>	<p>Provide NSSC(SP) HR Benefits Processing Specialist with a copy of Estimated Earnings During Military Service Report and request calculation of deposit amount.</p> <p>Output: Copy of report and request for deposit amount submitted to NSSC.</p>	
<p>Step 3</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Calculate Military Deposit; Counsel Employee; Provide Employee with Forms</p>	<p>Calculate the employee's military deposit using Government Retirement & Benefits (GRB) Assist software.</p> <p>Counsel the employee on how the deposit or unpaid deposit will impact their annuity.</p> <p>Provide the employee(s) with the SF 2803 or the SF 3108, Application to Make Deposit or Redeposit and a memo to DOI (for employees electing not to make a lump sum payment).</p> <p>Output: Deposit calculated, employee counseled, and forms sent to employee.</p>	
<p>Step 4</p> <p>NASA Employee</p> <p>Complete Forms and Return to NSSC</p>	<p>Employees complete only the portions on the form that pertain to the employee, and returns completed forms to NSSC.</p> <p>Output: Completed forms mailed to NSSC.</p>	<p>These packages receive special handling and must be specifically addressed.</p>

Process 5c – Military Deposits Process		
Roles and Responsibilities	Action	Tips
<p>Step 5</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Certify Forms and Forward to DOI</p>	<p>Receive, certify the form, and forward all of the original documents (SF 2803, Application to Make Deposit or Redeposit; Military Deposit Worksheet and copy of DD-214, Report of Separation from the Armed Forces of the United States) with employee's payment or payroll deduction authorization to:</p> <p>DOI / NBC Payroll Operations Division Benefits Processing Group, Attention: Military Deposit, D-2671 7201 West Mansfield Denver, CO 80235</p> <p>Output: Certified forms forwarded to DOI.</p>	
<p>Step 6</p> <p>DOI</p> <p>Verify Deposit Amount and Sends Statement to Employee</p>	<p>Upon receipt of the Military Deposit Application and Estimate, DOI verifies calculations and deposit amount. DOI forwards to employee a final statement showing the amount of deposit to be paid.</p> <p>Output: Statement of Deposit sent to employee.</p>	
<p>Step 7</p> <p>NASA Employee</p> <p>Sends payment to DOI</p>	<p>Employees may authorize a payroll deduction or may make a lump sum payment. If lump sum payment is made, a check made payable to the Department of Interior/NBC should be enclosed. The following information must be included on the check:</p> <ul style="list-style-type: none"> • Employee(s) name. • Employee(s) address. • Employee(s) daytime telephone number. • Employee(s) must write "MILITARY DEPOSIT" on the memo portion of the check. • The check should be attached to the deposit statement and mailed to DOI at: 	

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Process 5c – Military Deposits Process		
Roles and Responsibilities	Action	Tips
	DOI / NBC Payroll Operations Division Benefits Processing Group, Attention: Military Deposit, D-2671 7201 West Mansfield Denver, CO 80235 Output: Payment sent to DOI.	
Step 8 NSSC(SP) HR Benefits Processing Specialist File OPM 1514	After the military deposit is paid, OPM sends a copy of the statement to the employee. Employee should then send a copy to the NSSC to update creditable service in FPPS. Output: OPM 1514 filed in employee’s OPF/eOPF.	
Step 9 NSSC(SP) HR Benefits Processing Specialist Credit Service Time	Update the employee’s Retirement SCD in the FPPS to include the creditable military service and enter the amount of creditable military service in FPPS. Output: Updated employee service record. Closed Remedy ticket.	

Process 6 – Request for Federal Employees’ Group Life Insurance (FEGLI) Process



Roles & Responsibilities

Process 6 – Request for Federal Employees’ Group Life Insurance (FEGLI) Process		
Roles and Responsibilities	Action	Tips
Step 1 NASA Employee Initiate Request for Insurance	Call NSSC Customer Contact Center and request HR Specialist to initiate a Request for Insurance, SF 2822, outside of Open Season. Output: Initiated Request.	

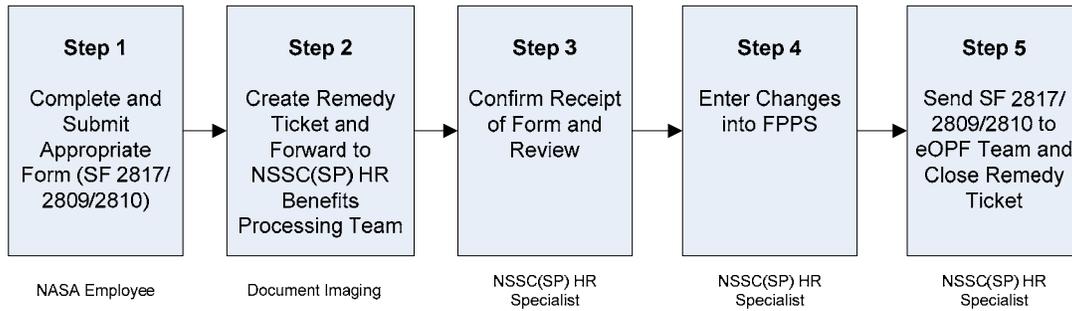
Process 6 – Request for Federal Employees’ Group Life Insurance (FEGLI) Process		
Roles and Responsibilities	Action	Tips
<p>Step 2</p> <p>NSSC Customer Contact Center; NSSC(SP) HR Specialist</p> <p>Create Remedy Help Desk Ticket; Check FPPS and eOPF; Continue Processing SF 2822</p>	<p>NSSC Customer Contact Center develops a Remedy Help Desk ticket and forwards to NSSC(SP) HR Specialist.</p> <p>The NSSC(SP) HR Specialist checks FPPS to ensure employee is not on Leave Without Pay (LWOP). NSSC(SP) HR Specialist checks eOPF to see if employee has waived FEGLI within the last year. Check with Payroll to see if employee has been out due to illness/injury for at least three (3) weeks in the last year. If all checks are negative findings, NSSC(SP) HR Specialist continues to process the SF 2822.</p> <p>Output: Remedy Help Desk ticket created.</p>	
<p>Step 3</p> <p>NSSC(SP) HR Specialist</p> <p>Complete Part A of SF 2822; Resolve Remedy Help Desk Ticket; Send Form to Employee</p>	<p>a. Complete Part A of SF 2822. b. Send the form to employee with instructions to take the form to his/her physician or health care provider (at the employee’s expense) to complete the rest of the form. c. Resolve the Remedy Help Desk ticket.</p> <p>Output: SF 2822 forwarded to employee.</p>	Center’s onsite Clinic Physical will suffice.
<p>Step 4</p> <p>Employee’s Physician</p> <p>Complete and Forward Form to OFEGLI</p>	<p>Forward the form to OFEGLI for determination of approval/disapproval for the request for Insurance.</p> <p>Output: Form completed and forwarded to OFEGLI.</p>	
<p>Step 5</p> <p>OFEGLI</p> <p>Send Approval Decision to NSSC</p>	<p>Send approval decision to NSSC by fax to NSSC Document Imaging at 1-866-779-6772.</p> <p>Send denial decision directly to employee.</p> <p>Output: Approval decision sent to NSSC.</p>	

Process 6 – Request for Federal Employees’ Group Life Insurance (FEGLI) Process		
Roles and Responsibilities	Action	Tips
<p>Step 6</p> <p>NSSC Document Imaging</p> <p>Scan Document; Create Remedy Change Request Ticket; Forward to NSSC(SP) HR Specialist</p>	<p>Scan document and create a Remedy Change Request ticket. Forward to NSSC(SP) HR Specialist.</p> <p>Output: Remedy Change Request created.</p>	
<p>Step 7</p> <p>NSSC(SP) HR Specialist</p> <p>Review Remedy Ticket; Advise Employee</p>	<p>a. Review the Remedy Change Request ticket.</p> <p>b. Contact the employee and advise him/her of the decision.</p> <p>c. Advise employee, if approved, to complete a SF 2817, Election of Life Insurance within 31 days of the approval date from OFEGLI.</p> <p>NOTE: If employee is not enrolled in FEGLI, HR Specialist will immediately update FPPS to show Basic Coverage until SF 2817 is received.</p> <p>Output: FEGLI changed.</p>	
<p>Step 8</p> <p>NASA Employee</p> <p>Complete and Mail SF 2817 to NSSC</p>	<p>Complete SF 2817 and mail to NSSC.</p> <p>Output: SF 2817 completed and forwarded to NSSC.</p>	
<p>Step 9</p> <p>NSSC Document Imaging</p> <p>Scan Document; Create Remedy Change Request Ticket; Forward to NSSC(SP) HR Specialist</p>	<p>Scan document and create a Remedy Change Request ticket. Forward to NSSC(SP) HR Specialist.</p> <p>Output: Document scanned and Remedy Change Request created.</p>	<p>NSSC(SP) HR Specialist will relate all Remedy tickets to the Parent ticket to ensure all documentation is retained together.</p>
<p>Step 10</p> <p>NSSC(SP) HR Specialist</p> <p>Enter SF 2817 in FPPS</p>	<p>Enter the SF 2817 in FPPS with the effective date the first day in a pay period and duty status on or after receipt of the SF 2817 (within the 31 days of approval from OFEGLI).</p> <p>Output: FEGLI changed in FPPS.</p>	

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Process 6 – Request for Federal Employees’ Group Life Insurance (FEGLI) Process		
Roles and Responsibilities	Action	Tips
<p>Step 11</p> <p>NSSC(SP) HR Specialist; NSSC(SP) HR eOPF Team</p> <p>Notify Employee that Action was Processed in eOPF</p>	<p>Forward the Remedy Change Request ticket and the original SF 2817 to the NSSC(SP) HR eOPF team.</p> <p>The NSSC(SP) HR eOPF team e-mails the employee that an action has been processed in their eOPF.</p> <p>Output: Documents indexed and filed; employee notified.</p>	

