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# FEHB Program Carrier Letter

## All Carriers

U.S. Office of Personnel Management  
Office of Insurance Programs

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**Letter No. 2000-33**

**Date: July 21, 2000**

Fee-for-service [ 28 ]    Experience-rated HMO [ 29 ]    Community-rated [ 31 ]

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**Subject:        New Survey Contractor Selected**

We are pleased to announce the selection of Office Remedies, Inc. (ORI) of Herndon, Virginia, as our new survey research contractor. ORI and it's subcontractor, The Center for The Study of Services, will collect, process completed CAHPS data from FEHB plans and/or their vendors, and report the results to OPM.

As mentioned in Carrier Letter 2000-03, dated January 19, 2000, FEHB plans reporting CAHPS data are responsible for a pro rata share of the total cost of compiling, processing and reporting CAHPS data to OPM. The 2000 OPM CAHPS processing fees are:

Adult Commercial Survey Data File - \$283.00 per plan/FEHB Sub-Code

Child Commercial Survey Data File - \$48.00 per plan/FEHB Sub-Code

ORI will send invoices to participating plans within the next two weeks. All processing fees are payable directly to ORI.

We thank you for your cooperation and look forward to a successful year. Should you have any questions, you may direct them to Tanya Morrow ([tmmorrow@opm.gov](mailto:tmmorrow@opm.gov)) or Ralph Pierce ([rpierce@opm.gov](mailto:rpierce@opm.gov)). You may reach Tanya or Ralph at (202) 606-0745.

Sincerely,

*(Signed)*  
Frank D. Titus  
Assistant Director  
for Insurance Programs