



FEHB Health Plan Performance

Working for America

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



Topics:

- **Quality Assurance (QA) Reports**
- **Fraud & Abuse (F&A) Reports**
- **Patient Safety & Accreditation**
- **HEDIS Collection**
- **Performance Measurement Database**





Quality Assurance (QA) Reports

- Last year, started electronic submission (vs. paper)
- Next step, expect to incorporate new NCQA access and service measures into our 2004 contract QA Standards
 - Claims Timeliness
 - Call Answer Timeliness
 - Call Abandonment
- Future years, may adopt additional NCQA access and service measures



Fraud & Abuse (F&A) Reports

- Continue working with OPM Inspector General to prevent fraud and abuse in the FEHB Program.
- Three-pronged approach:
 - Raising consumer awareness: revised brochure and FEHB Guide page "Stop Health Care Fraud!"
 - Raising health plan awareness. *Best Practices* going on carrier web site.
 - Enhancing systematic reporting requirements. Upcoming carrier letter. Implement in 2004.



Patient Safety & Accreditation

- **Past two years, asked you to describe your patient safety initiatives**
- **This year, bring the patient safety message directly to consumers**
- **Will add plan patient safety info to FEHB web site**

- **Accreditation Update**
 - **Over 3/4 of FEHB HMOs accredited**
 - **FFS plans accrediting PPO products (regional & modular)**



HEDIS Collection

- **Pilot project in 2000 & 2001**
- **2002 first year after pilot**
- **Working with plans on individual basis**
- **For analysis of HEDIS results, see carrier web site**



Performance Measurement Database

- **Working with IT Contractor**

- **Demo**