



# **2023 Medicare-Medicaid Plan Performance Data Technical Notes**

Updated – March 2023

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## Introduction

Under the Medicare-Medicaid Financial Alignment Initiative (FAI) capitated model, the Centers for Medicare & Medicaid Services (CMS) is collecting a variety of measures that examine plan performance and the quality of care provided to enrollees. The Medicare-Medicaid Plan (MMP) performance data published here represent currently available data on MMP performance on certain Medicare Parts C and D quality measures as well as select CMS core measures that MMPs are required to report. The data show MMP performance on quality measures during 2021 and the results of surveys of MMP enrollees conducted in 2021 or 2022.

The scope of the measures displayed here is limited, particularly in the area of long-term services and supports. Consequently, we urge caution in using any of these data for comparative or MMP selection purposes.

In addition, we note that the differences in MMP eligibility across states participating in the FAI, and the differences in the characteristics of enrollees in particular MMPs, may limit the ability to compare MMP performance across demonstrations. For example, enrollment in MMPs in Massachusetts is limited to individuals under the age of 65 at the time of enrollment, while in South Carolina, only individuals aged 65 or older living in the community can enroll. In the New York Fully Integrated Duals Advantage for Individuals with Intellectual and Developmental Disabilities (FIDA-IDD) demonstration, only individuals with IDD can enroll.

Questions about the MMP performance data should be sent to: [mmcocapsmodel@cms.hhs.gov](mailto:mmcocapsmodel@cms.hhs.gov).

## State Weighted Averages

Within the MMP Performance Data File, state weighted averages are provided for each measure. Depending on the measure type, the averages are weighted by the enrollment of each MMP with valid data for the measure or by the eligible population for the measure as reported for each MMP. More specifically, averages for measures from the Health Outcomes Survey (HOS) and the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey are weighted using the total number of members enrolled in February 2021 and January 2022, respectively, to align with the timeframe during which each survey's sampling frame was drawn. Averages for the Call Center Foreign Language Interpreter and TTY Availability measures are weighted using the total number of members enrolled in February 2022 to align with the timeframe during which call center monitoring commenced. Averages for all other measures are weighted using each MMP's eligible population for the measure (e.g., the denominator for each MMP).

## Differences between the 2022 and 2023 MMP Performance Data File and Technical Notes

There were a few changes between the 2022 and 2023 versions of the MMP Performance Data File and Technical Notes. This section provides a summary of the notable differences.

### *Revisions:*

- Where applicable, measure numbers, measure specifications, and related attachments were updated to comport with the Medicare 2023 Part C & D Star Ratings Technical Notes and Medicare 2023 Part C & D Display Measure Technical Notes.

### *Additions:*

- No measures were added to the MMP Performance Data File and Technical Notes.

### *Removals:*

- The following measure was removed from the MMP Performance Data File and Technical Notes:
  - Rheumatoid Arthritis Management (C12)

## Framework and Definitions for the Domain and Measure Details Section

This section contains the formatting framework and definition of each sub-section that is used to describe the domain and measure details on the following pages.

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**Domain: The name of the domain to which the measures following this heading belong**

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**Measure: The measure ID and common name of the measure**

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Title	Description
Label for Data:	Optional – The label that provides a fuller title for the measure.
Description:	The English language description for the measure.
HEDIS Label:	Optional – contains the full NCQA HEDIS measure name.
Measure Reference:	Optional – this sub-section contains the location of the detailed measure specification in the NCQA documentation for all HEDIS and HEDIS-HOS measures.
Metric:	Defines how the measure is calculated.
Primary Data Source:	The primary source of the data used in the measure.
Data Source Description:	Optional – contains information about additional data sources needed for calculating the measure.
Data Source Category:	The category of this data source.
Exclusions:	Optional – lists any exclusions applied to the data used for the measure.
General Notes:	Optional – contains additional information about the measure and the data used.
Data Time Frame:	The time frame of data used from the data source. In some HEDIS measures this date range may appear to conflict with the specific data time frame defined in the NCQA Technical Specifications. In those cases, the data used by CMS are unchanged from what was submitted to NCQA. CMS uses the data time frame of the overall HEDIS submission which is the HEDIS measurement year.
General Trend:	Indicates whether high values are better or low values are better for the measure.
Case-Mix Adjusted:	Indicates if the data are case-mix adjusted.
NQF #:	The National Quality Framework (NQF) number for the measure or “Not Applicable” if there is no equivalent measure with NQF endorsement.
Data Display:	The format used to the display the numeric data.

## Domain 1: Coordination of Care and Long Term Services and Supports

### Measure: M21 - Comprehensive Health Risk Assessment

Title	Description
Description:	Percent of members who received a health risk assessment within 90 days of enrollment in the MMP.
Metric:	This measure captures the total number of members with a health risk assessment completed within the first 90 days of enrollment. When calculating the completion rate, the members that were unreachable (after at least three contact attempts) and the members that refused the assessment are subtracted from the denominator.
Primary Data Source:	Measure Core 2.1 from the Medicare-Medicaid Capitated Financial Alignment Model Core Reporting Requirements
Data Source Category:	Health and Drug Plans
Exclusions:	Members that were unreachable (after at least three contact attempts) and members that refused the assessment are subtracted from the denominator.
General Notes:	A full description of the measure specifications is available in the <a href="#">CY 2021 Reporting Requirements</a> .
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

### Measure: M32 - Care Plan Completion

Title	Description
Description:	Percent of members who had a care plan completed within 90 days of enrollment in the MMP.
Metric:	This measure captures the total number of members with a care plan completed within the first 90 days of enrollment. When calculating the completion rate, the members that were unreachable (after at least three contact attempts) and the members that refused the care plan are subtracted from the denominator.
Primary Data Source:	Measure Core 3.2 from the Medicare-Medicaid Capitated Financial Alignment Model Core Reporting Requirements
Data Source Category:	Health and Drug Plans
Exclusions:	Members that were unreachable (after at least three contact attempts) and members that refused the care plan are subtracted from the denominator.
General Notes:	A full description of the measure specifications is available in the <a href="#">CY 2021 Reporting Requirements</a> .
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

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**Measure: DMC25 - Care for Older Adults – Functional Status Assessment**

Title	Description
Label for Data:	Yearly Assessment of How Well MMP Members Are Able to Do Activities of Daily Living
Description:	Percent of members whose doctor has done a functional status assessment to see how well they are able to do Activities of Daily Living such as dressing, eating, and bathing.
HEDIS Label:	Care for Older Adults (COA) – Functional Status Assessment
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 121
Metric:	The percentage of MMP enrollees 66 years and older (denominator) who received at least one functional status assessment (Functional Status Assessment Value Set) during the measurement year (numerator).
Primary Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Exclusions:	MMPs whose enrollment was less than 30 as of the February 2021 Monthly Enrollment by Plan Report were excluded from this measure.  This measure is not included for Massachusetts MMPs because it is calculated for individuals age 66 and older and only individuals younger than 65 can enroll in Massachusetts MMPs.
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

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**Domain 2: Managing Chronic (Long Term) Conditions/Health Outcomes**

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**Measure: C06 - Care for Older Adults – Medication Review**

Title	Description
Label for Data:	Yearly Review of All Medications and Supplements Being Taken
Description:	Percent of members whose doctor or clinical pharmacist reviewed a list of everything they take (prescription and non-prescription drugs, vitamins, herbal remedies, other supplements) at least once a year.
HEDIS Label:	Care for Older Adults (COA) – Medication Review
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 121
Metric:	The percentage of MMP enrollees 66 years and older (denominator) who received at least one medication review (Medication Review Value Set) conducted by a prescribing practitioner or clinical pharmacist during the measurement year and the presence of a medication list in the medical record (Medication List Value Set) (numerator).
Primary Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Exclusions:	MMPs whose enrollment was less than 30 as of the February 2021 Monthly Enrollment by Plan Report were excluded from this measure.  This measure is not included for Massachusetts MMPs because it is calculated for individuals age 66 and older and only individuals younger than 65 can enroll in Massachusetts MMPs.

Title	Description
Data Time Frame: 01/01/2021 - 12/31/2021	
Case-Mix Adjusted: No	
NQF #: 0553	
Data Display: Percentage with no decimal place	

#### Measure: C07 - Care for Older Adults – Pain Assessment

Title	Description
Label for Data: Yearly Pain Screening or Pain Management Plan	
Description: Percent of plan members who had a pain screening at least once during the year.	
HEDIS Label: Care for Older Adults (COA) – Pain Screening	
Measure Reference: NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 121	
Metric: The percentage of MMP enrollees 66 years and older (denominator) who received at least one pain assessment (Pain Assessment Value Set) plan during the measurement year (numerator).	
Primary Data Source: HEDIS	
Data Source Category: Health and Drug Plans	
Exclusions: MMPs whose enrollment was less than 30 as of the February 2021 Monthly Enrollment by Plan Report were excluded from this measure.	
This measure is not included for Massachusetts MMPs because it is calculated for individuals age 66 and older and only individuals younger than 65 can enroll in Massachusetts MMPs.	
Data Time Frame: 01/01/2021 - 12/31/2021	
General Trend: Higher is better	
Case-Mix Adjusted: No	
NQF #: Not Applicable	
Data Display: Percentage with no decimal place	

#### Measure: C08 - Osteoporosis Management in Women who had a Fracture

Title	Description
Label for Data: Osteoporosis Management	
Description: Percent of female members who broke a bone and got screening or treatment for osteoporosis within 6 months.	
HEDIS Label: Osteoporosis Management in Women Who Had a Fracture (OMW)	
Measure Reference: NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 225	
Metric: The percentage of woman MMP enrollees 67 - 85 who suffered a fracture (denominator) and who had either a bone mineral density (BMD) test or prescription for a drug to treat osteoporosis in the six months after the fracture (numerator).	
Primary Data Source: HEDIS	
Data Source Category: Health and Drug Plans	
Exclusions: • Members who had a BMD test (Bone Mineral Density Tests Value Set) during the 730 days (24 months) prior to the IESD.	



Title	Description
	<ul style="list-style-type: none"> <li>• Members who had a claim/encounter for osteoporosis therapy (Osteoporosis Medications Value Set) during the 365 days (12 months) prior to the IESD.</li> <li>• Members who received a dispensed prescription or had an active prescription to treat osteoporosis (Osteoporosis Medications List) during the 365 days (12 months) prior to the IESD.</li> <li>• Members who are enrolled in an Institutional SNP (I-SNP) any time during the measurement year.</li> <li>• Members living long-term in an institution any time during the measurement year.</li> </ul> <p>This measure is not included for Massachusetts MMPs because it is calculated for individuals age 67 - 85 and only individuals younger than 65 can enroll in Massachusetts MMPs.</p> <p>Data Time Frame: 01/01/2021 - 12/31/2021</p> <p>General Trend: Higher is better</p> <p>Case-Mix Adjusted: No</p> <p>NQF #: 0053</p> <p>Data Display: Percentage with no decimal place</p>

### Measure: C09 - Diabetes Care – Eye Exam

Title	Description
Label for Data:	Eye Exam to Check for Damage from Diabetes
Description:	Percent of members with diabetes who had an eye exam to check for damage from diabetes during the year.
HEDIS Label:	Comprehensive Diabetes Care (CDC) – Eye Exam (Retinal) Performed
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 184
Metric:	The percentage of diabetic MMP enrollees age 18-75 with diabetes (type 1 and type 2) (denominator) who had an eye exam (retinal) performed during the measurement year (numerator).
Primary Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Exclusions:	<ul style="list-style-type: none"> <li>• Members 66 years of age and older as of December 31 of the measurement year who meet either of the following: <ul style="list-style-type: none"> <li>– Enrolled in an Institutional SNP (I-SNP) any time during the measurement year.</li> <li>– Living long-term in an institution any time during the measurement year as identified by the LTI flag in the Monthly Membership Detail Data File.</li> </ul> </li> <li>• Members 66 years of age and older as of December 31 of the measurement year with both frailty (Frailty Value Set) and advanced illness (Advanced Illness Value Set) during the measurement year.</li> <li>• Members receiving palliative care (Palliative Care Assessment Value Set; Palliative Care Encounter Value Set; Palliative Care Intervention Value Set) during the measurement year.</li> </ul> <p>(optional) Members who do not have a diagnosis of diabetes (Diabetes Value Set), in any setting, during the measurement year or the year prior to the measurement year and who had a diagnosis of polycystic ovarian syndrome, gestational diabetes or steroid-induced diabetes (Diabetes Exclusions Value Set), in any setting, during the measurement year or the year prior to the measurement year.</p> <p>Organizations that apply optional exclusions must exclude members from the denominator for all indicators. The denominator for all rates must be the same.</p>

Title	Description
	If the member was included in the measure based on claim or encounter data, as described in the event/diagnosis criteria, the optional exclusions do not apply because the member had a diagnosis of diabetes.
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	0055
Data Display:	Percentage with no decimal place

### Measure: C10 - Diabetes Care – Kidney Disease Monitoring

Title	Description
Label for Data:	Kidney Function Testing for Members with Diabetes
Description:	Percent of members with diabetes who had a kidney function test during the year.
HEDIS Label:	Comprehensive Diabetes Care (CDC) – Medical Attention for Nephropathy
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 184
Metric:	The percentage of diabetic MMP enrollees age 18-75 with diabetes (type 1 and type 2) (denominator) who had medical attention for nephropathy during the measurement year (numerator).
Primary Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Exclusions:	<ul style="list-style-type: none"> <li>• Members 66 years of age and older as of December 31 of the measurement year who meet either of the following: <ul style="list-style-type: none"> <li>– Enrolled in an Institutional SNP (I-SNP) any time during the measurement year.</li> <li>– Living long-term in an institution any time during the measurement year as identified by the LTI flag in the Monthly Membership Detail Data File.</li> </ul> </li> <li>• Members 66 years of age and older as of December 31 of the measurement year with both frailty (Frailty Value Set) and advanced illness (Advanced Illness Value Set) during the measurement year.</li> <li>• Members receiving palliative care (Palliative Care Assessment Value Set; Palliative Care Encounter Value Set; Palliative Care Intervention Value Set) during the measurement year.</li> </ul> <p>(optional) Members who do not have a diagnosis of diabetes (Diabetes Value Set), in any setting, during the measurement year or the year prior to the measurement year and who had a diagnosis of polycystic ovarian syndrome, gestational diabetes or steroid-induced diabetes (Diabetes Exclusions Value Set), in any setting, during the measurement year or the year prior to the measurement year.</p> <p>Organizations that apply optional exclusions must exclude members from the denominator for all indicators. The denominator for all rates must be the same.</p> <p>If the member was included in the measure based on claim or encounter data, as described in the event/diagnosis criteria, the optional exclusions do not apply because the member had a diagnosis of diabetes.</p>
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	0062

Title	Description
Data Display:	Percentage with no decimal place

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**Measure: C11 - Diabetes Care – Blood Sugar Controlled**

Title	Description
Label for Data:	Members with Diabetes whose Blood Sugar is Under Control
Description:	Percent of members with diabetes who had an A1C lab test during the year that showed their average blood sugar is under control.
HEDIS Label:	Comprehensive Diabetes Care (CDC) – HbA1c poor control (>9.0%)
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 184
Metric:	The percentage of diabetic MMP enrollees age 18-75 (denominator) whose most recent HbA1c level is greater than 9%, or who were not tested during the measurement year (numerator). (This measure for public reporting is reverse scored so higher scores are better.) To calculate this measure, subtract the submitted rate from 100.
Primary Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Exclusions:	<ul style="list-style-type: none"> <li>• Members 66 years of age and older as of December 31 of the measurement year who meet either of the following: <ul style="list-style-type: none"> <li>– Enrolled in an Institutional SNP (I-SNP) any time during the measurement year.</li> <li>– Living long-term in an institution any time during the measurement year as identified by the LTI flag in the Monthly Membership Detail Data File.</li> </ul> </li> <li>• Members 66 years of age and older as of December 31 of the measurement year with both frailty (Frailty Value Set) and advanced illness (Advanced Illness Value Set) during the measurement year.</li> <li>• Members receiving palliative care (Palliative Care Assessment Value Set; Palliative Care Encounter Value Set; Palliative Care Intervention Value Set) during the measurement year.</li> </ul> <p>(optional) Members who do not have a diagnosis of diabetes (Diabetes Value Set), in any setting, during the measurement year or the year prior to the measurement year and who had a diagnosis of polycystic ovarian syndrome, gestational diabetes or steroid-induced diabetes (Diabetes Exclusions Value Set), in any setting, during the measurement year or the year prior to the measurement year.</p> <p>Organizations that apply optional exclusions must exclude members from the denominator for all indicators. The denominator for all rates must be the same.</p> <p>If the member was included in the measure based on claim or encounter data, as described in the event/diagnosis criteria, the optional exclusions do not apply because the member had a diagnosis of diabetes.</p>
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	0059
Data Display:	Percentage with no decimal place

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**Measure: C12 - Controlling Blood Pressure**

Title	Description
Label for Data	Controlling High Blood Pressure
Description:	Percent of members with high blood pressure who got treatment and were able to maintain a healthy pressure.

