

## Appendix C – Benefits Management Requirements

Changes to Benefits Management Requirements from Version 2.0		
Requirement	Changes Made	Reason
BEN1 Provide users with benefits guidance and reference materials.	Primary Reference	Policy Update
BEN29 Generate benefit-related communication for employees-based on interest-free anniversary dates.	Requirements Description, Priority	Policy Update
BEN46 Generate ad hoc communication, as necessary.	Priority	Policy Update
BEN47 Educate all employees on all available benefits programs.	Primary Reference	Policy Update
BEN49 Train benefits management personnel on appropriate benefits programs.	Primary Reference	Policy Update
BEN51 Communicate to employees the impact of sufficient pay on their benefits.	Primary Reference	Policy Update
BEN55 Process benefits elections resulting from insufficient pay, nonpay status, or transfer to an international or tribal organization.	Primary Reference	Policy Update
BEN56 Terminate benefits when employees are no longer eligible, as applicable.	Requirements Description	Policy Update
BEN58 Process all benefits-related files from multiple sources in multiple formats, as applicable.	Requirements Description	Policy Update
BEN61 Provide the ability for employees to designate beneficiaries for the appropriate benefits programs.	Primary Reference	Policy Update
BEN62 Provide for the enrollment of eligible individuals into the appropriate benefits programs.	Primary Reference, Requirements Description	Policy Update
BEN87 Receive and maintain foster child certification forms for appropriate benefits programs.	Primary Reference	Policy Update
BEN88 Determine eligibility of coverage for dependents incapable of self-support for applicable benefits programs.	Primary Reference	Policy Update
BEN89 Maintain a special nonpay employee's (e.g., transfers to an international organization, transfers to an Indian tribal organization) elections to continue benefits coverage in the Official Personnel File (OPF).	Primary Reference, Requirements Description	Policy Update
BEN90 Implement eligibility rules, as applicable, for each benefits program.	Primary Reference, Requirements Description, Type	Policy Update
BEN103 Provide on-demand benefits counseling upon employee request.	Who	MAESC Request
BEN104 Provide benefits counseling as necessary based on agency-driven changes (e.g., mandatory retirements, reductions in force).	Who	MAESC Request
BEN107 Send notices to end-users when information has been gathered that fulfills a customer service request.	Process Linkage	Policy Update

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Changes to Benefits Management Requirements from Version 2.0		
Requirement	Changes Made	Reason
BEN108 Refer customer service requests from non-vested and deferred-vested former employees or their survivors to the appropriate parties.	Process Linkage	Policy Update
BEN109 Receive employee benefits data related to benefits programs.	Primary Reference, Requirements Description, Process Linkage	Policy Update
BEN117 Ensure that all benefits management processes, procedures, and activities are compliant with the Americans with Disabilities Act and the Rehabilitation Act of 1973, as amended.	Primary Reference, Requirements Description	Policy Update
BEN125 Ensure that all benefits management processes, procedures, and activities are compliant with the Health Insurance Portability and Accountability Act.	Added	Policy Update
BEN126 Make employee benefits data related to benefits programs available to agency departments and the OPM as directed.	Added	Policy Update
BEN127 Subscribe to applicable OPM policy listservs through the OPM website.	Added	Policy Update
BEN128 Advise individuals regarding their enrollment and eligibility in benefits programs; upon their request.	Added	Policy Update

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The Shared Service Center has the primary role in providing and operating the facility or system to address the functionality, transaction, or process described by these requirements in accordance with the priority specified.

Nothing in these requirements implies or authorizes the performance of inherently governmental functions by non-governmental entities.

Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy (Chapters 53, 57, 81, 83, 84, 87, 89, 89A, 89B and 90, Title 5, USC; Title 42, USC; Chapter 132 (f), Title 26, USC; Title 26, USC; Parts 537, 575, 831-839, 841-847, 870, 875, 890, 892, 894 [when issued] and 1600, Title 5, CFR; Pub. L. 104-208, 107-67 and 108-496; SP Bulletins; OPM FEDFLEX Plan)	BEN1	Provide users with benefits guidance and reference materials.	Policy	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.1.4 Create Benefits Communication Approach and Content		
HR Policy	BEN2	Provide ability for users to request benefits guidance and reference materials.	Service	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.1.4 Create Benefits Communication Approach and Content		
HR Policy	BEN3	Provide ability for users to provide feedback on benefits guidance and reference materials.	Service	Useful	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.1.4 Create Benefits Communication Approach and Content		
HR Policy	BEN4	Provide ability for users to periodically evaluate the benefits guidance and reference materials.	Service	Critical	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.1.4 Create Benefits Communication Approach and Content		
HR Policy	BEN5	Provide ability for users to receive changes to benefits guidance and reference materials.	Service	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.1.4 Create Benefits Communication Approach and Content		

