

A photograph of a female doctor in a white lab coat and a teal stethoscope. She is looking down at a tablet computer she is holding in her hands. To her right, a male patient is visible in profile, wearing a blue hospital gown. The background is a bright, out-of-focus window. A semi-transparent blue horizontal bar is overlaid across the middle of the image, containing the title text.

Health Plan Ratings

Presented by Information Products, Accreditation Policy and State Affairs
January 31, 2024

Ratings Overview

2023 By the Numbers



1,095

Plans that earned a numerical rating (1-5) from NCQA¹.



227 Million

People enrolled in health plans that report HEDIS[®] results to NCQA¹.

1) Based on calendar year 2022

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

Ratings Overview

Health Plan Ratings Methodology



2023 Scoresheet: The Math Behind The Ratings

Projected Ratings Notification (Excel spreadsheet)

| Measure Name | Rate | 10th | 33.33rd | 66.67th | 90th | Measure Rating Score Compared to Percentiles | Measure Weights | Measure Rating Score * Measure Weight |
|--|--------------|-------|---------|---------|-------|--|-----------------|---------------------------------------|
| Getting care easily | 0.821 | 0.752 | 0.808 | 0.851 | 0.887 | 3 | 1.5 | 4.5 |
| Getting care quickly | 0.753 | 0.735 | 0.796 | 0.84 | 0.884 | 2 | 1.5 | 3 |
| Rating of primary care doctor | 0.682 | 0.595 | 0.659 | 0.706 | 0.75 | 3 | 1.5 | 4.5 |
| Rating of specialists | 0.67 | 0.595 | 0.642 | 0.691 | 0.742 | 3 | 1.5 | 4.5 |
| Coordination of care | 0.913 | 0.778 | 0.809 | 0.855 | 0.884 | 5 | 1.5 | 7.5 |
| Rating of health plan | 0.574 | 0.303 | 0.384 | 0.467 | 0.574 | 5 | 1.5 | 7.5 |
| Rating of care | 0.493 | 0.401 | 0.464 | 0.525 | 0.592 | 3 | 1.5 | 4.5 |
| Childhood immunizations | 0.76 | 0.363 | 0.494 | 0.617 | 0.705 | 5 | 3 | 15 |
| Adolescent immunizations | 0.74 | 0.211 | 0.287 | 0.359 | 0.462 | 5 | 3 | 15 |
| BMI percentile assessment | 1 | 0.389 | 0.682 | 0.801 | 0.876 | 5 | 1 | 5 |
| Prenatal checkups | 0.924 | 0.599 | 0.791 | 0.888 | 0.936 | 4 | 1 | 4 |
| Postpartum care | 0.939 | 0.597 | 0.795 | 0.876 | 0.93 | 5 | 1 | 5 |
| Prenatal immunizations | 0.74 | 0.193 | 0.292 | 0.409 | 0.512 | 5 | 1 | 5 |
| Race/Ethnicity Diversity of Membership - Race Direct Total* | 0.9118744732 | | | | | | | |
| Race/Ethnicity Diversity of Membership - Ethnicity Direct Total* | 1.0000000000 | | | | | 5 | 0.5 | 2.5 |

| Bonus Points | Calculation |
|--|-------------|
| Accreditation Bonus Points Earned (Accredited or Provisional = 0.5 Interim = 0.15) | 0.5 |

| Field | Calculation |
|---|-------------|
| Sum Of Scorable Measure Weights | 36.5 |
| Sum Of Measure Rating Score Multiplied By Measure Weights | 160 |
| Weighted Average Of Measure Ratings | 4.383561644 |
| Accreditation Bonus Points Earned | 0.5 |
| Final Score Unrounded | 4.883 |
| 2023 Final Score Rounded | 5 |

