
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2012-07

Date: March 23, 2012

Fee-for-Service [7] Experience-rated HMO [7] Community-rated [7]

SUBJECT: Enrollment Transactions and Enrollment Reconciliation for Annuitants

We are reissuing the requirements in Federal Employee Health Benefits Carrier Letter 1996-21 FEHBP Annuitant Enrollment Issues. In addition, this letter also addresses procedures for ineligible enrollment changes and use of the “Notice of Intent to Disenroll” letter for annuitants.

Authorization to Process Certain Transactions by Telephone

Certain transactions between the Office of Personnel Management (OPM) and the carriers do not require paper confirmations and should be accepted by telephone. Those transactions are:

- Reinstatement actions
- Changes/corrections of enrollment effective dates
- Transfer-in actions from agency to retirement system
- Other actions when an enrollee is awaiting medical care
- Addition of family members to a family plan
- Enrollment confirmations

Ineligible Enrollment Change for Annuitants

Carriers must notify both the annuitant and OPM when the annuitant requests and OPM processes an enrollment change into a plan in which the annuitant is not eligible to enroll. The carrier will notify the annuitant that he/she is not eligible to enroll in that plan including why they are not eligible and refer them back to the OPM Retirement Office in order to request another plan. The carrier will include a copy of the letter sent to the annuitant when writing to the Retirement Benefits Branch, OPM, 1900 E Street NW Washington DC 20415.

Intent to Disenroll Annuitants

Annuitants are exempt from the normal procedures of sending the “Notice of Intent to Disenroll” letter. Carriers will not automatically mail the “Notice of Intent to Disenroll” letter to the annuitants. Permission must be obtained from OPM before sending the notice to annuitants. We agree that sending the “Notice of Intent to Disenroll” letter is beneficial in resolving discrepancies, however, we believe that giving the carrier automatic authority to send disenrollment letters based solely on a CLER discrepancy generates stress for the annuitant that is unwarranted .

Carrier Information System

We encourage all carriers to use the Carrier Information System (CIS). CIS is available to aid you in reconciling enrollment discrepancies 24 hours a day, seven days a week, throughout the year. The Carrier Information System telephone number is (478) 757-3164. You will need your plan's identification number (PIN) in order to access the system. Carriers must contact their OPM CLER contact assigned to them for enrollment verifications that they are unable to obtain from the CIS; they should not call the OPM Retirement Information Office customer service line for ongoing enrollment reconciliation inquiries.

If you have any questions, please contact your contract specialist.

Sincerely,

John O'Brien
Director
Healthcare and Insurance