



**Retirement and Insurance Service
Benefits Administration Letter**

Number: 01-207

Date: March 1, 2001

**Subject: Federal Employees Health Benefits (FEHB) Program: Opportunity for
Certain Enrollees of Aetna U.S. Healthcare, Enrollment Code NG, to change
Enrollment**

Aetna U. S. Healthcare, enrollment code NG, has notified us of a recent provider network change in Terrebonne, Assumption and LaFourche parishes in Louisiana. Two hospitals, Thibodaux Regional Medical Center and Terrebonne General Medical Center, have canceled their participation in the Aetna U.S. Healthcare network. This means members do not have adequate access to hospital services.

We are authorizing an opportunity for certain Aetna members enrolled in code NG to change enrollment. Members eligible for the opportunity to change must live, work or obtain health care services in Terrebonne, Assumption or LaFourche parishes. The opportunity to change enrollment will begin immediately and continue through March 31, 2001. Agencies may accept belated changes if necessary. The effective date of all enrollment changes will be the first day of the pay period following the one in which an enrollee makes the change, but no later than April 8, 2001. **Enrollees in Terrebonne, Assumption and LaFourche parishes, who do not change plans, will have no benefits for the remainder of the 2001 contract year.**

The Plan is sending the attached notice to all affected enrollees advising them of the provider network disruption and the opportunity to change enrollment.

If enrollees are uncertain whether or not they are affected by the provider network disruption, please have them contact Aetna at 1-800-537-9384. Enrollees who have a chronic or disabling condition, or are in the second or third trimester of pregnancy, should contact their new plan to arrange transitional care.

Thank you for your cooperation in this matter.

A handwritten signature in cursive script that reads "Abby L. Block".

Abby L. Block
Assistant Director
for Insurance Programs

Attachment

*Civil Service
Retirement
System*

*Federal Employees
Group Life
Insurance*

*Federal Employees
Health Benefits
Program*

*Federal Employees
Retirement
System*



United States
**Office of
Personnel Management**

Washington, D.C. 20415

In Reply Refer To:

Your Reference:

Date: February 27, 2001

TO CERTAIN FEDERAL ENROLLEES OF AETNA U.S. HEALTHCARE, INC.

The Office of Personnel Management asked Aetna U.S. Healthcare, Inc. to mail this important notice to you.

Aetna U. S. Healthcare provider contracts (enrollment codes NG1 and NG2) with two hospitals, Thibodaux Regional Medical Center and Terrebonne General Medical Center have been terminated. This change caused participating physicians to lose admitting privileges to these hospitals for members enrolled under the Federal Employees Health Benefits (FEHB) Program. If you are enrolled in codes NG1 and NG2 and live, work or obtain health services in Terrebonne, Assumption or LaFourche parishes in the state of Louisiana, you do not have adequate access to hospital services. **You MUST transfer to another participating health plan IMMEDIATELY to continue to receive benefits under the FEHB Program for the remainder of contract year 2001.**

A special open enrollment period is effective immediately and continues through March 31, 2001. Please contact your personnel office to obtain a 2001 Guide to Federal Employees Health Benefits Plans. You may request brochures directly from the health plans at the phone numbers appearing in the Guide. You may also visit our 2001 FEHB web site (www.opm.gov/insure) to view a plan's brochure or the FEHB Guide to help you choose a health plan and learn about your transitional care rights.

IF YOU ARE AN EMPLOYEE

Please take a copy of this letter to your personnel office and complete a new Health Benefits Registration Form (SF 2809). The effective date of all enrollment changes will be the first day of the pay period following the one in which you make the change, but no later than April 8, 2001.

IF YOU ARE AN ANNUITANT

Annuitants under the Civil Service Retirement System (CSRS) or Federal Employees Retirement System (FERS), should call **toll free at 1-888-767-6738** between **Monday through Friday from 7:30 am – 7:30 pm E.S.T** to make their enrollment changes. Please have your CSRS or FERS annuity claim number and your social security number when calling our toll-free number. If you do not make a new election, we will enroll you in Standard Option of the Blue Cross and Blue Shield Service Benefit Plan. This is in order to ensure your continued coverage and eligibility to participate in the FEHB Program. If Blue Cross and Blue Shield is the plan you want, rather than waiting for us to enroll you, make that selection now, and you will receive your ID cards faster. If you are an annuitant of another Federal retirement system, you must contact that system for assistance. **Coverage under your new plan can be made retroactive to February 1, 2001.**

We apologize for the inconvenience, and thank you for your cooperation, in this matter.

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