
FEHB Program Carrier Letter

All Carriers

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

Letter No. 2002-36

Date: October 4, 2002

Fee-for-service [33] Experience-rated HMO [33] Community-rated HMO [29]

SUBJECT: Carrier Communications

In an effort to further our mutual working relationship, Director Kay Coles James would appreciate receiving information on the methods you use to communicate with your membership, particularly:

- website addresses
- newsletters
- magazines
- e-mail addresses
- press releases, and
- direct mailings.

Please include, as appropriate, the number of households/offices to which these are sent and the frequency that you send them, and when the next issue will be published. Employee organization plans who use underwriters should provide this information for both organizations.

Finally, please tell us when your annual conference/convention takes place and any other meetings or conferences that you currently have scheduled which might be appropriate for us to participate in or attend or for which we could assist you by providing information.

Director Kay Coles James and the U.S. Office of Personnel Management value the excellent working relationship we have with the Federal Employees Health Benefits Program carrier family and the dedication you have to providing federal employees high-quality, affordable coverage.

Since the Director wants this information as early as possible next week, please respond by the close of business, Monday, October 7, 2002. Please email the completed spreadsheet to Joel Warren at jwarren@opm.gov and send a courtesy copy to your contract specialist.

We appreciate your continued cooperation. Thank you.

Sincerely,



Abby L. Block
Assistant Director
for Insurance Programs

Enclosure