

## **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. The coordinates for the July 17<sup>th</sup> broadcast are:

C-Band: Telstar 6, Transponder C-16  
Orbital Position: 93 Degrees West  
Downlink Frequency: 4020 mHz  
Polarity: Horizontal

Ku-Band: Telstar 6, Transponder K-11  
Orbital Position: 93 Degrees West  
Downlink Frequency: 11929 mHz  
Polarity: Vertical

Test Time: 12 Noon to 12:30 PM Eastern  
Live Program: 12:30 PM to 1:30 PM Eastern

### **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 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. Be sure to bring a Federal government ID for entry into the building.

In addition, the broadcast will be available via streaming video on our website ([www.opm.gov/insure/ltc](http://www.opm.gov/insure/ltc)) within a few weeks after July 17. The first two broadcasts, which were on March 6 and May 15, are available there now. RealPlayer is required to

view the broadcasts. Information on downloading this software is provided on our website.

### **Who should watch the July 17 satellite broadcast?**

Anyone who wants to learn about the Federal Long Term Care Insurance Program—who's eligible, how to apply, and what benefits and features are available under the Federal Program.

### **How can I submit questions for the July 17 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](mailto: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, July 16.

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. 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. Please see below for information on fees for obtaining videotapes of the broadcast.

### **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."

### **Is the broadcast digital or analog?**

Analog.

### **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. However, if you choose to do this, please make it clear when you replay the broadcast that the email address and phone and fax numbers given to submit questions for the live question and answer period should not be used after the live broadcast. Direct any questions about the Federal Program after the broadcast to [info@lhcpartners.com](mailto:info@lhcpartners.com) or 1-800-LTC-FEDS (1-800 582-3337), (TDD: 1-800-843-3557).

**How can I get a tape of the broadcast?**

One videotape of the broadcast will be sent free of charge to each agency implementation coordinator. Additional tapes may be ordered by calling In Focus Productions at (703) 834-1470, extension 0. The cost per tape is \$10, and payment may be made by credit card. Tapes will be sent approximately two weeks after the broadcast.

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

You can reach Long Term Care Partners, the Federal Program's administrator, by calling 1-800-LTC-FEDS (1-800-582-3337), (TDD: 1-800-843-3557), 8:00 a.m. to Midnight, seven days a week. Or you may visit [www.ltcfeds.com](http://www.ltcfeds.com).

OPM's Long Term Care Insurance web site is [www.opm.gov/insure/ltc](http://www.opm.gov/insure/ltc). You can reach us by email at [ltc@opm.gov](mailto:ltc@opm.gov).