



TO: Interested Organizations
FROM: Patrick Dahill, Assistant Vice President, Accreditation & Measures Policy
DATE: May 14, 2019
RE: HEDIS and CAHPS Measures for Accreditation Scoring in 2020

This communication gives advance notice about the measures that will be used for accreditation scoring in 2020.

Beginning with the 2020 Health Plan Accreditation Standards, HEDIS/CAHPS performance scoring will be separate from standards scoring. In addition to accreditation status, the Health Plan Ratings will be displayed on the NCQA Report Card as the indicator of HEDIS/CAHPS performance. For the HEDIS/CAHPS portion of an organization's Accreditation, plans will receive a star rating of 0-5 stars (in half-star increments).

An organization's overall star rating will depend on such factors as its performance against the measure set required for that particular product line and the number of "missing values" (i.e., NAs, NBs, NRs) for the required measures. The full Health Plan Ratings methodology will be published in the 2020 Health Plan Accreditation standards and guidelines.

See below for the list of measures required for scoring in 2020.

**Required HEDIS and CAHPS Measures
for HEDIS
Reporting Year 2020**

REQUIRED HEDIS AND CAHPS MEASURES FOR HEDIS REPORTING YEAR 2020

Summary of Changes to Measure List

- Added new measures for the commercial, Medicare and Medicaid product lines. Refer to the table below.

Measure Name		Commercial	Medicare	Medicaid
DAE	Use of High-Risk Medications in the Elderly – <i>Rate 2</i>		✓	
FUH	Follow-Up After ED Visit for Mental Illness – <i>7-Day Rate</i>	✓	✓	✓
FUA	Follow-Up After ED Visit for Alcohol and Other Drug Abuse or Dependence – <i>7-Day Rate</i>	✓	✓	✓
MRP	Medication Reconciliation Post-Discharge		✓	
TRC	Transitions of Care		✓	
FMC	Follow-Up After Emergency Department Visit for People With Multiple High-Risk Chronic Conditions		✓	
UOD	Use of Opioids at High Dosage	✓	✓	✓
UOP	Use of Opioids from Multiple Providers – <i>Multiple Prescribers and Multiple Pharmacies Rate</i>	✓	✓	✓
AHU	Acute Hospital Utilization	✓	✓	
HPC	Hospitalization for Potentially Preventable Complications		✓	
FRM	Fall Risk Management		✓	

- Retired the measures for the commercial, Medicare and Medicaid product lines. Refer to the table below.

Measure Name		Commercial	Medicare	Medicaid
DAE	Use of High-Risk Medications in the Elderly – <i>Rate 1</i>		✓	
CAHPS	Customer Service	✓	✓	✓

HEDIS MEASURES REQUIRED FOR HP ACCREDITATION—COMMERCIAL HMO/POS/PPO/EPO	
Measure Abbreviation	Measure Name
AHU	Acute Hospital Utilization NEW MEASURE
ABA	Adult BMI Assessment
AMM	Antidepressant Medication Management (Effective Continuation Phase Treatment Rate only)
CWP	Appropriate Testing for Children With Pharyngitis
URI	Appropriate Treatment for Children With Upper Respiratory Infection
AMR	Asthma Medication Ratio (Total Rate)
AAB	Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis
BCS	Breast Cancer Screening
CCS	Cervical Cancer Screening
CIS	Childhood Immunization Status (Combination 10)
CHL	Chlamydia Screening in Women (Total Rate)
COL	Colorectal Cancer Screening
CDC	Comprehensive Diabetes Care (BP Control [$<140/90$], HbA1c Control [$<8.0\%$], Eye Exam)
CBP	Controlling High Blood Pressure
EDU	Emergency Department Utilization
FVA	Flu Vaccinations for Adults Ages 18-64
FUA	Follow-Up After ED Visit for Alcohol and Other Drug Abuse or Dependence (7-Day Rate only) NEW MEASURE
FUM	Follow-Up After ED Visit for Mental Illness (7-Day Rate only) NEW MEASURE
FUH	Follow-Up After Hospitalization for Mental Illness (7-Day Rate only)
ADD	Follow-Up for Children Prescribed ADHD Medication (Continuation and Maintenance [C&M] Phase Rate only)
IMA	Immunizations for Adolescents (Combination 2)
IET	Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (Engagement of AOD Treatment Rate only)
MMA	Medication Management for People With Asthma (Medication Compliance 75% Rate only)
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics
PCE	Pharmacotherapy Management of COPD Exacerbation (Both Rates)
PCR	Plan All-Cause Readmissions
PPC	Prenatal and Postpartum Care (Both Rates)
SPC	Statin Therapy for Patients With Cardiovascular Disease (Both Rates)
SPD	Statin Therapy for Patients With Diabetes (Both Rates)
APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics
LBP	Use of Imaging Studies for Low Back Pain
UOD	Use of Opioids at High Dosage NEW MEASURE

