

Methodology Overview July 2013

REVISION CHART

Date Published	Description
May	Final version
July	Final with updated measure list

TABLE OF CONTENTS

Re	vision	Chart	iii
Та	ble of (Contents	iv
1	Sum	mary	5
Ra	nkings	contact information	5
2	How	are plans ranked?	5
	2.1.1	Total score	5
	2.1.2	Measures included	6
	2.1.3	Calculating performance on NCQA Accreditation standards	6
:	2.2	Final plan ranking	6
:	2.3	Measure and category 1–5 ratings	7
	2.3.1	Categories and subcategories	7
	2.3.2	2 Deriving ratings from individual results and national benchmarks	7
3	How	are plans displayed?	7
;	3.1	What plans are ranked or receive scores?	7
;	3.2	Plans with partial data	7
	3.2.1	No data reported	7
4	Addi	tional rules	7
	4.1	Medicaid CAHPS and benchmarks	7
4	4.2	Medicare CAHPS and Health Outcome Survey (HOS)	8
	4.3	Standardized scores	8
5	Sche	edule Highlights	8
6	Арре	endix	9
(3.1	Definition of health insurance plans	9
(6.2	Health & Human Services regions	9
(5.3	Measure lists	9
	6.3.1	Private/commercial product line	9
	6.3.2	Medicaid product line	12
	6.3.3	B Medicare product line	15

1 Summary

Health plans are ranked in three categories: private plans that people enroll in through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program; and health maintenance organizations (HMO) for Medicaid beneficiaries.

NCQA rankings are based on three types of quality measures: measures of clinical quality; measures of consumer satisfaction; and results from NCQA's review of a health plan's health quality processes. NCQA only ranks health plans that publicly report their quality information.

The clinical quality measures include prevention and treatment measures, which are a subset of the NCQA Healthcare Effectiveness Data and Information Set (HEDIS®)¹ measures. *Prevention* measures the proportion of eligible members who received preventive services, like prenatal and postpartum care, immunizations and cancer screenings. *Treatment* measures the proportion of eligible members who received the recommended care conditions, such as diabetes, heart disease, and mental illness.

Consumer satisfaction measures come from the HEDIS survey measurement set—Consumer Assessment of Healthcare Providers and Systems (CAHPS®)²—a validated survey overseen by the Agency for Health Care Quality (AHRQ). *Consumer satisfaction* measures what patients report about the experiences of their care in a survey, including their experiences with doctors and services they had access to, and customer service.

Rankings contact information

• NCQA's Health Insurance Plan Rankings Help Desk: Rankings@ncqa.org

Frequently asked questions: www.ncga.org/rankingsinfo

• Last year's rankings: www.ncqa.org/rankingsinfo

2 How are plans ranked?

2.1.1 Total score

Rankings are based on each plan's overall score ("total score") in relation to the overall scores of all the other plans in their product line.

Overall score is mainly based on performance on dozens of measures of care and is calculated on a scale of 1-100 (higher is better). Performance includes three subcategories— consumer satisfaction, prevention, and treatment, which are scored from 1-5 (higher is better). Weighting of individual measures in these components is described in *Section 6: Appendix*.

- Consumer satisfaction: Measures what patients reported about the experiences of their care in a survey, including their experiences with doctors and services they had access to, and customer service (i.e., measures in the Consumer Satisfaction category): 25 points.
- Standardized rates for clinical measures: Clinical prevention measures the proportion of eligible members who received preventive services. Treatment measures the proportion of eligible members who received the recommended care for certain conditions (i.e., measures in the Prevention and Treatment categories): 60 points.
- NCQA Accreditation standards score: Whether the plan earned NCQA's Accreditation (i.e., actual NCQA Accreditation standards score divided by possible NCQA Accreditation standards score): 15 points.

¹HEDIS[®] is a registered trademark of the National Committee for Quality Assurance (NCQA).

²CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

2.1.2 Measures included

All publicly reportable clinical and CAHPS measures are eligible for inclusion. After the data are received, NCQA will remove a measure from the methodology if more than 50 percent of the responses contain validly reported rates.

New Measure: In 2013 – 2014, the Medication Management for People with Asthma – Medication Compliange 75% (Total) was approved for public reporting and eligible for use in private and Medicaid rankings.Refer to Section 6: Appendix for the full list of measures and indicators that comprise NCQA's Health Insurance Plan Rankings 2013 – 2014

2.1.3 Calculating performance on NCQA Accreditation standards

NCQA evaluates health plan policies and processes for supporting quality improvement through accreditation to produce the "standards score" (i.e., score on the Accreditation standards) component of a plan's accreditation score. NCQA uses the "standards score" only from accreditation as part of the Rankings.

The standards score is calculated for the rankings using the following formula:

(Actual standards score)/(Possible standards score) * 15

Figure 1—Examples of NCQA Accreditation standards scoring for Ranked and Partial Data Plans

NCQA Accreditation achieved	NCQA Accreditation standards score	Points in rankings score for NCQA Accreditation	Rankings display
Health Plan	50 of 54.14 standards points	(50/54.14)*15 = 13.8530	NCQA Accreditation = Yes
New Health Plan	75 of 100 standards points	(75/100)*15 = 11.25	NCQA Accreditation = Yes
In process	No final standards score	0.0000	NCQA Accreditation = No (In process)
Scheduled	No final standards score	0.0000	NCQA Accreditation = No (Scheduled)
None	None	0.0000	NCQA Accreditation = No

2.2 Final plan ranking

NCQA presents plans in order of rank from highest to lowest. Although the total score is displayed to only one decimal place, the rank is based on the total score, rounded to four decimal places. Plans with the same total score to four decimal places have the same rank, and are shown, as a tie.

Figure 2—Example of a tie

Rank	Plan Name	Туре	Score	Score to 4 Decimals	NCQA Accreditation
1	Health Plan A	HMO/POS	91.6	91.6123	Yes
2	Health Plan B	HMO/POS	89.8	89.8111	Yes
2	Health Plan C	HMO	89.8	89.8111	Yes
4	Health Plan D	PPO	89.8	89.7999	Yes

2.3 Measure and category 1–5 ratings

2.3.1 Categories and subcategories

NCQA combines and sorts measures into different categories according to conceptually related services—and ratings are displayed at the category, subcategory and individual measure level. The list of individual measures is described in *Section 6: Appendix*.

2.3.2 Deriving ratings from individual results and national benchmarks

NCQA builds confidence intervals on the difference between plan rates and a measure's mean:

- A plan that is significantly higher than the mean and in the top decile of plans gets a 5.
- A plan that is significantly higher than the mean and in the top third of plans, but not in the top tenth, gets a 4.
- A plan that is significantly lower than the meanand in the bottom 10 percent of plans gets a 1.
- A plan that is significantly lower than the mean and in the bottom third of plans, but not in the bottom
 - 10 percent, gets a 2.
- A plan that does not fall into any of these groups gets a 3.

3 How are plans displayed?

3.1 What plans are ranked or receive scores?

Plans with complete data are ranked; those with partial or no data are listed but not ranked. NCQA shows these scores on a range of 1–5, with 5 being the highest.

3.2 Plans with partial data

Plans with partial data do not receive a ranking, but NCQA lists them in the rankings and shows their scores on the measures they report. A plan is considered to have partial data if:

- The plan submits clinical and CAHPS measure data for public reporting, but has "missing values" (i.e., NA ["not applicable" designation], NB ["no benefit" designation] or NR ["not reported" designation]) in more than 50 percent of the measures used in the methodology. Refer to HEDIS Volume 2: Technical Specifications for more information about missing values.
- The plan submits clinical data for public reporting but does not submit CAHPS data, or vice versa.
- The plan has achieved NCQA Accreditation without the HEDIS data (i.e., health plan accreditation [HPA] standards only) and has not submitted clinical or CAHPS data for public reporting.

