



# National Postal Mail Handlers Union

**Paul V. Hogrogian**  
*National President*

**Kevin P. Tabarus**  
*National Secretary-Treasurer*

**June Harris**  
*Vice President  
Central Region*

**John A. Gibson**  
*Vice President  
Eastern Region*

**Daniel W. St. Marie**  
*Vice President  
Northeastern Region*

**John (J.R.) Macon**  
*Vice President  
Southern Region*

**Don J. Sneesby**  
*Vice President  
Western Region*

November 22, 2024

Rob Shriver, Acting Director  
Office of Personnel Management  
1900 E. St. NW  
Washington, DC 20415

**Re: Extending Open Season for Postal Employees to December 16<sup>th</sup>**

Dear Acting Director Shriver,

I am writing on behalf of the National Postal Mail Handlers Union. We represent over 50,000 postal employees and annuitants who are participating in the new Postal Service Health Benefits Program ("PSHB").

As you know, PSHB Open Season started Monday, November 11<sup>th</sup>. From that beginning, participants have experienced numerous technical issues with its online Open Season resources. These issues have impeded the ability of participants to access the online site and to submit their registration for the upcoming year.

The most significant problem has been the inability of Postal employees to utilize Login.gov and, in particular, that Login.gov has failed in many instances to link employees' postal and OPM identities and accounts. As a result, even ignoring incomplete or inaccurate plan information, employees are unable to enroll in any PSHB plan electronically. The work-around the Postal Service has devised of calling PSHB Helpline is itself going to add uncertainty and delays to the enrollment process which negatively impacts the PSHB carriers being able to complete their work before January 1<sup>st</sup>.

These serious and persistent problems are preventing postal employees and annuitants from enrolling in PSHB plans. Indeed, OPM has announced another round of system updates to Login.gov for this coming weekend. This situation is unacceptable, and we are calling for a brief extension to Open Season to ensure that employee have sufficient time to effectuate their enrollment. OPM has extended Open Season in prior years for far less impactful issues. Where, as here, the problems are literally preventing participant enrollment, extending Open Season for PSHB participants is both necessary and warranted.



We therefore strongly urge OPM to extend Open Season for PSHB participants by one week from Monday, December 9<sup>th</sup> to Monday, December 16<sup>th</sup>.

Sincerely,

A handwritten signature in blue ink, appearing to read "Paul Hogrogian", with a long horizontal flourish extending to the right.

Paul V. Hogrogian  
President  
National Postal Mail Handler Union

Cc: Laurie Bodenheimer, Associate Director, Healthcare and Insurance  
Edward DeHarde, Deputy Associate Director, Healthcare and Insurance  
Sylvia Pulley, Deputy Associate Director, Healthcare and Insurance