

New Measures for Health Plan Ratings 2021

Add the following new measures.

Measure		Commercial	Medicare	Medicaid
COU	Risk of Continued Opioid Use (15-Day Rate only)	✓	✓	✓
CAHPS	Question 6: <i>In the last 12 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?</i>	✓		✓

NCQA recommends including the *Risk of Continued Opioid Use (COU)* measure in Health Plan Ratings 2021 scoring. COU is an important opioid use measure that assesses new episode of opioid use and is upstream of the two existing opioid measures in the HPR measure set.

NCQA's Committee on Performance Measurement recently reviewed first-year analysis results, which showed a high ability to report, variation in results and other desirable statistical properties. Therefore, the measure was deemed publicly reportable for HEDIS measurement year 2019.

NCQA also proposes replacing the *CAHPS Getting Care Quickly* composite rate with CAHPS Question 6 for the commercial and Medicaid product lines for Health Plan Ratings 2021 scoring. The CAHPS Getting Care Quickly composite is calculated using the following two questions:

- **Question 5:** In the last 12 months, when you needed care right away, how often did you get care as soon as you needed?)
- **Question 6:** In the last 12 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

The composite rate has low reliability due to a high number of plans that are unable to meet the denominator threshold for Question 5. Therefore, NCQA recommends using Question 6 to indicate the ability of plans to provide care quickly to members. The Getting Care Quickly composite rate will still be used for Medicare, as the reliability was favorable in this product line.

Retired Measures for Health Plan Ratings 2021

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

Measure		Commercial	Medicare	Medicaid
MSC	Medical Assistance With Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit Rate only		✓	
CAHPS	CAHPS Getting Care Quickly composite	✓		✓

NCQA recommends retiring the *Medical Assistance With Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit Rate* from the Medicare product line. Analyses show this measure has consistently low reliability (0.37, which is below our desirable 0.7 threshold).

The measure was removed from the commercial product line scoring in 2018 due to a low denominator issue. The measure will remain in the Medicaid product line given that it has high reliability (0.74) and ability to report, as well as other favorable statistical properties.

NCQA also recommends retiring the CAHPS Getting Care Quickly composite for the commercial and Medicaid product lines, due to consistently low reliability (.219 in commercial and .28 in Medicaid, which is below the desirable 0.7 threshold). The measure will remain in the Medicare product line.

Proposed Measure Counts

HPR 2021 MEASURE COUNT				
	2020 Count	Remove	Add	2021 Total
Commercial (HEDIS)	34	0	1	35
Commercial (CAHPS)	8	1	0	7
Medicare (HEDIS)	29	1	1	29
Medicare (CAHPS)	7	0	0	7
Medicaid (HEDIS)	34	0	1	35
Medicaid (CAHPS)	7	1	0	6

2021 Measure	Standard Description	Data Method	Rationale (if applicable)
MEASURES REQUIRED FOR HPR SCORING—COMMERCIAL HEDIS MEASURES			
AHU	Acute Hospital Utilization	Admin	
ABA	Adult BMI Assessment	Hybrid	
AMM	Antidepressant Medication Management (Effective Continuation Phase Treatment Rate only)	Admin	
CWP	Appropriate Testing for Pharyngitis	Admin	
URI	Appropriate Treatment for Upper Respiratory Infection	Admin	
AMR	Asthma Medication Ratio (Total Rate)	Admin	
AAB	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis	Admin	
BCS	Breast Cancer Screening	Admin	
CCS	Cervical Cancer Screening	Hybrid	
CIS	Childhood Immunization Status (Combination 10)	Hybrid	
CHL	Chlamydia Screening in Women (Total Rate)	Admin	
COL	Colorectal Cancer Screening	Hybrid	
CDC	Comprehensive Diabetes Care (BP Control [$<140/90$], HbA1c Control [$<8.0\%$], Eye Exam)	Hybrid	
CBP	Controlling High Blood Pressure	Hybrid	
EDU	Emergency Department Utilization	Admin	
FVA	Flu Vaccinations for Adults Ages 18-64	Survey	
FUA	Follow-Up After ED Visit for Alcohol and Other Drug Abuse or Dependence (7-Day Rate only)	Admin	
FUM	Follow-Up After ED Visit for Mental Illness (7-Day Rate only)	Admin	
FUH	Follow-Up After Hospitalization for Mental Illness (7-Day Rate only)	Admin	
ADD	Follow-Up for Children Prescribed ADHD Medication (Continuation and Maintenance [C&M] Phase Rate only)	Admin	
IMA	Immunizations for Adolescents (Combination 2)	Hybrid	

