



DIRECTOR – CIVILIAN BENEFITS CENTER

Date: 7 November 2016

To: All Civilian Employees

Subj: Civilian Benefits Guide to the 2016 Federal Benefits Open Season

1. This is the third message published regarding the upcoming Benefits Open Season beginning 14 November and ending 12 December 2016. You can find the first two Open Season messages at

<https://portal.secnav.navy.mil/orgs/MRA/DONHR/Benefits/Pages/Benefits-Officer-Messages.aspx>.

2. The Civilian Benefits Guide to the 2016 Federal Benefits Open Season has important information regarding actions to take before, during and after the Open Season. The Guide is available on the Office of Civilian Human Resources (OCHR) Portal at

<https://portal.secnav.navy.mil/orgs/MRA/DONHR/Benefits/Pages/Benefits-Guides.aspx>.

To access the OCHR Portal, you must use a government computer; have a “.mil, .edu, or .gov” email address and a Department of Defense Common Access Card. If prompted, select your email certificate. 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 your Employee Benefits Information System (EBIS) account, 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 during the open season period (14 November - 12 December), you may experience a longer than normal call wait time when attempting to reach the Benefits Line. The best time to call is before 10:00 a.m. and after 5:00 p.m. Eastern Time. Your patience is appreciated.

Another way to reach the Benefits Line is to email your questions to navybenefits@navy.mil. You must include your full name, pay plan, grade, contact telephone number and the best time to call. 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 will be busy – get ready now by ensuring you can access your EBIS account and review information on the Benefits Open Season.

Thank you,
Mary E. Foley