



CONTACT INFORMATION

EBIS Assistance, Health Insurance, Life Insurance, Retirement, Thrift Savings Plan (Enroll, Change Bi-Weekly Contributions, Cancel Enrollment)	
Contact	Benefits Line Benefits Line cards
Telephone	888-320-2917 TTY: 866-359-5277
Email	navybenefits@navy.mil. You must include your full name, pay plan, grade, contact telephone number and the best time to call you, but do not include Privacy Act Information such as date of birth or social security number. Please allow 2 business days for a response.
Business Hours	7:30 a.m. to 7:30 p.m. ET, Monday through Friday, except Federal holidays
Additional Information	<p>Social Security Number. The representative will ask you to provide your Social Security number to locate your personnel record. If you are uncomfortable providing your Social Security number, please indicate that you would prefer to provide your full name. Once your record has been located, you will be asked to validate your identity by providing information such as your Service Computation Date, Pay Plan, Pay Grade, and Step.</p> <p>Speaking to Others on Your Behalf. Before the representative can provide information to someone speaking on your behalf, such as a spouse or other family member, you must be present on the telephone call, give prior authorization, or provide a Power of Attorney.</p> <p>Retirement Questions. Representatives can direct you to general retirement information available online. For questions related to your specific retirement issues, the representative will refer your call to a retirement specialist who can provide counseling. The retirement specialist will return your call within 2 business days. If you have previously spoken to your retirement specialist and know the individual's telephone number and/or e-mail address, you may contact your retirement specialist without a Benefits Line referral.</p> <p>Mailing address for retirement applications: OCHR Norfolk Operations Center Attn: Civilian Benefits Center Norfolk Naval Shipyard Building 17 Portsmouth, VA 23709-1005</p>

Dental and Vision Insurance	
Contact	BENEFEDS
Telephone	877-888-3337 TTY: 877-889-5680
Email	service@benefeds.com
Business Hours	9:00 a.m. to 7:00 p.m. (Eastern Time) Monday through Friday, except on Federal holidays
Web	https://www.benefeds.com



CONTACT INFORMATION

Thrift Savings Plan (Loans, Contribution Allocations, Interfund Transfers, Designation of Beneficiary, and Withdrawals)	
Contact	ThriftLine
Telephone	877-968-3778 International callers who cannot use toll free number - (404) 233-4400 TTY: 877-847-4385
Business Hours	Automated response system available 24 hours a day/7 days a week Participant service representative available 7:00 a.m. to 9:00 p.m. (Eastern Time), Monday through Friday, except on Federal holidays
Web	http://tsp.gov
Fax	866-817-5023

Flexible Spending Account	
Contact	FSAFEDS
Telephone	877-372-3337 TTY: 800-952-0450
Email	FSAFEDS@adp.com
Business Hours	9:00 a.m. to 9:00 p.m. (Eastern Time) Monday through Friday, except on Federal holidays
Web:	https://www.fsafeds.com
FAX	866-643-2245 or 502-267-2233

Long Term Care Insurance	
Contact	Long Term Care Partners
Telephone	800-582-3337 TTY: 800-843-3557
Email	info@lhcpartners.com
Business Hours	8:00 a.m. to 6:00 p.m. (Eastern Time) Monday through Friday, except on Federal holidays
Web	http://www.ltcpfeds.com
Fax	866-513-2674