

4. Status of new record keeping system.

#### Parts Closed to the Public

5. Discussion of litigation matters.
6. Discussion of personnel matters.

**CONTACT PERSON FOR MORE INFORMATION:** Thomas J. Trabucco, Director, Office of External Affairs, (202) 942-1640.

Dated: March 18, 2003.

**Elizabeth S. Woodruff,**

*Secretary to the Board, Federal Retirement Thrift Investment Board.*

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**BILLING CODE 6760-01-M**

## GENERAL SERVICES ADMINISTRATION

[GSA Bulletin FTR 2003-B1]

### eTravel Initiative

**AGENCY:** Office of Governmentwide Policy (MTT), GSA.

**ACTION:** Notice of bulletin.

**SUMMARY:** In accordance with GSA Bulletin FTR 26 issued July 25, 2002 (67 FR 48654), the attached bulletin is issued to inform agencies of FedTrip as the online booking service available governmentwide for arranging temporary duty travel. Agencies will benefit from direct cost savings and management efficiencies by adopting self-service travel capabilities. Each Executive agency will be required to adopt an online booking engine as part of their self-service travel process. Agencies are requested to immediately develop a plan(s) (e.g., budget and personnel alignment) to achieve a high level of online booking by December 2003. Such plan(s) will prepare agencies for implementation of the eTravel service, which is expected to become available by December 2003. Upon implementation of the eTravel service, agencies will be required to measure the use of self-service travel planning and reservations functions of the eTravel service for arranging temporary duty travel.

**EFFECTIVE DATE:** This bulletin is effective March 20, 2003.

**FOR FURTHER INFORMATION CONTACT:** Tim Burke, General Services Administration, Office of Governmentwide Policy (MTT), Washington, DC 20405; e-mail, [timothy.burke@gsa.gov](mailto:timothy.burke@gsa.gov); telephone (703) 872-8611.

**SUPPLEMENTARY INFORMATION:** All Executive agencies will be required to adopt an online booking service to make travel reservations for temporary duty travel. FedTrip, provided by the U.S.

Department of Transportation, is an online booking service that is available for use by Executive agencies and should be agencies' first choice for online booking. Of an online booking service is not currently deployed in an agency, officials responsible for managing the agency's travel program should take steps to implement an online booking service including coordination with their Travel Management Center (TMC) where applicable. Executive agency travel managers should contact Arnie Linares at (202) 366-0520 or e-mail [arnie.linares@ost.dot.gov](mailto:arnie.linares@ost.dot.gov) to make the necessary arrangements to obtain FedTrip. Executive agency employees should contact their agency's travel office for information on how to make travel arrangements online. Please note that this document implements a new numbering system for FTR bulletins.

Dated: March 14, 2003.

**G. Martin Wagner,**

*Associate Administrator, Office of Governmentwide Policy.*

### Attachment

March 20, 2003.

[GSA Bulletin FTR 2003-B1]

To: Heads of Executive Agencies.

Subject: eTravel Online Booking Service Availability.

1. *Purpose.* This bulletin notifies executive agencies of the availability of FedTrip as the online booking service available governmentwide, which should be agencies' first choice for making temporary duty travel arrangements, unless you have another online booking service already deployed. Each executive agency will be required to adopt an online booking service as part of its self-service travel process. Agencies are requested to develop a plan(s) (e.g., budget and personnel alignment) to achieve a high level of online booking service by December 31, 2003. Such plan(s) will prepare agencies for implementation of the eTravel service, which is part of the President's Management Agenda, and is expected to be available by December 2003.

2. *Background.* The eTravel initiative was born out of the governmentside task force known as Quick Silver that was established to address performance gaps in existing Government systems as they relate to E-Government, a key component of the President's Management Agenda. The use of an online booking service is an interim stage in the progress toward an integrated self-service travel environment.

3. *eTravel Online Booking Service Objective.* The objective of an eTravel online booking service is to provide agencies with a Web-based, online booking service that implements a self-service travel booking capability that will eventually become part of the governmentwide eTravel initiative. An online booking service will allow employees to arrange their own air, hotel, and car rental reservations. Providing an online booking

service is the initial phase of reengineering the entire travel process to realize significant cost savings to the government, to improve employees' productivity, and to provide a unified, simplified official travel process.

