



Department of the Navy  
Civilian Benefits Center

Benefits Information for Employees  
Who Transfer Agencies, Reassign, or  
Change Payroll Offices

Whenever you transfer agencies, reassign or change payroll offices without a break in service from one agency to another, you should review your first biweekly Leave and Earnings Statement (LES) using the following guide to ensure correct deductions have been withheld for your elections and to avoid errors for which you could be indebted. Report discrepancies immediately to the appropriate program point of contact listed below.

Program Area	Effect of Change in Payroll Office
<p><b>Federal Employees Health Benefits (FEHB)</b></p>	<p>Premiums for health insurance premiums should be automatically withheld from your paycheck. If not withheld, contact the Benefits Line: If the employee is currently enrolled in a Health Maintenance Organization (HMO) and the employee moves or becomes employed outside the geographic servicing area of the FEHB carrier, the employee may elect another FEHB plan any time after the move. Other qualifying events require the employee to elect within 60 days after the qualifying life event.</p> <p><b>Telephone:</b> 888-320-2917</p> <p><b>Hours:</b> Monday through Friday, 7:30 a.m. to 7:30 p.m., ET</p> <p><b>TTY:</b> 866-359-5277</p> <p><b>Email:</b> <a href="mailto:navybenefits@navy.mil">navybenefits@navy.mil</a></p> <p><b>Website:</b> <a href="https://portal.secnav.navy.mil/orgs/MRA/DONHR/Benefits">https://portal.secnav.navy.mil/orgs/MRA/DONHR/Benefits</a>. You must use a government computer with your Department of Defense Common Access Card (CAC) and have a ".mil, .edu or .gov" email address.</p>
<p><b>Federal Employees Dental and Vision Insurance Programs (FEDVIP)</b></p>	<p>If not being deducted, you must contact BENEFEDS Customer Service to resume payment of FEDVIP premium with your new payroll office number.</p> <p><b>Telephone:</b> 877-888-3337</p> <p><b>Hours:</b> Monday through Friday, 9 a.m. to 7 p.m., ET</p> <p><b>TTY:</b> 877-889-5680</p> <p><b>Email:</b> <a href="mailto:Service@BENEFEDS.com">Service@BENEFEDS.com</a></p> <p><b>Website:</b> <a href="https://www.benefeds.com">https://www.benefeds.com</a></p>
<p><b>Federal Flexible Spending Account (FSAFEDS)</b></p>	<p>If not being deducted, you must contact FSAFEDS to resume deductions with your new payroll office number.</p> <p><b>Telephone:</b> 877-372-3337</p> <p><b>Hours:</b> Monday through Friday, 9 a.m. to 9 p.m., ET</p> <p><b>TTY:</b> 800-952-0450</p> <p><b>Email:</b> <a href="mailto:.FSAFEDS@adp.com">.FSAFEDS@adp.com</a></p> <p><b>Website:</b> <a href="https://www.fsafeds.com">https://www.fsafeds.com</a></p>

<p><b>Federal Long Term Care Insurance Program (FLTCIP)</b></p>	<p>If not being deducted, you must contact Long Term Care Partners to resume deductions with your new payroll office number.</p> <p><b>Telephone:</b> 800-582-3337</p> <p><b>Hours:</b> Monday through Friday, 8 a.m. to 7 p.m., ET</p> <p><b>TTY:</b> 800-843-3557</p> <p><b>Email:</b> <a href="mailto:info@lhcpartners.com">info@lhcpartners.com</a></p> <p><b>Website:</b> <a href="http://www.ltcfeds.com">http://www.ltcfeds.com</a></p>
<p><b>Federal Employees' Group Life Insurance (FEGLI)</b></p>	<p>Premiums for life insurance should be automatically withheld. If not withheld, contact the Benefits Line.</p>
<p><b>Thrift Savings Plan (TSP)</b></p>	<p>Contributions for TSP should be automatically withheld. If you have a TSP loan, and a payment has not been deducted. You are responsible for mailing in payment to TSP.</p> <p>Write your loan number on your check or money order. If you do not know your loan number, check your account on <a href="http://tsp.gov">tsp.gov</a> or call the ThriftLine at 1-877-968-3778 (or 404-233-4400 outside the U.S. and Canada).</p> <p>Mail your check to:</p> <p style="text-align: center;"><b>Thrift Savings Plan P. O. Box 979004 St. Louis, MO 63197-9000</b></p> <p>If not withheld within two-pay period contact the Benefits Line to report issue.</p>
<p><b>Retirement</b></p>	<p>Withholdings for your retirement plan (Civil Service Retirement System or Federal Employees Retirement System) are automatic. If not withheld, contact the Benefits Line.</p> <p>Because your previous payroll office or previous agency sent your Individual Retirement Record to the Office of Personnel Management (OPM), Block 19 – Cumulative Retirement Total on your first LES will show only your retirement contributions for the time you are in your new payroll office or agency. OPM maintains all of your Individual Retirement Records until you retire.</p>
<p><b>GRB Platform</b></p>	<p>Self-service Web application available at <a href="https://portal.secnv.navy.mil/orgs/MRA/DONHR/Benefits/Pages/default.aspx">https://portal.secnv.navy.mil/orgs/MRA/DONHR/Benefits/Pages/default.aspx</a>. You must use a government computer with a “.mil, .edu or .gov” email address and your Department of Defense Common Access Card (CAC). If this is your first time accessing the Portal, you will be required to complete a simple registration.</p> <p>If need assistance, contact the Benefits Line at 888-320-2917.</p>