

Procedure Overview/Background:

Employee's and their dependent's gender are kept on file with UW System for reporting and benefits administration purposes and the Department of Employee Trust Funds (ETF) for benefits administration purposes. Gender is noted on the following benefit plans: health insurance, supplemental insurance plans, life insurance plans, disability insurance and the Wisconsin Retirement System (WRS).

On occasion an employee's and/or their dependent's gender may need to be corrected in the HR System (HRS) either because it was entered incorrectly or the option of 'unspecified' was selected. When unspecified is entered in HRS the file feeds to ETF will default the employee's or dependent's gender to female.

If an employee or their dependent wants to *change* their gender with the UW System and ETF please see the [Gender Change Process](#). A gender correction and a gender change are separate processes and different documentation is required.

To ensure that there is no disruption in the provision of benefits to an employee or their dependents, it is important to follow the procedures outlined below when an employee's or their dependent's gender field in HRS needs to be corrected.

Correcting Gender Information in HRS:

Active employees and their dependents:

Upon notice (either discovered by the institution, contacted by the employee, or contacted by UW-Shared Services, Service Operations) that the employee's or their dependent's gender is incorrect in HRS or in ETF systems contact the employee to explain the issue and collect the document(s) listed below.

Preferred Document List (One Required)

Only one document is required from the following preferred list of documents. If the employee does not have any of the documents in the preferred list, the employee may submit two documents from the Alternative Document List. The document submitted must be for the individual the record needs to be corrected for.

- Birth Certificate
- Current U.S. Passport
- Hospital Birth Record
- Naturalization (citizenship certificate)
- Current Resident Alien Card
- Permanent Resident Card

Alternative Document List (Two Required)

Any two of the following alternative documents may be used to establish the employee's correct gender. The documents submitted must be for the individual the record needs to be corrected for.

- School Record
- Child's Birth Certificate showing parent's date of birth
- Immigration Record
- Bible or other family record
- Other hospital chart/record
- Insurance policy
- Current Foreign Passport
- Marriage Certificate
- Labor Union or Fraternal Records
- Divorce or Annulment Certificate
- Signed statement by the physician, midwife, or other certified health professional who was in attendance at birth
- Driver's Permit or Driver's License
- Voter Registration
- State, Federal, or Tribal Census Record
- Employment Record
- Alien Registration Card
- Military Record
- Adoption record
- State Identification Card
- School Identification Card
- US Governmental Employee Identification Card
- State Employee Identification Card

How to turn in documents:

- Institution: Upon notice that the employee's or dependent's gender is incorrect in HRS email UW-Shared Services, Service Operations (serviceoperations@uwss.wisconsin.edu) to create a ticket to track the issue/request. The email should include the employee's name, employee id and only state that the employee's and/or dependent's gender needs to be corrected. Documentation should *not* be included in the email.
- Institution: Contact the employee to explain the issue and that documentation is needed to fix the issue. Collect the document(s) noted in the *Preferred Document* or *Alternative Document* list.
- Institution: Upon receipt of the document(s):
 - 1) Review and verify the content of the document(s).
 - 2) Make one copy of document(s) submitted.
 - 3) On the copy(ies) include a note on top of each document that says 'I have viewed the original document(s)'. Date and sign the copy(ies).
 - 4) Fax the copies of the documents with a cover sheet to UW-Shared Services, Service Operations, Attn: Benefits at: (608) 890-2327.
 - 5) Place a copy of document(s) in the employee's benefit file.
 - 6) Original documents must be returned to the employee. *Originals should not be kept or sent to UW-Shared Services, Service Operations.*
- UW-Shared Services, Service Operations: Upon receipt of the document(s)
 - 1) Updates ticket that document(s) have been received.
 - 2) Completes [Employee Identification Correction/Change Form \(ET-2810\)](#) and sends the document(s) to ETF asking them to update the employee and/or dependent's gender in their systems (both the insurance system and the WRS system).
 - 3) Coordinates updating HRS with ETF (if updating HRS is not coordinate with ETF file feeds could overwrite information in ETF's system).
 - 4) Updates/closes ticket once all systems are updated correctly.
- Institution: Contacts the employee to notify them that their gender or the dependent's gender has been corrected. Note that it can take up to 72 hours for vendors to receive the correction once the update is made in HRS and ETF's systems.

Retired and Terminated employees and their dependents:

- Institutions should advise former employees and their dependents to work directly with ETF.

Resources:

Wisconsin Retirement System (WRS) Administration Manual, Chapter 605 -
<https://etf.wi.gov/publications/et1127/direct>

Questions:

- Questions on the process or to follow up with after paperwork has been submitted but before an approval or denial is received should be directed to UW-Shared Services, Service Operations at serviceoperations@uwss.wisconsin.edu.
- Questions on the policy should be directed to UW System Human Resources at uwshr@uwsa.edu.