
FEHB Program Carrier Letter

All Carriers

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

Letter No. 2003-04

Date: January 24, 2003

Fee-for-service [4] Experience-rated HMO [4] Community-rated HMO [4]

SUBJECT: Processing FEHB Enrollments

This is to remind you of your contractual obligation to timely process all enrollment changes you receive for your FEHB enrollees.

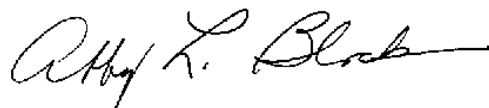
Again this year we are receiving complaints from enrollees that their new health benefits carriers have not issued ID cards and they are not able to access medical care or obtain prescriptions. We understand that some paper enrollment forms (SF 2809) may not yet have reached the gaining carriers (in particular from the U.S. Postal Service). However, most Federal agencies are now transmitting their enrollment data electronically. OPM-Macon began posting electronic enrollment transactions in mid-November 2002. Most Open Season changes transmitted electronically were sent to you by mid-December 2002. We remind you that you are contractually obligated to issue ID cards within 15 calendar days of your receipt of enrollment data. Every carrier had enough time to issue ID cards by December 31, 2002 for enrollment changes transmitted electronically.

Please refrain from simply sending callers back to their employing office. Here is what to do instead:

- You **must** accept the enrollee's Employee Express confirmation letter showing the enrollment change for Employee Express users.
- Do not ask the employee's employing office to fax a hard copy of the enrollment form to you if the enrollment was transmitted electronically, as a hard copy was never generated.
- If you cannot find an enrollment change that was transmitted electronically, you may obtain assistance from the Employee Express Help Desk by calling 1-478-757-3030. A listing of Federal agencies that use electronic enrollment was sent to you as attachment two of FEHB Carrier Letter 2002-39 dated October 9, 2002.
- For enrollments you suspect were sent via paper, call the employee's Human Resources office or payroll office to verify coverage.
- If the enrollee is an OPM annuitant, you may verify their coverage by calling the Office of Retirement Programs' (ORP) Carrier Information System at 1-478-757-3164. You will need your carrier's Personal Identification Number (PIN) to use this system. If you do not know your plan's PIN, please call your OPM contract specialist. Do not ask annuitants to call ORP.

If you have questions regarding this letter, please contact Eric Figg at OPM at 202/606-4083 or via email at edfigg@opm.gov.

Sincerely,



Abby L. Block
Assistant Director
For Insurance Programs