



DIRECTOR – CIVILIAN BENEFITS CENTER

Date: 17 September 2019

To: All Civilian Employees

Subj: Get Ready for the Federal Benefits Open Season

Encl: (1) Options for 2019 Federal Benefits Open Season

1. This is the first in our series of 2019 benefit messages you can expect to receive to help you get ready for the Federal Benefits Open Season, which begins on 11 November 2019 and continues through 9 December 2019. During open season, you have the opportunity to enroll, change plans or plan options, change enrollment type, or cancel enrollment for the Federal Employees Health Benefits (FEHB) Program and the Federal Employees Dental and Vision Insurance Program (FEDVIP) for 2020. You also have the opportunity to reenroll or newly enroll in the Federal Flexible Spending Account (FSAFEDS) Program for 2020. Now is the time to take the appropriate steps to be ready:

- a. Open Season Information. As open season gears up, the Civilian Benefits Center (CBC) will post information to the Office of Civilian Human Resources (OCHR) Benefits portal at https://portal.secnav.navy.mil/orgs/MRA/DONHR/Benefits/Pages/Benefits_Open_Season.aspx. Health insurance plan brochures will be available in early November. You are encouraged to read information provided to you by your current health provider, as they are required to provide plan changes that will occur in the next benefit year. The CBC cannot advise you on which health insurance plan is best suited for you; this is a decision you must make after reviewing the plans. At this time, the Flexible Spending Accounts (FSA) has not announced any changes in the current program – stay tuned for updates!
- b. Review your options. Enclosure (1) includes information on your options for health insurance, dental and vision insurance, and the FSA. You can access your GRB Platform account at <https://www.civilianbenefits.hroc.navy.mil/> on a government computer with a “.mil, .edu, or .gov” email address using your Department of Defense Common Access Card (CAC). From the GRB Platform, you can make your benefit elections.

2. If you need assistance accessing the GRB Platform, please call the Benefits Line at 888-320-2917 from 7:30 a.m. - 7:30 p.m., Eastern Time, Monday - Friday, except on federal holidays. The TTY number is 866-359-5277. Because call volume is typically high from 10:00 a.m. to 5:00 p.m., the best time to call is before 10:00 a.m. and after 5:00 p.m. Eastern Time. During the open season period, the hours of operation are extended to 9:30 p.m.

You can also email your questions to the Benefits Line at navybenefits@navy.mil. You must include your full name, pay plan, grade, telephone number, and the reason for assistance. Please do not include Privacy Act or other Personally Identifiable Information such as date of birth or social security number in your email correspondence.

3. The open season period will be busy – get ready now! In addition to reading information from your health insurance carrier, connect to the OCHR Benefits portal link above to keep up-to-date on the latest information on the open season.

Thank you,
Mary E. Foley