



Department of Health and
Human Services

Guidance for Reconstitution of Operations Post-Furlough

Office of Human Resources

Office of the Secretary/Assistant Secretary for
Administration

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I.

I. HR Related Questions

For answers to HR related questions not covered in this document, please contact Raymona Ramsey at 202-690-6663 or Raymona.Ramsey@hhs.gov.

A. Furlough – General Administration

What effect will the furlough have on the calculation of my creditable service?

Time spent in a nonpay status (including furlough) is credited as follows:

- **Career tenure:** The first 30 calendar days of each nonpay period is creditable service. (5 CFR 315.201(b)(4)(ii)(A))
- **Probationary period:** An aggregate of 22 workdays in a nonpay status is creditable service. (5 CFR 315.802(c))
- **Qualification standards:** There is no requirement to extend qualifying periods by the amount of nonpay status. However, agencies may require such extensions in order to meet training requirements or ability to perform. (5 CFR 335.103(b)(3), OPM Qualification Standards, General Policies and Instructions, part E.3.(f))
- **Time-in-Grade:** Nonpay status is creditable service. (5 CFR 300.605(a))
- **Service Computation Date-LEAVE:** Up to 6 months in nonpay status is creditable. (5 USC 6303(a))

I am a time-limited employee. What happens if my appointment expired during the furlough?

Furloughs do not extend the time limits for temporary (5 CFR 316.401(c)) and term (5 CFR 316.301(a)) appointments. If your supervisor intended to extend the time limited appointment, it was extended prior to or during the furlough. If you have questions, please consult your supervisor.

Is my AWS still in effect?

Generally, yes. AWS schedules remain in effect. Please consult with your supervisor.

Is there a list of work priorities that I will need to focus on?

Your manager will communicate your return to duty requirements and ensure that they are accomplished. It will be left to managers/supervisors how this information will be communicated to employees throughout their organizations or operations.

B. Leave

What happens to my “use or lose” leave?

Employees should make every effort to reschedule "use-or-lose" annual leave for use before the end of the current leave year, January 11, 2014. However, if this is not possible due to a lapse in appropriations, managers have the discretionary authority to request that any lost annual leave be restored. The justification is that the employee was prevented from using his or her leave because of an exigency of the public business - namely, the need to furlough employees because of the lapse in appropriations and proof the leave was canceled. Follow the [OPM Leave Restoration Guidance](#). Please consult your supervisor or HR contact for the internal processing.

C. Benefits and Pay

When will I get paid for October 1st – 5th?

We are working with the Office of Personnel Management (OPM) and DFAS to have back pay should be included in the October 25th paycheck.

When will I get paid for the October 6th – 19th?

Employees will be paid on October 25, 2013.

Who should I contact for questions regarding pay corrections, or clarifying questions on standard deduction variations as a result of furlough?

Please contact your timekeeper and supervisor.

Why are some of the standard deductions higher than normal?

If an employee's paycheck was insufficient to cover his/her share during the furlough, the enrollee share will accumulate and then will be withheld from pay upon return to pay status. Agencies continued to be responsible for the agency contribution of any furloughed employees and each employee remains responsible for his or her employee contribution.

I was supposed to receive a within grade/step increase; when should I expect it and will be it processed retroactive?

This should be processed by the next pay period once the furlough ended.

I was eligible for a career ladder promotion during the furlough; when will that action be processed and will it be processed retroactive?

Your eligibility for a promotion will be determined by your supervisor. Once the action is received in HR for processing, the effective date will be determined.

D. Injury Compensation

What happens to an employee who is injured while on furlough or while in a

nonpay work status?

An employee who is injured while on furlough is not covered under the Employee Compensation Act. An employee who is injured while in nonpay work status is covered under the Employee Compensation Act. Please follow the [process](#) required for filing claims.

E. Federal Employees Health Benefits (FEHB)

To what extent will the furlough affect Federal Employee Health Benefits (FEHB) coverage?

FEHB coverage is not affected by this furlough.

What happens if I cancelled my FEHB coverage while in a non-pay status in order to avoid the expense?

Employees who cancel their health benefits may reapply during the open season period (currently targeted for the November timeframe).

