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# FEHB Program Carrier Letter

## Health Maintenance Organizations

U.S. Office of Personnel Management  
Insurance Services Program

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**Letter No. 2003- 18 (a)**

**Date:** May 6, 2003

Fee-for-service [ 18 ]   Experience-rated HMO [ 18 ]   Community-rated HMO [ 17 ]

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**SUBJECT:    2004 Technical Guidance and Instructions for Preparing HMO Benefit and Service Area Proposals**

Enclosed are the technical guidance and instructions for preparing your benefit and service area proposals for the contract term January 1, 2004 through December 31, 2004. The guidance and instructions are in three parts:

- Part One: Preparing Your Benefit Proposal
- Part Two: Preparing Service Area Changes or a Re-designation as Mixed Model Plan
- Part Three: Required Benefits for HMOs

Please refer to our *Call Letter for 2004* (Carrier Letter 2003-15) sent to you on April 16, 2003, for *policy guidance*. Benefit policies from prior years remain in effect.

Please send to us your current benefits packages no later than **May 12, 2003**, and your complete proposal for benefits, clarifications, and service area changes no later than **June 2, 2003**, (see Part One: *Preparing Your Benefit Proposal*). Your proposal should include the corresponding language that describes your proposed changes for the brochure. You do not need to send your fully revised 2004 brochure by June 2.

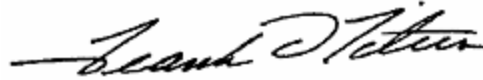
Your OPM contract specialist will negotiate your 2004 benefits with you and finalize the negotiations in a closeout letter. Please send an electronic version of your fully revised 2004 brochure to your contract specialist within five business days following the receipt of the closeout letter **or** a date set by your contract specialist.

We will send you brochure printing specifications, electronic graphics, and the OPM authorization block for the cover, along with your approved brochure text file. In August, we will send you a brochure quantity form, shipping labels, and other related open season instructions.

As a reminder, each year we assess carriers' overall performance. We take into consideration your efforts in submitting benefit and rate proposals on time and your accurate and timely production and distribution of brochures.

We look forward to working closely with you on these essential activities to ensure a successful Open Season again this year.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank D. Titus". The signature is fluid and cursive, with a long horizontal stroke extending to the left.

Frank D. Titus  
Assistant Director  
for Insurance Services

Enclosures