
FEHB Program Carrier Letter

All Carriers

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

Letter No. 1999-03

Date: January 21, 1999

Fee-for-service [3] Experience-rated HMO [3] Community-rated [3]

SUBJECT: Revision of the Guide to Federal Employees Health Benefits Plans

We are planning to make changes to our annual FEHB Guide based upon focus groups we conducted and similar work done by external organizations. We also want to hear from you on changes you think would improve the usefulness, comprehension, and readability of the Guide.

For instance, many of the enrollees we spoke with wanted to see the HMO and POS sections combined. We are inclined to agree, and in order to do so we would create a limited number of benefit categories (e.g., primary care copay, retail generic drug copay) applicable to both, in addition to maintaining the out-of-network comparisons for the POS plans. Some other changes we are thinking about include eliminating accreditation levels and showing just whether accreditation was received (our web site, however, would still show complete accreditation information); eliminating the bar chart showing enrollees= overall satisfaction with the plan; taking out the web site column but still providing links from our web page; and reversing the PPO/non-PPO rows on the fee-for-service pages.

We need to hear from you as quickly as possible so that we may test changes with our enrollees and still meet our deadlines. Please fax your ideas to Dean Schleicher or Ron Rabbu at (202) 606-0036 or you may e-mail them at nschleic@opm.gov or rrabbu@opm.gov. The deadline for submitting your ideas is February 5, 1999.

Sincerely,

Frank D. Titus
Assistant Director
for Insurance Programs