
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2019-04

Date: May 9, 2019

Fee-for-Service [3] Experience-rated HMO [3] Community-rated [4]

SUBJECT: Data-Hub Enhancements to Increase Timeliness of Transactions

The purpose of this Carrier Letter is to provide guidance to all Carriers in the Federal Employees Health Benefits (FEHB) Program on their responsibilities to retrieve and process FEHB enrollment transaction feeds more frequently.

Background

Currently, FEHB electronic SF 2809 and SF 2810 enrollment transaction files are provided on a weekly cycle. This causes processing delays and often results in duplicative transactions being sent to Carriers by employing offices.

As of August 1, 2019, we will increase transaction timeliness by moving from weekly to daily transaction feeds. This will expedite Carriers' receipt of enrollment transactions and decrease the number of paper transactions sent by employing offices that ultimately require manual intervention to investigate.

Process

Beginning on August 1, 2019, we will send emails each business day to all Carriers with files to process that day. The file name will include the full date on which the file was created, as indicated in the table below:

<i>Type of File</i>	<i>HIPAA 834 File Name</i>	<i>Frequency</i>
SF 2809	8345010mmddy E9 ???.pgp	Daily (if you have transactions)
SF 2810	8345010mmddy E0 ???.pgp	Daily (if you have transactions)

?? = 2-character FEHB Plan Code

mmddy for the SF 2809 and 2810 is the "current" date (i.e. Monday through Friday)

The new process is described below.

- FEHB Data-Hub SF 2809/2810 electronic enrollment files will be provided to FEHB Carriers every day, Monday through Friday including holidays.
- FEHB Carriers with transactions to process will receive an email notification letting them know a file is available on the SFTP server.
- **When you receive a notification that a file is available, you must pick it up that day. Timely retrieval and processing of files is necessary.** We will be verifying SFTP logs daily to determine which files have not been picked up. You may pick up files generated on a holiday the following business day; however, if there are multiple files, you will need to be sure to process them in chronological order.
- Note, we will no longer move files remaining in the FEHB Carrier's "pick-up" SFTP folder over to the "Archive" folder, which currently happens every Saturday.
- After pick-up, you can move the file to your "Archive" folder or rename the file to prevent it from getting reprocessed in the next cycle.

This change will improve the customer experience for both Carriers and enrollees by providing more timely confirmation of FEHB enrollment or changes to enrollment. Thank you for your cooperation in making the FEHB Program more efficient.

If you have any questions, please contact your OPM Health Insurance Specialist (Contracts).

Sincerely,

Laurie E. Bodenheimer
Acting Director
Healthcare and Insurance