
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2020-05

Date: March 25, 2020

Fee-for-Service [4] Experience-rated HMO [4] Community-rated [5]

SUBJECT: Insurance Benefits Processing During Disruption of Normal Agency Operations

Purpose

The purpose of this Carrier Letter is to convey guidance OPM has provided to agencies on their responsibilities to receive and process Federal Employees Health Benefits (FEHB) Program enrollments in the event of disruption of normal agency operations, such as may occur due to the COVID-19 pandemic. Please see the attached Benefits Administration Letter for more information. The guidance is effective through June 30, 2020.

Impact on Your Enrollment Processing

The FEHB Data Hub is operational and we expect that you will continue to receive and process enrollments on time and without interruption. However, we know that some agencies fax enrollment forms to Carriers. When fax capabilities are not available to agency personnel due to disruption of normal agency operations, we are advising that they may use secure email to transmit documents they would typically fax to FEHB Carriers. Such transactions will be sent to the FEHB Carriers' enrollment forms contact. Please ensure that these enrollment transactions are processed promptly.

Updated Contact Information

Given the urgency of the current public health situation, please immediately review your enrollment forms contact information in Benefits Plus and make any necessary updates.

Thank you for your cooperation in ensuring the continuity of FEHB Program administration. If you have any questions, please contact your Health Insurance Specialist.

Sincerely,

Laurie Bodenheimer
Acting Director
Healthcare and Insurance