
FEHB Program Carrier Letter

All Carriers

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

Letter No. 1999-02

Date: January 15, 1999

Fee-for-service [2] Experience-rated HMO [2] Community-rated [2]

SUBJECT: EMPLOYEE EXPRESS EVALUATION

Now that the 1999 Open Season is over, the Office of Insurance Programs (OIP) would like your feedback on the process of transmitting electronic enrollment changes via OPM's HUB process.

We had a significant number of federal employees and annuitants use this system during the Open Season, and will continue to require that carriers accept electronic enrollments.

With that in mind, please e-mail your thoughts on what went right, what went wrong, what needs to be improved, and any suggestions you think might make the system more effective to Mike Hodges at Hodges@OPM.Gov by January 27th, 1999. We will consider your comments as we begin planning for the 2000 Open Season this fall.

We look forward to hearing your thoughts on how to use the electronic enrollment process to best serve federal employees, retirees, and their families.

Sincerely,

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

