



***Retirement and Insurance Service
Benefits Administration Letter***

Number: 02-902

Date: January 15, 2002

Subject: Federal Long Term Care Insurance Program Focus Groups

Our insurance partners for the Federal Long Term Care Insurance Program, LTC Partners (John Hancock and MetLife), will be conducting focus groups of employees and annuitants this month. They want feedback from the focus groups to fine-tune some of the product details, such as what plan features will have the broadest market appeal, and what product names seem to be more acceptable to the groups.

How many people will participate in these groups?

Approximately 100 people will participate in total, including Federal employees and annuitants, and members and retired members of the uniformed services. Implementation coordinators and employees working in human resources offices will not be eligible to participate.

Will any employees in my agency be chosen to participate?

Because of the small number of participants government-wide, the chance that anyone from your agency will be contacted is mighty slim. But if indeed they are, we wanted to make sure you knew about the initiative in case you're approached with any questions.

How will employees be chosen?

LTC Partners is contracting with companies that specialize in holding focus groups. Those companies have standing panels of people interested in participating in focus groups. They will contact members of the panels who have indicated that they are Federal employees or members of the uniformed services.

How will annuitants be chosen?

OPM will provide names and addresses of annuitants and is asking for the same information from the Defense Finance and Accounting Service. LTC Partners will select names from those lists.

*Civil Service
Retirement
System*

*Federal Employees'
Group Life
Insurance Program*

*Federal Employees
Health Benefits
Program*

*Federal Employees
Retirement
System*

*Federal Long
Term Care
Insurance
Program*

When will the focus groups take place?

They'll take place in late January. Sessions will be held in the evening, so employees who are chosen will not be participating during normal business hours.

Where will the focus groups take place?

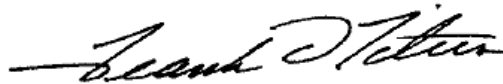
They'll take place in Bethesda, Maryland; Fayetteville, North Carolina; and Jacksonville, Florida.

Is there anything we need to do?

No, there really isn't. If you or your employees have any questions about this research, please call Laura Lawrence on my staff at 202-606-1433 or email lrc@opm.gov.

Thanks for your cooperation as we continue with the myriad of details in rolling out this program!

Sincerely,



Frank D. Titus
Assistant Director
for Long Term Care