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# Required HEDIS<sup>®</sup> and CAHPS<sup>®</sup> Measures for HEDIS Reporting Year 2021

## REQUIRED HEDIS<sup>®1</sup> AND CAHPS<sup>®2</sup> MEASURES FOR HEDIS REPORTING YEAR 2021

### Summary of Changes to Measure List:

- Added the following measure.

Measure Name		Commercial	Medicare	Medicaid
COU	Risk of Continued Opioid Use—31-day rate*	✓		✓

**\*March 2021 Update:** NCQA removed the COU measure from the Medicare product line for Health Plan Ratings 2021.

**December 2020 Update:** NCQA revised the COU measure rate from the 15-day to the 31-day rate in the 2021 List of Required Measures.

- Retired the following measures.

Measure Name		Commercial	Medicare	Medicaid
ABA	Adult BMI Assessment	✓	NA	✓
MMA	Medication Management for People With Asthma	✓	NA	✓
MRP	Medication Reconciliation Post-Discharge	NA	✓	NA
MSC	Medical Assistance With Smoking and Tobacco Use Cessation—Advising Smokers to Quit rate	NA	✓	

**Note:** The following Risk-Adjusted Utilization measures are required to be reported by Accredited plans in HEDIS reporting year 2021, but will not be included in Health Plan Ratings 2021 scoring due to concerns about appropriate risk-adjusted predictions for expected rates in measurement year 2020:

- PCR—Plan All-Cause Readmissions (*commercial, Medicare*)
- EDU—Emergency Department Utilization (*commercial, Medicare*)
- AHU—Acute Hospital Utilization (*commercial, Medicare*)
- HPC—Hospitalization for Potentially Preventable Complications (*Medicare*)

<sup>1</sup>HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>2</sup>CAHPS<sup>®</sup> 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*
<b>PATIENT EXPERIENCE</b>			
<b>Getting Care</b>			
Getting Needed Care (Usually + Always)		Getting care easily	1.5
Getting Care Quickly (Usually + Always)		Getting care quickly	1.5
<b>Satisfaction With Plan Physicians</b>			
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
<b>Satisfaction With Plan Services</b>			
Claims Processing (Usually + Always)		Handling claims	1.5
Rating of Health Plan (9 + 10)		Rating of health plan	1.5
<b>PREVENTION</b>			
<b>Children and Adolescent Well-Care</b>			
CIS	Childhood Immunization Status—Combination 10	Childhood immunizations	3
IMA	Immunizations for Adolescents—Combination 2	Adolescent immunizations	3
WCC	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents—BMI Percentile—Total	BMI percentile assessment	1
<b>Women's Reproductive Health</b>			
PPC	Prenatal and Postpartum Care—Timeliness of Prenatal Care	Prenatal checkups	1
	Prenatal and Postpartum Care—Postpartum Care	Postpartum care	1
<b>Cancer Screening</b>			
BCS	Breast Cancer Screening	Breast cancer screening	1
COL	Colorectal Cancer Screening	Colorectal cancer screening	1
CCS	Cervical Cancer Screening	Cervical cancer screening	1
<b>Other Preventive Services</b>			
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*
<b>TREATMENT</b>			
<b>Asthma</b>			
AMR	Asthma Medication Ratio—Total	Asthma control	1
<b>Diabetes</b>			
	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
<b>Heart Disease</b>			
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
<b>Mental and Behavioral Health</b>			
ADD	Follow-Up Care for Children Prescribed ADHD Medication—Continuation & Maintenance Phase	Continued follow-up after ADHD diagnosis	1
AMM	Antidepressant Medication Management—Effective Continuation Phase Treatment	Adhering to depression 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 Treatment—Total	Alcohol or drug abuse or dependence treatment engaged	1
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics—Blood Glucose and Cholesterol Testing—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*
<b>TREATMENT</b>			
<b>Other Treatment Measures</b>			
AHU**	Acute Hospital Utilization—Observed-To-Expected Ratio—Total Acute—Total	Acute hospital utilization	NA
PCR**	Plan All-Cause Readmissions—Observed-To-Expected Ratio—18-64 years	Plan all-cause readmissions	NA
EDU**	Emergency Department Utilization—Observed-To-Expected Ratio—Total	Emergency department utilization	NA
AAB	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis—Total	Appropriate antibiotic use for acute bronchitis/bronchiolitis	1
CWP	Appropriate Testing for Pharyngitis—Total	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	Avoiding opioids at high dosage	1
UOP	Use of Opioids from Multiple Providers—Multiple Prescribers and Multiple Pharmacies	Avoiding opioids from multiple prescribers and multiple pharmacies	1
COU	Risk of Continued Opioid Use—31-day rate—Total	Avoiding continued opioid use	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—Total	Appropriate antibiotic use for colds	1

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

\*\*This measure is required to be reported by Accredited plans in HEDIS reporting year 2021 but will not be included in HPR 2021 scoring.

