

2024 Plan Performance Assessment Procedure Manual

Attachment 3: 2024 CAHPS Sample Crosswalk

CAHPS Sample Crosswalk

Every CAHPS® 5.1H data submission submitted on your plan’s behalf must be accompanied by a “crosswalk” that will allow OPM to map your plan’s data to the appropriate CAHPS code. This is the only way that OPM will be able to identify submissions and allocate data correctly. The crosswalk must include the following information:

- Member-level file name
- NCQA Submission ID
- NCQA Plan Name
- CAHPS code
- FEHB Plan Name

All FEHB Carriers who are not new Carriers must submit a CAHPS crosswalk file that maps your NCQA Submission ID(s) to your FEHB Plan name and CAHPS Code by **May 1, 2024**. Please email this report to OPMCAHPS@orireresults.com and FEHBPerformance@opm.gov.

Information Submission Explanation (Data Dictionary)

Category	Explanation
Member-level file name	<ul style="list-style-type: none">• Name of the NCQA Validated Member-Level Data File
NCQA Submission ID	<ul style="list-style-type: none">• The NCQA-assigned Submission ID
NCQA Plan Name	<ul style="list-style-type: none">• The Plan Name associated with the NCQA submission
CAHPS code	The CAHPS code is broken out as follows: <ul style="list-style-type: none">• Two-character Carrier Code (dash)• Plan Filing Type (dash)• Two- character State abbreviation (dash)• Three-character Option Code Category
FEHB Plan Name	<ul style="list-style-type: none">• The FEHB Plan name that corresponds with the FEHB contract

Please note that the Member-level filenames must follow the NCQA naming conventions. Any variation will not be accepted.

The table below shows an example of a crosswalk for a vendor submission.

TABLE 4: Crosswalk Example

Sample Row	Member-Level File	NCQA CAHPS SubID	NCQA Plan Name	CAHPS Code	FEHB Plan Name
1	ADULTCOM6767_DeIdentifiedMemberFile.csv	6767	Acme Insurance Company, Inc.	AA-FFS-VA-000	Acme Insurance Company, Inc.
2	ADULTCOM4242_DeIdentifiedMemberFile.csv	4242	Acme Insurance Company, Inc,	BB-FFS-MD-000	Acme Insurance Company, Inc.
3	ADULTCOM4242_DeIdentifiedMemberFile.csv	4242	Acme Insurance Company, Inc.	BB-FFS-MD-001	Acme Insurance Company, Inc.

- Sample row 1 shows the most straightforward example where it is a one-to-one mapping between the NCQA CAHPS Sub ID and CAHPS code.
- Sample rows 2 and 3 show how the crosswalk should appear when one set of NCQA data is mapped to two CAHPS code. In this case, only one member-level file should be submitted to OPM.
- Plans are not allowed to map more than one NCQA CAHPS Submission ID to a single CAHPS code.
- All FEHB Carriers must submit a CAHPS crosswalk file that maps your NCQA CAHPS SubID(s) to your FEHB Plan name and CAHPS Code by **May 1, 2024**. Please email this report to OPMCAHPS@orireresults.com and FEHBPerformance@opm.gov.
- Please direct questions regarding the crosswalk to ORI at OPMCAHPS@orireresults.com.

CAHPS Code in Benefits Plus

In previous years, OPM provided a CAHPS code list as part of the Procedure Manual as a reference. Since the Planned HEDIS and CAHPS reporting has transitioned to Benefits Plus, Carriers may now find their CAHPS Codes in Benefits Plus. As a reminder on how to find CAHPS codes, please see the process outlined below (along with screen shots).

Step 1: Navigate to the PPA Overview page

The Benefits Plus (BP) portal URL is: <https://www.opm.gov/healthcare-insurance/benefits-plus/>

- After logging into Benefits Plus
 - Go to the PPA Header at the top right section of the menu
 - Select the **HEDIS & CAHPS** drop down option

HEDIS and CAHPS Drop Down Example



Step 2: Select Plan

- The example below is the main screen. If at any point while entering the planned HEDIS and CAHPS information, you click the **Home** button, it will return you to the screen below
- Once at this screen, click on the Plan in this case Acme Insurance under Contract to enter the HEDIS and CAHPS information

Select Plan Example

Step 3: Select Plan Code, Option and State

- Once you select a Plan, you will then see the Plan Codes, Options and States associated with that Plan
- At this point in the process, you are on the **Plan Info** page
- To see the CAHPS Codes, select one grouping of Plan Code and Option at a time

Plan Info Example

CONTRACT NAME: Acme Insurance Inc.
CONTRACT NUMBER: 9999

Plan Info HEDIS Auditor CAHPS Survey Info CAHPS Vendor Contact CAHPS Health Carrier Contact CAHPS Invoice Contact

SELECT	PLAN CODES	OPTION	STATE
<input checked="" type="checkbox"/>	AA	High	WA
<input type="checkbox"/>	AA	Standard	OR
<input type="checkbox"/>	BB	High	WA
<input type="checkbox"/>	BB	Standard	OR

HEDIS CAHPS CAHPS Code Check Home

Step 4: Select CAHPS Codes Check

- Once the Plan Code, Option and State is selected, click the **CAHPS Code Check** button.
- The CAHPS code is created with the following breakout: The two-digit carrier code, dash, product filing type, dash, two-digit state, dash, and three-digit option. For the product filing types, please use: FFS, PPO, HMO, or POS. For option codes, please use the following coding High=000, Standard=001, HDHP=002, CDHP=003, or Basic=004.
- The example below is shown as **AA-HMO-WA-000**.
- Here you can find the CAHPS code for the CAHPS Crosswalk.

CAHPS Code Check and Add Additional CAHPS Code Example

HEDIS CAHPS CAHPS Code Check Home

CAHPS CODE CHECK

ORG ID	CAHPS SUBID	PLAN CODE	REPORTING	FILING TYPE	STATE	OPTION	FULL CAHPS CODE
1234	1234	AA		HMO	WA	000 - High	AA-HMO-WA-000