
FEHB Program Carrier Letter
All FEHB and PSHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

FEHB ☒ PSHB ☒

Letter Number 2024-23

Date: December 30, 2024

Fee-for-service [19]

Experience-rated HMO [20]

Community-rated HMO [20]

Subject: 2025 Plan Performance Assessment
Procedure Manual

Updated February 27, 2025

The information in this Carrier Letter supersedes prior guidance.

This Carrier Letter transmits the attachments described below to Federal Employees Health Benefits (FEHB) and Postal Service Health Benefits (PSHB) Carriers.

Attachment 1: 2025 Plan Performance Assessment
Procedure Manual

The Plan Performance Assessment Procedure Manual is published annually. This year's manual provides specific guidance for Carriers for the 2025 plan year on the following topics:

- Procedures for Carriers offering a PSHB plan in year 2025.
 - For 2024 FEHB Carriers that offer a PSHB Plan in 2025 with equivalent benefits and cost sharing to their 2025 FEHB Plan (except as needed to integrate Part D coverage), OPM will not consider PSHB Plans first offered in 2025 to be new contracts for the purpose of Plan Performance Assessment.
 - The 2025 PSHB Plans will be subject to PPA Transition Guidance. For information on transition guidance related to PSHB plans,

see [Carrier Letter 2024-19 Postal Service Health Benefits \(PSHB\) Program Plan Performance Assessment \(PPA\) Transition Guidance](#).

- Any PSHB Carrier exceptions to this guidance will be addressed in writing by the PSHB Contracting Officer.
- 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).
- The HEDIS and CAHPS reporting product filing type submitted to OPM should align with what is submitted to NCQA.
- Failure to follow the OPM's HEDIS reporting policy risks some or all measure results being invalidated.
- Reinforcing the requirement for CAHPS reporting guidelines. Carriers not submitting commercial samples to NCQA **must** submit a separate CAHPS sample for any FEHB health plan option in a state in which that health plan option has more than 5,000 FEHB contract holders. Enrollees in FEHB health plan options that have fewer than 5,000 FEHB contract holders per state may be included in a health plan option specific CAHPS sample.
- Affirming the Clinical Quality, Customer Service and Resource Use (QCR) Measure Set. In 2025 the following measures will move from the Farm Team to the QCR measure set:
 - Avoidance of Antibiotic Treatment for Acute Bronchitis / Bronchiolitis (AAB):Total
 - Adult Immunization Status (AIS-E)— Influenza: 19-65 years
- NCQA has updated the Hemoglobin A1c (HbA1c) Control for Patients With Diabetes (HBD)— Glycemic Status <8.0% measure title to Glycemic Status Assessment for Patients With Diabetes (GSD)— Glycemic Status <8.0%. OPM will continue to score GSD Glycemic

Status <8.0% with equivalent measure priority and weight as HBD of 1 and 2.50 respectively.

- Changes to the 2025 Farm Team Measure Set. The new Farm Team measures for 2025 includes:
 - Avoidance of Antibiotic Treatment for Acute Bronchitis / Bronchiolitis (AAB):18-64 Years
 - Adult Immunization Status —Td/Tdap (AIS-E (Td)): 19-65 Years
 - Adult Immunization Status—Zoster (AIS-E (Z)): 50-65 Years
 - Prenatal and Postpartum Care (PPC)—Postpartum Care

Appropriate Treatment for Upper Respiratory Infection (URI)— Total will no longer be on the Farm Team.

- NCQA announced the retirement of Administrative and Hybrid reporting methods for Colorectal Cancer Screening (COL). Only the ECDS reporting method will be used for Measurement Year 2024 (2025 scoring cycle). OPM will continue to score 51–75 Years. The measure weight and priority level will remain the same at a priority level of 2 and a weight of 1.25. Carriers are to follow NCQA’s reporting guidance and timelines for transitioning measures exclusively to the ECDS reporting method. Please refer to Section 5 of the Procedure Manual.
- Reminder that over the next several years, NCQA plans to retire the Administrative and Hybrid reporting methods for several measures. Therefore, only the ECDS reporting method will be used for these HEDIS Measures. A list of measures transitioning to ECDS can be seen on [NCQA’s website](#).
- 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 FEHB Carriers 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.
- Listing reporting expectations for existing FEHB Carriers with new enrollment codes or health plan options.
- Outlining the data preview process. For 2025, 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. If Carriers do not respond during this ten-day period, the lack of response may be considered when calculating the Contract Oversight Score.
- Affirming the process for Performance Adjustment and Service Charge in the event of contract termination. If a Carrier terminates a contract for 2025, the Carrier will have an opportunity to review their QCR Preview Reports during the QCR Data Preview Period. Carriers terminating a contract for 2025 will not receive an Overall Performance Score (OPS) final report. Contracts for Community Rated Plans that are terminated will not receive a Performance Adjustment in 2025 and contracts for Experienced Rated Plans that are terminated will not receive a Service Charge in 2025.
- Affirming the process for Carrier's switching rating methodology. If a carrier switches their rating methodology from an experience rated to community rated, or from community rated to experience rated, and the change is approved by the Contracting Officer, the 2025 Plan Performance Assessment calculations are done based on data reported

under the 2025 Scoring Cycle rating methodology. The Contract Oversight score will be determined by the Contracting Officer with oversight of the plan in 2025 calendar year.

- Reinforcing the Requirement for Corrective Action Plans.

Attachment 2: 2025 Planned HEDIS and CAHPS Reporting Guidance

FEHB Carriers will notify OPM of planned HEDIS and CAHPS reporting for 2025 via Benefits Plus. Attachment 2 is a user guide to the Benefits Plus process.

Attachment 3: 2025 CAHPS Sample Crosswalk

This attachment includes a CAHPS crosswalk sample along with CAHPS code in Benefits Plus instructions 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. This important information is critical to our planning efforts for the scoring cycle.

Attachment 4: 2025 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 5: 2025 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 2025 QCR Scoring process.

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

Sincerely,

Laurie E. Bodenheimer
Associate Director
Healthcare and Insurance

Attachment 1: 2025 Plan Performance Assessment Procedure Manual

Attachment 2: 2025 Planned HEDIS and CAHPS Reporting

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Attachment 4: 2025 Corrective Action Plan Template

Attachment 5: 2025 Corrective Action Plan Follow-up Report