
FEHB Program Carrier Letter
All Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

FEHB ☒ PSHB ☒

Letter Number 2026-16

Date: August 28, 2026

Fee-for-service [14]

Experience-rated HMO [14]

Community-rated HMO [16]

Subject: Erroneous Payment Reporting

This Carrier Letter communicates new reporting requirements for Carriers relating to identification of erroneous payments and recovery efforts required under Contract Section 2.3(g).

Beginning January 2027, Carriers shall provide quarterly reports of all identified overpayments then known to the Carrier by completing the Quarterly Erroneous Payment Report (Report) accompanying this Carrier Letter as Attachment 1. These reports shall be emailed securely to the Carriers' Health Insurance Specialists.

As specified in the Report, Carriers shall identify their Name, Contract number (CS####... with no spaces), and the quarter ending date for the information submitted. The Report requires the Carrier to list the following information (where available) for all identified overpayments:

- Claim Number;
- Claim Number on Prior Report;
- Member ID;
- Amount Paid;
- Date Paid;
- Payee Provider ID;
- Amount Identified as Overpaid;
- Date Overpayment was Identified;
- How Overpayment was Identified;

- Cause of the Overpayment;
- Date of Initial Notice;
- Date of 1st Follow Up-Notice;
- Date of 2nd Follow-Up Notice;
- Date of 3rd Follow-Up Notice;
- Date Offsets Were Set Up;
- Date of Initial Recovery;
- Date of Most Recent Recovery;
- Amount Recovered to Date;
- Amount Outstanding;
- Date of Receipt of Dispute by Payee;
- Date of Reply to Dispute;
- Date of Response to Reply;
- Date Referred to Collections;
- Date Written Off;
- Amount Written Off; and
- Reason Written Off.

Reports are to be submitted quarterly by the last business day of the month following the end of the preceding quarter (e.g., for the quarter ending 12/31/2026, the Report shall be submitted no later than the last business day in January 2027).

All identified erroneous overpayments are to be included in the quarterly reports until the overpayment has been reported as fully recovered or written off. Once included in a report as fully recovered or written off, that overpayment need not be included in subsequent quarterly reports.

Carriers should save the Report as a distinct Excel file every quarter using the following naming convention when saving the file:

YYYY-MM-DD 2.3g Report (abbreviated plan name contract number).xlsx

The abbreviated plan name should be limited to six (6) characters and the contract number should not include any dashes or spaces.

This is an example of the naming convention for an FEHB Carrier:

The Carrier's abbreviated Plan name is ABCDEF

The Carrier's contract number is CS 1005

The Quarter ending is December 31, 2026

The Carrier's spreadsheet should be named:

2026-12-31 2.3(g) Report ABCDEF CS1005.xlsx

This is an example of the naming convention for a PSHB Carrier:

The Carrier's abbreviated Plan name is ABCDEF

The Carrier's contract number is CS 1005 PS

The Quarter ending is December 31, 2026

The Carrier's spreadsheet should be named:

2026-12-31 2.3(g) Report ABCDEF CS1005PS.xlsx

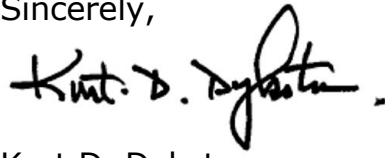
These reports are to be sent securely to protect any Personally Identifiable Information or Personal Health Information.

Carriers' Contracting Officer or Health Insurance Specialist may reach out to Carriers with questions regarding your quarterly reports. If questions are asked or if additional information is requested with regard to your quarterly reports, Carriers must respond to those questions within ten (10) business days.

We appreciate your continued efforts to timely submit complete supporting documentation to OPM. We look forward to working closely with you to recover funds which strengthens the FEHB Program and PSHB Program for all enrollees.

Carriers should direct their questions to their OPM Health Insurance Specialist.

Sincerely,

A handwritten signature in black ink, reading "Kurt D. Dykstra", followed by a comma. The signature is written in a cursive, flowing style.

Kurt D. Dykstra
General Counsel and Healthcare and
Insurance Designee for Scott Kupor,
Director U.S. Office of Personnel
Management