

NHRS Phone Queues and Other Extensions

Member Benefits: (603) 410-3677

Request benefit estimates or retirement application packets; schedule personal appointments; questions about disability benefits and filing for retirement; reporting the death of an active member.

Member Accounting: (603) 410-3683

Questions about service credit, refund of contributions, additional contributions, beneficiary designations, new member enrollment and annual statements.

Retiree Services: (603) 410-3671

Questions related to retired members except insurance inquiries; report the death of a retired member or beneficiary.

Insurance: (603) 410-3675

Insurance or Medical Subsidy-related questions from retirees or employers.

QDRO: (603) 410-3546

Questions related to divorces of members or retirees and qualified domestic relation orders (QDROs).

Employer Reporting and Payment: (603) 410-3532

Questions regarding monthly wage and contribution file submissions; rejected batches; XML file uploads; web entry; contribution rates; employer contact changes; voucher completion; exceptions and retiree reporting questions/errors.

Employer Reconciliation, Refunds and Penalties: (603) 410-3676

Questions regarding payment/refund requests; reporting and payment penalties and employer reconciliation.

Employer Audit: (603) 410-3681

Questions related to audits or the interpretation of RSA 100-A and administrative rules relating to areas of employer participation, reporting and compliance; employer education; reports of non-compliance.

Public Information: (603) 410-3594

Media inquiries; questions related to legislation.

Education Sessions: (603) 410-3648

Questions related to hosting or attending an NHRS education session.

My Account/DRS Set-up: (603) 410-3508

Questions related to the set-up of new NHRS online member accounts ("My Account") and new online employer reporting accounts ("Data Reporting System").

My Account: (603) 410-3680

Questions related to NHRS' online member portal.