
Letter Number 2023-21

Date: December 21, 2023

Fee-for-service [18]

Experience-rated HMO [18]

Community-rated HMO [20]

Subject: 2024 Plan Performance Assessment Procedure Manual

The purpose of this Carrier Letter is to transmit the attachments described below to all Carriers in the Federal Employees Health Benefits (FEHB) Program:

Attachment 1: 2024 Plan Performance Assessment Procedure Manual

The Plan Performance Assessment Procedure Manual is published annually. This year's manual provides specific guidance for FEHB Carriers for the 2024 plan year on the following topics:

- Reporting Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) results to the National Committee for Quality Assurance (NCQA).
- The HEDIS and CAHPS reporting product filing type submitted to OPM should align with what is submitted to NCQA.
- Failure to follow the OPM's HEDIS reporting policy risks some or all measure results being invalidated.
- Reinforcing the requirement for CAHPS reporting guidelines. FEHB Plans not submitting commercial samples to NCQA **must** submit a

separate CAHPS sample for any FEHB health plan option in a state in which that health plan option has more than **5,000** FEHB contract holders. Enrollees in FEHB health plan options that have fewer than 5,000 FEHB contract holders per state may be included in a health plan option specific CAHPS sample.

- Affirming the Clinical Quality, Customer Service and Resource Use (QCR) Measure Set. In 2024, Antidepressant Medication Management: Effective Continuation Phase Treatment (AMM), Childhood Immunization Status (Combo 10) (CIS) and Use of Opioids from Multiple Providers (Multiple Prescribers) (UOPPR) measures will move from the Farm Team to the QCR measure set.
- Reflecting NCQA's updated measure age stratification for Colorectal Cancer Screening (COL). For MY 2023, the COL age stratifications were revised from 46–49 years to 46–50 years and from 50–75 years to 51–75 years of age, OPM will score COL with the 51-75 years eligible population age range. The measure weight and priority level will remain the same.
- Including the 2024 Farm Team Measure Set. The new Farm Team measure for 2024 includes Well Child Visits in the First 30 Months of Life (W30), Colorectal Cancer Screening Total Rate (COL) and Prenatal Immunization Status (PRS-E) all rates.
- Reminder that NCQA announced the retirement of Flu Vaccinations for Adults in the HEDIS Measurement Year 2023 (2024 PPA Scoring Cycle). Flu Vaccine will now be reported as part of Adult Immunization Status. (AIS-E). The Influenza rate will now be reported as part of Adult Immunization Status measure. Therefore, OPM will not include the Flu Vaccine for Adult measure in the 2024 QCR measure set.
- Reminder that NCQA is planning for a BCS transition to ECDS-only reporting for HEDIS Measurement Year 2023 (2024 scoring cycle) and COL is planned for transition for Measurement Year 2024 (2025 scoring cycle). Carriers are to follow NCQA's reporting guidance and

timelines for transitioning measures exclusively to the ECDS reporting method. Please refer to Section 5.

- Affirming procedures for Contract Oversight input and scoring. This section reinforces that significant performance issues may be scored in one or multiple Oversight domains according to the Contracting Officer's assessment of severity and impact.
- Affirming the Plan Performance Assessment (PPA) Timeline and QCR Scoring and Calculations Procedures, including Data Correction Procedures.
- Including procedures for new Carriers to the FEHB and how they will be scored in years one, two and three. New Carriers will not receive a QCR score their first year in the program. The first year in the program, the Overall Performance Score will be based on the Contract Oversight score as determined by the Contracting Officer. New carriers should refer to section 4.
- Listing reporting expectations for existing FEHB Carriers with new enrollment codes or health plan options.
- Outlining the data preview process. For 2024, Carriers must actively respond during the QCR Data Preview Period. Carriers can concur with their score or provide feedback to address factual errors, omissions, or miscalculations during this timeframe.
- Including the process when Plans leave the FEHB program. Plans leaving the FEHB program in 2024 will have an opportunity to review their QCR Preview Reports during the QCR Data Preview Period. Plans leaving the FEHB program in 2024 will not receive an Overall Performance Score (OPS) final report. Community Rated Plans leaving FEHB will not receive a Performance Adjustment and Experienced Rate Plans leaving FEHB will not receive a Service Charge.

- Outlining CAHPS code in Benefits Plus. Carriers may now find their CAHPS Codes in Benefits Plus.
- Including the process for Carrier's switching contracting rating type. If a carrier switches their rating methodology from an experienced rated to community rate, or from community rated to experience rated, and the change is approved by the Contracting Officer, the 2024 Plan Performance Assessment calculations are done based on data reported under the 2024 Scoring Cycle rating methodology. The Contract Oversight score will be determined by the Contracting Officer with oversight of the plan in 2024 calendar year.
- Reinforcing the Requirement for Corrective Action Plans.

Attachment 2: 2024 Planned HEDIS and CAHPS Reporting Guidance

FEHB Carriers will notify OPM of planned HEDIS and CAHPS reporting for 2024 via Benefits Plus. Attachment 2 is a user guide to the Benefits Plus process.

Attachment 3: 2024 CAHPS Sample Crosswalk

This attachment includes a CAHPS crosswalk sample along with CAHPS code in Benefits Plus instructions for FEHB Carriers submitting CAHPS data. The crosswalk maps National Committee for Quality Assurance (NCQA) Submission ID(s) to the FEHB Plan name and CAHPS Code. This important information is critical to our planning efforts for the scoring cycle.

Attachment 4: 2024 Corrective Action Plan Template

This attachment includes Corrective Action Plan (CAP) Template. FEHB Carriers must submit a CAP for each QCR measure below the 25th percentile.

Attachment 5: 2024 Corrective Action Plan Follow-up Report

This attachment includes the CAP Follow-up Report Template. FEHB Carriers must complete a follow-up report for each CAP following the 2024 QCR Scoring process.

Thank you for your commitment to the FEHB Program. If you have any questions, please contact your Health Insurance Specialist.

Sincerely,

Laurie E. Bodenheimer

Associate Director

Healthcare and Insurance

Attachment 1: 2024 Plan Performance Assessment Procedure Manual

Attachment 2: 2024 Planned HEDIS and CAHPS Reporting

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Attachment 4: 2024 Corrective Action Plan Template

Attachment 5: 2024 Corrective Action Plan Follow-up Report