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

This document provides specific guidance for FEHB carriers for the 2017 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 deletions and announcing additions to the Clinical Quality, Customer Service and Resource Use (QCR) Measure Set;
• Clarification of reporting timelines for selected measures;
• Reinforcing the requirement for Corrective Action Plans for below average performance on high priority measures;
• Affirming QCR calculations and scoring policies including the implementation of the Improvement Increment;
• Refining terms utilized under the Plan Performance Assessment;
• Announcing the deletion of “most improved” and “exemplary” for public reporting of carrier performance data.

Attachment 2: Quality Improvement Corrective Action Plan Template for 2016
For 2016, carriers must submit a Corrective Action Plan (CAP) using the attached template for each FEHB Plan Performance Assessment high priority measure below the 25th Quality Compass percentile. Within the CAP, please specify a 90-day implementation plan to improve the care associated with performance on the identified measure.

Attachment 3: 2017 CAHPS Carrier Subcode List
For 2017, please refer to this attached CAHPS Carrier Subcode List to develop Carrier Crosswalks.

Sincerely,

Alan P. Spielman
Director
Healthcare and Insurance