



## UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Washington, DC 20415

The Director

Friday, September 6, 2002

MSG-061a

### MEMORANDUM FOR: Human Resources Directors

FROM: Frank D. Titus, Acting Associate Director for Retirement and Insurance

Subject: Federal Long Term Care Insurance Program Implementation

Open Season for the new Federal Long Term Care Insurance Program (FLTCIP) ends on December 31, 2002. Long Term Care (LTC) Partners, with full cooperation and oversight from OPM, is conducting an extensive educational and enrollment campaign in support of Open Season to ensure that members of the Federal Family, especially employees, receive information about this important benefit.

Account Managers at LTC Partners have been working with your Implementation Coordinators to determine how best to "get the word out" about this Program. We appreciate the cooperation we have received from many Implementation Coordinators. We wish to underscore how critical it is to the success of the Program that employees receive FLTCIP information, whether in print form (workplace distribution of Program announcements, posters, flyers), via email, or at home.

Consistent with Director James's concern for Federal employees, we need to assure that Program information is distributed in a timely and consistent manner at all agency workplaces. Unlike with other Federal benefits, **all interested individuals must take action to request an information kit and application** - they will not receive them automatically. They can request them by calling the toll-free number (1-800-582-3337) (TDD for the hearing impaired: 1-800-843-3557) or through the website ([www.ltcfeds.com](http://www.ltcfeds.com)).

LTC Partners will be calling a sample of Federal employees who subscribed to the Get Smart About Your Future bulletin series to gather information on their perceptions about Program publicity at their respective worksites. Based on the results of this information, LTC Partners may suggest additional steps to us as a way of ensuring that employees are aware of the FLTCIP and how to get information and application kits. If so, we will contact you and your Implementation Coordinator to identify how to more effectively communicate information about the Program to the employees of your agency. LTC Partners will also be calling employees who requested information and application kits to confirm receipt and assist with any questions they may have.

If you or your Implementation Coordinator have any questions, please contact the Account Manager at LTC Partners who is assigned to support your organization. Your Implementation Coordinator should have this contact information. If you need help identifying your assigned

Account Manager or your Implementation Coordinator, please call or email Joan Melanson, Director of Account Management for LTC Partners, at 603-433-4572 or [jmelanson@lhcpartners.com](mailto:jmelanson@lhcpartners.com) as soon as possible.

We greatly appreciate your support of the Federal Long Term Care Insurance Program.

cc: Implementation Coordinators