F. Federal Employees Group Life Insurance (FEGLI)

To what extent does non-pay status affect Federal Employees Group Live Insurance coverage?

Life insurance coverage continues for 12 consecutive months while in a non-pay status without cost to the employee or the agency.

G. Thrift Savings Plan (TSP)

To what extent does non-pay status affect Thrift Savings Plan (TSP) coverage?

Deductions will cease for periods of non-pay status where there are insufficient funds to cover the Thrift Savings Plan (TSP) premium(s). Employees cannot contribute to their TSP account while on furlough or in part-time, intermittent or on-call status. Premiums will be reactivated if retro-pay is approved and processed. Employees should refer to the [TSP Fact Sheet](#) – Effect of Non-pay Status on TSP Participation.

Can I obtain a loan from my TSP account while in a non-pay status?

Employees may not obtain a loan from their TSP account while on furlough. For employees with existing TSP Loans, the Internal Revenue Service (IRS) allows your TSP loan payments to be suspended for up to one year of the non-pay period. Interest will accrue while payments are suspended. Employees can make direct payments on their loan from their personal funds while on furlough. For more information on TSP Loans, employees should refer to the [TSP Fact Sheet](#)– Effect of Non-pay Status on TSP Participation.

H. Flexible Spending Account (FSA)

To what extent does non-pay status affect Flexible Spending Account (FSA) coverage?

Deductions will cease for periods of non-pay status where there are insufficient funds to cover the Flexible Spending Account (FSA) premium(s). If the employee is in a non-pay status and has not pre-paid the FSA allotment, their FSA account will be frozen and the employee will not be eligible for reimbursement of any health care expenses incurred during that period until he/she returns to a pay status and allotments are successfully restarted. However, if the employee has a Dependent Care Flexible Spending Account (DCFSA), dependent care expenses incurred during the period in a non-pay status which meet IRS guidelines for eligible expenses (i.e., the employee must incur the expenses in order to allow the employee and his/her spouse to work or attend school) may be reimbursed up to the FSA account balance. When the employee returns to a pay status, allotments will be recalculated based on the number of pay dates remaining in the Benefit Period. Premiums will be reactivated if retro-pay is approved and processed.

If the employee prepays his/her premiums by accelerating allotments prior to being placed in a non-pay status, allowable health care expenses incurred during the period in a non-pay status will be eligible for reimbursement. Visit the FSA website, www.fsafeds.com for more information.

I. Long-term Care (LTC)

To what extent does non-pay status affect Long Term Care (LTC) coverage?

Deductions cease when in the employee is placed in a non-pay status and there are insufficient funds to cover the premium(s). In order for employees to continue Long Term Care (LTC) coverage, the employee must make payments while in a non-pay status. Visit the [LTC website](#) for additional information.

J. Federal Employees Dental and Vision Insurance Plan (FEDVIP)

To what extent does non-pay status affect Federal Employees Dental and Vision Insurance Plan (FEDVIP) coverage?

Deductions cease when the employee is placed in a non-pay status and there are insufficient funds to cover the premium(s). In order for employees to continue FEDVIP coverage, the employee must make payments while in a non-pay status. Visit the [FEDVIP](#) website, for more information.

K. Retirement and Unemployment Compensation

To what extent does non-pay status affect retirement coverage?

Retirement coverage continues for up to 6 months for periods of non-pay status per calendar year.

How will I know if or when I will need to pay back unemployment monies paid during the furlough period?

The State in which you filed the claim will provide guidance if the retro-pay is approved and paid.

II. IT AND COMPUTER RELATED QUESTIONS (OCIO)

The information noted below only is applicable to OS employees and staff in other organizations serviced by OCIO. Others should contact their division's IT service organization.

[Note: Increased call volume to the ITIO Service Desk is expected, users could experience a longer than normal wait time. Employees may also experience delays in accessing voicemail due to high-call volumes.]

What do I do if my PIV certificates expired during the shutdown?

All expired PIV certificates have been given a 5-day exception. If you get an error stating that your PIV certificates are expired, please try to log in with your normal username and password. If this doesn't work, please call the service desk. **NOTE:** If your certificate has expired, you will need to go to security to get a new certificate

What if I need a password reset or my account is locked out?