3.2.1 No data reported

Plans that submit results but do not publicly report their data, or plans that report no HEDIS or accreditation information to NCQA, are given a ranking status of "No Data Reported." Plans that fall into this category and have fewer than 8,000 members are not included.

4 Additional rules

4.1 Medicaid CAHPS and benchmarks

Medicaid plans may choose the version of the CAHPS survey, or "component," they want scored: Adult CAHPS, Child CAHPS or Child With Chronic Conditions CAHPS (Child CCC)³. Plan designate their

³CAHPS components are described in more detail in *HEDIS Volume 3: Specifications for Survey Measures.*

CAHPS component when completing the 2013 Healthcare Organization Questionnaire (HOQ), and may not be changed at a later date and benchmakred based on the component selected.

- Adult CAHPS benchmarks are based on the Adult rates only.
- Child and Child CCC CAHPS benchmarks are based on the combined general population rates for both Child components.

4.2 Medicare CAHPS and Health Outcome Survey (HOS)

Using Medicare CAHPS and HOS data in the rankings depends on yearly approval from the Centers for Medicare & Medicaid Services (CMS). Because the submission schedule for Medicare CAHPS and HOS measures is different from the HEDIS submission schedule, NCQA uses the previous year's Medicare data for the measures in the CAHPS and HOS domain in Section 6.3.3: Appendix/Medicare product line. For Medicare plans that were not required to submit CAHPS or HOS in the previous year, these measures will be displayed as "NA."

4.3 Standardized scores

The total score is calculated using weighted standardized scores for each measure in order to allow comparison across measures or composites that were measured on different scales.

Actual rates for each measure are standardized across all health plans by subtracting the imputed corrected national mean from the proportion for each plan and dividing the result by the imputed corrected national standard deviation.

5 Schedule Highlights

Date	Activity	Notification sent to
April	Rankings Project Announcement	HEDIS and Accreditation staff, medical director, CEO, marketing manager
Late May	Data Confirmation NCQA will seek plans' confirmation of HEDIS submissions to be used to calculate rankings, along with other demographic information. Plans will have five business days to request changes.	HEDIS and Accreditation staff
June 30	Data Freeze NCQA will freeze all HEDIS and CAHPS data and accreditation standards scores to be used in the rankings.	NA
August	Projected Rankings Notification (Rankable, Partial Data, No Data Reported, Low Enrollment)	HEDIS and Accreditation staff
September 6	Final Rankings Notification (all plans' results)	HEDIS and Accreditation staff, medical director, marketing manager
September 19	Final Rankings Posted on NCQA.org Embargo on plans' rankings-related promotions ends 6:00 p.m. ET; plans may begin advertising their rankings status at this point.	NA
Late September	Final Rankings posted on CR Web site	NA
Early October	Final Rankings printed in November issue of Consumer Reports	NA

6 Appendix

6.1 Definition of health insurance plans

Health insurance plan is a type of coverage that pays for medical and surgical expenses incurred by the insured.⁴ Health insurance plans include health maintenance organizations (HMO), point of service (POS) organizations and preferred provider organizations (PPO) with coverage in the 50 states, DC and Puerto Rico are included in the final rankings reports.

6.2 Health & Human Services regions

Region ID	Region Name	States
1	Boston	Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut
2	New York	New York, New Jersey
3	Philadelphia	Pennsylvania, Delaware, Maryland, Washington DC, West Virginia, Virginia
4	Atlanta	Kentucky, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Tennessee
5	Chicago	Ohio, Indiana, Illinois, Michigan, Wisconsin, Minnesota
6	Dallas	Arkansas, Louisiana, Oklahoma, Texas, New Mexico
7	Kansas City	Iowa, Missouri, Kansas, Nebraska
8	Denver	North Dakota, South Dakota, Colorado, Wyoming, Montana, Utah
9	San Francisco	Nevada, Arizona, California, Hawaii
10	Seattle	Oregon, Washington, Idaho, Alaska

6.3 Measure lists

The following lists include all measures included in NCQA's NCQA's Health Insurance Plan Rankings 2013–2014 methodology for each product line. These lists are the same as the ones used in the 2012–2013 rankings, except for the changes identified in Section 2.1.2: Measures included.