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	BEN6	Provide ability for users to create agency-specific benefits guidance and reference materials (e.g., augmented benefits materials from OPM; materials for discretionary programs; materials for reservists called for duty; materials tailored for other specific audiences).	Service	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.1.4 Create Benefits Communication Approach and Content		
HR Policy	BEN7	Provide ability for users to modify existing agency-specific guidance and reference materials.	Service	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.1.4 Create Benefits Communication Approach and Content	6.2.1 Deliver Benefits Communication	
02.02.01.32	BEN8	Allow benefits program manager to modify the feedback mechanisms of editable materials.	Service	Critical	Shared Service Center	6.1.4 Create Benefits and Communication Approach and Content	6.2.1 Deliver Benefits Communication		
Best Business Practice	BEN9	Format communication messages into appropriate media tools (web/email/letters/etc.).	Technology	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.1.4 Create Benefits Communication Approach and Content		
02.02.02.699	BEN10	Allow a benefits specialist to generate ad hoc notices regarding a counseling session.	Service, Technology	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.1.4 Create Benefits Communication Approach and Content		
HR Policy	BEN11	Provide employees with benefits-related communication.	Policy	Mandatory	Shared Service Center	6.2.1 Deliver Benefits Communication			
HR Policy	BEN12	Generate proactive communication to inform employees of benefits related information.	Technology	Critical	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	BEN13	Generate benefits-related communication for employees based on benefits eligibility.	Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN14	Identify employees for benefits related Communication based on life event changes indicators (e.g. changes in marital status, changes in dependents).	Technology	Useful	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN15	Generate benefits related Communication for employees based on life event changes indicators (e.g. changes in marital status, changes in dependents).	Service, Technology	Useful	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN16	Advise employees of the existence and potential impact of any court orders when the employee requests a change of beneficiary designation.	Policy	Mandatory	Shared Service Center/Agency	6.2.1 Deliver Benefits Communication			
HR Policy	BEN17	Identify employees for benefits-related communication based on changes to benefits programs (e.g., government administrative changes, policy changes, court cases).	Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN18	Generate benefits-related communication for employees based on changes to benefits programs (e.g. government administrative changes, policy changes, court cases).	Policy, Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
02.02.04.19	BEN19	Document the reasons for creating new notices or changing notices.	Service	Critical	Shared Service Center/Agency	6.1.4 Create Benefits Communication Approach and Content			
Best Business Practice	BEN20	Send changes to agency benefit point of contact in the format requested by agency.	Service	Mandatory	Shared Service Center	6.2.1 Deliver Benefits Communication			

