

Attachment 14. Performance Measurement Standards

[Note: The Performance Measurement Standards will be considered by the Covered California Board at its May 23, 2013 meeting]

In the event that the reporting requirements identified herein include Personal Health Information, Contractor shall provide the Exchange only with de-identified Personal Health Information as defined in 45 C.F.R. Section 164.514. Contractor shall not be required to provide the Exchange any data, information or reports that would violate peer review protections under applicable laws and regulations.

During the term of this Agreement, Contractor shall meet or exceed the Performance Measurement Standards identified in this Attachment. Contractor shall be liable for payment of penalties that may be assessed by the Exchange with respect to Contractor's failure to meet or exceed the Performance Measurement Standards in accordance with the terms set forth at Section 6.01 of the Agreement and this Attachment.

The assessment of the penalties by the Exchange shall be determined in accordance with the computation methodology set forth in the appendix to this Attachment 14 and shall be based on the following conditions: (i) the aggregate amount at risk with respect to Contractor's failure to comply with each of the Performance Measurement Standards shall not exceed ten percent (10%) of the total Participation Fee that is payable to the Exchange in accordance with the terms set forth in Section 5.03 of the Agreement, (ii) the performance penalties shall be based on the weighted average assigned to each Performance Measurement Standard that the Contractor fails to meet or exceed, as such weighted averages are set forth in the table below ("Performance Measurement Table"), and (iii) the amount of performance penalty to be assessed with respect to Contractor's failure to meet a Performance Measurement Standard shall be offset (i.e., reduced) by a "credit" that is provided in the event that Contractor exceeds a Performance Measurement Standard in a separate category; provided, however, that in no event shall the credit to Contractor exceed the amount of aggregate amount of the performance penalty that may be assessed during any applicable period.

The Exchange will also comply with the Performance Measurement Standards as described herein. In the event that the Exchange fails to meet a Performance Measurement Standard with respect to its operations for any applicable period, Contractor shall receive a credit against the cumulative penalty amounts that are due based on Contractor's performance. The failure of the Exchange to meet the Performance Measurement Standards shall represent at the maximum a 25% credit towards the Performance Guarantee.

Any amounts collected as performance penalties under this Attachment shall be used for Exchange operations to reduce future Participation Fees that support the operations of the Exchange.

1. Call Center Operations

(a) **Baseline Period:** During the first six (6) months Contractor begins to take operational calls under this Agreement ("Baseline Period"), the parties will collaborate to evaluate and refine Performance Measurement Standards based upon the call volumes and arrival patterns established during the Baseline Period. Contractor shall take reasonable efforts to staff sufficiently during the Baseline Period to meet or exceed the Performance Measurement Standards listed below.

(b) **800 Number:** Contractor shall make information available regarding the Exchange pursuant to Contractor's toll-free hotline (i.e., 1-800 number) that shall be available to enrollees of

Contractor both inside and outside the Exchange. The hotline and information services shall be staffed and operated in accordance with the Customer Service Standards set forth at Section 3.18 to provide support Exchange Enrollees and in a manner designed to assure compliance with these Performance Measurement Standards.

(c) Reporting; Contractor shall provide the following minimum reports to the Exchange at the specified time and frequency at no additional charge to the Exchange:

- Switch reporting: monthly, quarterly and annually.
- Phone statistics, Performance Measurement Standards reporting and operations reporting: monthly, quarterly and annually.
- Accumulative monitoring scoring: weekly and monthly.

2. **Performance Measurement Standards Reporting- Group 1 - Customer Service and Group 2 - Operations**

(a) **Monthly Performance Report:** Beginning the first full calendar month after the expiration of the Baseline Period, Contractor shall monitor and track its performance each month against the Performance Measurement Standards set forth below. Contractor shall provide detailed supporting information (as mutually agreed by the parties) for each Monthly Performance Report to the Exchange in electronic format.

(b) **Measurement Rules:** Except as otherwise specified below in the Performance Measurement Standards Table, the measurement period for each Performance Guarantee shall be one calendar month; all references to time of day shall be to Pacific Standard Time; all references to hours will be actual hours during a calendar day; and all references to days, months, and quarters shall be to calendar days, calendar months, and calendar quarters, respectively.