4. *Government Interest.* The interim use of an outline booking service is in the best interest of the Federal government because:

a. It supports the President's Management Agenda for the expanded use of electronic government;

b. It will improve internal effectiveness and efficiency;

c. It will provide employees with greater flexibility in arranging official travel;

d. FedTrip works with all global distribution systems (GDS) that are currently in use by the government's contracted travel management centers (TMCs), and should be agencies' first choice for online booking;

e. Best practices have shown that significant benefits are optimized when 60% or greater use rates per agency of an online booking service are achieved; and

f. It will produce significant savings and reduce fees paid by the Government.

5. *Agency Planning.* Under the governmentwide eTravel initiative, agencies will be required to use the governmentwide end-to-end, Web-based travel management service for travel preparations, authorizations and reservations, and payment of vouchers. Agencies should adopt FedTrip as their first-choice interim online booking service (unless another online booking service has already been deployed) until the governmentwide, Web-based end-to-end travel management service is available. Agencies are cautioned against investment in new systems that will be agency-specific and non-transferable to the eTravel service. Additionally, the following measures should be taken to implement an online booking service;

a. Agencies should evaluate their current arrangements for obtaining travel services in order to determine how best to incorporate an online booking service.

b. Each agency is requested to submit a report by December 31, 2003 to the point of contact in paragraph 6 on actions it has taken as of that date to achieve high-level usage of an online booking service for travel. This report should also describe the agency's plans to expand its usage of an online booking service for all of the agency's travel within the subsequent 12 months.

c. Agencies are also requested to provide monthly reports on the number and dollar volume of tickets issued, as well as fees paid for online self-service bookings versus full service transaction. Agencies will benefit from this data enabling them to better manage cost/savings benefits and determining appropriate rate of transfer from a high cost full-service transaction to a lower cost self-service transaction. This information is customarily available from agency TMCs and online booking engine providers. Reports should be submitted within 10 working days after the end of each month to the point of contact in paragraph 6. Agencies are strongly encouraged to use these reports to manage internal savings and monitor their adoption rate of self-service bookings.

d. Agencies should appoint and empower a manager to ensure that desired use rates for an online booking system are achieved.

6. *Point of Contact.* Tim Burke, Director, Travel Management Policy Division (MTT), Office of Governmentwide Policy, General Services Administration, Washington, DC 20405; telephone 703-872-8611; e-mail, [timothy.burke@gsa.gov](mailto:timothy.burke@gsa.gov).

7. *Expiration Date.* This bulletin expires when the new eTravel services is fully implemented within your agency.

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BILLING CODE 6820-24-M

## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### Office for Civil Rights

#### Notice of Addresses for Submission of HIPAA Health Information Privacy Complaints

**AGENCY:** Office for Civil Rights, HHS.

**ACTION:** Notification of addresses for submission of HIPAA Health Information Privacy Complaints for violations occurring on or after April 14, 2003.

**SUMMARY:** This notice sets out the addresses for filing a complaint with the Secretary of the Department of Health and Human Services, for non-compliance by a covered entity with the standards for privacy of individually identifiable health information under 45 CFR parts 160 and 164 (the Privacy Rule). The Privacy Rule implements certain provisions of the Administrative Simplification subtitle of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191. Complaints must be submitted in writing to the Office for Civil Rights at the appropriate address, as described below.

**EFFECTIVE DATE:** April 14, 2003.

**ADDRESSES:** See **SUPPLEMENTARY INFORMATION** section for the list of addresses for filing complaints.

**SUPPLEMENTARY INFORMATION:** 45 CFR section 160.306 establishes general provisions for submission of complaints against a covered entity for non-compliance with the HIPAA Privacy Rule. A person who believes a covered entity is not complying with these requirements may file a complaint with the Secretary. A covered entity is a health plan, health care clearinghouse, and any health care provider who conducts certain health care transactions electronically. Complaints to the Secretary must: (1) Be filed in writing, either on paper or electronically; (2) name the entity that is the subject of the complaint and describe the acts or omissions believed to be in violation of the applicable

requirements of part 160 or the applicable standards, requirements, and implementation specifications of subpart E of part 164; and (3) be filed within 180 days of when the complainant knew or should have known that the act or omission complained of occurred, unless this time limit is waived by the Office for Civil Rights for good cause shown. Complaints to the Secretary may be filed only with respect to alleged violations occurring on or after April 14, 2003.