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR. Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR, Pub. L. 106-265;	BEN21	Identify employees for benefits-related communication based on elections to transition from Federal Insurance Contributions Act (FICA)-only coverage to the Federal Employees Retirement System (FERS) Program coverage.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR. Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR.	BEN22	Generate benefits-related communication for employees based on elections to transition from the Civil Service Retirement System (CSRS) Program to the Federal Employees Retirement System (FERS) Program.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
Pub. L. 106-265; Part 839, Title 5, CFR	BEN23	Generate benefits related communication for employees based on elections to transition from Federal Insurance Contributions Act (FICA)-only coverage to the Federal Employees Retirement System (FERS) Program coverage.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
Ch 84, Title 5, USC; Part 846, Title 5, CFR	BEN24	Identify employees for benefits-related communication based on the employee's eligibility to make individual coverage elections (e.g., employees who are eligible to elect FERS, Non-Appropriated Fund Instrumentality [NAFI]).	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
Ch 84, Title 5, USC; Part 846, Title 5, CFR	BEN25	Generate benefits-related Communication for employees based on the employee's eligibility to make individual coverage elections (e.g., employees who are eligible to elect FERS, NAFI).	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
Part 353, Title 5, CFR	BEN26	Identify employees for benefits related communication based on restoration rights.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Part 353, Title 5, CFR	BEN27	Generate benefits related Communication for employees based on restoration rights.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN28	Identify employees for benefits related communication based on interest-free anniversary dates.	Policy, Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN29	Generate benefit-related communication for employees based on interest-free anniversary dates (e.g. Service Credit Payments for Post-1956 Military Service).	Policy, Technology, Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN30	Identify employees for ad hoc benefits-related communication as appropriate.	Service, Technology	Critical	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN31	Generate ad hoc benefits-related communication for employees as appropriate.	Service, Technology	Critical	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN32	Send benefits-related communication to appropriate parties other than employees.	Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN33	Provide benefits statements to employees on demand.	Service, Technology	Mandatory*	Shared Service Center	6.2.1 Deliver Benefits Communication			
HR Policy	BEN34	Generate a standard proactive communication at the commencement of nonpay status that explains the impacts to the various benefits programs for which the employee is covered.	Policy, Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Part 353, Title 5, CFR	BEN35	Generate a standard proactive communication based on an employee transferring to the military (i.e., upon a reservist being called up to active duty).	Policy Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
Part 353, Title 5, CFR	BEN36	Generate a standard proactive communication based on an employee transferred to an international organization, an Indian tribal organization, State/local governments, institution of higher education, or employee organization.	Policy Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN37	Generate a standard proactive communication prior to the end of restoration rights.	Policy Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
Ch 89, Title 5, USC; Part 890, Title 5, CFR	BEN38	Generate a standard proactive communication to employees who are approaching the statutory limitations of nonpay service and thus a loss of Federal Employees Health Benefits (FEHB) coverage.	Policy Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
Ch 87, Title 5, USC; Part 870, Title 5, CFR	BEN39	Generate a standard proactive communication to employees who are approaching 12 months of non-pay service and thus a loss of Federal Employees Group Life Insurance (FEGLI) coverage.	Policy Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN40	Generate a standard proactive communication to employees who are affected by mandatory separations.	Policy Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN41	Generate a standard proactive communication based on separation code status.	Policy Service, Technology	Critical	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			