(c) **Performance Measurement Standards:**

(i) General - The Performance Measurement Standards Table sets forth the categories of Performance Measurement Standards and their associated measurements. In performing its services under this Agreement, Contractor shall use commercially reasonable efforts to meet or exceed the Performance Measurement Standards.

(ii) Root Cause Analysis/Corrective Action - If Contractor fails to meet any Performance Measurement Standard in any calendar month (whether or not the failure is excused), Contractor shall promptly (a) investigate and report on the root cause of the problem; (b) develop a corrective action plan (where applicable); (c) to the extent within Contractor's control, remedy the cause of the performance failure and resume meeting the affected Performance Measurement Standards; (d) implement and notify the Exchange of measures taken by Contractor to prevent recurrences if the performance failure is otherwise likely to recur; and (e) make written recommendations to the Exchange for improvements in procedures.

(iii) Performance Guarantee Exceptions; Contractor shall not be responsible for any failure to meet a Performance Guarantee if and to the extent that the failure is excused pursuant to Section 12.07 of the Agreement (Force Majeure) or the parties agree that the lack of compliance is due to

the Exchange's failure to properly or timely perform (or cause to be properly or timely performed) any responsibility, duty, or other obligation under this Agreement, provided that Contractor timely notifies the Exchange of the problem and uses commercially reasonable efforts to perform and meet the Performance Measurement Standards notwithstanding the Exchange's failure to perform or delay in performing.

If Contractor wishes to avail itself of one of these exceptions, Contractor shall indicate in the applicable performance report delivered in the second month following the failure to meet such Performance Measurement Standard: (a) the identity of the Performance Measurement Standard that is subject to the exception, and (b) the circumstances that gave rise to the exception in sufficient detail to permit the Exchange to evaluate whether Contractor's claim of exception is valid. Notwithstanding anything to the contrary herein, in no event shall any failure to meet a Customer Satisfaction Performance Guarantee fall within an exception.

The Exchange will also comply with the Performance Measurement Standards set forth herein to the extent that such measurements are applicable to Exchange's operations. In the event that Exchange fails to meet a Performance Measurement Standard with respect to its operations for any applicable period, the additional fees that may be assessed by the Exchange under this Attachment will not be imposed on Contractor with respect to Contractor's failure to meet the same Performance Measurement Standard.

(iv) Agreed Adjustments/Service Level Relief - In addition, the Parties may agree on Performance Measurement Standard relief or adjustments to Performance Measurement Standards from time to time, including, the inclusion of new and/or temporary Performance Measurement Standards.

(v) Performance Measurement Defaults - If the Exchange elects to assess sanctions for failure to meet Performance Measurement Standards, it will so notify Contractor in writing following the Exchange's receipt of the Monthly Performance Report setting forth the performance level attained by Contractor for the calendar quarter to which the sanctions relate. If Contractor does not believe it is appropriate for the Exchange to assess sanctions for a particular calendar quarter or calendar year (as applicable), it shall so notify the Exchange in writing within thirty (30) days after receipt of the Exchange's notice of assessment and, in such event, the Exchange will meet with Contractor to consider, in good faith, Contractor's explanation of why it does not believe the assessment of sanctions to be appropriate; provided, however, that it is understood and agreed that the Exchange, acting in good faith, will make the final determination of whether or not to assess the sanctions.

(vi) Service Level Credits - For certain of the performance standards set forth in the Performance Guarantee table, Contractor will have the opportunity to earn service level credit ("Service Level Credits") for performance that exceeds the Performance Measurement Standards. The Service Level Credits shall be used to offset (i.e., reduce) any sanctions that are imposed during any Contract Year.

(vii) Performance Guarantee Tables - The Performance Measurement Standards are set forth in the [below table, Covered California Performance Standards, Chart 1. Covered California Performance Standards below:](#)

[3. Performance Measurement Standards Reporting-Group 3- Quality, Network Management and Delivery System Reform](#)

[\(a\) All performance measures in Group 3 are for measurement only in 2014 with no penalty or credit assessed in 2015. For measurement in years 2015 and thereafter,](#)

penalty or credit will be assessed in 2016 and thereafter. For performance measures in Group 1 – Customer Service and Group 2 – Operations, measurement in year 2014 of penalty or assessments will count for 50% each of the total performance assessment.

