



Benefits Administration Letter

Number: 15-206

Date: September 28, 2015

Subject: Federal Employees Health Benefits (FEHB) Program: Family Member Audit

Purpose

The purpose of this letter is to supplement the guidance provided in Benefits Administration Letter [14-205, FEHB Family Member Audit](#). The Office of Personnel Management (OPM) is progressing in our effort to conduct an audit of eligibility for a sample of family members covered under the Federal Employees Health Benefits (FEHB) Program. This audit is integral in helping OPM identify areas where policies and procedures need to be updated to ensure FEHB Program dollars are spent on eligible family members.

OPM has procured HMS Employer Solutions to perform the audit on a representative sample of FEHB Self and Family enrollments. Please note this is a random sample which will only impact those being audited. All correspondence to enrollees will come from HMS Employer Solutions and all documentation supporting eligibility will be sent to HMS Employer Solutions.

Roles and Responsibilities

Agencies and retirement systems will be responsible for providing enrollee addresses to HMS Employer Solutions if the addresses OPM obtains from the carriers are incorrect. They will also be responsible for providing enrollees necessary documentation for verifying family member eligibility if it is needed.

Agencies and retirement systems may receive questions from impacted employees and retirees. Please direct those questions to HMS Employer Solutions by phone at 877-530-1651.

If you have questions regarding family member eligibility, please contact your agency's Headquarters Benefits Officer. If you do not know who this person is, please go to <http://apps.opm.gov/abo/> where you will find a list of agencies and their Headquarters Benefits Officers.

Sincerely,

John O'Brien
Director
Healthcare and Insurance

Enclosure