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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	BEN42	Generate communication relating to retirement claims to the employee.	Service	Critical	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN43	Generate a detailed employee-specific benefits information communication for new employees (e.g., new hire, transfer, re-employed annuitants).	Policy Service, Technology	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN44	Generate communication to counselors prior to communication being sent to employees.	Policy Service, Technology	Critical	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN45	Generate a standard communication calendar for benefits counselors.	Policy Service, Technology	Useful	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN46	Generate ad hoc communication, as necessary.	Policy, Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy (Chapters 53, 57, 81, 83, 84, 87, 89, 89A, 89B and 90, Title 5, USC; Title 42, USC; Chapter 132 (f), Title 26, USC; Title 26, USC; Parts 537, 575, 831-839, 841-847, 870, 875, 890, 892, 894 [when issued] and 1600, Title 5, CFR; Pub. L. 104-208, 107-67 and 108-496; SP Bulletins; OPM FEDFLEX Plan; Section 125, Internal Revenue Code)	BEN47	Educate all employees on all available benefits programs.	Policy, Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	BEN48	Create benefits-related training based on changes to benefits programs.	Policy, Service	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy (Chapters 53, 57, 81, 83, 84, 87, 89, 89A, 89B and 90, Title 5, USC; Title 42, USC; Chapter 132 (f), Title 26, USC; Title 26, USC; Parts 537, 575, 831-839, 841-847, 870, 875, 890, 892, 894 [when issued] and 1600, Title 5 CFR; Pub. L. 104-208, 107-67 and 108-496; SP Bulletins; OPM FEDFLEX Plan; Section 125, Internal Revenue Code)	BEN49	Train benefits management personnel on appropriate benefits programs.	Policy, Service	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN50	Generate a standard proactive communication to the agency HR Benefits Counselor at the commencement of insufficient pay status that explains the impacts to the various benefits programs for which the employee is covered.	Policy, Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy (Chapters 53, 57, 81, 83, 84, 87, 89 and 90, Title 5, USC; Title 42, USC; Chapter 132 (f), Title 26, USC; Title 26, USC; Parts 537, 575, 831-839, 841-847, 870, 875, 890, 892 and 1600, Title 5 CFR; Pub. L. 104-208, 107-67 and 108-496; SP Bulletins; OPM FEDFLEX Plan)	BEN51	Communicate to employees the impact of insufficient pay on their benefits.	Policy Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Best Business Practice	BEN52	Provide project management to implement processes with partners and providers.	Service	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers			
JFMIP 18 - pg. 18	BEN53	Record the benefit specialist's ID, date, and time updated for each transaction affecting benefit coverage.	Technology	Mandatory	Shared Service Center	All Benefit Transactions			
JFMIP 49 - pg. 43	BEN54	Display message to the benefit specialist notifying them of acceptance or rejection of each transaction once inputs are completed.	Service	Critical	Shared Service Center	All Benefit Transactions			
HR Policy (Chapters 53, 57, 81, 83, 84, 87, 89 and 90, Title 5, USC; Title 42, USC; Chapter 132 (f), Title 26, USC; Title 26, USC; Parts 537, 575, 831-839, 841-847, 870, 875, 890, 892 and 1600, Title 5 CFR; Pub. L. 104-208, 107-67 and 108-496; SP Bulletins; OPM FEDFLEX Plan)	BEN55	Process benefit elections resulting from insufficient pay, nonpay status, or transfer to an international or tribal organization.	Policy, Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN56	Terminate benefits when employees are no longer eligible, as applicable.	Policy, Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.4 Activate Enrollments		
JFMIP HR Systems 35 - pg. 40	BEN57	Record termination of benefit payment, including the reason and effective date.	Technology	Critical	Shared Service Center	6.2.4 Activate Enrollment			
HR Policy	BEN58	Process all benefits-related files from multiple sources in multiple formats, as applicable.	Policy, Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	BEN59	Create standard reports based on benefits-related data.	Service, Technology	Mandatory*	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN60	Create ad hoc reports based on benefits related data.	Service, Technology	Mandatory*	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers			
Chapters 83, 84, 87, 89, 89A and 89B, Title 5, USC; Parts 831-839, 841-847, 870, 890, 892, 894 (when issued) and 1600, Title 5, CFR; OPM FEDFLEX Plan	BEN61	Provide the ability for employees to designate beneficiaries for the appropriate benefits programs.	Policy, Service	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.5 Maintain Appropriate Records		
Chapters 84, 87, 89, Title 5, USC; Parts 870, 890, 892, and 1600, Title 5, CFR; OPM FEDFLEX Plan	BEN62	Provide for the enrollment of eligible individuals into the appropriate benefits programs.	Policy, Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.4 Activate Enrollments	6.2.5 Maintain Appropriate Records	
Ch 89, Title 5, USC; Part 890, Title 5, CFR. Ch 81, Title 5, USC.	BEN63	Transfer an eligible Workers' Compensation (OWCP) recipient's enrollment in the Federal Employees Health Benefits (FEHB) program to the Workers' Compensation (OWCP) program upon OWCP request, separation of service, or at the end of 10 months, whichever comes first.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.4 Activate Enrollments		
Ch 87, Title 5, USC; Part 870, Title 5, CFR	BEN64	Transfer an eligible Workers' Compensation (OWCP) recipient's enrollment in the Federal Employees Group Life Insurance (FEGLI) program from the agency to the Office of Personnel Management (OPM) at the end of 12 months of nonpay status or when the employee separates, whichever comes first.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.4 Activate Enrollments		