- (b) Specific reporting requirements for HEDIS and CAHPS measures referenced in Attachment 14, Group 3 measures 3.1-3.4 are noted in Attachment 7, section 3.01
- (c) Attachment 14, Group 3 measures 3.1- 3.4 related to HEDIS/CAHPS Quality Reporting System Measures for “Getting the Right Care” (3.1), “Access to Care” (3.2), “Staying Healthy/Prevention” (3.3) and “Plan Service” (3.4) are all derived from HEDIS and/or CAHPS measures as noted in Appendix 1 to this attachment 14.
- (d) All HEDIS/CAHPS performance benchmark comparisons will be made to National HMO benchmarks regardless of the product and network type offered by QHPs.
- (e) Given the diversity of products offered by QHPs and the diversity of the networks offered as part of those products, using existing commercial or Medi-Cal product type reporting for HEDIS performance may not be reasonable once adequate enrollment levels are reached for each QHP. Further, Federal regulations during the certification period may require Covered California- specific HEDIS reporting (by product line). Covered California will work with its QHPs and Plan Management Advisory Committee to determine the appropriate measurement methodology after 2014 to best represent the performance of each QHP specific to Covered California enrollees.

Covered California Performance Standards for Contractor

Group 1: Customer Service Performance Standards = <u>50% of Total Performance Penalty or Credit for Measurement Year 2014 (paid in 2015)</u> <u>25% of Performance Penalty or Credit Thereafter</u> <u>25% of Performance Penalty or Credit</u>		
	Customer Service Measures	Covered California Performance Requirements
1.1	Call Answer Timeliness <u>for Covered California</u>	<p><u>Expectation:</u> 80% of calls answered 30 seconds. 5% of total performance penalty at risk.</p> <p><u>Performance Level:</u> <80%- 5% performance penalty. 80%-90%: no penalty. >90%: 5% performance credit.</p>
1.2	Processing ID Cards	<p><u>Expectation:</u> 99% sent within 10 business days of receiving complete and accurate enrollment information from the Exchange and premium. 5% of total performance requirement expected.</p> <p><u>Performance Level:</u> <50%: 5% penalty of total performance requirement. 50-98%: 2.5% penalty of total performance requirement. 99%: no penalty.</p>
1.3	Telephone Abandonment Rate for Covered California	<p><u>Expectation:</u> No more than 3% of incoming calls in a calendar month. 5% of total performance penalty at risk.</p> <p><u>Performance Level:</u> >3% abandoned-: 5% performance penalty. 2-3% abandoned: no penalty. <2% abandoned: 5% performance credit.</p>
1.4	Initial Call Resolution <u>for CC</u>	<p><u>Expectation:</u> 85% of enrollee issues will be resolved within one (1) business <u>business</u> day of receipt of the issue. 5% of total performance penalty at risk.</p> <p><u>Performance Level:</u> <85%: 5% performance penalty. 85-95%: no penalty. >95%: 5% performance credit.</p>
1.5	Grievance Resolution	<p><u>Expectation:</u> 95% of enrollee grievances resolved within 30 calendar days. 5% of total performance penalty at risk.</p> <p><u>Performance Level:</u> <95% resolved within 30 calendar days: 5% performance penalty. 95% or greater resolved within 30 calendar days: no penalty. 95% or greater resolved within 15 calendar days: 5% performance credit</p>

