
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2017-11

Date: November 16, 2017

Fee-for-Service [X]

Experience-rated HMO [X]

Community-rated [X]

SUBJECT: 2019 Clinical Quality, Customer Service, and Resource Use Measures

The purpose of this Carrier Letter is to announce the Clinical Quality, Customer Service, and Resource Use (QCR) measures to be utilized in the 2019 Plan Performance Assessment. A list of the 2019 QCR Measure Set is included in Attachment 1.

Proposed changes to the 2019 QCR Measure Set were circulated to solicit Carrier feedback on September 20, 2017. Those proposed changes and OPM's final determination after considering FEHB Carrier feedback are listed below:

1) Measure: Emergency Department Utilization

Initial Reporting: Collection on the Farm Team began in 2016

Proposed: Elevate to 2019 QCR Measure Set

OPM Final Decision: This measure will be scored in the 2019 QCR Measure Set.

2) Measure: Statin Therapy for Patients with Cardiovascular Disease (Adherence Rate)

Initial Reporting: Collection on the Farm Team began in 2017

Proposed: Elevate to 2019 QCR Measure Set

OPM Final Decision: This measure will be scored in the 2019 QCR Measure Set.

3) Measure: Follow-up after Discharge from the Emergency Department for Alcohol or Other Drug Dependence

Initial Reporting: Collection on the Farm Team began in 2017

Proposed: Elevate to the 2019 QCR Measure Set

OPM Final Decision: This measure will be delayed one year and OPM intends to score it in the 2020 QCR Measure Set. OPM will only score the 30-day rate for this measure.

4) Measure: Follow-up after Discharge from the Emergency Department for Mental Illness

Initial Reporting: Collection on the Farm Team began in the 2017

Proposed: Elevate to the 2019 QCR Measure Set

OPM Final Decision: This measure will be delayed one year and OPM intends to score it in the 2020 QCR Measure Set. OPM will only score the 30-day rate for this measure.

5) Measure: Follow-up after Hospitalizations for Mental Illness

Initial Reporting: Collection on the QCR Measure Set began in 2015

Proposed: Retire from 2019 QCR Measure Set

OPM Final Decision: OPM intends to retire this measure in the QCR Measure Set in 2020. OPM will continue to calculate the 7-day and 30-day rates in 2018 and 2019.

Note: OPM has delayed scoring of both “Follow-up after Discharge from the Emergency Department for Mental Illness” and “Follow-up after Discharge from the Emergency Department for Alcohol or Other Drug Dependence” in 2019 due to FEHB Carrier feedback and subsequent consultation with the National Committee for Quality Assurance (NCQA). OPM intends to score these two measures in 2020.

6) Measure: Asthma Medication Ratio

Initial Reporting: Asthma Medication Ratio – Collection began in 2015

Proposed: Retire one of the current two asthma measures in the QCR Measure Set

OPM Final Decision: Asthma Medication Ratio will remain in the 2019 QCR Measure Set. Medication Management for People with Asthma will be retired in 2019.

For questions about QCR or Farm Team measures please write to FEHBPerformance@opm.gov and copy your Health Insurance Specialist (Contracts).

Sincerely,

Alan P. Spielman
Director
Healthcare and Insurance

Attachment 1: 2019 QCR Measure Set