



***Retirement and Insurance Service  
Benefits Administration Letter***

**Number: 01-330**

**Date: December 17, 2001**

**Subject: Access to CLER by Agency Human Resource Officers**

Several agency payroll officials have advised us that, based on their business process, they believe that the FEHB Enrollment Reconciliation Clearinghouse System (CLER) reconciliation process will be more effective if human resource (HR) offices have access to it. In response, we have decided to modify CLER to provide HR offices direct access to the CLER database at the discretion of the agency payroll officer. Once implemented, those HR offices will have the *capability* to both research and enter corrective action into the CLER database.

To provide time to develop this new functionality, we will delay the implementation of CLER by a currently anticipated three months. Thus, the full implementation of CLER will now be scheduled for June 1, 2002. In addition, we will delay the CLER pilot test, involving the National Finance Center and its client agencies, which was scheduled to begin on December 1, 2001, to March 1, 2002. This will allow the agencies additional time to prepare and test their enrollment data transmission capabilities and to verify the availability and validity of the required data.

We believe many agencies may find it advantageous to provide their HR office(s) access the capability to research and enter corrective action into the CLER database.

- The electronic SF 2809 and SF 2810 corrective action files may be more effectively and easily completed at their HR office(s). If so, this would ensure that the carriers receive the corrective action information more timely and efficiently.
- We will provide a listing of HR office contacts online. This will provide information and direct access to the locations that are best suited to assist the carriers and agency payroll offices in resolving reconciliation issues.

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*Civil Service  
Retirement  
System*

*Federal Employees'  
Group Life  
Insurance Program*

*Federal Employees  
Health Benefits  
Program*

*Federal Employees  
Retirement  
System*

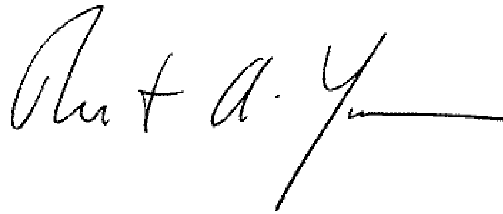
*Federal  
Long Term  
Care Insurance  
Program*

All agency payroll officers must decide upon the level of access to the CLER database that their agency's HR office(s) will have. Some agency payroll officer will likely decide to afford HR offices the ability to enter corrective actions into the CLER database, while others may decide to afford their HR office colleagues only the ability to research enrollment discrepancies.

Regardless of this decision, it is important to understand that OPM will continue to hold agency payroll offices, not HR offices, responsible for resolving FEHB enrollment issues.

Those agencies who want their HR office(s) to be able to enter corrective actions into the CLER database must make arrangements with NFC to connect them to the CLER web site. NFC will charge those agencies a fee for connecting each individual user with update capability, whether in a payroll office or an HR office, to cover the cost of security arrangements.

If you have any questions about the matters discussed in this letter, please email us at [finance@opm.gov](mailto:finance@opm.gov). You may also call us on (202) 606-0606.

A handwritten signature in black ink, appearing to read "Robert A. Yuran". The signature is fluid and cursive, with a long horizontal stroke at the end.

Robert A. Yuran, Chief  
Financial Policy Staff  
Retirement and Insurance Service