Covered California Performance Standards for Contractor

Group 2: Operational Performance Standards	
<u>50% of Performance Penalty or Credit for Measurement Year 2014 (paid 2015):</u>	
<u>25% of Performance Penalty or Credit <u>Thereafter</u></u>	
Operational Standards	Covered California Performance Requirements
<p>2.1 Enrollment and payment transactions</p> <p>6 month pilot period: 10/1/13-3/31/14</p> <p>Measurement period: 4/1/14-12/31/14</p>	<p><u>Expectation:</u> The Exchange will receive the 999 file within one business day of receipt of the 834/820 file 85% of the time and within 3 bus days of receipt of the 834/820 file 99% of the time within any given month.</p> <p><u>Expectation and Performance Level</u> and methodology to be determined after the pilot period (based on pilot period).</p>
<p>2.2 Effectuation of enrollment upon receipt of payment</p> <p>6 month pilot period: 10/1/13-3/31/14</p> <p>Measurement period: 4/1/14-12/31/14</p>	<p><u>Expectation:</u> The exchange will receive the 834 file within one business day of receipt of the member's initial payment file 85% of the time and within 3 bus days of receipt of the member's initial payment 99% of the time within any given month.</p> <p><u>Expectation and Performance Level</u> and methodology to be determined after the pilot period (based on pilot period).</p>
<p>2.3 Member payment</p> <p>6 month pilot period: 10/1/13-3/31/14</p> <p>Measurement period: 4/1/14-12/31/14</p>	<p><u>Expectation:</u> The Exchange will receive the 820 file within one business day of receipt of the member's payment file 95% of the time and within 3 business days of receipt of the member's payment 99% of the time within any given month.</p> <p><u>Expectation and Performance Level</u> and methodology to be determined after the pilot period (based on pilot period).</p>
<p>2.4 Enrollment change upon non-receipt of member payment, 30 day notice and termination</p> <p>6 month pilot period: 10/1/13-3/31/14</p> <p>Measurement period: 4/1/14-12/31/14</p>	<p><u>Expectation:</u> The Exchange will receive the 834 file within one business day of receipt of change of the members' status 95% of the time and within 3 business days of receipt of change of the members' status 99% of the time within any given month.</p> <p><u>Expectation and Performance Level</u> and methodology to be determined after the pilot period (based on pilot period).</p>
<p>2.5 Member Email or Written Inquiries</p>	<p><u>Expectation:</u> Correspondence 90% response to email or written inquiries within 15 working days of inquiry. Does not include written grievances or appeals. 10% of total performance requirement expected.</p> <p><u>Performance Level:</u> <70%: 10% penalty of total performance requirement. 70-90%: 5% penalty of total performance requirement. 90% or greater: no penalty. Greater than 90% in 2 days: 10% performance credit.</p>
<p>2.6 Member Call Volume</p>	<p>Track Only- No performance requirement or penalty assessment</p>

	Group 2 continued: Operational Standards	Group 2: Operational Performance Standards 25% of Performance Penalty or Credit
2.7	Data Submission specific to Attachment 7, Section 3.03	<p><u>Expectation:</u> Full and regular submission of data according to the standards outlined. 10% of total performance requirement expected.</p> <p><u>Performance Level:</u> Incomplete, irregular, late or non-useable data submission: 10% penalty of total performance requirement. Full and regular submission according to the formats specified and useable by Covered California within 30 days of each quarter end: no penalty.</p>
2.8	Reporting	<p><u>Expectation:</u> Submission of all required reports to Covered California within contractually specified times (varies by report or type of report). 5% of total performance requirement expected.</p> <p><u>Performance Level:</u> one or more reports submitted more than 4 months after required submission date: 5% penalty of total performance requirement. One or more reports submitted after 30 days of required submission date: 2.5% penalty of total performance requirement. All required reports submitted within 5 business days of required submission: no penalty.</p>

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Covered California Performance Standards for Contractor

