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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. 2002-06**

**Date:** February 5, 2002

Fee-for-service [ 5 ]    Experience-rated HMO [ 6 ]    Community-rated HMO [ 5 ]

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### **SUBJECT: Payroll Office Numbers and Processing Electronic Enrollment**

As you know, when the FEHB Enrollment Reconciliation Clearinghouse, known as CLER, becomes operational on June 1, 2002, you will be required to submit a payroll office number for each of your FEHB subscribers as part of your quarterly input of enrollment data. This letter will assist you in using correct, valid payroll office numbers.

#### **PAYROLL OFFICE FOR OPM ANNUITANTS**

For many years, OPM's Office of Retirement Programs (ORP) has been using two payroll office numbers for their annuitants: 24900002 and 24000002. In the coming months, ORP will be converting their systems to use only payroll office number 24900002. After ORP completes its conversion to one number, we will ask you to convert all your OPM annuitants to payroll office number 24900002. ORP anticipates completing its conversion no later than June 1, 2002.

Until ORP has completed its conversion to the one number, ORP will continue using both numbers when sending enrollment transactions for their annuitants. Please continue to accept and process these enrollment transactions.

To give us an idea of the timeframe for your conversion, we need you to tell us how long it will take your computer programming staff to convert your OPM annuitants to payroll office number 24900002. Please consult with your computer staff and give us an accurate timeframe for completing this task. Please email your answer to Eric Figg at [edfigg@opm.gov](mailto:edfigg@opm.gov) by February 15, 2002.

#### **OTHER PAYROLL OFFICES**

The National Finance Center (NFC) has provided OPM with a listing of payroll offices that will be reporting enrollees to CLER. A copy is attached to this letter. This listing is preliminary, but will serve as a useful starting point in your elimination of invalid payroll office numbers from your enrollment database. Again we need your assistance. If you believe a valid payroll office is missing from this listing, please call or email Ms. Angelique Dyer at NFC at 504- 255-4948 or [angelique.dyer@usda.gov](mailto:angelique.dyer@usda.gov). NFC's alternate contact for this purpose is Ms. Barbara Carney. Ms. Carney may be reached at 504-255-4972 or [barbara.carney@usda.gov](mailto:barbara.carney@usda.gov). Please give NFC the name of the agency, a phone number and a contact person at the agency in question so NFC may follow-up. Please complete your review of this listing and contact Ms. Dyer no later than February 28, 2002.

When you begin submitting your enrollment data to CLER, if you submit payroll office numbers that are not on the listing of valid payroll office numbers, discrepancies will result. Please make sure that the payroll office numbers listed in your database for your FEHB subscribers are valid numbers.

## **ELECTRONIC ENROLLMENT PROCESSING**

We continue to experience problems again this year with carriers not processing electronic enrollments. We will be discussing this issue at the next Carrier Conference on March 6, 2002. Before then, we would like to know how your plan processes enrollments you receive electronically through Employee Express or the OPM Macon-HUB. Are they fed directly into your computer system or are they downloaded, perhaps to paper, and manually keyed into your computer system? When you email Mr. Figg on the length of time you require to convert to ORP's valid payroll office number, please also tell him how your organization processes its FEHB electronic enrollments. If you print to paper, please tell us why. Also, please tell us if you have any other difficulties with the data transmitted to you from the Macon-HUB. Again, please respond to Mr. Figg by February 15, 2002.

If you have any questions regarding this letter, please contact Eric Figg at 202-606-4083 or through email at [edfigg@opm.gov](mailto:edfigg@opm.gov).

Sincerely,

A handwritten signature in black ink that reads "Abby L. Block". The signature is fluid and cursive, with a long horizontal stroke at the end.

Abby L. Block  
Assistant Director  
for Insurance Programs

Attachment