



## OFFICE OF PERSONNEL MANAGEMENT

### **Submission for Review: 3206-0201, Federal Employees Health Benefits (FEHB) Open Season Express Interactive Voice Response (IVR) System and Open Season Website**

**AGENCY:** U.S. Office of Personnel Management.

**ACTION:** 60-Day Notice and request for comments.

**SUMMARY:** The Retirement Services, Office of Personnel Management (OPM) offers the general public and other Federal agencies the opportunity to comment on a revised information collection request (ICR) 3206-0201, Federal Employees Health Benefits (FEHB) Open Season Express Interactive Voice Response (IVR) System and the Open Season website, Open Season Online. As required by the Paperwork Reduction Act of 1995 (Pub. L. 104-13, 44 U.S.C. chapter 35) as amended by the Clinger-Cohen Act (Pub. L. 104-106), OPM is soliciting comments for this collection. The Office of Management and Budget is particularly interested in comments that:

1. Evaluate whether the proposed collection of information is necessary for the proper performance of functions of OPM, including whether the information will have practical utility;
2. Evaluate the accuracy of OPM's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
3. Enhance the quality, utility, and clarity of the information to be collected; and
4. Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submissions of responses.

**DATES:** Comments are encouraged and will be accepted until [INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]. This process is conducted in accordance with 5 CFR 1320.1.

**ADDRESSES:** Interested persons are invited to submit written comments on the proposed information collection to OPM, Retirement Services, Union Square Room 370, 1900 E Street, NW, Washington, DC 20415-3500, Attention: Alberta Butler, or sent by email to

[Alberta.Butler@opm.gov](mailto:Alberta.Butler@opm.gov).

**FOR FURTHER INFORMATION CONTACT:** A copy of this ICR with applicable supporting documentation, may be obtained by contacting the Retirement Services Publications Team, OPM, 1900 E Street, NW, Room 3316-AC, Washington, DC 20415, Attention: Cyrus S. Benson; or sent by email to [Cyrus.Benson@opm.gov](mailto:Cyrus.Benson@opm.gov); or faxed to (202) 606-0910.

**SUPPLEMENTARY INFORMATION:**

Federal Employees Health Benefits (FEHB) Open Season Express Interactive Voice Response (IVR) System, and the Open Season website, Open Season Online, are used by retirees and survivors. The IVR and website collect information for changing FEHB enrollments, collecting dependent and other insurance information for self and family enrollments, requesting plan brochures, requesting a change of address, requesting cancellation or suspension of FEHB benefits, asking to make payment to OPM when the FEHB payment is greater than the monthly annuity amount, or requesting FEHB plan accreditation and Customer Satisfaction Survey information.

**ANALYSIS:**

**Agency:** Retirement Operations, Retirement Services, Office of Personnel Management

**Title:** Federal Employees Health Benefits (FEHB) Open Season Express Interactive Voice Response (IVR) System and Open Season Online

**OMB Number:** 3206-0201

**Frequency:** On occasion

**Affected Public:** Individuals or Households

**Number of Respondents:** 350,100

**Estimated Time Per Respondent:** 10 minutes

**Total Burden Hours:** 58,350

U.S. Office of Personnel Management.

---

Katherine Archuleta,  
Director.

6325-38

[FR Doc. 2013-28657 Filed 11/27/2013 at 8:45 am; Publication Date: 11/29/2013]