



NASA Shared Services Center

Cherie Clark
NASA Shared Services Center
Service Delivery Benefits Specialist

October 2007



NSSC Vision & Mission

Vision

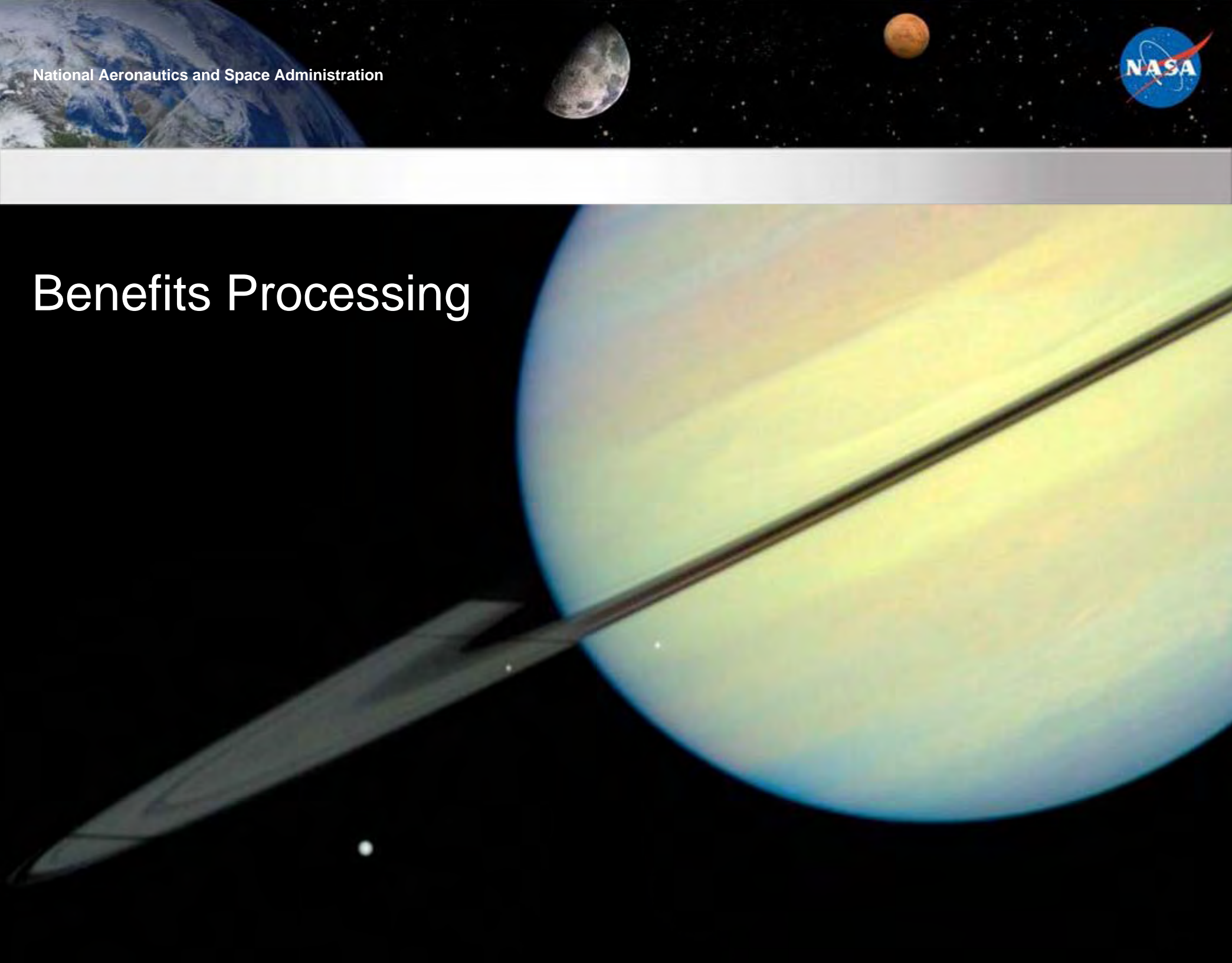
Unparalleled Service

To provide timely, accurate, high quality, cost effective, and **customer focused** support for selected NASA business and technical services.

