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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. 2001-21**

**Date:** June 22, 2001

Fee-for-service [ 16 ]

Experience-rated HMO [ 19 ]

Community-rated HMO [ 20 ]

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### **SUBJECT: Input File Layout for the FEHB Clearinghouse**

FEHB Carrier Letter 2001-013, promised the enclosed Enrollment File Layout for the FEHB Clearinghouse, or CLER for short. Also enclosed is a copy of the CLER Requirements Document. We highly recommend reading the CLER Requirements Document first, because it explains how the enrollment files fit in with the CLER reconciliation process.

Please have your Information Technologists begin to prepare your enrollment data transmission to CLER. Connectivity and data testing will begin by August 2001. Carriers may begin testing connectivity earlier if they are ready. All FEHB carriers must be ready to participate in a pilot project that will begin in November 2001, based on data for the 3<sup>rd</sup> quarter of 2001. Names, telephone numbers and email addresses at the system developer, the National Finance Center (NFC), are on page two of the Enrollment File Layout document, if you have questions.

### **Overview of the CLER Process**

You will send to CLER, via the OPM-Macon Data Hub, your FEHB enrollment list. You will send this enrollment data quarterly, between the 1<sup>st</sup> and the 15<sup>th</sup> of March, June, September and December. Agency Payroll Offices will send their enrollment data to CLER during the same time periods.

NFC will conduct a match of the data and identify discrepancies between carrier enrollment and agency enrollment. NFC will report these discrepancies to the Agency Payroll Offices for research and resolution. NFC will post these discrepancies on the CLER web site for your review.

If a discrepancy is due to an agency error, the agency will correct its records and the discrepancy will be eliminated. If a discrepancy is due to an error in the carrier's records, the agency will send the Carrier a Corrective Action Request, via NFC. The carrier will correct its records and report the action taken back to NFC to eliminate the discrepancy. Carriers may disagree with a Corrective Action Request and work with NFC and the agency to resolve the discrepancy.

### **Pending Discrepancies**

You will have access to discrepancy reports via the CLER web site. This will let you know about pending enrollment discrepancies. However, you may not terminate an enrollment or suspend benefits just because an enrollee's name appears on a discrepancy report. A discrepancy may occur because a person just retired or changed agencies and the enrollment is not yet transferred. If you can not reconcile an enrollment, you must follow the Disenrollment Regulations procedures.

## **Related Issue**

It has come to our attention that some FEHB carriers enroll persons in Self Only coverage, even though these persons elected Self and Family coverage, until dependent data is obtained. While we understand the difficulties carriers sometimes have in obtaining dependent data and the problems it causes, pending a family enrollment as a self only is not acceptable. This not only causes unacceptable customer service problems but it will lead to false discrepancies during the CLER process.

## **Web Site**

The address for the Clearinghouse web site is <http://www.nfc.usda.gov/clerproject>. We invite you to review the web site from time to time.

If you have questions regarding the FEHB Clearinghouse, please contact Eric Figg at OPM at 202/606-4083 or via email at [edfigg@opm.gov](mailto:edfigg@opm.gov).

Sincerely,



Abby L. Block  
Assistant Director  
for Insurance Programs