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# FEHB Program Carrier Letter

## All Carriers

U.S. Office of Personnel Management  
Insurance Services Programs

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**Letter No. 2008-14**

**Date:** July 28, 2008

Fee-for-service [ 9 ]    Experience-rated HMO [ 9 ]    Community-rated HMO [ 11 ]

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**SUBJECT:** Responding to Requests from OPM

In accordance with FEHBAR 1652.246-70, the Office of Personnel Management's (OPM) Contracting Officer (CO), or an authorized representative of the CO, has the right to examine and audit all books and records relating to the Federal Employees Health Benefits (FEHB) contract. Representatives from the Office of Inspector General (OIG), the Actuaries Group (AG), and the COs have encountered recurring situations where they have experienced unacceptably long delays in obtaining requested documents or other types of FEHBP-related information, received incomplete responses to information requests and audit reports, and/or never received the required documents.

The purpose of this carrier letter is to emphasize to carriers the need to provide accurate, clear, comprehensive, and timely responses to all requests for information regarding, but not limited to, annual rate filings, proposed benefit changes, audit-related questions, information requests, and claim review samples, audit inquiries (findings or potential findings), draft audit reports, final audit reports, and audit resolution. In responding to audit report recommendations, it is imperative carriers provide complete evidence supporting their position in responding to the draft report.

The OIG, AG and CO will not accept late or incomplete responses to these requests. However, a reasonable extension will be granted for unusual circumstances provided the request is made in writing by the deadline to the appropriate office at OPM with a courtesy copy to the CO. The OIG and the AG will document the carriers' responsiveness and provide the information to the CO. Carriers will be subject to penalties for non-compliance with requests. For audit reports, this could negatively impact the resolution of audit issues. As applicable, service charge reductions will also be considered.

Thank you for your cooperation in this matter.

Sincerely,

Kay T. Ely  
Associate Director  
Human Resources Products and Services