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**Letter Number 2022-13**

**Date: July 21, 2022**

Fee-for-service [11]

Experience-rated HMO [11]

Community-rated HMO [12]

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**Subject: Federal Employees Health Benefits Plan  
Performance Assessment 2024 Clinical Quality,  
Customer Service, and Resource Use (QCR)  
Measure Set**

This Carrier Letter announces the 2024 Clinical Quality, Customer Service, and Resource Use (QCR) Measure Set that will be scored for the 2024 Plan Performance Assessment (PPA). Attachment 1 is a chart displaying the complete QCR Measure Set.

Changes from previous years' QCR Measure Set are enumerated below:

1. The following performance measures in the Healthcare Effectiveness Data & Information Set (HEDIS) will be added to the 2024 QCR Measure Set:
  - a. **Antidepressant Medication Management (AMM)**: The rate collected and scored will be the Effective Continuation rate. OPM remains interested in mental health performance measures.
  - b. **Childhood Immunization Status (CIS)**: The rate collected and scored will be the Combo 10 rate. A range of performance on CIS exists across commercial insurers that will allow OPM to

continue to understand how well preventive services are being delivered to young children enrolled in FEHB health plans.

- c. **Use of Opioids from Multiple Providers (UOP):** The rate collected and scored will be the Multiple Prescriber rate. A range of performance on the Multiple Prescriber rate of the UOP measure that will allow OPM to better understand how FEHB Carriers are managing their networks to ensure patient safety and to reduce the risk of iatrogenic harms.
2. Changes to how OPM will utilize HEDIS measures currently being scored in the PPA:
    - a. **Well Child Visits in the First 30 Months of Life (W30):** The W30 measure will be moved back to the Farm Team to monitor commercial insurance benchmarks.
    - b. **Flu Vaccinations for Adults (FVA):** The National Committee for Quality Assurance (NCQA) proposed retiring this measure from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) measures that are included under the HEDIS measure set during the 2022 Spring HEDIS public comment period. If this proposal is adopted by NCQA, then OPM will remove FVA from the QCR Measure Set.

Please consult Attachment 1 for a complete list of the 2024 QCR Measure Set, which includes the new name of the measure previously referred to as Comprehensive Diabetes Care, now called Hemoglobin A1c Control for Patients with Diabetes (HBD). OPM will continue to score the rate, HbA1c Control (<8.0%), as a high priority measure under the PPA.

If you have questions on this Carrier Letter, other aspects of the FEHB PPA, or wish to suggest additional performance measures for OPM to consider utilizing in the PPA, please contact [FEHBPerformance@opm.gov](mailto:FEHBPerformance@opm.gov) and copy your Health Insurance Specialist (Contracts).

Sincerely,

Laurie E. Bodenheimer  
Associate Director  
Healthcare and Insurance