OPM/AAHP Carrier Conference  
March 6 - 7, 2002  
Agenda

Wednesday  
March 6, 2002

7:00 – 8:45  
Continental Breakfast

7:30 – 8:45  
Registration

9:00 – 10:15  
Opening Ceremony

Candace Schaller, Vice President for Regulatory Affairs,  
American Association of Health Plans (AAHP)

Abby L. Block, Assistant Director for Insurance Programs  
U.S. Office of Personnel Management (OPM)

Frank D. Titus, Acting Associate Director for Retirement and Insurance  
OPM

Kay Coles James, Director  
OPM

10:15 – 10:30  
BREAK

10:30 – 11:30  
FEHB: Past, Present and Future  
Abby L. Block, Assistant Director for Insurance Programs

FEHB: Past, Present and Future presents a history of the FEHB Program and  
expectations for its future

11:30 – 12:30  
Status of Automation

Three distinct yet related topics about the impact of automation and electronic  
interchange on the FEHB Program. We will discuss implementation of the HIPAA  
Administrative Simplification rules, electronic enrollments (via Employee Express and  
the OPM Macon Hub) and an update on the FEHB Clearinghouse (CLER)

Jay Fritz, Policy Analyst  
OPM

Eric Figg, Program Analyst  
OPM

Laurie Bodenheimer, Policy Analyst  
OPM

Larry Gott, Computer Specialist  
OPM (Macon)

Mary Anne Hoofnagle, Program Analyst  
OPM
Wednesday
March 6, 2002 (cont’d)

12:30 – 1:30   LUNCH

1:30 – 2:30   Responding to Terrorism

*Learn what others are doing to combat future terrorist actions*

(TBA)
Empire Blue Cross/Blue Shield

Terry Latanich
Senior Vice-President for Government Affairs, Merck-Medco Managed Care

2:30 – 2:45   BREAK

2:45 - 4:30   Responding to Terrorism (cont’d)

Robert F. Knouss, Director
U.S. Office of Emergency Preparedness

Allan M. Korn, M.D., F.A.C.P.,
Senior Vice-President, Clinical Affairs
Blue Cross and Blue Shield Association

♦ Panel Discussion / Q&As

4:30 – 6:00   Reception
Thursday
March 7, 2002

7:00 – 8:45  Continental Breakfast

7:30 – 8:45  Registration

9:00 – 9:15  Opening Remarks

Abby L. Block, Assistant Director for Insurance Programs
OPM

9:15 – 10:30  "Providing Quality Services By Assuring Cultural and Linguistic Competency In Health Care"

The "what, why and how" of applied cultural and linguistic competency in healthcare and "best practices" by various organizations

Carol Scott, M.S.Ed, M.D.

10:30 – 10:45  BREAK

10:45 – 12:15  Performance Measurement

An overview of future plan performance initiatives and an update on data collection requirements, including Quality Assurance Reports, Fraud and Abuse Reports, HEDIS and CAHPS reporting, Patient Safety and Accreditation

Janet Pfleeger, Senior Policy Analyst
OPM

12:15 – 1:30  LUNCH

1:30 – 2:15  Prescription Drug Benefits

Dan Green, Chief, Insurance Contracts Division II
OPM

Highlights recent cost increases (trends) in prescription drug utilization and the effect on the FEHBP. This session will also focus on how the FEHBP and our health plans have responded to these trends up to now and how proactive we will be in the future regarding benefit structures and policy for our prescription drug program

2:15 - 3:00  Issues Update

Abby L. Block, Assistant Director for Insurance Programs
OPM

Updates on regulatory issues, legislative proposals and more

3:00 – 3:30  Closing Session

Abby L. Block, Assistant Director for Insurance Programs
OPM