

Office of Personnel Management
Retirement and Insurance Group



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Benefits Administration Letter

Number: 95-402

Date: June 13, 1995

SUBJECT: FEHB Open Season: Brochure Distribution

Purpose

The purpose of this letter is to inform you of changes we have made in the brochure distribution process, to request your recommendations for further improvement of that process, and to alert you to the fact that plans have been requested to contact you to work out problems in brochure distribution.

Problem

As you know, the plans provide brochures in accordance with information given to OPM by the agencies. Although 83% of the agencies who responded to our recent "1995 Survey of Agencies' Open Season Needs" indicated that they are in favor of keeping the current procedure of ordering fee-for-service plan brochures directly through OPM, we know from experience that two main areas have been the source of prior problems in the brochure distribution process: inaccurate reporting of agency population data, and requests for inappropriate numbers of brochures for closed fee-for-service plans.

Solutions

With respect to the inaccurate reporting of agency population data, we urge you to carefully review your numbers for accuracy before you submit them to us. Also, we have made some minor changes in the distribution process this year that we hope will help alleviate both of these problems. Specifically, we have asked the plans to let agencies know of any problems the plan sees in the number of brochures ordered for any distribution point last year, and we are giving them an opportunity to review last year's numbers and straighten things out with you **before** you place your agency's new order with OPM. Our "distribution call letter" was sent to you on May 22, 1995. We strongly encourage

BAL 95-402

you to listen to what any plans who contact you have to say and to prepare your updated numbers based on a careful analysis of all the information you have on hand.

We also encourage you to contact us immediately and provide us with candid suggestions you may have to simplify or improve the process for compiling accurate distribution information. Please call us at (202) 606-0191 or FAX us at (202) 606-0633 with any suggestions you may have.

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