

GESD – DPRS Escalation Process

Office of personnel Management (OPM) Payroll Offices (PO), Human Resource (Personnel) Offices (HR), FEHB Carriers (CA), and Enrollees to the National Finance Center (NFC), Direct Premium Remittance System (DPRS) Call Center.

- NFC offers a Level 2 Call Center for DPRS customers, which includes the Enrollees, the Payroll Offices, the Personnel Offices, the FEHB Carriers, and OPM. The Call Center staff will assist with processing of documents, responding to inquiries, perform reconciliation on individual accounts, and resolve issues between the enrollees and carriers regarding enrollment problems and billing inquiries.
- The Level 2 support effectively addresses approximately 98% of the issues brought to them within 2 days of receipt.
- Any OPM, PO, HR, CA staff, or Enrollee may also contact the Call Center/DPRS Help Desk, Government Insurance Services Section (GISS) Unit Supervisor or Section Head at any point to elevate his/her issue if they believe their experience is unsatisfactory.
- Any OPM, PO, HR, CA staff or Enrollee may also elevate the issue to the Government Debt and Insurance Services Branch Chief.

DPRS Help Desk Staff to DPRS Help Desk Supervisors or Functional Supervisors

- When a Level 2 staff member believes that he/she cannot resolve the issue or answer the questions within prescribed timeframes, he/she elevates the issue or question to his/her supervisor or the Section Head. The Section Head may assign an analyst to address the issue or may handle the issue him/herself.
- After the level 2 staff member has elevated the issue internally, the DPRS Section Head may also contact the Branch Chief at any point in time.
- DPRS Section Head and/or Branch Chief may elevate the issue to the Associate Director over the Functional Area.

Last Resort

If, after these steps have been followed, the customer is still dissatisfied, the issue is moved up the line, by the Associate Director – to the Deputy Director of GESD and to the Director of GESD.

Government Insurance Services Section
Escalation Process

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<i>Government Insurance Services Section</i>		
<i>Direct Premium Remittance System (DPRS)</i>		
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