<p>Group 3: <u>Covered California Performance Standards Performance Standards</u> Quality, Network Management and Delivery System Standards <u>0.0% of Performance Penalty or Credit for Measurement Year 2014/</u> 50% of Performance Penalty or Credit Thereafter</p>	
<p>3.1 Quality, Network Management and Delivery Systems Standards</p>	<p>Covered California Performance Requirements Covered California and Contractor shall work with the Covered California Advisory group to <u>periodically review and adjust</u> identify the specific measures within each of the measure sets [below] <u>consistent with any applicable Federal regulations</u>. In addition, Covered California will work with contractors as appropriate to adjust measure sets where a contractor does not have all of the specific HEDIS measures.</p>
<p>3.2.1</p>	<p><u>Quality and Network Management—Quality Reporting System (QRS)- Getting the Right Care;</u> related to Attachment 7, Section 3.01. <u>Specific measures noted in Appendix 1 to this Attachment 14.</u></p> <p><u>Expectation:</u> Getting the Right Care- HEDIS/CAHPS Clinical Effectiveness measure set summary (Product type reporting)- 406.255% of total performance requirement expected.</p> <p><u>Performance Level:</u> <50th PCT: 405% penalty; 51-75th PCT: no penalty; >75th PCT: 405% performance credit (vs. national HMO benchmark).</p>
<p>3.32</p>	<p><u>Quality and Network Management—Quality Reporting System (QRS)- Access to Care;</u> related to Attachment 7, Section 3.01. <u>Specific measures noted in Appendix 1 to this Attachment 14.</u></p> <p><u>Expectation:</u> Access to Care- HEDIS/CAHPS measure set summary (Product type reporting): 406.255% of total performance requirement expected.</p> <p><u>Performance Level:</u> <50th PCT: 405% penalty; 51-75th PCT: no penalty; >75th PCT: 405% performance credit (vs. national HMO benchmark).</p>
<p>3.43</p>	<p><u>Quality Reporting System Quality and Network Management—(QRS)- Staying Healthy/Prevention;</u> related to Attachment 7, Section 3.01. <u>Specific measures noted in Appendix 1 to this Attachment 14.</u></p> <p><u>Expectation:</u> Staying Healthy/Prevention- HEDIS/CAHPS measure set summary-(Product type reporting)- 406.255% of total performance requirement expected.</p> <p><u>Performance Level:</u> <50th PCT: 405% penalty; 51-75th PCT: no penalty; >75th PCT: 405% performance credit (vs. national HMO benchmark).</p>
<p>3.54</p>	<p><u>Quality Reporting System (QRS-Plan Service); related to Attachment 7, Section 3.01. Specific measures noted in Appendix 1 to this Attachment 14.</u> <u>Quality and Network Management—(QRS); related to Attachment 7, Section 3.01</u></p> <p><u>Expectation:</u> Plan Service- CAHPS measure set summary (Product type reporting) 406.255% of total performance requirement expected.</p> <p><u>Performance Level:</u> <50th PCT: 405% penalty; 51-75th PCT: no penalty; >75th PCT: 405% performance credit (vs. national HMO benchmark).</p>

<p>3.65</p>	<p>eValue8 – specific to Attachment 7, Section 3.05</p>	<p><u>Expectation:</u> Total Covered California eValue8 performance, 795.5 points total. 10% of total performance penalty at risk.</p> <p><u>Performance Level:</u> < 40% of total points: 10% performance penalty. 40-74% of total points-no penalty. 75% or greater of total points: 10% performance credit.</p>
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Covered California Performance Standards for Contractor

