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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. 2002-20**

**Date:** May 28, 2002

Fee-for-service [ 18 ]    Experience-rated HMO [ 18 ]    Community-rated HMO [ 17 ]

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### **SUBJECT: ORP Payroll Office Number and CLER Update**

#### **ORP PAYROLL OFFICE NUMBER**

In FEHB Carrier Letter 2002-06, dated February 5, 2002, we advised you that OPM's Office of Retirement Programs (ORP) would be converting from the use of two payroll office numbers for their annuitants (24900002 and 24000002) to only one number, 24900002. We also asked that you delay your conversion to the one number until ORP completed its conversion.

ORP has completed its conversion. We now ask that you proceed with your conversion to using only payroll office number 24900002 for OPM annuitants.

#### **IMPLEMENTATION OF CLER**

**June 1.** The Enrollment Reconciliation Clearinghouse, also known as CLER, is on schedule for full implementation on June 1, 2002.

- You must transmit your input data of FEHB enrollees to the National Finance Center (NFC), through the OPM Macon Data Hub, **between June 1 and June 19, 2002.**
- Your input data must be your listing of FEHB enrollees as of June 1, 2002.
- Do not submit dependent data. Unfortunately, we still find it necessary to inform carriers that CLER will not check dependent status. Please take note of this information.

#### **CORRECTIVE ACTIONS**

**August 1.** On approximately August 1, 2002, NFC will send electronic corrective action data to you and the other carriers.

- Pick up this data off the same computer server that you pick up electronic enrollments. Please note, however, that the two formats (electronic enrollments and corrective actions) are not the same. During the Pilot Test, several carriers thought they would be the same. For more information about picking up the data, see FEHB Carrier Letter 2001-39 which has the SF 2809 and SF 2810 Corrective Action File Layouts. Access FEHB Carrier Letters on the carrier web page ([www.opm.gov/carrier](http://www.opm.gov/carrier)).

- Agencies will send you electronic corrective action data through CLER once each quarter. They will send the quarterly electronic file even if there is no electronic corrective action data to report -- in which case, they will send a NULL File. (A *NULL File* means that there is no electronic corrective action data to send you for that reconciliation quarter.) Please note, however, that agencies may also send corrective action data by fax, mail, or phone at various unspecified times during the year.
- Whether you receive the corrective action data electronically, or by fax, mail, or phone, you must process the corrections and enter the appropriate Corrective Action Response Code indicating that you processed the data changes. If you do not agree with the corrective action given to you, you must contact the enrollee's agency and work out with them a proper resolution to the data that caused a discrepancy. Then enter the appropriate Corrective Action Response Code in CLER.
- It may take several quarterly reconciliation cycles before agencies complete their reconciliation of initially identified discrepancies, depending on their size and resources. We will monitor the overall accomplishments and discrepancy reduction.

## **DISENROLLMENT**

Do not automatically disenroll individuals when their names appear on a CLER discrepancy list. We do not want you to employ the Disenrollment Regulations on FEHB enrollees solely because their names are on a CLER discrepancy list. Please allow the CLER system to determine the proper resolution of discrepancies and do not take action on your own to disenroll FEHB enrollees.

## **TRAINING**

If no one from your organization has attended the CLER training that NFC is now conducting, you should immediately arrange for someone to attend, if you have not done so.

- Training is being held in New Orleans and Washington, DC. Check the training schedule on the CLER web site: <http://sig.nfc.usda.gov/cler>.
- Part of the training is a hands-on demonstration of how to navigate through the various screens on the CLER web site. Thus, there are no arrangements to conduct this training by means other than in person.
- The training that is currently offered is free, other than your travel expenses. NFC will charge a fee for any training that has to be conducted after the current training schedule expires.
- Plans still ask what carrier personnel are best suited to attend this training. While this training is open to all interested carrier and agency persons, we believe it will be most beneficial to your employees who will process data changes and enter the appropriate Corrective Action Response Code in CLER. This likely means that your enrollment staff would be better suited for this training rather than your systems people.
- To arrange training on CLER, call NFC's CLER Customer Support Staff at 504-255-5230 or contact them via email at [Customer.Support@usda.gov](mailto:Customer.Support@usda.gov).

## FILE TRANSFER

We remind you that CLER documents or file formats are on the CLER web site at <http://sig.nfc.usda.gov/cler>. If you have questions about the content of files sent to you by CLER, contact the CLER Contact Representatives at [nfc.cler@usda.gov](mailto:nfc.cler@usda.gov) or 505-255-3270.

## SECURITY ACCESS

CLER will contain personal information on individuals. Therefore, NFC must ensure the security of access to the CLER web pages. Your CLER Security Office must request security access to CLER from NFC's security office representative. NFC can tell you which officials in your organization have signature authority. Individuals with signature authority may request CLER security access and may designate a CLER Security Officer and Alternate CLER Security Officer who then also have authority to request security access. Any changes to the designation of the CLER Security Officer and Alternate must be coordinated with NFC's security office representative. If you have questions regarding the designation of the CLER Security Officer(s) and Alternate(s), please contact the NFC security office representative at [nfc.securityofc@usda.gov](mailto:nfc.securityofc@usda.gov).

Security access may be granted to those individuals who normally research data, conduct reconciliation, respond to Payroll Office's corrective actions, and/or have review and oversight responsibilities. NFC's Operations Control Center (OCC) is the central point of contact for all users for access and system problem resolution. If you experience any problems once security access has been provided, please contact NFC's OCC at 504-255-5037.

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, appearing to read "Abby L. Block", with a long horizontal flourish extending to the right.

Abby L. Block  
Assistant Director  
for Insurance Programs