

## SPECIALTY PHARMACY 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
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.

Copyright © 2018 by URAC. All rights reserved. Permission is hereby granted for reproduction for internal distribution by URAC-accredited companies or applicants. Other reproduction by any means in whole or part without written permission is strictly prohibited.

# SPECIALTY PHARMACY MANDATORY MEASURES



MEASURE #	MEASURE NAME	MEASURE STEWARD	URAC DOMAIN	MEASURE DESCRIPTION	NUMERATOR	DENOMINATOR	DATA SOURCE
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.</p> <p>Part B: The number of drugs and products in the denominator that were dispensed to an incorrect recipient.</p> <p>Part C: The number of prescriptions in the denominator that were dispensed at an incorrect strength.</p> <p>Part D: The number of prescriptions in the denominator that were dispensed in an incorrect dosage form.</p> <p>Part E: The number of drugs and products in the denominator that were dispensed with incorrect patient instruction.</p> <p>Part F: The number of drugs and products in the denominator that were dispensed as an incorrect quantity.</p> <p>Roll up Methodology: Sum numerator from 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

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.

Copyright © 2018 by URAC. All rights reserved. Permission is hereby granted for reproduction for internal distribution by URAC-accredited companies or applicants. Other reproduction by any means in whole or part without written permission is strictly prohibited.

# SPECIALTY PHARMACY MANDATORY MEASURES



MEASURE #	MEASURE NAME	MEASURE STEWARD	URAC DOMAIN	MEASURE DESCRIPTION	NUMERATOR	DENOMINATOR	DATA SOURCE
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 dispensed with an incorrect address. Part B: The number of drugs and products 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.	Enrollment; 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. 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

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.

## SPECIALTY PHARMACY 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
DM2012-13	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.	Pharmacy Claims; Enrollment Data
DM2012-12	Proportion of Days Covered (PDC) -- Specialty	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	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 medications (this measure has a threshold of 90% for at least 2 medications).  * Note: those indicated as “TBD by PQA” are currently pending adoption by the Measure Steward.	The number of patients who met the PDC threshold during the measurement year.	Patients 18 years and older as of the last day of the measurement year who filled at least two prescriptions for a target medication on two unique dates of service during the treatment period.	Pharmacy Claims; Enrollment 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.

Copyright © 2018 by URAC. All rights reserved. Permission is hereby granted for reproduction for internal distribution by URAC-accredited companies or applicants. Other reproduction by any means in whole or part without written permission is strictly prohibited.

# SPECIALTY PHARMACY EXPLORATORY MEASURES



MEASURE #	MEASURE NAME	MEASURE STEWARD	URAC DOMAIN	MEASURE DESCRIPTION	NUMERATOR	DENOMINATOR	DATA SOURCE
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
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.	Prescription Claims
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

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.

Copyright © 2018 by URAC. All rights reserved. Permission is hereby granted for reproduction for internal distribution by URAC-accredited companies or applicants. Other reproduction by any means in whole or part without written permission is strictly prohibited.