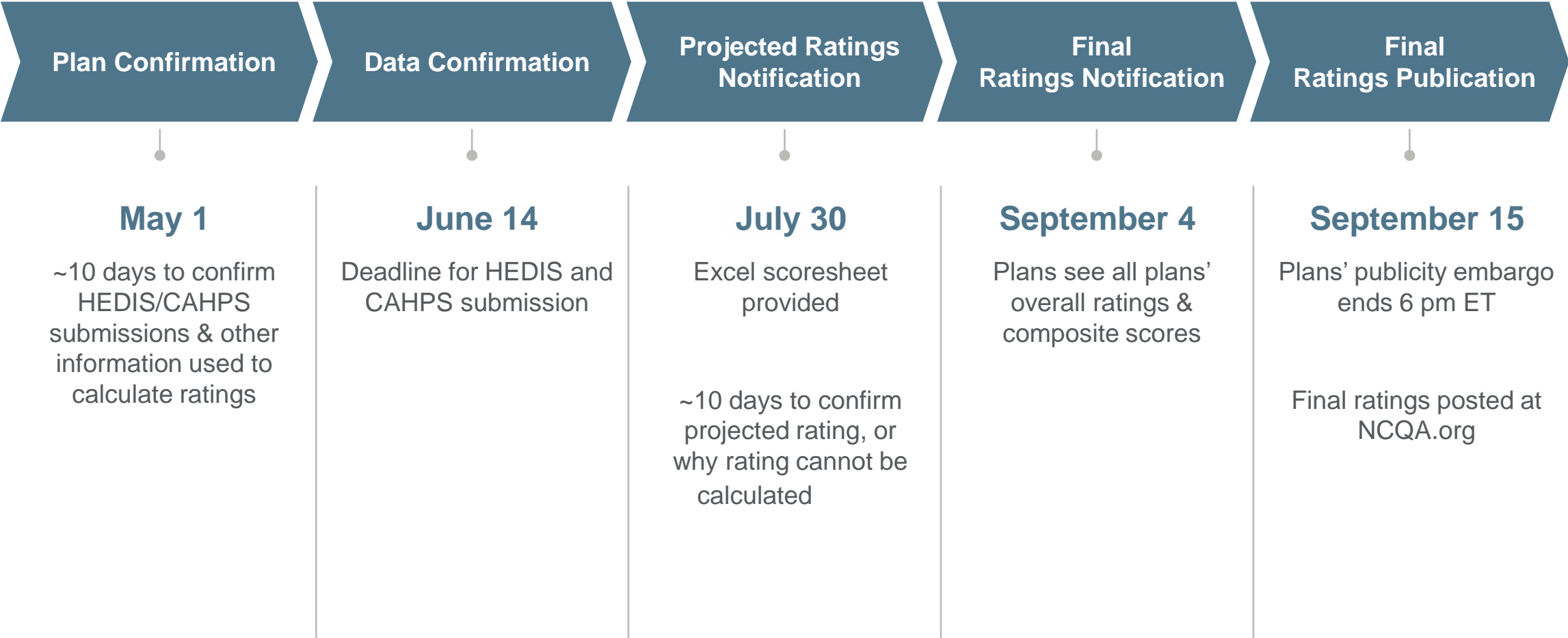


Video: Scoresheet Overview

<https://www.ncqa.org/videos/2023-health-plan-ratings-scoresheet/>

2024 Schedule

Timeline



Measure Selection Process

Criteria

NCQA considers the following when selecting measures for inclusion in Health Plan Ratings:

Is the measure eligible for public reporting?

Does the measure address quality of care practices or patient experience?

Does the measure exhibit certain statistical properties?

