



Mail Service Pharmacy

Measures At A Glance

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Mandatory Measures (15)

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
DM2012-12	Proportion of Days Covered (PDC)	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	<p>The percentage of individuals 18 years and older who met the proportion of days covered (PDC) threshold of 80% during the measurement period. A higher rate indicates better performance</p> <p>A performance rate is calculated separately for the following medication categories: Beta-blockers (BB); Renin Angiotensin System Antagonists (RASA); Calcium Channel Blockers (CCB); Diabetes All Class (DR); Statins (STA); Anti-retrovirals (this measure has a threshold of 90% for at least 3 medications - ARV).</p>	Number of individuals who met the PDC threshold for a target medication during the measurement year.	Individuals who filled \geq two prescriptions for a target medication on different dates of service during the treatment period.	Pharmacy Data; Enrollment
PH2018-01	Adherence to Long-Acting Inhaled Bronchodilator Agents in COPD Patients	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of individuals with COPD who met the Proportion of Days Covered (PDC) threshold of 80% during the measurement year for long-acting inhaled bronchodilator agents. A higher rate indicates better performance.	Number of individuals who met the PDC threshold of 80% during the measurement year.	Individuals with a diagnosis of COPD at any time during the measurement year <u>and</u> at least two prescription claims for any long-acting inhaled bronchodilator on different dates of service during the treatment period.	Pharmacy Data; Enrollment

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2018-02	Adherence to Non-Infused Biologic Agents to Treat Rheumatoid Arthritis (RA)	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of individuals 18 years and older with rheumatoid arthritis (RA) who met the Proportion of Days Covered (PDC) threshold of 80% during the measurement year for biologic medications used to treat RA. A higher rate indicates better performance.	The number of individuals who met the PDC threshold of 80% during the measurement year.	Individuals 18 years and older with a rheumatoid arthritis (RA) diagnosis during the measurement year AND \geq two prescription claims for non-infused biologic medications used to treat RA on different dates of service, for which the sum of the days' supply is 56 days or greater during the treatment period.	Pharmacy Data; Enrollment
PH2018-03	Adherence to Non-Infused Disease-Modifying Agents Used to Treat Multiple Sclerosis (MS)	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of individuals 18 years and older who met the Proportion of Days Covered (PDC) threshold of 80% during the measurement year for disease-modifying agents used to treat multiple sclerosis (MS). A higher rate indicates better performance.	The number of individuals who met the PDC threshold of 80% during the measurement year.	Individuals 18 years and older who filled \geq two prescriptions for non-infused disease modifying agents used to treat MS on two unique dates of service in the treatment period AND who received at least 56 cumulative day's supply of the medication during the treatment period.	Pharmacy Data; Enrollment

