

## Mandatory Measures (5)

**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
DTM2010-4	Communication & Care Coordination	Call Center Performance	URAC	This measure has two parts: <b>Part A</b> 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; <b>Part B</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.	<p><b>Part A:</b> 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.</p> <p><b>Part B:</b> 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.</p>	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
MP2012-07	Safe Care	Distribution Accuracy	URAC	The percentage of prescriptions delivered to the wrong recipient, assessed in two parts and as a composite roll-up. <b>Part A</b> measures the percentage of prescriptions mailed with an incorrect address; <b>Part B</b> measures the percentage of prescriptions mailed with a correct address that were not delivered to the correct location.	<p><b>Part A:</b> The number of drugs and products in the denominator that were dispensed with an incorrect address.</p> <p><b>Part B:</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.</p> <p><b>Roll up Methodology:</b> Sum numerator from 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.	Pharmacy Data
MP2012-0	Access & Affordable Care	Generic Dispensing Rates	URAC	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

**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.

MEASURE	URAC DOMAIN	MEASURE NAME	MEASURE STEWARD	MEASURE DESCRIPTION	NUMERATOR	DENOMINATOR	DATA SOURCE
MP2012-06	Safe Care	Dispensing Accuracy	URAC	<p>The percentage of prescriptions that the organization dispensed inaccurately, assessed in six parts and as a composite rollup.</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><b>Part A:</b> The number of drugs and products in the denominator in which an incorrect drug and/or product was dispensed.</p> <p><b>Part B:</b> The number of drugs and products in the denominator that were dispensed to an incorrect recipient.</p> <p><b>Part C:</b> The number of prescriptions in the denominator that were dispensed at an incorrect strength.</p> <p><b>Part D:</b> The number of prescriptions in the denominator that were dispensed in an incorrect dosage form.</p> <p><b>Part E:</b> The number of drugs and products in the denominator that were dispensed with incorrect patient instruction.</p> <p><b>Part F:</b> 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 individual during the measurement year.	Pharmacy Data
MP2018-06	Communication & Care Coordination	Turnaround Time for Prescriptions	URAC	<p>The average speed with which the organization fills new and refill prescriptions, assessed in three parts. <b>Part A</b> measures prescription turnaround time for clean prescriptions; <b>Part B</b> measures prescription turnaround time for prescriptions that required intervention; and <b>Part C</b> measures prescription turnaround time for all prescriptions.</p>	The sum of business days to fill prescriptions in the denominator	<p><b>Part A:</b> Total number of drugs and products that arrived clean and that the organization filled during the measurement year.</p> <p><b>Part B:</b> Total number of prescriptions that required interventions and that the organization filled during the measurement year.</p> <p><b>Part C:</b> Total number of prescriptions the organization filled during the measurement year.</p>	Pharmacy Data

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## 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
PH2021-01	Engagement and Experience of Care	Complaint Response Timeliness	URAC	This measure has two parts: <b>Part A</b> assesses the percentage of consumer complaints to which the organization responded within the time frame established for complaint response; <b>Part B</b> assesses the average time, in business days, for complaint response.	<b>Part A:</b> The number of complaints responded to within the target timeframe. <b>Part B:</b> The sum of business days to respond to each consumer complaint counted in the denominator.	Count of all consumer complaints received in the measurement period.	Administrative Data
PH2021-02	Engagement and 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 pharmacy program during the measurement period.	The number of individuals in the denominator who reported that they were “satisfied” overall with the organization.	All individuals who completed greater than (>) 50% of a consumer satisfaction survey during the measurement period.	Survey Data

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