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Required HEDIS[®] and CAHPS[®] Measures for HEDIS Reporting Year 2020

REQUIRED HEDIS^{®1} AND CAHPS^{®2} MEASURES FOR HEDIS REPORTING YEAR 2020

Summary of Changes: Accreditation 2019 to Accreditation/Health Plan Ratings 2020*

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

Measure		Commercial	Medicare	Medicaid
DAE	Use of High-Risk Medications in Older Adults—At Least Two Dispensing Events		✓	
FUH	Follow-Up After ED Visit for Mental Illness—7-Day Rate	✓	✓	✓
FUA	Follow-Up After ED Visit for Alcohol and Other Drug Abuse or Dependence—7-Day Rate	✓	✓	✓
MRP	Medication Reconciliation Post-Discharge		✓	
TRC	Transitions of Care—All Four Rates		✓	
FMC	Follow-Up After Emergency Department Visit for People With Multiple High-Risk Chronic Conditions		✓	
HDO	Use of Opioids at High Dosage	✓	✓	✓
UOP	Use of Opioids from Multiple Providers—Multiple Prescribers and Multiple Pharmacies Rate	✓	✓	✓
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		Commercial	Medicare	Medicaid
DAE	Use of High-Risk Medications in Older Adults—Rate 1		✓	
CAHPS	Customer Service	✓	✓	✓

*These changes apply to measures scored for Accreditation only. The measure lists between HPR 2019 and 2020 remain consistent.

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).

HEDIS/CAHPS Measures Required for HP Accreditation—Commercial

Measure Name		Web Display Name	Weight*
CONSUMER SATISFACTION			
Getting care			
Getting Needed Care (Usually + Always)		Getting care easily	1.5
Getting Care Quickly (Usually + Always)		Getting care quickly	1.5
Satisfaction With Plan Physicians			
Rating of Personal Doctor (9 + 10)		Rating of primary-care doctor	1.5
Rating of Specialist Seen Most Often (9 + 10)		Rating of specialists	1.5
Rating of All Health Care (9 + 10)		Rating of care	1.5
Coordination of Care (Usually + Always)		Coordination of care	1.5
Satisfaction With Plan Services			
Claims Processing (Usually + Always)		Handling claims	1.5
Rating of Health Plan (9 + 10)		Rating of health plan	1.5
PREVENTION			
Children and Adolescent Well-Care			
CIS	Childhood Immunization Status—Combo 10	Childhood immunizations status-combination 10	3
IMA	Immunizations for Adolescents—Combo 2	Adolescent immunizations: Combo 2	3
WCC	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents—BMI Percentile—Total	BMI percentile assessment	1
Women's Reproductive Health			
PPC	Prenatal and Postpartum Care—Timeliness of Prenatal Care	Prenatal checkups	1
	Prenatal and Postpartum Care—Postpartum Care	Postpartum care	1
Cancer Screening			
BCS	Breast Cancer Screening	Breast cancer screening	1
COL	Colorectal Cancer Screening	Colorectal cancer screening	1
CCS	Cervical Cancer Screening	Cervical cancer screening	1
Other Preventive Services			
ABA	Adult BMI Assessment	Adult BMI assessment	1
CHL	Chlamydia Screening in Women—Total	Chlamydia screening	1
FVA	Flu Vaccinations for Adults Ages 18-64	Flu shots for adults	1

*The **weight** column indicates the weight of the item (maximum value = 3) in the overall score calculation.

Measure Name		Web Display Name	Weight*
TREATMENT			
Asthma			
AMR	Asthma Medication Ratio—Total	Asthma control	1
MMA	Medication Management for People With Asthma—Medication Compliance 75%—Total	Asthma drug management	1
Diabetes			
CDC	Comprehensive Diabetes Care—Blood Pressure Control (<140/90)	Blood pressure control (140/90)	3
	Comprehensive Diabetes Care—Eye Exams	Eye exams	1
	Comprehensive Diabetes Care—HbA1c Control (<8%)	Glucose control	3
SPD	Statin Therapy for Patients With Diabetes—Received Statin Therapy	Patients with diabetes—received statin therapy	1
	Statin Therapy for Patients With Diabetes—Statin Adherence 80%	Patients with diabetes—statin adherence 80%	1
Heart Disease			
SPC	Statin Therapy for Patients With Cardiovascular Disease—Received Statin Therapy—Total	Patients with cardiovascular disease—received statin therapy	1
	Statin Therapy for Patients With Cardiovascular Disease—Statin Adherence 80%—Total	Patients with cardiovascular disease—statin adherence 80%	1
CBP	Controlling High Blood Pressure	Controlling high blood pressure	3
Mental and Behavioral Health			
ADD	Follow-Up Care for Children Prescribed ADHD Medication—Continuation & Maintenance Phase	Continued follow-up after ADHD diagnosis	1
AMM	Antidepressant Medication Management—Continuation Phase	Depression: Adhering to medication for 6 months	1
FUH	Follow-Up After Hospitalization for Mental Illness—7 days—Total	Follow-up after hospitalization for mental illness	1
FUM	Follow-Up After Emergency Department Visit for Mental Illness—7 days—Total	Follow-up after ED for mental illness	1
FUA	Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence—7 days—Total	Follow-up after ED for alcohol and other drug abuse or dependence	1
IET	Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment—Engagement of AOD—Total	Alcohol or drug abuse or dependence treatment engaged	1
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics—Total	Cholesterol and blood sugar testing for youth on antipsychotic medications	1
APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics—Total	First-line psychosocial care for youth on antipsychotic medications	1

