

**OFFICE OF PERSONNEL MANAGEMENT**

**Submission for Review: Federal Annuitant Benefits Survey**

**AGENCY:** Office of Personnel Management.

**ACTION:** 30-Day Notice and request for comments.

**SUMMARY:** The Office of Planning and Policy Analysis, Office of Personnel Management (OPM) offers the general public and other Federal agencies the opportunity to comment on a new information collection request (ICR) 3206-NEW, the Federal Annuitant Benefits Survey (FABS). 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 information collection was previously published in the Federal Register on 06/10/2015 at Volume. 80, No. 111 allowing for a 60-day public comment period. OPM received comments from one Federal Employees Health Benefits (FEHB) carrier trade association. The comments requested that: (1) OPM more closely replicate the Consumer Assessment of Healthcare Providers and Systems (CAHPS) when administering the FABS; (2) OPM add specific topics to the FABS that are currently part of CAHPS if FABS results will be used as part of OPM's Plan Performance Assessment and Service Fee Calculations; (3) OPM consider alternatives to an online only survey administration. The purpose of this notice is to allow an additional 30 days for public comments.

**DATES:** Comments are encouraged and will be accepted until [INSERT DATE 30 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]. This process is conducted in accordance with 5 CFR 1320.1.

**ADDRESS:** Interested persons are invited to submit written comments on the proposed information collection to the Office of Planning and Policy Analysis, Office of Personnel Management, 1900 E. Street, NW, Washington, DC 20415, Attention: Cristin Kane or sent via electronic mail to [cristin.kane@opm.gov](mailto:cristin.kane@opm.gov).

**FOR FURTHER INFORMATION CONTACT:** A copy of this ICR, with applicable supporting documentation, may be obtained by contacting the Office of Planning and Policy Analysis, Office of Personnel Management, 1900 E. Street, NW, Washington, DC 20415, Attention: Cristin Kane or sent via electronic mail to [cristin.kane@opm.gov](mailto:cristin.kane@opm.gov).

**SUPPLEMENTARY INFORMATION:** 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 the functions of the agency, including whether the information will have practical utility;
2. Evaluate the accuracy of the agency'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.

**OVERVIEW:** In the past, the Office of Personnel Management contracted with a vendor to administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS)

survey to a sample of both active Federal employees and retirees. CAHPS surveys ask consumers and patients to report on and evaluate their experiences with their health care. Since the CAHPS survey instrument is designed for the active population, it will no longer be administered to retirees. However, annuitant feedback about their health plan experience is an essential part of successful benefit administration for the Federal Employees Health Benefits (FEHB) Program. As a result, the Federal Annuitant Benefits Survey is designed to assess annuitant satisfaction with their health plan's benefits and services.

**ANALYSIS:**

Agency: Planning and Policy Analysis, Office of Personnel Management

Title: Federal Annuitant Benefits Survey

OMB Number: 3260-NEW

Frequency: Annually

Affected Public: Federal Retirees

Number of Respondents: Unknown at this time, as survey will be administered via "open participation." No firm sample size exists; however, target completion is between 200 and 1,000 surveys.

Estimated Time Per Respondent: 20 minutes

Total Burden Hours: Dependent on final participation numbers.

U.S. Office of Personnel Management.



Beth F. Cobert,  
Acting Director.