
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2018-15

Date: October 25, 2018

Fee-for-Service [12]

Experience-rated HMO [12]

Community-rated [12]

SUBJECT: 2019 Plan Performance Assessment Procedure Manual

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

Attachment 1: 2019 Plan Performance Assessment Procedure Manual

The Plan Performance Assessment Procedure Manual is an annually published document that provides specific guidance for FEHB carriers for the 2019 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 the Clinical Quality, Customer Service and Resource Use (QCR) Measure Set.
- Affirming Plan Performance Assessment Timeline, QCR Scoring and Calculations Procedures, including Data Correction Procedures.
- Revised data preview process. For 2019, Carriers must actively respond during the QCR Data Preview Period. Carriers can concur with their score or provide feedback to address factual errors, omissions or miscalculations during this timeframe.
- Reinforcing the requirement for Corrective Action Plans.
- The 2019 Plan Performance Assessment Procedure Manual has a new section on procedures for Contract Oversight, which clarifies procedures for Contract Oversight input and scoring. This section reinforces that significant performance issues may be scored in one or multiple Oversight domains according to the Contracting Officer's assessment of severity and impact.
- The 2019 Plan Performance Assessment Procedure Manual has a new section for new FEHB Carriers and Carriers initiating new FEHB contracts. This reaffirms that new Plans to the FEHB will not receive a QCR score their first year in the program, and how they will be scored in years one, two and three. At the end of the first year in the program, the Overall Performance Score will be based on the Contract Oversight score as determined by the Contracting Officer. Community-Rated Carriers may receive up to their full net-to-carrier premium and Experience-Rated Carriers may receive up to the full service charge amount.

Attachment 2: 2019 CAHPS Carrier Subcode List

For 2019, please refer to this attached CAHPS Carrier Subcode List to develop Carrier Crosswalks.

The attachments apply to all carriers who have participated in the FEHB Program for more than one calendar year. New carriers should refer to section 4.

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

Sincerely,

Alan P. Spielman
Director
Healthcare and Insurance

Attachment 1: 2019 Plan Performance Assessment Procedure Manual

Attachment 2: 2019 CAHPS Carrier Subcode List