
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2012 -02

Date: January 25, 2012

Fee-for-service [2] Experience-rated HMO [2] Community-rated HMO [2]

SUBJECT: HEDIS® 2012 Data Collection for all FEHB Carriers

This letter and its attachments provide information and guidance on the Office of Personnel Management (OPM) procedures for collecting Healthcare Effectiveness Data and Information Set (HEDIS®) measures in 2012. OPM contracts with the National Committee for Quality Assurance (NCQA) to collect HEDIS data.

Each Federal Employees Health Benefits (FEHB) carrier must submit audited HEDIS data unless the plan is a Health Maintenance Organization (HMO) with 500 or fewer FEHB enrollees as of the reporting period. If your plan is an HMO and you 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.)

Once again, we are requiring carriers to submit data for each health plan, but not for each option offered by the health plan. Keep in mind HEDIS measures are not to be collected in lieu of any other healthcare quality measurements and reports.

Historical data indicates that FEHB enrollees have a significant prevalence of obesity, diabetes, chronic pain, and risk factors for cardiovascular disease. We selected this year's measures to be relevant to those conditions and to focus on prevention. In order to emphasize health plan accountability for performance, we will be comparing health plan rates to NCQA benchmarks. We will review our selection of HEDIS measures each year to choose those measures we will use to evaluate outcomes and performance under the FEHB Program.

Attachment 1 is the subset of HEDIS 2012 measures that OPM will collect from HMO and FFS plans. The attachment lists 26 measures for which data needs to be collected from HMO plans and 11 measures for which data needs to be collected from FFS plans, and then reported to OPM in 2012. NCQA will be collecting the data on OPM's behalf; therefore you must follow NCQA's data submission process.

To report HEDIS, plans must complete NCQA's annual Healthcare Organization Questionnaire (HOQ) online through NCQA's website using a password. When filling out the HOQ, please list the appropriate FEHB codes associated with your submission ID(s). The HOQ screenshot below highlights where in the HOQ you need to enter the FEHB codes.

The screenshot shows a web browser window titled "Submission Edit" with a "Special Project" tab. The form contains several sections: "Audit" with "Audit Required" set to "Yes" and "Audit Firm" as "AQuarate Health Data Management, Inc."; "Software Vendor" with "Software used to compute" as "HEDIS Certified Software Vendor" and "HEDIS Certified Software Vendor" as "Q Mark"; "OPM Submission" (highlighted with a red box) with "Is this an OPM Submission?" set to "Yes" and five empty "FEHB Code" input fields; "IDSS" with "Submitting HEDIS data via IDSS?" set to "Yes"; and "SubmissionID Rotation Request" with "SubmissionID 1" set to "6711". The bottom of the form has a table with columns: "Component", "Request", "Survey Vendor Firm", and "Survey Sample Frame Result". The browser's status bar shows "Done" and "Local intranet".

The designated Primary HEDIS contact at your plan will receive an email notification from HOQ@ncqa.org with information on how to access the 2012 HOQ on-line. If your plan has not designated a Primary HEDIS contact, please contact NCQA's Data Collection Operations team at HOQ@ncqa.org.

If you have general questions regarding HEDIS, refer to the NCQA website, 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, please use NCQA's Policy Clarification Support (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 2012 Account Managers is located at www.ncqa.org/tabid/219/Default.aspx.

Attachment 2 is the 2012 HEDIS FEHB Plan Name and Carrier Code List. Please note your plan's information to be used in preparing the HEDIS submission.

The timeline for HEDIS submissions is as follows:

- **January 9, 2012:** Healthcare Organization Questionnaire opens to plans via the NCQA website.
- **February 28, 2012:** Deadline for plans to complete NCQA's on-line Healthcare Organization Questionnaire.
- **End of April 2012:** NCQA provides health plans with access to use the Interactive Data Submission Systems (IDSS).
- **June 8, 2012:** Plan-lock must be applied to the submission to ensure HEDIS Compliance Auditors have sufficient time to review, approve and audit-lock the submission.
- **June 15, 2012:** Deadline for plans to submit HEDIS results to NCQA and e-sign attestations.

OPM will provide NCQA with a list of the current official plan contacts for the FEHB Program so these individuals may receive HEDIS submission information from NCQA. If the plan's designated HEDIS contact is a different person from the official plan contact for the FEHB Program, please be sure the two officials coordinate HEDIS efforts.

We continue to be pleased with the results showing that plans are working closely with their providers to address the needs of patients through aggressive chronic care management.

If you have any questions or would like more information, please contact Mary Hartman at mary.hartman@opm.gov or by telephone at (202) 606-2732.

Sincerely,

John O'Brien, Director
Healthcare and Insurance