## HEDIS/CAHPS Measures Required for HP Accreditation—Medicare

Measure Name	Web Display Name	Weight*
<b>PATIENT EXPERIENCE</b>		
<b>Getting Care</b>		
Getting Needed Care (Usually + Always)	Getting care easily	1.5
Getting Care Quickly (Usually + Always)	Getting care quickly	1.5
<b>Satisfaction With Plan Physicians</b>		
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
<b>Satisfaction With Plan Services</b>		
Rating of Health Plan (9 + 10)	Rating of health plan	1.5
<b>PREVENTION</b>		
BCS Breast Cancer Screening—Total	Breast cancer screening	1
COL Colorectal Cancer Screening—Total	Colorectal cancer screening	1
FVO Flu Vaccinations for Adults Ages 65 and Older	Flu shots for adults ages 65 and older	1
PNU Pneumococcal Vaccination Status for Older Adults	Pneumonia shots for adults ages 65 and older	1
<b>TREATMENT</b>		
<b>Diabetes</b>		
CDC Comprehensive Diabetes Care—Blood Pressure Control (<140/90)	Blood pressure control (140/90)	3
CDC Comprehensive Diabetes Care—Eye Exams—Total	Eye exams	1
CDC 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
SPD Statin Therapy for Patients With Diabetes—Statin Adherence 80%	Patients with diabetes—statin adherence 80%	1
<b>Heart Disease</b>		
SPC Statin Therapy for Patients With Cardiovascular Disease—Received Statin Therapy—Total	Patients with cardiovascular disease—received statin therapy	1
SPC 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*
<b>Mental and Behavioral Health</b>			
AMM	Antidepressant Medication Management—Effective Continuation Phase Treatment	Adhering to depression 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 AOD—Total	Alcohol or drug abuse or dependence treatment engaged	1
<b>Other Treatment Measures</b>			
PCR**	Plan All-Cause Readmissions—Observed-To-Expected Ratio—65+ years	Plan all-cause readmissions	NA
EDU**	Emergency Department Utilization—Observed-To-Expected Ratio—65+ years	Emergency department utilization	NA
AHU**	Acute Hospital Utilization—Observed-To-Expected Ratio—Total Acute—65+ years	Acute hospital utilization	NA
HPC**	Hospitalization for Potentially Preventable Complications—Total ACSC— Observed-To-Expected Ratio—Total	Hospitalization for potentially preventable complications	NA
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
FRM	Fall Risk Management	Managing risk of falls	1
PSA	Non-Recommended PSA-Based Screening in Older Men	Avoiding non-recommended prostate cancer screening in older men	1
DDE	Potentially Harmful Drug Disease Interactions in Older Adults—Total	Avoiding potentially harmful drug and disease interactions in older adults	1
DAE	Use of High-Risk Medications in Older Adults—High Risk Medications to Avoid	Avoiding high-risk medications for older adults	1
HDO	Use of Opioids at High Dosage	Avoiding opioids at high dosage	1
UOP	Use of Opioids from Multiple Providers—Multiple Prescribers and Multiple Pharmacies	Avoiding opioids from multiple prescribers and multiple pharmacies	1

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

\*\*This measure is required to be reported by Accredited plans in HEDIS reporting year 2021 but will not be included in HPR 2021 scoring.

Measure Name		Web Display Name	Weight*
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*
<b>PATIENT EXPERIENCE</b>			
<b>Getting Care</b>			
Getting Needed Care (Usually + Always)		Getting care easily	1.5
Getting Care Quickly (Usually + Always)		Getting care quickly	1.5
<b>Satisfaction With Plan Physicians</b>			
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
<b>Satisfaction With Plan Services</b>			
Rating of Health Plan (9 + 10)		Rating of health plan	1.5
<b>PREVENTION</b>			
<b>Children and Adolescent Well-Care</b>			
ADV	Annual Dental Visit—Total	Dental visits	1
CIS	Childhood Immunization Status—Combination 10	Childhood immunizations	3
IMA	Immunizations for Adolescents—Combination 2	Adolescent immunizations	3
WCC	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents—BMI Percentile—Total	BMI percentile assessment	1
<b>Women's Reproductive Health</b>			
PPC	Prenatal and Postpartum Care—Timeliness of Prenatal Care	Prenatal checkups	1
	Prenatal and Postpartum Care—Postpartum Care	Postpartum care	1
<b>Cancer Screening</b>			
BCS	Breast Cancer Screening	Breast cancer screening	1
CCS	Cervical Cancer Screening	Cervical cancer screening	1
<b>Other Preventive Services</b>			
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*
<b>TREATMENT</b>			
<b>Asthma</b>			
AMR	Asthma Medication Ratio—Total	Asthma control	1
<b>Diabetes</b>			
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
<b>Heart Disease</b>			
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
<b>Mental and Behavioral Health</b>			
AMM	Antidepressant Medication Management—Effective Continuation Phase Treatment	Adhering to depression 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 of AOD Treatment—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	Diabetes screening for individuals with schizophrenia or bipolar disorder	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—Blood Glucose and Cholesterol Testing—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
<b>Other Treatment Measures</b>			
AAB	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis—Total	Appropriate antibiotic use for acute bronchitis/bronchiolitis	1
CWP	Appropriate Testing for Pharyngitis—Total	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—Total	Appropriate antibiotic use for colds	1
HDO	Use of Opioids at High Dosage	Avoiding opioids at high dosage	1
UOP	Use of Opioids from Multiple Providers—Multiple Prescribers and Multiple Pharmacies	Avoiding opioids from multiple prescribers and multiple pharmacies	1
COU	Risk of Continued Opioid Use—31-day rate—Total	Avoiding continued opioid use	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.