Mission



Benefits Processing





Agenda

- Upcoming changes to employee benefits processing and how they affect you
- Why are we transitioning employee benefits processing to NSSC?
- Specific benefits processing changes
- Your Center's responsibilities
- Contacting your Benefits Representatives at NSSC

Benefits Processing Transitioning January 6, 2008

- Federal Employees Health Benefits (FEHB)
- Federal Employee's Group Life Insurance (FEGLI)
- Survivor Benefits
- Retirement – Optional/Disability/Discontinued Service Retirement
- Civilian and Military Deposits
- Flexible Spending Accounts (FSA)
- Thrift Savings Plan (TSP)



Transition Advantages – Why Transition to NSSC?

- NSSC provides all NASA employees
 - This approach is already the norm
 - » Several Federal Agencies and Fortune 500 Companies currently provide Benefits Processing and Counseling to their employees remotely through a Shared Services organization
 - Knowledgeable, experienced staff
 - Consistent counseling
 - Timely services
 - Available support
 - Efficient processing
 - Automation





FEHB

- The NSSC will advise NASA employees of:
 - Eligibility
 - Life changes in coverage, including: marriage, birth, divorce, death in a family, and how an ex-spouse can continue FEHB after divorce
- The NSSC will answer all questions and advise NASA employees on regulations and/or information they may not have known was available under the FEHB program



FEGLI

- NSSC will counsel NASA employees when you are eligible and how and when changes are permissible
- NSSC will explain how regulations apply to you and your situation



Survivor Benefits

- In the event of a NASA employee's death, the NSSC will personally travel to Survivor's home or nearest Center (survivor's choice)
- The NSSC will advise eligible beneficiary and/or family members of their benefits
- NSSC will counsel and provide all applicable forms to be completed by the beneficiary and/or family member and assist in the completion of the forms
- NSSC Counselor will work with the Survivor from beginning to end
- Based on requests, follow-up counseling sessions will be offered via Video Teleconferencing System (VITS)



Retirement

- The NSSC will provide NASA employee's a retirement estimate upon request, you can make a request from the Customer Service Website or by calling the Customer Contact Center at 1-877-677-2123
- The NSSC HR Specialist will provide counseling and answer any questions regarding your retirement and provide guidance on how to complete the retirement application
- The NSSC HR Specialist will provide you the timeframes for processing the retirement package and information that pertains to you retiring successfully
- The NSSC HR Specialist will continue to be your counselor/case worker until OPM has consumated your retirement. At that time OPM will become your personnel and payroll office



Civilian and Military Deposits

- The NSSC will provide you counseling and information on civilian and/or military deposits
- An NSSC HR Specialist will explain:
 - How to make the deposit
 - How it will impact your retirement benefits, and
 - Provide information that will enable you to make a decision



Accurate and Timely Information

- Pre-transition
 - Detailed desk procedures developed with Center Benefits Officers (our meetings began in January 07)
 - Reviewed Center benefits processing procedures to identify Agency best practices and standardize NSSC business processes
- Post-transition
 - Continue teleconferences with Center Benefits Officers to address questions and concerns
 - Post employee notices to communicate benefit information updates



Center Responsibilities

- Each Center retains the following responsibilities
 - Completes all work in progress
 - Forward to the NSSC all supporting documentation and historical files
- Continue to provide Center specific services such as:
 - Retirement books
 - Retirement plaques
 - Ceremonial activities



