
FEHB Program Carrier Letter

Health Maintenance Organizations

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

Letter No. 2001-11(a)

Date: April 18, 2001

Fee-for-service [--] Experience-rated HMO { 09 } Community-rated HMO [10]

SUBJECT: Technical Guidance for 2002 Benefit and Service Area Proposals - HMOs

This letter provides additional guidance on benefit changes, instructions for submitting benefit proposals, and instructions for submitting service area proposals for the upcoming contract term (January 1 through December 31, 2002). You must propose benefit changes according to carrier letter 2001-09, *Call Letter for Contract Year 2002* dated April 10, 2001.

Last year's call letter, 2000-17, dated April 11, 2000, included a recap of our policy on selected benefits. **The policies that we established in prior years remain in effect unless otherwise stated.** We will not consider proposals that are contrary to policy.

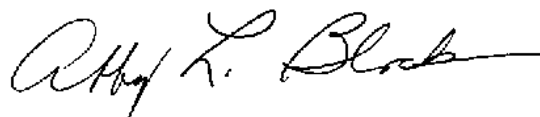
This letter has three parts:

- Part One - Preparing Your Benefit Proposal
- Part Two - Changes in Service Areas or Redesignation as a Mixed Model Plan
- Part Three - Benefit Requirements for HMOs

You do not have to send your proposed 2002 brochure by May 31, 2001; you should only send the brochure language for proposed benefit changes and clarifications. The fully revised electronic version of your 2002 brochure is due to your contract specialist within 5 business days of the date of your benefits closeout letter. Please contact your OPM contract specialist if you have questions.

Just as a reminder, your performance evaluation measures include a factor for Customer Service that contains an element for *Timely Closure on Rates and Benefits Consistent with Policy Guidelines* and a factor for the accurate and timely production and distribution of the brochures. We will look at how well you meet our expectations when we review your performance.

Sincerely,



Abby L. Block
Assistant Director
for Insurance Programs

(HMOs)