2024 Plan Performance Assessment Procedure Manual

Attachment 4: 2024 Quality Improvement Corrective Action Plan Template

For each FEHB Contract, Carriers must submit a Corrective Action Plan (CAP) for each QCR measure below the 25th percentile. Measures set to retire or transition to the Farm Team in 2024 do not require a CAP. The table below reflects the list of eligible CAPs measures in 2023. For more information on 2024 QCR Measure Set, please see Carrier Letter 2022-13.

All CAPs must be submitted to your Health Insurance Specialist within 30 days of receiving the 2024 Overall Performance report, using the Quality Improvement Corrective Action Plan Template below. Within the CAP, please specify the Quality Improvement implementation plan to improve the provision or care/services associated with the identified measure. Please note that FEHB Carriers submitting a third or subsequent CAP on the same measure will be subject to additional OPM reviews and discussions to ensure that the listed actions can be expected to produce improvement. In the table below, please indicate the measure(s) that require a CAP.

In the table below, select all the measures that apply. If there is more than one year of a CAP Submission, also check the "Multiple Year CAP" column. The measures display an "NA" where it didn't require a CAP.

PPA: 2024	NCQA	Multiple	CAP	CAP	CAP	CAP
CAP Eligible QCR	Measure	Year	2024	2023	2022	2021
Measures	Abbreviation	CAP	Submission	Submission	Submission	Submission
Avoidance of Antibiotic						
Treatment for Acute	AAB					
Bronchitis/Bronchiolitis	AAD					
(18-64)						
Controlling High Blood	CDD					
Pressure	СВР					
Hemoglobin A1c						
Control for Patients	HBD					
with Diabetes						
Antidepressant						
Medication	AAM			NA	NA	NA
Management (Effective	AAIVI			INA	INA	IVA
Continuation)						
Asthma Medication	AMR					
Ratio						
Breast Cancer	BCS-E					
Screening						
Cervical Cancer	CCS					NA
Screening						IVA
Childhood						
Immunization Status	CIS			NA	NA	NA
(Combo 10)						

Measures Abbreviation CAP Submission Submission Submission Colorectal Cancer COL Colorectal Cancer COL Colorectal Cancer COL FUA Solumission FUA Submission FUA Submission NA NA NA NA NA NA NA NA SPC Cap Submission Submission Submission NA NA NA NA NA NA NA NA NA Reading Spital Health Plan Rating Overall Personal Doctor Rating Use of Imaging Studies for Low Back Pain Acute Hospital Utilization PAG CAP Submission Submission Submission Submission Submission Submission Submission NA NA NA NA NA NA NA NA NA N	PPA: 2024	NCQA	Multiple	CAP	CAP	CAP	CAP
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For each CAP, provide the following information in 750 words or less.

1.	Measure:	
2.	Contract Number:	
3.	Carrier Name:	
4.	Carrier Codes:	

5. Plan Analysis

- o Analysis: Strengths and weaknesses of current quality practices related to this measure.
- Barriers: Identify potential barriers to improvement in results. If a CAP for this measure has been submitted previously, include an evaluation of why you have not achieved expected results to date.
- o Impact: Estimate the number of members that need to be impacted by the proposed strategies in order to increase the score to at least the 25th percentile.

6. Action Steps

- Action Outline: List in-depth steps in your Corrective Action Plan to raise the score to at least the minimum threshold. If your score has fallen below the threshold for 2 or more years, discuss new or different actions this year to improve performance to the minimum threshold.
- Metrics: Describe the progress metrics you will use to track improvement. How does this support improvement in the QCR measure?
- Classification: OPM strongly encourages Carriers with performance below the 10th percentile benchmark to develop novel¹ actions, rather than reinforcement² actions, to increase quality performance.
- o Action Timeline: Identify the start date, and if applicable, end date of each action step.
- Progress Projection: Identify the projected improvement results including a timeline of when improvement can be expected.

¹ Introduction of a new practice that the Carrier has not previously explored.

² Modification of an existing practice current used by the Carrier.

Quality Improvement Corrective Action Plan Template Submission

Each Carrier submitting one or more CAPs needs to complete the below information one time.

CAP Point of Contact:							
Certification The undersigned have read the attached Corrective Action Plan(s) and agree to the terms.							
FEHB Carrier Quality Impro	ovement POC:						
Printed Name	Signature	Date					
The undersigned h	n may be required; the Health Insuration of issues.	on Plan(s) and agree to the terms. on Plan(s) and do not agree to the terms. nce Specialist will schedule a meeting to					
Printed Name	Signature	Date					
OPM FEHB Chief:							
Printed Name	Signature	Date					