Letter No. 1999-024	**Date:** May 18, 1999

Fee-for-service [21]   Experience-rated HMO [21]   Community-rated [22]

SUBJECT: Request for Feedback on the Carrier Information System

The Office of Retirement Programs implemented the Carrier Information System in July 1997. Since then, most of you have used this automated telephone system to verify the enrollment of individuals or to get diskettes listing your current enrollees served by our retirement office, Payroll Office Number 24 90 0002. We have received many positive comments as well as requests for possible enhancements. It is time to formalize the feedback process.

Attached is a survey with questions about your use of the Carrier Information System. There is space to add comments or suggestions. The time you take to complete and return the survey will contribute to future system enhancements that will improve efficiency and customer service for our mutual customers, Federal retirees and their survivors.

By May 28, please fax your response to Lori Mims at (202) 606-4931. If you have questions, please call Lori at (202) 606-2039.

Sincerely,

(Signed)
Frank D. Titus
Assistant Director
 for Insurance Programs

Enclosure

CARRIER INFORMATION SYSTEM
FEHBP PLAN SURVEY

Your opinion is very important to us. Please take the time to answer the questions below so that we know if we are meeting your needs. We will use the information you provide for further enhancements to the system. Please **Fax your responses to Lori Mims, (202) 606-4931 by May 28, 1999.**

1. How often do you use the Carrier Information System?

    a. Daily
    b. Weekly
    c. Monthly
    d. At least once a year
    e. Never

2. Who uses the system? (circle all that apply)

    a. Enrollment Reconciliation Department
    b. Enrollment Processing Department
    c. Membership Services Department
    d. Other _____

3. What is the primary use?

    a. Verify enrollments for particular individuals
    b. Request a diskette of all active annuitant enrollees

4. Are the instructions for using the system easy to understand and follow?

    a. Easy
    b. Somewhat difficult
    c. Confusing
    d. No opinion

5. How often do you request a diskette of all active annuitants enrolled in your plan?

    a. Monthly
    b. Quarterly
    c. Yearly
    d. Never

6. Overall, how effective is the system in aiding you with enrollment and reconciliation processing?

    a. Very effective
    b. Somewhat effective
    c. Not effective
    d. No opinion

7. What do you like about the system?

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8. What don't you like about the system?

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9. What can we do to improve the system?

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