
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2016-14

Date: November 21, 2016

(This is an update to Carrier Letter 2016-14 that was originally issued on November 21, 2016. This update is being issued on January 27, 2017. This updated version supersedes the original issue.)

Fee-for-Service Experience-rated HMO Community-rated

SUBJECT: 2017 Plan Performance Assessment Carrier Manual and Corrective Action Plan Template for 2016

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

Attachment 1: 2017 Plan Performance Assessment Carrier Manual

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

Attachment 1: 2017 Plan Performance Assessment Carrier Manual

Attachment 2: 2016 Corrective Action Plan Template

Attachment 3: CAHPS Carrier Subcode List