

Description of Roles on the Address List

Below is a description of each role.

CEO, CFO, Marketing Director, Medical Director (Optional Role) – Plan Officers

Official Plan Contact – The primary contact at the plan responsible for the day-to-day administration of the FEHB contract.

Alternate Plan Contact (Optional Role) – In some cases a plan wants to have someone other than the Official Plan Contact notified of a significant event or piece of correspondence. Examples: Official Plan contact does not have contracting authority; plan wants employee organization or underwriter notified.

Express Delivery Address (Optional Role) – Use this only when Official Plan Contact's mail address is a P.O. Box. [Overnight Delivery requires a street address and work phone number.]

Brochure Order Contact (Required Role) – Plan Contact for agencies to order their supply of brochures for Open Season or other purposes.

Disputed Claims Contact – Plan Official who responds to FEHB disputed claims.

Employee Express Contact – Plan Official who sets up electronic transmission of enrollment data and resolves technical problems associated with data transfers. Note: must include modem number data in phone information.

Enrollment Forms Contact – Plan Official/address where Payroll Offices send enrollment forms.

Enrollment Reconciliation Contact – Plan Official quarterly enrollment reconciliation and works with payroll offices to resolve enrollment problems.

Financial Reconciliation Contact – Plan official who submits financial reporting requirements and resolves any issues involving FEHB funds.

Medicare Match Data – Plan contact who receives electronic or other data to match FEHB members with Medicare rolls.

OPM Actuary – Person who negotiates the FEHB rate with the plan. The Office of Actuaries maintains this role data.

OPM Contract Specialist – Person at OPM responsible for the day-to-day administration of the FEHB contract.

OPM Contracting Officer – Person at OPM who signs the FEHB contract.

NOTE: National Finance Center (NFC) administers the CLER project for the FEHB Program. NFC is developing a separate listing of carrier and agency contacts based on OIP's listings of official plan contacts and enrollment reconciliation contacts. NFC will also contact plans directly to request contacts for computer technical support and for computer security.