

Frequently Asked Questions about OPM Satellite Broadcasts

How do I tune in?

In order to view the broadcast you must have access to a satellite dish capable of downlinking the signal from the satellite coordinates we provide. We do not yet have the satellite coordinates for the May 15 broadcast. However, in the past we have broadcast via Telstar 6.

How do I know if my agency has the necessary equipment?

Talk to your information technology, facilities, or audiovisual staff.

Is this a videoteleconference (VTC)?

No, it's not. However, some agencies have the capability to "bridge" a satellite signal to their VTC systems. OPM does not provide this service.

Is the broadcast available in my agency?

Check with your human resources office. Since OPM does not require agencies to register for the broadcast, we have no way of knowing whether it is available in a particular location.

The broadcast isn't available in my agency. Where can I go to watch it?

Since OPM does not require agencies to register for the broadcast, we have no way of knowing whether it is available in a particular location. Your human resources office may be able to check with the neighboring agencies to find a location where the broadcast is available.

Individuals from other agencies in the Washington area may view the broadcast in the OPM auditorium at 1900 E Street NW in Washington. However, seating is limited and available on a first-come, first-served basis.

Who should watch the May 15 satellite broadcast?

Anyone who wants to learn more about how long term care insurance works and/or needs help determining whether long term care insurance is right for them.

Please note that this broadcast is aimed at enhancing understanding about long term care insurance generally. While we'll provide some information about the Federal Long Term Care Insurance Program, that will not be the primary focus of the program. But what you'll learn in this broadcast will prepare you to make wise choices about the Federal Long Term Care Insurance Program during open season, which begins July 1. And on July 17, we'll host our third satellite broadcast, which will focus exclusively on the Federal Long Term Care Insurance Program.

How can I submit questions for the May 15 broadcast?

During the broadcast, we'll provide information about how to submit questions by phone, fax, or email.

Individuals who want to submit questions for the broadcast in advance may send them via email to lrc@opm.gov, writing "satellite broadcast" in the subject line, or by fax to (202) 606-2023, attention, "satellite broadcast." Questions submitted in advance must be received by 3:00 p.m. EDT on Tuesday, May 14.

Please note that because of the large number of questions we receive, we cannot guarantee that all questions will be addressed during the live broadcast. And, because the focus of the broadcast is on long term care insurance generally, questions that tie-in to that topic will receive priority for the live broadcast. However, we will respond after the broadcast to questions we aren't able to answer during the broadcast provided we have contact information for the person submitting the question.

Does my agency need to register with OPM to view the broadcast?

No. But if you're accessing the broadcast through GETN, see below.

Is there a fee?

OPM provides the broadcast free of charge.

Is the broadcast available on the Government Education and Training Network (GETN)?

Yes, it will be. In order to register to receive the broadcast via GETN, go to the GETN web site at <http://getn.govdl.org/> and click on "Inter-Agency Programs." Please note that GETN registration will not be available until OPM is able to provide satellite coordinates, which we will do as soon as possible.

Also note that GETN is sponsoring three re-broadcasts of the March 6 OPM satellite broadcast, on April 17 and 23 and May 15. Further information is available on the GETN web site.

Is the broadcast digital or analog?

Analog.

Where can I call if I have technical problems the day of the broadcast?

We'll provide the technical troubleshooting phone number when we provide the coordinates.

Is the broadcast closed-captioned? Do I need a special decoder for the closed captioning?

The broadcast is closed-captioned. Newer television sets include built-in decoders.

Can I tape the broadcast? Can I copy the tape I make?

Yes, we encourage you to tape the broadcast and make as many copies as you'd like.

How can I get a tape of the broadcast?

We will have limited numbers of tapes available. We'll provide more information on how to obtain them at a later time.

How can I get more information on the Federal Long Term Care Insurance Program?

You can reach Long Term Care Partners, the program's administrator, by calling 1-800-LTC-FEDS (1-800-582-3337), or visit their web site at www.ltcfeds.com.

OPM's Long Term Care Insurance web site is www.opm.gov/insure/ltc. You can reach us by email at ltc@opm.gov.