FEHB Program Carrier Letter
All Carriers

Letter No. 2000- 46   **Date:**   September 29, 2000

Fee-for-service [40]   Experience-rated HMO [42   ]   Community-rated [43   ]

Subject: How do you like the carrier web page?

In May (carrier letter 2000-24) we told you about the new FEHB Carrier Web Page we developed for you at www.opm.gov/carrier. Now that you've been using the site for some time, we would like you to give us feedback about it.

Please complete this survey and send it back to us by October 6, 2000. You may send it either of two ways:

1. Fax it to us at 202/606-0036; or

2. Get the Microsoft Word version of this letter from the carrier web page, complete the survey and save it as a Word document, and email it to amkallan@opm.gov.

Thank you for helping us improve our service to you.

Sincerely,

Frank D. Titus
Assistant Director
 for Insurance Programs

Feedback survey

Plan is: ☐ FFS plan ☐ HMO

Are you your plan's designated contact? ☐ Yes ☐ No

Did you have any trouble with the logon and password? ☐ No ☐ Yes; please explain:

☐

How often do you go to the carrier web page?
- ☐ Regularly (2-3 times a week)
- ☐ Often (once a week)
- ☐ Sometimes (1-2 times a month)
- ☐ Only when OPM emails me about a carrier letter
- ☐ I don't use it at all

Can you find the information you need?
- ☐ Always
- ☐ Most of the time
- ☐ Some of the time
- ☐ Generally can't find what I need

What information have you used? (Mark all that apply)		What information do you use **most**? (Number top 3)
☐	Special Notices (e.g. 2001 premiums; open season countdown)	☐
☐	Working copies of brochure frames	☐
☐	Events (upcoming events)	☐
☐	FEHB Carrier Letters	☐
☐	FEHB Carrier Handbook	☐
☐	OIP Plain Language Style and Usage Guide	☐
☐	FEHB Benefits Administration Letters (BALs)	☐
☐	Laws & Regulations links	☐
☐	Payroll Office Letters	☐
☐	FEHB Handbook for Enrollees & Employing Offices	☐
☐	Link to FEHB Home Page	☐
☐	Link to OPM Home Page	☐

In general, what do you like about the web page? | What don't you like about the web page?

What can we change, add, or otherwise do to improve the web page?

Your name/Plan/email address (optional)

END #