The **Weight** column indicates the weight of the item (maximum value = 1) in the overall score calculation (measure indicators are worth a fraction of the overall measure). **Note:** New and returning measures are in italics and highlighted in yellow.

6.3.1 Private/commercial product line

PRIVATE/COMMERCIAL					
Measure Name	Web Display Name	Weight	Domain		
NCQA ACCREDITATION	NCQA ACCREDITATION STANDARDS SCORE (15% OF TOTAL SCORE)				
CONSUMER SATISFAC	CONSUMER SATISFACTION MEASURES (25% OF TOTAL SCORE)				
CONSUMER SATISFACTION	Consumer satisfaction				
Getting Care Getting care					
Getting Needed Care—Usually+Always	Getting care easily	1	CAHPS		
Getting Care Quickly—Usually+Always	Getting care quickly	1	CAHPS		

PRIVATE/COMMERCIAL				
Measure Name	Web Display Name	Weight	Domain	
Satisfaction With Plan Physicians	Satisfaction with physicians			
How Well Doctors Communicate— Usually+Always	How well doctors communicate	1	CAHPS	
Rating of Personal Doctor (9 and 10)	Rating personal doctor	1	CAHPS	
Rating of Specialist (9 and 10)	Rating specialists	1	CAHPS	
Rating of Overall Health Care (9 and 10)	Rating care received	1	CAHPS	
Satisfaction With Plan Services	Satisfaction with health plan services			
Claims Processing—Usually+Always	Handling claims	1	CAHPS	
Overall Rating of Health Plan (9 and 10)	Rating health plan	1	CAHPS	
Customer Service—Usually+Always	Customer service	1	CAHPS	
CLINICAL ME	ASURES (60% OF TOTAL SCORE)			
PREVENTION	Prevention			
Children and Adolescent Well- Care	Children and adolescents			
Well-Child Visits in the First 15 Months of Life	Well-Child visits, infants	1	HEDIS Access	
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life	Well-Child visits, ages 3-6	1	HEDIS Access	
Children's Access to Primary Care Practitioners—7–11 Years	Access for children ages 7-11	1	HEDIS Access	
Adolescent Well-Care Visits	Adolescent well-care visits	1	HEDIS Access	
Childhood Immunization Status (Combo 2)	Early immunizations	1	HEDIS Access	
Immunizations for Adolescents (Combo 1)	Adolescent immunizations	1	HEDIS Access	
WCC—Weight Assessment—BMI Percentile—Total	BMI % for Children and Adolescents	1/3	HEDIS EOC	
WCC—Counseling for Nutrition—Total	Counseling on nutrition	1/3	HEDIS EOC	
WCC—Counseling for Physical Activity—Total	Counseling on physical activity	1/3	HEDIS EOC	
Women's Reproductive Health	Women's reproductive health			
Prenatal Timeliness	Timeliness of prenatal checkups	1/2	HEDIS EOC	
Postpartum Care	Postpartum care	1/2	HEDIS EOC	
Cancer Screening	Cancer screening			
Breast Cancer Screening	Breast cancer screening	1	HEDIS EOC	
Cervical Cancer Screening	Cervical cancer screening	1	HEDIS EOC	

