

2023 Plan Performance Assessment Procedure Manual

Attachment 4: 2023 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, 2023**. 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)• Three-character 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	AA-FFS-VA-000	Acme Insurance Company
2	ADULTCOM4242_DeidentifiedMemberFile.csv	4242	Acme Insurance Company	BB-FFS-MD-000	Acme Insurance Company
3	ADULTCOM4242_DeidentifiedMemberFile.csv	4242	Acme Insurance Company	BB-FFS-MD-001	Acme Insurance Company

- 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, 2023**. Please email this report to OPMCAHPS@orireresults.com and FEHBPerformance@opm.gov.
- Please direct questions regarding the crosswalk to ORI at OPMCAHPS@orireresults.com.