



# State of Wisconsin Department of Administration

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## Personal Data Changes Job Aid

Version 1.1

### Version History

<b>1.0</b>	<b>12/9/2022</b>	<b>Julie Perry</b>	<b>Original release</b>
<b>1.1</b>	02/06/2024	Julie Perry	Updated reason on which form to use
<b>1.2</b>	06/03/2024	Julie Perry	Documentation changes per ETF review
<b>1.3</b>	12/18/2024	Julie Perry	Documentation changes per ETF review

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## Background

This document was created to assist agencies in making updates for an employee or a dependent who has a personal data change or correction. These can include name changes or corrections, address changes, DOB corrections, Social Security Number corrections and gender changes or corrections.

Employee Trust Funds has provided us with their process on how they're handled within ETF systems and what documentation may be required for each type of change.

We have broken down the charts by Employee and Dependent since there are different processes to follow.

## References

- Wisconsin Retirement System Admin Manual: <https://etf.wi.gov/resource/wisconsin-retirement-system-administration-manual>
  - Refer to Chapter 604, for additional information.
- DPM Website links: [https://dpm.wi.gov/Pages/HR\\_Admin/BnAdmRes.aspx](https://dpm.wi.gov/Pages/HR_Admin/BnAdmRes.aspx)
  - Employer Manuals and Guides
  - Employer Forms
- SSN, DOB and Gender Changes for Employees (ET-2810) – <https://etf.wi.gov/resource/employee-identification-correction> - require the proper agency WRS agent signature (used to update employee data on the insurance and the WRS side at ETF).
- Employers are expected to review acceptable documentation before reporting any demographic data corrections and changes for their active participants/employees. While ETF does not require the employer's documentation be submitted simultaneously when the updates are reported, it may be requested later for verification purposes.

## Employees

Topic	Active WRS Employees
Name Changes	<ul style="list-style-type: none"> <li>Agencies can update an employee's name in PS by adding a row.</li> <li>The effective date should equal the "issue" date found on the documentation you're reviewing confirming the legal name change.</li> <li>Changes will be sent over to ETF via the WRS and health interface files.</li> <li>No additional documentation is automatically required by ETF when the update is reported (no ET-2815 or ET-2810).</li> </ul>
Name Corrections	<ul style="list-style-type: none"> <li>The agency will need to submit a ticket to have an employee's name corrected in PS by Central Benefits.</li> <li>The original row/entry should be updated. <b>Do NOT add a row.</b></li> <li>Changes will be sent over to ETF via the WRS and health interface files.</li> <li>No additional documentation is automatically required by ETF when the update is reported (no ET-2815 or ET-2810).</li> </ul>
Address Changes	<ul style="list-style-type: none"> <li>The employee should update their home address via <a href="http://ess.wi.gov">ess.wi.gov</a> first.</li> <li>Address changes should go over on the WRS and health interface files.</li> <li>If you find the address has not been updated in MEBS, please submit a ticket for CB to review and update.</li> <li>No additional documentation is automatically required by ETF when the update is reported (no ET-2815).</li> </ul>
Date of Birth corrections	<ul style="list-style-type: none"> <li>Agencies should submit a ticket to have the EE's DOB corrected in PS.</li> <li>The agency should view a Birth Certificate or Driver's License to verify the DOB.</li> <li>Central Benefits will correct PS.</li> <li>The proper agency WRS agent will need to complete and sign the <a href="#">ET-2810</a> and attach to the ticket. CB will review, correct, and upload the form in BOX for ETF to update their systems</li> <li>No additional documentation is automatically required by ETF when the update is reported (no ET-1908).</li> </ul>
SSN Corrections	<ul style="list-style-type: none"> <li>Agencies should submit a ticket and include the <b>redacted</b> documentation verifying the SSN.</li> <li>Central Benefits will correct in PS.</li> <li>The proper agency WRS agent will then need to complete and sign the <a href="#">ET-2810</a> form. Please clearly label the incorrect and correct full SSN on the form. Fax the form to ETF's secure fax at 608-267-4549.</li> <li>No additional documentation is automatically required by ETF when the update is reported (no ET-1908 or SSN card). If CB is later contacted by ETF that a SSN has not been verified by SSA, CB will reach out to the agency to request an unredacted copy of the SS card be sent to ETF.</li> </ul>
Gender Corrections and Changes	<ul style="list-style-type: none"> <li>Agencies should submit a ticket to have the EE's Gender corrected or changed in PS.</li> <li>If a correction is needed (original row should be updated), Central Benefits will correct PS.</li> <li>If the EE has had a gender change, the agency can update an employee's gender in PS by adding a row. The effective date should equal the "issue" date found on the documentation you're reviewing confirming the legal gender change.</li> </ul>