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy (For Example: Pub. L. 107-67; Ch 53, Title 5, USC; Part 537, Title 5, CFR; 26 USC 132(f); Ch 57, Title 5, USC; Part 575, Title 5, CFR; Pub. L. 104-208)	BEN65	Determine eligibility for agency-specific benefits.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.4 Activate Enrollments		
ERP18	BEN66	Track dependent eligibility based on birthday.	Technology	Critical	Shared Service Center	6.2.4 Activate Enrollment			
HR Policy (Ch 89, Title 5, USC; Part 890, Title 5, CFR; Ch 87, Title 5, USC; Part 870, Title 5, CFR; Title 26, USC; Ch 83, Title 5, USC; Parts 831-839, 847, Title 5, CFR. Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR; Pub. L. 106-265)	BEN67	Accept and process benefits elections via various customer service mechanisms, including self-service.	Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.4 Activate Enrollments		
HR Policy	BEN68	Provide the ability for employees to change their benefits coverage based on qualifying life events via various mechanisms.	Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.4 Activate Enrollments		
JFMIP 4 - pg. 16	BEN69	Provide for electronic acceptance of benefit application.	Service	Critical	Shared Service Center	6.2.4 Activate Enrollment			
JFMIP HR Systems 07 - pg. 16	BEN70	Incorporate inputs and completeness controls to ensure only complete applications are accepted.	Technology	Mandatory	Shared Service Center	6.2.4 Activate Enrollment			
JFMIP HR Systems 32 - pg. 39	BEN71	Capture changes in claimant circumstances from other systems - include death, change in residence, change in income, marriage/divorce/separation, change in disability condition, etc.	Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.4 Activate Enrollment		
02.02.01.42	BEN72	Receive target audience comments via various media.	Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.1 Deliver Benefits Communication		

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HR Policy	BEN73	Accept and process benefit program deposits.	Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts	6.2.4 Activate Enrollments	6.2.5 Maintain Appropriate Records
Ch 89, Title 5, USC; Part 890, Title 5, CFR. Ch 87, Title 5, USC; Part 870, Title 5, CFR.	BEN74	Perform processing of reemployed annuitants (e.g., eligibility to make contributions, salary offsets, FEHB, FEGLI).	Policy, Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts	6.2.3 Elect Benefits	6.2.4 Activate Enrollments
Pub. L. 104-208	BEN75	Adjudicate civilian line-of-duty death gratuity benefit applications.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy (Ch 84, Title 5, USC; Parts 841-847, Title 5, CFR)	BEN76	Determine/redetermine retirement benefits coverage based on qualifying events.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.3 Elect Benefits	6.2.4 Activate Enrollments	
Pub. L. 106-265; Part 839, Title 5, CFR	BEN77	Perform Federal Erroneous Retirement Coverage Corrections Act (FERCCA) error corrections in coordination with processes outside of benefits program management (e.g., determine coverage error, prepare election package, notify employee and OPM, process election).	Policy, Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts	6.2.4 Activate Enrollments	
Ch 89, Title 5, USC; Part 890, Title 5, CFR	BEN78	Process temporary continuation of Federal Employees Health Benefits (FEHB) program coverage where appropriate.	Policy, Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.4 Activate Enrollments		
HR Policy	BEN79	Receive court order information from various sources.	Service	Mandatory*	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers			

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Best Business Practice	BEN80	Determine relevant parties and disseminate court order information.	Service	Mandatory*	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy (Ch 89, Title 5, USC; Part 870, Part 890, Title 5, CFR; Ch 84, Title 5, USC; Part 1600, Title 5, CFR)	BEN81	Provide due process on a denial of benefits.	Policy, Service	Mandatory	Shared Service Center/Agency	6.2.4 Activate Enrollments			
HR Policy	BEN82	Receive and validate retirement program claims to appropriate parties for adjudication.	Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts		
Best Business Practice	BEN83	Send retirement program claims to appropriate parties.	Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts		
HR Policy	BEN84	Determine which benefits program a claim is covered under.	Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts		
Ch 87, Title 5, USC; Part 870, Title 5, CFR	BEN85	Assist potential beneficiaries with the claims process for Federal Employees Group Life Insurance (FEGLI) claims.	Policy, Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts		
Ch 89, Title 5, USC; Part 890, Title 5, CFR	BEN86	Assist in the Federal Employees Health Benefits (FEHB) program enrollment reconciliation process.	Policy, Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts		
Chapters 87, 89, 89A and 89B, Title 5, USC; Parts 870, 890, 892 and 894 (when issued), Title 5, CFR; OPM FEDFLEX Plan	BEN87	Receive and maintain foster child certification forms for appropriate benefits programs.	Policy, Service,	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts		

