
FEHB Program Carrier Letter

All Carriers

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

Letter No. 1999-061

Date: December 21, 1999

Fee-for-service [54] Experience-rated HMO [51] Community-rated HMO [51]

Subject: Y2K Service Interruptions

The inability to provide service to Federal Employees Health Benefits (FEHB) enrollees is a significant event under your contract with the Office of Personnel Management (OPM). Timely notification of such events is always important, but particularly so as we approach Y2K.

From Tuesday, December 28, 1999, through Monday, January 3, 2000, you must notify us **immediately** of any inability to provide services to a significant number of enrollees, regardless of cause. During normal business hours (8:00 AM to 5:00 PM, EST, Monday through Friday), carriers should call their OPM contact representative or contracting officer. Before and after business hours, on Friday, December 31st, Saturday, January 1st and Sunday, January 2nd, carriers should make notification as follows:

Carrier	Notify	Cell Phone Number
Blue Cross Blue Shield	Shirley Patterson	703-675-9810
All other Experience-Rated Plans	Dan Green	703-675-9809
Community-Rated Plans	David Lewis	202-437-9696
Emergency Contact	Ellen Tunstall	202-437-9728
Emergency Contact	Frank Titus	202-437-9727

On Saturday, January 1, between 8:00 AM and 9:00 AM, EST, Shirley Patterson, Dan Green, and David Lewis will call a representative of their largest carriers for confirmation that all systems are operative. They will pre-arrange these calls with designated carriers.

OPM is ready for Y2K; we know you are too! This notification procedure is our final effort to make sure we give FEHB enrollees the best possible service and information as we enter the New Year.

Our best wishes to each of you for a Happy Holiday!

Sincerely,

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