Title	Description
HEDIS Label:	Controlling High Blood Pressure (CBP)
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 153
Metric:	The percentage of MMP members 18–85 years of age who had a diagnosis of hypertension (HTN) (denominator) and whose BP was adequately controlled (<140/90 mm Hg) (numerator).
Exclusions:	<p>Exclude members who meet any of the following criteria:</p> <ul style="list-style-type: none"> <li>Members 66 years of age and older as of December 31 of the measurement year who meet either of the following: <ul style="list-style-type: none"> <li>Enrolled in an Institutional SNP (I-SNP) any time during the measurement year.</li> <li>Living long-term in an institution any time during the measurement year as identified by the LTI flag in the Monthly Membership Detail Data File. Use the run date of the file to determine if a member had an LTI flag during the measurement year.</li> </ul> </li> <li>Members 81 years of age and older as of December 31 of the measurement year with frailty (Frailty Value Set) during the measurement year.</li> <li>Members 66–80 years of age and older as of December 31 of the measurement year with both frailty (Frailty Value Set) and advanced illness (Advanced Illness Value Set) during the measurement year.</li> <li>A dispensed dementia medication.</li> <li>Members receiving palliative care (Palliative Care Assessment Value Set; Palliative Care Encounter Value Set; Palliative Care Intervention Value Set) during the measurement year.</li> </ul> <p>(optional)</p> <ul style="list-style-type: none"> <li>Exclude from the eligible population all members with evidence of end-stage renal disease (ESRD) (ESRD Value Set; ESRD Obsolete Value Set) or kidney transplant (Kidney Transplant Value Set) on or prior to December 31 of the measurement year. Documentation in the medical record must include a dated note indicating evidence of ESRD, kidney transplant or dialysis.</li> <li>Exclude from the eligible population all members with a diagnosis of pregnancy (Pregnancy Value Set) during the measurement year.</li> <li>Exclude from the eligible population all members who had a nonacute inpatient admission during the measurement year. To identify nonacute inpatient admissions: <ol style="list-style-type: none"> <li>Identify all acute and nonacute inpatient stays (Inpatient Stay Value Set).</li> <li>Confirm the stay was for nonacute care based on the presence of a nonacute code (Nonacute Inpatient Stay Value Set) on the claim.</li> <li>Identify the admission date for the stay.</li> </ol> </li> </ul>
Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF#:	0054
Data Display:	Percentage with no decimal place

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**Measure: C13 - Reducing the Risk of Falling**

Title	Description
Label for Data:	Reducing the Risk of Falling

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Title	Description
<p>Description:</p> <p>HEDIS Label:</p> <p>Measure Reference:</p> <p>Metric:</p> <p>Primary Data Source:</p> <p>Data Source Description:</p> <p>HOS Survey Question 48:</p> <p>HOS Survey Question 49:</p> <p>HOS Survey Question 50:</p> <p>HOS Survey Question 51:</p> <p>Data Source Category:</p> <p>Exclusions:</p> <p>Contracts must achieve a denominator of at least 100 to obtain a reportable result.</p> <p>This measure is not included for Massachusetts MMPs because it is calculated for individuals age 65 and older and only individuals younger than 65 can enroll in Massachusetts MMPs.</p> <p>Data Time Frame:</p> <p>General Trend:</p> <p>Case-Mix Adjusted:</p> <p>NQF #:</p> <p>Data Display:</p>	<p>Percent of members with a problem falling, walking, or balancing who discussed it with their doctor and received a recommendation for how to prevent falls during the year.</p> <p>Fall Risk Management (FRM)</p> <p>NCQA HEDIS Measurement Year 2020 Specifications for the Medicare Health Outcomes Survey Volume 6, page 39</p> <p>The percentage of members 65 years of age and older who had a fall or had problems with balance or walking in the past 12 months, who were seen by a practitioner in the past 12 months (denominator) and who received a recommendation for how to prevent falls or treat problems with balance or walking from their current practitioner (numerator).</p> <p>HEDIS-HOS</p> <p>Cohort 22 Follow-up Data collection (2021) and Cohort 24 Baseline data collection (2021).</p> <p>A fall is when your body goes to the ground without being pushed. In the past 12 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?</p> <p>Did you fall in the past 12 months?</p> <p>In the past 12 months have you had a problem with balance or walking?</p> <p>Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include:</p> <ul style="list-style-type: none"> <li>Suggest that you use a cane or walker.</li> <li>Suggest that you do an exercise or physical therapy program.</li> <li>Suggest a vision or hearing test.</li> </ul> <p>Survey of Enrollees</p> <p>Members who responded "I had no visits in the past 12 months" to Question 48 or Question 51 are excluded from results calculations.</p> <p>If the denominator is less than 100, the measure result will be "Not enough data available." Members with evidence from CMS administrative records of a hospice start date are excluded.</p> <p>Massachusetts MMPs</p> <p>07/19/2021 – 11/01/2021</p> <p>Higher is better</p> <p>No</p> <p>Not Applicable</p> <p>Percentage with no decimal place</p>

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### Measure: C14 - Improving Bladder Control

Title	Description
<p>Label for Data:</p> <p>Description:</p>	<p>Improving Bladder Control</p> <p>Percent of members with a urine leakage problem in the past 6 months who discussed treatment options with a provider.</p>

Title	Description
HEDIS Label:	Management of Urinary Incontinence in Older Adults (MUI)
Measure Reference:	NCQA HEDIS Measurement Year 2020 Specifications for the Medicare Health Outcomes Survey Volume 6, page 34
Metric:	The percentage of members 65 years of age or older who reported having any urine leakage in the past six months (denominator) and who discussed treatment options for their urinary incontinence with a provider (numerator).
Primary Data Source:	HEDIS-HOS
Data Source Description:	Cohort 22 Follow-up Data collection (2021) and Cohort 24 Baseline data collection (2021).  HOS Survey Question 42: Many people experience leaking of urine, also called urinary incontinence. In the past six months, have you experienced leaking of urine?  HOS Survey Question 45: There are many ways to control or manage the leaking of urine, including bladder training exercises, medication, and surgery. Have you ever talked with a doctor, nurse, or other health care provider about any of these approaches?  Member choices must be as follows to be included in the denominator: <ul style="list-style-type: none"> <li>• Q42 = "Yes."</li> <li>• Q45 = "Yes" or "No."</li> </ul> The numerator contains the number of members in the denominator who indicated they discussed treatment options for their urinary incontinence with a health care provider.  Member choice must be as follows to be included in the numerator: <ul style="list-style-type: none"> <li>• Q45 = "Yes."</li> </ul>
Data Source Category:	Survey of Enrollees
Exclusions:	Contracts must achieve a denominator of at least 100 to obtain a reportable result. If the denominator is less than 100, the measure result will be "Not enough data available." Members with evidence from CMS administrative records of a hospice start date are excluded.  This measure is not included for Massachusetts MMPs because it is calculated for individuals age 65 and older and only individuals younger than 65 can enroll in Massachusetts MMPs.
Data Time Frame:	07/19/2021 – 11/01/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

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### Measure: C15 - Medication Reconciliation Post-Discharge

Title	Description
Label for Data:	The MMP Makes Sure Member Medication Records Are Up-to-Date After Hospital Discharge
Description:	This shows the percent of members whose medication records were updated within 30 days after leaving the hospital. To update the record, a doctor or other health care professional looks at the new medications prescribed in the hospital and compares them with the other medications the patient takes. Updating medication records can help to prevent errors that can occur when medications are changed.
HEDIS Label:	Medication Reconciliation Post-Discharge (MRP)

Title	Description
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 308
Metric:	The percentage of discharges from January 1–December 1 of the measurement year for members 18 years of age and older for whom medications were reconciled the date of discharge through 30 days after discharge (31 total days).
Primary Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Data Time Frame:	01/01/2021 – 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	0097
Data Display:	Percentage with no decimal place

### Measure: C16 - Statin Therapy for Patients with Cardiovascular Disease

Title	Description
Label for Data:	The MMP Makes Sure Members with Heart Disease Get the Most Effective Drugs to Treat High Cholesterol
Description:	This rating is based on the percent of members with heart disease who get the right type of cholesterol-lowering drugs. MMPs can help make sure their members are prescribed medications that are more effective for them.
HEDIS Label:	Statin Therapy for Patients with Cardiovascular Disease (SPC)
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 168
Metric:	The percentage of males 21–75 years of age and females 40–75 years of age during the measurement year, who were identified as having clinical atherosclerotic cardiovascular disease (ASCVD) (denominator) and were dispensed at least one high or moderate-intensity statin medication during the measurement year (numerator).
Primary Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Exclusions:	Exclude members who meet any of the following criteria: <ul style="list-style-type: none"> <li>• Pregnancy (Pregnancy Value Set) during the measurement year or year prior to the measurement year.</li> <li>• In vitro fertilization (IVF Value Set) in the measurement year or year prior to the measurement year.</li> <li>• Dispensed at least one prescription for clomiphene (Estrogen Agonists Medications List) during the measurement year or the year prior to the measurement year.</li> <li>• ESRD (ESRD Value Set) during the measurement year or the year prior to the measurement year.</li> <li>• Cirrhosis (Cirrhosis Value Set) during the measurement year or the year prior to the measurement year.</li> <li>• Myalgia, myositis, myopathy, or rhabdomyolysis (Muscular Pain and Disease Value Set) during the measurement year.</li> <li>• Members 66 years of age and older as of December 31 of the measurement year who meet either of the following: <ul style="list-style-type: none"> <li>– Enrolled in an Institutional SNP (I-SNP) any time during the measurement year.</li> <li>– Living long-term in an institution any time during the measurement year as identified by the LTI flag in the Monthly Membership Detail Data File. Use the run date of the file to determine if a member had an LTI flag during the measurement year.</li> </ul> </li> </ul>

Title	Description
	<ul style="list-style-type: none"> <li>• Members 66 years of age and older as of December 31 of the measurement year with both frailty (Frailty Value Set) and advanced illness (Advanced Illness Value Set) during the measurement year.</li> <li>• A dispensed dementia medication (Dementia Medications List).</li> <li>• Members receiving palliative care (Palliative Care Assessment Value Set; Palliative Care Encounter Value Set; Palliative Care Intervention Value Set) during the measurement year.</li> </ul>
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

### Measure: D08 - Medication Adherence for Diabetes Medications

Title	Description
Label for Data:	Taking Diabetes Medication as Directed
Description:	<p>Percent of members with a prescription for diabetes medication who fill their prescription often enough to cover 80% or more of the time they are supposed to be taking the medication.</p> <p>One of the most important ways people with diabetes can manage their health is by taking their medication as directed. The MMP, the doctor, and the member can work together to find ways to do this. ("Diabetes medication" means a <i>biguanide drug</i>, a <i>sulfonylurea drug</i>, a <i>thiazolidinedione drug</i>, a <i>DPP-4 inhibitor</i>, a <i>GLP-1 receptor agonist</i>, a <i>meglitinide drug</i>, or an <i>SGLT2 inhibitor</i>. Members who take insulin are not included.)</p>
Metric:	<p>This measure is defined as the percent of Medicare Part D beneficiaries 18 years and older who adhere to their prescribed drug therapy across classes of diabetes medications: biguanides, sulfonylureas, thiazolidinediones, DiPeptidyl Peptidase (DPP)-4 Inhibitors, GLP-1 receptor agonists, meglitinides, and sodium glucose cotransporter 2 (SGLT2) inhibitors. This percentage is calculated as the number of member-years of enrolled beneficiaries 18 years and older with a proportion of days covered (PDC) at 80 percent or higher across the classes of diabetes medications during the measurement period (numerator) divided by the number of member-years of enrolled beneficiaries 18 years and older with at least two fills of diabetes medication(s) on unique dates of service during the measurement period (denominator).</p> <p>The PDC is the percent of days in the measurement period "covered" by prescription claims for the same medication or another in its therapeutic category. Beneficiaries are only included in the measure calculation if the first fill of their diabetes medication occurs at least 91 days before the end of the enrollment period.</p> <p>The Medication Adherence measure is adapted from the Medication Adherence-Proportion of Days Covered measure that was developed and endorsed by the Pharmacy Quality Alliance (PQA).</p> <p>See the medication list for this measure. The Medication Adherence rate is calculated using the National Drug Code (NDC) list maintained by the PQA.</p>
Primary Data Source:	Prescription Drug Event (PDE) data
Data Source Description:	The data for this measure come from PDE data submitted by drug plans to CMS Drug Data Processing Systems (DDPS) and accepted by the 2021 PDE submission deadline for annual Part D payment reconciliation with dates of service from January 1, 2021-December 31, 2021. If the PDE edit results in the PDE being rejected by DDPS, then



Title	Description
	<p>the PDE is not used in the Patient Safety measure calculations. If the PDE edit is informational and therefore, does not result in the PDE being rejected, then the PDE is used in the Patient Safety measure calculations. Reminder, CMS uses the term “final action” PDE to describe the most recently accepted original, adjustment, or deleted PDE record representing a single dispensing event. Original and adjustment final action PDEs submitted by the sponsor and accepted by DDPS prior to the 2021 PDE submission deadline are used to calculate this measure. PDE claims are limited to members who received at least two prescriptions on unique dates of service for diabetes medication(s). PDE adjustments made post-reconciliation were not reflected in this measure.</p> <p>Additional data sources include the Common Medicare Environment (CME), the Medicare Enrollment Database (EDB), the Common Working File (CWF), the Encounter Data Systems (EDS), and the Risk Adjustment Processing System (RAPS).</p> <ul style="list-style-type: none"> <li>• CME is used for enrollment information.</li> <li>• EDB is used for hospice enrollment and ESRD status (dialysis start and end dates within the measurement period).</li> <li>• CWF is used to identify exclusion diagnoses based on ICD-10-CM codes, inpatient (IP) and skilled nursing facility (SNF) stays for PDPs and MA-PDs (if available).</li> <li>• EDS is used to identify diagnosis based on ICD-10-CM code, and SNF/IP stays for MA-PD beneficiaries.</li> <li>• RAPS is used for diagnosis information, RxHCC - Dialysis Status (most recent available Payment Year).</li> </ul> <p>Data Source Category: Health and Drug Plans</p> <p>Exclusions: Contracts with 30 or fewer enrolled member-years (in the denominator). The following beneficiaries are also excluded from the denominator if at any time during the measurement period:</p> <ul style="list-style-type: none"> <li>• Hospice enrollment</li> <li>• ESRD diagnosis or dialysis coverage dates</li> <li>• One or more prescriptions for insulin</li> </ul> <p>General Notes: Part D drugs do not include drugs or classes of drugs, or their medical uses, which may be excluded from coverage or otherwise restricted under section 1927(d)(2) of the Act, except for smoking cessation agents. As such, these drugs, which may be included in the PQA medication or NDC lists, are excluded from CMS analyses. Also, the member-years of enrollment adjustment is made by CMS to account for partial enrollment within the benefit year. Enrollment is measured at the episode level, and inclusion in the measure is determined separately for each episode – i.e., to be included for a given episode, the beneficiary must meet the initial inclusion criteria for the measure during that episode.</p> <p>The measure is weighted based on the total number of member-years for each enrollment episode in which the beneficiary meets the measure criteria. For instance, if a beneficiary is enrolled for a three-month episode, disenrolled for a six-month episode, reenrolled for a three-month episode, and meets the measure criteria during each enrollment episode, s/he will count as 0.5 member years in the rate calculation (<math>3/12 + 3/12 = 6/12</math>).</p> <p>The PDC calculation is adjusted for overlapping prescriptions for the same drug which is defined by the active ingredient at the generic name level using the NDC list maintained by PQA. The calculation also adjusts for Part D beneficiaries' stays in inpatient (IP) settings, and stays in skilled nursing facilities (SNFs). The discharge date is included as an adjustment for IP/SNF stays. Please see <a href="#">Attachment C: Medication Adherence Measure Calculations</a> for more information about these calculation adjustments.</p>

Title	Description
	When available, beneficiary death date from the CME is the end date of a beneficiary's measurement period.
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	0541
Data Display:	Percentage with no decimal place

### Measure: D09 - Medication Adherence for Hypertension (RAS antagonists)

Title	Description
Label for Data:	Taking Blood Pressure Medication as Directed
Description:	<p>Percent of members with a prescription for a blood pressure medication who fill their prescription often enough to cover 80% or more of the time they are supposed to be taking the medication.</p> <p>One of the most important ways people with high blood pressure can manage their health is by taking medication as directed. The MMP, the doctor, and the member can work together to do this. ("Blood pressure medication" means an <i>ACEI (angiotensin converting enzyme inhibitor)</i>, an <i>ARB (angiotensin receptor blocker)</i>, or a <i>direct renin inhibitor drug</i>.)</p>
Metric:	<p>This measure is defined as the percent of Medicare Part D beneficiaries 18 years and older who adhere to their prescribed drug therapy for renin angiotensin system (RAS) antagonists: angiotensin converting enzyme inhibitor (ACEI), angiotensin receptor blocker (ARB), or direct renin inhibitor medications. This percentage is calculated as the number of member-years of enrolled beneficiaries 18 years and older with a proportion of days covered (PDC) at 80 percent or higher for RAS antagonist medications during the measurement period (numerator) divided by the number of member-years of enrolled beneficiaries 18 years and older with at least two RAS antagonist medication fills on unique dates of service during the measurement period (denominator).</p> <p>The PDC is the percent of days in the measurement period "covered" by prescription claims for the same medication or another in its therapeutic category. Beneficiaries are only included in the measure calculation if the first fill of their RAS antagonist medication occurs at least 91 days before the end of the enrollment period.</p> <p>The Part D Medication Adherence measure is adapted from the Medication Adherence-Proportion of Days Covered measure that was developed and endorsed by the Pharmacy Quality Alliance (PQA).</p> <p>See the medication list for this measure. The Part D Medication Adherence rate is calculated using the National Drug Code (NDC) list maintained by the PQA.</p>
Primary Data Source:	Prescription Drug Event (PDE) data
Data Source Description:	<p>The data for this measure come from PDE data submitted to the CMS Drug Data Processing Systems (DDPS) and accepted by the 2021 PDE submission deadline for annual Part D payment reconciliation with dates of service from January 1, 2021-December 31, 2021. If the PDE edit results in the PDE being rejected by DDPS, then the PDE is not used in the Patient Safety measure calculations. If the PDE edit is informational and therefore, does not result in the PDE being rejected, then the PDE is used in the Patient Safety measure calculations. Reminder, CMS uses the term "final action" PDE to describe the most recently accepted original, adjustment, or deleted PDE record representing a single dispensing event. Original and adjustment final action PDEs submitted by the sponsor and accepted by DDPS prior to the 2021 PDE</p>

