

SUPPORTING STATEMENT FOR PAPERWORK REDUCTION ACT SUBMISSIONS

**Request for Review of a Revised Information Collection: Multi-State Plan Program
External Review Case Intake Form, OPM Form 1840 (3206-0263)**

PART A: JUSTIFICATION

1. Explain the circumstances that make the collection of information necessary. Include identification of any legal or administrative requirements that necessitate the collection.

Section 1334 of the Patient Protection and Affordable Care Act, Pub. L. 111-148, as amended by the Health Care Education Reconciliation Act, Pub. L. 111-152 (together, “Affordable Care Act”), directed OPM to enter into contracts with health insurance issuers to offer coverage on Exchanges (also called “Health Insurance Marketplaces”) throughout the 50 States and the District of Columbia. OPM issued final regulations for the establishment of the Multi-State Plan (MSP) Program on March 11, 2013, 78 Fed. Reg. 15560, which outlined an external review process that would be available to MSP enrollees.

The regulations state that “OPM will conduct external review of adverse benefit determinations using a process similar to OPM review of disputed claims under [the Federal Employees Health Benefits Program] . . .” 45 C.F.R. 800.503(a). A necessary part of conducting external review of adverse benefit determinations is accepting requests for external review from MSP enrollees.

OPM is submitting to OMB a request for review and clearance of a revised information collection, **MSP Program External Review Case Intake Form, OPM Form 1840**.

2. Indicate how, by whom, and for what purpose the information is to be used.

MSP enrollees, and their authorized representatives, use the MSP Program External Review Case Intake Form, OPM Form 1840, to initiate requests for external review about a denied claim.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection.

The MSP Program External Review Case Intake Form will be electronically available on OPM’s website and MSP enrollees, and their authorized representatives, can also submit it via email, fax, or postal mail.

4. Describe efforts to identify duplication.

Duplication will be minimized because OPM is responsible for administering the MSP Program and is therefore the only entity collecting this information.

5. **If the collection of information impacts small businesses or other small entities, describe the methods used to minimize the burden.**

Not applicable.

6. **Describe the consequence to Federal program or policy activities if the collection were conducted less frequently.**

This is an occasional collection. Not collecting this information will impair the ability of MSP enrollees to request external review, communicate a complaint, and send an inquiry. Moreover, failure to collect information may impair OPM's ability to effectively implement the MSP Program.

7. **Explain any special circumstances that would cause an information collection to be conducted in a manner inconsistent with the guidelines in 5 CFR 1320.6.**

Not applicable.

8. **If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to OMB.**

The 60-day *Federal Register* notice published on February 28, 2017 (82 FR 12143; pages 12143-12144). The 30-day *Federal Register* notice published on June 2, 2017 (82 FR 25633; pages 25633-25634.)

9. **Explain any decision to provide any payment or gift to respondents other than re-enumeration of contractors or grantees.**

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Not applicable.

10. **Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.**

Access to the information collected on this form will be strictly controlled and limited to appropriate OPM personnel and other authorized Federal personnel. This information will be used strictly for routine uses related to the MSP Program, and will not be otherwise distributed or released. The responses will be submitted via fax, email, Internet, or postal mail, and will be maintained in confidential files. All authorized personnel with access to this information agree to and adhere to rules of behavior on the safe handling of data when accessing information collected. All records developed from the information collected will be purged and destroyed in accordance with record keeping schedules. OPM certifies that the information collection complies with the Privacy Act of 1974. OPM also published a System of Records Notice in the *Federal Register* on October 30, 2013 (78 FR 65011).

11. Provide additional justification for any questions of a sensitive nature such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

Not applicable.

12. Provide estimates of the hour burden of collection of information.

We estimate that during the course of one year about 800 MSP enrollees, or their authorized representatives, will fill out the External Review Case Intake Form in 1 hour.

	MSP External Review Case Intake Form
Number of Respondents	800
Estimated Time (Hours) Per Respondent	1
Total Burden Hours	800

13. Provide an estimate of the total annual cost burden to respondents or record keepers resulting from the collection of information.

The total costs are estimated by multiplying the number of responses by the amount of time required to prepare the documents and then multiplying the hour burden by the appropriate hourly cost.

There will not be a cost to respondents to fill out the MSP External Review Case Intake Form.

14. Provide estimates of annualized cost to the Federal Government. Also provide a description of the method used to estimate cost which should include quantification of hours, operational expenses (such as equipment, overhead, printing and support staff) and any other expenses that would not have been incurred without the paperwork burden.

OPM makes the following assumptions about the cost and burden associated with data collection. MSP External Review Case Intake Forms will be collected by lower- and mid-level professionals who will perform the initial review of each case. These professionals will each receive approximately five forms per day and spend approximately 15 minutes reviewing each. A supervisor will oversee the review of the forms and conduct a subsequent review for approximately ten hours per week. Each form received will finally be assessed by a nurse who will devote approximately 15 minutes reviewing each, or 25 hours per week.

Type of Personnel (Number of Professionals)	Wage per Hour*	Hours per Week per Professionals
Lower-level Professional—GS-9 (1)	\$26.00	6.25
Mid-level Professional—GS-11 (3)	\$32.00	6.25

Supervisor—GS-14 (1)	\$54.00	10
Nurse—GS-13 (1)	\$45.00	25

Total Weekly Hours: 60

Total Weekly Costs:

1 x \$26.00 x 6.25 = \$162.50
 3 x \$32.00 x 6.25 = \$600.00
 1 x \$54.00 x 10 = \$540.00
 1 x \$45.00 x 25 = \$1125.00

Total Annual Cost for Data Collection:

(\$162.50 + \$600.00 + \$540.00 + \$1125.00) * 52 weeks = \$126,230

*Source: 2017 General Schedule Locality Pay Table for the locality pay area of Washington-Baltimore-Northern Virginia. (Wage per hour is rounded up to the nearest dollar.)
<https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2017/general-schedule/>.

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I.

Not applicable.

16. For collections of information whose results will be published, outline plans for tabulation and publication.

Not applicable.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate

Not applicable.

18. Explain each exception to the certification statement identified in Item 19, “Certification for Paperwork Reduction Act Submissions,” of OMB Form 83-I.

Not applicable.