
FEHB Program Carrier Letter

All Carriers

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

Letter No. 2003-03

Date: January 24, 2003

Fee-for-service [3]

Experience-rated HMO [3]

Community-rated HMO [3]

Subject: FEHB Carrier Conference

The Office of Personnel Management (OPM) and the American Association of Health Plans (AAHP) are pleased to announce our annual Federal Employees Health Benefits (FEHB) Program Carrier Conference.

We are pleased to announce that Kay Coles James, the Director of OPM, will again be our keynote speaker. At the conference, we will discuss OPM's restructuring and new leadership teams. We will also address program wide issues that will affect plans and issues of special interest to fee-for-service plans and HMOs.

This year we would like your participation in discussions of program wide issues. Specifically, we are asking for volunteers to participate in one of the following panels:

- Disparities in Healthcare
 - Barriers to Culturally Competent Care
 - Benefits of Cultural Competency
 - Approaches to Cultural Competence
- Case Management and Disease Management
- Pharmacy Management
 - Patient Education
 - Patient Compliance
 - Physician Prescribing Practices
- E-communication and Commerce
 - Innovative Internet Services
 - Accessibility to providers
 - Customer service through internet

If you have specific topics you want to hear about let us know. We also want your suggestions on the topics that you would like to see presented at this year's conference. What are the issues that affect your participation in the FEHB Program? We will try to address your concerns in the general sessions or special interest sessions.

If you are interested in presenting or would like to suggest a topic please contact your OPM contract specialist or Ingrid Burford by February 4, 2003. Ingrid Burford may be reached at inburfor@opm.gov, or at (202) 606-0004.

Dates and Location

The conference will be held on March 6 & 7, 2003 at the following hotel:

Renaissance Washington DC Hotel

999 9th Street, NW
Washington, DC 20001
Tel: (202) - 898 - 9000
Fax: (202) - 289 - 0947

Registration will begin at 7:30 AM on March 6. The conference will begin at 9:00 AM and end with a reception starting at about 5:00 PM. On March 7, sessions begin at 9:00 AM and end at 3:30 PM.

Conference Registration

AAHP is handling registration for the conference. The registration fee is \$370. Conference registration procedures and the registration form are available on the AAHP Website, <http://www.aahp.org> or call (877) 291 – AAHP (2247).

For further information about registration, please call the AAHP membership and customer action center at (202) 778 – 3269 or you may email questions to aahp@aahp.org.

If you have other questions concerning the OPM/AAHP Carrier Conference, please contact Marhea Perkins at (202) 778 – 8485 or mperkins@aahp.org.

Hotel Reservations

The conference guest room rate for either a single or double room is \$189 plus tax until February 17th. It will be \$239 plus tax after that date. For reservations, call the Renaissance at (202) 898 – 9000 or (800) HOTELS-1 and ask for the OPM/AAHP Carrier Conference rate.

We look forward to seeing you at the conference!

Sincerely,



Abby L. Block
Assistant Director
for Insurance Programs