
FEHB Program Carrier Letter

All Carriers

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

Letter No. 2000-42

Date: September 1, 2000

Fee-for-service [36] Experience-rated HMO [38] Community-rated HMO [39]

SUBJECT: Electronic Enrollment Changes

This letter outlines the changes we have made in the electronic enrollment system (Employee Express and Macon-Hub) and modifies FEHB Carrier Letter 1999-041, dated August 30, 1999.

Please note the following changes:

- OPM-Macon has updated the individual file layout;
- Additional agencies will be using Employee Express for the first time. More significantly, the National Finance Center (NFC) will use Employee Express for all its transactions. Thus, you should anticipate a large increase in the number of enrollment changes you will receive via Employee Express; and
- We are making your electronic enrollment files available for you to electronically pick-up (“pull”) instead of sending them to you (“push”). Please review FEHB Carrier Letter 2000-26, dated May 31, 2000 for details on the “pull” versus “push” methods.

Individual File Layout

Enclosure 1 shows the Individual File Layout. Changes that are new for 2001 are boldfaced and marked with an *. Note: The two most significant changes are:

1. We deleted Address Layout 2 used for annuitant records through Open Season Express. All addresses now will be in the standard U.S. format except for foreign addresses.
2. We developed a foreign address format for those carriers that have “true” foreign address employees in their membership. Foreign addresses do not include APO/FPO or U.S. Territories. We have provided this format only to those few carriers that have “true” foreign address employees in their membership. The foreign address format is not in this letter. If you do not have it and believe you need it, please call Mr. Chris Selle, OPM-Macon, at 478/744-2115.

Federal Agencies Participating in Electronic Enrollment Transfers. Enclosure 2 lists the agencies that will participate in Employee Express or transmit data through the Macon-Hub.

Receiving Your Electronic Enrollments

You were to have established an FTP connection by now with OPM-Macon, as described in FEHB Carrier Letter 2000-26, in order to switch from the “push” technique currently in use to the “pull” technique. OPM-Macon will post test files for you very soon. Please refer to FEHB Carrier Letter 1999-041, Enclosure 1, for details on Testing and Administration. If you have questions, please call OPM-Macon. Either Chris Selle (478/744-2115), Sidney Beach (478/744-2320) or Jim Watson (478/744-2197) will be able to assist you.

For the “pull” technique, OPM-Macon will send you an email notifying you that they have posted new enrollment data in your account for you to pick up. They will send this email to your official plan contact and your enrollment contact, as well as the OPM contract specialist. Although you should check the FTP server every week for enrollment changes, these emails will remind you to pick up enrollment changes.

OPM-Macon will post your enrollment change report to the FTP server every Sunday from the beginning of October 2000 through the end of January 2001. After that, OPM-Macon will provide you a file only when there is data to transmit.

Again this year, we expect you to process enrollment change information quickly and efficiently. Thus, it is very important that you read, understand, and use the information in the enclosures to this letter and FEHB Carrier Letter 1999-041. Let me emphasize again the importance of processing electronic enrollments once you receive them. Electronic processing is a contractual requirement and you are accountable for it.

If you have questions regarding the FEHB and Employee Express, please contact Eric Figg at OPM at 202/606-4083 or via email at edfigg@opm.gov.

Sincerely,



Frank D. Titus
Assistant Director
For Insurance Programs

Enclosures

1. Individual File Layout
2. Agencies Participating in Employee Express