
Letter Number 2023-11

Date: April 18, 2023

Fee-for-service [9]

Experience-rated HMO [9]

Community-rated HMO [10]

**Subject: Federal Employees Health Benefits Plan
Performance Assessment 2025 Clinical Quality,
Customer Service, and Resource Use (QCR)
Measure Set**

This Carrier Letter announces the 2025 Clinical Quality, Customer Service, and Resource Use (QCR) Measure Set that will be scored for the 2025 Plan Performance Assessment (PPA). Attachment 1 is a chart displaying the complete QCR Measure Set.

Changes from previous years' QCR Measure Set are enumerated below:

1. The following performance measures in the Healthcare Effectiveness Data & Information Set (HEDIS) will be added to the 2025 QCR Measure Set:
 - a. **Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis (ABB):** The total rate will be scored and will replace the 18-64 age band. The measure weight will remain 2.5 with a priority level of 1.
 - b. **Adult Immunization Status (AIS-E):** The influenza rate, age 19-65, will be scored. The measure weight will be 1.25 and a priority level of 2.

Please consult Attachment 1 for a complete list of the 2025 QCR Measure Set.

If you have questions on this Carrier Letter, other aspects of the FEHB PPA, or wish to suggest additional performance measures for OPM to consider utilizing in the PPA, please contact FEHBPerformance@opm.gov and copy your Contract Officer and Health Insurance Specialist (Contracts).

Sincerely,

Laurie E. Bodenheimer
Associate Director
Healthcare and Insurance