



**Retirement and Insurance Service  
Benefits Administration Letter**

Number: 02-901

Date: January 3, 2002

**Subject: Phone Number and Website for LTC Partners**

As we promised in BAL 01-906, LTC Partners, our contractor for the Federal Long Term Care Insurance Program (FLTCIP), has established a toll-free phone number, 1-800-582-3337 (1-800-LTC-FEDS), and a website, [www.ltcfeds.com](http://www.ltcfeds.com).

The sample employee notice we attached to BAL 01-906 directed employees to our website at [www.opm.gov/insure/ltc](http://www.opm.gov/insure/ltc) if they had any questions about the program. The new phone number and website address for LTC Partners appear on our website so there is no need to send your employees another notice. However, if you haven't yet distributed the sample employee notice from BAL 01-906, you may wish to add LTC Partners phone number and website address at the bottom of the notice. Please also publicize this information as appropriate for your agency.

Representatives from LTC Partners will be contacting each of the FLTCIP agency implementation coordinators soon to discuss the best ways to distribute information about the program to employees. Implementation coordinators should be sure they are familiar with their agencies' distribution channels for both printed and electronic matter. We will be updating agency payroll office representatives on FLTCIP matters on January 9<sup>th</sup>, and a representative from LTC Partners will be with us to share more information about the program at the upcoming Benefits Officers Network meeting in the OPM auditorium at 9:30 am on January 28<sup>th</sup>.

Sincerely,

Frank D. Titus  
Assistant Director for Long Term Care