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
Chapters 87, 89, 89A and 89B, Title 5, USC; Parts 870, 890, 892 and 894 (when issued), Title 5, CFR; OPM FEDFLEX Plan	BEN88	Determine eligibility of coverage for dependents incapable of self-support for applicable benefits programs.	Policy, Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts		
Chapters 83, 84, 87, 89, 89A and 89B, Title 5, USC; Parts 831-839, 841-847, 870, 890, 892 and 894 (when issued) and 1600, Title 5, CFR; OPM FEDFLEX Plan	BEN89	Maintain a special nonpay employee's (e.g., transfers to an international organization, transfers to an Indian tribal organization) elections to continue benefits coverage in the Official Personnel File (OPF).	Policy, Service, Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts		
HR Policy (Chapters 53, 57, 81, 83, 84, 87, 89, 89A, 89B and 90, Title 5, USC; Title 42, USC; Chapter 132 (f), Title 26, USC; Title 26, USC; Parts 537, 575, 831-839, 841-847, 870, 875, 890, 892, 894 [when issued] and 1600, Title 5 CFR; Pub. L. 104-208, 107-67 and 108-496; SP Bulletins; OPM FEDFLEX Plan)	BEN90	Implement eligibility rules, as applicable, for each benefits program.	Policy, Technology	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.3 Elect Benefits	6.2.4 Activate Enrollments	
HR Policy	BEN91	Implement future benefits programs as necessary or appropriate.	Service, Technology	Mandatory*	Shared Service Center/Agency	All Activities			
HR Policy (Pub. L. 107-67; Pub. L. 104-208; Ch 53, Title 5, USC; Part 537, Title 5, CFR; 26 USC 132(f))	BEN92	Administer discretionary benefits programs.	Service, Technology	Mandatory*	Shared Service Center	All Activities			
HR Policy	BEN93	Implement other agency-specific benefits programs as necessary or appropriate (e.g., FIRREA). (*If the requirement is applicable, the requirement is mandatory.)	Service	Mandatory*	Shared Service Center/Agency	All Activities			



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HR Policy	BEN94	Obtain and archive appropriate information and agreements to effectively manage provider contracts.	Policy, Service, Technology	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts		
HR Policy	BEN95	Allow access to the official employee record.	Service, Technology	Mandatory	Shared Service Center/Agency	6.2.2 Manage Provider Contracts			
Ch 81, Title 5, USC	BEN96	Provide the ability to contest workers' compensation (Office of Workers Compensation Programs) claims when appropriate.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.4 Activate Enrollments		
HR Policy	BEN97	Provide the ability for employees to obtain benefits-related customer service through multiple servicing channels.	Service	Mandatory	Shared Service Center/Agency	6.1.4 Create Benefits Communication Approach and Content	6.2.1 Deliver Benefits Communication		
HR Policy	BEN98	Model and calculate estimated benefits payments.	Technology	Critical	Shared Service Center	6.1.4 Create Benefits Communication Approach and Content	6.2.1 Deliver Benefits Communication		
HR Policy	BEN99	Provide comparison tables for potential benefit choices.	Service	Mandatory	Shared Service Center	6.1.4 Create Benefits Communication Approach and Content	6.2.1 Deliver Benefits Communication		
02.02.02.536	BEN100	View the estimated annuity.	Service	Mandatory*	Shared Service Center	6.1.4 Create Benefits Communication Approach and Content	6.2.1 Deliver Benefits Communication		
HR Policy	BEN101	Support multiple languages.	Policy	Useful	Shared Service Center	All Activities			
HR Policy	BEN102	Support the English language.	Technology	Mandatory	Shared Service Center	All Activities			