<p align="center">Group 3 continued: Covered California Performance Standards Quality, Network Management and Delivery System Standards 0.0% of Performance Penalty or Credit for Measurement Year 2014 50% of Performance Penalty or Credit Thereafter Quality, Network Management and Delivery System Standards 50% of Performance Penalty or Credit</p>		
<p><u>3.75</u> <u>6</u></p>	<p>Quality and Network Management- Health Status Assessment; Attachment 7, Section 3.06.</p>	<p><u>Performance expectation to be determined in collaboration with QHPs based on 2014 measurement with Year 1 Track only; Year 2-3 performance measure based on Year 1 determined performance with preliminary target of exceeding QHP 50th percentile to avoid penalty</u></p> <p><u>NOTE: for 2014 measurement year/2015 penalty/credit assessment, track and report to QHPs only;5% penalty at risk thereafter (2015 measurement and beyond)</u></p>
<p><u>3.86</u> <u>7</u></p>	<p>Quality and Network Management- Preventive Health and Wellness; Attachment 7, Section 4.01.</p>	<p><u>Performance expectation to be determined in collaboration with QHPs based on 2014 measurement with preliminary target of exceeding QHP 50th percentile to avoid penalty</u></p> <p><u>NOTE: for 2014 measurement year/2015 penalty/credit assessment, track and report to QHPs only;5% penalty at risk thereafter (2015 measurement and beyond)</u> <u>Year 1 Track only; Year 2-3 performance measure based on Year 1 determined performance with preliminary target of exceeding QHP 50th percentile to avoid penalty</u></p>
<p><u>3.97</u> <u>8</u></p>	<p>Quality and Network Management- New Care Models; Attachment 7, Section 5.02.</p>	<p><u>Performance expectation to be determined in collaboration with QHPs based on 2014 measurement with preliminary target of exceeding QHP 50th percentile to avoid penalty</u></p> <p><u>NOTE: for 2014 measurement year/2015 penalty/credit assessment, track and report to QHPs only;5% penalty at risk thereafter (2015 measurement and beyond)</u> <u>Year 1 Track only; Year 2-3 performance measure based on Year 1 determined performance with preliminary target of exceeding QHP 50th percentile to avoid penalty</u></p>
<p><u>3.10</u> <u>89</u></p>	<p>Quality and Network Management- At Risk Enrollees; Attachment 7, Section 5.04</p>	<p><u>Performance expectation to be determined in collaboration with QHPs based on 2014 measurement with preliminary target of exceeding QHP 50th percentile to avoid penalty</u></p> <p><u>NOTE: for 2014 measurement year/2015 penalty/credit assessment, track and report to QHPs only;5% penalty at risk thereafter (2015 measurement and beyond)</u> <u>Year 1 Track only; Year 2-3 performance measure based on Year 1 determined performance with preliminary target of exceeding QHP 50th percentile to avoid penalty</u></p>

Covered California Performance Standards for Covered California

Group 4: Covered California Performance Standards for Covered California Potential 25% Credit	
Customer Service Measures	Covered California Performance Requirements
4.1 Call Answer Timeliness for Covered California	<p><u>Expectation:</u> 80% of calls answered 30 seconds. <u>6.25%</u> of total performance penalty at risk.</p> <p><u>Performance Level:</u> <80%- <u>6.25%</u> performance penalty. 80%-90%: no penalty. >90%: 5% performance credit.</p>
4.2 Telephone Abandonment Rate for Covered California	<p><u>Expectation:</u> No more than 3% of incoming calls in a calendar month. <u>6.25%</u> of total performance penalty at risk.</p> <p><u>Performance Level:</u> >3% abandoned:- <u>6.25%</u> performance penalty. 2-3% abandoned: no penalty. <2% abandoned: 5% performance credit.</p>
4.3 Initial Call Resolution for Covered California	<p><u>Expectation:</u> 85% of enrollee issues will be resolved within one (1) business day of receipt of the issue was received. <u>6.25%</u> of total performance penalty at risk.</p> <p><u>Performance Level:</u> <85%: <u>6.25%</u> performance penalty. 85-95%: no penalty. >95%: <u>6.25%</u> performance credit.</p>
4.4 Grievance Resolution for Covered California	<p><u>Expectation:</u> 95% of enrollee grievances resolved within 30 calendar days. <u>6.25%</u> of total performance penalty at risk.</p> <p><u>Performance Level:</u> <95% resolved within 30 calendar days: <u>6.25%</u> performance penalty. 95% or greater resolved within 30 calendar days: no penalty. 95% or greater resolved within 15 calendar days: <u>6.25%</u> performance credit</p>

Appendix - Computation of Performance Measurement Standards [to be attached]

**Appendix 1 to Attachment 14. Quality, Network Management and Delivery Systems Standards
Covered California Performance Requirements**

1.3.1 Quality and Network Management—Quality Reporting System (QRS) - Getting the Right Care- HEDIS/CAHPS Clinical Effectiveness measure set summary

~~Expectation: Getting the Right Care—HEDIS/CAHPS Clinical Effectiveness measure set summary (product type reporting) – 10% of total performance requirement expected.~~