Title	Description
	<p>submission deadline are used to calculate this measure. PDE claims are limited to members who received at least two prescriptions on unique dates of service for RAS antagonist medication(s). PDE adjustments made post-reconciliation were not reflected in this measure.</p> <p>Additional data sources include the Common Medicare Environment (CME), the Medicare Enrollment Database (EDB), the Common Working File (CWF), the Encounter Data Systems (EDS), and the Risk Adjustment Processing System (RAPS).</p> <ul style="list-style-type: none"> <li>• CME is used for enrollment information.</li> <li>• EDB is used for hospice enrollment and ESRD status (dialysis start and end dates within the measurement period).</li> <li>• CWF is used to identify exclusion diagnoses based on ICD-10-CM codes, inpatient and skilled nursing facility (SNF) stays for PDPs and MA-PDs (if available).</li> <li>• EDS is used to identify diagnoses based on ICD-10-CM codes, and SNF/IP stays for MA-PD beneficiaries.</li> <li>• RAPS is used for diagnosis information, RxHCC - Dialysis Status (most recent available Payment Year).</li> </ul> <p>Data Source Category: Health and Drug Plans</p> <p>Exclusions: Contracts with 30 or fewer enrolled member-years (in the denominator). The following beneficiaries are also excluded from the denominator at any time during the measurement period:</p> <ul style="list-style-type: none"> <li>• Hospice enrollment</li> <li>• ESRD diagnosis or dialysis coverage dates</li> <li>• One or more prescriptions for sacubitril/valsartan</li> </ul> <p>General Notes: Part D drugs do not include drugs or classes of drugs, or their medical uses, which may be excluded from coverage or otherwise restricted under section 1927(d)(2) of the Act, except for smoking cessation agents. As such, these drugs, which may be included in the PQA medication or NDC lists, are excluded from CMS analyses. Also, the member-years of enrollment adjustment is made by CMS to account for partial enrollment within the benefit year. Enrollment is measured at the episode level, and inclusion in the measure is determined separately for each episode – i.e., to be included for a given episode, the beneficiary must meet the initial inclusion criteria for the measure during that episode.</p> <p>The measure is weighted based on the total number of member-years for each enrollment episode in which the beneficiary meets the measure criteria. For instance, if a beneficiary is enrolled for a three-month episode, disenrolled for a six-month episode, reenrolled for a three-month episode, and meets the measure criteria during each enrollment episode, s/he will count as 0.5 member years in the rate calculation (<math>3/12 + 3/12 = 6/12</math>).</p> <p>The PDC calculation is adjusted for overlapping prescriptions for the same drug which is defined by active ingredient at the generic name level using the NDC list maintained by PQA. The calculation also adjusts for Part D beneficiaries' stays in inpatient (IP) settings, and stays in skilled nursing facilities (SNFs). The discharge date is included as an adjustment day for IP/SNF stays. Please see <a href="#">Attachment C: Medication Adherence Measure Calculations</a> for more information about these calculation adjustments.</p> <p>When available, beneficiary death date from the CME is the end date of a beneficiary's measurement period.</p> <p>Data Time Frame: 01/01/2021 - 12/31/2021</p> <p>General Trend: Higher is better</p> <p>Case-Mix Adjusted: No</p> <p>NQF #: 0541</p>

Title	Description
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Data Display: Percentage with no decimal place

## Measure: D10 - Medication Adherence for Cholesterol (Statins)

Title	Description
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Label for Data: Taking Cholesterol Medication as Directed

Description: Percent of members with a prescription for a cholesterol medication (a *statin drug*) who fill their prescription often enough to cover 80% or more of the time they are supposed to be taking the medication.

One of the most important ways people with high cholesterol can manage their health is by taking medication as directed. The MMP, the doctor, and the member can work together to do this.

Metric: This measure is defined as the percent of Medicare Part D beneficiaries 18 years and older who adhere to their prescribed drug therapy for statin cholesterol medications. This percentage is calculated as the number of member-years of enrolled beneficiaries 18 years and older with a proportion of days covered (PDC) at 80 percent or higher for statin cholesterol medication(s) during the measurement period (numerator) divided by the number of member-years of enrolled beneficiaries 18 years and older with at least two statin cholesterol medication fills on unique dates of service during the measurement period (denominator).

The PDC is the percent of days in the measurement period “covered” by prescription claims for the same medication or another in the therapeutic category. Beneficiaries are only included in the measure calculation if the first fill of their statin medication occurs at least 91 days before the end of the enrollment period.

The Medication Adherence measure is adapted from the Medication Adherence-Proportion of Days Covered measure that was developed and endorsed by the Pharmacy Quality Alliance (PQA).

See the medication list for this measure. The Medication Adherence rate is calculated using the National Drug Code (NDC) list maintained by the PQA.

Primary Data Source: Prescription Drug Event (PDE) data

Data Source Description: The data for this measure come from PDE data submitted by drug plans to the CMS Drug Data Processing Systems (DDPS) and accepted by the 2021 PDE submission deadline for annual Part D payment reconciliation with dates of service from January 1, 2021-December 31, 2021. If the PDE edit results in the PDE being rejected by DDPS, then the PDE is not used in the Patient Safety measure calculations. If the PDE edit is informational and therefore, does not result in the PDE being rejected, then the PDE is used in the Patient Safety measure calculations. Reminder, CMS uses the term “final action” PDE to describe the most recently accepted original, adjustment, or deleted PDE record representing a single dispensing event. Original and adjustment final action PDEs submitted by the sponsor and accepted by DDPS prior to the 2021 PDE submission deadline are used to calculate this measure. PDE claims are limited to members who received at least two prescriptions on unique dates of service for statin medication. PDE adjustments made post-reconciliation were not reflected in this measure.

Additional data sources include the Common Medicare Environment (CME), the Medicare Enrollment Database (EDB), the Common Working File (CWF), the Encounter Data Systems (EDS), and the Risk Adjustment Processing System (RAPS).

- CME is used for enrollment information.
- EDB is used for hospice enrollment and ESRD status (dialysis start and end dates within the measurement period).

Title	Description
	<ul style="list-style-type: none"> <li>CWF is used to identify exclusion diagnoses based on ICD-10-CM codes, inpatient (IP) and skilled nursing facility (SNF) stays for PDPs and MA-PDs (if available).</li> <li>EDS is used to identify diagnoses based on ICD-10-CM codes, and SNF/IP stays for MA-PD beneficiaries.</li> <li>RAPS is used for diagnosis information, RxHCC - Dialysis Status (most recent available Payment Year).</li> </ul>

Data Source Category: Health and Drug Plans

Exclusions: Contracts with 30 or fewer enrolled member-years (in the denominator). The following beneficiaries are also excluded from the denominator if at any time during the measurement period:

- Hospice enrollment
- ESRD diagnosis or dialysis coverage dates

General Notes: Part D drugs do not include drugs or classes of drugs, or their medical uses, which may be excluded from coverage or otherwise restricted under section 1927(d)(2) of the Act, except for smoking cessation agents. As such, these drugs, which may be included in the PQA medication or NDC lists, are excluded from CMS analyses. Also, the member-years of enrollment adjustment is made by CMS to account for partial enrollment within the benefit year. Enrollment is measured at the episode level, and inclusion in the measure is determined separately for each episode – i.e., to be included for a given episode, the beneficiary must meet the initial inclusion criteria for the measure during that episode.

The measure is weighted based on the total number of member-years for each enrollment episode in which the beneficiary meets the measure criteria. For instance, if a beneficiary is enrolled for a three-month episode, disenrolled for a six-month episode, reenrolled for a three-month episode, and meets the measure criteria during each enrollment episode, s/he will count as 0.5 member years in the rate calculation ( $3/12 + 3/12 = 6/12$ ).

The PDC calculation is adjusted for overlapping prescriptions for the same drug which is defined by active ingredient at the generic name level using the NDC list maintained by PQA. The calculation also adjusts for Part D beneficiaries' stays in inpatient (IP) settings, and stays in skilled nursing facilities (SNFs). The discharge date is included as an adjustment day for IP/SNF stays. Please see [Attachment C: Medication Adherence Measure Calculations](#) for more information about these calculation adjustments.

When available, beneficiary death date from the CME is the end date of a beneficiary's measurement period.

Data Time Frame: 01/01/2021 - 12/31/2021

General Trend: Higher is better

Case-Mix Adjusted: No

NQF #: 0541

Data Display: Percentage with no decimal place

#### Measure: D11 - MTM Program Completion Rate for CMR

Title	Description
Label for Data:	Members Who Had a Pharmacist (or Other Health Professional) Help them Understand and Manage Their Medications
Description:	Some members are in a program (called a <i>Medication Therapy Management</i> program) to help them manage their drugs. The measure shows how many members in the program had an assessment of their medications from the MMP.

Title	Description
	<p>The assessment includes a discussion between the member and a pharmacist (or other health care professional) about all of the member's medications. The member also receives a written summary of the discussion, including an action plan that recommends what the member can do to better understand and use his or her medications.</p> <p>Metric: This measure is defined as the percent of Medication Therapy Management (MTM) program enrollees who received a Comprehensive Medication Review (CMR) during the reporting period.</p> <p>Numerator = Number of beneficiaries from the denominator who received a CMR at any time during their period of MTM enrollment in the reporting period.</p> <p>Denominator = Number of beneficiaries who were at least 18 years or older as of the beginning of the reporting period and who were enrolled in the MTM program for at least 60 days during the reporting period. Only those beneficiaries who meet the contracts' specified targeting criteria per CMS – Part D requirements pursuant to §423.153(d) of the regulations at any time in the reporting period are included in this measure. Beneficiaries who were in hospice at any point during the reporting period are excluded. Beneficiaries who were enrolled in the contract's MTM program for less than 60 days at any time in the measurement year are included in the denominator and the numerator if they received a CMR within this timeframe. Beneficiaries are excluded from the measure calculation if they were enrolled in the contract's MTM program for less than 60 days and did not receive a CMR within this timeframe. The date of enrollment is counted towards the 60 days but the opt-out date is not.</p> <p>A beneficiary's MTM eligibility, receipt of CMRs, etc., is determined for each contract he/she was enrolled in during the measurement period. Similarly, a contract's CMR completion rate is calculated based on each of its eligible MTM enrolled beneficiaries. For example, a beneficiary must meet the inclusion criteria for the contract to be included in the contract's CMR rate. A beneficiary who is enrolled in two different contracts' MTM programs for 30 days each is therefore excluded from both contracts' CMR rates. The beneficiary is only included in the measure calculation for the contract(s) where they were enrolled at least 60 days. Beneficiaries with multiple records that contain varying information for the same contract are excluded from the measure calculation for that contract.</p> <p>Beneficiaries may be enrolled in MTM based on the contracts' specified targeting criteria per CMS – Part D requirements and/or based on expanded, other plan-specific targeting criteria. Beneficiaries who were initially enrolled in MTM due to other plan-specific (expanded) criteria and then later met the contracts' specified targeting criteria per CMS – Part D requirements at any time in the reporting period are included in this measure. In these cases, a CMR received after the date of MTM enrollment but before the date the beneficiary met the specified targeting criteria per CMS – Part D requirements are included.</p> <p>Primary Data Source: Part D Plan Reporting</p> <p>Data Source Description: The data for this measure were reported by contracts to CMS per the 2021 Part D Reporting Requirements (data pulled June 2022). Validation of these data was performed retrospectively during the 2022 data validation cycle (deadline June 30, 2022 and data validation results pulled July 2022). Additionally, the Medicare Enrollment Database (EDB) is used for hospice enrollment (data pulled March 2022).</p> <p>Data Source Category: Health and Drug Plans</p> <p>Exclusions: Contracts that terminated effective December 31, 2021 are excluded from the measure and listed as "Not reportable due to plan termination." Contracts that terminated after</p>

Title	Description
	<p>December 31, 2021 but before the deadline to submit data validation results to CMS (June 30, 2022) are excluded and listed as “No data available.” The current MTM requirements are waived for the PBPs approved to participate in the Enhanced MTM Model and data on participating PBPs must not be reported per the Part D Reporting Requirements under the current MTM program. This MTM data will instead be reported in accordance with model terms and conditions and not included in the measure calculation.</p> <p>MTM CMR rates are not provided for contracts that did not score at least 95% on data validation for the Medication Therapy Management Program reporting section or were not compliant with data validation standards/sub-standards for any of the following Medication Therapy Management Program data elements. We define a contract as being non-complaint if either it receives a "No" or a 1, 2, or 3 on the 5-point Likert scale in the specific data element's data validation:</p> <ul style="list-style-type: none"> <li>• MBI Number (Element B)</li> <li>• Met the specified targeting criteria per CMS – Part D requirements (Element F)</li> <li>• Date of MTM program enrollment (Element I)</li> <li>• Date met the specified targeting criteria per CMS – Part D requirements (Element J)</li> <li>• Date of MTM program opt-out, if applicable (Element L)</li> <li>• Received annual CMR with written summary in CMS standardized format (Element Q)</li> <li>• Date(s) of CMR(s) (Element R)</li> </ul> <p>MTM CMR rates are also not provided for contracts that failed to submit their MTM file and pass system validation by the reporting deadline or who had a missing data validation score for MTM. Contracts excluded from the MTM CMR Rates due to data validation issues are shown as “CMS identified issues with this plan's data.” See <a href="#">Attachment D</a> for more details on the MTM CMR completion rate measure scoring methodology.</p> <p>Contracts can view their data validation results in HPMS (<a href="https://hpms.cms.gov/">https://hpms.cms.gov/</a>). To access this page, from the top menu select “Monitoring,” then “Plan Reporting Data Validation.” Select the appropriate contract year. Select the PRDVM Reports. Select “Score Detail Report.” Select the applicable reporting section. If you cannot see the Plan Reporting Data Validation module, contact <a href="mailto:CMSHPMS_Access@cms.hhs.gov">CMSHPMS_Access@cms.hhs.gov</a>.</p> <p>Additionally, contracts must have 31 or more enrollees in the denominator in order to have a calculated rate. Contracts with fewer than 31 eligible enrollees are listed as "Not enough data available.”</p>

Data Time Frame: 01/01/2021 - 12/31/2021

General Trend: Higher is better

Case-Mix Adjusted: No

NQF #: Not Applicable

Data Display: Percentage with no decimal place

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### Measure: D12 - Statin Use in Persons with Diabetes (SUPD)

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Title	Description
Label for Data:	The MMP Makes Sure Members with Diabetes Take the Most Effective Drugs to Treat High Cholesterol
Description:	To lower their risk of developing heart disease, most people with diabetes should take cholesterol medication. This rating is based on the percent of members with diabetes who take the most effective cholesterol-lowering drugs. MMPs can help make sure their members get these prescriptions filled.

