
FEHB Program Carrier Letter

All Carriers

U.S. Office of Personnel Management
Office of Insurance Programs

Letter No. 2001- 17

Date: May 8, 2001

Fee-for-service [12] Experience-rated HMO [15] Community-rated HMO [16]

SUBJECT: Reminder to Provide CAHPS Survey Data & Crosswalk

We mentioned in Carrier Letter 2000-51, dated November 27, 2000, that the final Crosswalk for your 2001 CAHPS Survey data submission is due two weeks after NCQA issues Plan Sub-IDs. NCQA is on schedule to finalize Sub-IDs by Friday, May 11. Therefore, we ask that you submit your final Crosswalk by **Friday, May 25**.

The Crosswalk must include your plan's FEHB SubCode(s), FEHB name, NCQA name, member level file name, summary level file name and the plan's NCQA Sub-ID (Attachment A contains a Sample Crosswalk). We have also attached a list of FEHB Codes and FEHB Plan names (See Attachment B).

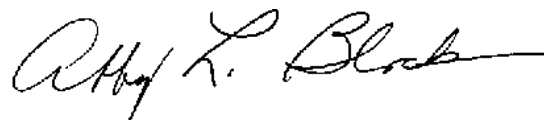
Please direct questions regarding the Crosswalk to: Sue Lynd with Office Remedies, Inc. (ORI) at (703) 478-0910, Paul Kallaur or Nina Smith with the Center for the Study of Services at (202) 454-3030, or by e-mail at: oridata@aol.com, pkallaur@cssresearch.org or nsmith@cssresearch.org.

We prefer to receive crosswalks from your NCQA vendor. Your vendor may submit the Crosswalk via e-mail, fax, or mail. Your vendor may include Crosswalks for multiple plans on a form. Please send all Crosswalks to ORI via e-mail at oridata@aol.com, FAX: 703 478-0936, or by overnight mail to:

ORI
Attention: Sue Lynd
171 Elden Street
Suite 160
Herndon, VA 20170

Also, this is to remind you that your final CAHPS data is due **June 15**. Please send your final CAHPS data to ORI at the above address. Please call Ralph Pierce or Tanya Morrow at (202) 606-0745, if you have any questions.

Sincerely,



Abby L. Block
Assistant Director
for Insurance Programs

Attachments