



Comprehensive Wellness

Measures At A Glance

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Mandatory Measures (3)

Note: Mandatory measures are those measures that are a requirement of accreditation and must be reported to URAC on an annual basis.

Measure	URAC Domain	Measure Name	Measure Steward	Measure Description	Numerator	Denominator	Data Source
CW2010-01	Prevention & Treatment	Health Risk Assessment Tool (HRAT) Completion Rates	URAC	This set of three measures assesses health risk assessment tool (HRAT) completion rates: <i>Part A</i> is Overall HRAT Completion Rate, including all consumers who were eligible for a wellness program; <i>Part B</i> is Initial HRAT Completion Rate, including only those eligible consumers who did not complete a HRAT in the past; and <i>Part C</i> is Consecutive HRAT Completion Rate, including only those eligible consumers who also completed an HRAT during the preceding measurement period.	<p><i>Part A:</i> The number of consumers in the denominator that completed an HRAT within the timeframe for completion specified by the wellness program.</p> <p><i>Part B:</i> The number of consumers in the denominator that completed an HRAT within the timeframe for completion specified by the wellness program.</p> <p><i>Part C:</i> The number of consumers in the denominator that completed an HRAT within the timeframe for completion specified by the wellness program.</p>	<p><i>Part A:</i> All consumers age 18 and older who were eligible for a wellness program that includes an HRAT component during the measurement period.</p> <p><i>Part B:</i> All consumers age 18 and older who were eligible for the wellness program during the measurement period and who had not completed an HRAT at any time previously.</p> <p><i>Part C:</i> All consumers 18 and older who were members of the wellness program during the measurement period year and who completed an HRAT during the previous HRAT measurement period.</p>	Survey, Admin Data
CM2012-03	Health Care Management	Complaint Response Timeliness	URAC	This measure has two parts: <i>Part A</i> assesses the percentage of consumer complaints to the wellness program to which the organization responded within the time frame that the program has established for complaint response; <i>Part B</i> assesses the average time, in business days, for complaint response.	<p><i>Part A:</i> The number of complaints in the denominator to which the organization responded within the target timeframe the wellness program has established for complaint response.</p> <p><i>Part B:</i> The sum of business days to respond to each consumer complaint counted in the denominator ($n_1 + n_2 + \dots + n_x$, where n_1 = number of business days to respond to complaint 1, n_2 = number of business days to respond to complaint 2 ... n_x = number of business days to respond to complaint x).</p>	Count of all consumer complaints that the wellness program received in the measurement year.	Admin Data

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Measure	URAC Domain	Measure Name	Measure Steward	Measure Description	Numerator	Denominator	Data Source
CM2013-04	Engagement & Experience of Care	Overall Consumer Satisfaction	URAC	The percentage of program participants who completed a consumer satisfaction survey and reported that they were “satisfied” overall with the wellness plan during the measurement period.	The number of program participants in the denominator who reported that they were “satisfied” overall with the wellness program.	All program participants who completed greater than (>) 50% of a consumer satisfaction survey during the measurement period.	Survey Data

Exploratory Measures (2)

Note: Exploratory measures are measures “on the cutting edge”, meaning that either the industry has not come to consensus on how to measure a particular concept or the measure is experimental or in development. In the case of exploratory measure, the organization has the option to report.

Measure	URAC Domain	Measure Name	Measure Steward	Measure Description	Numerator	Denominator	Data Source
CW2010-04	Prevention & Treatment	Program Interaction Rates	URAC	In this set of three (3) measures, the organization is asked to report on its success in enrolling and engaging participants and on program completion rates. <i>Part A</i> examines Enrollment Rate; <i>Part B</i> examines Engagement Rate; <i>Part C</i> examines Program Completion Rate.	<i>Part A:</i> The number of consumers in the denominator that enrolled in the wellness program during the measurement period. <i>Part B:</i> The number of consumers in the denominator that engaged in the wellness program during the measurement period. <i>Part C:</i> The number of consumers in the denominator that completed a wellness program component during the measurement period.	<i>Part A & B:</i> All consumers who were eligible for the wellness program during the measurement period. <i>Part C:</i> All consumers who were enrolled in a wellness program component during the measurement period.	Administrative Data

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Measure	URAC Domain	Measure Name	Measure Steward	Measure Description	Numerator	Denominator	Data Source
CW2010-05	Communication & Care Coordination	Self-Reported Changes in Health Risk / Health Status	URAC	In this set of five measures, the organization is asked to report self-reported changes in health risk or health status related to: (a) increased readiness to change; (b) healthier eating habits; (c) decreased body-mass index (BMI); (d) tobacco cessation; (e) increased level of physical exercise. Change is measured between baseline assessment and post-intervention.	<p><i>Part A:</i> The number of consumers in the denominator that reported an increase in readiness to change in a targeted behavior since beginning participation in the selected program.</p> <p><i>Part B:</i> The number of consumers in the denominator that reported healthier eating habits, demonstrated by report of eating more fruits and vegetables (or by improvement on a comparable indicator) since beginning participation in the selected program.</p> <p><i>Part C:</i> The number of consumers in the denominator that reported a decreased BMI or weight loss since beginning participation in the selected program.</p> <p><i>Part D:</i> The number of consumers in the denominator that reported they quit tobacco use since beginning participation in the selected program.</p> <p><i>Part E:</i> The number of consumers in the denominator that reported an increase in physical exercise since beginning participation in the selected program.</p>	<p><i>Part A:</i> All consumers who participated in any of the organization’s wellness programs that included an assessment of readiness to change during the measurement period.</p> <p><i>Part B:</i> All consumers who participated in any of the organization’s wellness programs that targeted eating habits during the measurement period.</p> <p><i>Part C:</i> All consumers who participated in any of the organization’s wellness programs that targeted weight loss during the measurement period.</p> <p><i>Part D:</i> All consumers who participated in any of the organization’s wellness programs that targeted tobacco cessation during the measurement period.</p> <p><i>Part E:</i> All consumers who participated in any of the organization’s wellness programs that targeted physical exercise during the measurement period.</p>	Administrative Data

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