	<ul style="list-style-type: none"> <li>• The agency will need to complete the <a href="#">ET-2810</a> and attach it to the ticket. CB will upload the document in BOX so ETF can update their systems.</li> <li>• No additional documentation is automatically required by ETF when the update is reported (no ET-1908 or ET-2815).</li> </ul>
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## Dependents

Topic	Dependents
Name Changes	<ul style="list-style-type: none"> <li>• The agency should add a row, effective date should equal the “issue” date found on the documentation, and update the dependent’s name in PS.</li> <li>• Agencies should submit a ticket.</li> <li>• Changes will be sent over to ETF via the health interface files to update MEBS.</li> <li>• No additional documentation is automatically required by ETF when the update is reported (no ET-2815).</li> <li>• If the dependent is an active employee at a WRS employer, the dependent must update their name on their WRS account through their own employer, not with STAR. If the dependent is an active STAR employee, see the Employees section above for other steps.</li> <li>• Central Benefits will review MEBS.</li> <li>• ETF will update all internal systems.</li> </ul>
Name Corrections	<ul style="list-style-type: none"> <li>• Agencies should submit a ticket</li> <li>• The original row/entry should be updated. <b>Do NOT add a row.</b></li> <li>• Agencies should submit a ticket.</li> <li>• Central Benefits will make the change in PS.</li> <li>• Changes will be sent over to ETF via the health interface files to update MEBS.</li> <li>• No additional documentation is automatically required by ETF when the update is reported (no ET-2815).</li> <li>• If the dependent is an active employee at a WRS employer, the dependent must update their name on their WRS account through their own employer, not with STAR. If the dependent is an active STAR employee, see the Employees section above for other steps.</li> <li>• ETF will update all internal systems.</li> </ul>
Address Changes	<ul style="list-style-type: none"> <li>• MEBS does not reflect different addresses for each dependent. MEBS holds the employee’s address only.</li> </ul>
Date of Birth Corrections	<ul style="list-style-type: none"> <li>• Agencies should submit a ticket to have the dependent’s DOB corrected in PS.</li> <li>• Central Benefits will make the change in PS</li> <li>• Changes will be sent over to ETF via the health interface files to update MEBS or CB will enter manually.</li> </ul>

	<ul style="list-style-type: none"> <li>• No additional documentation is automatically required by ETF when the update is reported (no ET-1908).</li> <li>• If the dependent is an active employee at a WRS employer, the dependent must update their name on their WRS account through their own employer, not with STAR. If the dependent is an active STAR employee, see the Employees section above for other steps.</li> <li>• ETF will update all internal systems.</li> </ul>
SSN Corrections	<ul style="list-style-type: none"> <li>• Agencies should submit a ticket and include the redacted documentation verifying the SSN.</li> <li>• Central Benefits will make the change in PS.</li> <li>• Changes will be sent over to ETF via the health interface files to update MEBS or CB will update manually.</li> <li>• No additional documentation is automatically required by ETF when the update is reported (no ET-1908 or SSN card). If CB is later contacted by ETF that a SSN has not been verified by SSA, CB will reach out to the agency to request an unredacted copy of the SS card be sent to ETF.</li> </ul>
Gender Corrections and Changes	<ul style="list-style-type: none"> <li>• Agencies should submit a ticket to have the dependent's Gender corrected or changed in PS.</li> <li>• If a correction is needed (original row should be updated), Central Benefits will correct PS.</li> <li>• If the dependent has had a gender change, the agency can update a dependent's gender in PS by adding a row. The effective date should equal the "issue" date found on the documentation you're reviewing confirming the legal gender change.</li> <li>• Changes will be sent over to ETF via the health interface files to update MEBS or CB will update manually.</li> <li>• No additional documentation is automatically required by ETF when the update is reported (no ET-2815).</li> </ul>