
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2015-15

Date: August 6, 2015

Fee-for-Service [12]

Experience-rated HMO [12]

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SUBJECT: 2017 Clinical Quality, Customer Service, and Resource Use Measures for the Federal Employees Health Benefits (FEHB) Plan Performance Assessment

The purpose of this Carrier Letter is to provide the FEHB Plan Performance Assessment Clinical Quality, Customer Service, and Resource Use (QCR) measures to be scored for 2017 evaluation. The measures are indicated in Attachment I.

We have made two changes to the 2016 QCR measure set as indicated below.

1. Under the Chronic Disease Management domain, OPM will replace the “Comprehensive Diabetes Care: HbA1c Testing Rate” with the “Comprehensive Diabetes Care: HbA1c Control” HEDIS measure to emphasize comprehensive management of this common health condition, rather than the rate of testing alone. We will assign an initial priority level of 2 and re-evaluate the priority level after two years of measure scoring.
2. Under the Medication Use domain, we have added “Avoiding Antibiotics in Adults with Acute Bronchitis”. The overuse of antibiotics for uncomplicated conditions can contribute to the development of antibiotic resistant bacteria. OPM will use this measure as a patient safety indicator. We will assign it an initial priority level of two and re-evaluate it once we establish a two-year baseline.

All other QCR measures, priority levels, and weights remain the same.

If you have questions on this Carrier Letter or other aspects of the Performance Assessment process, please consult Carrier Letter 2015-10 or contact FEHBPerformance@opm.gov and copy your Contract Specialist.

Sincerely,

John O'Brien
Director
Healthcare and Insurance

Attachment I: QCR Measures and Priority Levels to Be Scored for 2017 Evaluation

Performance Area	Domain	Measure	Priority Level	Measure Weight
Clinical Quality	Preventive Care	Breast Cancer Screening	2	1.25
		Timeliness of Prenatal Care	1	2.50
		Well Child Visits in the First 15 Months of Life	2	1.25
		Flu Vaccinations for Adults Ages 18-64	2	1.25
		Advising Smokers to Quit	2	1.25
	Chronic Disease Management	Controlling Blood Pressure	1	2.50
		Comprehensive Diabetes Care – HbA1c control	2	1.25
	Medication Use	Medication Management for People with Asthma	2	1.25
		Avoiding Antibiotics in Adults with Acute Bronchitis	2	1.25
	Behavioral Health	Follow-up After Hospitalization for Mental Illness	2	1.25
Customer Service	Communication	Plan Information on Costs	3	1.00
	Access	Getting Needed Care	3	1.00
		Getting Care Quickly	3	1.00
	Claims	Claims Processing	3	1.00
	Member Experience/Engagement	Overall Health Plan Rating	3	1.00
		Coordination of Care	3	1.00
		Overall Personal Doctor Rating	3	1.00
Customer Service		3	1.00	
Resource Use	Utilization Management	Plan All Cause Readmissions	1	2.50
		Use of Imaging Studies for Low Back Pain	2	1.25