PRIVATE/COMMERCIAL				
Measure Name	Web Display Name	Weight	Domain	
Colorectal Cancer Screening	Colorectal cancer screening	1	HEDIS EOC	
(No subcategory rating)	Other preventive services			
Adult BMI Assessment—Reported Rate	Adult BMI Assessment	1	HEDIS EOC	
Chlamydia Screening in Women	Chlamydia screening	1	HEDIS EOC	
Flu Shots for Adults Ages 50–64	Flu Shots	1	CAHPS EOC	
TREATMENT	Treatment			
Asthma	Asthma			
Use of Appropriate Medications for People With Asthma—Total	Medicate appropriately (Total)	1/2	HEDIS EOC	
Medication Management for People With Asthma (75% Rate only) – Total	Medication Compliance 75% (Total)	1/2	HEDIS EOC	
Diabetes Care	Diabetes		HEDIS EOC	
Blood Pressure Control (<140/80)	Blood pressure control (140/80)	1/4	HEDIS EOC	
Blood Pressure Control (<140/90)	Blood pressure control (140/90)	1/4	HEDIS EOC	
Eye Exams	Retinal eye exams	1/4	HEDIS EOC	
HbA1c Screening	Glucose testing	1/4	HEDIS EOC	
HbA1c Control (<8%)	Glucose control	1/4	HEDIS EOC	
LDL-C Screening	LDL cholesterol screening	1/4	HEDIS EOC	
LDL-C Controlled <100 mg/dL	LDL cholesterol control	1/4	HEDIS EOC	
Nephropathy Monitoring	Monitoring kidney disease	1/4	HEDIS EOC	
Heart Disease	Heart disease			
Persistence of Beta-Blocker Treatment After a Heart Attack	Beta blocker after heart attack	1	HEDIS EOC	
Controlling High Blood Pressure	Controlling high blood pressure	1	HEDIS EOC	
Cholesterol Management for Patients With Cardiovascular Conditions— Screening	LDL cholesterol screening	1/2	HEDIS EOC	
Cholesterol Management for Patients With Cardiovascular Conditions— LDL <100	LDL cholesterol control	1/2	HEDIS EOC	
Mental and Behavioral Health	Mental and behavioral health			
Antidepressant Medication Management—Acute Phase	Depressionadhering to medication for 12 weeks	1/2	HEDIS EOC	
Antidepressant Medication Management—Continuation Phase	Depressionadhering to medication for six months	1/2	HEDIS EOC	
7-Day Follow-Up After Mental Illness	Follow-up after hospitalization for mental illness	1	HEDIS EOC	

PRIVATE/COMMERCIAL				
Measure Name	Web Display Name	Weight	Domain	
Alcohol/Drug Dependence Treatment— Initiation of Treatment	Alcohol or drug dependence treatment initiated	1/2	HEDIS EOC	
Alcohol/Drug Dependence Treatment— Engagement of Treatment	Alcohol or drug dependence treated for 30 days	1/2	HEDIS EOC	
Follow-Up Care for Children Prescribed ADHD Medication—Initiation	Follow-up after ADHD diagnosis	1/2	HEDIS EOC	
Follow-Up Care for Children Prescribed ADHD Medication—Continuation and Maintenance	Continued follow-up after ADHD diagnosis	1/2	HEDIS EOC	
(No Subcategory rating)	Other treatment measures			
Aspirin Use	Use of aspirin	1	CAHPS EOC	
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (revised, no need to invert; higher is better)	Appropriate antibiotic use, adults with acute bronchitis	1	HEDIS EOC	
Appropriate Testing for Children With Pharyngitis	Appropriate testing and care, children with pharyngitis	1	HEDIS EOC	
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis	Medication for rheumatoid arthritis	1	HEDIS EOC	
Monitoring of Persistent Medications	Monitoring key long-term medications	1	HEDIS EOC	
Pharmacotherapy Management of COPD Exacerbation—Systemic Corticosteroid	Steroid after hospitalization for acute COPD	1/2	HEDIS EOC	
Pharmacotherapy Management of COPD Exacerbation—Bronchodilator	Bronchodilator after hospitalization for acute COPD	1/2	HEDIS EOC	
Spirometry Use With COPD	Testing for COPD	1	HEDIS EOC	
Appropriate Treatment for Children With Upper Respiratory Infection	Appropriate antibiotic use, children with URI	1	HEDIS EOC	
Use of Imaging Studies for Low Back Pain	Use of imaging studies for low back pain	1	HEDIS EOC	

