
FEHB Program Carrier Letter

All Carriers

U.S. Office of Personnel Management
Healthcare & Insurance

Letter No. 2015-06

Date: April 24, 2015

Fee-for-service [5] Experience-rated HMO [5] Community-rated HMO [5]

SUBJECT: Reporting 2015 CAHPS Results

This letter provides instructions for reporting your 2015 Consumer Assessment of Healthcare Providers and Systems (CAHPS) results and is a follow-up to *Carrier Letter 2014-20: 2015 Consumer Assessment of Healthcare Providers and Systems Program Requirements*. You should instruct your National Committee for Quality Assurance (NCQA) certified survey vendor to report CAHPS results to Office Remedies, Inc. (ORI) on your behalf for the Office of Personnel Management (OPM).

Processing Fee

Each plan reporting survey data to OPM is responsible for a pro rata share of the cost of compiling, processing and reporting the survey results. The 2015 data processing fee will range from \$708.84 - 741.06 per dataset submitted to OPM¹. Our CAHPS data collection contractor, ORI, will invoice you directly for the data processing fee and your payment will be due after receipt of invoice or by **June 19, 2015**.

Data and Crosswalk Submission

As a reminder, all plans must submit member-level data files to NCQA for calculation of survey results and generation of validated member-level data files and Survey Results Reports (SR) [PDF]. You should have completed NCQA's Healthcare Organization Questionnaire (HOQ). If you have not done this, please check with your vendor or contact NCQA's Data Collection department directly at HOQ@ncqa.org.

Also, as mentioned in Carrier Letter 2014-20, we require you to provide a Crosswalk file, along with your survey results, that maps your NCQA Submission ID(s) to your FEHB plan name and Sub-Code. The Crosswalk file must include the names of the plan(s) surveyed, the NCQA Submission ID, and the plan's unique FEHB Sub-Code.

Please use the FEHB Sub-Code IDs contained in **Attachment I** when completing your Crosswalk file. See **Attachment II** for an example of a properly completed Crosswalk file. The preliminary Crosswalk file is due to ORI two weeks after NCQA issues Submission IDs. The final Crosswalk must accompany your data submission to ORI. Please e-mail your completed Crosswalk file to: SueL@ORIResults.com.

¹ Plans will be charged for each NCQA data file submitted. Any plan that withdraws from the FEHB Program after submitting data to OPM is liable for the processing fee.

To ensure consistency and comparability of survey results, we require all plans to have the survey vendor submit the member-level data files to NCQA for calculation of survey results. NCQA will calculate survey results and create validated member-level data files and Survey Results Reports (SR) [PDF] on behalf of vendors.

Reporting Format

Please have your vendor submit your member-level data files that have been returned to them by NCQA. Your survey vendor may submit data via secure e-mail or other electronic or digital format. To comply with HIPAA's privacy rules, survey vendors should use appropriate encryption technology.

If you have any questions regarding your Crosswalk, data files, or data file submission, please contact Sue Lynd with ORI at (703) 478-0910. Please send all data files to ORI via email at SueL@ORIResults.com or by overnight mail to the address below. HIPAA requires that mailed items be traceable in case they are not received by the intended party.

ORI
Attention: Sue Lynd
171 Elden Street, Suite 160
Herndon, VA 20170

Reporting Deadlines

- **April 30, 2015:** Crosswalk file (due two weeks after NCQA issues your Submission IDs)
- **June 15, 2015:** Member-level data file (must be NCQA validated), NCQA-generated Survey Results Reports (SR) [PDF], and Crosswalk file to identify plan data submissions

Please contact Angela Calarco at CAHPS@opm.gov or by telephone at (202) 606-5139 if you have any questions.

Sincerely,

John O'Brien
Director
Healthcare & Insurance

Enclosures