
Letter Number 2021-19

Date: December 14, 2021

Fee-for-service [16]

Experience-rated HMO [16]

Community-rated HMO [17]

Subject: 2022 Plan Performance Assessment Procedure Manual

The purpose of this Carrier Letter is to transmit the attachments described below to all Carriers in the Federal Employees Health Benefits (FEHB) Program:

Attachment 1: 2022 Plan Performance Assessment Procedure Manual

The Plan Performance Assessment Procedure Manual is an annually published document that provides specific guidance for FEHB Carriers for the 2022 plan year on the following topics:

- Reporting Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) results to the National Committee for Quality Assurance (NCQA).
- Affirming the Clinical Quality, Customer Service and Resource Use (QCR) Measure Set. In 2022, the Plan All Cause Readmissions (PCR) measure will move from the Farm Team back to the QCR measure set.
- Including the 2022 Farm Team Measure Set. The new Farm Team measure for 2022 includes: Appropriate Treatment for Use of Antibiotics in Upper Respiratory Infections (URI).

- Affirming procedures for Contract Oversight input and scoring. This section reinforces that significant performance issues may be scored in one or multiple Oversight domains according to the Contracting Officer's assessment of severity and impact.
- Affirming the Plan Performance Assessment (PPA) Timeline and QCR Scoring and Calculations Procedures, including Data Correction Procedures.
- Including procedures for new Carriers to the FEHB, and how they will be scored in years one, two and three. New Carriers will not receive a QCR score their first year in the program. The first year in the program, the Overall Performance Score will be based on the Contract Oversight score as determined by the Contracting Officer. New carriers should refer to section 4.
- Outlining the move to the All Lines of Business (ALOB) benchmark for the 2022 scoring cycle. Using the ALOB benchmarks means that FEHB Carriers will be compared to the same standard for each measure.
- Listing reporting expectations for existing FEHB Carriers with new enrollment codes or health plan options.
- Outlining the data preview process. For 2022, Carriers must actively respond during the QCR Data Preview Period. Carriers can concur with their score or provide feedback to address factual errors, omissions or miscalculations during this timeframe.
- Reinforcing the requirement for Corrective Action Plans.

Attachment 2: 2022 Planned HEDIS and CAHPS Reporting

FEHB Carriers will notify OPM of planned HEDIS and CAHPS reporting for 2022 by filling out Attachment 2. This important information is critical to our planning efforts for the scoring cycle.

Attachment 3: 2022 CAHPS Code List

For 2022, please refer to this attached CAHPS Code List to develop Carrier Crosswalks. While this list is titled 2022, it is based on 2021 CAHPS Codes and will need to be updated to include new codes and omit retired codes.

Attachment 4: 2022 CAHPS Sample Crosswalk

This attachment includes a CAHPS crosswalk sample for FEHB Carriers submitting CAHPS data. The crosswalk maps National Committee for Quality Assurance (NCQA) Submission ID(s) to the FEHB Plan name and CAHPS Code.

Attachment 5: 2022 Corrective Action Plan Template

This attachment includes Corrective Action Plan (CAP) Template. FEHB Carriers must submit a CAP for each QCR measure below the 25th percentile.

Attachment 6: 2022 Corrective Action Plan Follow-up Report

This attachment includes the CAP Follow-up Report Template. FEHB Carriers must complete a follow-up report for each CAP following the 2022 QCR Scoring process.

Thank you for your commitment to the FEHB Program. If you have any questions, please contact your Health Insurance Specialist.

Sincerely,

Laurie E. Bodenheimer

Associate Director

Healthcare and Insurance

Attachment 1: 2022 Plan Performance Assessment Procedure Manual

Attachment 2: 2022 Planned HEDIS and CAHPS Reporting

Attachment 3: 2022 CAHPS Code List

Attachment 4: 2022 CAHPS Sample Crosswalk

Attachment 5: 2022 Corrective Action Plan Template

Attachment 6: 2022 Corrective Action Plan Follow-up Report