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# FEHB Program Carrier Letter

## All FEHB Carriers

U.S. Office of Personnel Management  
Healthcare and Insurance

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Letter No. 2017- 12

Date: November 17, 2017

Fee-for-Service [X]    Experience-rated HMO [X]    Community-rated [X]

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**SUBJECT: 2018 Plan Performance Assessment Procedure Manual and Corrective Action Plans for 2017**

The purpose of this Carrier Letter is to transmit the following attachments to all carriers in the Federal Employees Health Benefits (FEHB) Program:

**Attachment 1: 2018 Plan Performance Assessment Procedure Manual**

The Plan Performance Assessment Procedure Manual was formerly the Plan Performance Assessment Carrier Manual. It is an annually published document and will be referred to as the Plan Performance Assessment Procedure Manual going forward.

This document provides specific guidance for FEHB carriers for the 2018 plan year on the following topics:

- Reporting Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) results to the National Committee for Quality Assurance (NCQA)
- Affirming additions to the Clinical Quality, Customer Service and Resource Use (QCR) Measure Set;
- Reinforcing the requirement for Corrective Action Plans for below average performance;
- Affirming Plan Performance Assessment Timeline, QCR Scoring and Calculations Procedures, including Data Correction Procedures.

**Attachment 2: 2018 CAHPS Carrier Subcode List**

For 2017, please refer to this attached CAHPS Carrier Subcode List to develop Carrier Crosswalks.

**Attachment 3: Quality Improvement Corrective Action Plan Template for 2017**

For 2017, carriers must submit a Corrective Action Plan (CAP) using this template for each QCR measure scoring below the 25<sup>th</sup> Quality Compass percentile. All CAPs must be submitted using this Quality Improvement Corrective Action Plan Template to your Health Insurance Specialist (Contracts) within 30 days of receiving the 2017 Overall Performance report. Within the CAP, please specify a 90-day implementation plan to improve the performance associated with the identified measure.

Thank you for your commitment to the FEHB Program. If you have any questions, please contact your Health Insurance Specialist (Contracts).

Sincerely,

Alan P. Spielman  
Director  
Healthcare and Insurance

Attachment 1: 2018 Plan Performance Assessment Procedure Manual

Attachment 2: 2018 CAHPS Carrier Subcode List

Attachment 3: 2017 Quality Improvement Corrective Action Plan Template