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
DTM2015-01	Adherence to Non-Warfarin Oral Anticoagulants	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of individuals 18 years and older who met the Proportion of Days Covered (PDC) threshold of 80% during the measurement period for non-warfarin oral anticoagulants. A higher rate indicates better performance.	The number of individuals who met the PDC threshold of 80% during the measurement year.	Individuals 18 years or older who filled at least two prescriptions for a non-warfarin oral anticoagulant on different dates of service at least 180 days apart during the treatment period <u>AND</u> who received greater than 60 days' supply of the medication during the treatment period.	Pharmacy Data; Enrollment
DM2012-13	Drug-Drug Interactions	Pharmacy Quality Alliance (PQA)	Safe Care	The percentage of individuals who received a prescription for a target medication during the measurement year and who were dispensed a concurrent prescription for a precipitant medication. A lower rate indicates better performance.	The number of individuals in the denominator who were dispensed a concurrent precipitant medication during the measurement year.	Individuals with a prescription claim for a target medication during the measurement year.	Pharmacy Claims; Enrollment Data
MP2012-09	Generic Dispensing Rates	URAC	Health Care Mgmt	The percentage of all prescriptions that were dispensed as generics, branded generics, or brands for which members paid the generic co-pay.	Total number of prescriptions in the denominator that were dispensed as generics.	Total number of prescription claims available in generic form (i.e., multi-source) that were dispensed during the measurement year.	Pharmacy Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
DTM2010-04	Call Center Performance	URAC	Health Care Mgmt	This measure has two parts: <i>Part A</i> 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; <i>Part B</i> 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.	<i>Part A:</i> The number of calls from the denominator that were answered by a live customer service representative within 30 seconds of being placed in the organization's ACD call queue. <i>Part B:</i> The number of calls from the denominator that were 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 year.	Automatic Call Distribution (ACD) Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
MP2012-06	Dispensing Accuracy	URAC	Safe Care	<p>The percentage of prescriptions that the organization dispensed inaccurately, assessed in six parts and as a composite roll-up.</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><i>Part A:</i> The number of drugs and products in the denominator in which an incorrect drug and/or product was dispensed.</p> <p><i>Part B:</i> The number of drugs and products in the denominator that were dispensed to an incorrect recipient.</p> <p><i>Part C:</i> The number of prescriptions in the denominator that were dispensed at an incorrect strength.</p> <p><i>Part D:</i> The number of prescriptions in the denominator that were dispensed in an incorrect dosage form.</p> <p><i>Part E:</i> The number of drugs and products in the denominator that were dispensed with incorrect patient instructions.</p> <p><i>Part F:</i> The number of drugs and products in the denominator that were dispensed as an incorrect quantity.</p> <p><i>Roll up Methodology:</i> Sum numerators across Measure MP2012-06, Parts A-F.</p>	Total number of drugs and products dispensed by the organization to or on behalf of a specific individual during the measurement year.	Pharmacy Data
MP2012-07	Distribution Accuracy	URAC	Safe Care	<p>The percentage of prescriptions delivered to the wrong recipient, assessed in two parts and as a composite roll-up. <i>Part A</i> measures the percentage of prescriptions mailed with an incorrect address; <i>Part B</i> measures the percentage of prescriptions mailed with a correct address that were not delivered to the correct location.</p>	<p><i>Part A:</i> The number of drugs and products in the denominator that were dispensed with an incorrect address.</p> <p><i>Part B:</i> The number of drugs and products in the denominator that were delivered to the wrong location despite having the correct address on the package.</p> <p><i>Roll up Methodology:</i> Sum numerators for Measure MP2012-07, Parts A-B.</p>	Total number of drugs and products dispensed by the organization to or on behalf of a specific individual during the measurement year.	Enrollment; Pharmacy Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
MP2012-08	Turnaround Time for Prescriptions	URAC	Health Care Mgmt	The average speed with which the organization fills new and refill prescriptions, assessed in three parts. <i>Part A</i> measures prescription turnaround time for clean prescriptions; <i>Part B</i> measures prescription turnaround time for prescriptions that required intervention; and <i>Part C</i> measures prescription turnaround time for all prescriptions.	The sum of business days to fill new and refill prescriptions in the denominator ($n_1 + n_2 + \dots + n_x$, where n_1 = the number of business days to fill prescription 1, n_2 = the number of business days to fill prescription 2 ... n_x = the number of business days to fill prescription x).	<p><i>Part A:</i> Total number of drugs and products that arrived clean and that the organization filled during the measurement year.</p> <p><i>Part B:</i> Total number of prescriptions that required interventions and that the organization filled during the measurement year.</p> <p><i>Part C:</i> Total number of prescriptions the organization filled during the measurement year.</p>	Pharmacy Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2018-04	Concurrent Use of Opioids & Benzodiazepines	Pharmacy Quality Alliance (PQA)	Patient Safety	The percentage of individuals \geq 18 years of age with concurrent use of prescription opioids and benzodiazepines. A lower rate indicates better performance.	The number of individuals from the denominator with \geq two prescription claims for any benzodiazepines with different dates of service, <u>AND</u> concurrent use of opioids and benzodiazepines for \geq 30 cumulative days.	Individuals 18 years and older with \geq two prescription claims for opioid medications on different dates of service and with \geq 15 or more days' supply during the measurement year.	Pharmacy Data; Enrollment; RxHCCs
PH2018-05	Polypharmacy: Use of Multiple Anticholinergic Medications in Older Adults	Pharmacy Quality Alliance (PQA)	Patient Safety	The percentage of individuals \geq 65 years of age with concurrent use of \geq two unique anticholinergic medications. A lower rate indicates better performance.	The number of individuals from the denominator with concurrent use for \geq 30 cumulative days of \geq two unique anticholinergic medications, each with \geq two prescription claims on different dates of service during the measurement year.	Individuals aged 65 years and older with \geq two prescription claims for the same anticholinergic medication on different dates of service during the measurement year.	Pharmacy Data; Enrollment

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2018-06	Polypharmacy: Use of Multiple CNS-Active Medications in Older Adults	Pharmacy Quality Alliance (PQA)	Patient Safety	The percentage of individuals ≥ 65 years of age with concurrent use of ≥ three unique central-nervous system (CNS) active medications. A lower rate indicates better performance.	The number of individuals from the denominator with concurrent use for ≥ 30 cumulative days of ≥ three unique CNS-active medications, each with ≥ two prescription claims on different dates of service during the measurement year.	Individuals aged 65 years and older with ≥ two prescription claims for the same CNS-active medication on different dates of service during the measurement year.	Pharmacy Data; Enrollment

