

Medicare Health Plan Quality and Performance Ratings
Technical Notes
11/01/2007

The master table includes each Health Plan quality measure shown in the table. All data are reported at the contract level.

I. Helping You Stay Healthy

A. Breast Cancer Screening

1. % of (denominator) female MA enrollees ages 50 to 69 who (numerator) had a mammogram during the measurement year or the year prior to the measurement year.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

B. Colorectal Cancer Screening

1. % of (denominator) MA enrollees aged 50 to 80 who (numerator) had appropriate screening for colorectal cancer.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

C. Cardiovascular Care – Cholesterol Screening

1. % of (denominator) MA enrollees with ischemic vascular disease who (numerator) had LDL-C test performed during the measurement year.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

D. Diabetes Care – Cholesterol Screening

1. % of (denominator) diabetic MA enrollees who (numerator) had an LDL-C test performed during the measurement year, or the year prior to the measurement year.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

E. Glaucoma Testing

1. % of (denominator) MA enrollees aged 65 or older without a prior diagnosis of glaucoma who (numerator) had at least one glaucoma exam by an eye doctor during the measurement year.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

F. Appropriate Monitoring of Patients Taking Long-term Medications

1. % of (denominator) MA enrollees who received at least a 180 day supply of either Angiotensin Converting Enzyme (ACE) inhibitors or Angiotensin Receptor Blockers (ARB), digoxin, diuretics, anticonvulsants, or statins, and who (numerator) received at least one monitoring event appropriate for the specific therapeutic agent during the measurement year.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

G. Annual Flu Vaccine

1. % of (denominator) sampled Medicare enrollees who (numerator) received an influenza vaccination between September – December during the measurement year.
 - Did you get a flu shot last year, that is anytime from September to December 2006?
2. Data Source: CAHPS, conducted March – June, 2007

H. Pneumonia Vaccine

1. % of (denominator) sampled Medicare enrollees who (numerator) reported ever having received a pneumococcal vaccine.
 - Have you ever had a pneumonia shot? This shot is usually given only once or twice in a person's lifetime and is different from the flu shot. It is also called the pneumococcal vaccine.
2. Data Source: CAHPS, conducted March – June, 2007

II. Getting Care From Your Doctors and Specialists

A. Access to Primary Care Doctor Visits

1. This measure is defined as the percent of (denominator) MA enrollees who (numerator) had an ambulatory or preventive care visits during the measurement year.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

B. Follow-up visit after Hospital Stay for Mental Illness (within 30 days of Discharge)

1. % of (denominator) discharges for MA enrollees hospitalized for Mental illness during the measurement year, for which (numerator) at least one follow up visit with a mental health practitioner occurred within 30 days of discharge.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

C. Doctor Follow up for Depression

1. % of (denominator) MA enrollees diagnosed with a new episode of depression and treated with antidepressant medication, who (numerator) had at least three practitioner follow-up contacts coded with a mental health diagnosis during the 12 week acute treatment phase.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

D. Getting Needed Care without Delays

1. CAHPS Composite: % of (denominator) sampled Medicare enrollees who answered always or usually (numerator) combined for the following questions-
 - In the last 6 months, how often was it easy to get appointments with specialists?
 - In the last 6 months, how often was it easy to get the care, tests, or treatment you needed through your health plan?
2. Data Source: CAHPS, conducted March – June, 2007

III. Getting Timely Information and Care From Your Health Plan

A. Getting Appointments and Care Quickly

1. CAHPS Composite: % of (denominator) sampled Medicare enrollees who answered always or usually (numerator) combined for the following questions-
 - In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?
 - In the last 6 months, not counting the times when you needed health care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?
2. Data Source: CAHPS, conducted March – June, 2007

B. Overall Rating of Health Care Quality

1. CAHPS Rating: % of (denominator) sampled Medicare enrollees who answered 8, 9, or 10 (numerator) out of a 0-10 scale combined for the following question-
 - Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?
2. Data Source: CAHPS, conducted March – June, 2007

C. Overall Rating of Health Plan

1. CAHPS Rating: % of (denominator) sampled Medicare enrollees who answered 8, 9, or 10 (numerator) out of a 0-10 scale combined for the following question-
 - Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?
2. Data Source: CAHPS, conducted March – June, 2007

D. Call Answer Timeliness

1. % of (denominator) calls from MA enrollees received by MCOs member services call centers during regular operating hours during the measurement year, which (numerator) were answered by a live voice within 30 seconds.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

E. Doctors who Communicate Well

1. CAHPS Composite: % of (denominator) sampled Medicare enrollees who answered always or usually (numerator) combined for the following questions:
 - In the last 6 months, how often did your personal doctor listen carefully to you?

