



ARMY BENEFITS CENTER - CIVILIAN (ABC-C)

At Fort Riley, Kansas

ABC-C News

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To reach the ABC-C: <https://www.abc.army.mil> or 1-877-276-9287 (TDD: 1-877-276-9833)
303 Marshall Avenue, Fort Riley, KS 66442-5004

Peggy Sholtz, Director, Army Benefits Center-Civilian

MIDNIGHT MADNESS!

Counselors at the Army Benefits Center – Civilian (ABC-C) will be available until midnight (12:00 am Central Time) **only** on Monday, December 12, 2011, for the last day of open season.

To make your FEHB election, please visit the ABC-C website at <https://www.abc.army.mil>, and click on *Employee Benefits Information System (EBIS)*. **REMINDER:** EBIS is accessible only by Common Access Card (CAC). You can access EBIS from a government computer OR your personal computer with a CAC reader installed and configured. At the EBIS homepage, you will enter your Social Security Number (SSN) and six-digit ABC-C PIN. Once you have logged into EBIS, click on the "Transactions" button and select "Open Season."

If you prefer to make your FEHB election through the automated ABC-C telephone system, please call toll-free 1-877-276-9287, or TDD (for the hearing impaired) at 1-877-276-9833. For contact information on FSA and FEDVIP, see the article below.

Don't Forget FSA and FEDVIP

It is also Open Season for the Flexible Spending Accounts (FSA) and the Federal Employees Dental and Vision Insurance Program (FEDVIP). To make an election you will need to contact FSAFEDS (FSA) and BENEFEDS (FEDVIP):

- FSA – Visit www.FSAFEDS.com or call 1-877-FSAFEDS (1-877-372-3337) or TTY 1-800-952-0450
- FEDVIP – Visit BENEFEDS at www.BENEFEDS.com or by telephone at 1-877-888-FEDS (1-877-888-3337) or TTY 1-877-889-5680

Both FSAFEDS and BENEFEDS will be accepting calls on Monday, December 12, 2011 until midnight (Eastern Time).

When Will My Benefits Change Be Effective?

<u>BENEFIT</u>	<u>EFFECTIVE DATE</u>	<u>LES DATE</u>
FEHB	January 1, 2012	January 26, 2012
FEDVIP	January 1, 2012	January 26, 2012
FSAFEDS	January 1, 2012	January 26, 2012

NOTE: LES dates shown are for Department of Army and Army National Guard employees; dates for DCMA and Air National Guard will be January 20, 2012 for FEHB, FEDVIP and FSAFEDS.

How Do I Contact the ABC-C?

To speak to one of our knowledgeable benefits counselors, please call toll-free 1-877-276-9287 or TDD at 1-877-276-9833. OCONUS telephone numbers are listed below. Normal operating hours are 6:00 am to 6:00 pm CT, Monday through Friday, except Federal holidays.

OCONUS Telephone Numbers

Belgium	0800-78245
Germany	0800-1010282
Italy	800-780821
Japan	00531-1-20378
Korea	00798-14-800-4766
Kuwait	1-877-276-9287
(Dial 809-463-3376 for DSN line, wait for tone, and then dial the toll free number)	
Netherlands	0800-0232739
Saudi Arabia	1-877-276-9287
United Kingdom	08-000857723

Please view the chart for assistance contacting a benefits counselor on our automated telephone system.

Select:	Select:	To access Benefits and Entitlements:
1 = Army Civilian	1 = Customer Service Survey	Select:
2 = DCMA	2 = Access Benefits and Entitlements	1 = Enter your SSN and PIN
3 = National Guard		2 = Forgot your PIN
4 = Non Appropriated Fund or Uniformed Service Member	Select:	NOTE: If you are a new employee, your PIN is 4 digits and consists of your month and year of birth (MMYY).
	1 = Current or separated civilian employee	You will need to enter/verify your duty telephone number
	2 = Retiree or Surviving Spouse	0 = Counselor
	3 = Seeking Temporary Continuation of Coverage (FEHB TCC)	1 = Health Benefits (FEHB)
		2 = Retirement
		3 = Thrift Savings Plan (TSP)
		4 = Life Insurance (FEGLI)
		6 = Request faxed document
		9 = Exit System

Send comments or suggestions to:

<mailto:rile.NewsletterINQ@conus.army.mil>