Process 7 – Life Events and Status Changes Process (FEGLI/FEHB)



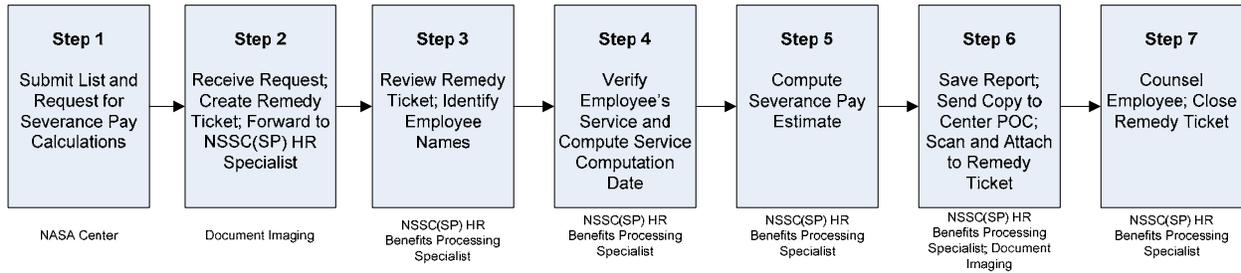
Roles & Responsibilities

Process 7 – Life Events and Status Changes Process (FEGLI/FEHB)		
Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>NASA Employee</p> <p>Complete and Submit Appropriate Form (SF 2817/2809/2810)</p>	<p>a. Download Appropriate Form (SF 2817/2809/2810) from Web site.</p> <p>b. Complete SF 2817, Life Insurance Election (Federal Employees’ Group Life Insurance Program), to increase or decrease coverage due to a life event in their enrollment in FEGLI. Complete SF 2809/2810 to change coverage in FEHB/FEDVIP due to a life event or change in status. Employee will include appropriate documentation to support his or her request for changing their coverage, such as a marriage license or birth certificate. Life events that permit these changes can be found on the NSSC Web portal.</p> <p>c. Submit the completed SF 2817/2809/2810 and documentation to NSSC.</p> <p>Output: Completed form submitted to NSSC.</p>	<p>NSSC(SP) HR will provide telephone assistance, if necessary, in completing the form or to answer any questions. Call NSSC at 1-877-NSSC-123 (1-877-677-2123) or e-mail NSSC at nssc-contactcenter@nasa.gov.</p> <p>Employee can always reduce or eliminate FEGLI coverage, even without the occurrence of a Life Event.</p>
<p>Step 2</p> <p>Document Imaging</p> <p>Create Remedy Ticket and Forward to NSSC(SP) HR Benefits Processing Team</p>	<p>Create a Remedy ticket and forward to the NSSC(SP) HR Benefits Processing team.</p> <p>Output: Remedy ticket created and forwarded to Benefits Processing team.</p>	

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Process 7 – Life Events and Status Changes Process (FEGLI/FEHB)		
Roles and Responsibilities	Action	Tips
<p>Step 3</p> <p>NSSC(SP) HR Specialist</p> <p>Confirm Receipt of Form and Review</p>	<p>a. Open the Remedy ticket and immediately send an e-mail to the employee confirming receipt of the SF 2817/2809/2810.</p> <p>b. Review the form for completeness and complete the personnel portion of the SF 2817/2809/2810.</p> <p>Output: Completed and reviewed form.</p>	
<p>Step 4</p> <p>NSSC(SP) HR Specialist</p> <p>Enter Changes into FPPS</p>	<p>Enter change into FPPS. (Please refer to OPM's Guide to Processing Personnel Actions (GPPA) for specific instructions.)</p> <p>Output: FPPS updated.</p>	<p>Refer to FEGLI/FEHB handbooks to determine effective date of this action. If Living Benefits are elected, ensure the effective date is date shown on FE-8C. NSSC(SP) HR Specialist will Release for Update (RLUP) action in FPPS.</p>
<p>Step 5</p> <p>NSSC(SP) HR Specialist</p> <p>Send SF 2817/2809/2810 to eOPF Team and Close Remedy Ticket</p>	<p>a. Send original SF 2817/2809/2810 to the eOPF team to be filed in the eOPF.</p> <p>b. Close the Remedy ticket.</p> <p>The eOPF team forwards an e-mail to employee advising a new action has been filed in their eOPF.</p> <p>Output: SF 2817/2809/2810 sent to eOPF team and Remedy ticket closed.</p>	

Process 8 – Severance Pay Process



Roles & Responsibilities

Process 8 – Severance Pay Process		
Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>NASA Center</p> <p>Submit List and Request for Severance Pay Calculations</p>	<p>E-mail or fax the Reduction in Force (RIF), buyout, or other separation list and request for severance pay calculations to NSSC.</p> <p>Output: List and severance pay calculations requested.</p>	
<p>Step 2</p> <p>Document Imaging</p> <p>Receive Request; Create Remedy Ticket; Forward to NSSC(SP) HR Specialist</p>	<p>Receive List and request for severance pay calculations. Create Remedy ticket and forward to NSSC(SP) HR Benefits Processing Specialist.</p> <p>Output: Remedy Ticket created and forwarded to NSSC(SP) HR.</p>	
<p>Step 3</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Review Change Request; Identify Employee Names</p>	<p>Review the Remedy ticket and locate the employee names.</p> <p>Output: Remedy ticket reviewed and employee names identified.</p>	
<p>Step 4</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Verify Employee's Service and Compute Service Computation Date</p>	<p>Verify employee's service in eOPF and compute the SCD using the GRB Assist software.</p> <p>Output: Service verified and SCD computed.</p>	

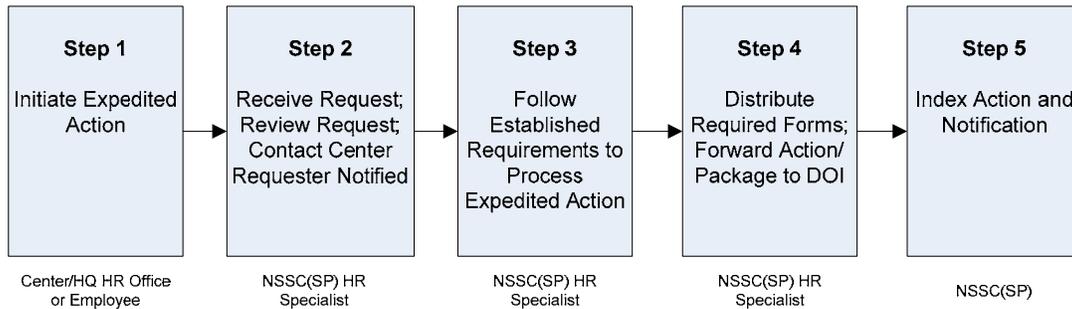
Process 8 – Severance Pay Process		
Roles and Responsibilities	Action	Tips
<p>Step 5</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Compute Severance Pay Estimate</p>	<p>Compute the severance pay estimate.</p> <p>Output: Severance pay estimate computed.</p>	
<p>Step 6</p> <p>NSSC(SP) HR Benefits Processing Specialist; Document Imaging</p> <p>Save Report; Send Copy to Center POC; Scan and Attach to Remedy Ticket</p>	<p>Save the report as an Adobe Acrobat file and send a copy to the Center POC. Take a copy of the report to Document Imaging to be scanned in and attached to the Remedy ticket.</p> <p>Output: Report saved and copies sent to Center POC and Document Imaging for scanning.</p>	
<p>Step 7</p> <p>NSSC(SP) HR Benefits Processing Specialist</p> <p>Counsel Employee; Close Remedy Ticket</p>	<p>Provide counseling to employee or Center POC via e-mail or fax, if needed. Close Remedy ticket.</p> <p>Output: Employee counseled and Remedy ticket closed.</p>	

Process 9 – Expedited Benefits Actions Process

On occasion the need may arise to expedite a particular action or to quickly obtain information necessary for an employee to make a decision. The list below is not all-inclusive but provides an indication of the type and severity of situation that may require expedited action:

- Voluntary retirement in lieu of involuntary separation and/or request for retirement estimate pursuant to making decision
- Immediate retirement for health reasons when employee does not apply for disability retirement
- To avoid termination of coverage when special circumstances have arisen as determined by HR Director (an employee who has simply failed to act to make an election is not covered unless unusual circumstances are ascribed to the situation)

The Roles and Responsibilities table includes the process for all of these and indicates special steps for specific actions, as needed.

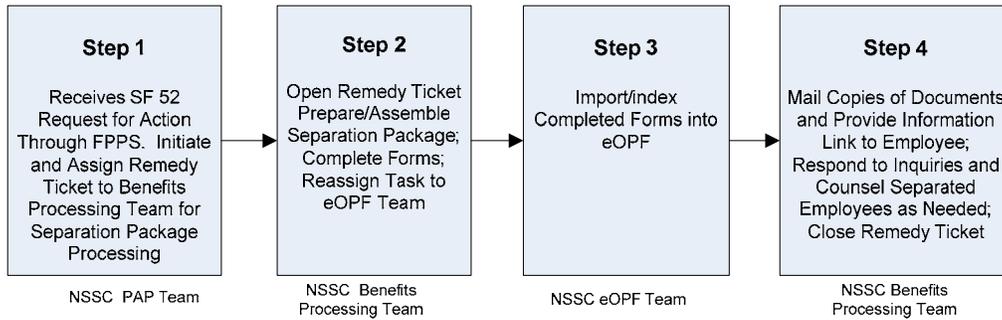


Roles & Responsibilities

Process 9 – Expedited Benefits Actions Process		
Roles and Responsibilities	Action	Tips
Step 1 Center/HQ HR Office or Employee Initiate Expedited Action	Center HR Office or Employee contacts NSSC identifying the benefits action that requires special, expeditious handling. Notification is made by e-mail (nssc@nasa.gov) or fax (1-866-779-6772) with the subject line “Expedited Benefits Action.” The reason for the expedited action and copies of any required documents should be included. Output: NSSC notified.	