- In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
 - In the last 6 months, how often did your personal doctor show respect for what you had to say?
 - In the last 6 months, how often did your personal doctor spend enough time with you?
2. Data Source: CAHPS, conducted March – June, 2007

IV. Managing Chronic (Long-Lasting) Conditions

A. Osteoporosis Management

1. % of (denominator) female MA enrollees 67 and older who suffered a fracture during the measurement year, and (numerator) who subsequently had either a bone mineral density test or were prescribed a drug to treat or prevent osteoporosis in the six months after the fracture.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

B. Diabetes Care – Eye Exam

1. % of (denominator) diabetic MA enrollees who (numerator) had a retinal or dilated eye exam by an eye care professional during the measurement year.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

C. Diabetes Care – Kidney Disease Monitoring

1. % of (denominator) diabetic MA enrollees who (numerator) either had a urine microalbumin test during the measurement year, or who had received medical attention for nephropathy during the measurement year.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

D. Diabetes Care – Blood Sugar Controlled

1. % of (denominator) diabetic MA enrollees (numerator) whose most recent HbA1c level is greater than 9, or who were not tested during the measurement year.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

E. Diabetes Care – Cholesterol Controlled

1. % of (denominator) diabetic MA enrollees (numerator) whose most recent LDL-C level during the measurement year was 100 or less.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

F. Antidepressant Medication Management (6 months)

1. % of (denominator) MA enrollees with a new diagnosis of depression who were treated with antidepressant medication, and (numerator) who remained on an antidepressant for at least 180 days (6 months).
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

G. Controlling Blood Pressure

1. % of (denominator) sampled MA enrollees with hypertension on or before June 30 of the measurement year, (numerator) who most recent chart notation of systolic BP was 140 or less and diastolic BP was 90 or less during the measurement year.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

H. Rheumatoid Arthritis Management

1. % of (denominator) MA enrollees diagnosed with rheumatoid arthritis during the measurement year, and (numerator) who received at least one prescription for a disease modifying anti-rheumatic drug (DMARD).
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

I. Testing to Confirm Chronic Obstructive Pulmonary Disease

1. % of (denominator) MA enrollees with a new diagnosis or newly active Chronic Obstructive Pulmonary Disease (COPD) during the measurement year, who (numerator) received appropriate spirometry testing to confirm the diagnosis.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

J. Continuous Beta-Blocker Treatment

1. % of (denominator) MA enrollees hospitalized and discharged alive during the measurement year with a diagnosis of acute myocardial infarction, and (numerator) who received treatment with beta blockers for 6 months after discharge.
2. Data Source: HEDIS, January 1 – December 31, 2006 measurement year.

V. Your Rights to Appeal

A. Plan Makes Timely Decisions about Appeals

1. % of appeals cases where a plan's decision was "upheld" by the IRE (numerator) out of all the plan's cases ("upheld" & "overturned" cases only) that the IRE reviewed (denominator)
2. Data Source: IRE/ Maximus, January 1 – December 31, 2006 measurement year.

B. Reviewing Appeals Decisions

1. % of appeals timely processed by the plan (numerator) out of all the plan's appeals cases decided by the IRE (excluding dismissed cases and cases with unknown timeliness) (denominator).
2. Data Source: IRE/ Maximus, January 1 – December 31, 2006 measurement year.

Methodologies for Calculating Stars at the Individual Measure Level

HELPING YOU STAY HEALTHY		
<i>Individual Measures</i>	<i>Data Source</i>	<i>Star Assignment Rules</i>
Breast Cancer Screening	HEDIS	See Table 1
Colorectal Cancer Screening	HEDIS	See Table 1
Cardiovascular Care – Cholesterol Screening	HEDIS	See Table 2
Diabetes Care – Cholesterol Screening	HEDIS	See Table 2
Glaucoma Testing	HEDIS	See Table 1
Appropriate Monitoring of Patients Taking Long-term Medications	HEDIS	See Table 1
Annual Flu Vaccine	CAHPS	See Table 1
Pneumonia Vaccine	CAHPS	See Table 1
GETTING CARE FROM YOUR DOCTORS AND SPECIALISTS		
<i>Individual Measures</i>	<i>Data Source</i>	<i>Star Assignment Rules</i>
Access to Primary Care Doctor Visits	HEDIS	See Table 2
Follow-up Visit after Hospital Stay for Mental Illness (within 30 days of discharge)	HEDIS	See Table 1
Doctor Follow up for Depression	HEDIS	See Table 3
Getting Needed Care without Delays**	CAHPS	See Table 2
GETTING TIMELY INFORMATION AND CARE FROM YOUR HEALTH PLAN		
<i>Individual Measures</i>	<i>Data Source</i>	<i>Star Assignment Rules</i>
Getting Appointments and Care Quickly**	CAHPS	See Table 2
Overall Rating of Health Care Quality***	CAHPS	See Table 2
Overall Rating of Health Plan***	CAHPS	See Table 2
Call Answer Timeliness	HEDIS	See Table 1
Doctors who Communicate Well**	CAHPS	See Table 2
MANAGING CHRONIC (LONG-LASTING) CONDITIONS		
<i>Individual Measures</i>	<i>Data Source</i>	<i>Star Assignment Rules</i>
Osteoporosis Management	HEDIS	See Table 3
Diabetes Care – Eye Exam	HEDIS	See Table 1
Diabetes Care – Kidney Disease Monitoring	HEDIS	See Table 2
Diabetes Care – Blood Sugar Controlled*	HEDIS	See Table 1
Diabetes Care – Cholesterol Controlled	HEDIS	See Table 1
Antidepressant Medication Management (6 months)	HEDIS	See Table 1
Controlling Blood Pressure	HEDIS	See Table 1
Rheumatoid Arthritis Management	HEDIS	See Table 1
Testing to Confirm Chronic Obstructive Pulmonary Disease	HEDIS	See Table 3
Continuous Beta Blocker Treatment	HEDIS	See Table 1
YOUR RIGHTS TO APPEAL		
<i>Individual Measures</i>	<i>Data Source</i>	<i>Star Assignment Rules</i>
Plan Makes Timely Decisions about Appeals	IRE	See Table 2
Reviewing Appeals Decisions	IRE	See Table 1

