
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2019-12

Date: November 26, 2019

(This is an update to Carrier Letter 2019-12 that was originally issued on November 26, 2019. This update is being issued on December 20, 2019. This updated version supersedes the original issue.)

Fee-for-Service [9] Experience-rated HMO [9] Community-rated [11]

SUBJECT: 2020 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: 2020 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 2020 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.
- Outlining the 2020 Farm Team Measure Set. New Farm Team measures for 2020 include: Antidepressant Medication Management, Continued Risk of Opioid Use, and Childhood Immunization Status.
- Clarifying 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.
- Affirming the Plan Performance Assessment Timeline and QCR Scoring and Calculations Procedures, including Data Correction Procedures.
- Outlining procedures for new Carriers to the FEHB, and how they will be scored in years one, two and three. New Carriers will not receive a QCR score their first year in the program. 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. New carriers should refer to section 4.
- Listing reporting expectations for existing FEHB Carriers with new enrollment codes or health plan options.

- Revising the data preview process. For 2020, 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.

Attachment 2: 2020 CAHPS Carrier Subcode List

For 2020, please refer to this attached CAHPS Carrier Subcode List to develop Carrier Crosswalks. While this list is titled 2020, it is based on 2019 CAHPS Carrier Subcodes and will need to be updated to include new codes and omit retired codes.

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

Sincerely,

Laurie E. Bodenheimer
Acting Director
Healthcare and Insurance

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Attachment 2: 2020 CAHPS Carrier Subcode List