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# FEHB Program Carrier Letter

## All Carriers

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

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**Letter No. 2000-44**

**Date:** September 12, 2000

Fee-for-service [39] Experience-rated HMO [41] Community-rated [42 ]

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**SUBJECT: Updating Plan Information**

Every fall, the Office of Personnel Management's (OPM) Financial Policy Staff sends a letter to Federal payroll offices containing information on the upcoming Federal Employees Health Benefits (FEHB) Program Open Season. Included in this information are the names, addresses and phone numbers of the individuals at the plans that the payroll offices are to send enrollment documents and enrollment reconciliation related materials. We provide to the payroll offices the information you give us.

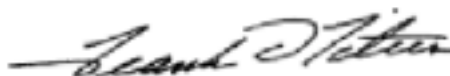
In working with plans and agencies on enrollment reconciliation issues over the past year, we discovered several errors in the data maintained in our records. The majority of these errors were caused when the plan's contact address or phone number changed, or another person assumed the duties, and we were not notified. The erroneous data in our possession was sent to the payroll offices.

In light of the importance of timely processing of enrollment changes and continuing problems with enrollment reconciliation, we can not overstate our need to always have up-to-date information on your enrollment forms contact and enrollment reconciliation contact.

As Open Season draws near, we will again send information to the payroll offices on your enrollment forms and enrollment reconciliation contacts. Please take this opportunity to verify within your plan the information on the individuals designated to perform these functions and immediately notify your OPM contract specialist of any changes.

If you have any questions, please contact your OPM contract specialist.

Sincerely,



Frank D. Titus  
Assistant Director  
for Insurance Programs