

A vertical strip of the American flag is visible on the left side of the slide, showing the stars and stripes.

Linking Profit to Quality on a Nationwide Scale

Plan Performance Assessment and the FEHB

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HCPLAN Summit
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What I'd Like To Do

- Payment Reform in the context of health delivery system relationships
- Describe FEHB's Plan Performance Assessment
 - What it is
 - How we got here
 - Relationship to other payment reforms



What is FEHB?

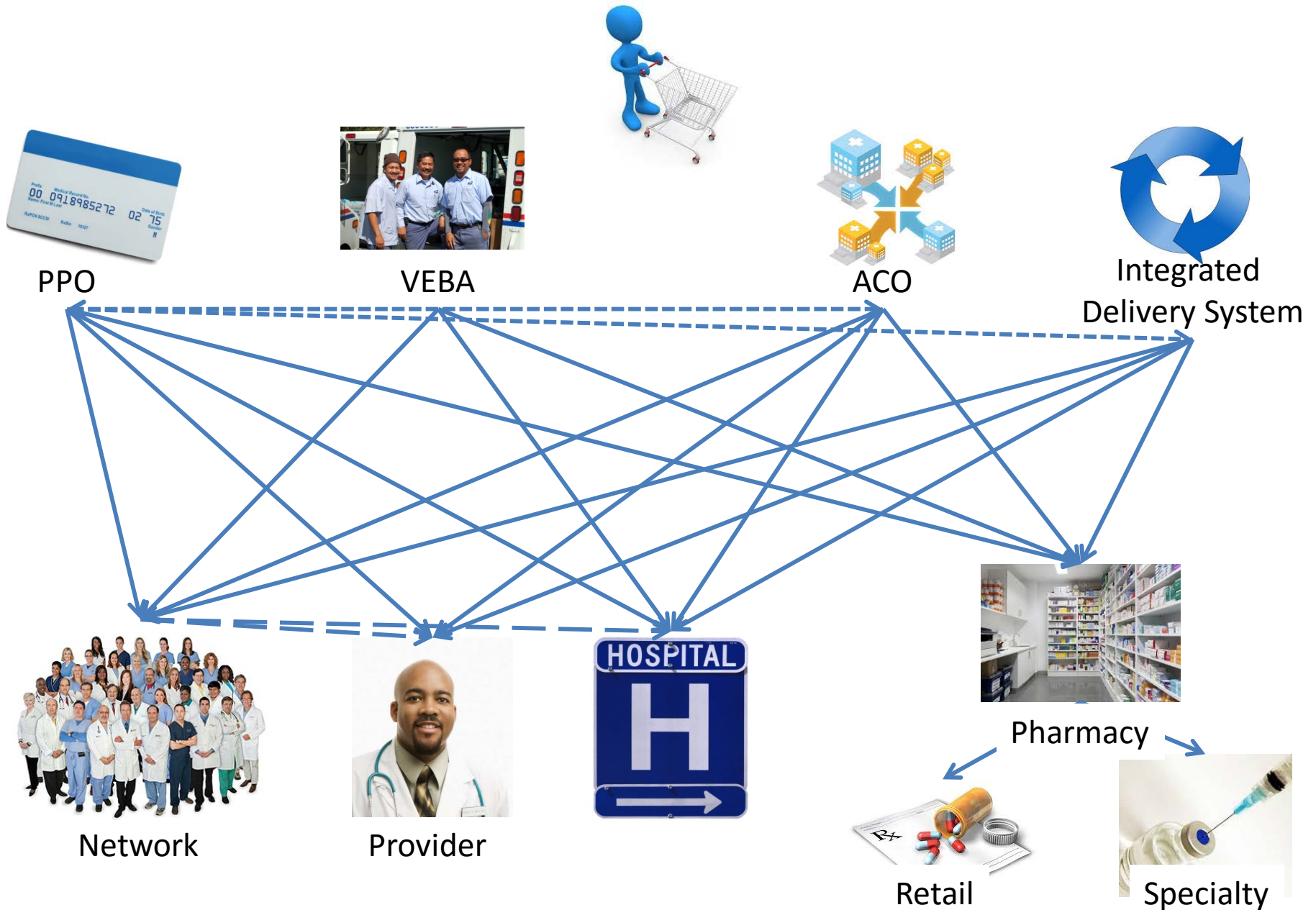
- Operating since 1960
- Largest employer sponsored health insurance program
 - 90 + carriers
 - 250+ insurance options
- 8.2 million employees, retirees, and families
- Over \$50B in health care benefits