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Title	Description
	<p><b>Metric:</b> This measure is defined as the percent of Medicare Part D beneficiaries 40-75 years old who were dispensed at least two diabetes medication fills and received a statin medication fill during the measurement period. The percentage is calculated as the number of member-years of enrolled beneficiaries 40-75 years old who received a statin medication fill during the measurement period (numerator) divided by the number of member-years of enrolled beneficiaries 40-75 years old with at least two diabetes medication fills on unique dates of service during the measurement period (denominator). Beneficiaries are only included in the measure calculation if the first fill of their diabetes medication occurs at least 90 days before the end of the measurement year or end of the enrollment episode.</p> <p>The SUPD measure is adapted from the measure concept that was developed and endorsed by the Pharmacy Quality Alliance (PQA).</p> <p>See the medication list for this measure. The SUPD measure is calculated using the National Drug Code (NDC) lists updated by the PQA.</p>
Primary Data Source:	Prescription Drug Event (PDE) data
Data Source Description:	<p>The data for this measure come from Prescription Drug Event (PDE) data submitted by drug plans to the CMS Drug Data Processing Systems (DDPS) and accepted by the 2021 PDE submission deadline for annual Part D payment reconciliation with dates of service from January 1, 2021 – December 31, 2021. If the PDE edit results in the PDE being rejected by DDPS, then the PDE is not used in the Patient Safety measure calculations. If the PDE edit is informational and therefore, does not result in the PDE being rejected, then the PDE is used in the Patient Safety measure calculations. Reminder, CMS uses the term “final action” PDE to describe the most recently accepted original, adjustment, or deleted PDE record representing a single dispensing event. Original and adjustment final action PDEs submitted by the sponsor and accepted by DDPS prior to the 2021 PDE submission deadline are used to calculate this measure. PDE adjustments made post-reconciliation were not reflected in this measure.</p> <p>Additional data sources include the Common Medicare Environment (CME), the Medicare Enrollment Database (EDB), the Common Working File (CWF), the Encounter Data Systems (EDS), and the Risk Adjustment Processing System (RAPS).</p> <ul style="list-style-type: none"> <li>• CME is used for enrollment information.</li> <li>• EDB is used for hospice enrollment and ESRD status (dialysis start and end dates within the measurement period).</li> <li>• CWF is used to identify exclusion diagnoses based on ICD-10-CM codes.</li> <li>• EDS is used to identify diagnoses based on ICD-10-CM codes.</li> <li>• RAPS is used for diagnosis information, RxHCC - Dialysis Status (most recent available Payment Year).</li> </ul>
Data Source Category:	Health and Drug Plans
	<p><b>Exclusions:</b> Contracts with 30 or fewer enrolled member-years (in the denominator). The following beneficiaries are excluded from the denominator if at any time during the measurement period:</p> <ul style="list-style-type: none"> <li>• Hospice enrollment</li> <li>• ESRD diagnosis or dialysis coverage dates</li> <li>• Rhabdomyolysis and myopathy</li> <li>• Pregnancy</li> <li>• Lactation and fertility</li> <li>• Liver Disease</li> <li>• Pre-Diabetes</li> <li>• Polycystic Ovary Syndrome</li> </ul>



Title	Description
General Notes:	<p>Part D drugs do not include drugs or classes of drugs, or their medical uses, which may be excluded from coverage or otherwise restricted under section 1927(d)(2) of the Act, except for smoking cessation agents. As such, these drugs, which may be included in the PQA medication or NDC lists, are excluded from CMS analyses. Also, the member-years of enrollment adjustment is made by CMS to account for partial enrollment within the benefit year. Enrollment is measured at the episode level, and inclusion in the measure is determined separately for each episode – i.e., to be included for a given episode, the beneficiary must meet the initial inclusion criteria for the measure during that episode.</p> <p>The measure is weighted based on the total number of member years for each episode in which the beneficiary meets the measure criteria. For instance, if a beneficiary is enrolled for a three-month episode, disenrolled for a six-month episode, reenrolled for a three-month episode, and meets the measure criteria during each enrollment episode, s/he will count as 0.5 member years in the rate calculation (<math>3/12 + 3/12 = 6/12</math>).</p>
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

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**Measure: DMC01 - Follow-up Visit after Hospital Stay for Mental Illness (within 30 days of discharge)**

Title	Description
Description:	The percent of members who were hospitalized for certain mental health disorders who received follow-up care within 30 days of leaving the hospital.
HEDIS Label:	Follow-Up After Hospitalization for Mental Illness (FUH)
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 251
Metric:	The percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental health disorders (denominator) and who had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a mental health practitioner within 30 days after discharge (numerator).
Exclusions:	<p>Exclude discharges followed by readmission or direct transfer to a nonacute inpatient care setting within the 30-day follow-up period, regardless of principal diagnosis for the readmission. To identify readmissions to a nonacute inpatient care setting:</p> <ol style="list-style-type: none"> <li>1. Identify all acute and nonacute inpatient stays (Inpatient Stay Value Set).</li> <li>2. Confirm the stay was for nonacute care based on the presence of a nonacute code (Nonacute Inpatient Stay Value Set) on the claim.</li> <li>3. Identify the admission date for the stay.</li> </ol> <p>Exclude discharges followed by readmission or direct transfer to an acute inpatient care setting within the 30-day follow-up period if the principal diagnosis was for non-mental health (any principal diagnosis code other than those included in the Mental Health Diagnosis Value Set). To identify readmissions to an acute inpatient care setting:</p> <ol style="list-style-type: none"> <li>1. Identify all acute and nonacute inpatient stays (Inpatient Stay Value Set).</li> <li>2. Exclude nonacute inpatient stays (Nonacute Inpatient Stay Value Set).</li> <li>3. Identify the admission date for the stay.</li> </ol> <p>Organizations must identify “transfers” using their own methods and then confirm the acute inpatient care setting using the steps above.</p> <p>These discharges are excluded from the measure because re-hospitalization or transfer may prevent an outpatient follow-up visit from taking place.</p>

Title	Description
Data Source: HEDIS	
Data Source Category: Health and Drug Plans	
Data Time Frame: 01/01/2021 - 12/31/2021	
General Trend: Higher is better	
Case-Mix Adjusted: No	
NQF#: 0576	
Data Display: Percentage with no decimal place	

### Measure: DMC02 - Antidepressant Medication Management (6 months)

Title	Description
Description:	The percent of members with a diagnosis of major depression who received an antidepressant medication for at least 180 days.
HEDIS Label:	Antidepressant Medication Management (AMM)
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 238
Metric:	The percentage of members 18 years of age and older with a diagnosis of major depression (denominator) who were newly treated with antidepressant medication, and who remained on an antidepressant medication for at least 180 days (numerator).
Exclusions:	<p>Exclude members who did not have a diagnosis of major depression in an inpatient, outpatient, ED, intensive outpatient or partial hospitalization setting during the 121-day period from 60 days prior to the IPSP, through the IPSP and the 60 days after the IPSP. Members who meet any of the following criteria remain in the eligible population:</p> <ul style="list-style-type: none"> <li>An outpatient visit, intensive outpatient encounter or partial hospitalization with any diagnosis of major depression. Either of the following code combinations meets criteria: <ul style="list-style-type: none"> <li>AMM Stand Alone Visits Value Set with Major Depression Value Set.</li> <li>AMM Visits Value Set with AMM POS Value Set and Major Depression Value Set.</li> </ul> </li> <li>An ED visit (ED Value Set) with any diagnosis of major depression (Major Depression Value Set).</li> <li>An acute or nonacute inpatient discharge with any diagnosis of major depression (Major Depression Value Set). To identify acute and nonacute inpatient discharges: <ol style="list-style-type: none"> <li>Identify all acute and nonacute inpatient stays (Inpatient Stay Value Set).</li> <li>Identify the discharge date for the stay.</li> </ol> For a direct transfer, use the discharge date from the last discharge.</li> </ul>
Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF#:	0105
Data Display:	Percentage with no decimal place

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**Measure: DMC12 - Initiation of Alcohol or other Drug Treatment**

Title	Description
Description:	The percent of members with a new episode of alcohol or other drug (AOD) abuse or dependence who received treatment within 14 days of being diagnosed as needing treatment.
HEDIS Label:	Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 411
Metric:	The percentage of members who initiate treatment through an inpatient AOD admission, outpatient visit, intensive outpatient encounter or partial hospitalization within 14 days of the diagnosis.
Exclusions:	None listed.
Primary Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	0004
Data Display:	Percentage with no decimal place

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**Measure: DMC13 - Engagement of Alcohol or other Drug Treatment**

Title	Description
Description:	The percent of members with a new episode of alcohol or other drug (AOD) abuse or dependence who initiated treatment and had two or more services for alcohol or drug treatment within 34 days of their first visit.
HEDIS Label:	Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 411
Metric:	The percentage of members who initiated treatment and who had two or more additional services with a diagnosis of AOD within 34 days of the initiation visit.
Exclusions:	None listed.
Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF#:	0004
Data Display:	Percentage with no decimal place

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**Measure: DMC21 - Plan All-Cause Readmissions**

Title	Description
Label for Data:	Readmission to a Hospital within 30 Days of Being Discharged (lower ratios are better because it means fewer members are being readmitted than would be expected for the MMP's population)

Title	Description
	<p>Description: The ratio of the MMP's observed readmission rate to the MMP's expected readmission rate. The readmission rate is based on the percent of members discharged from a hospital stay who were readmitted to a hospital within 30 days, either for the same condition as their recent hospital stay or for a different reason.</p> <p>(Patients may have been readmitted back to the same hospital or to a different one. Rates of readmission take into account how sick patients were when they went into the hospital the first time. This "risk-adjustment" helps make the comparisons between MMPs fair and meaningful.)</p>
HEDIS Label:	Plan All-Cause Readmissions (PCR)
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 504
	<p>Metric: The MMP's observed readmission rate (i.e., the percentage of acute inpatient stays during the measurement year that were followed by an unplanned acute readmission for any diagnosis within 30 days), as compared to the readmission rate that the MMP is expected to have given its case mix. This analysis is referred to as the observed-to-expected (O/E) ratio.</p> <p>The O/E ratio is calculated as the observed readmission rate divided by the expected readmission rate. To calculate the observed readmission rate and expected readmission rate, the following formulas were used:</p> <ol style="list-style-type: none"> <li>1. The observed readmission rate equals the sum of the count of 30-day readmissions across all age bands divided by the sum of the count of index stays across all age bands.</li> <li>2. The expected readmission rate equals the sum of the expected readmissions rates across all age bands, weighted by the percentage of index stays in each age band.</li> </ol> <p>See <a href="#">Attachment B</a>: Calculating Measure DMC21: Plan All-Cause Readmissions for the complete formula.</p>
Primary Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
	<p>Exclusions: Exclude hospital stays for the following reasons:</p> <ul style="list-style-type: none"> <li>• The member died during the stay.</li> <li>• Female members with a principal diagnosis of pregnancy (Pregnancy Value Set) on the discharge claim.</li> <li>• A principal diagnosis of a condition originating in the perinatal period (Perinatal Conditions Value Set) on the discharge claim.</li> </ul> <p>As listed in the HEDIS Technical Specifications. Additionally, CMS has excluded contracts whose denominator (i.e., number of index stays) was 150 or less.</p>
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Lower is better
Case-Mix Adjusted:	Yes
NQF #:	1768
Data Display:	Numeric with two decimal places

### Domain 3: Member Experience with Integrated Plan and Care Providers

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**Measure: C17 - Getting Needed Care**

Title	Description
Label for Data:	Ease of Getting Needed Care and Seeing Specialists (on a scale from 0 to 100)
Description:	Percent of the best possible score the MMP earned on how easy it is for members to get needed care, including care from specialists.
Metric:	This case-mix adjusted composite measure is used to assess how easy it was for a member to get needed care and see specialists. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) score uses the mean of the distribution of responses converted to a scale from 0 to 100. The score shown is the percentage of the best possible score each contract earned.
Primary Data Source:	CAHPS
Data Source Description:	CAHPS Survey Questions (question numbers vary depending on survey type): <ul style="list-style-type: none"><li>• In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?</li><li>• In the last 6 months, how often was it easy to get the care, tests or treatment you needed?</li></ul>
Data Source Category:	Survey of Enrollees
Exclusions:	MMPs that terminated effective December 31, 2021 are not included in the measure. MMPs are excluded if the measure received too few responses to permit reporting (<11) or if the score had very low reliability (<0.60).
General Notes:	CAHPS Survey results were sent to each contract. These reports provide further explanation of the CAHPS scoring methodology and provide detailed information on why a specific rating was assigned.
Data Time Frame:	03/2022 - 06/2022
General Trend:	Higher is better
Case-Mix Adjusted:	Yes
NQF #:	0006
Data Display:	Numeric with no decimal place

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**Measure: C18 - Getting Appointments and Care Quickly**

Title	Description
Label for Data:	Getting Appointments and Care Quickly (on a scale from 0 to 100)
Description:	Percent of the best possible score the MMP earned on how quickly members get appointments and care.
Metric:	This case-mix adjusted composite measure is used to assess how quickly the member was able to get appointments and care. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) score uses the mean of the distribution of responses converted to a scale from 0 to 100. The score shown is the percentage of the best possible score each contract earned.
Primary Data Source:	CAHPS
Data Source Description:	CAHPS Survey Questions (question numbers vary depending on survey type): <ul style="list-style-type: none"><li>• In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?</li><li>• In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?</li><li>• In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?</li></ul>
Data Source Category:	Survey of Enrollees

Title	Description
Exclusions:	MMPs that terminated effective December 31, 2021 are not included in the measure. MMPs are excluded if the measure received too few responses to permit reporting (<11) or if the score had very low reliability (<0.60).
General Notes:	CAHPS Survey results were sent to each contract. These reports provide further explanation of the CAHPS scoring methodology and provide detailed information on why a specific rating was assigned.
Data Time Frame:	03/2022 - 06/2022
General Trend:	Higher is better
Case-Mix Adjusted:	Yes
NQF #:	0006
Data Display:	Numeric with no decimal place

### Measure: C19 - Customer Service

Title	Description
Label for Data:	Health Plan Provides Information or Help When Members Need It (on a scale from 0 to 100)
Description:	Percent of the best possible score the MMP earned on how easy it is for members to get information and help from the MMP when needed.
Metric:	This case-mix adjusted composite measure is used to assess how easy it was for the member to get information and help when needed. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) score uses the mean of the distribution of responses converted to a scale from 0 to 100. The score shown is the percentage of the best possible score each contract earned.
Primary Data Source:	CAHPS
Data Source Description:	CAHPS Survey Questions (question numbers vary depending on survey type): <ul style="list-style-type: none"> <li>In the last 6 months, how often did your health plan's customer service give you the information or help you needed?</li> <li>In the last 6 months, how often did your health plan's customer service treat you with courtesy and respect?</li> <li>In the last 6 months, how often were the forms from your health plan easy to fill out?</li> </ul>
Data Source Category:	Survey of Enrollees
Exclusions:	MMPs that terminated effective December 31, 2021 are not included in the measure. MMPs are excluded if the measure received too few responses to permit reporting (<11) or if the score had very low reliability (<0.60).
General Notes:	CAHPS Survey results were sent to each contract. These reports provide further explanation of the CAHPS scoring methodology and provide detailed information on why a specific rating was assigned.
Data Time Frame:	03/2022 - 06/2022
General Trend:	Higher is better
Case-Mix Adjusted:	Yes
NQF #:	0006
Data Display:	Numeric with no decimal place

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**Measure: C20 - Rating of Health Care Quality**

Title	Description
Label for Data:	Member's Rating of Health Care Quality (on a scale from 0 to 100)
Description:	Percent of the best possible score the MMP earned from members who rated the quality of the health care they received.
Metric:	This case-mix adjusted measure is used to assess members' view of the quality of care received from the health plan. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) score uses the mean of the distribution of responses converted to a scale from 0 to 100. The score shown is the percentage of the best possible score each contract earned.
Primary Data Source:	CAHPS
Data Source Description:	CAHPS Survey Question (question numbers vary depending on survey type): <ul style="list-style-type: none"><li>Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?</li></ul>
Data Source Category:	Survey of Enrollees
Exclusions:	MMPs that terminated effective December 31, 2021 are not included in the measure. MMPs are excluded if the measure received too few responses to permit reporting (<11) or if the score had very low reliability (<0.60).
General Notes:	CAHPS Survey results were sent to each contract. These reports provide further explanation of the CAHPS scoring methodology and provide detailed information on why a specific rating was assigned.
Data Time Frame:	03/2022 - 06/2022
General Trend:	Higher is better
Case-Mix Adjusted:	Yes
NQF #:	0006
Data Display:	Numeric with no decimal place

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**Measure: C21 - Rating of Health Plan**

Title	Description
Label for Data:	Member's Rating of Health Plan (on a scale from 0 to 100)
Description:	Percent of the best possible score the MMP earned from members who rated the health plan.
Metric:	This case-mix adjusted measure is used to assess members' overall view of their health plan. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) score uses the mean of the distribution of responses converted to a scale from 0 to 100. The score shown is the percentage of the best possible score each contract earned.
Primary Data Source:	CAHPS
Data Source Description:	CAHPS Survey Question (question numbers vary depending on survey type): <ul style="list-style-type: none"><li>Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?</li></ul>
Data Source Category:	Survey of Enrollees
Exclusions:	MMPs that terminated effective December 31, 2021 are not included in the measure. MMPs are excluded if the measure received too few responses to permit reporting (<11) or if the score had very low reliability (<0.60).
General Notes:	CAHPS Survey results were sent to each contract. These reports provide further explanation of the CAHPS scoring methodology and provide detailed information on why a specific rating was assigned.