Process 9 – Expedited Benefits Actions Process		
Roles and Responsibilities	Action	Tips
<p>Step 2</p> <p>NSSC(SP) HR Specialist</p> <p>Receive Request, Review Request, and Contact Center Requester Notified</p>	<p>Upon receipt, the action is identified as urgent in the Remedy workflow management system. The action is immediately forwarded to Benefits; additionally, the HR Manager is notified of the action.</p> <p>If missing info from initial review, HR Benefits Lead contacts Center requester by e-mail or phone to request the missing information and to coordinate required timeframe to complete action(s).</p> <p>Output: Data validated.</p>	
<p>Step 3</p> <p>NSSC(SP) HR Specialist</p> <p>Follow Established Requirements to Process Expedited Action</p>	<p>After all information is verified, the HR Specialist will provide counseling as may be required, will process the request in accordance with GPPA, FEHB, and FEGLI handbooks, this guide, and desk procedures as applicable. Codes and enters data into FPPS as may be required.</p> <p>Output: Action is processed.</p>	
<p>Step 4</p> <p>NSSC(SP) HR Specialist</p> <p>Distribute Required Forms; Forward Action/Package to DOI</p>	<p>All forms and other documents are distributed as appropriate in accordance with guidelines and procedures. Notify Center requester of completion of required actions by e-mail.</p> <p>Output: Disposition of forms to complete action.</p>	
<p>Step 5</p> <p>NSSC(SP)</p> <p>Index Action and Notification</p>	<p>The actions are electronically filed in eOPF as warranted and OPF dispositioned. Remedy ticket previously opened is closed.</p> <p>Output: Action indexed and electronically filed in eOPF. Closed Remedy ticket.</p>	

Process 10 – Separation Package Process



Roles & Responsibilities

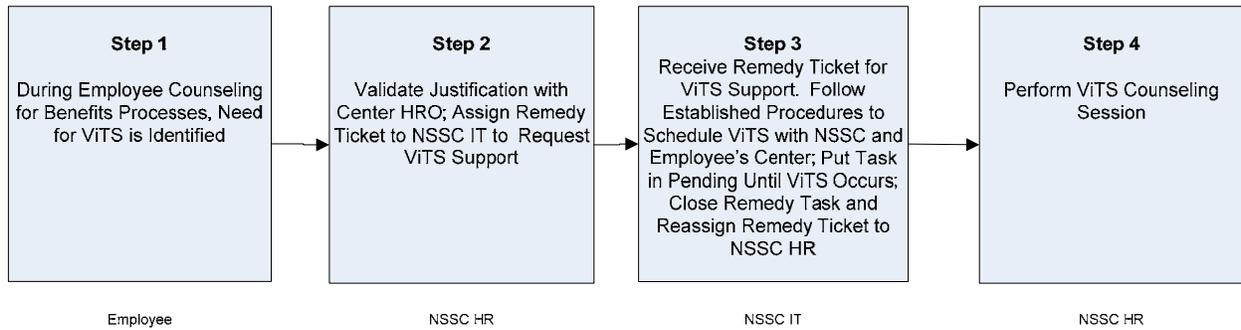
Process 10 – Separation Package Process		
Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>NSSC(SP) HR PAP Team</p> <p>Receives and processes SF 52 Request for Action Through FPPS; Initiate and assign Remedy Ticket to Benefits Processing Team for Separation Package Processing</p>	<p>NSSC PAP team receives an SF 52, Request for Personnel Action, from Center requesting employee termination action.</p> <p>Upon receipt of SF 52 in the PROC box in FPPS, PAP team processes the action, and resulting SF 50 is generated and included in the separating employee's eOPF.</p> <p>Remedy ticket details Employee Name and Contact Information, Center, Center HR Office Contact Name and Phone Number, and effective date and type of separation.</p> <p>Output: SF 50 Notification of Personnel Action Request.</p>	<p>Note: PAP team is responsible for mailing the hard copy of the SF 50 to the separating employee (approximately 3 weeks later) and for receipt and disposition of the SF 1150.</p>

Process 10 – Separation Package Process		
Roles and Responsibilities	Action	Tips
<p>Step 2</p> <p>NSSC Benefits Processing Team</p> <p>Open Remedy Ticket Prepare/Assemble Separation Package; Complete Forms; Reassign Task to eOPF Team</p>	<p>Upon receipt of the Remedy ticket, HR Benefits Processing team prepares benefits separation package as required by current employee benefits. This includes: SF 2819 – Notice of Conversion Privilege (FEGLI), SF 2821, Agency Certification of Insurance Status (FEGLI); SF 2810, Notice of Change in Health Benefit Enrollment; SF 8, Notice to Federal Employee About Unemployment Insurance Temporary Continuation of Coverage Letter (FEHB).</p> <p>Assigns Remedy task to the eOPF team for scanning, import, and index of documents into the eOPF.</p> <p>Output: Completed benefits separation package forwarded for filing.</p>	
<p>Step 3</p> <p>NSSC eOPF Team</p> <p>Import/index Completed Forms into eOPF</p>	<p>The forms will be electronically filed in eOPF as warranted and OPF dispositioned. Remedy task previously opened is closed.</p> <p>Output: Forms indexed and electronically filed in eOPF.</p>	
<p>Step 4</p> <p>NSSC Benefits Processing Team</p> <p>Mail Copies of Documents and Provide Information Link to Employee; Respond to Inquiries and Counsel Separated Employees as Needed; Close Remedy Ticket</p>	<p>Mail employee copies of SF 2819 – Notice of Conversion Privilege (FEGLI), SF 2821, Agency Certification of Insurance Status (FEGLI);SF 2810, Notice of Change in Health Benefit Enrollment; original SF 8, Notice to Federal Employee About Unemployment Insurance, Temporary Continuation of Coverage Letter (FEHB) and information on links to applicable Web sites (e.g., FEHB, TSP). Close the Remedy ticket.</p> <p>Output: Separation Package provided to employee. Remedy ticket closed.</p>	

PRINTED DOCUMENTS MAY BE OBSOLETE; VALIDATE PRIOR TO USE.

Process 11 – Special Needs/Circumstances Requiring ViTS Counseling Process

There may be special needs/circumstances that require the Benefits Processing counseling process to occur through the Video Teleconferencing System (ViTS). NSSC’s ViTS coordinator will schedule and coordinate the ViTS. Special needs may include disability accommodation, follow-up with multiple persons in survivor benefits cases, responding to similar questions for multiple individuals (voluntary early retirement), or similar types of cases. Using the standard operating model of telephone counseling (except survivor benefits cases), NSSC will carefully coordinate appropriate use of this service capability with Centers.



Roles & Responsibilities

Process 11 – Special Needs/Circumstances Requiring ViTS Counseling Process		
Roles and Responsibilities	Action	Tips
Step 1 Employee During Employee Counseling for Benefits Processes, Need for ViTS is Identified	During any type of employee Benefits Processing counseling, an employee may express a Special need/circumstance which may require the counseling to be done using the ViTS. Output: Special Needs/Circumstances ViTS Request identified.	
Step 2 NSSC HR Validate Justification with Center HRO; Assign Remedy Ticket to NSSC IT to Request ViTS Support	NSSC HR Benefits Processing Specialist contacts the Center HRO to validate the ViTS request. Upon validation, the NSSC HR Benefits Processing Specialist assigns the ViTS Support Task to NSSC IT for ViTS scheduling. Output: Request validated. Remedy Task assigned to NSSC IT.	A minimum of 3 possible date and time combinations should be given to NSSC IT for ease in scheduling.

Process 11 – Special Needs/Circumstances Requiring ViTS Counseling Process		
Roles and Responsibilities	Action	Tips
<p>Step 3</p> <p>NSSC IT</p> <p>Follow Established Procedures to Schedule ViTS with NSSC and Employee’s Center; Close Remedy Ticket</p>	<p>Receive Remedy Task for ViTS Support. Follow Established Procedures to Schedule ViTS with NSSC and Employee’s Center; Put Task in Pending until ViTS occurs (in case any rescheduling is necessary); Close Remedy Task and Reassign Remedy Ticket to NSSC HR.</p> <p>Output: Scheduled ViTS Counseling session. Remedy Task closed.</p>	<p>See NSSC IT Service Delivery Guide (SDG) for additional information on ViTS procedures.</p> <p>ViTS scheduling is going to depend on availability of resources at NSSC and at the Employee’s Center.</p>
<p>Step 4</p> <p>NSSC HR</p> <p>Perform ViTS Counseling Session</p>	<p>NSSC HR advises employee and Center HRO of ViTS date/time, and conducts ViTS.</p> <p>Output: ViTS Counseling session conducted.</p>	

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC	Retirement Estimates	NASA Employee	<p>90% of retirement estimate requests are completed in 10 business days for requests with retirement dates within the same year. For requests with retirement dates over one year to five years, 20 business days. For requests 5 years and out, 45 business days.</p> <p>(One retirement estimate per employee in a fiscal year. Employees may submit additional requests but will be handled on a low priority basis.)</p>
NSSC	Retirement Packages	DOI	95% of routine retirement packages will be submitted to DOI within 10 business days and complex packages within 20 business days from the effective date of the retirement.

