
FEHB Program Carrier Letter
All FEHB and PSHB Carrier Applicants

U.S. Office of Personnel Management
Healthcare and Insurance

FEHB PSHB

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Fee-for-service [11]

Experience-rated HMO [11]

Community-rated HMO [11]

Subject: Auto-Enrollment Process for Postal Service Employees and Annuitants Transitioning from Federal Employees Health Benefits (FEHB) to Postal Service Health Benefits (PSHB)

This Carrier Letter provides updated guidance to all Federal Employees Health Benefits (FEHB) Program Carriers and Postal Service Health Benefits (PSHB) Program Carrier Applicants (hereafter "Carriers") on the timeline and process for auto-enrolling Postal Service employees and annuitants into PSHB plans for Plan Year 2025.

Background

Beginning January 1, 2025, the PSHB Program will provide health benefits coverage for eligible Postal Service employees, annuitants, and their family members. To ensure that all eligible Postal Service enrollees in an FEHB plan in 2024 will have PSHB coverage on January 1, 2025, these individuals will be auto-enrolled and accounted for in the new PSHB System (PSHBS) and with PSHB Carriers.

The auto-enrollment process described herein is intended to minimize changes required by Carriers and enable OPM and Carriers to successfully coordinate a smooth transition to PSHB operations. To this end, implementation and auto-enrollment are phased to reduce risk and allow time to identify and resolve any issues that may arise.

Carrier Readiness for Auto-Enrollment

PSHB Carriers must be ready for auto-enrollment processing beginning October 1, 2024. OPM will assess Carrier readiness by August 31, 2024, using the following criteria.

| Carrier Readiness Criteria | | Assessment |
|----------------------------|---|---|
| 1 | FEHB Monthly Enrollment (MENR) File | Carriers are able to send OPM their FEHB Monthly Enrollment (MENR) File by the 3rd of the month |
| 2 | Auto-Enrollment Test Files | Carriers are able to process auto-enrollment test files sent to Carriers at the beginning of July |
| 3 | Auto-Enrollment Mini-Reconciliation Test Report | Carriers are able to send OPM a mini-reconciliation test report based on auto-enrollment test files processed in July |
| 4 | PSHB Member Enrollment (MENR) Test File | Carriers are able to send OPM a PSHB Member Enrollment (MENR) Test File based on auto-enrollment test files processed in July |
| 5 | OPM Member Enrollment Snapshot (PREAUDIT) Test File | Carriers are able to open and read an OPM Enrollment Snapshot test file sent to carriers in July |
| 6 | Reconciliation Outbound (RCNO) File | Carriers are able to open and read an RCNO test file sent to carriers in July |
| 7 | FEHB Monthly Enrollment (MENR) File | Carriers are able to send OPM their FEHB Monthly Enrollment (MENR) File by the 3rd of the month |
| 8 | Auto-Enrollment Test Files | Carriers are able to process auto-enrollment test files sent to Carriers at the beginning of July |
| 9 | Auto-Enrollment Mini-Reconciliation Test Report | Carriers are able to send OPM a mini-reconciliation test report based on auto-enrollment test files processed in July |
| 10 | PSHB Member Enrollment (MENR) Test File | Carriers are able to send OPM a PSHB Member Enrollment (MENR) Test File based on auto-enrollment test files processed in July |
| 11 | OPM Member Enrollment Snapshot (PREAUDIT) Test File | Carriers are able to open and read an OPM Enrollment Snapshot test file sent to carriers in July |
| 12 | Reconciliation Outbound (RCNO) File | Carriers are able to open and read an RCNO test file sent to carriers in July |

Auto-Enrollment Steps

The auto-enrollment process will occur in four steps. OPM will determine which of the Carrier’s FEHB and PSHB plans are equivalent, and where no equivalent PSHB plan is available, enrollees will be auto-enrolled in the

lowest-cost nationwide plan that is not a high deductible health plan and does not charge an association or membership fee, or an alternate plan, designated by OPM. OPM will use “00” as the enrollment event code to identify the enrollment event type. To ensure Carriers correctly enroll individuals in the equivalent PSHB plan determined by OPM, Carriers must process and return test files to the PSHBS. The chart below provides an overview of the process and timeline of activities.

