
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2018-02

Date: February 12, 2018

Fee-for-Service [X]

Experience-rated HMO [X]

Community-rated [X]

SUBJECT: Technical Correction to Reporting Products and QCR Scoring

Over the first two cycles of the Federal Employees Health Benefits Program (FEHB) Plan Performance Assessment scoring, the Office of Personnel Management (OPM) has encountered occasional situations that could affect the accurate choice of QCR benchmarks. For instance, the Carrier-selected reporting product for the National Committee for Quality Assurance (NCQA) purposes did not match the description of benefits provided in the Carrier's FEHB contract documentation, or other circumstances such as an inadequate number of plans in one product type to allow the establishment of appropriate benchmarks for that product type. After consulting with NCQA, we are issuing the following clarification, effective for benchmark comparison beginning in 2018 and going forward.

In order to compare Carriers to the most appropriate benchmark, OPM will align reporting product comparisons in QCR Scoring with NCQA Quality Compass Benchmark Level Breakouts illustrated in Attachment 1. OPM will normally compare measure results to the Level 3 benchmark that corresponds to the reporting product selected by the Carrier when submitting data to NCQA. In the event that NCQA does not issue a complete set of Level 3 benchmarks, OPM will use the Level 2 benchmarks. In the event that NCQA does not issue a complete set of Level 2 benchmarks, OPM will use the Level 1 benchmarks. This situation could occur if NCQA determines that not enough health plans submitted data for particular reporting products to generate valid benchmarks at Level 3 or Level 2.

Please note that this clarification impacts only a small number of Carriers based on their 2017 reporting products, typically those that were compared to the "All Lines of Business" benchmark. Carriers that OPM anticipates to be affected have been notified of this change directly. However, this notice serves to alert all FEHB Carriers because Carriers may change reporting product types without prior notification to OPM. We emphasize that most Carriers will retain their existing benchmark.

For additional questions, Carriers may contact FEHBPerformance@opm.gov with a copy to their Health Insurance Specialist (Contracts).

Sincerely,

Alan P. Spielman
Director
Healthcare and Insurance

Attachment 1

[NCOA Quality Compass Benchmark Level Breakouts](#)¹

Reporting Product	Quality Compass Benchmark Level 3	Quality Compass Benchmark Level 2	Quality Compass Benchmark Level 1
HMO	HMO	All LOBs (Excluding PPO and EPO)	All LOBs
HMO/PPO Combined			
HMO/EPO Combined			
HMO/PPO/EPO Combined			
HMO/POS Combined	HMO/POS		
HMO/POS/PPO Combined			
HMO/POS/EPO Combined			
HMO/PPO/POS/EPO Combined			
POS	POS		
POS/PPO Combined			
PPO/POS/EPO Combined			
POS/EPO Combined			
PPO	PPO and EPO	PPO and EPO	
PPO/EPO Combined			
EPO			

¹ <http://www.ncqa.org/Portals/0/Publications/QualityCompass/Quality%20Compass%20Benchmark%20Breakouts.pdf?ver=2017-12-13-203907-737>

Link also available from <http://www.ncqa.org/hedis-quality-measurement/quality-measurement-products/quality-compass>