System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Federal Personnel Payroll System (FPPS)	Processing system for payroll and personnel actions	User role	Web access; data warehouse
Workforce Transformation Tracking System (WTTS)	Tracking system for NASA accessions, losses, etc.	User role	FPPS
Electronic Official Personnel Folder (eOPF) System	Paperless Official Personnel Folder (OPF)	User role	FPPS

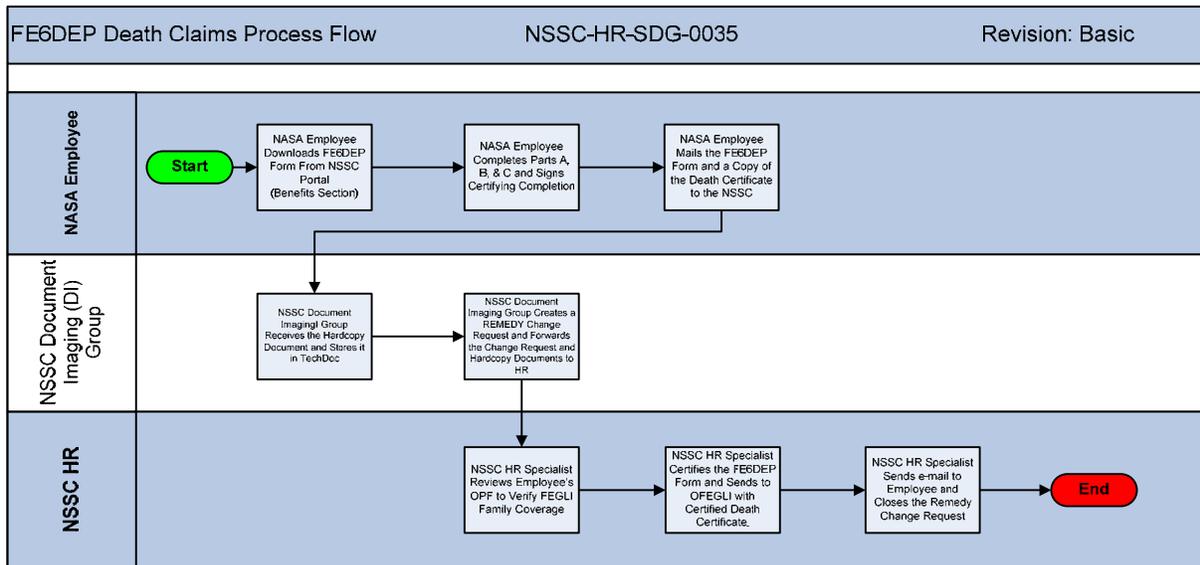
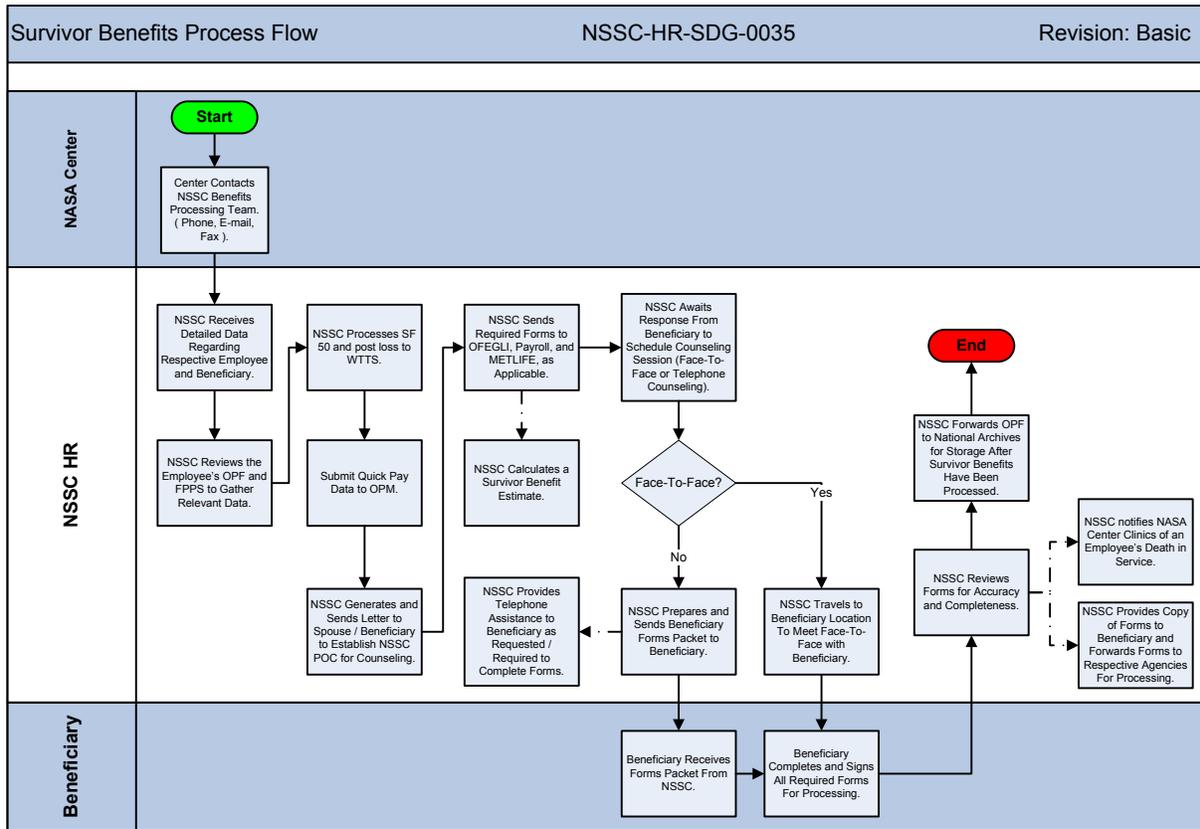
New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
Government Retirement & Benefits (GRB) Assist Software	Software to assist in retirement and severance pay calculations	User role	Secure server for estimate retrieval and retention

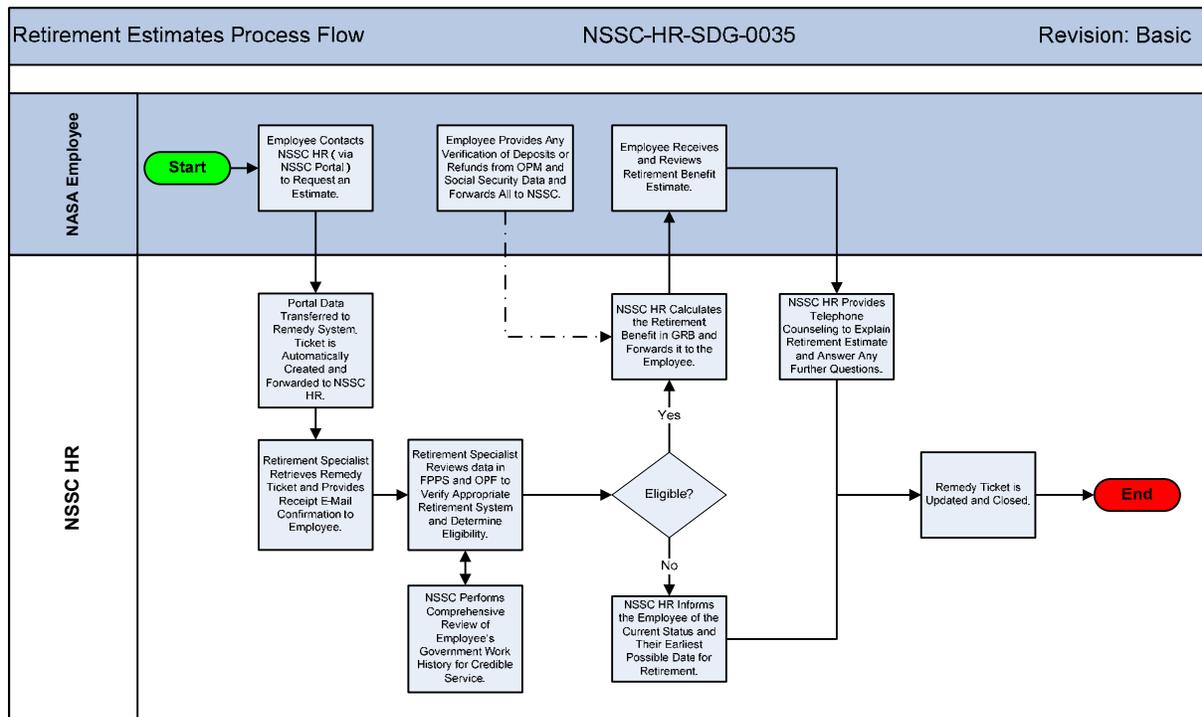
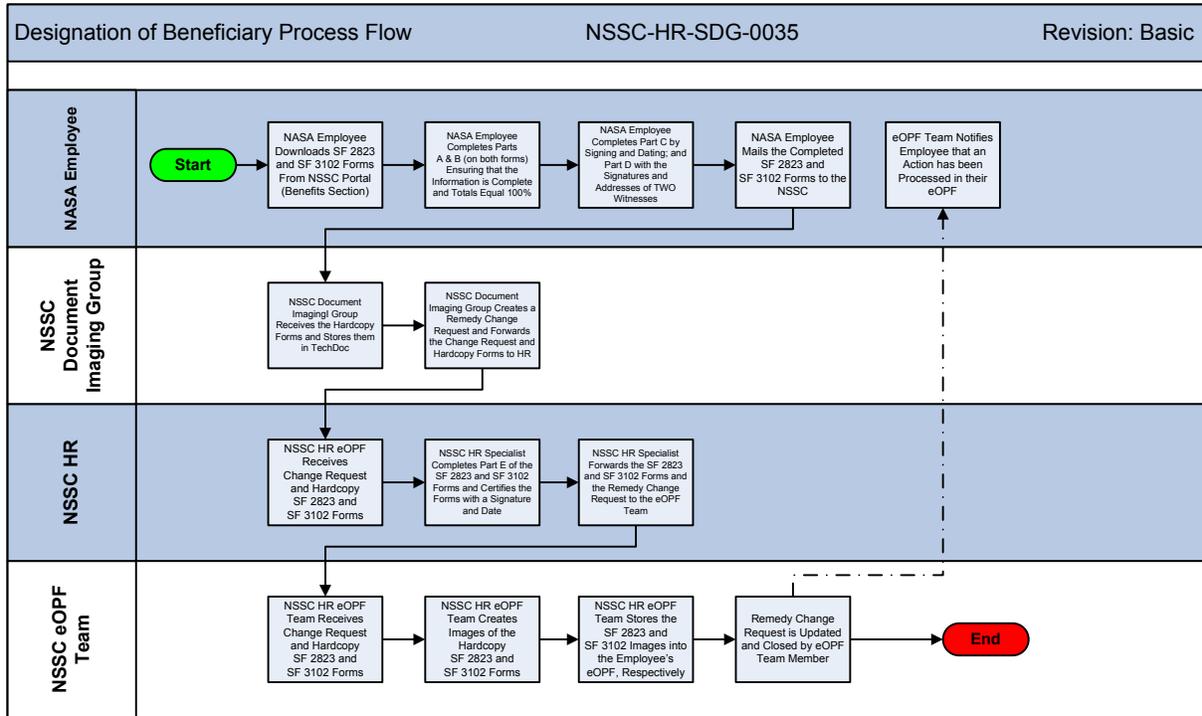
Customer Contact Center Strategy