*The **weight** column indicates the weight of the item (maximum value = 3) in the overall score calculation.

Measure Name		Web Display Name	Weight*
TREATMENT			
Other Treatment Measures			
AHU	Acute Hospital Utilization—Observed-To-Expected Ratio—Total Acute—Total	Acute hospital utilization	1
PCR	Plan All-Cause Readmissions—Observed-To-Expected Ratio—Total—18-64 years	Observed-to-expected hospital readmissions	3
EDU	Emergency Department Utilization—Observed-To-Expected Ratio—Total	Emergency department utilization	1
AAB	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis	Appropriate antibiotic use for acute bronchitis/bronchiolitis	1
CWP	Appropriate Testing for Pharyngitis	Appropriate testing and care for a sore throat	1
LBP	Use of Imaging Studies for Low Back Pain	Appropriate use of imaging studies for low back pain	1
HDO	Use of Opioids at High Dosage	Potentially inappropriate use of opioids at high dosage	1
UOP	Use of Opioids from Multiple Providers—Multiple Prescribers and Multiple Pharmacies	Potentially inappropriate use of opioids from multiple prescribers and pharmacies	1
PCE	Pharmacotherapy Management of COPD Exacerbation—Systemic Corticosteroid	Steroid after hospitalization for acute COPD	1
	Pharmacotherapy Management of COPD Exacerbation—Bronchodilator	Bronchodilator after hospitalization for acute COPD	1
URI	Appropriate Treatment for Upper Respiratory Infection	Appropriate antibiotic use for colds	1

*The **weight** column indicates the weight of the item (maximum value = 3) in the overall score calculation.

HEDIS/CAHPS Measures Required for HP Accreditation—Medicare

Measure Name	Web Display Name	Weight*
CONSUMER SATISFACTION		
Getting Care		
Getting Needed Care (Usually + Always)	Getting care easily	1.5
Getting Care Quickly (Usually + Always)	Getting care quickly	1.5
Satisfaction With Plan Physicians		
Rating of Personal Doctor (9 + 10)	Rating of primary-care doctor	1.5
Rating of Specialist Seen Most Often (9 + 10)	Rating of specialists	1.5
Rating of All Health Care (9 + 10)	Rating of care	1.5
Coordination of Care (Usually + Always)	Coordination of care	1.5
Satisfaction With Plan Services		
Rating of Health Plan (9 + 10)	Rating of health plan	1.5
PREVENTION		
BCS Breast Cancer Screening	Breast cancer screening	1
COL Colorectal Cancer Screening	Colorectal cancer screening	1
FVO Flu Vaccinations for Adults Ages 65 and Older	Flu shots	1
PNU Pneumococcal Vaccination Status for Older Adults	Pneumonia shots	1
TREATMENT		
Diabetes		
Comprehensive Diabetes Care—Blood Pressure Control (<140/90)	Blood pressure control (140/90)	3
CDC Comprehensive Diabetes Care—Eye Exams	Eye exams	1
Comprehensive Diabetes Care—HbA1c Control (<8%)	Glucose control	3
SPD Statin Therapy for Patients With Diabetes—Received Statin Therapy	Patients with diabetes—received statin therapy	1
Statin Therapy for Patients With Diabetes—Statin Adherence 80%	Patients with diabetes—statin adherence 80%	1
Heart Disease		
SPC Statin Therapy for Patients With Cardiovascular Disease—Received Statin Therapy—Total	Patients with cardiovascular disease—received statin therapy	1
Statin Therapy for Patients With Cardiovascular Disease—Statin Adherence 80%—Total	Patients with cardiovascular disease—statin adherence 80%	1
CBP Controlling High Blood Pressure	Controlling high blood pressure	3

*The **weight** column indicates the weight of the item (maximum value = 3) in the overall score calculation.