For two days after government shutdown ends, ITIO will be accepting bulk password resets to alleviate heavy call volume.

- Managers should create a spreadsheet with one column listing HHS usernames for users needing a password reset.
- Spreadsheet should be sent to the Service desk email HHS_ITIO_Service_Desk@hhs.gov with the subject line "Bulk Password Reset Request".
- Spreadsheet will be returned to the manager with all new passwords for all requested users.
- - **NOTE:** Users will need to reset their password at first login. Non- usernames will be returned to the submitter. HHS username example:

→ John.Doe@hhs.gov
Username

- Individual users will need to call the service desk to reset their password per the normal process.
- If users are at the “Checkpoint” Login screen, they will need to call the service desk to access their machine.

What if my machine is booting up/acting slowly?

This should be expected as all machines must download a backlog of patches a critical updates that were distributed during the shutdown.

What if I forgot my PIV card PIN or left my PIV card at home?

You will need to call the service desk to be put into an exception group to be able to log in with your username and password. To have your PIN reset, you will need to contact security.

What if I need to reset my Blackberry Password?

You will need to call the service desk to have this password reset

What if I have lost my issued computer or blackberry?

You will need to call the service desk to open a ticket. You should also report the lost asset to security.

For Information Regarding:

- a. How to manage the size of your inbox in Outlook 2007: [Click here](#)
- b. How to archive your emails: [Click here](#)

For answers to IT and computer related questions not covered in this document, please contact the ITIO Service Desk at 1-866-699-4872 or [HHS ITIO Service Desk@hhs.gov](mailto:HHS_ITIO_Service_Desk@hhs.gov).

III. PSC

A. Transit Subsidy Program

I am past my re-certification deadline and I was unable to submit my application or my supervisor was unable to review and approve my application. Will my benefits be canceled?

Your benefits will not be canceled. All transit subsidy program participants with a re-certification deadline of October 31, 2013 will be given an automatic extension with a new deadline of November 29, 2013.

How much of my October transit subsidy am I allowed to spend when I return to work?

Calculate the cost of your commute based on the number of days you will be commuting in October from your primary residence to your duty station. We recommend visiting your transit vendor website to calculate the most cost effective way to pay for your commute. If a weekly pass is less expensive than the sum of daily tickets, then purchase the weekly pass.

I spent my full transit subsidy prior to the Government shutdown. What do I do with the surplus benefits?

In the National Capital Region, and most regional offices, fare amounts added to a reusable fare card will not expire. You should use the total value amount on your reloadable fare card until exhausted; then add only what is needed to commute in November.

The November benefit cycle starts on October 23. What happens if my October transaction posts in the November benefit period?

The transit subsidy team will be auditing transaction postdates to ensure that adjustments are made to ensure all participants have access to their November transit subsidy benefit.

I purchased a monthly pass with my GO!card, how do I return the pass?

Many transit providers are adjusting their policies as a result of the Government shutdown. Therefore, we ask you to contact your transit provider to seek a refund or to exchange an October monthly pass for a November monthly pass/ticket.

How do I check my available credit on my GO!card?

Transhare participants are able to check monthly balance and available limits on their individual accounts at any time through the use of the automated attendant. Simply call the toll free number for Customer Service (800-316-6056) on the rear of your card and follow the prompts.

[**NOTE:** Current balance is how much you have spent in the benefit period. Available credit is the remaining benefit you may spend in the benefit period.]

For answers Travel Subsidy related questions not covered in this document, please send an email to GOcard@hhs.gov.

B. Travel Program

If you canceled a trip by calling Omega during furlough, in some cases, you still need to process a voucher to pay the fees and get the ticket refunded. There are two scenarios to cancel documents. These FAQs are available on the HHS Travel website <http://www.hhs.gov/travel/tdytravel/index.html>.

How do I cancel an authorization that has been TICKETED in GovTrip?

- **IF YOU DID NOT PREPARE YOUR OWN TRIP (INCLUDING CDC):**

Please contact your travel Preparer for assistance. If you do not know your travel preparer, you may contact the One DHHS Help Desk at 1-888-ONE-DHHS (663-3447) Select Option 2.