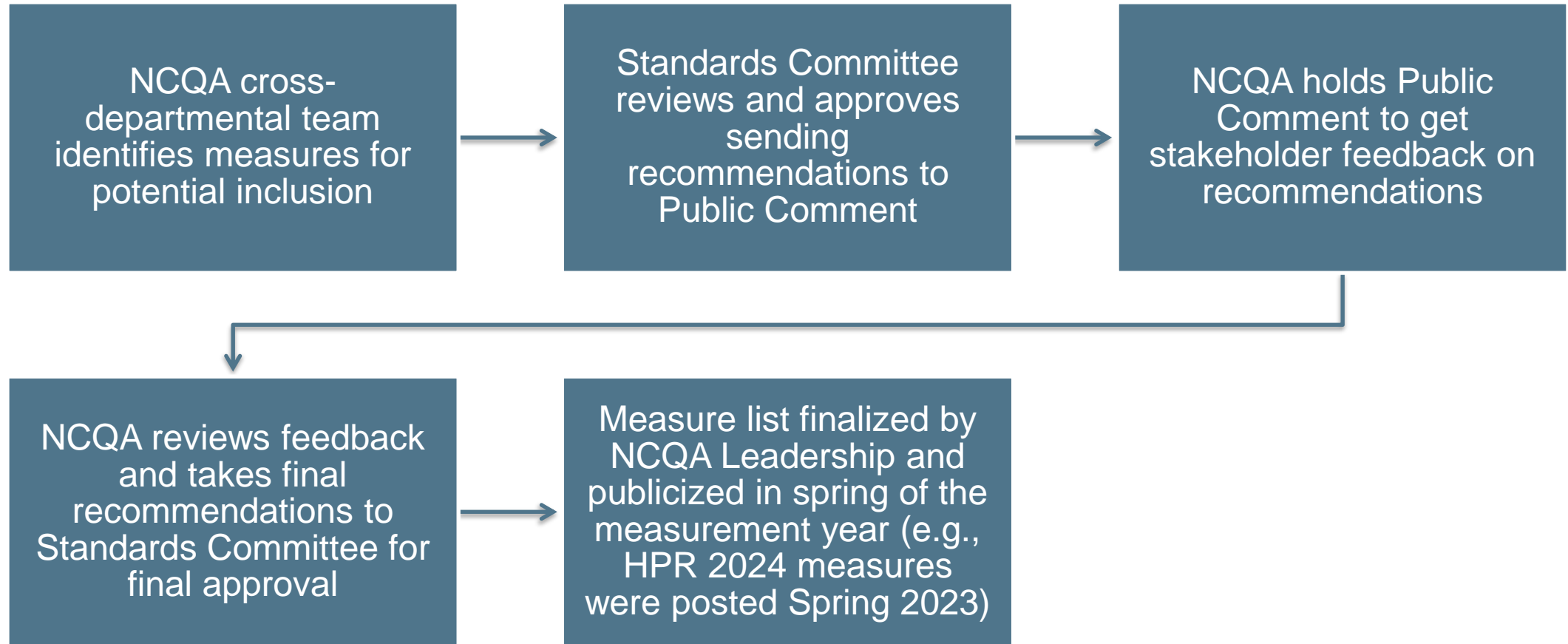
Is the measure used in external programs?

Is the measure aligned with NCQA's strategic objectives?

When there are multiple indicators in a measure, which one aligns with the better "outcome"?

Measure Selection Process

Steps



Demo – Report Cards

Ratings and Statuses

The screenshot shows the NCQA website's 'Health Plans' report card page. The page features a search bar, a 'Refine By' sidebar with 'STAR RATING' filters, and a table of health plans. The table columns are: NAME, RATING, HEALTH PLAN ACCREDITATION STATUS, PLAN TYPE, STATE, ADDITIONAL PROGRAMS, and SAVE. The table contains five rows of data, with some names redacted by blue bars.

| NAME | RATING | HEALTH PLAN ACCREDITATION STATUS | PLAN TYPE | STATE | ADDITIONAL PROGRAMS | SAVE |
|------------|------------------|----------------------------------|--------------|-------|---|------|
| [Redacted] | No Data Reported | Scheduled | Medicaid HMO | DC | | ♥ |
| [Redacted] | ★★★★★ | Accredited | Medicaid HMO | TN | Electronic Clinical Data Health Equity Accreditation Long Term Services and Supports Multicultural Health Care | ♥ |
| [Redacted] | No Data Reported | Not Accredited | Medicare HMO | TN | | ♥ |
| [Redacted] | ★★★★★ | Accredited | Medicaid HMO | TX | Health Equity Accreditation Long Term Services and Supports Multicultural Health Care | ♥ |
| [Redacted] | ★★★★★ | Accredited | Medicaid HMO | WA | Electronic Clinical Data Health Equity Accreditation Multicultural Health Care | ♥ |

[REPORTCARDS.NCQA.ORG](https://reportcards.ncqa.org)

Polling Question #1



Are you familiar with NCQA's HPR?

- A. Yes, I am very familiar.
- B. Sort of—I've heard about it before.
- C. No, I've never heard of it.

Polling Question #2



Have you participated in NCQA's public comment process for HPR in the past?

A. Yes

B. No

Polling Question #3



Do you use NCQA's HPR or report cards to monitor quality in your Medicaid program?

- A. Yes, we currently use HPR and/or report cards to monitor quality.
- B. Yes, we currently use HPR to meet federal managed care requirements.
- C. Not yet, but we are planning on using them soon.
- D. No, but we are discussing it or considering it in the future.
- E. No, and we are not currently considering it.

Polling Question #4



Are you interested in learning more about HPR to consider how to use it in your quality improvement efforts?

