

2024 Plan Performance Assessment Procedure Manual

Attachment 4: 2024 Quality Improvement Corrective Action Plan Template

For each FEHB Contract, Carriers must submit a Corrective Action Plan (CAP) for each QCR measure below the 25th percentile. Measures set to retire or transition to the Farm Team in 2024 do not require a CAP. The table below reflects the list of eligible CAPs measures in 2023. For more information on [2024 QCR Measure Set](#), please see [Carrier Letter 2022-13](#).

All CAPs must be submitted to your Health Insurance Specialist within 30 days of receiving the 2024 Overall Performance report, using the Quality Improvement Corrective Action Plan Template below. Within the CAP, please specify the Quality Improvement implementation plan to improve the provision or care/services associated with the identified measure. Please note that FEHB Carriers submitting a third or subsequent CAP on the same measure will be subject to additional OPM reviews and discussions to ensure that the listed actions can be expected to produce improvement. In the table below, please indicate the measure(s) that require a CAP.

In the table below, select all the measures that apply. If there is more than one year of a CAP Submission, also check the “Multiple Year CAP” column. The measures display an “NA” where it didn’t require a CAP.

PPA: 2024 CAP Eligible QCR Measures	NCQA Measure Abbreviation	Multiple Year CAP	CAP 2024 Submission	CAP 2023 Submission	CAP 2022 Submission	CAP 2021 Submission
Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis (18-64)	AAB					
Controlling High Blood Pressure	CBP					
Hemoglobin A1c Control for Patients with Diabetes	HBD					
Antidepressant Medication Management (Effective Continuation)	AAM			NA	NA	NA
Asthma Medication Ratio	AMR					
Breast Cancer Screening	BCS-E					
Cervical Cancer Screening	CCS					NA
Childhood Immunization Status (Combo 10)	CIS			NA	NA	NA

PPA: 2024 CAP Eligible QCR Measures	NCQA Measure Abbreviation	Multiple Year CAP	CAP 2024 Submission	CAP 2023 Submission	CAP 2022 Submission	CAP 2021 Submission
Colorectal Cancer Screening (51-75)	COL					
Follow-Up After Emergency Department Visit for Substance Use (30 Day)	FUA					NA
Follow-Up After Emergency Department Visit for Mental Illness (30 Day)	FUM					NA
Prenatal and Postpartum Care (Timeliness of Prenatal Care)	PPC					NA
Statin Therapy for Patients with Cardiovascular Disease (Adherence)	SPC					
Use of Opioids from Multiple Providers (Multiple Prescribers)	UOP			NA	NA	NA
Coordination of Care	CoC					NA
Claims Processing	CP					NA
Getting Care Quickly	GQC					NA
Getting Needed Care	GNC					NA
Overall Health Plan Rating	RHP					NA
Overall Personal Doctor Rating	RPD					NA
Use of Imaging Studies for Low Back Pain	LBP					
Acute Hospital Utilization	AHU			NA	NA	NA
Emergency Department Utilization	EDU			NA	NA	NA
Plan All Cause Readmissions	PCR				NA	NA

For each CAP, provide the following information in 750 words or less.

1. Measure: _____

2. Contract Number: _____

3. Carrier Name: _____

4. Carrier Codes: _____

5. Plan Analysis

- Analysis: Strengths and weaknesses of current quality practices related to this measure.
- Barriers: Identify potential barriers to improvement in results. If a CAP for this measure has been submitted previously, include an evaluation of why you have not achieved expected results to date.
- Impact: Estimate the number of members that need to be impacted by the proposed strategies in order to increase the score to at least the 25th percentile.

6. Action Steps

- Action Outline: List in-depth steps in your Corrective Action Plan to raise the score to at least the minimum threshold. If your score has fallen below the threshold for 2 or more years, discuss new or different actions this year to improve performance to the minimum threshold.
- Metrics: Describe the progress metrics you will use to track improvement. How does this support improvement in the QCR measure?
- Classification: OPM strongly encourages Carriers with performance below the 10th percentile benchmark to develop *novel*¹ actions, rather than *reinforcement*² actions, to increase quality performance.
- Action Timeline: Identify the start date, and if applicable, end date of each action step.
- Progress Projection: Identify the projected improvement results including a timeline of when improvement can be expected.

¹ Introduction of a new practice that the Carrier has not previously explored.

² Modification of an existing practice current used by the Carrier.

Quality Improvement Corrective Action Plan Template Submission

Each Carrier submitting one or more CAPs needs to complete the below information one time.

CAP Point of Contact: _____

Certification

The undersigned have read the attached Corrective Action Plan(s) and agree to the terms.

FEHB Carrier Quality Improvement POC:

Printed Name	Signature	Date
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The undersigned have read the attached Corrective Action Plan(s) and agree to the terms.

The undersigned have read the attached Corrective Action Plan(s) and do not agree to the terms. Further clarification may be required; the Health Insurance Specialist will schedule a meeting to discuss the resolution of issues.

OPM Health Insurance Specialist:

Printed Name	Signature	Date
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OPM FEHB Chief:

Printed Name	Signature	Date
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