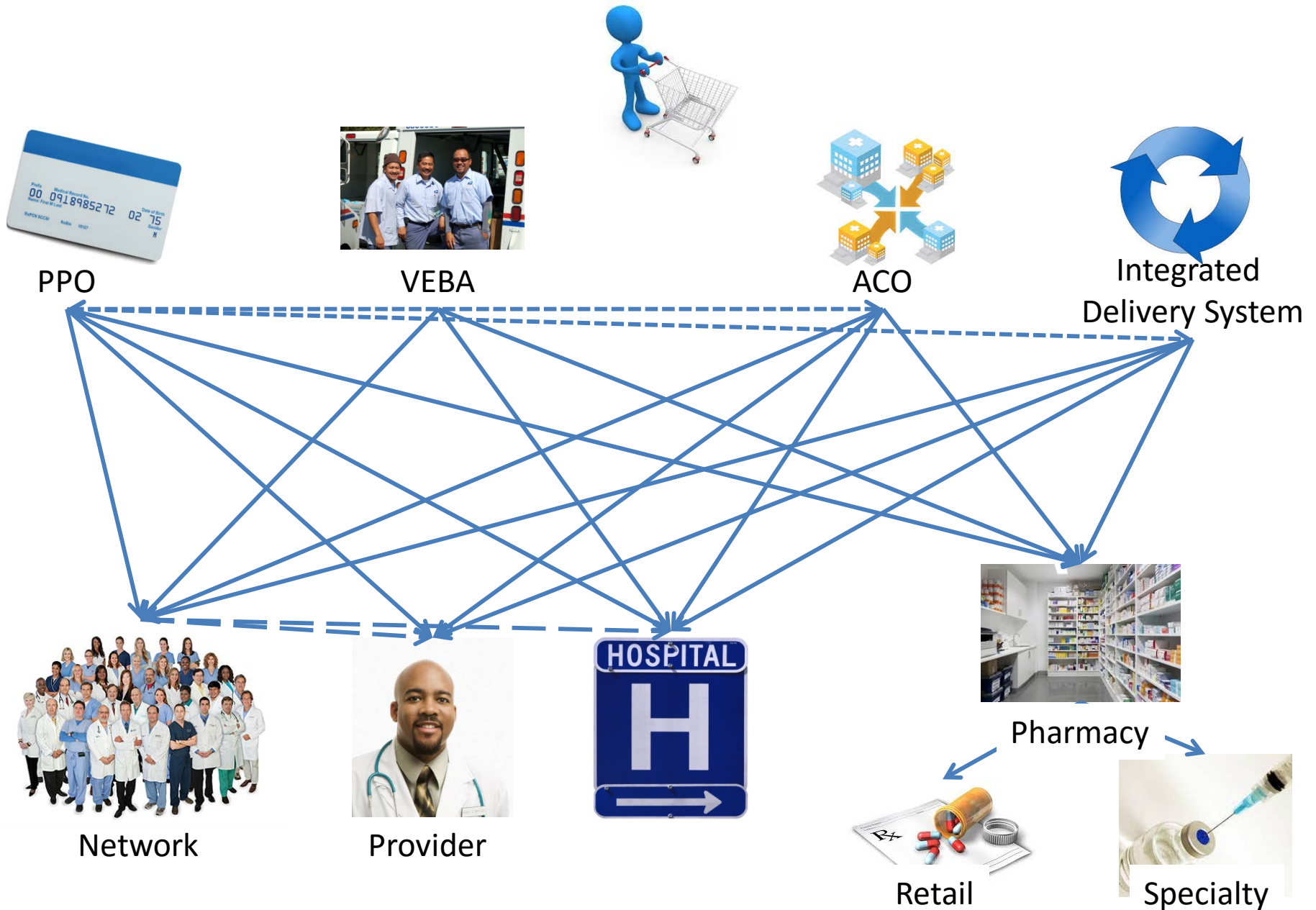
FEHB Key Facts

- Enrollment Distribution
 - 65% National BCBSA products
 - 20% Other National products (VEBAs)
 - 15% State-specific products
 - Annual Negotiation Cycle
 - Call Letter March
 - Proposals May
 - Negotiations June – August
 - Open Season November – early Dec
 - Plan Year Starts January
 - Wide Variety of Products
 - PPO
 - HMO/POS
 - HMO
- Experience Rated
- Community Rated