| Steps | Auto-Enrollment Process | Description | Target Timeline |
|--------------|--|--|---|
| 1 | Initial Data Load | All eligible Postal Employees, Annuitants, and their family members are loaded into PSHBS | From October 1, 2024 to October 15, 2024 |
| 2 | Auto-Enrollment and Initial Reconciliation | Carriers process new PSHB enrollments sent through the Data Hub and return a mini-reconciliation report | From October 16, 2024 to November 5, 2024 |
| 2.1 | Auto-Enrollment Event Code | The auto-enrollment event code for new PSHB enrollments is 00 | |
| 3 | Open Season | Eligible Postal Enrollees are able to shop and change PSHB coverage. Enrollment changes will be sent to Carriers on a daily basis | From November 11, 2024 to December 9, 2024 |
| 4 | Final Reconciliation | Carrier enrollments are compared with PSHBS enrollments to ensure effectuated PSHB Coverage | From December 12, 2024 to December 31, 2024 |
| 4.1 | Reconciliation Inbound Process | PSHBS will receive enrollment data through MENR (ROVR) from PSHB Carriers in MENR file layout | |
| 4.2 | Reconciliation Outbound Process | PSHBS will transmit reconciliation enrollment data through the Data Hub to PSHB Carriers in a pipe delimited flat file format which includes matched and unmatched records | |

Carrier Auto-Enrollment Milestones and Dates

The following Carrier auto-enrollment events are critical to support a smooth transition for PSHB enrollees. Please note the required dates. Carriers will need to back these dates into their implementation schedules.

| Carrier Milestones | | Required Date |
|---------------------------|--|---|
| 1 | Carriers send Monthly Enrollment (MENR) file (PY2024) snapshot from 10/01/2024 to ROVR | From Tuesday, October 1, 2024 to Thursday, October 3, 2024 |
| 2 | Carriers process the new PSHB Enrollments | From Wednesday, October 16, 2024 to Tuesday, November 5, 2024 |
| 3 | Carriers send mini-reconciliation report to ROVR | |
| 4 | Carriers process daily enrollments | From Monday, November 11, 2024 to Monday, December 9, 2024 |
| 5 | Carriers send FEHB Enrollment (MENR) file (PY2024) snapshot from 12/01/2024 to ROVR | By Tuesday, December 3, 2024 |
| 6 | Carriers send one-time PSHB Enrollment (MENR) file (PY2025) snapshot from 12/12/2024 to ROVR | By Saturday, December 14, 2024 |
| 7 | Carriers and OPM resolve enrollment mismatches identified in Reconciliation Outbound (RCNO) file | From Wednesday, December 18, 2024 to Tuesday, December 31, 2024 |
| 8 | Carriers end PY2024 FEHB coverage for PSHB enrollees | Midnight, Tuesday, December 31, 2024 |
| 9 | ID cards and welcome packets received by PSHB enrollees | By Wednesday, January 1, 2025 |
| 10 | Medicare required notices must be sent | 21 days prior to effective date of coverage |

October FEHB Monthly Enrollments (MENR) File - Carrier Milestone #1

Carrier October 2024 FEHB Monthly Enrollment (MENR) files will be used to drive auto-enrollment processing. Carrier MENR files provide a snapshot of enrollments as of October 1 and OPM must receive these files by October 3, 2024.

PSHB Auto-Enrollment Transactions - Carrier Milestone #2

PSHBS will send PSHB Carriers “add” transactions through the Data Hub for new PSHB plan code coverage. In contrast, FEHB Carriers will receive a “term/cancellation” transaction through the Data Hub to end FEHB coverage.