The NSSC Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity. The NSSC Contact Center Service Delivery Guide can be found on the NSSC Customer Service Web site using the following link:
https://dm.nssc.nasa.gov/servlet/dm.web.Fetch/NSSC-CC-SDG-0001_Rev.C.doc?gid=79842.

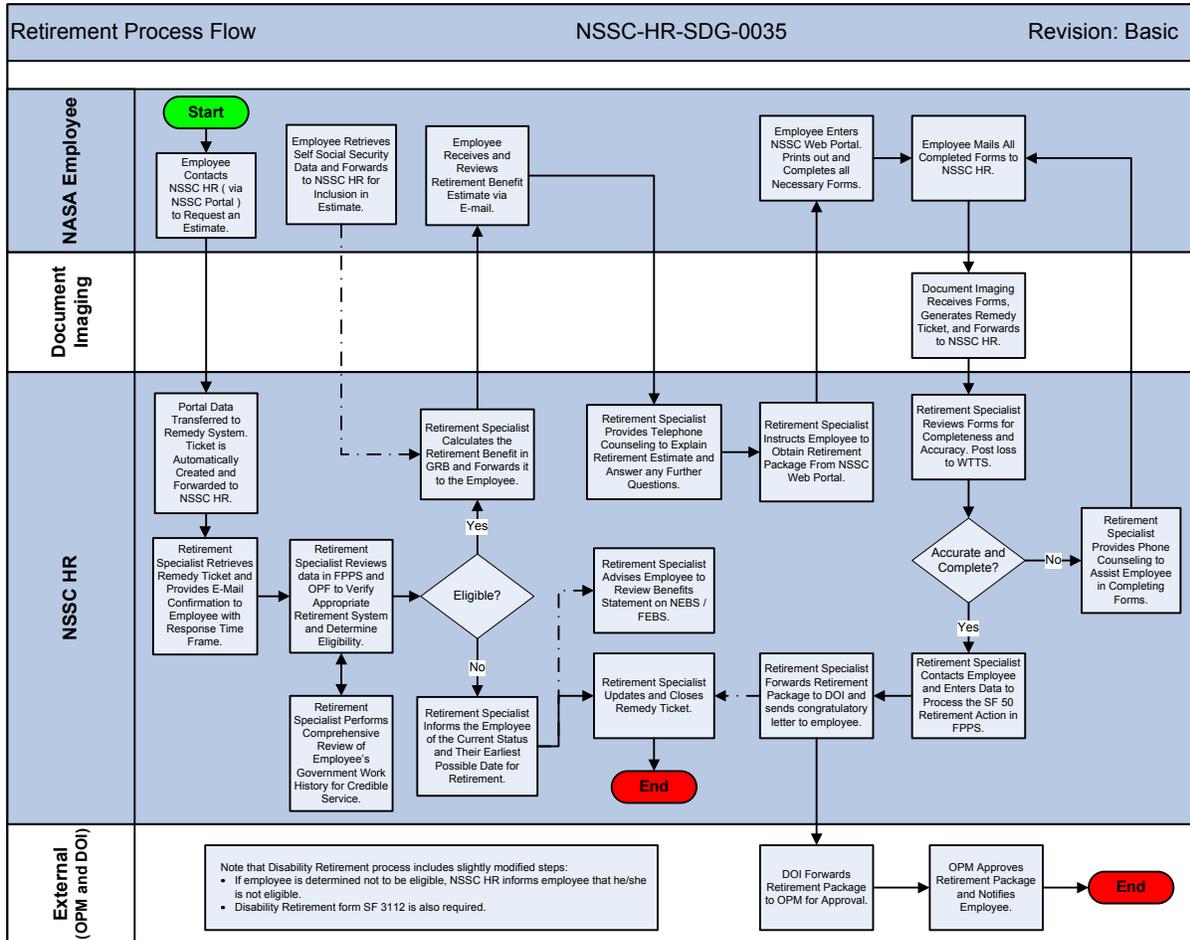
Cross Functional Flowcharts



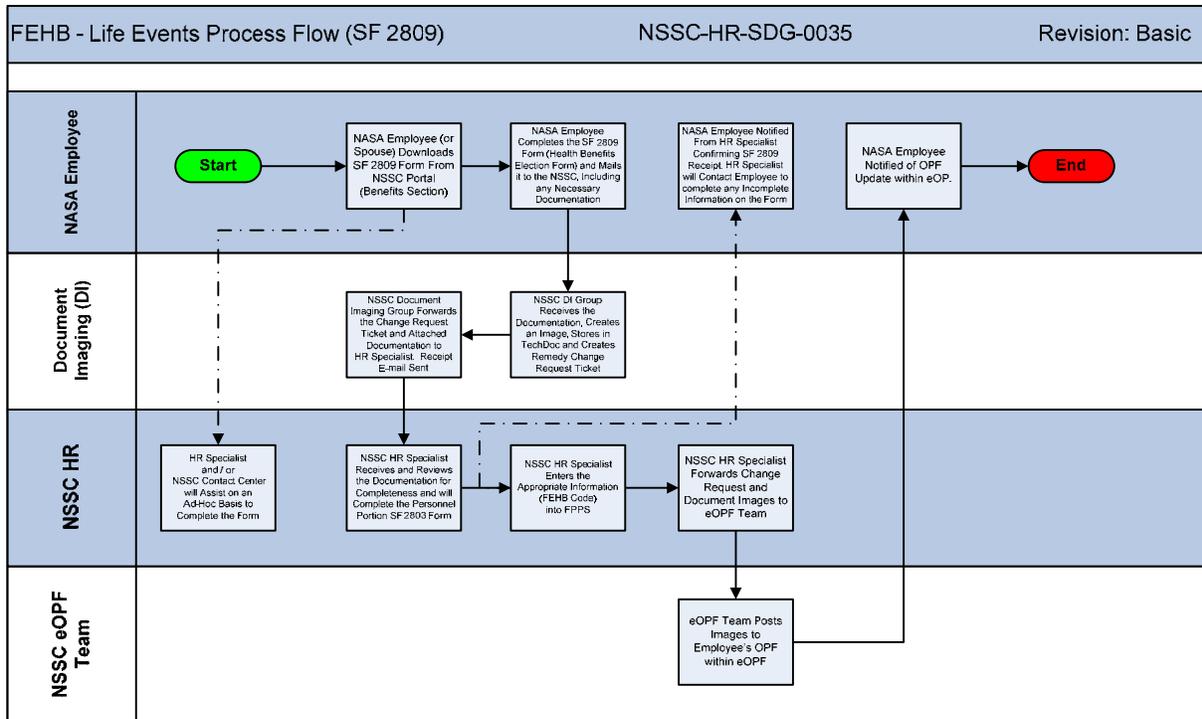
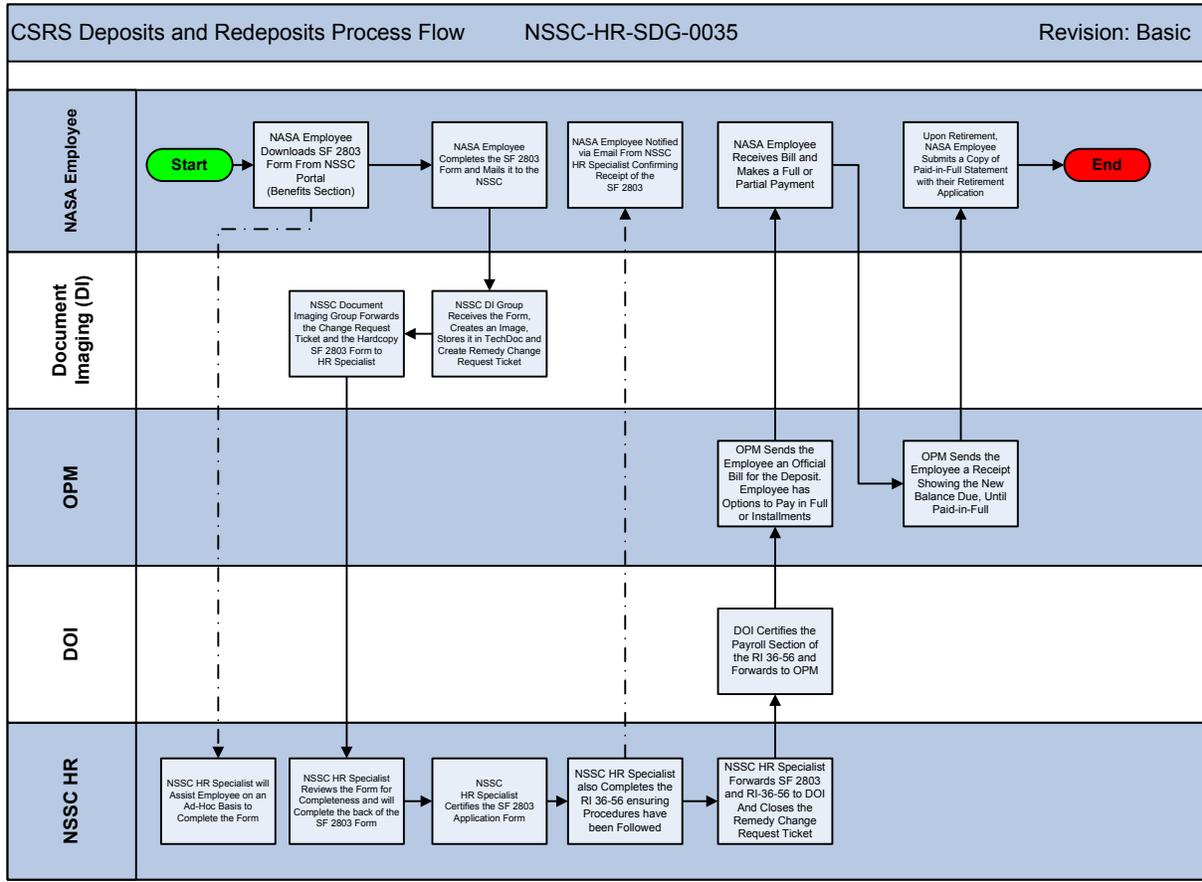
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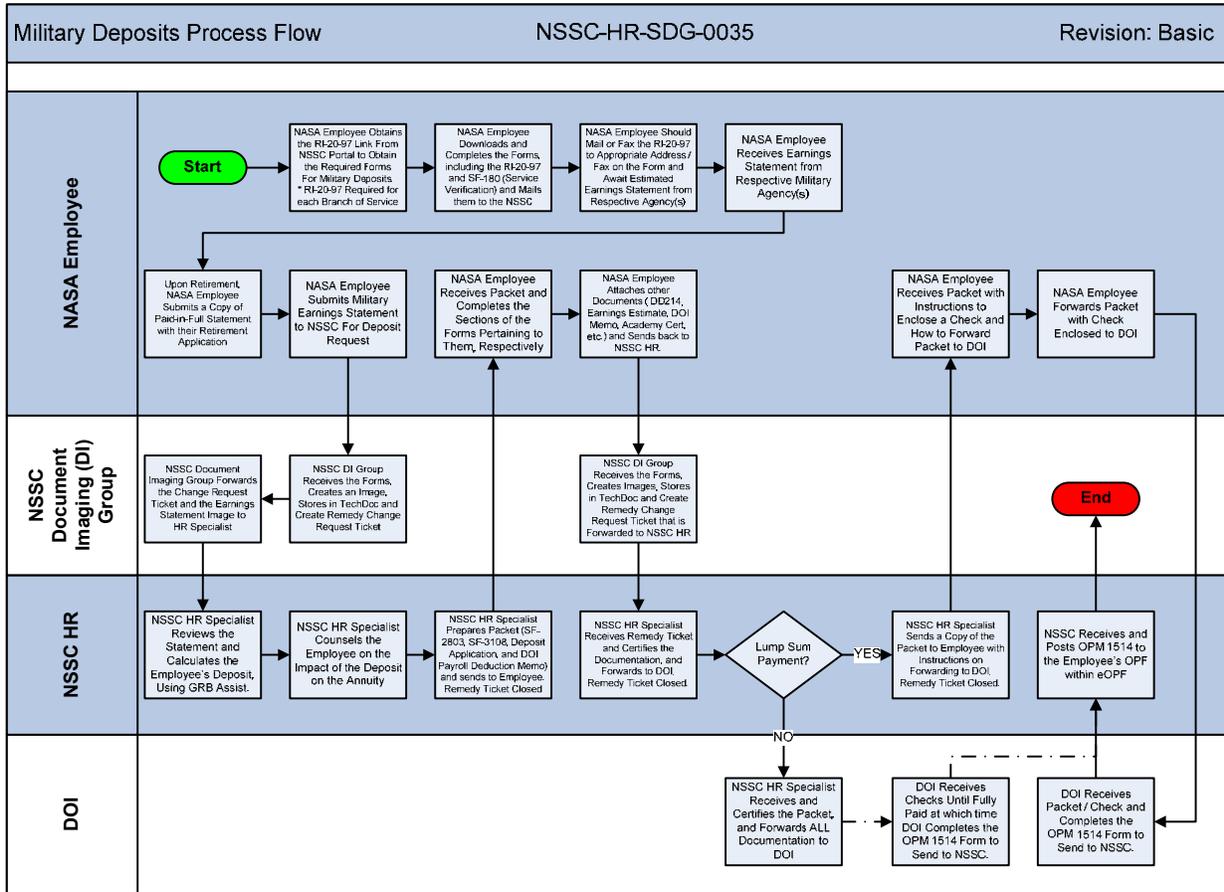
