



State of Wisconsin Department of Administration

Personal Data Changes Job Aid

Version 1.1

Version History

1.0	12/9/2022	Julie Perry	Original release
1.1	02/06/2024	Julie Perry	Updated reason on which form to use

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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 6, page 99, for additional information.
- DPM Website links: https://dpm.wi.gov/Pages/HR_Admin/BnAdmRes.aspx
 - Employer Manuals and Guides
 - Employer Forms
- Address, Name, and Gender Changes for Employees/Dependents (ET-2815) – <https://etf.wi.gov/resource/addressnamegender-change> - require an EE signature (used to update the insurance side at ETF):
- SSN, DOB and Gender Changes for Employees (ET-2810) – <https://etf.wi.gov/resource/employee-identification-correction> - require an ER signature (used to update the WRS side at ETF)

Employees

Topic	Active WRS Employees
Name Changes	<ul style="list-style-type: none"> • Agencies can update an employee’s name in PS by adding a row. • The effective date should equal the “issue” date found on the documentation you’re reviewing confirming the legal name change. • Changes will be sent over to ETF via a file (P31).
Name Corrections	<ul style="list-style-type: none"> • The agency will need to submit a ticket to have an employee’s name corrected in PS by Central Benefits. • The original row/entry should be updated. Do NOT add a row. • Changes will be sent over to ETF via a file (P31). • May require the agency to complete the ET-2810 if change does not go over on file.
Address Changes	<ul style="list-style-type: none"> • The employee should update their home address via ess.wi.gov first. • Address changes should go over on the WRS and health interface files. • As a last resort, the employee can also complete the ET-2815 form and send it directly to ETF.
Date of Birth corrections	<ul style="list-style-type: none"> • Agencies should submit a ticket to have the EE’s DOB corrected in PS. • The agency should view a Birth Certificate or Driver’s License to verify the DOB. • Central Benefits will correct PS. • The agency will need to complete the ET-2810 and ET-1908 forms and attach to the ticket. CB will review, correct, and upload the forms in BOX for ETF to update their systems. ETF requires both forms to make the correction.
SSN Corrections	<ul style="list-style-type: none"> • Agencies should submit a ticket and include the <u>redacted</u> documentation verifying the SSN. • The agency WRS agent will then need to complete the ET-2810 form. • Agencies will need to fax the unredacted SS card to ETF (608-267-4549) and must include: <ul style="list-style-type: none"> ○ Employee’s Full Name ○ Employee ETF member id ○ Brief description stating reason for fax • Central Benefits will correct in PS.
Gender Corrections and Changes	<ul style="list-style-type: none"> • Agencies should submit a ticket to have the EE’s Gender corrected or changed in PS. • The agency should view a Birth Certificate or Driver’s License to verify the gender. • If a correction is needed (original row should be updated), Central Benefits will correct PS. • 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.

	<ul style="list-style-type: none"> The agency will need to complete both the ET-2810 and ET-2815 forms and attach them to the ticket. CB will upload the documents in BOX so ETF can update their systems.
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Dependents

Topic	Dependents
Name Changes	<ul style="list-style-type: none"> 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. Agencies should submit a ticket and include the ET-1908 verifying the legal name change. If the dependent is an active employee at a WRS employer, the dependent must update their name through their employer, not with STAR. The EE will need to complete the ET-2815 if the dependent is in MEBS with a different name and not actively employed with a WRS employer. ETF will need to update all internal systems. Central Benefits will review MEBS and upload the ET-2815 and ET-1908 to BOX.
Name Corrections	<ul style="list-style-type: none"> Agencies should submit a ticket and include the ET-1908 Attestation form verifying the dependent’s name. The original row/entry should be updated. Do NOT add a row. Central Benefits will make the change in PS and MEBS and forward the documentation to ETF.
Address Changes	<ul style="list-style-type: none"> MEBS does not reflect different addresses for each dependent. MEBS holds the employee’s address only.
Date of Birth Corrections	<ul style="list-style-type: none"> Agencies should submit a ticket and include the ET-1908 Attestation form verifying the DOB. Central Benefits will make the change in PS and work with ETF to update ETF systems. CB will upload the ET-1908 to BOX.
SSN Corrections	<ul style="list-style-type: none"> Agencies should submit a ticket and include the redacted documentation verifying the SSN. Central Benefits will make the change in PS and work with ETF to update ETF systems. Agencies will need to fax the unredacted SS card to ETF (608-267-4549) and must include: <ul style="list-style-type: none"> Employee’s Full Name Employee ETF member id Name of dependent needing correction (include ETF member id, if known) Brief description stating reason for fax
Gender Corrections and Changes	<ul style="list-style-type: none"> Agencies should submit a ticket to have the dependent’s Gender corrected or changed in PS.

	<ul style="list-style-type: none">• The agency should view a Birth Certificate or Driver’s License to verify the gender.• If a correction is needed (original row should be updated), Central Benefits will correct PS.• 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.• The agency will need to complete the ET-2815 form and attach to the ticket. CB will upload the document in BOX so ETF can update their systems.
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