MEASURES REQUIRED FOR HPR SCORING—COMMERCIAL HEDIS MEASURES			
IET	Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (Engagement of AOD Treatment Rate only)	Admin	
MMA	Medication Management for People With Asthma (Medication Compliance 75% Rate only)	Admin	
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics	Admin	
PCE	Pharmacotherapy Management of COPD Exacerbation (Both Rates)	Admin	
PCR	Plan All-Cause Readmissions	Admin	
PPC	Prenatal and Postpartum Care (Both Rates)	Hybrid	
COU	Risk of Continued Opioid Use (15-Day Rate only)	Admin	<ul style="list-style-type: none"> • Important “overuse” measure assessing new episodes of opioid use • Approved for public reporting HEDIS 2020 • First-year analysis showed high percentage of plans able to report a valid rate
SPC	Statin Therapy for Patients With Cardiovascular Disease (Both Rates)	Admin	
SPD	Statin Therapy for Patients With Diabetes (Both Rates)	Admin	
APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics	Admin	
LBP	Use of Imaging Studies for Low Back Pain	Admin	
HDO	Use of Opioids at High Dosage	Admin	
UOP	Use of Opioids From Multiple Providers – Multiple Prescribers and Multiple Pharmacies Rate Only	Admin	
WCC	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (BMI Percentile Documentation Rate only)	Hybrid	

MEASURES REQUIRED FOR HPR SCORING—COMMERCIAL CAHPS MEASURES			
CAHPS 5.0H	Getting Care Quickly (RECOMMENDED FOR REMOVAL)	Survey	<ul style="list-style-type: none"> Reliability is .219 (below desirable .7 threshold) Reliability trending downward between 2018 and 2019
CAHPS 5.0H	Question 6: In the last 12 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed (PROPOSED FOR INCLUSION)	Survey	<ul style="list-style-type: none"> Substitute Getting Care Quickly composite (comprised of Q5 and Q6) with Q6 Q6 has more desirable reliability
CAHPS 5.0H	Getting Needed Care	Survey	
CAHPS 5.0H	Claims Processing	Survey	
CAHPS 5.0H	Coordination of Care	Survey	
CAHPS 5.0H	Rating of Health Plan	Survey	
CAHPS 5.0H	Rating of All Health Care	Survey	
CAHPS 5.0H	Rating of Personal Doctor	Survey	
CAHPS 5.0H	Rating of Specialist Seen Most Often	Survey	
MEASURES REQUIRED FOR HPR SCORING—MEDICARE HEDIS MEASURES			
AHU	Acute Hospital Utilization	Admin	
AMM	Antidepressant Medication Management (Effective Continuation Phase Treatment Rate only)	Admin	
BCS	Breast Cancer Screening	Admin	
COL	Colorectal Cancer Screening	Hybrid	
CDC	Comprehensive Diabetes Care (BP Control [$<140/90$], HbA1c Control [$<8.0\%$], Eye Exam)	Hybrid	
CBP	Controlling High Blood Pressure	Hybrid	
EDU	Emergency Department Utilization	Admin	
FRM	Fall Risk Management	Survey	
FVO	Flu Vaccinations for Adults Ages 65 and Older	Survey	
FUA	Follow-Up After ED Visit for Alcohol and Other Drug Abuse or Dependence (7-Day Rate only)	Admin	
FUM	Follow-Up After ED Visit for Mental Illness (7-Day Rate only)	Admin	
FMC	Follow-Up After ED Visit for People With Multiple High-Risk Chronic Conditions	Admin	

