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# FEHB Program Carrier Letter

## All HMO Carriers

U.S. Office of Personnel Management  
Insurance Services Programs

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**Letter No. 2008 -02**

**Date:** January 24, 2008

Fee-for-service [ n/a ]    Experience-rated HMO [ 2 ]    Community-rated HMO [ 2 ]

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**SUBJECT: HEDIS® Data Collection**

This letter explains the Office of Personnel Management (OPM) procedures for collecting Health Effectiveness Data and Information Set (HEDIS®)<sup>1</sup> measures in 2008. Once again, the National Committee for Quality Assurance (NCQA) will collect the HEDIS data for us.

You must submit HEDIS data if you are a Health Maintenance Organization (HMO) with 500 or more Federal Employees Health Benefits (FEHB) enrollees. If you already intend to report HEDIS data for your commercial product line to NCQA for non-OPM purposes, you do not need to take any additional action. (You do **not** need to report separately to NCQA on FEHB enrollees.)

Below is the subset of HEDIS 2008 measures OPM will require for our data collection efforts. We selected these measures because NCQA uses them for scoring its Managed Care Organizations (MCO) accreditation programs.

- Antidepressant Medication Management
- Appropriate Testing for Children With Pharyngitis
- Appropriate Treatment for Children With Upper Respiratory Infection
- Persistence of Beta Blocker Treatment After a Heart Attack
- Breast Cancer Screening
- Cervical Cancer Screening
- Childhood Immunization Status
- Cholesterol Management for Patients with Cardiovascular Conditions (screening rate only)
- Comprehensive Diabetes Care (eye examination rate, cholesterol screening rate, HbA1c screening rate, nephropathy monitoring)
- Controlling High Blood Pressure
- Follow Up After Hospitalization for Mental Illness
- Prenatal and Postpartum Care

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<sup>1</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

- Use of Appropriate Medication for People with Asthma
- Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis
- Hemoglobin A1C Poorly Controlled (>9.0%)
- Use of Imaging Studies for Low Back Pain

*Changes for 2008:* OPM will collect the last three measures on this list for the first time and will retire the Adolescent Immunization Status measure from collection.

In order for plans to report HEDIS, you must complete NCQA's annual Healthcare Organization Questionnaire (HOQ) on-line through NCQA's web site using a password. The designated Primary HEDIS contact at your plan will receive an email notification from [HOQ@ncqa.org](mailto:HOQ@ncqa.org) with information on how to access the 2008 HOQ on-line. If you have not designated a Primary HEDIS contact, please contact NCQA's Data Collection Operations team at [HOQ@ncqa.org](mailto:HOQ@ncqa.org). You must follow NCQA's procedures for HEDIS 2008 reporting, including the HEDIS Compliance Audit.

If you have general questions regarding HEDIS, you can refer to the NCQA website, [www.ncqa.org](http://www.ncqa.org), or contact NCQA Customer Support at: [CustomerSupport@ncqa.org](mailto:CustomerSupport@ncqa.org) or 1-888-275-7585. If you have technical questions regarding a HEDIS measure or the HEDIS technical specifications, you should use the Policy Clarification Support area of NCQA's website ([www.ncqa.org/programs/faq/PCS.asp](http://www.ncqa.org/programs/faq/PCS.asp)) to submit your questions. Questions about the data submission process should be addressed to your health plan's assigned NCQA HEDIS Data Submission Account Manager. (This year, Fee-for-Service plans will also be required to report HEDIS data on selected measures; see Carrier Letter 2006-21 for information.)

The timeline for HEDIS submissions is as follows:

- **February 1, 2008:** Healthcare Organization Questionnaire is open to plans via the NCQA website.
- **February 29, 2008:** Deadline for plans to complete NCQA's on-line Healthcare Organization Questionnaire.
- **End of April 2008:** NCQA will provide health plans with access to use the Interactive Data Submission Systems (IDSS).
- **June 16, 2008:** Deadline for plans to submit HEDIS data and attestations to NCQA.

If you have any questions or would like more information, please contact Dean Schleicher at [dean.schleicher@opm.gov](mailto:dean.schleicher@opm.gov) or by telephone at (202) 606-4162.

Sincerely,

Kay Ely  
Associate Director  
for Human Resources Products and Services