Measure Name		Web Display Name	Weight*
MSC	Medical Assistance With Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit	Smoking advice	1
Mental and Behavioral Health			
AMM	Antidepressant Medication Management—Continuation Phase	Depression: Adhering to medication for 6 months	1
FUH	Follow-Up After Hospitalization for Mental Illness—7 days—Total	Follow-up after hospitalization for mental illness	1
FUM	Follow-Up After Emergency Department Visit for Mental Illness—7 days—Total	Follow-up after ED for mental illness	1
FUA	Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence—7 days—Total	Follow-up after ED for alcohol and other drug abuse or dependence	1
IET	Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment—Engagement of Treatment	Alcohol or drug abuse or dependence treatment engaged	1
Other Treatment Measures			
PCR	Plan All-Cause Readmissions—Observed-To-Expected Ratio—Total—65+ years	Observed-to-expected hospital readmissions	3
EDU	Emergency Department Utilization—Observed-To-Expected Ratio—Total—65+ years	Emergency department utilization	1
AHU	Acute Hospital Utilization—Observed-To-Expected Ratio—Total Acute—65+ years	Acute hospital utilization	1
HPC	Hospitalization for Potentially Preventable Complications—Total ACSC—Total	Hospitalization for potentially preventable complications	1
FMC	Follow-Up After Emergency Department Visit for People With Multiple High-Risk Chronic Conditions—65+ years	Follow-up after ED for multiple high-risk chronic conditions	1
MRP	Medication Reconciliation Post-Discharge	Medication reconciliation post-discharge	1
FRM	Fall Risk Management	Managing risk of falls	1
PSA	Non-Recommended PSA-Based Screening in Older Men	Non-recommended prostate cancer screening in older men	1
DDE	Potentially Harmful Drug Disease Interactions in Older Adults—Total	Avoiding harmful drug and disease interactions in older adults	1
DAE	Use of High-Risk Medications in Older Adults	Avoiding high-risk medications for older adults	1
HDO	Use of Opioids at High Dosage	Potentially inappropriate use of opioids at high dosage	1
UOP	Use of Opioids from Multiple Providers—Multiple Prescribers and Multiple Pharmacies	Potentially inappropriate use of opioids from multiple prescribers and pharmacies	1

*The **weight** column indicates the weight of the item (maximum value = 3) in the overall score calculation.

Measure Name	Web Display Name	Weight*
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PCE	Pharmacotherapy Management of COPD Exacerbation—Systemic Corticosteroid	Steroid after hospitalization for acute COPD	1
	Pharmacotherapy Management of COPD Exacerbation—Bronchodilator	Bronchodilator after hospitalization for acute COPD	1
TRC	Transitions of Care—Notification of Inpatient Admission—65+ years	Transitions of Care—notification of inpatient admission	1
	Transitions of Care—Receipt of Discharge Information—65+ years	Transitions of Care—receipt of discharge information	1
	Transitions of Care—Patient Engagement After Inpatient Discharge—65+ years	Transitions of Care—patient engagement after inpatient discharge	1
	Transitions of Care—Medication Reconciliation Post-Discharge—65+ years	Transitions of Care—medication reconciliation post-discharge	1
OMW	Osteoporosis Management in Women Who Had a Fracture	Managing osteoporosis in women after fracture	1

*The **weight** column indicates the weight of the item (maximum value = 3) in the overall score calculation.

HEDIS/CAHPS Measures Required for HP Accreditation—Medicaid

Measure Name		Web Display Name	Weight*
CONSUMER SATISFACTION			
Getting Care			
Getting Needed Care (Usually + Always)		Getting care easily	1.5
Getting Care Quickly (Usually + Always)		Getting care quickly	1.5
Satisfaction With Plan Physicians			
Rating of Personal Doctor (9 + 10)		Rating of primary-care doctor	1.5
Rating of Specialist Seen Most Often (9 + 10)		Rating of specialists	1.5
Rating of All Health Care (9 + 10)		Rating of care	1.5
Coordination of Care (Usually + Always)		Coordination of care	1.5
Satisfaction With Plan Services			
Rating of Health Plan (9 + 10)		Rating of health plan	1.5
PREVENTION			
Children and Adolescent Well-Care			
ADV	Annual Dental Visits—Total	Dental visits	1
CIS	Childhood Immunization Status—Combo 10	Childhood immunizations status-combination 10	3
IMA	Immunizations for Adolescents—Combo 2	Adolescent immunizations: Combo 2	3
WCC	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents—BMI Percentile—Total	BMI percentile assessment	1
Women’s Reproductive Health			
PPC	Prenatal and Postpartum Care—Timeliness of Prenatal Care	Prenatal checkups	1
	Prenatal and Postpartum Care—Postpartum Care	Postpartum care	1
Cancer Screening			
BCS	Breast Cancer Screening	Breast cancer screening	1
CCS	Cervical Cancer Screening	Cervical cancer screening	1
Other Preventive Services			
ABA	Adult BMI Assessment	Adult BMI assessment	1
CHL	Chlamydia Screening in Women—Total	Chlamydia screening	1
FVA	Flu Vaccinations for Adults Ages 18-64	Flu shots	1

