
Letter Number 2022-19

Date: December 5, 2022

Fee-for-service [16]

Experience-rated HMO [16]

Community-rated HMO [18]

Subject: 2023 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: 2023 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 2023 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. In 2023, the Acute Hospital Utilization (AHU) and Emergency Department Utilization (EDU) measures will move from the Farm Team to the QCR measure set.
- Highlighting changing measure weights, as announced in [Carrier Letter 2021-11](#). OPM is changing the measure weights and priority for two measures within the in 2023 QCR Measure Set. The Avoiding

Antibiotics in Bronchitis/Bronchiolitis (18-64) (AAB) measure will be a priority level 1 with a 2.50 measure weight. The Prenatal & Postpartum Care-Timeliness (PPC) measure will be a priority level 2 with a 1.25 measure weight. Both measures reflect clinical areas of ongoing importance as OPM seeks to maintain a healthy workforce.

- Reflecting NCQA's updated measure names for Comprehensive Diabetes Care: HbA1c Control <8.0% (CDC), which will be displayed as Hemoglobin A1c Control for Patients with Diabetes (HBD). The measure previously labeled as Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA) will be displayed as Follow-Up After Emergency Department Visit for Substance Use. The measure weights and priority levels will remain the same.
- Including the 2023 Farm Team Measure Set. The new Farm Team measure for 2023 includes: Adult Immunization Status (AIS-E).
- Updating Farm Team Electronic Clinical Data Systems (ECDS) measures. Farm Team ECDS measures, with a QCR traditional HEDIS measure, will no longer be additionally included in the Farm Team. For the 2023 Farm Team, this means that a separate result will not be shown for Breast Cancer Screening (BCS-E) or Colorectal Cancer Screening (COL-E).
- Affirming 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 (PPA) Timeline and QCR Scoring and Calculations Procedures, including Data Correction Procedures.
- Including 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. 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.
- Outlining the data preview process. For 2023, 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: 2023 Planned HEDIS and CAHPS Reporting Guidance

FEHB Carriers will notify OPM of planned HEDIS and CAHPS reporting for 2023 via Benefits Plus. Attachment 2 is a user guide to the Benefits Plus process. This important information is critical to our planning efforts for the scoring cycle.

Attachment 3: 2023 CAHPS Code List

For 2023, please refer to this attached CAHPS Code List to develop Carrier Crosswalks. While this list is titled 2023, it is based on 2022 CAHPS Codes and will need to be updated to include new codes and omit retired codes.

Attachment 4: 2023 CAHPS Sample Crosswalk

This attachment includes a CAHPS crosswalk sample for FEHB Carriers submitting CAHPS data. The crosswalk maps National Committee for Quality Assurance (NCQA) Submission ID(s) to the FEHB Plan name and CAHPS Code.

Attachment 5: 2023 Corrective Action Plan Template

This attachment includes Corrective Action Plan (CAP) Template. FEHB Carriers must submit a CAP for each QCR measure below the 25th percentile.

Attachment 6: 2023 Corrective Action Plan Follow-up Report

This attachment includes the CAP Follow-up Report Template. FEHB Carriers must complete a follow-up report for each CAP following the 2023 QCR Scoring process.

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

Sincerely,

Laurie E. Bodenheimer

Associate Director

Healthcare and Insurance

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Attachment 2: 2023 Planned HEDIS and CAHPS Reporting

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