
FEHB Program Carrier Letter

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2014-27

Date: November 12, 2014

Fee-for-service [23] Experience-rated HMO [23] Community-rated HMO [25]

SUBJECT: Benefits Plus Training

Background

In 1999, the Office of Personnel Management (OPM) created a Federal Employees Health Benefits Program (FEHB) data system called FEHB2000. Data in FEHB2000 is entered annually and on an ad hoc basis by OPM Contract Specialists. FEHB2000 houses our most frequently reviewed benefits data and is used to generate our plan comparison tools, plan information pages, Guides to Federal Benefits, and other Open Season and benefits related materials. We have now developed a modern system called Benefits Plus that will replace FEHB2000.

Benefits Plus

Benefits Plus will be operational in 2015 for benefit year 2016. Carriers will be responsible for entering their data, including benefits, into Benefits Plus with oversight, review, and approval by OPM Contract Specialists. This new system will replace all FEHB2000 functionality, which will allow for an enhanced Plan Comparison Tool and continuing incremental tool development (e.g. CAHPS and HEDIS data storage, development of mobile apps, integration with brochures and Guides, etc.). In addition, Benefits Plus will be web accessible, flexible, and scalable. This system will allow Carriers to import and organize data from other systems as well as run and create reports.

Training

In January 2015, OPM will provide training on Benefits Plus to Carriers. One-day training sessions will be offered over a two-week period. Since Carriers will be responsible for inputting their data into Benefits Plus, we strongly encourage all Carriers to attend one of our training sessions at OPM. During the training sessions, Carriers will interface with Benefit Plus. For Carriers that cannot attend in person, we are also offering two individual remote, three-hour trainings conducted via WebEx. We plan to record a training video to be available for later use.

The training sessions will include an overview of how and when to access the systems; how to add, edit, and submit benefits and other data; how to add and remove internal contact information; how to create and/or remove internal permissions within your plan(s); and how to get help when you need it. Please see below for the available training dates.

Timeline

Training	Dates	Deadline for request to join	Notes
Benefits Plus Training	01/05–01/09, 01/12–01/16/2015 (20 different sessions)	12/01/2014	Training sessions are three hours from 9am–12pm ET or 1pm–4pm ET at OPM headquarters in Washington DC. Carriers should submit the name(s) of the attendee(s) and their first and second choice for training days and times to Lionell.Jones@opm.gov and Stephen.Rappaport@opm.gov . Reservations will be handled on a first response basis.
Benefits Plus Remote Online Training	01/19 and 01/20/2015 (two different sessions)	12/08/2014	Remote training sessions are three hours from 1pm–4pm ET. Carriers should submit the name(s) of the attendee(s) and their first and second choice for training days to Lionell.Jones@opm.gov and Stephen.Rappaport@opm.gov . Reservations will be handled on a first response basis.

Contact

If you have any questions or wish to sign up for training, please contact Lionell Jones at Lionell.Jones@opm.gov. We look forward to hearing from you.

Sincerely,

John O'Brien
Director
Healthcare and Insurance