

---

---

# FEHB Program Carrier Letter

## All FEHB Carriers

U.S. Office of Personnel Management  
Healthcare and Insurance

---

Letter No. 2021-11

Date: May 24, 2021

Fee-for-Service [9]

Experience-rated HMO [9]

Community-rated [9]

---

**Subject: Announcement of the 2023 Clinical Quality, Customer Service, and Resource Use (QCR) Measure Set**

This Carrier Letter announces the Clinical Quality, Customer Service, and Resource Use (QCR) measures, along with the priority level and measure weights that OPM will score under the 2023 Plan Performance Assessment (PPA).

In 2023, OPM will promote both Acute Hospital Utilization (AHU) and Emergency Department Utilization (EDU) from the Farm Team to the QCR Measure Set for scoring. Both measures will be added to the Resource Use performance area of the QCR Measure Set at a priority level of 2 and measure weight of 1.25. OPM continues work toward identifying additional measures of Resource Use and welcomes FEHB Carrier suggestions.

OPM is changing the measure weights and priority for two measures within the QCR Measure Set in 2023. Both measures reflect clinical areas of ongoing importance as OPM seeks to maintain a healthy workforce. The changes to measure weights and priority are as follows:

Measure Title and Abbreviation	2021/2022 Measure Weight/Priority Level	2023 Measure Weight/Priority Level
Avoiding Antibiotics in Bronchitis/Bronchiolitis (18-64) (AAB)	1.25 Measure Weight/ Priority Level 2	2.50 Measure Weight/ Priority Level 1
Prenatal & Postpartum Care-Timeliness (PPC)	2.50 Measure Weight/ Priority Level 1	1.25 Measure Weight/ Priority Level 2

For clarity and convenience, we have added a column in Attachment 1, 2023 Clinical Quality, Customer Service and Resource Use Measure Set listing the National Committee on Quality Assurance (NCQA) abbreviation associated with each measure. Measures are sorted by measure priority ranking, then listed alphabetically by QCR Measure Set abbreviation.

As in the past, we invite FEHB Carriers to suggest other measures of health plan performance. OPM remains interested in measures of cost, customer service, and resource use. Please send questions or comments regarding QCR Measures or the PPA to [FEHBPerformance@opm.gov](mailto:FEHBPerformance@opm.gov) with a copy to your Contracting Officer and Health Insurance Specialist.

Sincerely,

Laurie E. Bodenheimer  
Associate Director  
Healthcare and Insurance

Attachment 1: 2023 Clinical Quality, Customer Service and Resource Use Measure Set