Where You Stand Depends on Where You Sit



Where You Stand Depends on Where You Sit





Measuring Quality Where You Are



Plan All-Cause Readmission



30-day Readmission: Acute Myocardial Infarction

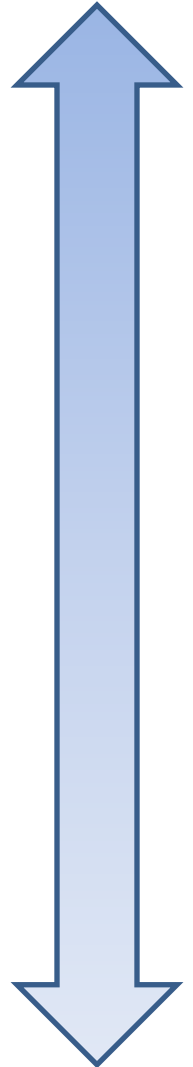


Medication Reconciliation Post-Discharge



Ischemic Vascular Disease: Use of Aspirin or Another Antithrombotic

Summary



Granular

Assessing and Rewarding FEHB Plans

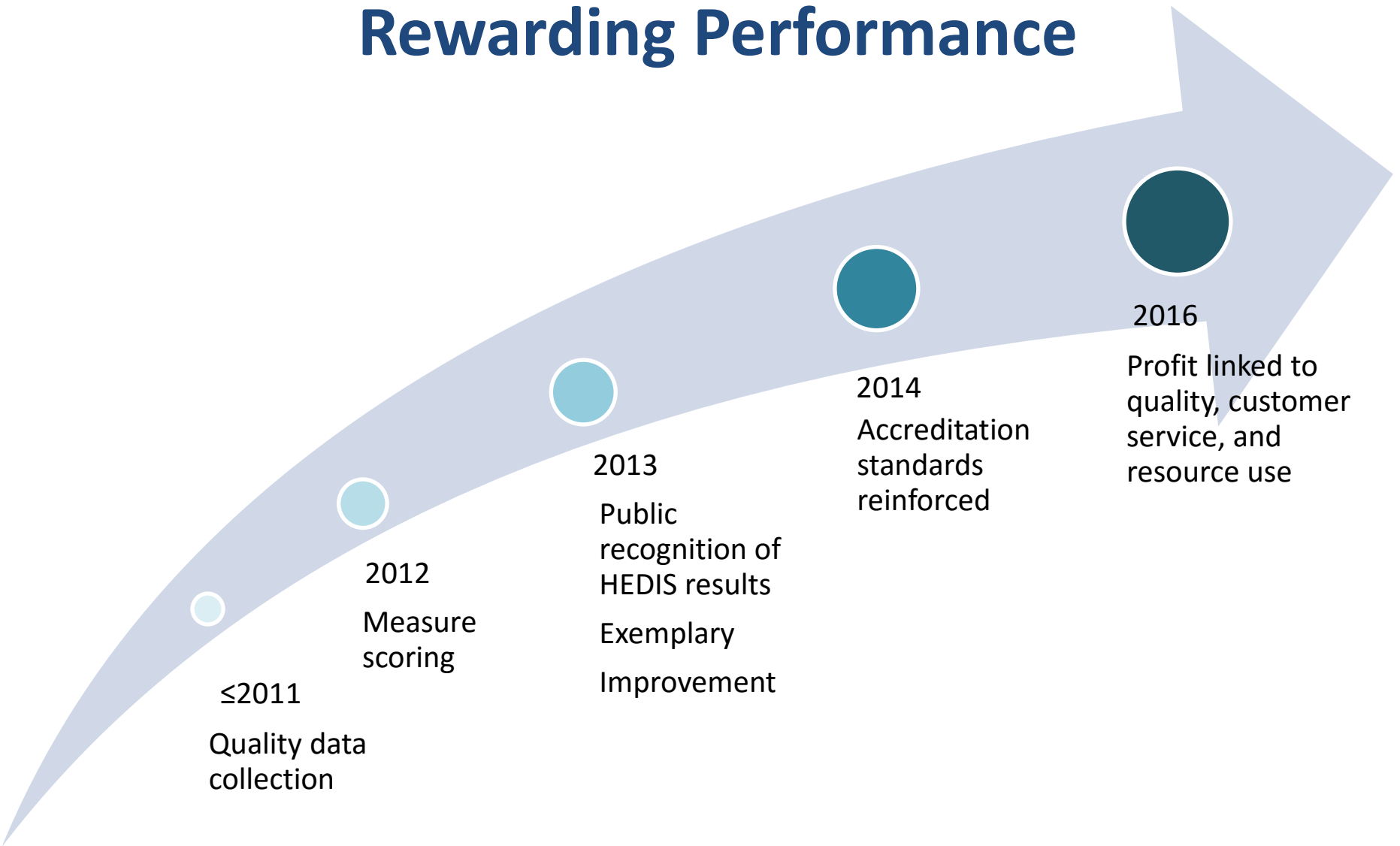
“The Old Way”

