
FEHB Program Carrier Letter

All Carriers

U.S. Office of Personnel Management
Insurance Services Programs

Letter No. 2011-07

Date: April 8, 2011

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

SUBJECT: Reporting 2011 CAHPS Results

This letter provides instructions for reporting your 2011 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Program results. You should instruct your National Committee for Quality Assurance (NCQA) certified survey vendor to report CAHPS results to Office Remedies, Inc. (ORI) on your behalf for the Office of Personnel Management (OPM).

Each plan participating in the survey is responsible for a pro rata share of the total cost of compiling, processing and reporting survey data to OPM. The 2011 data processing fee will range from \$633.15 to \$759.77 per sample per dataset submitted to OPM. The fee is applicable to each unique 2-digit FEHB enrollment code/plan option combination for which data is submitted to OPM. If a plan must submit more than one NCQA data file per FEHB enrollment code/plan option, the plan will be charged \$633.15 to \$759.77 for each NCQA data file submitted. The OPM data processing fee will be charged to all plans submitting CAHPS data regardless of the plans' FEHB Program status for 2012. Any plan that withdraws from the FEHB Program after submitting CAHPS data to OPM is liable for the processing fee. ORI will send you an invoice for the data processing fee, and your payment will be due on **June 17, 2011**.

As a reminder, all plans must submit member-level data files to NCQA for calculation of survey results and generation of validated member-level and summary-level data files. Before submitting your results to NCQA, you must have completed an NCQA's Healthcare Organization Questionnaire (HOQ). If you have not done this, please check with your vendor or contact NCQA's Data Collection department directly at HOQ@ncqa.org.

Also, as mentioned in Carrier Letter 2010-23, we require you to provide a Crosswalk file, along with your survey results, that maps your NCQA submission ID(s) to your FEHB plan name and Sub-Code. The Crosswalk will allow us to match-up NCQA submission IDs with your plan's unique FEHB Sub-Code. Also, it will identify plans that are sharing survey data. The Crosswalk file must include the names of the plan(s) surveyed, the NCQA submission ID, and the plan's unique FEHB Sub-Code.

Please use the new FEHB Sub-Code ID's contained in **Attachment I** when completing your Crosswalk File. See **Attachment II** for an example of a properly completed Crosswalk file. The Crosswalk file is due two weeks after NCQA issues submission IDs. The Crosswalk must accompany each data submission to OPM. Please e-mail your completed Crosswalk file to: sue@officeremediesinc.com.

Please direct questions regarding the Crosswalk to: Paul Kallaur with the Center for the Study of Services (CSS) at pkallaur@cssresearch.org.

To ensure consistency and comparability of survey results we require all plans to have the survey vendor submit the member-level data files to NCQA for calculation of survey results. NCQA will calculate survey results and create validated member-level data files and summary-level data files on behalf of vendors. To comply with HIPAA's privacy rules, survey vendors should use appropriate encryption technology to transmit survey data.

The deadline for you to report your final member-level data files and summary-level data files in NCQA format to ORI is **June 17, 2011**. When your vendor submits member-level and summary-level data to OPM, the vendor needs to include a copy of your "Crosswalk" file to identify plan data submissions.

Reporting Format

For all carriers except fee-for-service (FFS) plans, please have your vendor submit your member-level data files and summary-level data files that have been returned to your vendor by NCQA. Because of the additional question regarding Medicare status, we ask FFS plans to submit member-level data files that were submitted to NCQA, as well as the NCQA provided summary-level file. If you have any questions regarding your data file submission, please contact Paul Kallaur at CSS. Your vendor may submit data via email, diskette or compact disc (CD). You may include results for multiple plans on a single diskette or CD. All submissions must include a content label/sheet and a Crosswalk. Please direct questions regarding data files to Sue Lynd or Carla Trexler with ORI at (703) 478-0910. Please send all data files to ORI via email at sue@officeremediesinc.com or by overnight mail to:

ORI
Attention: Sue Lynd
171 Elden Street, Suite 160
Herndon, VA 20170

Reporting Deadlines

- All materials must be received by the following deadlines:
 - April 15, 2011 (tentative) – Attachment 4 - Crosswalk file (due two weeks after NCQA issues your submission ID(s))
 - June 17, 2011 – Member level data file and final summary level data files (must be NCQA validated)

Please contact Angela Calarco at angela.calarco@opm.gov or by telephone at (202) 606-5139 if you have any questions.

Sincerely,

John O'Brien
Director
Healthcare & Insurance

Enclosures