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# FEHB Program Carrier Letter

## All HMO Carriers

U.S. Office of Personnel Management  
Health Insurance

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**Letter No. 2010 -21(a)**

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Fee-for-service [n/a ]    Experience-rated HMO [17 ]    Community-rated HMO [ 17 ]

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### **SUBJECT: HEDIS® Data Collection**

This letter explains the Office of Personnel Management (OPM) procedures for collecting Health Effectiveness Data and Information Set (HEDIS®) measures in 2011. Once again, the National Committee for Quality Assurance (NCQA) will collect the HEDIS data for us.

You must submit HEDIS data if you are a Health Maintenance Organization (HMO) with 500 or more Federal Employees Health Benefits (FEHB) enrollees as of the reporting period. If you already intend to report HEDIS data for your commercial product line to NCQA for non-OPM purposes, you do not need to take any additional action. (You do **not** need to report separately to NCQA on FEHB enrollees.)

Below is the subset of HEDIS 2011 measures OPM will require for our data collection efforts. We selected these measures because NCQA uses them for scoring its Health Plan Accreditation Program.

- Antidepressant Medication Management (Effectiveness Acute Phase Treatment, Effective Continuation Phase Treatment)
  - Appropriate Testing for Children With Pharyngitis
  - Appropriate Treatment for Children With Upper Respiratory Infection
  - Avoidance of Antibiotic Treatments in Adults With Acute Bronchitis
  - Breast Cancer Screening
  - Cervical Cancer Screening
  - Childhood Immunization Status
  - Chlamydia Screening in Women - New measure for OPM reporting
  - Cholesterol Management for Patients with Cardiovascular Conditions (LDL-C screening only)
  - Colorectal Cancer Screening
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- Comprehensive Diabetes Care (Eye exam performed, HbA1c testing, LDL-C screening, HbA1c poor control (>9.0%), Medical attention for nephropathy)
- Controlling High Blood Pressure
- Follow Up After Hospitalization for Mental Illness (Follow-up within 7 days of discharge)
- Follow-Up for Children Prescribed ADHD Medication
- Persistence of Beta-Blocker Treatment After a Heart Attack
- Prenatal and Postpartum Care (Timeliness of Prenatal Care and Postpartum Care)
- Use of Appropriate Medication for People With Asthma
- Use of Imaging Studies for Low Back Pain
- Use of Spirometry Testing in the Assessment and Diagnosis of COPD

In order for plans to report HEDIS, you must complete NCQA's annual Healthcare Organization Questionnaire (HOQ) on-line through NCQA's web site using a password. The designated Primary HEDIS contact at your plan will receive an email notification from [HOQ@ncqa.org](mailto:HOQ@ncqa.org) with information on how to access the 2011 HOQ on-line. If you have not designated a Primary HEDIS contact, please contact NCQA's Data Collection Operations team at [HOQ@ncqa.org](mailto:HOQ@ncqa.org). You must follow NCQA's procedures for HEDIS 2011 reporting, including the HEDIS Compliance Audit™.

If you have general questions regarding HEDIS, you can refer to the NCQA website, [www.ncqa.org](http://www.ncqa.org), or contact NCQA Customer Support at: [CustomerSupport@ncqa.org](mailto:CustomerSupport@ncqa.org) or 1-888-275-7585. If you have technical questions regarding a HEDIS measure or the HEDIS technical specifications, you should use the Policy Clarification Support area of NCQA's website ([www.ncqa.org/pcs](http://www.ncqa.org/pcs)) to submit your questions. Questions about the data submission process should be addressed to your health plan's assigned NCQA HEDIS Data Submission Account Manager. A list of 2011 Account Managers is located at: [www.ncqa.org/tabid/219/Default.aspx](http://www.ncqa.org/tabid/219/Default.aspx).

The timeline for HEDIS submissions is as follows:

- **January 10, 2011:** Healthcare Organization Questionnaire is open to plans via the NCQA website.
- **February 28, 2011:** Deadline for plans to complete NCQA's on-line Healthcare Organization Questionnaire.
- **End of April 2011:** NCQA will provide health plans with access to use the Interactive Data Submission Systems (IDSS).
- **June 15, 2011:** Deadline for plans to submit HEDIS data and attestations to NCQA.

If you have any questions or would like more information, please contact Angela Calarco at [angela.calarco@opm.gov](mailto:angela.calarco@opm.gov) or by telephone at (202) 606-5139.

Sincerely,

John O'Brien, Director  
Healthcare and Insurance