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2018-08	Use of Opioids at High Dosage or from Multiple Providers in Persons Without Cancer	Pharmacy Quality Alliance (PQA)	Patient Safety	<p>Assesses the use of opioids at high dosage and/or from multiple providers, measured in three parts as described below. For all parts, a lower rate indicates better performance.</p> <p><i>Part 1: Use of Opioid at High Dosage in Persons Without Cancer (OHD):</i> The percentage of individuals ≥ 18 years of age who received prescriptions for opioids with an average daily dosage of ≥ 90 morphine milligram equivalents (MME) over a period of ≥ 90 days.</p> <p><i>Part 2: Use of Opioids from Multiple Providers in Persons Without Cancer (OMP):</i> The percentage of individuals ≥ 18 years of age who received prescriptions for opioids from ≥ 4 prescribers AND ≥ 4 pharmacies within ≤ 180 days.</p> <p><i>Part 3: Use of Opioids at High Dosage and from Multiple Providers in Persons Without Cancer (OHDMP):</i> The percentage of individuals ≥ 18 years of age who received prescriptions for opioids with an average daily dosage of ≥ 90 morphine milligram equivalents (MME) AND who received prescriptions for opioids from ≥ 4 prescribers AND ≥ 4 pharmacies.</p>	<p><i>Part 1:</i> The number of individuals from the denominator with an average daily dosage ≥ 90 MME during the opioid episode.</p> <p><i>Part 2:</i> The number of individuals from the denominator with opioid prescription claims from ≥ 4 prescribers AND ≥ 4 pharmacies within ≤ 180 days during the opioid episode.</p> <p><i>Part 3:</i> The number of individuals from the denominator with an average daily dosage ≥ 90 MME during the opioid episode AND with opioid prescription claims from ≥ 4 prescribers AND ≥ 4 pharmacies within ≤ 180 days during the opioid episode.</p>	Individuals aged 18 years and older with ≥ 2 prescription claims for opioid medications on different dates of service AND with a cumulative days' supply ≥ 15 during the measurement year.	Medical Claims; Pharmacy Data; RxHCCs; ICD-10s

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Exploratory Measures (6)

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
SP2012-09	Fulfillment of Promise to Deliver	URAC	Health Care Mgmt	The percentage of prescriptions that the organization delivered on time (i.e., the percentage of prescriptions that reached patients on the date scheduled for delivery).	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 year.	Administrative Data; Pharmacy Data
HIM2013-21	Use of High-Risk Medications in the Elderly (HRM)	Pharmacy Quality Alliance (PQA)	Safe Care	The percentage of patients ≥ 65 years of age who received ≥ two prescription claims for a high-risk medication during the measurement year. A lower rate indicates better performance.	Individuals from the denominator with two or more prescription claims on different dates of service for the same high-risk medication during the measurement year.	Individuals ≥ 65 years of age on the first day of the measurement year with continuous enrollment.	Pharmacy Claims; Enrollment Data
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 medications in during the measurement period and for the eligible population.	Prescription Claims Data; e-Prescribing

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2015-03	Use of Benzodiazepine Sedative Hypnotic Medications in the Elderly	Pharmacy Quality Alliance (PQA)	Safe Care	The percentage of individuals \geq 65 years of age that received \geq two prescription claims for any benzodiazepine sedative hypnotic for a cumulative period of $>$ 90 days. A lower rate indicates better performance.	Individuals in the denominator who received two prescriptions for any benzodiazepine sedative-hypnotic medication and a cumulative days' supply of greater than 90 days for any benzodiazepine sedative hypnotic during the measurement year.	Individuals \geq 65 years of age on the first day of the measurement year with continuous enrollment.	Pharmacy Claims; Enrollment Data
PH2015-06	Statin Use in Persons with Diabetes	Pharmacy Quality Alliance (PQA)	Prevention & Treatment	The percentage of individuals ages 40 to 75 years who were dispensed a medication for diabetes that receive a statin medication. A higher rate indicates better performance.	The number of individuals from the denominator with \geq one prescription claims for a statin during the measurement year.	Individuals with \geq two prescription claims on different dates of service for any diabetes medications during the measurement year.	Pharmacy Claims; Enrollment Data
PH2015-05	Consumer Experience with Pharmacy Services	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	This measure assesses consumer experience based survey responses within the following domains: Pharmacy Staff Communication, Information about Medicine, Written Information, New Prescriptions, and About You.	N/A	N/A	PQA Survey Data

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