



OPM.GOV

Federal Retirement Case Workflow

Office of Personnel Management – Retirement Services





Agenda


- High-level review of the Office of Personnel Management's (OPM's) retirement application process flow
- Deeper look at the OPM processing sections
- Situations that delay the overall processing timeline
- Tips and reminders to improve retirement processing
- Agency guidance to employees
- OPM resources



Retirement Application Process Flow (1 of 3)

- 
- Receive retirement package from Payroll Office
 - Organize documents and assemble case

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- Obtain historical records and verify service history
 - Conduct a file search for records that are missing


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- Determine pay status and authorize interim pay (if not automatic)
 - Bundle case files for adjudication



Retirement Application Process Flow (2 of 3)


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- Review all documents to determine health of case
 - Develop for any incomplete information to make case healthy

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- Healthy cases are assigned to a Legal Administrative Specialist (LAS)
 - Verify case data

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- Prepare benefits calculation
 - Prepare package for review



Retirement Application Process Flow (3 of 3)

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- Review case for accuracy
 - Authorize (trigger) final payment

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- Issue final annuity and adjustment payment (if applicable)
 - Case is now complete

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- Additional actions may be taken after completion for status changes or reemployment (completed by Post Adjudication Branch)



Retirement Prep Section (RPS)

- Data Exchange Gateway (DEG) file submitted by Payroll Office creates the Civil Service Active (CSA) number
- CSA number creation does not mean OPM has received the package
- OPM must receive the physical package (from Human Resources and Payroll) to begin review process
- Ensure all necessary documentation is included in package – especially the final Individual Retirement Record (IRR) and Register
- Case health screening completed by this section



Retirement Development Section (RDS)

- Unhealthy cases are sent to this section to take development actions
- Case is placed in a “hold” status until the case is made healthy
- Some development actions can be resolved quickly with the agency
- Most development actions take a minimum of two (2) weeks
- Examples of common development actions:
 - SF 2818 error – give two (2) weeks to resolve error with agency or annuitant
 - Missing military service records – 30-day hold until document(s) received
 - Missing Marriage Certificate – 60-day hold until document received



Retirement Claims

- Case assigned to a Legal Administrative Specialist (LAS) and reviewed
- If additional items are required and handled by RDS, then case is returned to RDS for action
- Sends election letter(s) to annuitant
- Prepares benefits calculations and adjudicates the case
- The adjudicated case goes through multiple checks before it is finalized



Situations Resulting in Processing Delays

- Missing documents or incomplete retirement application packages
- Divorce decrees and/or court orders
- Election letters from OPM for deposits/redeposits
- Receipt of certain Workers' Compensation (OWCP) benefits
- Agencies not keeping Official Personnel Folders (OPFs) after an employee retires
- Incomplete or missing agency Human Resources contact information



Tips to Improve Processing

- Submit retirement package in document order outlined in:
 - [BAL 12-103](#), Submitting Healthy Retirement Application Packages
 - [Attachment C](#) - CSA Document Order for Retirement Package Submissions
- Do not assume OPM has access to electronic OPFs (eOPFs)
- Submit all pertinent documents and maintain eOPF with agency in accordance with Chapter 7 of [The Guide to Personnel Recordkeeping](#) – *“If a retirement or death claim is being processed, then keep the folder 120 days after separation or until notified that the claim has been processed”*



Retirement Package Reminders

- Provide individual Human Resources Specialist contact information on Schedule D to include email address and phone number
- Verify all potentially creditable service with employees
- Ensure all DD 214s are in the retirement package and annotate any lost time and the character of service (Member-4 copy)
- Make sure military retired pay documentation is included
- Verify all required documents are included, completed accurately, and signed in the final retirement package submitted to OPM



Agency Guidance to Employees

- Educate employees early in their career about benefits available at retirement and how decisions made today effect tomorrow
- Guide employees through the forms, process, and timeline
- Confirm retiring employees list their personal contact information on retirement application (i.e., personal email address, phone number)
- Verify that retiring employees list an accurate mailing address for written correspondence after retirement
- Ensure retiring employees understand their retirement elections



BAL Resources (1 of 3)

- [BAL 11-103](#), Authority to Redeposit Refunds under the Federal Employees Retirement System (FERS)
- [BAL 12-102](#), Acceptance of Photocopies of Signed Documents in Retirement Application Packages and Other Agency Submissions
- [BAL 12-103](#), Submitting “Healthy” Retirement Application Packages
 - [Attachment C](#) – CSA Document Order for Retirement Package Submissions
- [BAL 14-103](#), Documenting a Retiring Employee’s Eligibility to Continue FEHB Enrollment into Retirement
 - [Attachment 1](#) – Instructions for FEHB Information and Certification Memo



BAL Resources (2 of 3)

- [BAL 15-102](#), Additional Items to Report on Individual Retirement Records (IRRs) in Cases of Separation, Removal, or Resignation
- [BAL 16-102](#), OPM No Longer Accepting Corrections on Certain Benefits Election Forms
- [BAL 17-101](#), Additional Guidance on Military Deposits
- [BAL 20-103](#), Additional Problems Encountered in Documentation for Disability Retirements



BAL Resources (3 of 3)

- [BAL 22-203](#), Changes to Acceptable Signature Requirements for FEGLI Forms
- [BAL 22-101](#), Changes to Acceptable Signature Requirements on Retirement Processing Forms
 - [Appendix A](#) – Acceptable Forms with Electronic Signatures from Agencies and Payroll Offices
 - [Appendix B](#) – Examples of Acceptable Electronic/Digital Signatures
 - [Appendix C](#) – Common Questions Concerning Permanent Changes to Acceptable Signature Requirements on Retirement Processing Forms



Handbook Resources

- **[CSRS and FERS Handbook for Personnel and Payroll Offices](#)** –
 - [Chapter 40](#) – Planning and Applying for Retirement
 - [Chapter 5](#) – Court Orders
 - [Chapter 21](#) – Service Credit Payments for Civilian Service
 - [Chapter 23](#) – Service Credit Payments for Post-56 Military Service
 - [Chapter 102](#) – Relationship Between Retirement Annuity and Compensation for Work-Related Injuries and Disease



Questions?

Benefits Officers Development & Outreach:
benefits@opm.gov