*The **weight** column indicates the weight of the item (maximum value = 3) in the overall score calculation.

Measure Name		Web Display Name	Weight*
TREATMENT			
Asthma			
AMR	Asthma Medication Ratio—Total	Asthma control	1
MMA	Medication Management for People With Asthma—Medication Compliance 75%—Total	Asthma drug management	1
Diabetes			
CDC	Comprehensive Diabetes Care—Eye Exams	Eye exams	1
	Comprehensive Diabetes Care—Blood Pressure Control (<140/90)	Blood pressure control (140/90)	3
	Comprehensive Diabetes Care—HbA1c Control (<8%)	Glucose control	3
SPD	Statin Therapy for Patients With Diabetes—Received Statin Therapy	Patients with diabetes—received statin therapy	1
	Statin Therapy for Patients With Diabetes—Statin Adherence 80%	Patients with diabetes—statin adherence 80%	1
Heart Disease			
SPC	Statin Therapy for Patients With Cardiovascular Disease—Received Statin Therapy—Total	Patients with cardiovascular disease – received statin therapy	1
	Statin Therapy for Patients With Cardiovascular Disease—Statin Adherence 80%—Total	Patients with cardiovascular disease – statin adherence 80%	1
CBP	Controlling High Blood Pressure	Controlling high blood pressure	3
MSC	Medical Assistance With Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit	Smoking advice	1
Mental and Behavioral Health			
AMM	Antidepressant Medication Management—Continuation Phase	Depression: Adhering to medication for 6 months	1
FUH	Follow-Up After Hospitalization for Mental Illness—7 days	Follow-up after hospitalization for mental illness	1
FUM	Follow-Up After Emergency Department Visit for Mental Illness—7 days—Total	Follow-up after ED for mental illness	1
FUA	Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence—7 days—Total	Follow-up after ED for alcohol and other drug abuse or dependence	1
IET	Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment—Engagement—Total	Alcohol or drug abuse or dependence treatment engaged	1

*The **weight** column indicates the weight of the item (maximum value = 3) in the overall score calculation.

Measure Name		Web Display Name	Weight*
ADD	Follow-Up Care for Children Prescribed ADHD Medication—Continuation & Maintenance Phase	Continued follow-up after ADHD diagnosis	1
SSD	Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications	Schizophrenia: Diabetes screening for schizophrenia or bipolar	1
SAA	Adherence to Antipsychotic Medications for Individuals With Schizophrenia	Adherence to antipsychotic medications for individuals with schizophrenia	1
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics—Total	Cholesterol and blood sugar testing for youth on antipsychotic medications	1
APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics—Total	First-line psychosocial care for youth on antipsychotic medications	1
Other Treatment Measures			
AAB	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis	Appropriate antibiotic use for acute bronchitis/bronchiolitis	1
CWP	Appropriate Testing for Pharyngitis	Appropriate testing and care for a sore throat	1
LBP	Use of Imaging Studies for Low Back Pain	Appropriate use of imaging studies for low back pain	1
URI	Appropriate Treatment for Upper Respiratory Infection	Appropriate antibiotic use for colds	1
HDO	Use of Opioids at High Dosage	Potentially inappropriate use of opioids at high dosage	1
UOP	Use of Opioids from Multiple Providers—Multiple Prescribers and Multiple Pharmacies	Potentially inappropriate use of opioids from multiple prescribers and pharmacies	1
PCE	Pharmacotherapy Management of COPD Exacerbation—Systemic Corticosteroid	Steroid after hospitalization for acute COPD	1
	Pharmacotherapy Management of COPD Exacerbation—Bronchodilator	Bronchodilator after hospitalization for acute COPD	1

*The **weight** column indicates the weight of the item (maximum value = 3) in the overall score calculation.