Title	Description
Data Time Frame: 03/2022 - 06/2022	
General Trend: Higher is better	
Case-Mix Adjusted: Yes	
NQF #: 0006	
Data Display: Numeric with no decimal place	

#### Measure: C22 - Care Coordination

Title	Description
Label for Data: Coordination of Members' Health Care Services (on a scale from 0 to 100)	
Description: Percent of the best possible score the MMP earned on how well the MMP coordinates members' care. (This includes whether doctors had the records and information they needed about members' care and how quickly members got their test results.)	
Metric: This case-mix adjusted composite measure is used to assess Care Coordination. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) score uses the mean of the distribution of responses converted to a scale of 0 to 100. The score shown is the percentage of the best possible score each contract earned.	
Primary Data Source: CAHPS	
Data Source Description: CAHPS Survey Questions (question numbers vary depending on survey type):	<ul style="list-style-type: none"> <li>In the last 6 months, when you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care?</li> <li>In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?</li> <li>In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did you get those results as soon as you needed them?</li> <li>In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?</li> <li>In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?</li> <li>In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?</li> </ul>
Data Source Category: Survey of Enrollees	
Exclusions	<p>MMPs that terminated effective December 31, 2021 are not included in the measure.</p> <p>MMPs are excluded if the measure received too few responses to permit reporting (&lt;11) or if the score had very low reliability (&lt;0.60).</p>
General Notes:	CAHPS Survey results were sent to each contract. These reports provide further explanation of the CAHPS scoring methodology and provide detailed information on why a specific rating was assigned.
Data Time Frame: 03/2022 - 06/2022	
General Trend: Higher is better	
Case-Mix Adjusted: Yes	
NQF #: Not Applicable	
Data Display: Numeric with no decimal place	

#### Measure: OHP5 - Satisfaction with Care Coordination

Title	Description
Description:	Percent of members who are very satisfied with the help they received coordinating the care from different doctors and health providers.



Title	Description
Metric:	The percentage of survey respondents who answered “Very satisfied” to the measure question on how satisfied the respondent was with the care coordination services they received in the last 6 months. No case-mix adjustment was applied to this measure.
Primary Data Source:	CAHPS Supplemental Question
Data Source Description:	CAHPS Survey Question: <ul style="list-style-type: none"> <li>How satisfied are you with the help you received to coordinate your care in the last 6 months?</li> </ul>
Data Source Category:	Survey of Enrollees
Exclusions:	MMPs that terminated effective December 31, 2021 are not included in the measure. Only MMPs with at least 11 “Yes” answers to the screening question (In the last 6 months, did anyone from your health plan, doctor’s office, or clinic help coordinate your care among these doctors or other health providers?) and have at least 11 “Very satisfied” responses on the measure question have a rate displayed.
Data Time Frame:	03/2022 - 06/2022
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

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#### Measure: CC10 - Access to Medical Equipment

Title	Description
Description:	Percent of members who said it was always easy to get or replace medical equipment that they needed.
Metric:	The percentage of survey respondents who answered “Always” to the measure question on how easy it was to get or replace medical equipment. No case-mix adjustment was applied to this measure.
Primary Data Source:	CAHPS Supplemental Question
Data Source Description:	CAHPS Survey Question: <ul style="list-style-type: none"> <li>In the last 6 months, how often was it easy to get or replace the medical equipment you needed through your health plan?</li> </ul>
Data Source Category:	Survey of Enrollees
Exclusions:	MMPs that terminated effective December 31, 2021 are not included in the measure. Only MMPs with at least 11 “Yes” answers to the screening question (In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, wheelchair or oxygen equipment?) and at least 11 “Always” responses on the measure question have a rate displayed.
Data Time Frame:	03/2022 - 06/2022
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

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#### Measure: CC14 - Access to Personal Care

Title	Description
Description:	Percent of members who said it was always easy to get personal care at home.

Title	Description
	<p>Metric: The percentage of survey respondents who answered “Always” to the measure question on how often it was easy to obtain access to personal care or aide assistance at home. No case-mix adjustment was applied to this measure.</p> <p>Primary Data Source: CAHPS Supplemental Question</p> <p>Data Source Description: CAHPS Survey Questions (question numbers vary depending on survey type):</p> <ul style="list-style-type: none"> <li>In the last 6 months, how often was it easy to get personal care or aide assistance at home through your care plan?</li> </ul> <p>Data Source Category: Survey of Enrollees</p> <p>Exclusions: MMPs that terminated effective December 31, 2021 are not included in the measure.</p> <p>Only MMPs with at least 11 “Yes” answers to the screening question (Home health care or assistance means home nursing, help with bathing or dressing, and help with basic household tasks. In the last 6 months, did you need someone to come into your home to give you home health care or assistance?) and at least 11 “Always” responses on the measure question have a rate displayed.</p> <p>Data Time Frame: 03/2022 - 06/2022</p> <p>General Trend: Higher is better</p> <p>Case-Mix Adjusted: No</p> <p>NQF #: Not Applicable</p> <p>Data Display: Percentage with no decimal place</p>

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#### Measure: MH3 - Access to Mental Health Treatment

Title	Description
	<p>Description: Percent of members who said it was always easy to get treatment or counseling for a personal or family problem.</p> <p>Metric: The percentage of survey respondents who answered “Always” to the measure question on how often it was easy to get the treatment or counseling they needed. No case-mix adjustment was applied to this measure.</p> <p>Primary Data Source: CAHPS Supplemental Question</p> <p>Data Source Description: CAHPS Survey Question:</p> <ul style="list-style-type: none"> <li>In the last 6 months, how often was it easy to get the treatment or counseling you needed through your health plan?</li> </ul> <p>Data Source Category: Survey of Enrollees</p> <p>Exclusions: MMPs that terminated effective December 31, 2021 are not included in the measure.</p> <p>Only MMPs with at least 11 “Yes” answers to the screening question (In the last 6 months, did you need any treatment or counseling for a personal or family problem?) and at least 11 “Always” responses on the measure question have a rate displayed.</p> <p>Data Time Frame: 03/2022 - 06/2022</p> <p>General Trend: Higher is better</p> <p>Case-Mix Adjusted: No</p> <p>NQF #: Not Applicable</p> <p>Data Display: Percentage with no decimal place</p>

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#### Measure: D05 - Rating of Drug Plan

Title	Description
	<p>Label for Data: Members’ Rating of Drug Plan (on a scale from 0 to 100)</p>

Title	Description
Description:	Percent of the best possible score the MMP earned from members who rated the prescription drug plan.
Metric:	This case-mix adjusted measure is used to assess members' overall view of their prescription drug plan. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) score uses the mean of the distribution of responses converted to a scale from 0 to 100. The score shown is the percentage of the best possible score each contract earned.
Primary Data Source:	CAHPS
Data Source Description:	CAHPS Survey Questions (question numbers vary depending on survey type): <ul style="list-style-type: none"> <li>Using any number from 0 to 10, where 0 is the worst prescription drug plan possible and 10 is the best prescription drug plan possible, what number would you use to rate your prescription drug plan?</li> </ul>
Data Source Category:	Survey of Enrollees
Exclusions:	MMPs that terminated effective December 31, 2021 are not included in the measure. MMPs are excluded if the measure received too few responses to permit reporting (<11) or if the score had very low reliability (<0.60).
General Notes:	CAHPS Survey results were sent to each contract. These reports provide further explanation of the CAHPS scoring methodology and provide detailed information on why a specific rating was assigned.
Data Time Frame:	03/2022 - 06/2022
General Trend:	Higher is better
Case-Mix Adjusted:	Yes
NQF #:	Not Applicable
Data Display:	Numeric with no decimal place

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#### Measure: D06 - Getting Needed Prescription Drugs

Title	Description
Label for Data:	Ease of Getting Prescriptions Filled When Using the Plan (on a scale from 0 to 100)
Description:	Percent of the best possible score the MMP earned on how easy it is for members to get the prescription drugs they need using the MMP.
Metric:	This case-mix adjusted measure is used to assess the ease with which a beneficiary gets the medicines their doctor prescribed. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) score uses the mean of the distribution of responses converted to a scale from 0 to 100. The score shown is the percentage of the best possible score each contract earned.
Primary Data Source:	CAHPS
Data Source Description:	CAHPS Survey Questions (question numbers vary depending on survey type): <ul style="list-style-type: none"> <li>In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?</li> <li>In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy?</li> <li>In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?</li> </ul>
Data Source Category:	Survey of Enrollees
Exclusions:	MMPs that terminated effective December 31, 2021 are not included in the measure. MMPs are excluded if the measure received too few responses to permit reporting (<11) or if the score had very low reliability (<0.60).

Title	Description
General Notes:	CAHPS Survey results were sent to each contract. These reports provide further explanation of the CAHPS scoring methodology and provide detailed information on why a specific rating was assigned.
Data Time Frame:	03/2022 - 06/2022
General Trend:	Higher is better
Case-Mix Adjusted:	Yes
NQF #:	Not Applicable
Data Display:	Numeric with no decimal place

## Domain 4: Staying Healthy: Screenings, Tests and Vaccines

### Measure: C01 - Breast Cancer Screening

Title	Description
Label for Data:	Breast Cancer Screening
Description:	Percent of female members aged 52-74 who had a mammogram during the past two years.
HEDIS Label:	Breast Cancer Screening (BCS)
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 98
Metric:	The percentage of women MMP enrollees 50 to 74 years of age (denominator) as of December 31 of the measurement year who had a mammogram to screen for breast cancer in the past two years (numerator).
Primary Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Exclusions:	<ul style="list-style-type: none"> <li>Members 66 years of age and older as of December 31 of the measurement year who meet either of the following: <ul style="list-style-type: none"> <li>Enrolled in an Institutional SNP (I-SNP) any time during the measurement year.</li> <li>Living long-term in an institution any time during the measurement year as identified by the LTI flag in the Monthly Membership Detail Data File. Use the run date of the file to determine if a member had an LTI flag during the measurement year.</li> </ul> </li> <li>Members 66 years of age and older as of December 31 of the measurement year with both frailty (Frailty Value Set) and advanced illness (Advanced Illness Value Set) during the measurement year.</li> <li>A dispensed dementia medication (Dementia Medications List).</li> <li>Members receiving palliative care (Palliative Care Assessment Value Set; Palliative Care Encounter Value Set; Palliative Care Intervention Value Set) during the measurement year.</li> <li>(optional) Bilateral mastectomy any time during the member's history through December 31 of the measurement year. Any of the following meet criteria for bilateral mastectomy: <ul style="list-style-type: none"> <li>Bilateral mastectomy (Bilateral Mastectomy Value Set).</li> <li>Unilateral mastectomy (Unilateral Mastectomy Value Set) with a bilateral modifier (Bilateral Modifier Value Set).</li> <li>Two unilateral mastectomies (Unilateral Mastectomy Value Set) with service dates 14 days or more apart. For example, if the service date for the first unilateral mastectomy was February 1 of the measurement year, the service date for the second unilateral mastectomy must be on or after February 15.</li> </ul> </li> <li>Both of the following (on the same or different date of service):</li> </ul>

Title	Description
	<ul style="list-style-type: none"> <li>– Unilateral mastectomy (Unilateral Mastectomy Value Set) with a right-side modifier (Right Modifier Value Set) (same date of service).</li> <li>– Unilateral mastectomy (Unilateral Mastectomy Value Set) with a left-side modifier (Left Modifier Value Set) (same date of service).</li> <li>• Absence of the left breast (Absence of the Left Breast Value Set) and absence of the right breast (Absence of the Right Breast Value Set) on the same or different date of service.</li> <li>• History of bilateral mastectomy (History of Bilateral Mastectomy Value Set).</li> <li>• Left unilateral mastectomy (History of Bilateral Mastectomy Value Set) and right unilateral mastectomy (Unilateral Mastectomy Value Set) on the same or different date of service.</li> </ul>
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	2372
Data Display:	Percentage with no decimal place

### Measure: C02 - Colorectal Cancer Screening

Title	Description
Label for Data:	Colorectal Cancer Screening
Description:	Percent of members aged 50-75 who had appropriate screening for colon cancer.
HEDIS Label:	Colorectal Cancer Screening (COL)
Measure Reference:	NCQA HEDIS Measurement Year 2020 and Measurement Year 2021 Technical Specifications Volume 2, page 109
Metric:	The percentage of MMP enrollees aged 50 to 75 (denominator) as of December 31 of the measurement year who had appropriate screenings for colorectal cancer (numerator).
Primary Data Source:	HEDIS
Data Source Category:	Health and Drug Plans
Exclusions:	<ul style="list-style-type: none"> <li>• Members 66 years of age and older as of December 31 of the measurement year who meet either of the following: <ul style="list-style-type: none"> <li>– Enrolled in an Institutional SNP (I-SNP) any time during the measurement year.</li> <li>– Living long-term in an institution any time during the measurement year as identified by the LTI flag in the Monthly Membership Detail Data File. Use the run date of the file to determine if a member had an LTI flag during the measurement year.</li> </ul> </li> <li>• Members 66 years of age and older as of December 31 of the measurement year with both frailty (Frailty Value Set) <b>and</b> advanced illness (Advanced Illness Value Set) during the measurement year.</li> <li>• Members receiving palliative care (Palliative Care Assessment Value Set; Palliative Care Encounter Value Set; Palliative Care Intervention Value Set) during the measurement year.</li> </ul> <p>(optional) Refer to Administrative Specification for exclusion criteria. Exclusionary evidence in the medical record must include a note indicating colorectal cancer or total colectomy any time during the member's history through December 31 of the measurement year.</p>
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
NQF #:	0034

Title	Description
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Data Display: Percentage with no decimal place

### Measure: C03 - Annual Flu Vaccine

Title	Description
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Label for Data: Yearly Flu Vaccine

Description: Percent of members who got a vaccine (flu shot).

Metric: The percentage of sampled members (denominator) who received an influenza vaccination (numerator).

Primary Data Source: CAHPS

Data Source Description: CAHPS Survey Question (question number varies depending on survey type):

- Have you had a flu shot since July 1, 2021?

Data Source Category: Survey of Enrollees

Exclusions: MMPs that terminated effective December 31, 2021 are not included in the measure.

MMPs are excluded if the measure received too few responses to permit reporting (<11) or if the score had very low reliability (<0.60).

General Notes: This measure is not case-mix adjusted.

CAHPS Survey results were sent to each contract. These reports provide further explanation of the CAHPS scoring methodology and provide detailed information on why a specific rating was assigned.

Data Time Frame: 03/2022 - 06/2022

General Trend: Higher is better

Case-Mix Adjusted: No

NQF #: Not Applicable

Data Display: Percentage with no decimal place

### Measure: C04 - Monitoring Physical Activity

Title	Description
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Label for Data: Monitoring Physical Activity

Description: Percent of members who discussed exercise with their doctor and were advised to start, increase, or maintain their physical activity during the year.

HEDIS Label: Physical Activity in Older Adults (PAO)

Measure Reference: NCQA HEDIS Measurement Year 2020 Specifications for the Medicare Health Outcomes Survey Volume 6, page 37

Metric: The percentage of sampled members 65 years of age or older who had a doctor's visit in the past 12 months (denominator) and who received advice to start, increase or maintain their level exercise or physical activity (numerator).

Primary Data Source: HEDIS-HOS

Data Source Description: Cohort 22 Follow-up Data collection (2021) and Cohort 24 Baseline data collection (2021).

HOS Survey Question 46: In the past 12 months, did you talk with a doctor or other health provider about your level of exercise for physical activity? For example, a doctor or other health provider may ask if you exercise regularly or take part in physical exercise.