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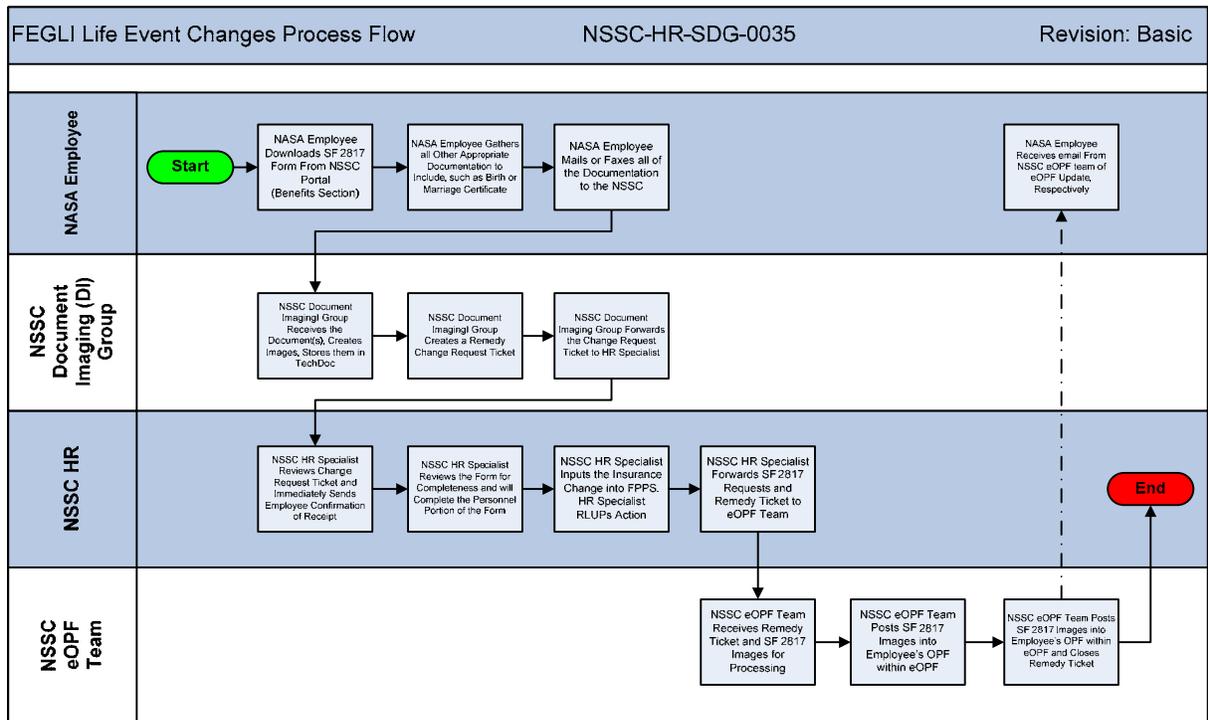
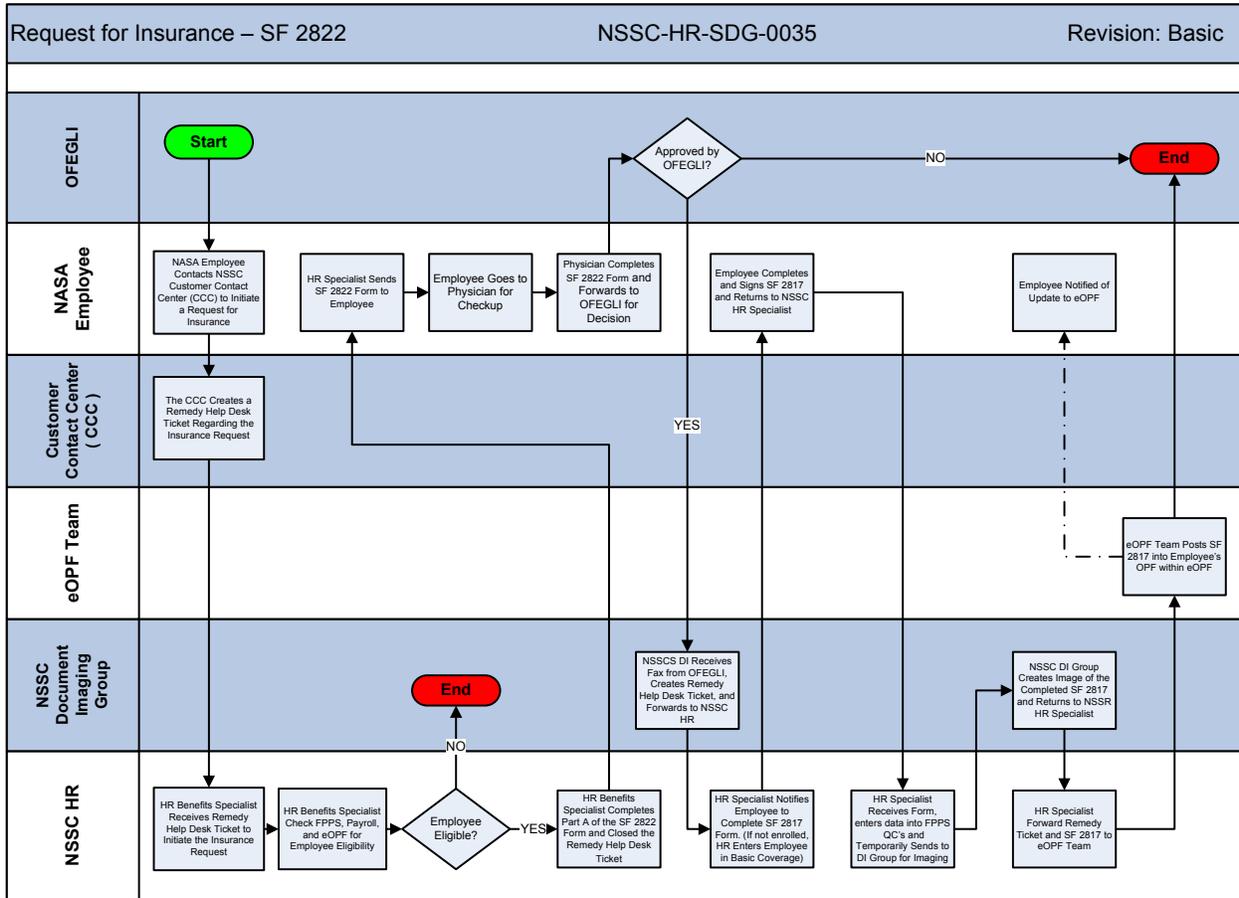
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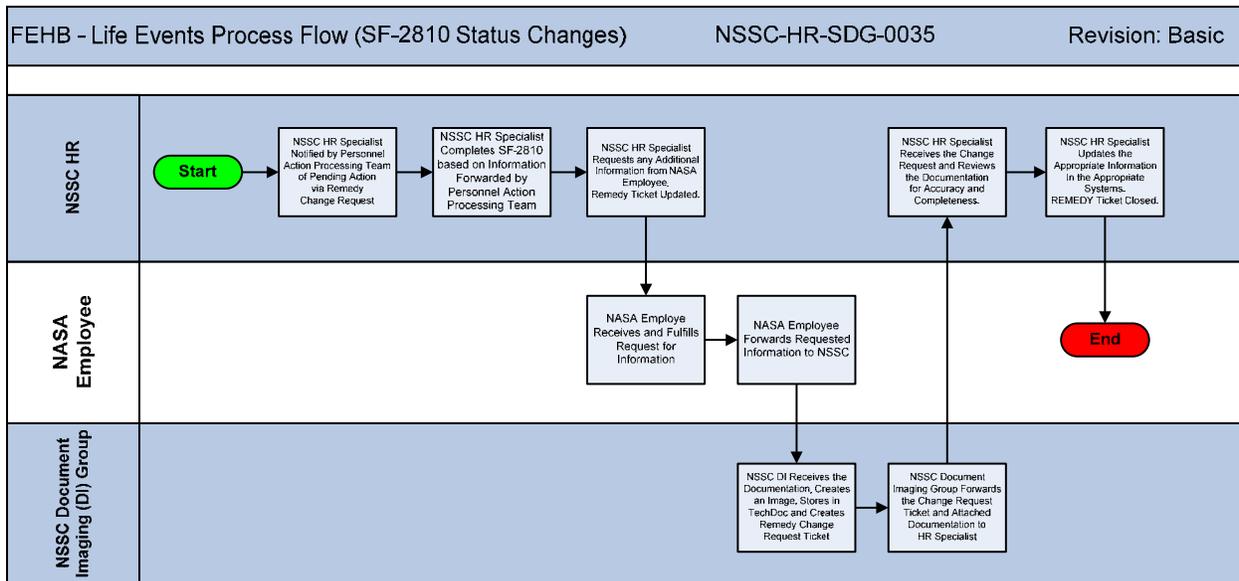
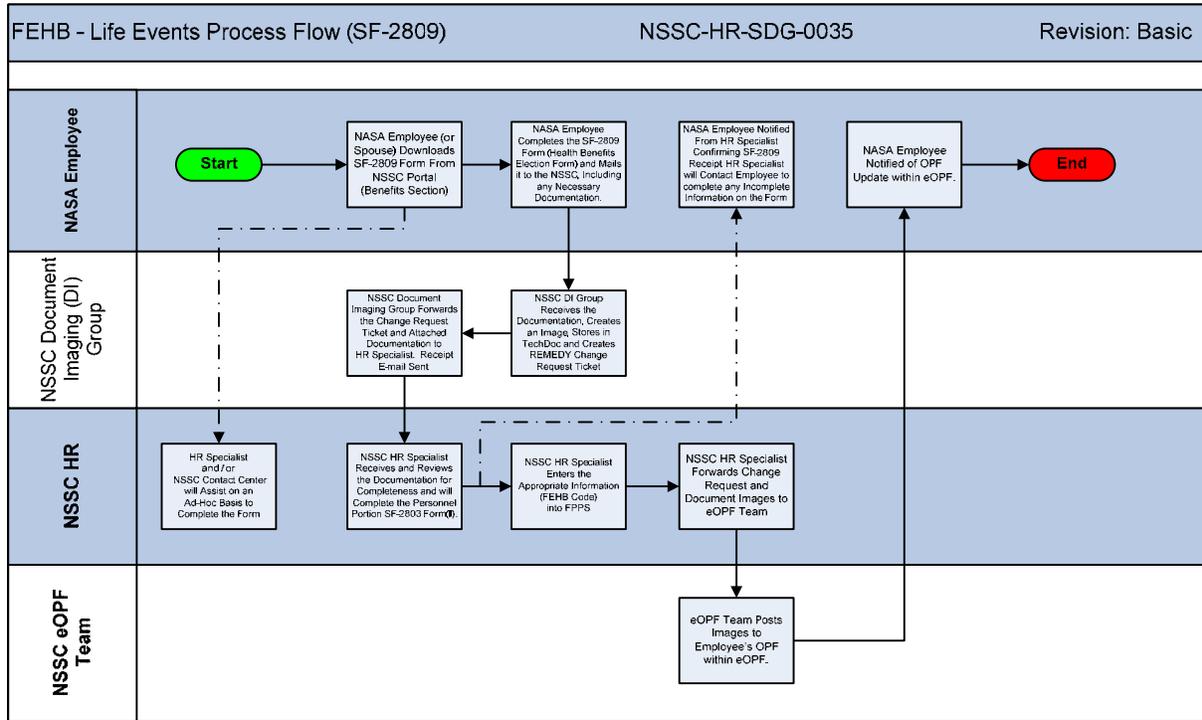
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