- Different standards based on structure
- Contract officer responsibility and discretion with regard to awards
- Factors (not requirements) for consideration

FEHB Performance Assessment “The New Way”

- Identify measures that we care about
- Use well established measures with external benchmarks
- Pay based on performance

FEHB Journey towards Rewarding Performance



FEHB Plan Performance Assessment

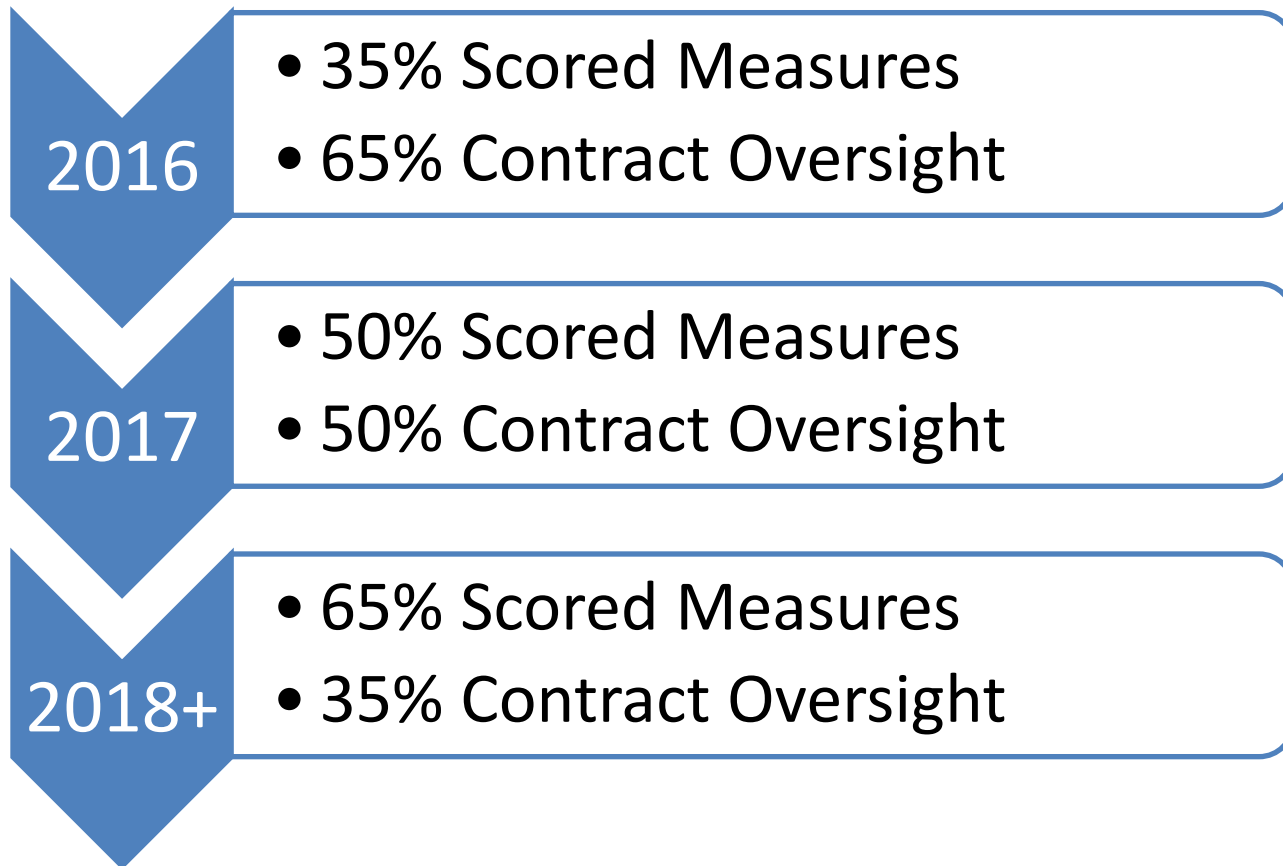
Key Features



- Parsimony in measure selection
- Assessment at the carrier level
- Carrier profit at risk
- Comparison to national commercial benchmarks
- Methodology available
 - <https://www.opm.gov/healthcare-insurance/healthcare/carriers/2015/2015-10.pdf>