6.3.2 Medicaid product line

MEDICAID				
Description	Web Display Name	Weight	Domain	
NCQA ACCREDITATION S	NCQA ACCREDITATION STANDARDS SCORE (15% OF OVERALL SCORE)			
CONSUMER SATISFACT	TION MEASURES (25% OF OVERAL	L SCORE)	
CONSUMER SATISFACTION	Consumer satisfaction			
Getting Care Getting care				
Getting Needed Care—Usually+Always	Getting care easily	1	CAHPS	

MEDICAID				
Description	Web Display Name	Weight	Domain	
Getting Care Quickly—Usually+Always	Getting care quickly	1	CAHPS	
Satisfaction With Plan Physicians	Satisfaction with physicians			
How Well Doctors Communicate— Usually+Always	How well doctors communicate	1	CAHPS	
Rating of Personal Doctor (9 and 10)	Rating personal doctor	1	CAHPS	
Rating of Specialist (9 and 10)	Rating specialists	1	CAHPS	
Rating of Overall Health Care (9 and 10)	Rating care received	1	CAHPS	
Satisfaction With Plan Services	Satisfaction with health plan services			
Overall Rating of Health Plan (9 and 10)	Rating health plan	1	CAHPS	
Customer Service—Usually+Always	Customer service	1	CAHPS	
CLINICAL MEA	SURES (60% OF OVERALL SCORE	:)		
PREVENTION	Prevention			
Children and Adolescents Well- Care	Children and adolescents			
Well-Child Visits in the First 15 Months of Life	Well-Child visits, infants	1	HEDIS Access	
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life	Well-Child visits, ages 3-6	1	HEDIS Access	
Children's Access to Primary Care Practitioners— 7–11 Years	Access for children ages 7-11	1	HEDIS Access	
Adolescent Well-Care Visits	Adolescent well-care visits	1	HEDIS Access	
Childhood Immunization Status (Combo 2)	Early immunizations	1	HEDIS EOC	
Immunizations for Adolescents (Combo 1)	Adolescent immunizations	1	HEDIS Access	
WCC—Weight Assessment—BMI Percentile—Total	BMI % for children and adolescents	1/3	HEDIS EOC	
WCC—Counseling for Nutrition—Total	Counseling on nutrition	1/3	HEDIS EOC	
WCC—Counseling for Physical Activity—Total	Counseling on physical activity	1/3	HEDIS EOC	
Women's Reproductive Health	Women's reproductive health			
Prenatal Timeliness	Timeliness of prenatal checkups	1/2	HEDIS Access	
Postpartum Care	Postpartum care	1/2	HEDIS Access	
Cancer Screening	Cancer screening			
Breast Cancer Screening	Breast cancer screening	1	HEDIS EOC	