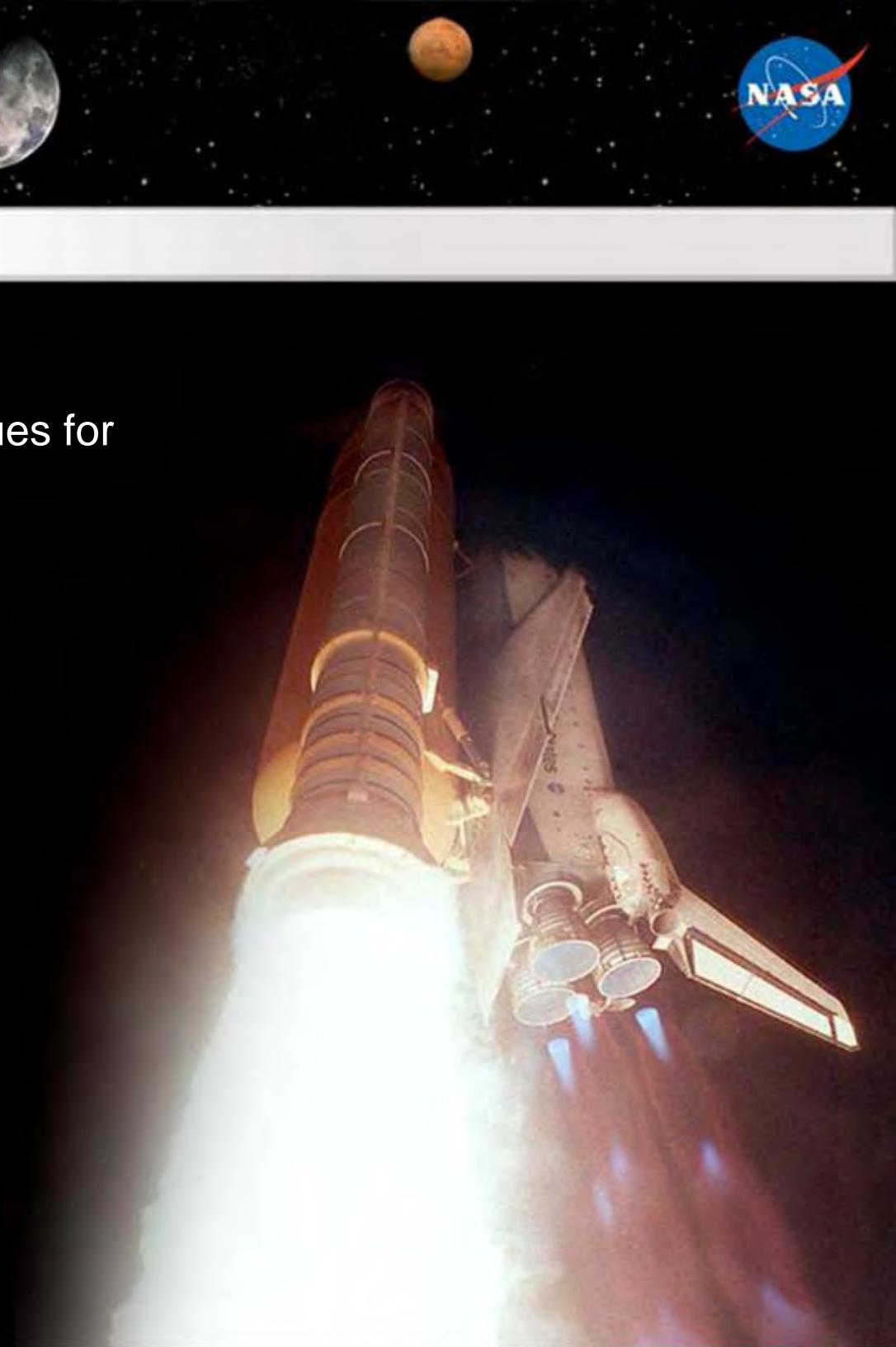
NSSC Communication to Employees

- NSSC will inform employees through:
 - Employee Notices
 - NSSC Web Portal Updates
 - Web postings of Benefits processing documents and information will be located on the NSSC's Customer Service Web page at:
www.nssc.nasa.gov/customerservice
 - » Select Employee Services Tab
 - » Select Benefits Processing
 - » Select desired document under Resources (bottom right corner of the web page)



Customer Contact

- The NSSC has three primary avenues for customers to contact us:
 - Customer Service Website
 - Customer Contact Center
 - Center Liaisons





How Do I Contact the NSSC?

- All NASA employees who are seeking Benefits' assistance may contact the NSSC by:
 - Telephone: 1-877-NSSC123 (or 1-877-677-2123)
 - E-mail: nssc-contactcenter@nasa.gov
 - Fax: 1-866-779-NSSC (1-866-779-6772)
 - Mail: NASA Shared Service Center (NSSC)
Building 5100, Standby Rd.
Stennis Space Center, MS 39529



How are my inquiries handled at NSSC?

- Level 0 - Self Service from Customer Service Website
- Level I - Case Initiated and Remedy Ticket Opened
 - Personnel Trained in HR in Contact Center
 - Customer Contact Center Scripts Based On How Do I's, FAQs
- Level II - Assigned to HR Service Provider
- Level III - Assigned to HR Civil Servant
 - Live call monitoring performed by Level III Civil Servant staff for quality and accuracy

NSSC Customer Contact Center Hours of Operation

- Monday through Friday:
 - 8am-8pm Eastern
 - 7am-7pm Central
 - 6am-6pm Mountain
 - 5am-5pm Pacific





Questions?

