



**Attachment 3:**

**Healthcare Effectiveness Data and Information Set (HEDIS)**

**Quality Improvement Corrective Action Plan (CAP)**

This Corrective Action Plan (CAP) template serves to guide Federal Employee Health Benefit (FEHB) plans in the process of improving accountability, as measured by Healthcare Effectiveness Data and Information Set (HEDIS) metric performance.

For HEDIS 2013, the Office of Personnel Management (OPM) required FEHB plans to report HEDIS data on at least the following five metrics:

1. Breast Cancer Screening - BCS
2. Comprehensive Diabetes Care: Hemoglobin A1c Testing - CDC
3. Comprehensive Diabetes Care: LDL-C Screening - CDC
4. Cholesterol Management for Patients with Cardiovascular Conditions: LDL-C Screening - CMC
5. Follow-up After Hospitalization for Mental Illness: 7 Day Follow-up after Discharge - FUH

FEHB plans that reported HEDIS 2013 metric scores below the relevant national commercial 25<sup>th</sup> percentile benchmark in one or more metrics must submit a CAP for each metric that does not meet the threshold.

CAPs for all metrics are due **November 29, 2013** to your Contract Specialist.

The outline below provides directions regarding CAP requirements.

**I. HEDIS 2013 RESULTS**

FEHB Carrier: Enter your HEDIS 2013 metric results that are below the relevant national commercial 25<sup>th</sup> percentile benchmark in the following tables, according to your National Committee for Quality Assurance (NCQA) Quality Compass projection. You may need to add additional rows to include all eligible FEHB health plans.

The Office of Personnel Management

HEDIS 2013 Data Scoring for Commercial HMOs			BCS - Breast Cancer Screening	CDC - Diabetes HbA1C Testing-	CDC - Diabetes LDL-C Screening	CMC – Cardio. Patients LDL-C Screening	FUH - Follow-up After Hospitalization for Mental Illness - 7 Day
FEHB Carrier Code	FEHB Plan Name	2013 FEHB Est. Headcount	HEDIS 2013 %	HEDIS 2013 %	HEDIS 2013 %	HEDIS 2013 %	HEDIS 2013 %
<b>25<sup>th</sup> Percentile for Commercial HMOs</b>			<b>0.66</b>	<b>0.88</b>	<b>0.84</b>	<b>0.86</b>	<b>0.46</b>
<b>10<sup>th</sup> Percentile for Commercial HMOs</b>			<b>0.62</b>	<b>0.86</b>	<b>0.80</b>	<b>0.82</b>	<b>0.38</b>

HEDIS 2013 Data Scoring for Commercial PPOs			BCS - Breast Cancer Screening	CDC - Diabetes HbA1C Testing-	CDC - Diabetes LDL-C Screening	CMC – Cardio. Patients LDL-C Screening	FUH - Follow-up After Hospitalization for Mental Illness - 7 Day
FEHB Carrier Code	FEHB Plan Name	2013 FEHB Est. Headcount	HEDIS 2013 %	HEDIS 2013 %	HEDIS 2013 %	HEDIS 2013 %	HEDIS 2013 %
<b>25<sup>th</sup> Percentile for Commercial PPOs</b>			<b>0.64</b>	<b>0.85</b>	<b>0.79</b>	<b>0.81</b>	<b>0.46</b>
<b>10<sup>th</sup> Percentile for Commercial PPOs</b>			<b>0.62</b>	<b>0.82</b>	<b>0.75</b>	<b>0.75</b>	<b>0.37</b>

## II. PLAN ANALYSIS

FEHB Carrier: For each metric score below the 25<sup>th</sup> percentile, provide:

1. Analysis → Strengths and weaknesses of current quality practices.
2. Barriers → Identify potential barriers to metric improvement.
3. Outreach → Estimate the number of health plan members that need to be engaged to increase the score to at least the 25<sup>th</sup> percentile.

## III. ACTION STEPS

FEHB Carrier: For each metric score below the 25<sup>th</sup> percentile, provide:

1. Action Outline → List in-depth steps in your Corrective Action Plan to raise the score(s) to at least the minimum threshold. If submitting a CAP for a metric(s) score that fell below the 25<sup>th</sup> percentile for HEDIS 2012 *and* HEDIS 2013, please highlight what will be done additionally or alternatively to improve performance to the minimum threshold.
2. Classification → OPM strongly encourages Carriers with performance below the National Commercial HMO or PPO relevant 10<sup>th</sup> percentile benchmark<sup>1</sup> to develop *novel*<sup>2</sup> actions, rather than *reinforcement*<sup>3</sup> actions, to increase quality performance. Classify action steps as ‘Provider Incentive,’ ‘Patient Incentive,’ and/or ‘Reinforcement.’
3. Action Timeline → Identify the start date, and if applicable, end date of each action step.
4. Progress Projection → Identify the projected metric improvement results including a timeline of when improvement can be expected.

IV. POINT OF CONTACT → Identify a Point of Contact for your CAP.

## V. NOTEWORTHY PERFORMANCE (*Optional*)

FEHB Carrier: List three or fewer additional metrics in which your plans exhibit quality performance. Report your score(s) in addition to the 25<sup>th</sup>, 50<sup>th</sup>, and 75<sup>th</sup> national commercial relevant benchmark(s). These metrics will not be scored in 2012, but may influence metrics selected for future collection and scoring.

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<sup>1</sup> 10<sup>th</sup> Percentile Benchmarks are listed in the relevant HMO and PPO charts on page 2.

<sup>2</sup> Introduction of a new practice.

<sup>3</sup> Modification of an existing practice.