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	BEN103	Provide on-demand benefits counseling upon employee request.	Service	Mandatory	Shared Service Center/ Agency	6.2.1 Deliver Benefits Communication			
HR Policy	BEN104	Provide benefits counseling as necessary based on agency-driven changes (e.g., mandatory retirements, reductions in force).	Service	Mandatory	Shared Service Center/ Agency	6.2.1 Deliver Benefits Communication			
HR Policy	BEN105	Provide tiered customer service with increasing knowledge levels to effectively address employees' benefits needs.	Service, Technology	Critical	Shared Service Center/Agency	All Activities			
Best Business Practice	BEN106	Provide information to benefits specialists involved in resolving complex employee benefit issues.	Service, Technology	Mandatory	Shared Service Center/Agency	All Activities			
02.02.02.176	BEN107	Send notices to end-users when information has been gathered that fulfills a customer service request.	Service	Mandatory*	Shared Service Center/Agency	6.2.1 Deliver Benefits Communications			
HR Policy	BEN108	Refer customer service requests from non-vested and deferred-vested former employees or their survivors to the appropriate parties.	Service	Mandatory	Shared Service Center	6.2.1 Deliver Benefits Communication			
HR Policy	BEN109	Receive employee benefits data related to benefits programs.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts	6.2.3 Elect Benefits	6.2.5 Maintain Appropriate Records
HR Policy; Data Model	BEN110	Create employee benefits data elements in accordance with the Data Model (DM).	Technology	Critical	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN111	Handle multiple data formats.	Technology	Critical	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	BEN112	Edit existing benefits data elements,as necessary.	Technology, Service	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN113	Confirm that authorized changes to existing benefits data elements were successfully processed.	Service, Technology	Mandatory	Shared Service Center/Agency	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN114	Ensure that benefits data is made available as necessary to outside parties.	Technology	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers			
HR Policy	BEN115	Ensure that shared service center/agency shared service centers have access to all necessary data to effectively perform benefits related transactions.	Technology	Mandatory	Shared Service Center	6.2.2 Manage Provider Contracts			
HR Policy	BEN116	Ensure that shared service center/agency shared service Centers have all necessary forms and documents to effectively perform benefits related transactions.	Service	Mandatory	Shared Service Center	6.2.2 Manage Provider Contracts			
42 USC 12111-12117, 12201-12211; 29 CFR Part 1630; Sections 501, 504, and 508 of the Rehabilitation Act of 1973, as amended (29 USC 791, 794d; 29 CFR 1614.203(b), 36 CFR Part 1194)	BEN117	Ensure that all benefits management processes, procedures and activities are compliant with the Americans with Disabilities Act and the Rehabilitation Act of 1973, as amended.	Policy, Technology	Mandatory	Shared Service Center/Agency	All Activities			
Best Business Practice	BEN118	Adapt agency process requirements to automated solutions.	Technology	Mandatory	Shared Service Center/Agency	All Activities			

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Primary Reference	Unique ID	Requirements Description	Type	Priority	Who	Process Linkage	Process Linkage	Process Linkage	Process Linkage
HR Policy	BEN119	Reply to ad hoc requests for information and assistance (that are outside of the scope of other benefits management requirements) as necessary.	Technology	Mandatory	Shared Service Center/Agency	All Activities			
HR Policy	BEN120	Ensure that access to employee data is limited to appropriate personnel only.	Technology	Mandatory	Shared Service Center/Agency	All Activities			
HR Policy	BEN121	Ensure the systematic security of all employee data.	Technology	Mandatory	Shared Service Center/Agency	All Activities			
HR Policy	BEN122	Ensure that the appropriate change management activities occur to facilitate the transition to a Shared Service Center/Agency services environment.	Service, Technology	Mandatory	Shared Service Center/Agency	All Activities			
HR Policy	BEN123	Ensure that service level agreements are created with all service providers.	Performance	Mandatory	Shared Service Center/Agency	All Activities			
Health Information Portability and Accountability Act (e.g., Pub. L. 194-101; Parts 160, 162, and 164, Title 45 CFR; Ch 18, Title 29, USC; Ch 7, Title 42, USC)	BEN124	Ensure that all benefits management processes, procedures and activities are compliant with the Health Insurance Portability and Accountability Act.	Policy, Technology	Mandatory	Shared Service Center/ Agency	All Activities			
HR Policy	BEN125	Make employee benefits data related to benefits programs available to agency departments and the OPM as directed.	Policy	Mandatory	Shared Service Center	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.2 Manage Provider Contracts	6.2.3 Elect Benefits	6.2.5 Maintain Appropriate Records
Best Business Practice	BEN126	Subscribe to applicable OPM policy listservs through the OPM website.	Policy	Mandatory	Shared Service Center/ Agency	All Activities			

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Chapters 84, 87, 89, 89A, 89B, and 90, Title 5, USC; Parts 870, 875, 890, 892, 894 (when issued), and 1600, Title 5, CFR; OPM FEDFLEX	BEN127	Advise individuals regarding their enrollment and eligibility in benefits programs; upon their request.	Policy	Mandatory	Shared Service Center/ Agency	6.1.3 Coordinate Process Implementation with Partners and Providers	6.2.4 Activate Enrollments		