
FEHB Program Carrier Letter

All Carriers

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

Letter No. 2002-38

Date: November 14, 2002

Fee-for-service [35] Experience-rated HMO [35] Community-rated HMO [31]

SUBJECT: FEHB Enrollments from the Transportation Security Administration

Many of you may have already received FEHB enrollments for employees at the Transportation Security Administration (TSA). The TSA uses a contractor for their human resources functions including FEHB enrollments and changes to enrollments.

The contractor is working with the TSA to process a large backlog of enrollments. Some of the enrollments go back several months. TSA has been hiring as many as 5000 employees a week. A representative from the TSA recently told us that the contractor is now current with the processing of new enrollments. The contractor is now sending the certified SF 2809's to the agency's payroll office for final processing before going to the carriers. A backlog may develop at the payroll office.

At the same time, the contractor is giving copies of the enrollment forms to the enrollees with a cover letter advising the enrollee to use the SF 2809 as a temporary ID until they receive their ID cards from the carriers. Please accept SF 2809s from TSA employees as proof of enrollment in your plan.

We appreciate your cooperation and flexibility as you receive and process these enrollments. Please contact your contract specialist if you have questions or problems.

Sincerely,



Abby L. Block
Assistant Director
for Insurance Programs