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## About the FEP Operations Center®

### BluePrint Newsletter Index

The FEPOC's BluePrint is a quarterly, online newsletter for Plans that provides news, information and updates from the FEPOC.

### FEP Operations Center® Organizational Chart

FEP Operations Center® Organizational Chart.

### Service At Your Fingertips Quick Reference Guide

A quick reference guide for Plans. Select service options from this guide to request assistance from the FEPOC.

### System Availability for Production and Plan Test

This page provides the link to the document containing FEPOC's system availability for Production and Plan Test.

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## CONTACTS

### Plan Service

[plan.service@fepoc.com](mailto:plan.service@fepoc.com)  
FEP Operations Center

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### FEPOC Enrollment Services

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### FEPOC Claims Services

- [FEP Claims Services](#)
- [FEP Distributed Software Manual Part 1 - Part 3](#)
- [Real Time Differences](#)
- [Request form to change NDM schedule](#)
- [FEPOC Distribution of Health Benefits, Retail Prescription and EOB Claim Forms](#)

### FEPOC Publications & Manuals

- [FEPOC FAM Volume II Index](#)
- [FEP Operations Center® \(FEPOC\) FAM II Online Manual](#)
- [FEPOC eService Reference Guide Index](#)
- [FEP Enrollment Guides, Manuals and eService Materials](#)
- [FEPOC Memorandum Index 2013](#)
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- [FEPOC Memos, Wires, Plan Notifications and System Outage Logs \(2013 and Archives\)](#)
- [MyBlue Customer eService Index](#)

### FEPOC Training & Tools

- [FEPDirect Manuals](#)
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### FEPOC Events

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### FEPOC Communications Portal

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- [Team Track Production System](#)
- [Technical Application Request Form](#)
- [2013 FEPOC Combined Schedule by date](#)
- [2013 FEPOC Combined Schedule by project](#)
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### CONTACTS

#### Plan Service

[plan.service@fepoc.com](mailto:plan.service@fepoc.com)  
[FEP Operations Center](#)

- [iService](#)
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**FEPOC Products Portal**

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