* Measure reverse scored to maintain uniform directionality

** % "Always" + "Usually" on a 4 point scale that includes "never, sometimes, usually and always"

*** % "8" + "9" + "10" on a 10 point scale where 10 is the best possible.

Missing Data Thresholds

Domain	Number of missing items allowable for each Domain score
Helping You Stay Healthy	4 out of 8
Getting Timely Information and Care	1 out of 5
Getting Care from your Doctors and Specialists	2 out of 4
Managing Chronic (Long-Lasting) Conditions	5 out of 10
Your Rights to Appeal	0 out of 2

Table 1: Star assignment cutpoints for normally distributed Part C measures

Percentile Rank (National)	Star Assignment
<15 th percentile	1 star
≥15 th and < 35 th percentile	2 star
≥ 35 th and < 65 th percentile	3 star
≥ 65 th and < 85 th percentile	4 star
≥ 85 th percentile	5 star

Table 2: Absolute value based Star assignment cutpoints for Part C measures which skewed high.

Rate Value	Star Assignment
≥ 0% and < 50%	1 star
≥ 50% and < 75%	2 star
≥ 75% and < 85%	3 star
≥ 85% and < 95%	4 star
≥ 95%	5 star

Table 3: Absolute value based Star assignment cutpoints for Part C measures which skewed low.

Rate Value	Star Assignment
≥ 0% and < 20%	1 star
≥ 20% and < 40%	2 star
≥ 40% and < 60%	3 star
≥ 60% and < 85%	4 star
≥ 85%	5 star

Cutpoint Values for Measures Using Table 1 Star Assignment Rules

Measure Name	15th percentile value	35th percentile value	65th percentile value	85th percentile value
Breast Cancer Screening	59.6491	66.6667	73.8462	80.2920
Colorectal Cancer Screening	40.1460	48.1752	58.2734	66.1017
Glaucoma Testing	47.5091	59.0806	70.0117	75.3351
Appropriate Monitoring for Patients Taking Long-term Medications	76.0969	83.9482	88.2682	90.4538
Annual Flu Vaccine	59.5776	67.5966	73.8464	77.8887
Pneumonia Vaccine	57.5682	65.8011	72.4328	76.9759
Follow up for Hospitalization for Mental Illness (within 30 days of discharge)	36.9874	50.0000	65.0000	76.5625
Call Answer Timeliness	46.4118	62.9371	75.4290	82.3914
Diabetes Care - Eye exam	43.3071	56.4477	66.6667	76.3990
Diabetes Care - Blood Sugar Controlled	54.3424	66.1800	80.4545	85.8881
Diabetes Care - Cholesterol Controlled	33.5766	41.4815	50.9804	57.3240
Antidepressant Medication Management (6 months)	34.2857	39.6313	48.3709	55.2941
Controlling Blood Pressure	48.6618	53.8824	60.6061	64.9635
Rheumatoid Arthritis Management	56.5517	66.8033	76.0000	81.9383
Continuous Beta Blocker Treatment	60.1626	66.4804	75.0000	82.8767
Reviewing Appeals Decisions	67.8322	78.1250	86.8852	91.6667

Methodology for Calculating Stars at the Domain Level

Methodology: Simple average of star values from the star values assigned to each measure based on the business logic (measures with missing or suppressed values do not have stars assigned and thus are not used in the domain average)

Part C Domain and Missing/Insufficient Data Thresholds

Domain	Minimum Number of Measures Needed to Calculate a Domain Score
Helping You Stay Healthy	4 out of 8
Getting Care from Your Doctors and Specialists	2 out of 4
Getting Timely information and Care From Your Health Plan	4 out of 5
Managing Chronic (Long Lasting) Conditions	5 out of 10
Your Rights to Appeal	2 out of 2