



## DIRECTOR – CIVILIAN BENEFITS CENTER

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Date: 6 November 2019

To: All Civilian Employees

Subj: Civilian Benefits Guide to the 2019 Federal Benefits Open Season

1. This is the fourth message published regarding the Benefits Open Season that starts on 11 November and will end on 9 December 2019. You can find the previous Open Season messages at: <https://portal.secnav.navy.mil/orgs/MRA/DONHR/Benefits/Pages/Benefits-Officer-Messages.aspx>.
2. The attached Civilian Benefits Guide to the 2019 Federal Benefits Open Season shares important information regarding actions to take during and after the Open Season and can be found on the Office of Civilian Human Resources (OCHR) Portal at [https://portal.secnav.navy.mil/orgs/MRA/DONHR/Benefits/Pages/Benefits\\_Open\\_Season.aspx](https://portal.secnav.navy.mil/orgs/MRA/DONHR/Benefits/Pages/Benefits_Open_Season.aspx).

To access the OCHR Portal, you must use a government computer and have a “.mil, .edu, or .gov” email address and a Department of Defense Common Access Card. If this is your first time accessing the OCHR Portal, you will be required to complete a simple registration.

3. If you have questions about the Benefits Open Season or how to access the GRB Platform (formerly Employee Benefits Information System (EBIS)), please call the Benefits Line at 888-320-2917 from 7:30 a.m. - 7:30 p.m., EST, Monday - Friday, except on Federal holidays. During the Federal Benefits Open Season (11 November - 9 December 2019), hours of operations are extended to 9:30 p.m. The TTY number is 866-359-5277. The Benefits Line typically experiences high call volume during the open season, so you may experience a longer than normal call wait time.

Another way to reach the Benefits Line is to email your questions to [navybenefits@navy.mil](mailto:navybenefits@navy.mil). You must include your full name, pay plan, grade, and contact telephone number. Please do not include Privacy Act or other Personally Identifiable Information such as date of birth or social security number in your email correspondence.

4. Open season is here – review information on the Benefits Open Season and make your elections using the GRB Platform or by contacting the Benefits Line!

Thank you,

Mary E. Foley