
FEHB Program Carrier Letter

All Carriers

U.S. Office of Personnel Management
Office of Insurance Programs

Letter No. 1999-022

Date: May 6, 1999

Fee-for-service [19] Experience-rated HMO [19] Community-rated [20]

SUBJECT: 1999 FEHB Customer Satisfaction/CAHPS Survey

Reporting Survey Results

This is to remind you that all Federal Employees Health Benefits (FEHB) plans must report their CAHPS 2.0H adult and child survey results to The Gallup Organization (Gallup) by June 15, 1999. You or your NCQA certified CAHPS vendor must report your survey results according to the specifications contained in NCQA's publication, "Survey File Layouts For Summary and Member Levels," dated February 1999. All certified vendors should have received a copy of the publication in March, directly from NCQA.

As we mentioned in Carrier Letter 1998-045, we require FEHB plans to add the following additional data fields to the survey results files you will be sending to Gallup:

- FEHB Code (first two characters of your plan's FEHB enrollment code)
- FEHB Sub-Code (**POS Plans only**)
- FEHB Plan Option (High=HI, Standard=SD or Not Applicable=NA)

Please add these fields at the end of the NCQA Survey Files (Adult and Child Survey). If you need technical assistance with the NCQA Survey File Layouts please contact your NCQA vendor. If you have questions about the additional FEHB data fields please contact Julie Traush, at Gallup, at (402) 486-6326.

Reporting Deadline

Gallup must receive your complete survey results files (adult survey and child survey) by June 15, 1999. Your survey data files must be in the correct format, as mentioned above, before we can accept them. Please use overnight delivery and retain your tracking number to verify delivery and receipt, if necessary.

Please send your survey results to:

The Gallup Organization
FEHB 1999 Survey Results Data
Attn: Julie Trausch
300 South 68th Street Place
Lincoln, NE 68510 Telephone: (402) 486-6326

Gallup Fee

Each participating FEHB plan is required to pay Gallup a \$475 fee for compiling the survey results, computing all plan averages and reporting the survey results to OPM. This fee is payable directly to Gallup and must accompany your survey results you send to Gallup.

Thank you for your attention to these matters. Please contact Ralph Pierce (rpierce@opm.gov) or Dean Schleicher (nschleic@opm.gov) at (202) 606-0745, if you have questions about this letter.

Sincerely,

Frank D. Titus
Assistant Director
for Insurance Programs