
FEHB Program Carrier Letter

All HMO Carriers

U.S. Office of Personnel Management
Insurance Services Programs

Letter No. 2009 -01

Date: January 27, 2009

Fee-for-service [n/a] Experience-rated HMO [1] Community-rated HMO [1]

SUBJECT: HEDIS® Data Collection

This letter explains the Office of Personnel Management (OPM) procedures for collecting Health Effectiveness Data and Information Set (HEDIS®) measures in 2009. Once again, the National Committee for Quality Assurance (NCQA) will collect the HEDIS data for us.

You must submit HEDIS data if you are a Health Maintenance Organization (HMO) with 500 or more Federal Employees Health Benefits (FEHB) enrollees at the start of the data collection. If you already intend to report HEDIS data for your commercial product line to NCQA for non-OPM purposes, you do not need to take any additional action. (You do **not** need to report separately to NCQA on FEHB enrollees.)

Below is the subset of HEDIS 2009 measures OPM will require for our data collection efforts. We selected these measures because NCQA uses them for scoring its Managed Care Organizations (MCO) accreditation programs.

- Antidepressant Medication Management
- Appropriate Testing for Children With Pharyngitis
- Appropriate Treatment for Children With Upper Respiratory Infection
- Persistence of Beta Blocker Treatment After a Heart Attack
- Breast Cancer Screening
- Cervical Cancer Screening
- Childhood Immunization Status
- Cholesterol Management for Patients with Cardiovascular Conditions (screening rate only)
- Comprehensive Diabetes Care (eye examination rate, LDL-C screening rate, HbA1c testing rate, HbA1c poor control (>9.0%), nephropathy monitoring)
- Controlling High Blood Pressure
- Follow Up After Hospitalization for Mental Illness
- Prenatal and Postpartum Care
- Use of Appropriate Medication for People With Asthma

- Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis
- Use of Imaging Studies for Low Back Pain
- Colorectal Cancer Screening (new measure for OPM reporting)
- Use of Spirometry Testing in the Assessment and Diagnosis of COPD (new measure for OPM reporting)

Changes for 2009: OPM will collect the last two measures on this list for the first time.

In order for plans to report HEDIS, you must complete NCQA's annual Healthcare Organization Questionnaire (HOQ) on-line through NCQA's website using a password. The designated Primary HEDIS contact at your plan will receive an email notification from HOQ@ncqa.org with information on how to access the 2009 HOQ on-line. If you have not designated a Primary HEDIS contact, please contact NCQA's Data Collection Operations team at HOQ@ncqa.org. You must follow NCQA's procedures for HEDIS 2009 reporting, including the HEDIS Compliance Audit®.

If you have general questions regarding HEDIS, you can refer to the NCQA website at www.ncqa.org, or contact NCQA Customer Support at CustomerSupport@ncqa.org or 1-888-275-7585. If you have technical questions regarding a HEDIS measure or the HEDIS technical specifications, you should use the Policy Clarification Support area of NCQA's website (www.ncqa.org/pcs) to submit your questions. Questions about the data submission process should be addressed to your health plan's assigned NCQA HEDIS Data Submission Account Manager. A list of 2009 Account Managers is located at www.ncqa.org/tabid/219/Default.aspx.

The timeline for HEDIS submissions is as follows:

- **February 2, 2009:** Healthcare Organization Questionnaire is open to plans via the NCQA website.
- **February 27, 2009:** Deadline for plans to complete NCQA's on-line Healthcare Organization Questionnaire.
- **End of April 2009:** NCQA will provide health plans with access to use the Interactive Data Submission Systems (IDSS).
- **June 15, 2009:** Deadline for plans to submit HEDIS data and attestations to NCQA.

If you have questions or would like more information, please contact Dean Schleicher at dean.schleicher@opm.gov or by telephone at (202) 606-4162.

Sincerely,

Kay Ely
Associate Director
for Human Resources Products and Services