The Secretary has delegated to the Office for Civil Rights (OCR) the authority to receive and investigate complaints as they may relate to the Privacy Rule. See 65 FR 82381 (Dec. 28, 2000). Individuals may file written complaints with OCR by mail, fax or e-mail at the addresses listed below. Individuals may, but are not required to, use OCR's Health Information Privacy Complaint Form. To obtain a copy of this form, or for more information about the Privacy Rule or how to file a complaint with OCR, contact any OCR office or go to [www.hhs.gov/ocr/hipaa/](http://www.hhs.gov/ocr/hipaa/). For more information on what entities are covered by HIPAA, go to [www.cms/hipaa/hipaa2/support/tools/decisionsupport/default.asp](http://www.cms/hipaa/hipaa2/support/tools/decisionsupport/default.asp).

As listed below, health information privacy complaints to the Secretary should be addressed to the OCR regional office that is responsible for matters relating to the Privacy Rule arising in the State or jurisdiction where the covered entity is located. Complaints may also be filed via email at the address noted below.

#### Where To File Complaints Concerning Health Information Privacy

For complaints involving covered entities located in Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, or Vermont:

Region I, Office for Civil Rights, U.S. Department of Health and Human Services, Government Center, J.F. Kennedy Federal Building—Room 1875, Boston, Massachusetts 02203. Voice phone (617) 565-1340. FAX (617) 565-3809. TDD (617) 565-1343.

For complaints involving covered entities located in New Jersey, New York, Puerto Rico, or Virgin Islands:

Region II, Office for Civil Rights, U.S. Department of Health and Human Services, Jacob Javits Federal Building, 26 Federal Plaza—Suite 3312, New York, New York, 10278. Voice Phone (212) 264-3313. FAX (212) 264-3039. TDD (212) 264-2355.

For complaints involving covered entities located in Delaware, District of

Columbia, Maryland, Pennsylvania, Virginia, or West Virginia:

Region III, Office for Civil Rights, U.S. Department of Health and Human Services, 150 S. Independence Mall West, Suite 372, Public Ledger Building, Philadelphia, PA 19106-9111. Main Line (215) 861-4441. Hotline (800) 368-1019. FAX (215) 861-4431. TDD (215) 861-4440.

For complaints involving covered entities located in Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, or Tennessee:

Region IV, Office for Civil Rights, U.S. Department of Health and Human Services, Atlanta Federal Center, Suite 3B70, 61 Forsyth Street, SW., Atlanta, GA 30303-8909. Voice Phone (404) 562-7886. FAX (404) 562-7881. TDD (404) 331-2867.

For complaints involving covered entities located in Illinois, Indiana, Michigan, Minnesota, Ohio, or Wisconsin:

Region V, Office for Civil Rights, U.S. Department of Health and Human Services, 233 N. Michigan Ave., Suite 240, Chicago, Ill. 60601. Voice Phone (312) 886-2359. FAX (312) 886-1807. TDD (312) 353-5693.

For complaints involving covered entities located in Arkansas, Louisiana, New Mexico, Oklahoma, or Texas:

Region VI, Office for Civil Rights, U.S. Department of Health and Human Services, 1301 Young Street, Suite 1169, Dallas, TX 75202. Voice Phone (214) 767-4056. FAX (214) 767-0432. TDD (214) 767-8940.

For complaints involving covered entities located in Iowa, Kansas, Missouri, or Nebraska:

Region VII, Office for Civil Rights, U.S. Department of Health and Human Services, 601 East 12th Street—Room 248, Kansas City, Missouri 64106. Voice Phone (816) 426-7278. FAX (816) 426-3686. TDD (816) 426-7065.

For complaints involving covered entities located in Colorado, Montana, North Dakota, South Dakota, Utah, or Wyoming:

Region VIII, Office for Civil Rights, U.S. Department of Health and Human Services, 1961 Stout Street—Room 1185 FOB, Denver, CO 80294-3538. Voice Phone (303) 844-2024. FAX (303) 844-2025. TDD (303) 844-3439.

For complaints involving covered entities located in American Samoa, Arizona, California, Guam, Hawaii, or Nevada:

Region IX, Office for Civil Rights, U.S. Department of Health and Human Services, 50 United Nations Plaza—