
FEHB Program Carrier Letter

All Carriers

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

Letter No. 2000- 50

Date: November 15, 2000

Fee-for-service [44] Experience-rated HMO [45] Community-rated [45]

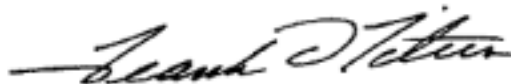
Subject: Compliance With The Americans With Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) provides a clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities. The Federal Government plays a central role in enforcing the standards established in this Act. As participants in the Federal Employee Health Benefits Program (FEHBP), you are subject to the Act.

As Open Season approaches, remember it is your responsibility to make sure your plan is compliant with the ADA. The Code of Federal Regulations, Title 5, Part 723 describes the Office of Personnel Management's (OPM) commitment to ensure that no individual with a handicap is subject to discrimination under the FEHBP. You must provide customer service to handicapped and/or persons with disabilities; this includes the information and service you provide at FEHB health fairs and during the open enrollment period. Make sure your electronic and information technology is accessible to people with disabilities. You should provide TTY services, sign language interpreters and/or other types of assistive technology, as appropriate. As Federal contractors, you must make sure your offices are readily accessible to and usable by those with handicaps.

We thank you for your cooperation. Should you have any questions, please direct them to Tanya Morrow (tmmorrow@opm.gov); you may reach Tanya at (202) 606-0745.

Sincerely,



Frank D. Titus
Assistant Director
for Insurance Programs