HOS Survey Question 47: In the past 12 months, did a doctor or other health care provider advise you to start, increase or maintain your level of exercise or physical

Title	Description
	activity? For example, in order to improve your health, your doctor or other health provider may advise you to start taking the stairs, increase walking from 10 to 20 minutes every day or to maintain your current exercise program.
Data Source Category:	Survey of Enrollees
Exclusions:	Members who responded "I had no visits in the past 12 months" to Question 46 are excluded from results calculations for Question 47. Contracts must achieve a denominator of at least 100 to obtain a reportable result. If the denominator is less than 100, the measure result will be "Not enough data available." Members with evidence from CMS administrative records of a hospice start date are excluded.  This measure is not included for Massachusetts MMPs because it is calculated for individuals age 65 and older and only individuals younger than 65 can enroll in Massachusetts MMPs.
Data Time Frame:	07/19/2021 - 11/01/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

## Domain 5: Plan Performance on Administrative Measures

### Measure: C23 - Complaints about the Health Plan

Title	Description
Label for Data:	Complaints about the Health Plan (lower numbers are better because it means fewer complaints)
Description:	Rate of members filing complaints with Medicare about the health plan.
Metric:	Rate of complaints about the health plan per 1,000 members. For each contract, this rate is calculated as: $\left[ \frac{\text{(Total number of all complaints logged into the Complaints Tracking Module (CTM))}}{\text{(Average Contract enrollment)}} \right] * 1,000 * 30 / \text{(Number of Days in Period)}$ Number of Days in Period = 366 for leap years, 365 for all other years. <ul style="list-style-type: none"> <li>Complaints data are pulled after the end of the measurement timeframe to serve as a snapshot of CTM data.</li> <li>Enrollment numbers used to calculate the complaint rate were based on the average enrollment for the time period measured for each contract.</li> <li>A contract's failure to follow CMS's CTM Standard Operating Procedures will not result in CMS's adjustment of the data used for these measures.</li> </ul>
Primary Data Source:	Complaints Tracking Module (CTM)
Data Source Description:	Data were obtained from the CTM based on the contract entry date (the date that complaints are assigned or re-assigned to contracts; also known as the contract assignment/reassignment date) for the reporting period specified. The status of any specific complaint at the time the data are pulled stands for use in the reports. Any changes to the complaints data subsequent to the data pull cannot be excluded retroactively. CMS allows for an approximate 6-month "wash out" period to account for any adjustments per CMS's CTM Standard Operating Procedures. Therefore, all Plan Requests for 2021 complaints made by June 30, 2022 are captured. Complaint rates per 1,000 enrollees are adjusted to a 30-day basis.
Data Source Category:	CMS Administrative Data

Title	Description
Exclusions:	On May 10, 2019, CMS released an HPMS memo on the Complaints Tracking Module (CTM) Updated Standard Operating Procedures (SOP). Plans should review all complaints at intake and verify the contract assignment and issue level. The APPENDIX A - Category and Subcategory Listing in the SOP lists the subcategories that are excluded. Complaint rates are not calculated for contracts with average enrollment of less than 800 enrollees during the measurement period.
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Lower is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Numeric with two decimal places

#### Measure: C24 - Members Choosing to Leave the Plan

Title	Description
Label for Data:	Members Choosing to Leave the Plan (lower percentages are better because that indicates fewer members choose to leave the plan)
Description:	Percent of plan members who chose to leave the plan.
Metric:	The percent of members who chose to leave the contract comes from disenrollment reason codes in Medicare's enrollment system. The percent is calculated as the number of members who chose to leave the contract between January 1, 2021–December 31, 2021 (numerator) divided by all members enrolled in the contract at any time during 2021 (denominator).
Primary Data Source:	MBDSS
Data Source Description:	Medicare Beneficiary Database Suite of Systems (MBDSS)
Data Source Category:	CMS Administrative Data
Exclusions:	Members who involuntarily left their contract due to circumstances beyond their control are removed from the final numerator, specifically: <ul style="list-style-type: none"> <li>• Members affected by a contract service area reduction</li> <li>• Members affected by PBP termination</li> <li>• Members in PBPs that were granted special enrollment exceptions</li> <li>• Members affected by PBP service area reductions where there are no PBPs left within the contract that the enrollee is eligible to enroll into</li> <li>• Members affected by LIS reassignments</li> <li>• Members who are enrolled in employer group plans</li> <li>• Members who were passively enrolled into a Demonstration (MMP)</li> <li>• 1876 Cost contract disenrollments into the transition MA contract (H contract)</li> <li>• Members who moved out of the service area of the contract from which they disenrolled (based on the member's address as submitted by the plan into which the member enrolled or the member's current SSA address if there is no address submitted by the plan into which the member enrolled) or where the service area of the contract they enrolled into does not intersect with the service area of the contract from which they disenrolled</li> </ul> MMPs that terminated effective December 31, 2021 are not included in the measure. MMPs with less than 1,000 enrollees are also excluded from this measure.
General Notes:	This measure includes members with a disenrollment effective date between 1/1/2021 and 12/31/2021 who disenrolled from the contract with any one of the following disenrollment reason codes: 11 - Voluntary Disenrollment through plan



Title	Description
	13 - Disenrollment because of enrollment in another Plan 14 - Retroactive 99 - Other (not supplied by beneficiary).
	If all potential members in the numerator meet one or more of the exclusion criteria, the measure result will be "Not enough data available".
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Lower is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

### Measure: C26 - Plan Makes Timely Decisions about Appeals

Title	Description
Label for Data:	Health Plan Makes Timely Decisions about Appeals
Description:	This rating shows how fast a plan sends information for an independent review. (This description has been updated to better explain the measure. There have been no changes to the measure.)
Metric:	Percent of appeals timely processed by the MMP (numerator) out of all the MMP's appeals decided by the Independent Review Entity (IRE) (includes upheld, overturned, partially overturned appeals and dismissed because the MMP agreed to cover) (denominator). This is calculated as: $([Number\ of\ Timely\ Appeals] / ([Appeals\ Upheld] + [Appeals\ Overturned] + [Appeals\ Partially\ Overturned] + [Appeals\ Dismissed\ Because\ MMP\ Agreed\ to\ Cover])) * 100.$
Primary Data Source:	Independent Review Entity (IRE)
Data Source Description:	Data were obtained from the Independent Review Entity (IRE) contracted by CMS for Part C appeals. The appeals used in this measure are based on the date in the calendar year the appeal was received by the IRE, not the date a decision was reached by the IRE. The timeliness is based on the actual IRE received date and is compared to the date the appeal should have been received by the IRE.
Data Source Category:	Data Collected by CMS Contractors
Exclusions:	If the denominator is $\leq 10$ , the result is "Not enough data available." Dismissed for reasons other than the MMP agreed to cover and Withdrawn appeals are excluded from this measure.
General Notes:	This measure includes all Standard Coverage, Standard Claim, and Expedited appeals received by the IRE, regardless of the appellant. This includes appeals requested by a beneficiary, appeals requested by a party on behalf of a beneficiary, and appeals requested by non-contract providers.  The number of timely appeals can be calculated using this formula: $[Number\ of\ Timely\ Appeals] = ([Appeals\ Upheld] + [Appeals\ Overturned] + [Appeals\ Partially\ Overturned] + [Appeals\ Dismissed\ Because\ MMP\ Agreed\ to\ Cover]) - [Late]$
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

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**Measure: C27 - Reviewing Appeals Decisions**

Title	Description
Label for Data:	Fairness of the Health Plan's Appeal Decisions, Based on an Independent Reviewer
Description:	This rating shows how often an independent reviewer found the health plan's decision to deny coverage to be reasonable. (This description has been updated to better explain the measure. There have been no changes to the measure.)
Metric:	Percent of appeals where an MMP's decision was "upheld" by the Independent Review Entity (IRE) (numerator) out of all the MMP's appeals (upheld, overturned, and partially overturned appeals only) that the IRE reviewed (denominator). This is calculated as: $([Appeals Upheld] / ([Appeals Upheld] + [Appeals Overturned] + [Appeals Partially Overturned])) * 100.$
Primary Data Source:	Independent Review Entity (IRE)
Data Source Description:	Data were obtained from the Independent Review Entity (IRE) contracted by CMS for Part C appeals. The appeals used in this measure are based on the date in the calendar year the appeal was received by the IRE, not the date a decision was reached by the IRE. If a Reopening occurs and is decided prior to June 30, 2022, the Reopened decision is used in place of the Reconsideration decision. Reopenings decided on or after June 30, 2022 are not reflected in these data, the original decision result is used. The results of appeals that occur beyond Level 2 (i.e., Administrative Law Judge or Medicare Appeals Council appeals) are not included in the data.
Data Source Category:	Data Collected by CMS Contractors
Exclusions:	If the minimum number of appeals (upheld + overturned + partially overturned) is $\leq 10$ , the result is "Not enough data available." Dismissed and Withdrawn appeals are excluded from this measure.
General Notes:	This measure includes all Standard Coverage, Standard Claim, and Expedited appeals received by the IRE, regardless of the appellant. This includes appeals requested by a beneficiary, appeals requested by a party on behalf of a beneficiary, and appeals requested by non-contract providers.
Data Time Frame:	01/01/2021 - 12/31/2021
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

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**Measure: C28 - Call Center – Foreign Language Interpreter and TTY Availability**

Title	Description
Label for Data:	Availability of TTY Services and Foreign Language Interpretation When Prospective Members Call the Health Plan
Description:	Percent of time that TTY services and foreign language interpretation were available when needed by people who called the health plan's prospective enrollee customer service phone line.
Metric:	The calculation of this measure is the number of completed contacts with the interpreter and TTY divided by the number of attempted contacts. Completed contact with an interpreter is defined as establishing contact with an interpreter and confirming that the customer service representative can answer questions about the MMP's Medicare Part C benefit within eight minutes. Completed TTY contact is defined as establishing contact with and confirming that the customer service representative can answer questions about the MMP's Medicare Part C benefit within seven minutes.
Primary Data Source:	Call Center

Title	Description
Data Source Description:	Call center monitoring data collected by CMS. The Customer Service Contact for Prospective Members phone number associated with each contract was monitored.
Data Source Category:	Data Collected by CMS Contractors
Exclusions:	Data were not collected from MMPs that did not have a phone number accessible to survey callers, MMPs under sanction, and MMPs that terminated effective December 31, 2021.
General Notes:	Specific questions about Call Center Monitoring and requests for detail data should be directed to the <a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
Data Time Frame:	02/2022 - 05/2022
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

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**Measure: D01 - Call Center – Foreign Language Interpreter and TTY Availability**

Title	Description
Label for Data:	Availability of TTY Services and Foreign Language Interpretation When Prospective Members Call the Drug Plan
Description:	Percent of time that TTY services and foreign language interpretation were available when needed by people who called the drug plan's prospective enrollee customer service line.
Metric:	The calculation of this measure is the number of completed contacts with the interpreter and TTY divided by the number of attempted contacts. Completed contact with an interpreter is defined as establishing contact with an interpreter and confirming that the customer service representative can answer questions about the MMP's Medicare Part D benefit within eight minutes. Completed TTY contact is defined as establishing contact with and confirming that the customer service representative can answer questions about the MMP's Medicare Part D benefit within seven minutes.
Primary Data Source:	Call Center
Data Source Description:	Call center monitoring data collected by CMS. The Customer Service Contact for Prospective Members phone number associated with each contract was monitored.
Data Source Category:	Data Collected by CMS Contractors
Exclusions:	Data were not collected from MMPs that did not have a phone number accessible to survey callers, MMPs under sanction, and MMPs that terminated effective December 31, 2021.
General Notes:	Specific questions about Call Center Monitoring and requests for detail data should be directed to the <a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
Data Time Frame:	02/2022 - 05/2022
General Trend:	Higher is better
Case-Mix Adjusted:	No
NQF #:	Not Applicable
Data Display:	Percentage with no decimal place

## Attachment A: CAHPS Case-Mix Adjustment

Most Part C and D CAHPS measures are case-mix adjusted to take into account the mix of enrollees. Case-mix variables include dual eligibility and education among other variables. The tables below include the case-mix variables and show the case-mix coefficients for each of the Part C and D CAHPS measures included in the MMP Performance Data File. The coefficients indicate how much higher or lower people with a given characteristic tend to respond compared to otherwise similar people with the baseline value for that characteristic, on the original scale of the item or composite, as presented in plan reports.

For example, for the measure "Getting Appointments and Care Quickly," the model coefficient for "age 75-79" is 0.0322, indicating that respondents in that age range tend to score their plans 0.0322 points higher than otherwise similar people in the 70-74 age range (the baseline or reference category). Similarly, dual eligible beneficiaries tend to respond 0.0103 points lower on this item than otherwise similar non-duals. Contracts with higher proportions of beneficiaries who are in the 75-79 age range will be adjusted downward on this measure to compensate for the positive response tendency of their respondents. Similarly, contracts with higher proportions of respondents who are dual eligible beneficiaries will be adjusted upward on this measure to compensate for their respondents' negative response tendency. The case-mix patterns are not always consistent across measures. Missing case-mix adjusters are imputed as the contract mean.

The composites consist of multiple items, each of which is adjusted separately before combining the adjusted scores into a composite score. In the tables we report the average of the coefficients for these several items, for each of the categories (rows) of the table, as a summary of the adjustment for the composite. For more detailed information on the application of CAHPS case-mix adjustment, including item-level coefficients, please review the materials at <https://ma-pdpcahps.org/en/scoring-and-star-ratings/>.

**Note:** The measures derived from the supplemental questions on the MMP CAHPS survey (OHP5: Satisfaction with Care Coordination, CC10: Access to Medical Equipment, CC14: Access to Personal Care, and MH3: Access to Mental Health Treatment) are not case-mix adjusted.

Table A-1: Coefficients of Part C CAHPS Measures

Predictor	C03: Annual Flu Vaccine	C17: Getting Needed Care (Comp)	C18: Getting Appointments and Care Quickly (Comp)	C19: Customer Service (Comp)	C20: Rating of Health Care Quality	C21: Rating of Health Plan	C22: Care Coordination (Comp)
Age: 64 or under	N/A	0.0117	0.0142	-0.0009	-0.0502	-0.0849	0.0177
Age: 65 - 69	N/A	-0.0174	-0.0001	-0.0152	-0.0697	-0.0883	-0.0167
Age: 75 - 79	N/A	0.0184	0.0322	-0.0111	0.0261	0.0474	-0.0125
Age: 80 - 84	N/A	0.0103	0.0357	-0.0111	0.0299	0.0910	-0.0280
Age: 85 and older	N/A	0.0081	0.0065	-0.0234	0.0242	0.0663	-0.0693
Less than an 8th grade education	N/A	-0.0291	-0.0563	-0.0194	0.0079	0.0356	-0.0161
Some high school	N/A	-0.0116	-0.0149	0.0108	0.0176	0.0896	0.0077
Some college	N/A	-0.0267	-0.0199	-0.0112	-0.1238	-0.1623	-0.0357
College graduate	N/A	-0.0433	-0.0176	-0.0373	-0.1123	-0.2140	-0.0529
More than a bachelor's degree	N/A	-0.0837	-0.0284	-0.0820	-0.2191	-0.3616	-0.0443
General health rating: excellent	N/A	0.0693	0.0903	0.0450	0.3535	0.2377	0.0440
General health rating: very good	N/A	0.0655	0.0515	0.0515	0.0270	0.2128	0.1345
General health rating: fair	N/A	-0.0557	-0.0637	-0.0078	-0.2617	-0.1348	-0.0301
General health rating: poor	N/A	-0.0966	-0.0674	-0.0602	-0.5058	-0.3701	-0.0528
Mental health rating: excellent	N/A	0.1704	0.1087	0.0967	0.4161	0.3217	0.1262
Mental health rating: very good	N/A	0.0932	0.0751	0.0447	0.1984	0.1503	0.0636
Mental health rating: fair	N/A	-0.0608	-0.0343	-0.0408	-0.1347	-0.1404	-0.0548
Mental health rating: poor	N/A	-0.1353	-0.0898	-0.0512	-0.4440	-0.4034	-0.0697
Proxy helped	N/A	0.0034	-0.0126	-0.0494	-0.1597	-0.0481	0.0104

Predictor	C03: Annual Flu Vaccine	C17: Getting Needed Care (Comp)	C18: Getting Appointments and Care Quickly (Comp)	C19: Customer Service (Comp)	C20: Rating of Health Care Quality	C21: Rating of Health Plan	C22: Care Coordination (Comp)
Proxy answered	N/A	0.0491	0.0439	0.0232	0.1209	0.0889	0.0227
Medicaid dual eligible	N/A	-0.0107	-0.0103	-0.0129	0.0652	0.3090	-0.0009
Low-income subsidy (LIS)	N/A	-0.0268	-0.0601	-0.0254	-0.0482	0.0082	0.0113
Asian Language	N/A	-0.0607	-0.1575	-0.0075	0.3067	-0.1629	-0.0227

Table A-2: Coefficients of Part D CAHPS Measures

Predictor	MA-PD D05: Rating of Drug Plan	MA-PD D06: Getting Needed Prescription Drugs (Comp)	PDP D05: Rating of Drug Plan	PDP D06: Getting Needed Prescription Drugs (Comp)
Age: 64 or under	-0.1499	-0.0445	-0.0098	0.0148
Age: 65 - 69	-0.1644	-0.0193	-0.3052	-0.0413
Age: 75 - 79	0.1157	0.0056	0.1275	0.0272
Age: 80 - 84	0.1244	0.0009	0.3156	0.0246
Age: 85 and older	0.2172	0.0052	0.3568	0.0382
Less than an 8th grade education	0.0514	-0.0232	-0.1655	-0.0333
Some high school	0.0781	-0.0087	0.1881	-0.0491
Some college	-0.1918	-0.0307	-0.0950	-0.0405
College graduate	-0.2269	-0.0412	-0.0997	-0.0476
More than a bachelor's degree	-0.3418	-0.0815	-0.2220	-0.0848
General health rating: excellent	0.2703	0.0434	0.3332	0.0498
General health rating: very good	0.2070	0.0351	0.1939	0.0521
General health rating: fair	-0.1402	-0.0372	-0.1426	-0.0715
General health rating: poor	-0.4256	-0.1039	-0.6455	-0.0760
Mental health rating: excellent	0.3039	0.0975	0.1324	0.0647
Mental health rating: very good	0.1518	0.0531	0.0713	0.0100
Mental health rating: fair	-0.0560	-0.0357	-0.1568	-0.0028
Mental health rating: poor	-0.2670	-0.0589	0.0482	0.0217
Proxy helped	-0.1184	-0.0429	-0.1199	-0.0073
Proxy answered	-0.0016	0.0176	0.1867	0.0002
Medicaid dual eligible	0.5044	0.0400	0.8962	0.0503
Low-income subsidy (LIS)	0.2810	0.0065	0.8890	0.0741
Asian Language	-0.3796	-0.1409	0.0000	0.0000

## Attachment B: Calculating Measure DMC21: Plan All-Cause Readmissions

The following fields and formulas were used to calculate each MMP's performance rate for the Plan All-Cause Readmissions (PCR) measure. For MMPs in demonstrations that target populations either over or under age 65, the formulas were modified to use only the applicable age bands.

