
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2020-10

Date: May 5, 2020

Fee-for-Service [8]

Experience-rated HMO [8]

Community-rated [9]

Subject: Announcement of the 2022 Clinical Quality, Customer Service, and Resource Use (QCR) Measure Set

This Carrier Letter announces the Clinical Quality, Customer Service, and Resource Use (QCR) measures, along with the priority level and measure weights that OPM will score under the 2022 Plan Performance Assessment (PPA). The measure, Plan All Cause Readmissions (PCR), will be promoted from the Measures Farm Team and scored in the 2022 PPA.

PCR was originally one of OPM's high priority measures within the Resource Use performance area. [Carrier Letter 2018-07, 2020 Clinical Quality, Customer Service and Resource Use Measures](#), announced the move of the PCR measure to the Measures Farm Team due to a significant change to the measure specification. In 2022, PCR will return to the Resource Use performance area with a priority weight of 2 and a corresponding measure weight of 1.25. All other QCR Measures will remain the same as the 2021 QCR Measure Set. Attachment 1 shows the complete list of QCR Measures for 2022.

The 2021 QCR Farm Team will be announced separately. As in the past, we invite FEHB Carriers to suggest other health plan level performance measures. OPM remains interested in health plan measures of cost, customer service, and resource use. Please send questions or comments regarding QCR Measures or the PPA to FEHBPerformance@opm.gov with a copy to your Health Insurance Specialist.

Sincerely,

Laurie E. Bodenheimer
Acting Director
Healthcare and Insurance

Attachment 1: 2022 QCR Measure Set