- **FOR ALL TRAVELERS EXCEPT CDC AND IHS:**

- Once a reservation has been ticketed, the GovTrip authorization cannot be canceled. A voucher must be created.
- First, be sure to contact Omega to cancel reservations and make sure to request a refund from the airline(s) for the unused portion(s) of the ticket. Omega can be reached by phone at (877) 433-1162 Monday - Friday, 7:30 am - 9:00 pm EST. After hour's emergency toll free number: (866) 892-0810.
- If your airfare was paid using a JP Morgan Chase Individually Billed Account (IBA), remove the airfare before you sign the voucher (the ticket price will be refunded to your IBA). Remove all travel expenses from the voucher except for the Travel Fees.

- **IHS TRAVELERS ONLY:**

- Once a reservation has been ticketed, the GovTrip authorization cannot be cancelled. However, it is not necessary to create a travel voucher.
- First, be sure to contact Omega to cancel reservations and make sure to request a refund from the airline(s) for the unused portion(s) of the ticket.

Omega can be reached by phone at (877) 433-1162 Monday - Friday, 7:30 am - 9:00 pm EST. After hour's emergency toll free number: (866) 892-0810.

- Next, amend the TA, and NOTES/COMMENTS section under the Purpose of Travel, enter a note that explains that the trip has been canceled. Remove all expenses from the TA except for airfare & TMC fees. The only expense on the TA should be airfare related costs.
- Sign and Submit the TA to be routed for approval. After the TA is fully approved, notify your FATA to amend the TA one more time so that it can be stamped COMPLETED.
- If you have already created a voucher, contact the ONE-DHHS helpdesk for assistance with removing the voucher. The voucher must be removed before the authorization can be amended.

How do I cancel an authorization that has been APPROVED but not yet TICKETED in GovTrip?

- IF YOU DID NOT PREPARE YOUR OWN TRIP:
 - Some OPDIVs have designated travel preparers who complete and submit travel authorizations (TA) on behalf of the traveler. If you did not prepare your own travel authorization, please see your travel preparer for assistance. If you do not know your travel preparer, you may contact the One DHHS Help Desk at 1-888-ONE-DHHS (663-3447); Select Option 2.
- IF YOU PREPARED YOUR OWN TRIP OR IF YOU ARE A TRAVEL PREPARER:
 - If your TA is fully approved but airfare has NOT yet been ticketed in GovTrip, amend the TA by clicking the AMEND link. Under the REVIEW AND SIGN tab, select the DIGITAL SIGNATURE option.
 - Under ACTION, select the CANCELLED stamp. Enter the cancellation reason under the ADDITIONAL REMARKS box.
 - Click the SUBMIT COMPLETED DOCUMENT button to complete the cancellation. All expenses will be de-obligated and all reservations will be cancelled automatically. It is not necessary to remove any expenses or call Omega to cancel reservations, as this will all be done automatically.

IV. SECURITY RELATED QUESTIONS (OSSI)

The information noted below only is applicable to staff working at the Humphrey and Parklawn facilities, or any HHS facility near the Humphrey or Parklawn. Employees working at other facilities should contact their division's security office.

A. For Employees Located at SW Complex and Parklawn Facilities

For answers to questions not covered below, please contact the appropriate individual listed below.

Southwest Complex:

- Badging Office: 202-619-0100; HSPD-12Services@HHS.GOV
- Rob Abramowitz: 202-205-0551; Robert.Abramowitz@HHS.GOV
- Ken Calabrese: 202-345-2705; Ken.Calabrese@HHS.GOV
- Kory Whalen: 202-619-0078; Kory.Whalen@HHS.GOV

Parklawn:

- Badging Office: 301-443-5533; HSPD-12Services@HHS.GOV
- Lynn Enos: 301-443-5629; Lynn.Enos@HHS.GOV
- Ken Calabrese; 202-345-2705; Ken.Calabrese@HHS.GOV
- Kory Whalen; 202-619-0078; Kory.Whalen@HHS.GOV

What is the process to renew my HSPD-12 PIV card that expired during the Government shutdown?

