
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2019-09

Date: September 6, 2019

Fee-for-Service [6]

Experience-rated HMO [6]

Community-rated [9]

Subject: Consumer Assessments of Healthcare Providers and Systems (CAHPS) Surveys Oversampling

Dear Carrier,

OPM's goal is to have enough CAHPS survey data reported so that FEHB Carrier contracts have performance indicators displayed on the OPM website for both quality and customer service measures. Performance data is valuable to FEHB enrollees, Agency Benefit Officers and others. Therefore, OPM is providing additional guidance to FEHB Carriers.

Oversampling Strategies

Volume 3 of the National Committee for Quality Assurance (NCQA) HEDIS Specifications for Survey Measures contains recommendations for oversampling of CAHPS surveys in Appendix 7: *General Recommendations for Oversampling for Survey Measures*. As stated in that appendix, "using the required adult commercial sample size of 1,100 does not guarantee that a health plan will achieve 411 completed surveys or a denominator of 100 for each survey result." The instructions in the appendix proceed to outline options available for Carriers to design an oversampling strategy in order to allow them to generate sufficient responses.

OPM is directing FEHB Carriers that have received a code of NA due to a small denominator on any of the CAHPS measures utilized in the Plan Performance Assessment to examine the trend of their response rates. FEHB Carriers with sufficient enrollment in the commercial book of business that contains their FEHB covered lives are directed to design and utilize an oversampling strategy in consultation with their CAHPS vendor to lessen the possibility of receiving an NA. A copy of their oversampling strategy should be shared with their OPM Health Insurance Specialist.

Displaying NA's fails to address OPM's commitment to FEHB enrollees to differentiate Carriers' performance through the data displayed on the OPM website. Carriers should make every effort to address repeated NAs on any specific CAHPS measure while OPM investigates further how to address deficiencies that are not resolved year over year.

Please direct comments or questions to the FEHBPerformance@opm.gov mailbox with a copy to your Health Insurance Specialist. Thank you for your cooperation.

Sincerely,

Laurie Bodenheimer
Acting Director
Healthcare and Insurance