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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. 2000-15**

**Date: March 27, 2000**

Fee-for-service [ 12 ]    Experience-rated HMO [ 14 ]    Community-rated [ 15 ]

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**SUBJECT:    Corrections to FEHB Program Carrier Letters**

1. Carrier Letter 2000-09. Please insert the enclosed page 5 into the routine reports summary. The page corrects the HEDIS pilot information. For more information about the change, contact Janet Pfleeger at 202/606-0004.
2. Carrier Letter 2000-10. Please correct the link to the Benefits Administration Letter for premium conversion to this: <http://www.opm.gov/asd/htm/2000/00-204.htm>. For more information about the change, contact Eric Figg at 202/606-0745.

Sincerely,

(signed)  
Frank D. Titus  
Assistant Director  
for Insurance Programs

Enclosure

**ROUTINE REPORTS REQUIRED OF FEHB CARRIERS**
**5**

REPORT	Frequency:	Required of:	Date Due:	Reference:	Guidance:	For information about this report, contact:
<b>Satisfaction/Quality Assessment</b>						
Customer Satisfaction Survey Results (CAHPS)	Annual	All except plans with <500 FEHB enrollees)	Jun 15	Contract ' 1.9	CL 98-45 CL 98-45A	OIP/IPED/Pierce ( <i>RPierce@opm.gov</i> )
HEDIS (HMO Pilot) ( <i>Corrected entry</i> )	Annual	HMOs with > 500 FEHB enrollees	June 15	Contract ' 1.9	CL 99-016 CL 00-06	OIP/IPID/Pfleeger ( <i>jpfleeger@opm.gov</i> )
HEDIS (PPO Pilot) ( <i>Corrected entry</i> )	Annual	Select PPOs (that already have been contracted)	August 11	Contract ' 1.9	Letters mailed to the PPOs	OIP/IPID/Pfleeger ( <i>jpfleeger@opm.gov</i> )
Quality assurance performance standards	Annual	All	Jan 31	Contract ' 1.9	---	OIP/ICD/Contract Rep
<b>Other Reports</b>						
FEHB Carrier Debarment ActionsB (reported to <u>OIG</u> on providers excluded after 1/29/92)	Semi-annual	All	Apr 15 Oct 15	Contract ' 2.7	OIG Instructions	Ofc of Inspector Gen/Smith ( <i>JLSmith@opm.gov</i> )
FEHB Carrier Debarment ActionsB (reported to <u>OIP</u> on providers excluded before 1/29/92)	Annual	FFS (not HMO)	Mar 31	Annual appropriations	CL 93-01 CL 93-20	OIP/IPED/Kalland ( <i>AMKallan@opm.gov</i> )
Fraud and abuse cases report	Semi-annual	All	Jan 31 Jul 31	Contract ' 1.9	CL 91-10 CL 93-32 CL 94-02	OIP/IPED/Saunders ( <i>MFSaunde@opm.gov</i> )