



Tribal Benefits Administration Letter

Number: 12-602

Date: April 9, 2012

Subject: Initial Enrollment Opportunity for Tribal Employer: Ordering and Distributing Materials

This Tribal Benefits Administration Letter (TBAL) provides instructions for ordering and distributing Initial Enrollment Opportunity (IEO) materials for the Federal Employees Health Benefits (FEHB) Program. You can find the Conducting the Initial Enrollment Opportunity TBAL at www.opm.gov/insure/health/tribes/reference/hr.asp.

We divided this TBAL into four sections to provide information regarding your responsibilities for the IEO.

- **Attachment 1:** Easy to Use Chart for Ordering and Distributing FEHB Materials
- **Attachment 2:** FEHB Fee-for-Service (FFS) Plan Contacts for Your Tribal Liaison, for Requesting FFS Brochures, and for Organizing Health Benefit Fairs
- **Attachment 3:** FEHB Health Maintenance Organization (HMO) Plan Contacts for Your Tribal Liaison, for Requesting HMO Brochures, and for Organizing Health Benefits Fairs
- **Attachment 4:** FEHB FFS Plan Contacts for Ordering Audio Cassette Tapes and Compact Discs for the Visually Impaired

Attachments 2 and 3 identify the following three FEHB plan contacts to help you with the IEO:

- 1) **Tribal Liaison Contact** –the person at the plan who is the “go to” person for Tribal Benefit Officers’ questions and concerns regarding the plan. If the Tribal Liaison does not know the answer, the Tribal Liaison will put you in touch with the right person or get the information for you. Examples of instances you may need to contact the Tribal Liaison include:
 - a. A tribal employee, who is a new member, has been waiting a month for an identification card;
 - b. You want additional information regarding access to providers in the plan’s PPO network;
 - c. You would like to schedule a customer service day and have a plan representative come to your office to meet with new members and address

- their concerns;
- d. An employee has a child who appears to be incapable of self-support and you have questions about continuing coverage when the child turns age 26;
 - e. An employee who has lost FEHB coverage wants to convert to an individual policy with the plan.
- 2) **Brochure Order Contact** – the person at the plan to contact to order copies of the plan’s FEHB benefits brochure. Although all plan brochures are available on www.opm.gov/insure/health/tribes/planinfo/index.asp, printed copies can be ordered for up to 10% of the tribal employer’s eligible enrollment population. Also, upon enrollment, every FEHB plan sends a copy of its FEHB brochure to the new enrollee.
 - 3) **Health Benefits Fair Contact** – the person at the plan who can arrange for a plan representative to participate in a health benefits fair for your employees. The plan representative will bring information about their FEHB plan and be available to answer questions about their plan from tribal employees. OPM encourages all tribal employers to hold a health benefits fair as part of the Initial Enrollment Opportunity and invite all FEHB plans that are available to meet with tribal employees.

OPM has a Going Green initiative which has a two-fold purpose:

- 1) to provide employees the option of viewing brochures online or to receive a paper copy of their health plan’s brochure and
- 2) to limit the number of brochures that are printed and distributed.

You can promote this effort by referring brochure inquiries to our website at www.opm.gov/insure/health/tribes/planinfo/index.asp. However, we do understand that paper brochures may be necessary. Please use your best judgment when ordering paper brochures.

If you have specific questions, please contact the Tribal Desk at tribalprograms@opm.gov or at 202-606-2530. This contact information is for Tribal Benefits Officers only. Do not distribute this information to your tribal employees. OPM will redirect any tribal employee inquiry back to the Tribal Benefits Officer.

We look forward to working with you during this Initial Enrollment Opportunity. Again, we encourage you and your employees to visit www.opm.gov/tribalprograms.

Sincerely,

John O’Brien
Director
Healthcare and Insurance