FUH	Follow-Up After Hospitalization for Mental Illness (7-Day Rate only)	Admin	
HPC	Hospitalization for Potentially Preventable Complications	Admin	
IET	Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (Engagement of AOD Treatment Rate only)	Admin	
MSC	Medical Assistance With Smoking and Tobacco Use Cessation (Advising Smokers and Tobacco Users to Quit Rate only) (RECOMMENDED FOR REMOVAL)	Survey	<ul style="list-style-type: none"> • Reliability is .37 (below desirable .7 threshold)
MRP	Medication Reconciliation Post-Discharge	Hybrid	
PSA	Non-Recommended PSA-Based Screening in Older Men	Admin	
OMW	Osteoporosis Management in Women Who Had a Fracture	Admin	
PCE	Pharmacotherapy Management of COPD Exacerbation (Both Rates)	Admin	
PCR	Plan All-Cause Readmissions	Admin	
PNU	Pneumococcal Vaccination Status for Older Adults	Survey	
DDE	Potentially Harmful Drug-Disease Interactions in the Elderly (Total Rate)	Admin	
COU	Risk of Continued Opioid Use (15-Day Rate only)	Admin	<ul style="list-style-type: none"> • Important “overuse” measure assessing new episodes of opioid use • CPM Approved for public reporting HEDIS 2020 • First-year analysis showed high percentage of plans able to report a valid rate
SPC	Statin Therapy for Patients With Cardiovascular Disease (Both Rates)	Admin	
SPD	Statin Therapy for Patients With Diabetes (Both Rates)	Admin	
TRC	Transitions of Care—All Four Rates	Hybrid	
DAE	Use of High-Risk Medications in the Elderly (Rate 2 only)	Admin	
HDO	Use of Opioids at High Dosage	Admin	
UOP	Use of Opioids From Multiple Providers—Multiple Prescribers and Multiple Pharmacies Rate Only	Admin	

MEASURES REQUIRED FOR HPR SCORING—MEDICARE CAHPS MEASURES			
CAHPS 5.0H	Coordination of Care	Survey	
CAHPS 5.0H	Getting Care Quickly	Survey	
CAHPS 5.0H	Getting Needed Care	Survey	
CAHPS 5.0H	Rating of Health Plan	Survey	
CAHPS 5.0H	Rating of All Health Care	Survey	
CAHPS 5.0H	Rating of Personal Doctor	Survey	
CAHPS 5.0H	Rating of Specialist Seen Most Often	Survey	
MEASURES REQUIRED FOR HPR SCORING—MEDICAID HEDIS MEASURES			
SAA	Adherence to Antipsychotic Medications for Individuals With Schizophrenia	Admin	
ABA	Adult BMI Assessment	Hybrid	
ADV	Annual Dental Visits (Total Rate)	Admin	
AMM	Antidepressant Medication Management (Effective Continuation Phase Treatment Rate only)	Admin	
CWP	Appropriate Testing for Pharyngitis	Admin	
URI	Appropriate Treatment for Upper Respiratory Infection	Admin	
AMR	Asthma Medication Ratio (Total Rate)	Admin	
AAB	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis	Admin	
BCS	Breast Cancer Screening	Admin	
CCS	Cervical Cancer Screening	Hybrid	
CIS	Childhood Immunization Status (Combination 10)	Hybrid	
CHL	Chlamydia Screening in Women (Total Rate)	Admin	
CDC	Comprehensive Diabetes Care (BP Control [$<140/90$], HbA1c Control [$<8.0\%$], Eye Exam)	Hybrid	
CBP	Controlling High Blood Pressure	Hybrid	
SSD	Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications	Admin	
FVA	Flu Vaccinations for Adults Ages 18-64	Survey	

FUA	Follow-Up After ED Visit for Alcohol and Other Drug Abuse or Dependence (7-Day Rate only)	Admin	
FUM	Follow-Up After ED Visit for Mental Illness (7-Day Rate only)	Admin	
FUH	Follow-Up After Hospitalization for Mental Illness (7-Day Rate only)	Admin	
ADD	Follow-Up for Children Prescribed ADHD Medication (Continuation and Maintenance [C&M] Phase Rate only)	Admin	
IMA	Immunizations for Adolescents (Combination 2)	Hybrid	
IET	Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (Engagement of AOD Treatment Rate only)	Admin	
MSC	Medical Assistance With Smoking and Tobacco Use Cessation (Advising Smokers and Tobacco Users to Quit Rate only)	Survey	
MMA	Medication Management for People With Asthma (Medication Compliance 75% Rate only)	Admin	
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics	Admin	
PCE	Pharmacotherapy Management of COPD Exacerbation (Both Rates)	Admin	
PPC	Prenatal and Postpartum Care (Both Rates)	Hybrid	
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CAHPS 5.0H	Rating of Health Plan	Survey	
CAHPS 5.0H	Rating of All Health Care	Survey	
CAHPS 5.0H	Rating of Personal Doctor	Survey	
CAHPS 5.0H	Rating of Specialist Seen Most Often	Survey	