Formula Value	PCR Field	Field Description
A	is1844	Count of Index Stays (Denominator) Age 18-44
G	r1844	Count of 30-Day Readmissions (Numerator) Age 18-44
M	err1844	Expected Readmissions Rate (Expected Readmissions/Den) 18-44
B	is4554	Count of Index Stays (Denominator) Age 45-54
H	r4554	Count of 30-Day Readmissions (Numerator) Age 45-54
N	err4554	Expected Readmissions Rate (Expected Readmissions/Den) 45-54
C	is5564	Count of Index Stays (Denominator) Age 55-64
I	r5564	Count of 30-Day Readmissions (Numerator) Age 55-64
O	err5564	Expected Readmissions Rate (Expected Readmissions/Den) 55-64
D	is6574	Count of Index Stays (Denominator) Age 65-74
J	r6574	Count of 30-Day Readmissions (Numerator) Age 65-74
P	err6574	Expected Readmissions Rate (Expected Readmissions/Den) 65-74
E	is7584	Count of Index Stays (Denominator) Age 75-84
K	r7584	Count of 30-Day Readmissions (Numerator) Age 75-84
Q	err7584	Expected Readmissions Rate (Expected Readmission/Den) 75-84
F	is85	Count of Index Stays (Denominator) Age 85+
L	r85	Count of 30-Day readmissions (Numerator) Age 85+
R	err85	Expected Readmissions Rate (Expected Readmission/Den) 85+

$$\text{Observed} = \frac{G+H+I+J+K+L}{A+B+C+D+E+F}$$

$$\text{Expected} = \left( \frac{A}{A+B+C+D+E+F} \times M \right) + \left( \frac{B}{A+B+C+D+E+F} \times N \right) + \left( \frac{C}{A+B+C+D+E+F} \times O \right) + \left( \frac{D}{A+B+C+D+E+F} \times P \right) + \left( \frac{E}{A+B+C+D+E+F} \times Q \right) + \left( \frac{F}{A+B+C+D+E+F} \times R \right)$$

$$\text{Final Rate} = \frac{\text{Observed}}{\text{Expected}}$$

## Attachment C: Medication Adherence Measure Calculations

Part D sponsors currently have access to monthly Patient Safety Reports via the Patient Safety Analysis Web Portal to compare their performance to overall rates and monitor their progress in improving the Part D patient safety measures over time. Sponsors may use the website to view and download the reports for performance monitoring.

Report User Guides are available on the Patient Safety Analysis Web Portal under Help Documents and provide detailed information about the measure calculations and reports. The following information is an excerpt from the Adherence Measures Report Guide (Appendices A and B) and illustrates the days covered calculation and the modification for inpatient stays and skilled nursing facility stays.

### Proportion of Days Covered Calculation

In calculating the Proportion of Days Covered (PDC), we first count the number of days the patient was “covered” by at least one drug in the target drug class. The number of days is based on the prescription fill date and days’ supply. PDC is calculated by dividing the number of covered days by the number of days in the measurement period. Both of these numbers may be adjusted for IP/SNF stays, as described in the ‘Days Covered Modification for Inpatient Stays and Skilled Nursing Facility Stays’ section that follows.

#### Example 1: Non-Overlapping Fills of Two Different Drugs

In this example, a beneficiary fills Benazepril and Captopril, two drugs in the RAS antagonist hypertension target drug class. The covered days do not overlap, meaning the beneficiary filled the Captopril prescription after the days’ supply for the Benazepril medication ended.

Table C-1: No Adjustment

Drug	January		February		March	
	1/1/2021	1/16/2021	2/1/2021	2/16/2021	3/1/2021	3/16/2021
Benazepril	15	16	15	13		
Captopril					15	16

#### PDC Calculation

Covered Days: 90

Measurement Period: 90

PDC:  $90/90 = 100\%$

#### Example 2: Overlapping Fills of the Same Generic Ingredient across Single and Combination Products

In this example, a beneficiary fills a drug with the same target generic ingredient prior to the end of the days’ supply of the first fill. In rows one and two, there is an overlap between a single and combination drug product, both containing Lisinopril. For this scenario, the overlapping days are shifted because the combination drug product includes the targeted generic ingredient. An adjustment is made to the PDC to account for the overlap in days covered.

In rows two and three, there is an overlap between two combination drug products, both containing Hydrochlorothiazide. However, Hydrochlorothiazide is not a RAS antagonist or targeted generic ingredient, so this overlap is not shifted.

Table C-2: Before Overlap Adjustment

Drug	January		February		March	
	1/1/2021	1/16/2021	2/1/2021	2/16/2021	3/1/2021	3/16/2021
Lisinopril	15	16				
Lisinopril & HCTZ		16	15			
Benazepril & HCTZ			15	13		

PDC Calculation  
Covered Days: 59  
Measurement Period: 90  
PDC: 59/90 = 66%

Table C-3: After Overlap Adjustment

Drug	January		February		March	
	1/1/2021	1/16/2021	2/1/2021	2/16/2021	3/1/2021	3/16/2021
Lisinopril	15	16				
Lisinopril & HCTZ			15	13	3	
Benazepril & HCTZ			15	13		

PDC Calculation  
Covered Days: 62  
Measurement Period: 90  
PDC: 62/90 = 69%

### Example 3: Overlapping Fills of the Same and Different Target Drugs

In this example, a beneficiary is refilling both Lisinopril and Captopril. When a single and combination product both containing Lisinopril overlap, there is an adjustment to the PDC. When Lisinopril overlaps with Captopril, we do not make any adjustment to the days covered.

Table C-4: Before Overlap Adjustment

Drug	January		February		March		April	
	1/1/2021	1/16/2021	2/1/2021	2/16/2021	3/1/2021	3/16/2021	4/1/2021	4/16/2021
Lisinopril	15	16						
Lisinopril & HCTZ		16	15					
Captopril					15	16		
Lisinopril						16	15	

PDC Calculation  
Covered Days: 92  
Measurement Period: 120  
PDC: 92/120 = 77%

Table C-5: After Overlap Adjustment

Drug	January		February		March		April	
	1/1/2021	1/16/2021	2/1/2021	2/16/2021	3/1/2021	3/16/2021	4/1/2021	4/16/2021
Lisinopril	15	16						
Lisinopril & HCTZ			15	13	3			
Captopril					15	16		
Lisinopril						16	15	

PDC Calculation  
Covered Days: 105  
Measurement Period: 120  
PDC: 105/120 = 88%



## PDC Adjustment for Inpatient and Skilled Nursing Facility Stays Examples

In response to Part D sponsor feedback, CMS modified the PDC calculation, starting with the 2013 Star Ratings (using 2011 PDE data) to adjust for beneficiary stays in inpatient (IP) facilities, and with the 2015 Star Ratings (using 2013 PDE data) to also adjust for hospice enrollments and beneficiary stays in skilled nursing facilities (SNF). These adjustments account for periods that the Part D sponsor would not be responsible for providing prescription fills for targeted medications or more accurately reflect drugs covered under the hospice benefit or waived through the beneficiary's hospice election; thus, their medication fills during an IP or SNF stay or during hospice enrollment would not be included in the PDE claims used to calculate the Patient Safety adherence measures.

The PDC modification for IP stays, hospice enrollments, and SNF stays reflects this situation. Please note that while this modification will enhance the adherence measure calculation, extensive testing indicates that most Part D contracts will experience a negligible impact on their adherence rates. On average, the 2011 adherence rates increased 0.4 to 0.6 percentage points due to the inpatient stay adjustment, and the adjustment may impact the rates positively or negatively.

The hospice and SNF adjustments were tested on 2013 PDE data and overall increased the rates by 0.13 to 0.15 percentage points and 0.29 to 0.35 percentage points, respectively. Hospice information from the Medicare Enrollment Database (EDB) and inpatient claims from the Common Working File (CWF) are available for both PDPs and MA-PDs. SNF claims from the CWF have been used to adjust the SNF PDC adjustments for PDPs. Starting in the 2019 measurement year, when available for MA-PDs in the CWF, adjust the SNF PDC adjustments. Additionally, starting in 2019 measurement year, when available for MA-PDs in the encounter data, adjust for SNF/IP stays for MA-PD beneficiaries. Additionally, starting in 2020 measurement year, when available for MA-PDs in the encounter data, adjust for SNF/IP stays for MA-PD beneficiaries.

**Note:** Hospice enrollment is no longer a PDC adjustment but rather an exclusion starting with the 2021 Star Ratings (2020 YOS).

### Calculating the PDC Adjustment for IP Stays and SNF Stays

The PDC modification for IP stays and SNF stays is based on two assumptions: 1) a beneficiary receives their medications through the facility during the IP or SNF stay, and 2) if a beneficiary accumulates an extra supply of their Part D medication during an IP stay or SNF stay, that supply can be used once he/she returns home. The modification is applied using the steps below:

1. Identify start and end dates of relevant types of stays for beneficiaries included in adherence measures. The discharge date is included in the PDC adjustment.
  - Use IP claims from the CWF to identify IP stays, and when available for MA-PDs.
  - Use SNF claims from the CWF for PDPs, and when available for MA-PD beneficiaries, for SNF PDC adjustments. (1) Use SNF claims from the CWF with either a positive or negative paid amount with Medicare utilization days to identify Medicare Part A covered SNF dates. (2) Use SNF claims from the CWF with a condition code 04 (Beneficiary enrolled in a MA-PD) not associated with a condition code 21 and/or a no payment reason code.
  - Use IP and SNF stay encounter data when available for MA-PD beneficiaries. Additionally, if IP and SNF stay claims for MA-PD enrolled beneficiaries are reported in the CWF, the CWF will remain as an additional data source.
2. Remove days of relevant stays occurring during the measurement period from the numerator and denominator of the proportion of days covered calculation.
3. Shift days' supply from Part D prescription fills that overlap with the stay or subsequent fills for the same drug class to uncovered days after the end of the relevant stay, if applicable. This assumes the beneficiary receives the relevant medication from a different source during the stay and accumulates the Part D prescription fills for later use.

If SNF and IP stays cover a beneficiary's entire enrollment episode that meets the inclusion criteria, the associated proportion of member-years is not included in the rate calculation. Consequently, if SNF and IP stays span all of the beneficiary's enrollment episode(s) within the measurement period, the beneficiary is excluded from the measurement year.

The following examples provide illustrations of the implementation of these assumptions when calculating PDC.

### Example 1: Gap in Coverage after IP Stay

In this example, the measurement period is 15 days and the beneficiary qualifies for inclusion in the measure by receiving at least 2 fills. This beneficiary had drug coverage on days 1-8 and 12-15 and an IP stay on days 5 and 6, as illustrated in Table C-6.

Table C-6: Before Adjustment

Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Drug Coverage	X1	X1	X1	X1	X1	X1	X1	X1				X2	X2	X2	X2
Inpatient Stay					+	+									

PDC Calculation:  
 Covered Days: 12  
 Measurement Period: 15  
 PDC:  $12/15 = 80\%$

With the adjustment for the IP stay, days 5 and 6 are deleted from the measurement period. Additionally, the drug coverage during the IP stay is shifted to subsequent days of no supply (in this case, days 9 and 10), based on the assumption that if a beneficiary received his/her medication through the hospital on days 5 and 6, then he/she accumulated two extra days' supply during the IP stay. The two extra days' supply is used to cover the gaps in Part D drug coverage in days 9 and 10. This is illustrated in Table C-7.

Table C-7: After Adjustment

Day	1	2	3	4	7	8	9	10	11	12	13	14	15
Drug Coverage	X1	X1	X1	X1	X1	X1	+	+		X2	X2	X2	X2
Inpatient Stay													

PDC Calculation:  
 Covered Days: 12  
 Measurement Period: 13  
 PDC:  $12/13 = 92\%$

### Example 2: Gap in Coverage before IP Stay

In this example, the measurement period is 15 days and the beneficiary qualifies for inclusion in the measure by receiving at least 2 fills. This beneficiary had drug coverage from days 1-7 and 12-15, and an IP stay on days 12 and 13, as illustrated in Table C-8.

Table C-8: Before Adjustment

Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Drug Coverage	X1	X1	X1	X1	X1	X1	X1					X2	X2	X2	X2
Inpatient Stay												+	+		

PDC Calculation:  
 Covered Days: 11  
 Measurement Period: 15  
 PDC:  $11/15 = 73\%$

With the adjustment for the IP stay, days 12 and 13 are deleted from the measurement period. While there are two days' supply from the IP stay on days 12 and 13, there are no days without drug coverage after the IP stay. Thus, the extra days' supply are not shifted. This is illustrated in Table C-9.

Table C-9: After Adjustment

Day	1	2	3	4	5	6	7	8	9	10	11	14	15
Drug Coverage	X1	X1	X1	X1	X1	X1	X1					X2	X2
Inpatient Stay													

PDC Calculation:  
 Covered Days: 9  
 Measurement Period: 13  
 PDC:  $9/13 = 69\%$

### Example 3: Gap in Coverage Before and After IP Stay

In this example, the measurement period is 15 days and the beneficiary qualifies for inclusion in the measure by receiving at least 2 fills. This beneficiary had drug coverage from days 1-3, 6-9, and 12-15, and an IP stay on days 6-9, as illustrated in Table C-10.

Table C-10: Before Adjustment

Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Drug Coverage	X1	X1	X1			X2	X2	X2	X2			X3	X3	X3	X3
Inpatient Stay						+	+	+	+						

PDC Calculation:  
 Covered Days: 11  
 Measurement Period: 15  
 PDC:  $11/15 = 73\%$

With the adjustment for the IP stay, days 6-9 are deleted from the measurement period. Additionally, the drug coverage during the IP stay can be applied to any days without drug coverage after the IP stay, based on the assumption that the beneficiary received his/her medication through the hospital on days 6-9. In this case, only days 10 and 11 do not have drug coverage and are after the IP stay, so two days' supply are shifted to days 10 and 11. This is illustrated in Table C-11.

Table C-11: After Adjustment

Day	1	2	3	4	5	10	11	12	13	14	15
Drug Coverage	X1	X1	X1			+	+	X2	X2	X3	X3
Inpatient Stay											

PDC Calculation:  
 Covered Days: 9  
 Measurement Period: 11  
 PDC:  $9/11 = 82\%$

### Example 4: Gap in Coverage After IP Stay and Overlap with Subsequent Fill of the Same Drug Class

In this example, the measurement period is 15 days and the beneficiary qualifies for inclusion in the measure by receiving at least 2 fills. This beneficiary had drug coverage from days 1-4, and 7-11 for the same drug class, and an IP stay on days 2-4, as illustrated in Table C-12.

Table C-12: Before Adjustment

Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Drug Coverage	X1	X1	X1	X1			X2	X2	X2	X2	X2				

Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Inpatient Stay		+	+	+											

PDC Calculation:

Covered Days: 9

Measurement Period: 15

PDC:  $9/15 = 60\%$

With the adjustment for the IP stay, days 2-4 are deleted from the measurement period. Additionally, the drug coverage during the IP stay can be applied to any days without drug coverage after the IP stay. In the case of overlapping days with a subsequent fill of the same drug class, the days supply of the subsequent fill are shifted. In this example, the days supply of 2 to 4 during the IP stay are shifted to days 5 to 7 after the IP stay. Because day 7 includes 1 days supply of a subsequent fill (X2) of the same drug class, days 7 to 11 that corresponds to the subsequent fill are shifted to days 8 to 12. This is illustrated in Table C-13.

Table C-13: After Adjustment

Day	1	5	6	7	8	9	10	11	12	13	14	15
Drug Coverage	X1	+	+	+	X2	X2	X2	X2	X2			
Inpatient Stay												

PDC Calculation:

Covered Days: 9

Measurement Period: 12

PDC:  $9/12 = 75\%$

## Attachment D: MTM CMR Completion Rate Measure Scoring Methodologies

### Medicare Part D Reporting Requirements Measure (D11: MTM CMR Completion Rate Measure)

Step 1: Start with all contracts that enrolled beneficiaries in MTM at any point during contract year 2021. Beneficiaries with multiple records that contain varying information for the same contract are excluded from the measure calculation for that contract.

Step 2: Exclude contracts that did not enroll 31 or more beneficiaries in their MTM program who met the measure denominator criteria during contract year 2021.

Next, exclude contracts with an effective termination date on or before the deadline to submit data validation results to CMS (June 30, 2022), or that were not required to participate in data validation. The current MTM requirements are waived for the PBPs approved to participate in the Enhanced MTM Model and data on participating PBPs must not be reported per the Part D Reporting Requirements under the current MTM program. This MTM data will instead be reported in accordance with model terms and conditions and not included in the measure calculation.

Additionally, exclude contracts that did not score at least 95% on data validation for their MMP reporting of the MTM Program section and contracts that scored 95% or higher on data validation for the MTM Program section but that were not compliant with data validation standards/sub-standards for at least one of the following MTM data elements. We define a contract as being non-complaint if either it receives a "No" or a 1, 2, or 3 on the 5-point Likert scale in the specific data element's data validation.

- MBI Number (Element B)
- Met the specified targeting criteria per CMS – Part D requirements (Element F)
- Date of MTM program enrollment (Element I)
- Date met the specified targeting criteria per CMS – Part D requirements (Element J)
- Date of MTM program opt-out, if applicable (Element L)
- Received annual CMR with written summary in CMS standardized format (Element Q)
- Date(s) of CMR(s) (Element R)

Step 3: After removing contracts' and beneficiaries' data excluded above, suppress contract rates based on the following rules:

**File DV failure:** Contracts that failed to submit the CY 2021 MTM Program Reporting Requirements data file or who had a missing DV score for MTM are listed as "CMS identified issues with this plan's data."

**Section-level DV failure:** Contracts that score less than 95% in DV for their CY 2021 MTM Program Reporting Requirements data are listed as "CMS identified issues with this plan's data."

