

FEHB Program Carrier Letter

All Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2013 - 19

Date: June 26, 2013

Fee-for-service [15]

Experience-rated HMO [15]

Community-rated HMO [17]

SUBJECT: Deadlines for Open Season 2013 Deliverables

There are numerous deliverables which are required from each FEHB carrier annually. Please see the charts below for the deliverables, deadlines, and referential notes for this year.

Please note that routine reporting requirements and due dates can be found at www.opm.gov/healthcare-insurance/healthcare/carriers/#url=Routine-Reports.

Deliverable	Deadline	Notes
Affordable Care Act /Summary of Benefits and Coverage (SBC)	9/6/2013	All carriers must receive approval for their SBCs from their Contract Specialist. Carriers must send the approved SBC to joel.warren@opm.gov or lionell.jones@opm.gov .
Provider Directory Links	9/9/2013	All carriers must email the links to lionell.jones@opm.gov . Your links will be posted on the Plan Information pages of the FEHB Program website. To see these links, go to: www.opm.gov/healthcare-insurance/healthcare/plan-information/ and click on a state.
Patient Safety Updates	9/23/2013	All carriers must email updates to your Contract Specialist. Your links will be posted on the Plan Information pages of the FEHB Program website. To see these links, go to: www.opm.gov/healthcare-insurance/healthcare/plan-information/ and click on a state.
Service Area Zip Codes	9/27/2013	All HMO carriers must upload zip codes to the Zip Code Manager. Instructions will be sent to all HMO carriers by 9/9/2013.
Updated Plan Contacts (including Official Plan Contact, Brochure, Enrollment Forms, Zip Codes, Health Fair, Tribal Liaison)	7/1/2013	Plan contacts should be kept current at all times. All carriers must verify plan contacts with your Contract Specialist.

Brochures /Brochure Creation Tool (BCT)		
BCT Opens	7/9/2013	All carriers can access the BCT and begin creating or updating their brochures.
One day BCT Training Sessions	Tuesday 7/9/2013 – Friday 7/12/2013 & Monday 7/15/2013 – Friday 7/19/2013 (9 individual sessions in total)	OPM strongly encourages BCT training. Instructions for registering for training will be sent out via listserv in mid- June.
BCT Closes	9/6/2013	Brochures must be completed and all carriers should work with their Contract Specialist to verify all new or revised information.

To ensure that Open Season is successful, carriers must meet each of these deadlines. If your deliverables are received by the set deadline, that particular piece of web content is guaranteed to be on our Open Season website by the start of Open Season. If a deliverable is not received by the set deadline, that particular piece of web content cannot be guaranteed to be on our website by the start of Open Season.

If you have any questions, please contact Lionell Jones at Lionell.Jones@opm.gov or Joel Warren at Joel.Warren@opm.gov.

Sincerely,

John O'Brien
Director
Healthcare and Insurance