



**Retirement and Insurance Service
Benefits Administration Letter**

Number: 01-211

Date: April 19, 2001

Subject: Federal Employees Health Benefits (FEHB) Program: Opportunity for Certain Enrollees of PacifiCare Health Plans, Enrollment Code CY, to Change Enrollment

Effective May 1, 2001, PacifiCare Health Plans, enrollment code CY, in the State of California, will no longer contract with Matrix IPA and St. Agnes Hospital.

We are authorizing an opportunity for certain PacifiCare of California enrollees in code CY, to change their enrollment to another participating plan. Only enrollees who live or work in the following counties are eligible to change: Fresno, Kings, Madera, and Mariposa.

The opportunity to change enrollment will begin immediately and continue through May 11, 2001. The effective date of all enrollment changes will be the first day of the pay period following the one in which an enrollee makes the change, but no later than May 20, 2001. **Enrollees who do not change plans must contact PacifiCare Health Plans to request a change in Primary Care Physicians.**

Please note that the Plan will send notices to affected enrollees. We have attached a copy of that notice for your information.

Thank you for your cooperation in this matter.

Attachment

Abby L. Block
Assistant Director
for Insurance Programs

**URGENT NOTICE
TO ALL FEDERAL ENROLLEES OF
PACIFICARE OF CALIFORNIA HEALTH PLAN
THAT LIVE IN FRESNO, KINGS, MADERA, AND MARIPOSA COUNTIES**

PacifiCare of California is sending this important notice to you at the request of the United States Office of Personnel Management (OPM).

Effective May 1, 2001, PacifiCare of California will no longer contract with Matrix IPA and St. Agnes hospital. Because of this change, we are providing you with the following options:

- You may continue your enrollment with PacifiCare but you may have to select a new primary care physician (PCP) because of the provider network change.
- You can select another health plan.

For members who wish to continue their enrollment with PacifiCare

You and eligible family members may need to select a new primary care doctor that practices in one of the provider networks. To select a new primary care doctor, call PacifiCare Customer Service at 1-800-624-8822. If you do not select a new primary care doctor, we will select one for you. If you do not want the doctor we select, contact our Customer Service Department at the above number to change the selection. Your new primary care doctor will be responsible for providing or arranging your care.

For members who wish to change their enrollment from PacifiCare to a new health plan

If you are an employee, **contact your personnel office and follow their instructions. Your personnel office will provide you with a 2001 Guide to Federal Employees Health Benefits Plans. You may also visit the OPM website at www.opm.gov/insure to view the Guide or plan brochures.**

If you are a retiree (annuitant) **under the Civil Service Retirement System (CSRS) or Federal Employees Retirement System (FERS), you should call toll free 1-888-767-6738 to make your enrollment change as soon as possible but no later than May 11, 2001. If you have impaired hearing, call 1-800-878-5707. Please have your CSRS or FERS annuity claim number and your social security number available when you call the toll-free number.** If you are a retiree (annuitant) of another Federal retirement system, you should contact that system to select a new health plan.

Employees and Retirees who change their enrollment from PacifiCare to a new health plan are also entitled to transitional care under the Patient's Bill of Rights as follows:

If you (or a family member) have a chronic or disabling condition, or are in the second or third trimester of pregnancy, you have a right to continue seeing your specialist for up to 90 days from this notice or through the end of post-partum care. The plan that gets the new member must pay for the transitional care. Contact your new plan so it can help coordinate your care.

We apologize for the inconvenience and thank you for your cooperation in this matter.