
FEHB Program Carrier Letter

All FEHB Carriers

U.S. Office of Personnel Management
Healthcare and Insurance

Letter No. 2019-03

Date: April 25, 2019

Fee-for-Service [X] Experience-rated HMO [X] Community-rated [X]

Subject: Announcement of the 2021 Clinical Quality, Customer Service, and Resource Use Measure Set and Measures under Consideration for Addition to the 2020 Farm Team

This Carrier Letter announces the Clinical Quality, Customer Service, and Resource Use (QCR) measures and priority weights that OPM will score under the 2021 Plan Performance Assessment (PPA). There are no changes in priority levels or measure weights and the QCR measures scored will remain the same as the 2020 QCR Measure Set. Attachment 1 shows the full 2021 QCR Measure Set. OPM will gather additional data on FEHB Carriers' performance on the recently promoted high priority measures, Comprehensive Diabetes Care and Use of Imaging Studies for Low Back Pain, before considering any further changes to high priority measure weights.

In addition, OPM is currently reviewing three Healthcare Effectiveness Data and Information Set (HEDIS) measures for potential inclusion in the 2020 Farm Team. These measures are reported to the National Committee for Quality Assurance but OPM does not score them under the PPA methodology. OPM is reviewing the three measures listed below because they address clinical topics where Healthcare and Insurance would like to focus attention on improvement. Reducing opioid use, behavioral health and pediatric preventive services continue to be FEHB Program priorities. The measures are:

- Risk of Continued Opioid Use
- Antidepressant Medication Management
- Childhood Immunization Status

We invite FEHB Carriers to offer comments regarding these three measures, as well as to suggest other health plan level performance measures that are auditable and have a national benchmark for comparison purposes.

Please send comments regarding any of the candidate measures above or other suggested measures to FEHBPerformance@opm.gov by May 17th and copy your Health Insurance Specialist.

Sincerely,

Alan P. Spielman
Director
Healthcare and Insurance

Attachment 1: 2021 QCR Measure Set