



## Process Flow Overview

### SFA HR Automation

**Classification:**

Primary Functionality: Benefits Administration

Sub-functions: Health Insurance Enrollment, Life Insurance Enrollment

- "As-Is"  
 "To-Be"

**Description:**

These "As-Is" flows describe the health and life insurance enrollment processes. The processes are semi-automated through the use of the Federal Personnel/Payroll System (FPPS). To enroll in health or life insurance, employees complete a form and submit it to HRG for processing. Thereafter, FPPS automatically notifies the health insurance carrier or OFEGLI of the new enrollment or change.

**Handoffs:**

The "As-Is" Health and Life Insurance Enrollment processes have the following number of handoffs:

Health insurance enrollment – 2

Handoffs occur between: employee - A&R Technician, and A&R Technician - NBC.

Health insurance open season change – 3

Handoffs occur between: employee - Employee Relations Specialist, Employee Relations Specialist - A&R Technician, and A&R Technician - NBC.

New hire life insurance change – 4

Handoffs occur between: employee - A&R Technician, A&R Technician - Customer Service Team III Leader, Customer Service Team III Leader - A&R Technician, and A&R Technician - SFA HR.

Life insurance open season change – 5

Handoffs occur between: employee - Employee Relations Specialist, Employee Relations Specialist - A&R Technician, A&R Technician - Customer Service Team III Leader, Customer Service Team III Leader - A&R Technician, and A&R Technician - SFA HR.

Physical exam to change life insurance – 10

Handoffs occur between: Employee Relations Specialist - employee, employee - doctor, doctor - OFEGLI, OFEGLI - Employee Relations Specialist, Employee Relations Specialist - employee, employee - Employee Relations Specialist, Employee Relations Specialist - A&R Technician, A&R Technician - Customer Service Team III Leader, Customer Service Team III Leader - A&R Technician, and A&R Technician - SFA HR.

**Average Process Completion Time:**

The average process completion time for processing health insurance enrollments is 2-3 days. The average process completion time for processing life insurance enrollments ranges between 2-5 days.

Position title	Agency name	Time/request	Number of positions	Percent of time/year	Number processed/year
Employee Relations Specialist	HRG	5 min.	2	2%	1500
A&R Technician	HRG	15 min.	1	22%	1750
Customer Service Team III Leader	HRG	5 min.	1	7%	1750

**Cost:**

- HRG inter-agency agreement for use of FPPS: \$230,000 annually
- FPPS: \$165 per W-2 form annually
- SFA-sponsored FTEs: ~\$255,543 (based on 3 FTEs at an average OM salary of \$85,181)

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**Assumptions:**

- When a new employee submits a SF 2809 to enroll in health insurance, the process assumes that the employee enrolls within the acceptable timeframe. If the employee fails to enroll during the specified time, the new employee must wait until open season to enroll.
- The process flows assume that all forms submitted by employees are complete. If certain parts of the form(s) are not filled in, the HRG Specialist will return the form(s) to the employee to complete and resubmit.
- The life insurance flows assume that the employee is eligible for the change in life insurance. If the employee is ineligible, the A&R Technician or Employee Relations Specialist will return the form to the employee, and the employee will have to wait until he/she is eligible to reapply.
- The life insurance flows assume that the SF 50 is accurate. If the Customer Service Team III Leader detects an error in the printed SF 50, then she fills in an error sheet and returns the SF 50 to the A&R Technician to make the necessary changes.
- Page 5.4.2 refers to a SF 2817 for electing optional life insurance. This step assumes that a SF 2817 is always used, but the standard form could vary from year to year depending upon the specified regulations.

**Exclusions:**

- None

**Regions:**

- The regional offices follow a different procedure for processing personnel actions; refer to the Regional Process: Requesting Personnel Actions sheet for details.
- The health and life insurance enrollment processes are similar in the regions and in headquarters. The main difference is that the regional offices operate with a smaller staff that typically includes one Personnel Officer and one Personnel Specialist. HR employees in the regions are generalists, which means that they perform all HR functions rather than specialists in headquarters that only handle matters related to Employee Relations, Labor Relations, etc. Because there are less people involved in executing HR functions, there are fewer handoffs in the regions.

**Strategic Direction:**

Currently, SFA HR does not play a role in the health or life insurance enrollment processes. Health and life insurance enrollment is a large portion of benefits administration. SFA HR should consider training its employees in benefits administration, or SFA HR should write a service level agreement with HRG to continue providing this service. An analysis of these flows will help identify which steps can be automated to improve the process.