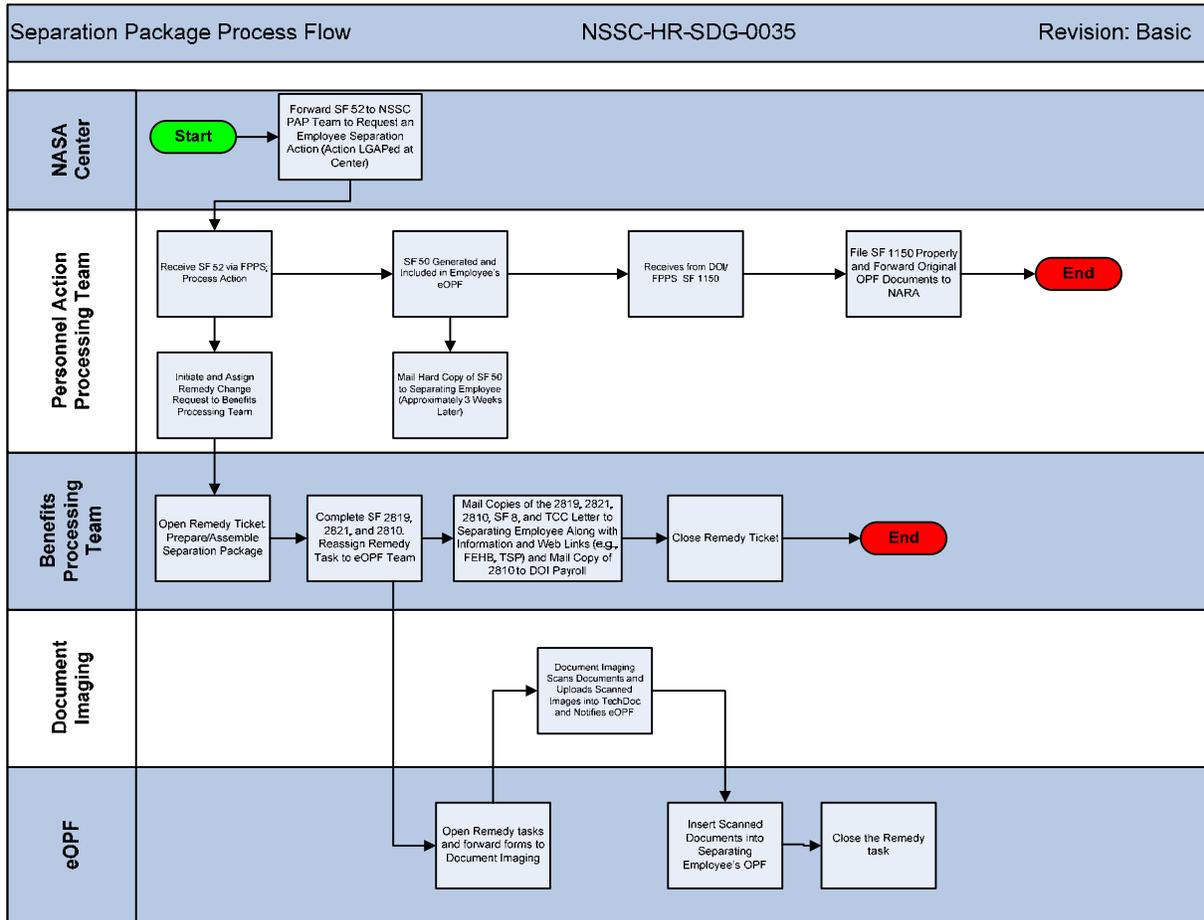
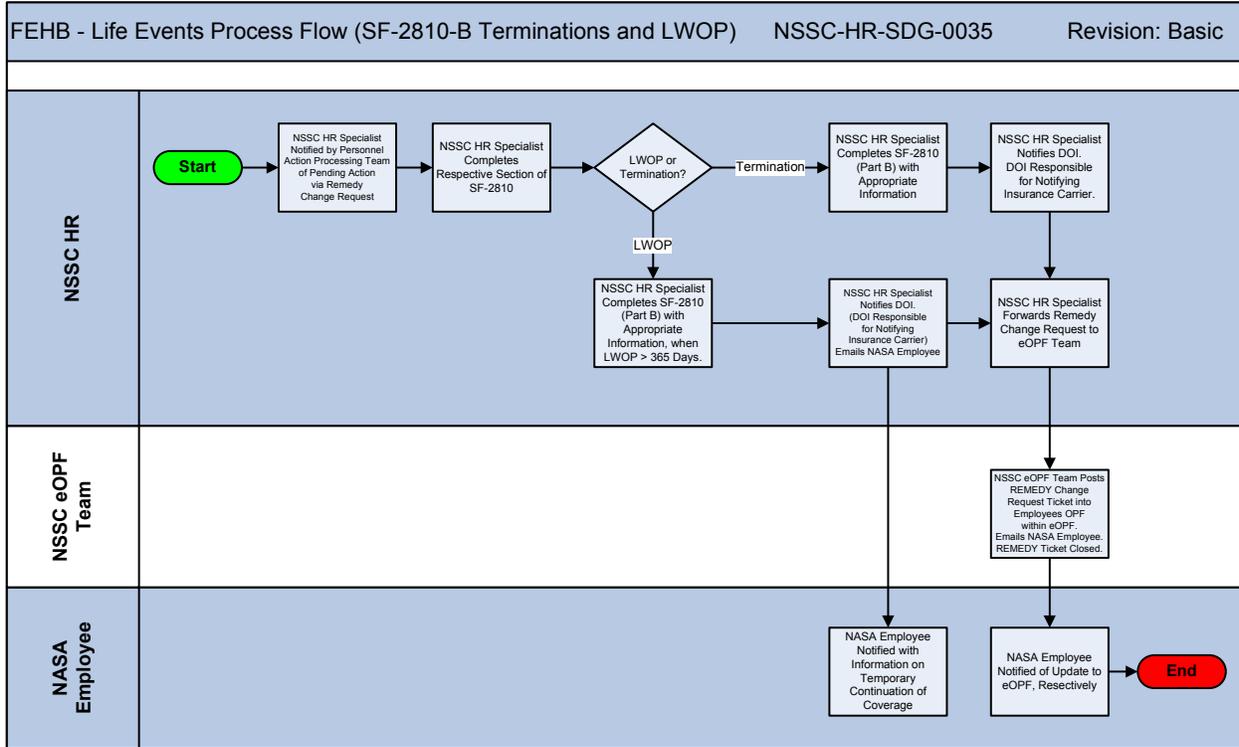
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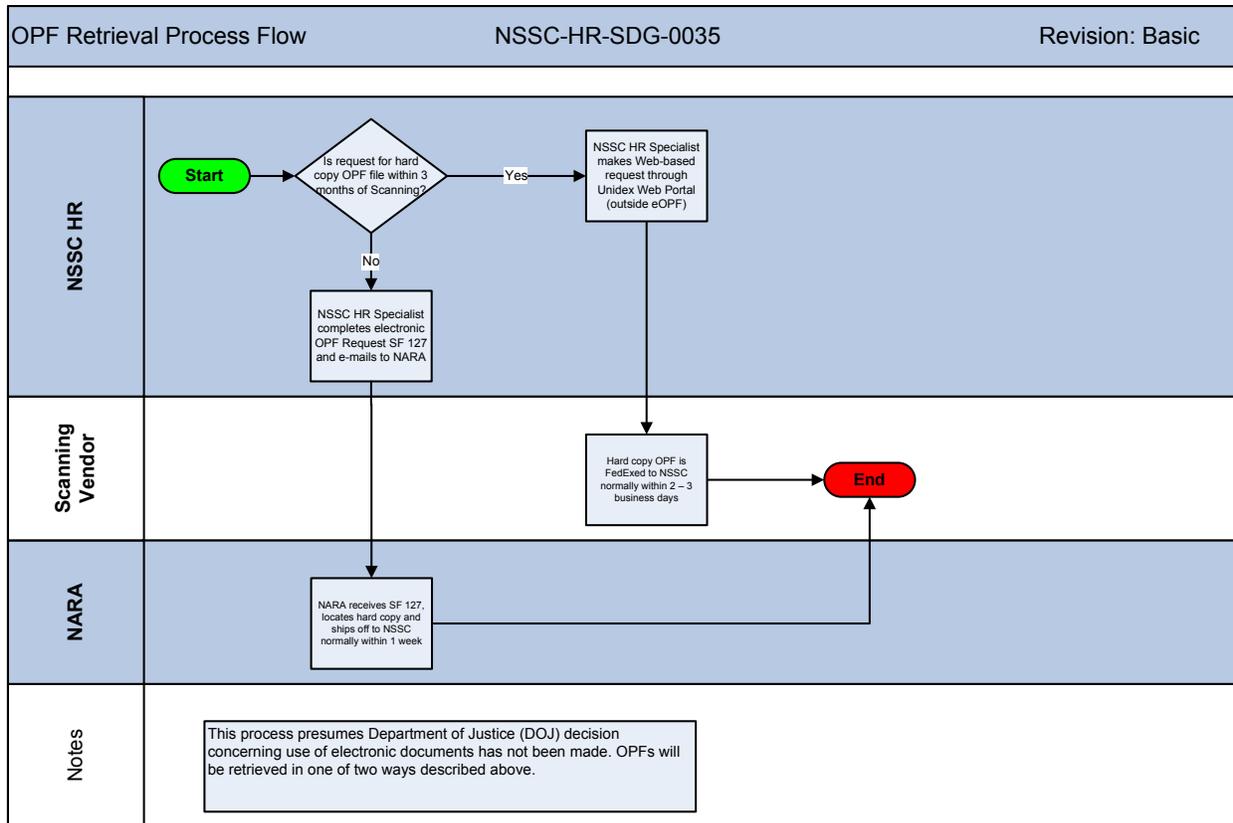
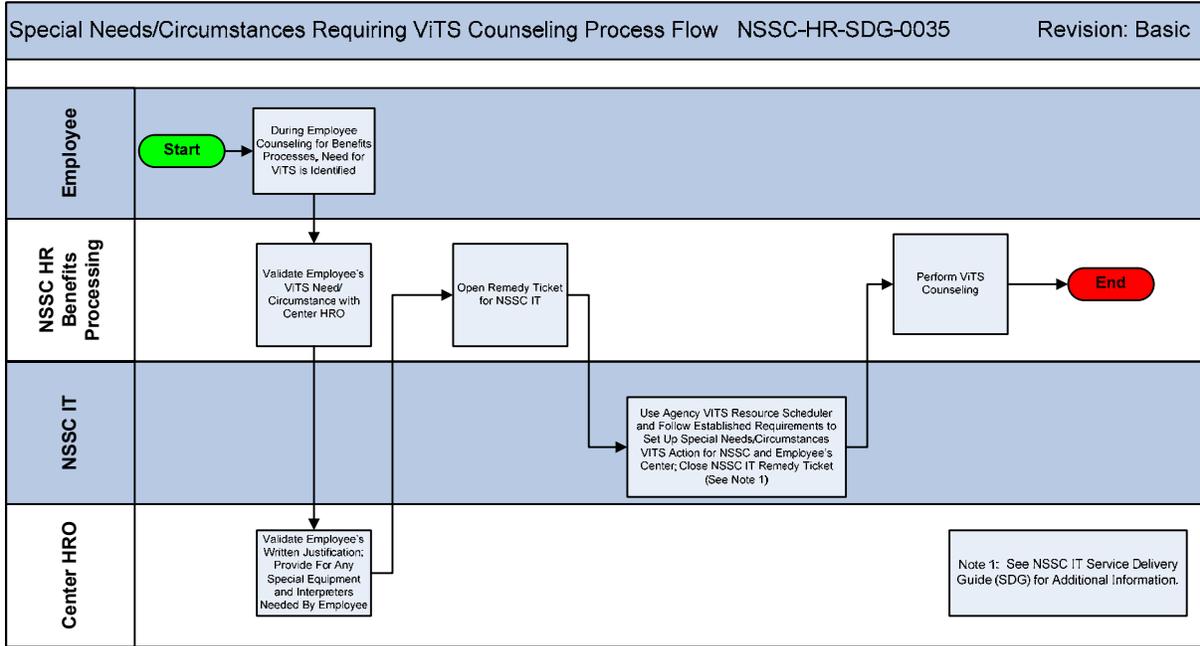
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