If your PIV card expired (date printed on the card) during the shutdown, a staff member from OSSI will be available at the main entrances at the Humphrey building and at Parklawn for the first few days after the shutdown ends. OSSI will allow for a 2 week "grace" period to allow you to complete the required paperwork to obtain a new HSPD-12 card. Your current expired HSPD-12 card/badge will be marked with a special sticker that will allow you to continue to physically access the building. OSSI staff will provide to you the HHS Forms 745 and 828 that are required for re-issuance of a new HSPD-12 card. Please complete these forms as soon as possible which will include a signature from your supervisor (or COTR for your contractors) as your

sponsor. Once completed, please bring these forms to the Badging Office for processing. These are in room 120F in the Humphrey building, and room number 6-86 in Parklawn. It is very important that you fill out the badge request forms as soon as possible.

What should I do if my HSPD-12 PIV Card has not expired, but I am not able to successfully swipe my card and am unable to gain physical access to buildings and/or logical access to networks? (This scenario is most likely indicative of expired certificates on the card).

If your PIV card is not granting you either physical access to buildings or logical access to the network and the printed expiration date on your PIV card is valid, please complete the HHS Form 828, which will be provided to you by the OSSI representative at the lobby customer service desk. Contractor personnel are required to have their COTR sign as the sponsor prior to updating the card with new PKI credentials. Proceed to the Physical Security Office, Badging Station for reissuance of the certificates on the card. The Physical Security Office is in room 120F in the Humphrey building, and in room number 6-86 in Parklawn.

[Important Note: When you return to duty, you may discover that your HSPD-12 card has expired. The security guard should check for badge expiration when you enter the facility. You may also discover that your card will not successfully swipe when you place it on the card reader. These scenarios should indicate that your HSPD-12 card has either expired, or the certificates (digital identity information on the card) may have expired. These scenarios will also prevent you from using your card to log on to the HHS network. If either of these scenarios happens to you, please come to the OSSI customer service desk that is being set up in the lobby of the Humphrey and Parklawn buildings that will be available from 6:30 to 10:30 the first few days after the shutdown has ended. OSSI staff maintains a listing of all individuals whose card (or certificates on the card) may have expired. Please check with the OSSI security specialist, who will verify your HSPD-12 card status. After the customer service desk has closed, the guards on duty will allow physical access and direct staff to the badging offices.]

B. For Regional Office Employees

For answers to questions not covered below, please contact your RAM.

- Region 1 – Boston, Cyrus MacLellan (617) 565-1077
- Region 2 – New York, Latonjia Roddy (212) 264-0489
- Region 3 – Philadelphia, Emily Yaskowski (215) 861-4422
- Region 4 – Atlanta, Flora Dennis (404) 562-7673
- Region 5 – Chicago, Michael Downing (312) 353-0682
- Region 6 – Dallas, June Parnell (214) 767-3206

- Region 7 – Kansas City, Betty Klein (816) 426-3491
- Region 8 – Denver, Carolyn Sailer (303) 844-7882
- Region 9 – San Francisco, Evelyn Parks (415) 437-8383
- Region 10 – Seattle, John Thoennes (206) 615-2016

What is the process to renew my PIV card that expired during the furlough period in the Regions?

The Regional Account Manager (RAM) is your primary point of contact to reissue a new PIV card. You will need to complete the HHS Forms 745 and 828 required for PIV reissue. Please complete these forms as soon as possible which will include a signature from your supervisor or COTR as your sponsor and e-mail (encrypted) these forms to your RAM. Once the forms have been received and processed, you will be contacted to schedule an appointment to complete the reissue and enrollment process.

What is the process for a PIV Card that is not granting logical access to networks in the Regions?

If your PIV card is not granting you logical access to the ITIO network and the printed expiration date on your PIV card is valid, please complete the HHS Form 828. Please bring the completed form to your local badging office/RAM for updating your PKI certificates.

What is the process for updating the PKI certificate on a PIV Card?

If your PKI certificate needs to be updated, please complete the HHS Form 828. Please bring the completed form to your local badging office/RAM for updating your PKI certificates.