
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2017-10

Date: October 27, 2017

Fee-for-Service [X]

Experience-rated HMO [X]

Community-rated [X]

SUBJECT: Plan Performance Assessment Best Practices Workgroup

Purpose

This carrier letter details policies and procedures pertaining to the Federal Employees Health Benefits (FEHB) Plan Performance Assessment Best Practices Workgroup. In this notice, it is hereafter referred as the “Best Practices Workgroup” or the “workgroup.”

Background

The workgroup was formed in 2016 in response to Carrier interest in improving scores under the FEHB Plan Performance Assessment. OPM created a voluntary learning collaborative by and for FEHB carriers in order to foster program wide improvement. The workgroup convenes quarterly, with dates announced through the Carrier Listserv.

During the workgroup sessions, FEHB Carriers offer presentations on contemporary examples of successful processes or practices viewed from a health plan perspective. Each presentation features a quality improvement effort undertaken by one or more Carriers. OPM circulates an agenda in advance and a summary after each meeting.

Workgroup Objectives

The workgroup’s primary objective is to advance population health and satisfaction among Federal employees, retirees, and family members by highlighting strategies to improve FEHB Carrier performance on clinical quality, customer service, and resource use (QCR) measures. Presentations are designed to be as broadly applicable as possible.

The workgroup’s top priority is to address measures being scored within the Plan Performance Assessment. Discussions may also explore measure concepts likely to be included in the Plan Performance Assessment in future years. Other measures and topics may be considered if the proposed content will effectively prepare FEHB carriers to improve their overall performance. In selected circumstances, the workgroup may be asked to provide feedback on specific Plan Performance Assessment measures and methodology.

A second objective is to foster a culture of quality improvement across the FEHB. This may include reinforcement of quality improvement principles, a focus on the effective use of data, and/or examination of systems and processes supporting quality outcomes.

Eligibility and Participation

All FEHB carrier employees are eligible to participate. Subcontractor staff performing medical director or quality improvement functions directly related to FEHB Plan Performance Assessment may participate only after receiving OPM approval. To preserve the peer learning environment and encourage candor, OPM will not normally approve requests for independent consultants, vendors, or industry representatives outside the FEHB to join the forum. Participation should be predicated on a focus on FEHB quality improvement and the goals outlined in this Carrier Letter. Carriers are expected to exercise this same discretion before inviting outside parties to listen in to group conference lines.

OPM appreciates the robust plan participation to date, especially those carriers who have provided meaningful insights through their presentations. Carriers submitting Corrective Action Plans related to any measure in the Plan Performance Assessment are strongly encouraged to make every effort to attend.

Contact

Carriers are invited to recommend topics to be covered or to offer to present.

Please write to FEHBPerformance@opm.gov to:

- join or add staff members to the Best Practices Workgroup
- submit questions, comments, or topic proposals

Thank you for your support of this important effort.

Sincerely,

Alan P. Spielman
Director
Healthcare and Insurance