Mini-Reconciliation Report - Carrier Milestone #3

Carriers must send the following mini-reconciliation report to ROVR after processing new PSHB enrollments that OPM sends in the auto-enrollment file by Tuesday, November 5, 2024. This report will allow OPM and Carriers to account for all new PSHB enrollments and FEHB plan terminations for the PSHB Program, prior to the start of Open Season.

| Field | Description |
|---|---|
| Carrier | Name of Carrier |
| 2025 PSHB Plan Member Adds (OPM #) | List of PSHB Plans and number of enrollees and family members received from OPM |
| 2025 PSHB Plan Member Adds (Carrier #) | List of PSHB Plans and number of enrollees and family members processed by Carriers |
| % Matching | Calculation of number of expected vs actual enrollees |
| 2024 FEHB Plan Member Drops (OPM #) | List of FEHB Plans and number of enrollees and family members received from OPM |
| 2024 FEHB Plan Member Drops (Carrier #) | List of FEHB Plans and number of enrollees and family members processed by Carriers |
| % Matching | Calculation of number of expected vs actual enrollees and family members |

Daily Enrollments - Carrier Milestone #4

From the first day of Open Season, PSHBS will begin sending PSHB enrollment transactions to Carriers through the Macon Data Hub. Carriers will receive the transactions from the Data Hub the same way FEHB enrollment transactions are sent to Carriers today.

Reconciliation - Carrier Milestones #5 and 6

The December PY2024 Carrier MENR file will allow OPM to identify any FEHB coverage changes since the October file. Any required PSHB enrollment changes will be made in PSHBS and transmitted to Carriers in the Daily Enrollments.

After the end of Open Season by Saturday, December 14, 2024, Carriers will send a one-time file containing the PSHB Carrier Member Enrollment (MENR) file for PY2025. Unlike standard MENR files, this file should contain future enrollments. In this one-time file, Carriers should include all enrollees and

family members with effectuated plan year 2025 PSHB coverage. This will allow OPM to send Carriers the first reconciliation outbound (RCNO) file that reports enrollment and field level mismatches.

All other MENR files sent to OPM must reflect current enrollment as defined in Carrier Letter 2021-10.

December Reconciliation Fields - Carrier Milestone #7

A subset of RCNO enrollment fields will be used to reconcile effectuated PSHB enrollments in December.

| Field | Description |
|---------------------------------|---|
| Subscriber/Contract – Unique Id | ID used to associate all Members under a multi-person plan option |
| Unique Member ID | Unique ID of the Member |
| Member – Last Name | Last Name of the Member |
| Member – First Name | First Name of the Member |
| Member – Data of Birth | Date of Birth of the Member |
| Member SSN | Member’s unique social security number |
| Subscriber SSN | Subscriber's unique social security number |
| Current PSHB Enrollment Code | 3-digit PSHB enrollment code |
| Enrollment Coverage Start Date | Member’s coverage start date |
| Enrollment Coverage End Date | Member’s coverage end date |

Reconciliation Mismatch Resolution - Carrier Milestones #7, 8, 9 and 10

OPM will send its own enrollment snapshot (PREAUDIT File) of all PSHB enrollees and family members with effectuated plan year 2025 coverage to Carriers.

OPM will work with Carriers to resolve reconciliation mismatches identified in the RCNO file. Carriers should check the PREAUDIT File as well as auto-enrollment and daily 834 files sent previously to resolve mismatches.

Carriers are expected to end FEHB coverage effective December 31, 2024, for any PSHB enrollees whose FEHB coverage was not terminated during auto-enrollment.

Note: Do not send ID cards or welcome packs for new PSHB coverage until you have received the December 9 daily enrollment transactions file. This should alleviate any issues with multiple Carriers sending enrollment information to an enrollee or their covered family member(s). Do not send termination notices for ending FEHB coverage. There is no 31-day extension of coverage in the FEHB plan for these members. Enrollees should receive ID cards and welcome packets from Carriers by January 1, 2025.

Medicare required notices must be sent. For example, Group Enrollment notice must be sent no less than 21 calendar days prior to effective date of coverage.

Conclusion

Thank you for your cooperation in supporting the Auto-Enrollment process and timeline for both FEHB and PSHB Programs. If you have questions, please contact your Health Insurance Specialist with a copy to CEP@opm.gov.

Sincerely,

Laurie Bodenheimer
Associate Director
Healthcare and Insurance