Appropriate Care
Appropriate Testing for Children With Pharyngitis
Appropriate Treatment for Children With Upper Respiratory Infection
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis
Use of Imaging Studies for Low Back Pain
All-Cause Readmissions
Annual Monitoring for Patients with Persistent Medications
Plan All-Cause Readmission (average adjusted probability of readmission)
Diabetes Care
CDC: Medical Attention for Nephropathy
CDC: Hemoglobin-A1c Testing
CDC: LDL-C Screening
CDC: Eye Exam (Retinal) Performed
CDC: LCL-C Control (<100 mg/DI)
CDC: HbA1c Control (<8.0%)
CDC: Blood Pressure Control (140/90 mm Hg)
CDC: HbA1c Poorly Control (>9.0%)
Cardiovascular Care
Controlling High Blood Pressure
Cholesterol Management for Patients with Cardiovascular Conditions: LDL-C Control (<100 mg/dL)
Cholesterol Management for Patients With Cardiovascular Conditions (LDL-C Screening Only)
Persistence of beta blocker treatment after a heart attack
Behavioral Health Care
Antidepressant Medication Management (Both Rates)
Follow-Up After Hospitalization for Mental Illness (7-Day Rate Only)
Follow-Up for Children Prescribed ADHD Medication (Both Rates)
Initiation & Engagement of Alcohol & Other Drug Dependence Treatment - Engagement (13-17 Yrs and 18+ Yrs)
Other Chronic Care
Medication Management for People With Asthma (50%/75% remained on controller medications)
Use of Spirometry Testing in the Assessment and Diagnosis of COPD
Drug Therapy for Rheumatoid Arthritis
Pharmacotherapy management of COPD Exacerbation (bronchodilator and systemic corticosteroid)
Doctor and Care Ratings
Global Rating of Care (CAHPS)
Global Rating of Personal Doctor (CAHPS)
Global Rating of Specialist (CAHPS)

*certain CAHPS measures may not be available for all Product Types

3.2 Quality and Network Management - Quality Reporting System -- (QRS) - Access to Care- HEDIS/CAHPS measure set summary

~~2.~~

~~Expectation: Access to Care HEDIS/CAHPS measure set summary (product type reporting) 10% of total performance requirement expected.~~

Access to Care
Getting Care Quickly Composite (CAHPS)
Getting Needed Care Composite (CAHPS)
Child and Adolescent Access to Primary Care Practitioners (12-14, 25mo-6yr, 7-11, 12-19) HEDIS
Adults' Access to Preventive/Ambulatory Health Services (20 to 44 years and 45 to 64 years) HEDIS

*certain CAHPS measures may not be available for all Product Types

3.3.3 Quality and Network Management Reporting System -- (QRS) - Staying Healthy/Prevention- HEDIS/CAHPS measure set summary

~~Expectation: Staying Healthy/Prevention HEDIS/CAHPS measure set summary (product type reporting) 10% of total performance requirement expected.~~

Adult Staying Healthy/Prevention
Checking for Cancer
Breast Cancer Screening
Cervical Cancer Screening
Colorectal Cancer Screening
Getting Help to Stay Healthy
Chlamydia Screening in Women (Age 21-24)
Adult BMI Assessment
Prenatal and Postpartum Care (Both Rates)
Flu Shots for Adults (Ages 50-64) (CAHPS)
Medical Assistance With Smoking and Tobacco Use Cessation (Advising Smokers and Tobacco Users to Quit Only) (CAHPS)
Aspirin Use and Discussion(CAHPS)
Children and Adolescent Staying Healthy/Prevention
Weight Assessment & Counseling for Nutrition & Physical Activity for Children & Adolescents
Well-Child Visits in the 3rd, 4th, 5th, & 6th Years of Life
Well-Child Visits in the First 15 Months of Life
Adolescent Well-Care Visits
Immunizations for Adolescents
Childhood Immunization Status - Combo 3
Chlamydia Screening in Women (Age 16-20)

*certain CAHPS measures may not be available for all Product Types

4- 3.4- Quality Reporting System (QRS)- Plan Service- CAHPS measure set summary
Quality and Network Management – QRS

~~Expectation: Plan Service – CAHPS measure set summary (Product type reporting) – 10% of total performance requirement expected.~~

Plan Service
Claims Processing Composite (CAHPS)
Customer Service Composite (CAHPS)
Plan Information on Costs Composite(CAHPS)
Global Rating of Plan(CAHPS)

*certain CAHPS measures may not be available for all Product Types