**Element-level DV failure:** Contracts that score 95% or higher in DV for their CY 2021 MTM Program Reporting Requirements data but that failed at least one of the seven data elements are listed as "CMS identified issues with this plan's data."

**Small size:** Contracts that have not yet been suppressed and have fewer than 31 beneficiaries enrolled are listed as "Not enough data available."

Organizations can view their own MMP reporting data validation results in HPMS (<https://hpms.cms.gov/>). From the home page, select Monitoring | Plan Reporting Data Validation.

Step 4: Calculate the rate for the remaining contracts using the following formula:

Number of beneficiaries from the denominator who received a CMR at any time during their period of MTM enrollment in the reporting period / Number of beneficiaries who were at least 18 years or older as of the beginning of the reporting period, met the specified targeting criteria per CMS during the reporting period, weren't in hospice at any point during the reporting period, and who were enrolled in the MTM program for at least 60 days during the reporting period.

Beneficiaries who were enrolled in the contract's MTM program for less than 60 days at any time in the measurement year are included in the denominator and the numerator if they received a CMR within this timeframe. Beneficiaries are excluded from the measure calculation if they were enrolled in the contract's MTM program for less than 60 days and did not receive a CMR within this timeframe.

## Attachment E: Missing Data Messages

CMS uses a standard set of messages in the MMP Performance Data File when there are no numeric data available for a contract. This attachment provides the rules for assignment of those messages.

### Measure level messages

Table E-1 contains all of the possible messages that could be assigned to missing data at the measure level.

Table E-1: Measure level missing data messages

Message	Measure Level
Not enough data available	There were data for the contract, but not enough to pass the measure exclusion rules.
CMS identified issues with this plan's data	Data were materially biased, erroneous and/or not reported by a contract required to report.
Plan too new to be measured	The contract is too new to have submitted measure data.
No data available	There were no data for the contract included in the source data for the measure.
Plan too small to be measured	The contract had data but did not have enough enrollment to pass the measure exclusion rules.
Plan not required to report measure	The contract was not required to report the measure due to low plan enrollment.
Not reportable due to plan termination	The contract was excluded from the measure due to plan termination effective December 31, 2021.
N/A based on demonstration's target population (Massachusetts MMPs only) <sup>1</sup>	Massachusetts MMPs are excluded because the age range for the measure does not align with the demonstration's target population (only individuals younger than 65 can enroll in Massachusetts MMPs).
Data consolidated with another plan	Data for the contract were reported under another contract due to plan consolidation.

### Assignment rules for Part C measure messages

#### *Appeals (IRE) measures (C26 & C27):*

Has CMS identified issues with the contract's data?

Yes: Display message: CMS identified issues with this plan's data

No: Is there a valid numeric measure rate?

Yes: Display the numeric measure rate

No: Is the contract effective date > 01/01/2021?

Yes: Display message: Plan too new to be measured

No: Display message: Not enough data available

#### *CAHPS measures (C03, C17, C18, C19, C20, C21, & C22):*

Is the contract still active as of 01/01/2022?

Yes: Is there a valid numeric CAHPS measure rate?

Yes: Display the numeric CAHPS measure rate

No: Is the contract effective date > 07/01/2021?

Yes: Display message: Plan too new to be measured

No: Is the CAHPS measure rate NR?

Yes: Display message: Not enough data available

No: Is the CAHPS measure rate NA?

Yes: Display message: No data available

No: Display message: Plan too small to be measured

No: Display message: Not reportable due to plan termination

#### *Call Center – Foreign Language Interpreter and TTY Availability measure (C28):*

Is the contract still active as of 01/01/2022?

Yes: Is there a valid call center numeric rate?

Yes: Display the call center numeric rate

No: Is the contract effective date > 01/01/2022?

<sup>1</sup> For Massachusetts MMPs, this missing data message applies to the following measures: C04, C06, C06, C07, C08, C13, and C14.

Yes: Display message: Plan too new to be measured  
No: Display message: Not enough data available  
No: Display message: Not reportable due to plan termination

*Complaints (CTM) measure (C23):*

Is the contract effective date > 01/01/2021?

Yes: Display message: Plan too new to be measured  
No: Was the average contract enrollment < 800 in 2021?  
Yes: Display message: Not enough data available  
No: Is there a valid numeric CTM rate?  
Yes: Display the numeric CTM rate  
No: Display message: No data available

*HEDIS measures (C01, C02, C06 – C12, C15, C16, DMC01, DMC02, DMC12, & DMC13):*

Was the contract required to report HEDIS?

Yes: What is the HEDIS measure audit designation?  
BD: Display message: CMS identified issues with this plan's data  
BR: Display message: CMS identified issues with this plan's data  
NA: Display message: Not enough data available  
NB: Display message: Benefit not offered by plan  
NR: Display message: CMS identified issues with this plan's data  
NQ: Display message: Plan not required to report measure  
R: Was a valid patient level detail file 1 submitted and the measure data usable?  
Yes: Display the HEDIS measure numeric rate  
No: Display message: CMS identified issues with this plan's data  
No: Is the contract effective date > 01/01/2021?  
Yes: Display message: Plan too new to be measured  
No: Display message: Plan not required to report measure

*HEDIS PCR measure (DMC21):*

Was the contract required to report HEDIS?

Yes: What is the HEDIS measure audit designation?  
BD: Display message: CMS identified issues with this plan's data  
BR: Display message: CMS identified issues with this plan's data  
NA: Display message: Not enough data available  
NB: Display message: Benefit not offered by plan  
NR: Display message: CMS identified issues with this plan's data  
NQ: Display message: Plan not required to report measure  
R: Was a valid patient level detail file 2 submitted and the measure data usable?  
Yes: Did the contract report more than 150 index stays?  
Yes: Display the HEDIS measure numeric rate  
No: Display message: Not enough data available  
No: Display message: CMS identified issues with this plan's data  
No: Is the contract effective date > 01/01/2021?  
Yes: Display message: Plan too new to be measured  
No: Display message: Plan not required to report measure

*HEDIS SNP measures (DMC25, C06, & C07):*

Does the contract have < 30 members enrolled as of 02/01/2021?

Yes: Display message: Plan not required to report measure  
No: Is the contract effective date > 01/01/2021?  
Yes: Display message: Plan too new to be measured  
No: What is the HEDIS measure audit designation?  
BD: Display message: CMS identified issues with this plan's data  
BR: Display message: CMS identified issues with this plan's data



NA: Display message: Not enough data available  
NB: Display message: Benefit not offered by plan  
NR: Display message: CMS identified issues with this plan's data  
NQ: Display message: Plan not required to report measure  
R: Is there a valid HEDIS measure numeric rate?  
Yes: Display the HEDIS measure numeric rate  
No: Display message: No data available

*HEDIS-HOS measures (C04, C13, & C14):*

Is there a valid HEDIS-HOS numeric rate?

Yes: Display the HEDIS-HOS numeric rate

No: Is the contract effective date > 01/01/2020?

Yes: Display message: Plan too new to be measured

No: Is the contract enrollment < 500?

Yes: Display message: Plan too small to be measured

No: Is there a HEDIS-HOS rate code?

Yes: Assign message according to value below:

NA: Display message: Not enough data available

NB: Display message: Benefit not offered by plan

No: Display message: No data available

*Members Choosing to Leave the Plan (C24):*

Is the contract active as of 01/01/2022?

Yes: Is there a valid numeric voluntary disenrollment rate?

Yes: Display the numeric voluntary disenrollment rate

No: Is the contract effective date > 01/01/2022?

Yes: Display message: Plan too new to be measured

No: Display message: Not enough data available

No: Display message: Not reportable due to plan termination

**Assignment rules for Part D measure messages**

*CAHPS measures (D05, D06):*

Is the contract still active as of 01/01/2022?

Yes: Is there a valid numeric CAHPS measure rate?

Yes: Display the numeric CAHPS measure rate

No: Is the contract effective date > 07/01/2022?

Yes: Display message: Plan too new to be measured

No: Is the CAHPS measure rate NR?

Yes: Display message: Not enough data available

No: Is the CAHPS measure rate NA?

Yes: Display message: No data available

No: Display message: Plan too small to be measured

No: Display message: Not reportable due to plan termination

*Call Center – Foreign Language Interpreter and TTY Availability measure (D01):*

Is the contract still active as of 01/01/2022?

Yes: Is there a valid call center numeric rate?

Yes: Display the call center numeric rate

No: Is the contract effective date > 01/01/2022?

Yes: Display message: Plan too new to be measured

No: Display message: Not enough data available

No: Display message: Not reportable due to plan termination

**Patient Safety measures – Adherence (D08 – D10) & SUPD (D12):**

Is the contract effective date > 12/31/2021?

Yes: Display message: Plan too new to be measured

No: Does contract have 30 or fewer enrolled beneficiary member years (measure denominator)?

Yes: Display message: Not enough data available

No: Display numeric percentage

**Patient Safety measure – MTM CMR (D11):**

Is the contract still active as of 01/01/2022?

Yes: Is the contract effective date > 12/31/2021?

Yes: Display message: Plan too new to be measured

No: Is Part D offered?

Yes: Is there a numeric rate?

Yes: Display numeric measure percentage

No: Is there a Reason(s) for Display Message?

Yes: Display appropriate message per table E-2

No: Display message: Plan not required to report measure

No: Display message: Not reportable due to plan termination

**Table E-2: MTM CMR Reason(s) for Display Message conversion**

Reason(s) for Display Message	Data File Message
Contract failed to submit file and pass system validation by the reporting deadline	CMS identified issues with this plan's data
Contract did not pass element-level DV for at least one element	CMS identified issues with this plan's data
Contract had missing score on MTM section DV	CMS identified issues with this plan's data
Contract scored less than 95% on MTM section DV	CMS identified issues with this plan's data
Contract had all plans terminate by validation deadline	No data available
Contract had no MTM enrollees to report	No data available
Contract has 0 Part D enrollees	No data available
Contract had 30 or fewer beneficiaries meeting denominator criteria	Not enough data available
Contract not required to submit MTM program	Not required to report

**Assignment rules for MMP measure messages**

**Comprehensive Health Risk Assessment and Care Plan Completion (M21 & M32):**

Did the contract enroll new members during the measurement year?

Yes: Has CMS identified issues with the contract's data?

Yes: Display message: CMS identified issues with this plan's data

No: Display the numeric measure rate

No: Display message: No data available

**Supplemental CAHPS measures (CC10, CC14, MH3, & OHP5):**

Is the contract still active as of 01/01/2022?

Yes: Is there a valid numeric CAHPS measure rate?

Yes: Display the numeric CAHPS measure rate

No: Is the contract effective date > 07/01/2021?

Yes: Display message: Plan too new to be measured

No: Is the CAHPS measure rate NR?

Yes: Display message: Not enough data available

No: Is the CAHPS measure rate NA?

Yes: Display message: No data available

No: Display message: Plan too small to be measured

No: Display message: Not reportable due to plan termination

## **Attachment F: Contract Enrollment Data**

The enrollment data used in the Part C "Complaints about the Health Plan" measure are pulled from HPMS. These enrollment files represent the number of enrolled beneficiaries the contract was paid for in a specific month. For this measure, twelve months of enrollment files are pulled (January 2021 through December 2021) and the average enrollment across those months is used in the calculations.

Enrollment data are also used when combining the plan-level data into contract-level data in the three Part C "Care for Older Adults" Healthcare Effectiveness Data and Information Set (HEDIS) measures. When there is a reported rate, the eligible population in the plan benefit package (PBP) submitted with the HEDIS data is used. If the audit designation for the PBP level HEDIS data is set to "Not Reported" (NR) or "Biased Rate" (BR) by the auditor, there is no value in the eligible population field. In these instances, twelve months of PBP-level enrollment files are pulled (January 2021 through December 2021), and the average enrollment in the plan across those months is used in calculating the combined rate.

## **Attachment G: Rounding Rules for Measure Scores**

Measure scores are rounded to the precision indicated next to the label "Data Display" within the detailed description of each measure. Measure scores are rounded using traditional rounding rules. These are standard "round to nearest" rules. To obtain a value with the specified level of precision, the single digit following the level of precision will be rounded. If the digit to be rounded is 0, 1, 2, 3 or 4, the value is rounded down, with no adjustment to the preceding digit. If the digit to be rounded is 5, 6, 7, 8 or 9, the value is rounded up, and a value of one is added to the preceding digit. After rounding, all digits after the specified level of precision are removed. If rounding to a whole number, the digit to be rounded is in the first decimal place. If the digit in the first decimal place is below 5, then after rounding the whole number remains unchanged and fractional parts of the number are deleted. If the digit in the first decimal place is 5 or greater, then the whole number is rounded up by adding a value of 1 and fractional parts of the number are deleted. For example, a measure listed with a Data Display of "Percentage with no decimal place" that has a value of 83.499999 rounds down to 83, while a value of 83.500000 rounds up to 84.

## **Attachment H: Glossary of Terms**

CAHPS	The term CAHPS refers to a comprehensive and evolving family of surveys that ask consumers and patients to evaluate the interpersonal aspects of health care. CAHPS surveys probe those aspects of care for which consumers and patients are the best and/or only source of information, as well as those that consumers and patients have identified as being important. CAHPS initially stood for the Consumer Assessment of Health Plans Study, but as the products have evolved beyond health plans, the acronym now stands for Consumer Assessment of Healthcare Providers and Systems.
Cohort	A cohort is a group of people who share a common designation, experience, or condition (e.g., Medicare beneficiaries). For the HOS, a cohort refers to a random sample of Medicare beneficiaries that is drawn from each Medicare Advantage Organization (MAO) with a minimum of 500 enrollees and surveyed every spring (i.e., a baseline survey is administered to a new cohort each year). Two years later, the baseline respondents are surveyed again (i.e., follow up measurement). For data collection years 1998-2006, the MAO sample size was 1,000. Effective 2007, the MAO sample size was increased to 1,200.
Disability Status	Based on the original reason for entitlement for Medicare.
Dual eligibles	Individuals who are entitled to Medicare Part A and/or Part B and are eligible for some form of Medicaid benefit.

HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a widely used set of performance measures in the managed care industry, developed and maintained by the National Committee for Quality Assurance (NCQA).
HOS	The Medicare Health Outcomes Survey (HOS) is the first patient reported outcomes measure used in Medicare managed care. The goal of the Medicare HOS program is to gather valid, reliable, and clinically meaningful health status data in the Medicare Advantage (MA) program for use in quality improvement activities, pay for performance, program oversight, public reporting, and improving health. All managed care organizations with MA contracts must participate.
I-SNP	Institutional Special Needs Plans (I-SNPs) are SNPs that restrict enrollment to institutionalized special needs individuals defined in 42 CFR 422.2.
IRE	The Independent Review Entity (IRE) is an independent entity contracted by CMS to review Medicare health and drug plans' adverse reconsiderations of organization determinations.
LIS	The Low Income Subsidy (LIS) from Medicare provides financial assistance for beneficiaries who have limited income and resources. Those who receive the LIS get help paying for their monthly premium, yearly deductible, prescription coinsurance, and copayments and they will have no gap in coverage.
LIS/DE	Beneficiaries who qualify at any point in the year for a low income subsidy through the application process and/or who are full or partial Dual (Medicare and Medicaid) beneficiaries.
MA	A Medicare Advantage (MA) organization is a public or private entity organized and licensed by a State as a risk-bearing entity (with the exception of provider-sponsored organizations receiving waivers) that is certified by CMS as meeting the MA contract requirements.
MA-PD	An MA organization that offers Medicare prescription drug coverage and Part A and Part B benefits in one plan.
PDP	A Prescription Drug Plan (PDP) is a stand-alone drug plan, offered by insurers and other private companies to beneficiaries who receive their Medicare Part A and/or B benefits either through the Original Medicare Plan, Medicare Private Fee-for-Service Plans that do not offer prescription drug coverage, or Medicare Cost Plans that do not offer Medicare prescription drug coverage.
Percentage	A part of a whole expressed in hundredths. For example, a score of 45 out of 100 possible points is the same as 45%.
Percentile	The value below which a certain percent of observations fall. For example, a score equal to or greater than 97 percent of other scores attained on the same measure is said to be in the 97th percentile.
Reliability	A measure of the fraction of the variation among the observed measure values that is due to real differences in quality ("signal") rather than random variation ("noise"). On a scale from 0 (all differences among plans are due to randomness of sampling) to 1 (every plan's quality is measured with perfect accuracy).
SNP	A Special Needs Plan (SNP) is a Medicare Advantage (MA) coordinated care plan (CCP) specifically designed to provide targeted care and limits enrollment to special needs individuals. A special needs individual could be any one of the following: 1) an institutionalized individual, 2) a dual eligible beneficiary, or 3) an individual with a

severe or disabling chronic condition, as specified by CMS. A SNP may be any type of MA CCP. There are three major types of SNPs: 1) Chronic Condition SNP (CSNP), 2) Dual Eligible SNP (D-SNP), and 3) Institutional SNP (I-SNP).

Sponsor

An entity that sponsors a health or drug plan.

TTY

A teletypewriter (TTY) is an electronic device for text communication via a telephone line, used when one or more of the parties has hearing or speech difficulties.

Very Low Reliability

For CAHPS, an indication that reliability is less than 0.6, indicating that 40% or more of observed variation is due to random noise.