

Federal Benefits

FastFacts

BENEFEDS

* **What is BENEFEDS?** BENEFEDS is an enrollment and premium processing system sponsored by OPM that you must use to enroll in the Federal Employees Dental and Vision Insurance Program (FEDVIP). BENEFEDS includes a secure website and a call center.

BENEFEDS also handles billing and premium administration for FEDVIP and for the Federal Flexible Spending Account Program (FSAFEDS).

* **Why should I use BENEFEDS?** It's the ONLY place to enroll in a FEDVIP plan. You enroll securely online at www.BENEFEDS.com or by telephone at 1-877-888-3337, TTY 1-877-889-5680.

* **Is my personal information safe in the BENEFEDS system?** Yes. The BENEFEDS.com website employs a number of security features such as password lockouts after 3 consecutive incorrect attempts, session time-outs to protect unattended machines, and encryption to ensure your information is kept private and secure.

* **When do I use BENEFEDS?** As a new or newly eligible employee -

- To enroll in a FEDVIP dental plan and/or FEDVIP vision plan within 60 days of becoming eligible

During the Federal Benefits Open Season to -

- enroll in a FEDVIP dental plan and/or FEDVIP vision plan
- change to another FEDVIP dental plan and/or FEDVIP vision plan
- cancel your FEDVIP coverage
- change your FEDVIP enrollment type (Self, Self plus One, Self and Family) or plan option
- add or remove covered family members from your FEDVIP enrollment(s) (all eligible family members must be listed on Self and Family enrollments)
- view FEDVIP plans and rates available in your region
- ask questions about your FSAFEDS allotments and/or FEDVIP premiums

Outside Open Season to -

- make permissible changes in your FEDVIP enrollment if you experience a qualifying life event (QLE)
- update your FEDVIP personal information, such as changes in your name, address, family members, employing agency, retirement status
- ask questions about your FSAFEDS allotments and/or FEDVIP premiums

*** Can my agency contact BENEFEDES on my behalf?** Yes, if you have completed an Authorization of Disclosure Form and sent it to BENEFEDES. You can find the form in the Help section at www.BENEFEDES.com.

*** How can I reach BENEFEDES?**

- Internet: www.BENEFEDES.com
- Telephone: 1-877-888-3337, TTY 1-877-889-5680
- To send an email through the BENEFEDES website go to www.BENEFEDES.com and follow the link to "Contact BENEFEDES"
- Contact by regular email at: Service@BENEFEDES.com
- Send BENEFEDES correspondence by mail to:

BENEFEDES
P.O. Box 797
Greenland, NH 03840-0797