



Tribal Benefits Administration Letter

Number: 14-607

Date: October 27, 2014

Subject: Federal Employees Health Benefits (FEHB) Program Initial Enrollment Opportunity for Tribal Employer: Ordering and Distributing Materials

This Tribal Benefits Administration Letter (TBAL) provides instructions for ordering and distributing Initial Enrollment Opportunity (IEO) materials for the FEHB Program. You can find the Conducting the Initial Enrollment Opportunity TBAL 14-606 at www.opm.gov/healthcare-insurance/tribal-employers/hr-personnel/#url=BALs.

We divided this TBAL into five sections to provide information regarding the tribal employer's responsibilities for the IEO.

- **Attachment 1:** Easy to Use Chart for Ordering and Distributing FEHB Materials
- **Attachment 2:** FEHB Plan Contacts of Tribal Liaisons
- **Attachment 3:** FEHB Plan Contacts for Requesting Brochures
- **Attachment 4:** FEHB Plan Contacts for Organizing Health Benefits Fairs
- **Attachment 5:** Open Fee-for-Service (FFS) FEHB Plan Contacts for Ordering Compact Discs for the Visually Impaired

Attachments 2, 3, and 4 identify the following three FEHB plan contacts to help you with the IEO:

- 1) **Tribal Liaison**—the person at the plan who is the “go to” person for Tribal Benefit Officers’ questions and concerns regarding the plan. If the Tribal Liaison does not know the answer, he/she will assist you in locating the right person or get the answer for you. Examples of instances when you may need to contact the Tribal Liaison include:
 - a. A tribal employee, who is a new member, has been waiting a month for an identification card;
 - b. You want additional information regarding access to providers in the plan’s PPO network;
 - c. You would like to schedule a customer service day and have a plan representative come to your office to meet with new members and address their concerns.
- 2) **Brochure Order Contact** – the person at the plan to contact to order copies of

the plan's FEHB benefits brochure. Although all plan brochures are available on www.opm.gov/healthcare-insurance/tribal-employers/plan-information, printed copies can be ordered for up to 10% of the tribal employer's eligible enrollment population. Also, upon enrollment, every FEHB plan sends a copy of its FEHB brochure to the new enrollee.

- 3) **Health Benefits Fair Contact** – the person at the plan who can arrange for a plan representative to participate in a health benefits fair for your employees. The plan representative will bring information about their FEHB plan and be available to answer questions about their plan. OPM encourages all tribal employers to hold a health benefits fair as part of the Initial Enrollment Opportunity and invite all FEHB plans that are available to meet with tribal employees.

OPM has a Going Green initiative which has a two-fold purpose:

- 1) to provide employees the option of viewing brochures online or to receive a paper copy of their health plan's brochure; and,
- 2) to limit the number of brochures that are printed and distributed.

You can promote this effort by referring brochure inquiries to our website at www.opm.gov/healthcare-insurance/tribal-employers/plan-information. However, we do understand that paper brochures may be necessary. Please use your best judgment when ordering paper brochures.

We encourage you and your employees to visit www.opm.gov/tribalprograms. If you have specific questions, please contact the Tribal Desk at tribalprograms@opm.gov or at 202-606-2530.

We look forward to working with you during this Initial Enrollment Opportunity for the 2015 Plan Year.

Sincerely,

John O'Brien
Director
Healthcare and Insurance