MEDICAID			
Description	Web Display Name	Weight	Domain
Cervical Cancer Screening	Cervical cancer screening	1	HEDIS EOC
(No Subcategory rating)	Other preventive services		
Adult BMI Assessment—Reported Rate	Adult BMI Assessment	1	HEDIS EOC
Chlamydia Screening in Women	Chlamydia screening	1	HEDIS EOC
Lead Screening in Children	Lead screening	1	HEDIS EOC
TREATMENT	Treatment		
Asthma	Asthma		
Use of Appropriate Medications for People With Asthma—Total	Medicate appropriately (Total)	1/2	HEDIS EOC
Medication Management for People With Asthma (75% Rate only) – Total	Medication Compliance 75% (Total)	1/2	HEDIS EOC
Diabetes Care	Diabetes		
Blood Pressure Control (<140/80)	Blood pressure control (140/80)	1/4	HEDIS EOC
Blood Pressure Control (<140/90)	Blood pressure control (140/90)	1/4	HEDIS EOC
Eye Exams	Retinal eye exams	1/4	HEDIS EOC
HbA1c Screening	Glucose testing	1/4	HEDIS EOC
HbA1c Control (<8%)	Glucose control	1/4	HEDIS EOC
LDL-C Testing	LDL cholesterol screening	1/4	HEDIS EOC
LDL-C Controlled <100 mg/dL	LDL cholesterol control	1/4	HEDIS EOC
Nephropathy Monitoring	Monitoring kidney disease	1/4	HEDIS EOC
Heart Disease	Heart disease		
Controlling High Blood Pressure	Controlling high blood pressure	1	HEDIS EOC
Cholesterol Management Screening for Patients With Cardiovascular Conditions	LDL cholesterol screening	1/2	HEDIS EOC
Cholesterol Management for Patients With Cardiovascular Conditions—LDL <100	LDL cholesterol control	1/2	HEDIS EOC
Mental and Behavioral Health			
Antidepressant Medication Management - Acute Phase	Depressionadhering to medication for 12 weeks	1/2	HEDIS EOC
Antidepressant Medication Management - Continuation Phase	Depressionadhering to medication for six months	1/2	HEDIS EOC
Follow-Up Care for Children Prescribed ADHD Medication—Initiation	Follow-up after ADHD diagnosis	1/2	HEDIS EOC
Follow-up Care for Children with Prescribed ADHD Medication—	Continued follow-up after ADHD diagnosis	1/2	HEDIS EOC

MEDICAID			
Description	Web Display Name	Weight	Domain
Continuation and Maintenance			
(No Subcategory rating)	Other treatment measures		
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis	Appropriate antibiotic use, adults with acute bronchitis	1	HEDIS EOC
Appropriate Testing for Children With Pharyngitis	Appropriate testing and care, children with pharyngitis	1	HEDIS EOC
Monitoring of Persistent Medications	Monitoring key long-term medications	1	HEDIS EOC
Spirometry Use With COPD	Testing for COPD	1	HEDIS EOC
Appropriate Treatment for Children With Upper Respiratory Infection	Appropriate antibiotic use, children with URI	1	HEDIS EOC
Use of Imaging Studies for Low Back Pain	Use of imaging studies for low back pain	1	HEDIS EOC
Pharmacotherapy Management of COPD Exacerbation—Systemic Corticosteroid	Steroid after hospitalization for acute COPD	1/2	HEDIS EOC
Pharmacotherapy Management of COPD Exacerbation—Bronchodilator	Bronchodilator after hospitalization for acute COPD	1/2	HEDIS EOC

6.3.3 Medicare product line

MEDICARE			
Description	Web Display Name	Weight	Domain
NCQA ACCREDITATION STANDARDS SCORE (15% OF OVERALL SCORE)			
CONSUMER SATISFACTION MEASURES (25% OF OVERALL SCORE)			
CONSUMER SATISFACTION	Consumer satisfaction		
Getting Care	Getting care		
Getting Needed Care—Usually+Always	Getting care easily	1	CAHPS
Getting Care Quickly—Usually+Always	Getting care quickly	1	CAHPS
Satisfaction With Plan Physicians	Satisfaction with physicians		
How Well Doctors Communicate— Usually+Always	How well doctors communicate	1	CAHPS
Rating of Personal Doctor (9 and 10)	Rating personal doctor	1	CAHPS
Rating of Specialist (9 and 10)	Rating specialists	1	CAHPS
Rating of Overall Health Care (9 and 10)	Rating care received	1	CAHPS
Satisfaction With Plan Services	Satisfaction with health plan services		