A. Yes

B. No

State Example of HPR

Align Quality Strategy goals and objectives with the methodology in Health Plan Ratings

Quality Goal 1: Assure the quality and appropriateness of care delivered to members enrolled in managed care

| Objective | Objective Description | Quality Measure | Performance Baseline | Performance Target |
|---|--|---|---|--------------------------------|
| Quality Goal 1: Ensure the quality and appropriateness of care delivered to members enrolled in managed care | | | | |
| 1.1 | Introduce MCO withhold metric ensuring annual preventive care measure rates are equal to or higher than the 50 th percentile (3 out of 5) of the National Medicaid managed care health plan rates | NCQA HEDIS prevention metrics included in health plan ratings | <p>██████████: 3 (2021)</p> <p>██████████ 2.5 (2021)</p> <p>██████████ 3 (2021)</p> <p>██████████ 3.5 (2021)</p> <p>██████████ TBD (2021)</p> | Prevention score of 3 or above |

State Example of HPR

Align measures utilized in the HPR methodology with state quality incentive and improvement priorities

Quality of Care

Metrics Used in Quality Goals and Objectives

| | | | |
|-----|---|--|---|
| 1.2 | Introduce MCO withhold metric ensuring annual treatment measure rates are equal to or higher than the 50 th percentile (3 out of 5) of the National Medicaid managed care health plan rates. | NCQA HEDIS treatment metrics included in health plan ratings | NCQA 2022 HEDIS treatment composite measure list including: AMR, CWP, URI, AAB, PCE, CDC, SPD, SPC, CBP, FUH, FUM, FUA, FUI, SAA, AMM, POD, APM, ADD, SSD, APP, IET, PCR, HDO UOP, COU, LBP |
|-----|---|--|---|

Social Media Templates

Example Template

[Name Field] is one of the highest-rated health plans in the nation with a rating of **5.0 out of 5.0!**



www.ncqa.org/ratings

NCQA Health Plan Ratings 2023

For More Information

Resources

<https://www.ncqa.org/hedis/health-plan-ratings/>



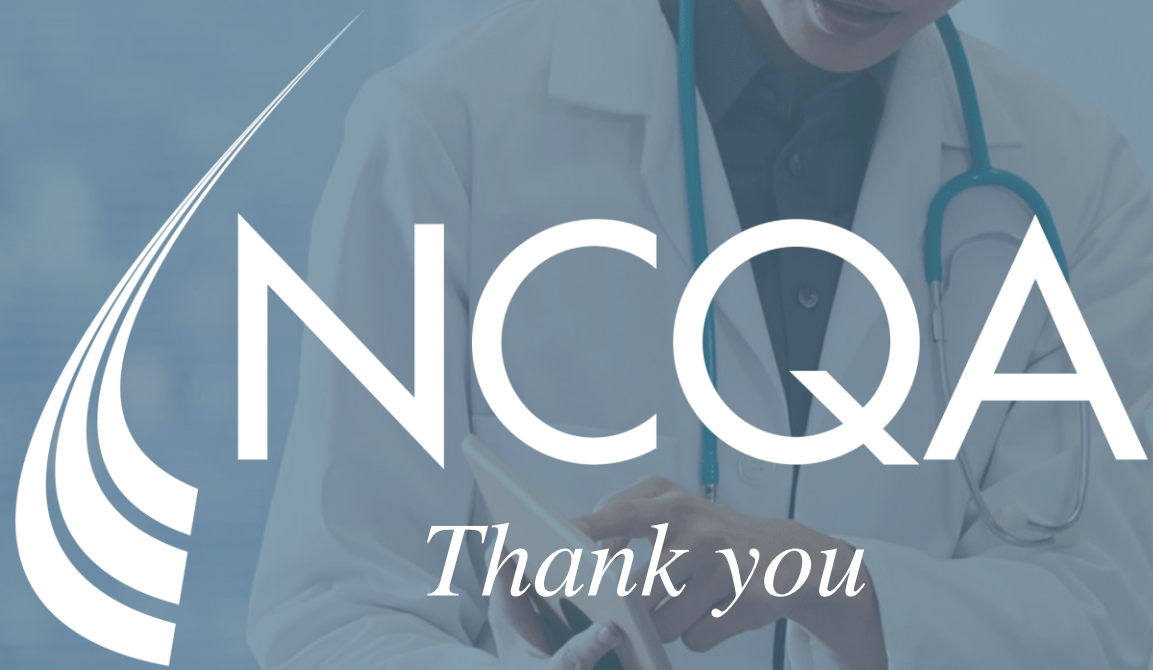
- Methodology & measure list
- Advertising guidelines
- Seals
- Social media template to use in promotional materials
- Scoresheet instructional video

Questions About Ratings or Methodology?

[MY.NCQA.ORG](https://www.ncqa.org/my-ncqa)



Questions



NCCQA

Thank you