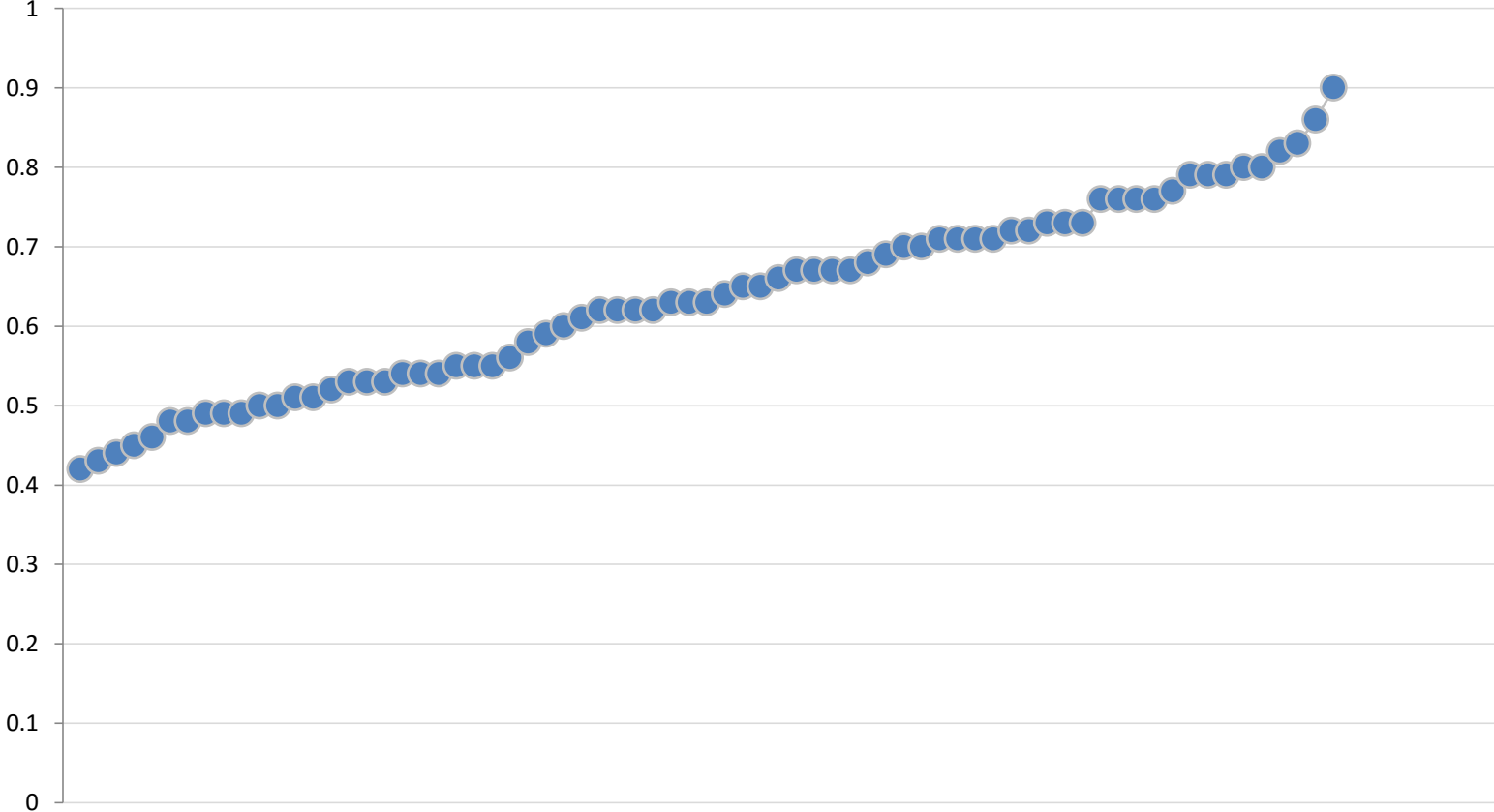
Performance Area	2016 Measures
Clinical Quality	Breast Cancer Screening
	Timeliness of Prenatal Care
	Well Child Visits in the First 15 Months of Life
	Flu Vaccinations for Adults Ages 18-64
	Advising Smokers to Quit
	Controlling Blood Pressure
	Comprehensive Diabetes Care – HbA1c testing
	Medication Management for People with Asthma
	Follow-up After Hospitalization for Mental Illness
Customer Service	Plan Information on Costs
	Getting Needed Care
	Getting Care Quickly
	Claims Processing
	Overall Health Plan Rating
	Coordination of Care
	Overall Personal Doctor Rating
	Customer Service
Resource Use	Plan All Cause Readmissions
	Use of Imaging Studies for Low Back Pain
<i>Contract Oversight</i>	<i>Components (e.g., audits, IT security) evaluated by Contract Officer</i>

