
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2014-28

Date: December 3, 2014

Fee-for-Service [24]

Experience-rated HMO [24]

Community-rated [26]

SUBJECT: Additional Information on the Performance Areas for the Federal Employees Health Benefits (FEHB) Plan Performance Assessment

Background

In [Carrier Letter 2014-19 Initial Guidance on FEHB Plan Performance Assessment](#), we provided information on the framework and timeline for the FEHB Plan Performance Assessment along with proposed measures for Clinical Quality, Customer Service, and Resource Use. We also solicited comments and questions from carriers. We appreciate the comments and questions received from carriers since the letter was released.

This carrier letter provides the full set of domains and components for the four proposed performance areas, including updates to the previously published measures and details of the Contract Oversight performance area, for 2016. Carrier performance will be assessed on these four performance areas: Clinical Quality, Customer Service, Resource Use, and Contract Oversight.

Performance Areas

Carrier Letter 2014-19 provided domains and measures for the Clinical Quality, Customer Service, and Resource Use performance areas. Based on carrier feedback we revised the measure sets as follows:

- Addition of CAHPS Customer Service composite
- Addition of HEDIS Follow-up After Hospitalization after Mental Illness - 30-day Rate
- Rate(s) used for Performance Assessment are listed (for measures that report more than one rate).

Please note the entire measure must be reported.

The table below provides a snapshot of the performance area domain framework.

| Performance Area | Domains |
|--------------------|---------------------------------------|
| Clinical Quality | Preventive Care |
| | Chronic Disease Management |
| | Medication Use |
| | Behavioral Health |
| Customer Service | Communication |
| | Access |
| | Claims |
| | Member Experience/ Engagement |
| Resource Use | Utilization Management |
| Contract Oversight | Contract Performance |
| | Responsiveness to OPM |
| | Contract Compliance |
| | Technology Management & Data Security |

The revised measure sets for 2016 are published in their entirety in Attachment I. Please note that Plan Performance Assessment does not take effect until 2016; HEDIS and CAHPS requirements for 2015 are outlined in Carrier Letters 2014-24 and 2014-20 respectively.

The Contract Oversight performance area is described in Attachment II. Contracting Officers will evaluate health plan performance for 2016 on the following four domains:

- Contract Performance
- Responsiveness to OPM
- Contract Compliance
- Technology Management and Data Security

Components and examples of information to be used in the evaluation are included in the Contract Oversight table. Please note the examples are illustrative and are not intended as an exhaustive list.

Scoring and Weighting

We are engaging independent experts to further develop our methodology for scoring and weighting and will provide additional information in a subsequent carrier letter.

Conclusion

Please send your comments and questions to fehbp@opm.gov. We will schedule a teleconference to discuss the four performance areas included in this letter. We may hold additional all-carrier teleconferences, and will provide information on these events once available.

We appreciate and look forward to your feedback.

Sincerely

John O'Brien
Director
Healthcare and Insurance