HEDIS MEASURES REQUIRED FOR HP ACCREDITATION—COMMERCIAL HMO/POS/PPO/EPO	
Measure Abbreviation	Measure Name
UOP	Use of Opioids from Multiple Providers (Multiple Prescribers and Multiple Pharmacies Rate only) NEW MEASURE
WCC	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (BMI Percentile Documentation Rate only)
CAHPS MEASURES REQUIRED FOR HP ACCREDITATION—COMMERCIAL HMO/POS/PPO/EPO	
Measure Abbreviation	Measure Name
CAHPS 5.0H	Getting Care Quickly
CAHPS 5.0H	Getting Needed Care
CAHPS 5.0H	Claims Processing
CAHPS 5.0H	Coordination of Care
CAHPS 5.0H	Rating of Health Plan
CAHPS 5.0H	Rating of All Health Care
CAHPS 5.0H	Rating of Personal Doctor
CAHPS 5.0H	Rating of Specialist Seen Most Often

HEDIS MEASURES REQUIRED FOR ACCREDITATION—MEDICARE HMO/POS/PPO	
Measure Abbreviation	Measure Name
AHU	Acute Hospital Utilization NEW MEASURE
AMM	Antidepressant Medication Management (Effective Continuation Phase Treatment Rate only)
BCS	Breast Cancer Screening
COL	Colorectal Cancer Screening
CDC	Comprehensive Diabetes Care (BP Control [$<140/90$], HbA1c Control [$<8.0\%$], Eye Exam)
CBP	Controlling High Blood Pressure
EDU	Emergency Department Utilization
FRM	Fall Risk Management NEW MEASURE
FVO	Flu Vaccinations for Adults Ages 65 and Older
FUA	Follow-Up After ED Visit for Alcohol and Other Drug Abuse or Dependence (7-Day Rate only) NEW MEASURE
FUM	Follow-Up After ED Visit for Mental Illness (7-Day Rate only) NEW MEASURE
FMC	Follow-Up After ED Visit for People With Multiple High-Risk Chronic Conditions NEW MEASURE
FUH	Follow-Up After Hospitalization for Mental Illness (7-Day Rate only)
HPC	Hospitalization for Potentially Preventable Complications NEW MEASURE
IET	Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (Engagement of AOD Treatment Rate only)
MSC	Medical Assistance With Smoking and Tobacco Use Cessation (Advising Smokers and Tobacco Users to Quit Rate only)
MRP	Medication Reconciliation Post-Discharge NEW MEASURE
PSA	Non-Recommended PSA-Based Screening in Older Men
OMW	Osteoporosis Management in Women Who Had a Fracture
PCE	Pharmacotherapy Management of COPD Exacerbation (Both Rates)
PCR	Plan All-Cause Readmissions
PNU	Pneumococcal Vaccination Status for Older Adults
DDE	Potentially Harmful Drug-Disease Interactions in the Elderly (Total Rate)
SPC	Statin Therapy for Patients With Cardiovascular Disease (Both Rates)
TRC	Transitions of Care—All Four Rates NEW MEASURE
SPD	Statin Therapy for Patients With Diabetes (Both Rates)
DAE	Use of High-Risk Medications in the Elderly (Rate 2 only) NEW RATE
UOD	Use of Opioids at High Dosage NEW MEASURE
UOP	Use of Opioids from Multiple Providers—Multiple Prescribers and Multiple Pharmacies Rate Only NEW MEASURE

CAHPS MEASURES REQUIRED FOR ACCREDITATION—MEDICARE HMO/POS/PPO	
Measure Abbreviation	Measure Name
CAHPS 5.0H	Coordination of Care
CAHPS 5.0H	Getting Care Quickly
CAHPS 5.0H	Getting Needed Care
CAHPS 5.0H	Rating of Health Plan
CAHPS 5.0H	Rating of All Health Care
CAHPS 5.0H	Rating of Personal Doctor
CAHPS 5.0H	Rating of Specialist Seen Most Often

HEDIS MEASURES REQUIRED FOR ACCREDITATION—MEDICAID HMO/POS/PPO	
Measure Abbreviation	Measure Name
SAA	Adherence to Antipsychotic Medications for Individuals With Schizophrenia
ABA	Adult BMI Assessment
ADV	Annual Dental Visits (Total Rate)
AMM	Antidepressant Medication Management (Effective Continuation Phase Treatment Rate only)
CWP	Appropriate Testing for Children With Pharyngitis
URI	Appropriate Treatment for Children With Upper Respiratory Infection
AMR	Asthma Medication Ratio (Total Rate)
AAB	Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis
BCS	Breast Cancer Screening
CCS	Cervical Cancer Screening
CIS	Childhood Immunization Status (Combination 10)
CHL	Chlamydia Screening in Women (Total Rate)
CDC	Comprehensive Diabetes Care (BP Control [$<140/90$], HbA1c Control [$<8.0\%$], Eye Exam)
CBP	Controlling High Blood Pressure
SSD	Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications
FVA	Flu Vaccinations for Adults Ages 18-64
FUA	Follow-Up After ED Visit for Alcohol and Other Drug Abuse or Dependence (7-Day Rate only) NEW MEASURE
FUM	Follow-Up After ED Visit for Mental Illness (7-Day Rate only) NEW MEASURE
FUH	Follow-Up After Hospitalization for Mental Illness (7-Day Rate only)
ADD	Follow-Up for Children Prescribed ADHD Medication (Continuation and Maintenance [C&M] Phase Rate only)
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