
FEHB Program Carrier Letter

All Carriers

U.S. Office of Personnel Management
Office of Insurance Programs

Letter No. 2000-04

Date: January 27, 2000

Fee-for-service [04] Experience-rated HMO [04] Community-rated [04]

SUBJECT: Processing Annuitant Enrollments

FEHB Carriers must process Open Season enrollments promptly, including those that you receive electronically. Carrier Letter 1999-054, Open Season Enrollment Issues, outlined our guidelines for processing 1999 Open Season enrollment changes.

A number of annuitants have called the Office of Retirement Programs (ORP) about the status of their new health plan enrollment. We are forwarding copies of ORP's Annuitant Call Sheets to the enrollment contact at each health plan where there was an apparent problem. The Call Sheets include the member's name, SSN, address and date ORP's contractor sent the enrollment to OPM-Macon (OPM-Macon forwards the transaction to carriers electronically within 5 to 10 business days).

You should use the Call Sheet information to:

1. Verify that you have enrolled the member and have issued their ID card.
2. If the member is not in your system, verify the enrollment on ORP's Carrier Information System (CIS) or use the information on the Call Sheet to add the member to your enrollment file and issue an ID card.

Your customer service staff must help annuitants or others who call for enrollment assistance. Staff should not automatically advise callers to contact OPM. If you have any questions, please talk to your OPM contract specialist. Thank you for your assistance.

Sincerely,

(signed)

Frank D. Titus
Assistant Director
For Insurance Programs

Enclosure