
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2018-07

Date: June 14, 2018

Fee-for-Service [5] Experience-rated HMO [5] Community-rated [6]

Subject: 2020 Clinical Quality, Customer Service, and Resource Use Measures

This Carrier Letter announces changes to the Clinical Quality, Customer Service, and Resource Use (QCR) measures and priority weights that will be scored under the 2020 Plan Performance Assessment. The full 2020 QCR measure set is shown in Attachment 1.

OPM collected feedback from FEHB Carriers regarding selected HEDIS¹ measures through the 2018 Automated Data Collection (ADC). OPM also solicited Carrier feedback in response to a white paper highlighting fluctuating response rates on several CAHPS² measures. Carrier preferences were combined with information from the measure stewards and analysis by OPM staff. Resulting changes to the QCR Measure Set are detailed below:

Changes to Measure Weights and Priorities

1) Measure: Comprehensive Diabetes Care (Hb A1c <8%)

Initial Scoring: 2017 QCR Measure Set at priority 2; measure weight of 1.25

Change: This measure will be scored in the 2020 QCR Measure Set at a high priority with a measure weight of 2.50.

2) Measure: Use of Imaging for Low Back Pain (LBP)

Initial Scoring: 2016 QCR Measure Set at priority 2; measure weight of 1.25

Change: This measure will be scored in the 2020 QCR Measure Set at a high priority with a measure weight of 2.50.

OPM increased the weight on these two measures based on their relevance to high quality affordable healthcare, prevalence of the disease or condition in the FEHB population, and Carrier feedback.

Measure Added to QCR Scoring

3) Measure: Colorectal Cancer Screening (COL)

Initial Collection: 2018 Measures Farm Team

Change: This measure will be scored in the 2020 QCR Measure Set as a priority 2 with a measure weight of 1.25.

Measures Moved to Measures Farm Team

4) Measure: Plan All-Cause Readmissions (PCR)

Initial Scoring: 2016 QCR Measure Set as priority 1; measure weight of 2.50

Change: This measure will be moved to the Measures Farm Team beginning with the 2020 QCR Measure Set.

¹ Healthcare Effectiveness Data and Information Set

² Consumer Assessment of Healthcare Providers and Systems

The National Committee for Quality Assurance (NCQA) has signaled its intent to revise the existing the PCR measure for HEDIS 2020. OPM will return this measure to the Farm Team in order to provide Carriers with adequate time to incorporate the updated methodology.

5) Measure: Customer Service (CS)

Initial Scoring: 2016 QCR Measure Set as priority 3; measure weight 1.00.

Change: This measure will be moved to the Measures Farm Team beginning with the 2020 QCR Measure Set.

Assessing the customer service performance area remains vitally important to OPM. Attachment 1 contains the complete list of QCR Measures being scored in 2020 and seven measures remain in the customer service performance area. However, the CS measure as written cannot be reported by a substantial number of FEHB Carriers and may no longer be a sufficiently accurate reflection of enrollee experience across the FEHB program. FEHB Carriers provided input on alternative methods of evaluating customer experience in response to OPM's January 2018 white paper. Highlights included:

- Carriers were fully supportive of a revised CAHPS survey and generally opposed online ratings of health plans.
- Carriers were divided on whether an increased sample size would resolve insufficient response rates. Many carriers reported their experience that the added expense of additional surveys did not generate a meaningful increase in response rates.
- Several Carriers expressed interest in understanding how the Net Promoter Score might be utilized on its own or as a CAHPS supplemental question.
- Carriers were divided on the utility, value, fairness, and return on investment of adding a Medicare CAHPS survey option.

OPM has agreed to participate in a working group on CAHPS revisions convened by the Agency for Healthcare Research and Quality and NCQA, and will share Carrier recommendations with this group. At this time, OPM will not separately pursue a CAHPS survey for FEHB annuitants with Medicare or revisions to the FEHB CAHPS sample size requirements. OPM will continue to explore additional opportunities to gather FEHB enrollee feedback through supplemental CAHPS questions or new instruments.

For questions about this carrier letter or other aspects of the Plan Performance Assessment, please write to FEHBPerformance@opm.gov and copy your Health Insurance Specialist (Contracts).

Sincerely,

Alan P. Spielman
Director
Healthcare and Insurance

Attachment 1: 2020 QCR Measure Set