



## **OFFICE OF PERSONNEL MANAGEMENT**

### **Submission for Review: Renewal of an existing information collection, CAHPS**

#### **Enrollee Survey; OMB Control No. 3206-0274.**

**AGENCY:** Office of Personnel Management.

**ACTION:** 60-Day Notice and request for comments.

**SUMMARY:** Healthcare and Insurance, Office of Personnel Management (OPM) offers the general public and other federal agencies the opportunity to comment on the administration of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey for the Federal Employees Health Benefits (FEHB) and the Postal Service Health Benefits (PSHB) Programs. CAHPS® surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

**DATES:** Comments are encouraged and will be accepted until [INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION]. This process is conducted in accordance with 5 CFR 1320.1.

**ADDRESSES:** Interested persons are invited to submit written comments on the proposed information collection by the following means:

Federal Rulemaking Portal: <http://www.regulations.gov> All submissions received must include the agency name and OMB Control Number for this collection. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

**FOR FURTHER INFORMATION CONTACT:** A copy of this information collection request, with applicable supporting documentation, may be obtained by contacting Meredith Gitangu, Office of Personnel Management, (202)-606-2678 or via electronic mail to FEHBPerformance@OPM.gov.

**SUPPLEMENTARY INFORMATION:** As required by the Paperwork Reduction Act (44 U.S.C. chapter 35) as amended, OPM is soliciting comments for this collection that:

1. Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
2. Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
3. Enhance the quality, utility, and clarity of the information to be collected; and
4. Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submissions of responses.

**PROGRAM DESCRIPTION:**

OPM uses the CAHPS results as part of the FEHB and PSHB Plan Performance Assessment (PPA). The PPA enables a consistent, objective evaluation of carrier performance and also provides more transparency for enrollees. This assessment uses a discrete set of quantifiable measures to examine key aspects of performance in the areas of clinical quality, customer service, and resource use. Six CAHPS measures are part of this discrete set of quantifiable measures.

Taken together with more traditional assessments of contract administration, these measures help ensure that enrollees receive high quality, affordable healthcare and a

positive customer experience. The PPA is linked to carrier profit and adjustment factors. FEHB and PSHB contracts include language to incorporate the PPA as a determinant of the Service Charge or Performance Adjustment.

ANALYSIS:

Agency: Office of Personnel Management

Title: CAHPS Survey

OMB Number: 3206-0274

Frequency: Annually

Affected Public: Federal Employees and Retirees (Including Postal employees and Retirees)

Number of Respondents: 48,829

Estimated Time per Respondent: 15 Minutes

Total Burden Hours: 12,207

Office of Personnel Management

**Alexys Stanley,**  
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Billing Code: 6325-63

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