

SPECIALTY PHARMACY ACCREDITATION V3.0 MANDATORY MEASURES

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

| MEASURE # | MEASURE NAME | MEASURE STEWARD | URAC DOMAIN | MEASURE DESCRIPTION | NUMERATOR | DENOMINATOR | DATA SOURCE |
|-------------|-------------------------|---------------------------------|------------------|--|---|--|--|
| DM2012-13 | Drug-Drug Interactions | Pharmacy Quality Alliance (PQA) | Safe Care | This measure assesses the percentage of patients who received a prescription for a target medication during the measurement period and who were dispensed a concurrent prescription for a precipitant medication. Stratify by Commercial, Medicaid, and Medicare (i.e., report each product line separately). | The number of patients in the denominator who were dispensed a concurrent precipitant medication during the measurement period. | Patients who received a target medication. | Enrollment Data; Pharmacy Data |
| DTM 2010-04 | Call Center Performance | URAC | Health Care Mgmt | This measure has two parts: Part A evaluates the percentage of calls during normal business hours to the organization's call service center(s) during the measurement period that were answered by a live voice within 30 seconds; Part B evaluates the percentage of calls made during normal business hours to the organization's call service center(s) during the reporting year that were abandoned by callers before being answered by a live customer service representative. | Part A: The number of calls answered by a live customer service representative within 30 seconds of being placed in the organization's ACD call queue. Part B: The number of calls abandoned by callers after being placed in the ACD call queue and before being answered by a live customer service representative. | Total number of calls received by the organization's call service center during normal business hours during the measurement period. | Automatic Call Distribution (ACD) Data |

Disclaimer: URAC reserves the right to update its measures and measure sets to maintain measure relevancy and to remedy any unintended consequences that may arise during implementation. Further, URAC may add and/or align its measures with regulatory requirements of federal, state, and local governments.

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|-----------|---------------------|-----------------|-------------|---|--|---|---------------|
| MP2012-06 | Dispensing Accuracy | URAC | Safe Care | <p>This six-part measure and composite roll-up assesses the percentage of prescriptions that the organization dispensed inaccurately.</p> <p>Measure parts include: (A) Incorrect Drug and/or Product Dispensed; (B) Incorrect Recipient; (C) Incorrect Strength; (D) Incorrect Dosage Form; (E) Incorrect Instructions; (F) Incorrect Quantity.</p> | <p>Part A: The number of drugs and products in the denominator in which an incorrect drug and/or product was dispensed. Part B: The number of drugs and products in the denominator that were dispensed to an incorrect recipient. Part C: The number of prescriptions in the denominator that were dispensed at an incorrect strength. Part D: The number of prescriptions in the denominator that were dispensed in an incorrect dosage form. Part E: The number of drugs and products in the denominator that were dispensed with incorrect patient instructions. Part F: The number of drugs and products in the denominator that were dispensed as an incorrect quantity. Roll up Methodology: Sum numerator parts A - F.</p> | Total number of drugs and products dispensed by the organization to or on behalf of a specific patient during the measurement period. | Pharmacy Data |

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| MP2012-07 | Distribution Accuracy | URAC | Safe Care | This measure assesses the percentage of prescriptions delivered to the wrong recipient. Part A measures the percentage of prescriptions mailed with an incorrect address; Part B measures the percentage of prescriptions mailed with a correct address that were not delivered to the correct location. | Part A: The number of drugs and products in the denominator that were dispensed with an incorrect address. Part B: The number of drugs and products in the denominator that were delivered to the wrong location despite having the correct address on the package. | Total number of drugs and products dispensed by the organization to or on behalf of a specific patient during the measurement period. | Pharmacy Data |
| MP2012-08 | Turnaround Time for Prescriptions | URAC | Health Care Mgmt | This 3-part measure assesses the average speed with which the organization fills prescriptions, once the prescription is "clean". Part A measures prescription turnaround time for clean prescriptions; Part B measures prescription turnaround time for prescriptions that required intervention; and Part C measures prescription turnaround time for all prescriptions. | Part A, B, C: The sum of business days to fill prescriptions in the denominator ($n_1 + n_2 + \dots + n_x$, where n_1 = the number of business days to schedule delivery of prescription 1, n_2 = the number of business days to schedule delivery of prescription 2 ... n_x = the number of business days to schedule delivery of prescription x). | Part A: Total number of drugs and products that arrived clean and that the organization filled during the measurement period. Part B: Total number of prescriptions that initially required intervention and that the organization filled during the measurement period. Part C: Total number of prescriptions the organization filled during the measurement period. | Pharmacy Data |

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SPECIALTY PHARMACY ACCREDITATION V3.0 EXPLORATORY MEASURES

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 # | MEASURE NAME | MEASURE STEWARD | URAC DOMAIN | MEASURE DESCRIPTION | NUMERATOR | DENOMINATOR | DATA SOURCE |
|-----------|---|---------------------------------|---------------------------------|---|---|---|------------------------------------|
| DM2012-12 | Proportion of Days Covered (PDC) -- Specialty | Pharmacy Quality Alliance (PQA) | Engagement & Experience of Care | <p>Measures percentage of participants 18 years and older who met the proportion of days covered (PDC) threshold of 80% during the measurement year. A separate rate is calculated for the following medications: Multiple Sclerosis medications (TBD by PQA*); Hepatitis C medications (TBD by PQA); Rheumatoid Arthritis medications (TBD by PQA), Antiretroviral (this measure has a threshold of 90% for at least 2 medications).</p> <p>* Note: those indicated as “TBD by PQA” are currently pending adoption by the Measure Steward.</p> | The number of patients who met the PDC threshold during the measurement year. | Members 18 years and older as of the last day of the measurement period who filled two or more prescriptions with 150 days between the first fill and the last fill, over a 12- month period. | Pharmacy Claims; Enrollment Data |
| SP2012-09 | Fulfillment of Promise to Deliver | URAC | Process | This measure assesses the percentage of prescriptions that the organization delivered on time. | Number of prescriptions in the denominator that patients received on the date scheduled for delivery. | Total number of prescriptions that the organization filled during the measurement period. | Administrative Data; Pharmacy Data |

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| PH2015-01 | Primary Medication Non-Adherence | Pharmacy Quality Alliance (PQA) | Engagement & Experience of Care | The percentage of prescriptions for chronic medications e-prescribed by a prescriber and not obtained by the patient in the following 30 days. This rate measures the level of primary medication non-adherence across a population of patients. | The number of e-prescribing transactions in the denominator where there was no pharmacy dispensing event that matched the patient and the prescribed drug or appropriate alternative drug within 30 days following the e-prescribing event. | The number of e-prescriptions for newly initiated drug therapy for Chronic Medications for PMN during the measurement period and for the eligible population. | Enrollment Data; Electronic Clinical Data: Pharmacy |
| PH2015-05 | Consumer Experience with Pharmacy Services | Pharmacy Quality Alliance (PQA) | Engagement & Experience of Care | Survey Domains: Pharmacy Staff Communication, Information about Medicine, Written Information, New Prescriptions, and About You. | N/A | N/A | PQA Survey Data |

* Please note that PH2015-05, "Consumer Experience with Pharmacy Services", is not in the body of the 2017 Measures Reporting Instructions. Measure details are available in a separate addendum entitled, "Addendum to Pharmacy Quality Management Measure Specifications – Measure PH2015-05", located within the Resources section of AccreditedNet 2.0.

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