

Subject: All CPF E-mail - Reservists & Health Benefits

Sent: Saturday, 20 September 2003

The purpose of this E-mail is to provide you with information regarding two reservist issues relating to health insurance.

There are many players in ensuring a reservist's health benefits actions are processed appropriately.

- Management/supervisor timely submits the LWOP-US Request for Personnel Action (RPA)
- Employee or CPF submit the employee's orders/checklist to BEST
- BEST processes the employee's health benefits election and notifies DFAS (manual process) the employee is in support of a contingency operation
- DFAS updates the payroll record (manual process), which ensures eligible employees do not incur a debt for health benefit premiums

RESERVISTS RETURNING FROM ACTIVE DUTY & HEALTH BENEFIT DEDUCTIONS/DEBTS

Over the next couple of months a large number of reservists will be returning from active duty. For employees called up in support of a contingency operation, the Air Force should have paid both the employee and agency health insurance premiums. However, due to the manual processes described above some reservists are experiencing problems. If you have reservists returning from active duty and would like to work with BEST with the goal of ensuring they are not erroneously charged a health benefits debt, request your staff:

- Ensure a LWOP-US RPA was submitted/processed for the employee
- Provide BEST a spreadsheet of employees returning from active duty (name, SSAN, & date returning from active duty)

Spreadsheets should be sent to laurie.lynch@randolph.af.mil and maria.molly@randolph.af.mil.

FYI only -- BEST has submitted a systems enhancement request to automate the manual processes in DCPDS and has worked with DFAS to submit the same enhancement to the DCPS system. From our perspective, if we can automate the process we can eliminate the majority of the problems reservists experience with

their health benefits premiums. We hope our enhancement request will rank high enough in the prioritization process that it can be worked quickly.

RESERVISTS, PERFORMANCE AWARDS & HEALTH BENEFIT DEDUCTIONS

We understand DFAS has not fixed the problem where reservists who elected to continue their health insurance while on active duty in support of a contingency had health insurance premiums deducted from their Performance Awards. It's our understanding that some employees are still waiting to be refunded monies for cases we reported to DFAS. We are waiting to hear an estimated "fix" date from DFAS, as well as the workaround to refund these employees their monies.

Reservists are a high priority for BEST! Our goal is to ensure we provide them the best possible service. We sincerely appreciate your assistance in helping us achieve that goal.

Chief, Special Operations Division
AFPC/DPCM