Phase-in of FEHB Plan Performance Assessment

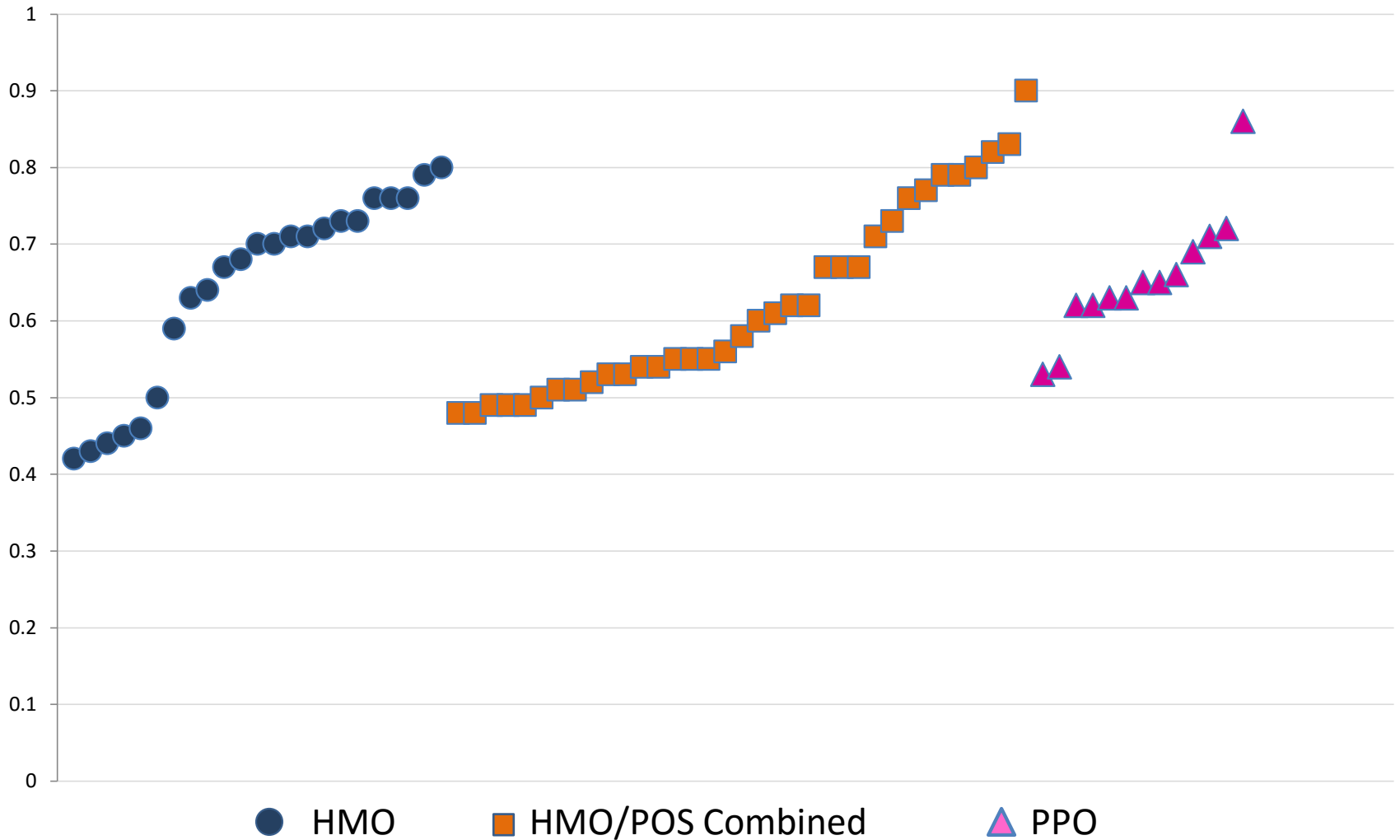


We Have a Range of Performance

FEHB Plan Scored Measure Totals
2014 HEDIS and CAHPS Data



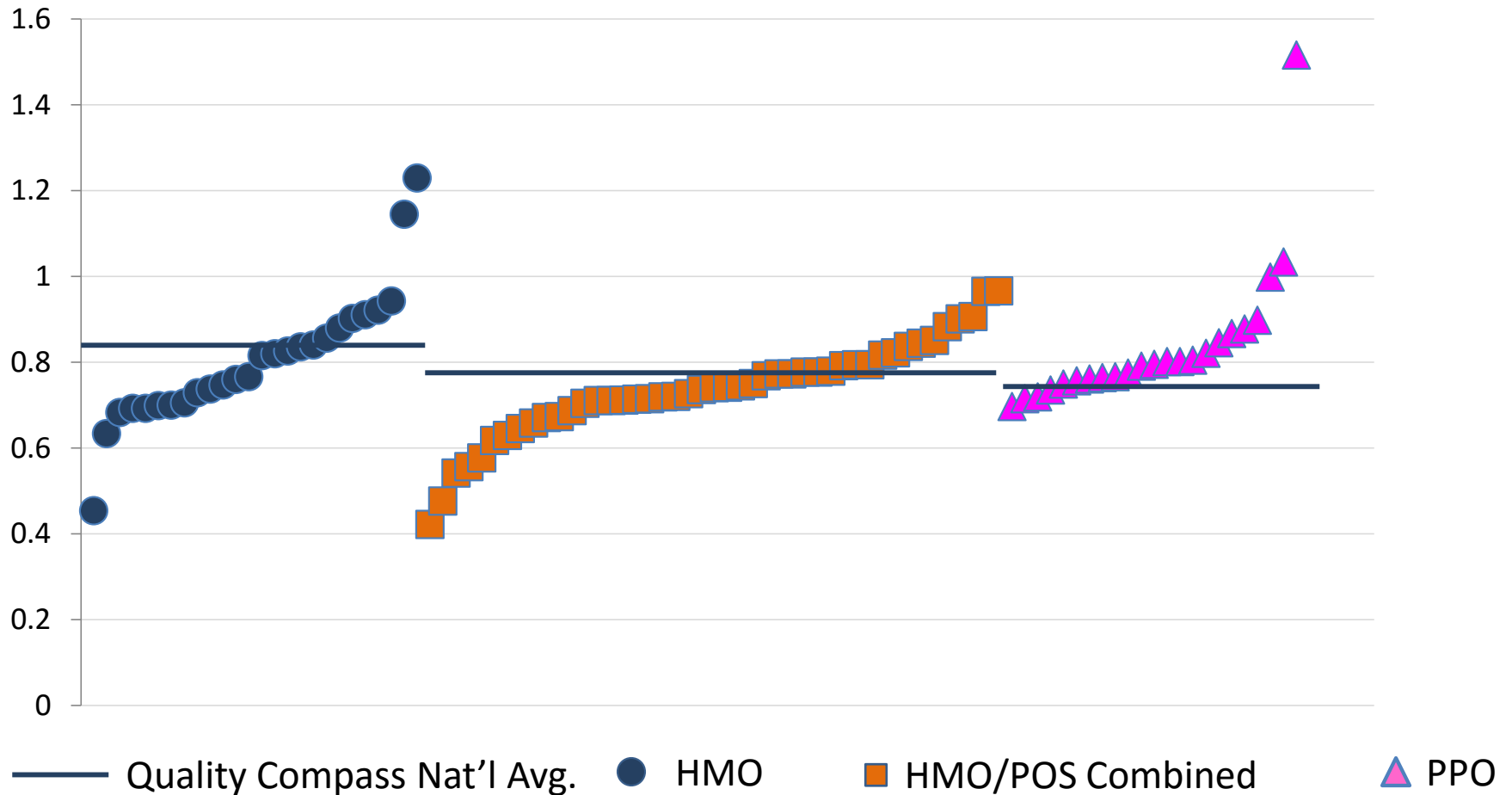
Range of Performance by Product Type



Plan All-Cause Readmissions

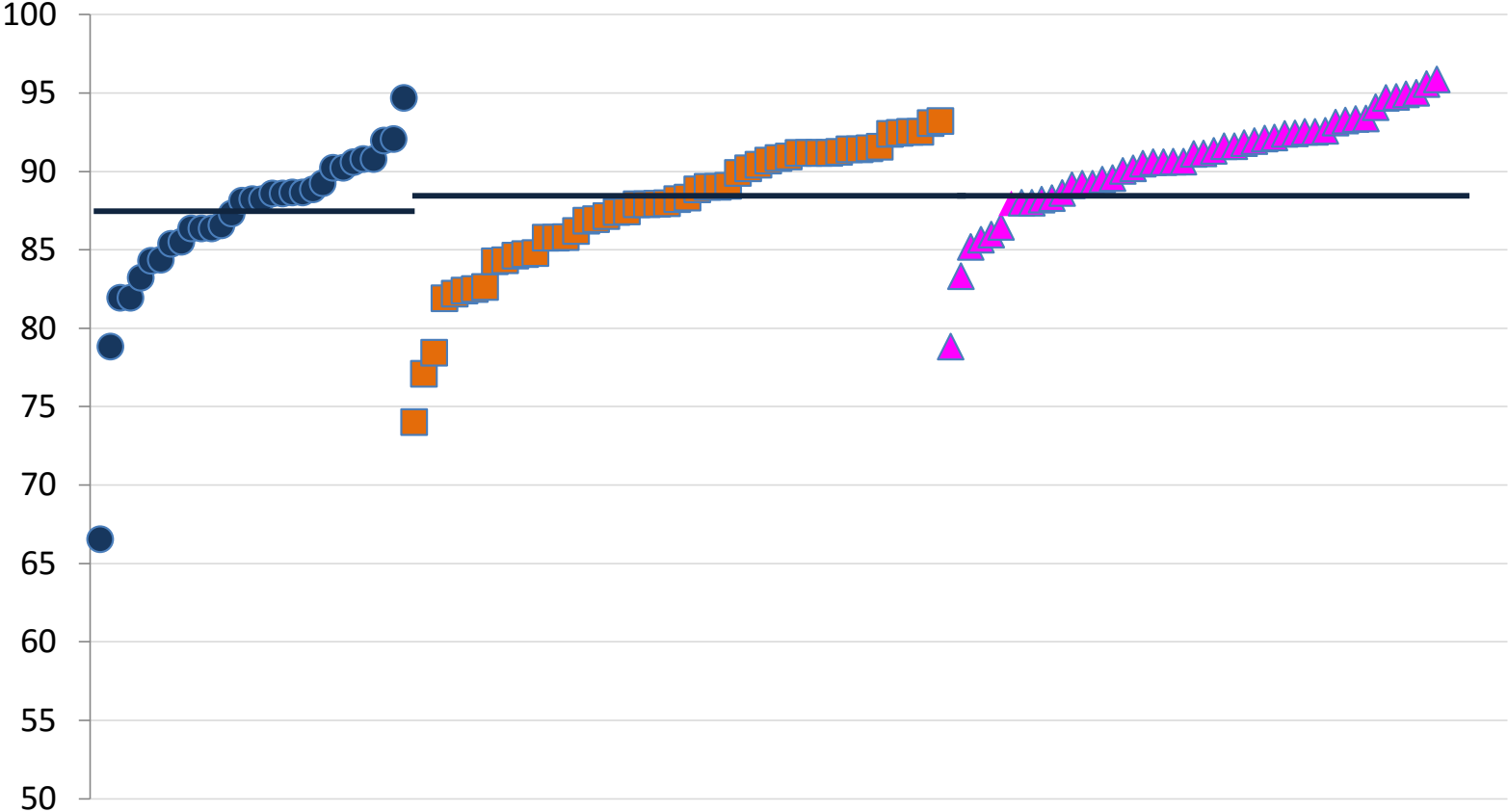
2014 FEHB Results

Please note that lower is better on this measure



Getting Needed Care

2014 FEHB CAHPS Results



— Quality Compass Nat'l Avg. ● HMO ■ HMO/POS Combined ▲ PPO

Next Steps

- Corrective Action Plans
 - Focus on priority measures in 2016
- Improvement Score methodology
 - In development - will reward investment
- Carrier Conference
 - Share performance trends and improvement insights
 - Plans share successful practices
- Communication
 - Carrier Letters and Utilization Review newsletters
- Continue to Engage
 - “participating in cross government working groups... best practices health care performance success in commercial lines of business”

Questions

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