
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2016-02

Date: February 16, 2016

Fee-for-Service [2] Experience-rated HMO [2] Community-rated [2]

SUBJECT: 2018 Clinical Quality, Customer Service, and Resource Use Measures for the Federal Employees Health Benefits (FEHB) Plan Performance Assessment

The purpose of this Carrier Letter is to provide the FEHB Plan Performance Assessment Clinical Quality, Customer Service, and Resource Use (QCR) measures to be scored for 2018 evaluation. The measures are indicated in Attachment I.

We have made two changes to the 2017 QCR measure set as indicated below.

1. Under the Chronic Disease Management domain, we have added “Asthma Medication Ratio.” We have been collecting the results of this measure since 2013 and we believe the measure is now appropriate for the Performance Assessment. We will assign an initial priority level of 2 and re-evaluate the priority level after two years of measure scoring.
2. We have removed the “Advising Smokers to Quit” measure as many of our carriers are unable to report on this measure.

All other QCR measures, priority levels, and weights remain the same.

If you have questions on this Carrier Letter or other aspects of the Performance Assessment process, please consult Carrier Letter 2015-10 or contact FEHBPerformance@opm.gov and copy your Contract Specialist.

Sincerely,

John O’Brien
Director
Healthcare and Insurance

Attachment I: QCR Measures and Priority Levels to Be Scored for 2018 Evaluation

Performance Area	Domain	Measure	Priority Level	Measure Weight
Clinical Quality	Preventive Care	Breast Cancer Screening	2	1.25
		Timeliness of Prenatal Care	1	2.50
		Well Child Visits in the First 15 Months of Life	2	1.25
		Flu Vaccinations for Adults Ages 18-64	2	1.25
	Chronic Disease Management	Controlling Blood Pressure	1	2.50
		Comprehensive Diabetes Care – HbA1c control	2	1.25
		Asthma Medication Ratio	2	1.25
	Medication Use	Medication Management for People with Asthma	2	1.25
		Avoiding Antibiotics in Adults with Acute Bronchitis	2	1.25
	Behavioral Health	Follow-up After Hospitalization for Mental Illness	2	1.25
Customer Service	Communication	Plan Information on Costs	3	1.00
	Access	Getting Needed Care	3	1.00
		Getting Care Quickly	3	1.00
	Claims	Claims Processing	3	1.00
	Member Experience/Engagement	Overall Health Plan Rating	3	1.00
		Coordination of Care	3	1.00
		Overall Personal Doctor Rating	3	1.00
Customer Service		3	1.00	
Resource Use	Utilization Management	Plan All Cause Readmissions	1	2.50
		Use of Imaging Studies for Low Back Pain	2	1.25