
FEHB Program Carrier Letter

All Carriers

U.S. Office of Personnel Management
Insurance Services Program

Letter No. 2003-21

Date: May 13, 2003

Fee-for-service [20] Experience-rated HMO [20] Community-rated HMO [19]

SUBJECT: CAHPS Survey Data & Crosswalk Reminder

This is to remind you of the reporting deadlines for your 2003 Consumers Health Plan Survey (CAHPS) results and Crosswalk. The deadline for your final Crosswalk is Friday, May 16, and the deadline for your final survey results is June 17.

As mentioned in Carrier Letter, 2002-39, dated December 13, 2002, the Crosswalk will allow us to match your National Committee for Quality Assurance (NCQA) Sub-ID to your unique Federal Employees Health Benefits (FEHB) Sub-Code. Also, the Crosswalk will identify plans that are sharing survey data. Please check with NCQA if you have not received your NCQA Sub-ID. The Crosswalk must include your plan's FEHB SubCode(s), FEHB name, NCQA name, member level file name, summary level file name, and NCQA Sub-ID (see Attachment A for an example of what your completed Crosswalk should look like). Attachment B is an updated list of FEHB Codes and Plan names.

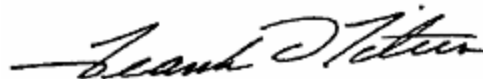
We prefer to receive Crosswalks and your final survey results directly from your CAHPS vendor. Your vendor may submit the Crosswalk via e-mail, fax, or mail. Your vendor may include Crosswalks for multiple plans on a form. Please send all Crosswalks to ORI via e-mail at oridata@aol.com, FAX: 703 478-0936, or by overnight mail to: ORI, Attention: Sue Lynd, 171 Elden Street, Suite 160, Herndon, VA 20170

Please send your final CAHPS data to ORI at the above address. Be sure to include a copy of your Crosswalk with your final submission. If you have questions regarding the Crosswalk, you may contact:

Sue Lynd - Office Remedies, Inc. (ORI)	(703) 478-0910	oridata@aol.com
Paul Kallaur - Center for the Study of Services	(202) 454-3030	pkallaur@cssresearch.org
Nina Smith - Center for the Study of Services	(202) 454-3042	nsmith@cssresearch.org

Please call Ralph Pierce or Tanya Morrow at (202) 606-0745, if you have any additional questions.

Sincerely,



Frank D. Titus
Assistant Director
for Insurance Services

Attachments