MEDICARE				
Description	Web Display Name	Weight	Domain	
Overall Rating of Health Plan (9 and 10)	Rating health plan	1	CAHPS	
Customer Service—Usually+Always	Customer service	1	CAHPS	
CLINICAL MEA	CLINICAL MEASURES (60% OF OVERALL SCORE)			
PREVENTION	Prevention			
(No Subcategory rating)				
Breast Cancer Screening	Breast cancer screening	1	HEDIS EOC	
Colorectal Cancer Screening	Colorectal cancer screening	1	HEDIS EOC	
Glaucoma Screening	Glaucoma screening	1	HEDIS EOC	
Health Outcomes—Mental (HOS index)	Evaluating mental health status	1	HOS	
Health Outcomes—Physical (HOS index)	Evaluating physical health status	1	HOS	
Flu Shots	Flu shots	1	CAHPS	
Pneumonia Shots	Pneumonia shots	1	CAHPS	
Adult BMI Assessment—Reported Rate	Adult BMI Assessment	1	HEDIS EOC	
TREATMENT	Treatment			
Diabetes	Diabetes			
Blood Pressure Control (<140/80)	Blood pressure control (140/80)	1/4	HEDIS EOC	
Blood Pressure Control (<140/90)	Blood pressure control (140/90)	1/4	HEDIS EOC	
Eye Exams	Retinal eye exams	1/4	HEDIS EOC	
HbA1c Screening	Glucose testing	1/4	HEDIS EOC	
HbA1c (poor) Control (>9%); lower is better	Glucose control	1/4	HEDIS EOC	
LDL-C Testing	LDL cholesterol screening	1/4	HEDIS EOC	
LDL-C Controlled <100 mg/dL	LDL cholesterol control	1/4	HEDIS EOC	
Nephropathy Monitoring	Monitoring kidney disease	1/4	HEDIS EOC	
Heart Disease	Heart disease			
Persistence of Beta-Blocker Treatment	Beta blocker after heart attack	1	HEDIS EOC	
Controlling High Blood Pressure	Controlling high blood pressure	1	HEDIS EOC	
Advising Smokers to Quit	Smoking advice	1	CAHPS	
Cholesterol Management for Patients With Cardiovascular Conditions— Screening	LDL cholesterol screening	1/2	HEDIS EOC	

MEDICARE			
Description	Web Display Name	Weight	Domain
Cholesterol Management for Patients With Cardiovascular Conditions—LDL <100	LDL cholesterol control	1/2	HEDIS EOC
Mental and Behavioral Health	Mental and behavioral health		
Antidepressant Medication Management—Acute Phase	Depression—adhering to medication for 12 weeks	1/2	HEDIS EOC
Antidepressant Medication Management—Continuation Phase	Depression—adhering to medication for six months	1/2	HEDIS EOC
7-Day Follow-Up After Mental Illness	Follow-up after hospitalization for mental illness	1	HEDIS EOC
Alcohol/Drug Dependence Treatment— Initiation of Treatment	Alcohol or drug dependence treatment initiated	1/2	HEDIS EOC
Alcohol/Drug Dependence Treatment— Engagement of Treatment	Alcohol or drug dependence treated for 30 days	1/2	HEDIS EOC
(No subcategory rating)	Other treatment measures		
Fall Risk Management—Strategies	Managing risk of falls	1	HOS
Potentially Harmful Drug-Disease Interactions in the Elderly (lower is better; invert before use)	Avoiding harmful drug and disease interactions	1	HEDIS EOC
Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis	Medication for rheumatoid arthritis	1	HEDIS EOC
Monitoring of Persistent Medications	Monitoring key long-term medications	1	HEDIS EOC
Pharmacotherapy Management of COPD Exacerbation—Systemic Corticosteroid	Steroid after hospitalization for acute COPD	1/2	HEDIS EOC
Pharmacotherapy Management of COPD Exacerbation—Bronchodilator	Bronchodilator after hospitalization for acute COPD	1/2	HEDIS EOC
Osteoporosis Testing in Older Women	Managing osteoporosis in women after fracture	1	HOS
Osteoporosis Management in Older Women	Testing for osteoporosis	1	HEDIS EOC
Spirometry Use With COPD	Testing for COPD	1	HEDIS EOC
Urinary Incontinence	Discussing urinary incontinence	1	HOS