



2022

MAIL SERVICE PHARMACY PERFORMANCE MEASUREMENT

AGGREGATE SUMMARY PERFORMANCE REPORT

February 2023



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EXECUTIVE SUMMARY

53
Reporting
Organizations

226M+
Prescriptions
Dispensed

Performance Highlights

- There was a 39.5% increase in number of organizations reporting since 2021
- Decrease in call abandonment rate at 1.67%, well under the 5% program standard threshold
- Most dispensing errors are due to incorrect quantity
- The leading cause of errors in distribution is prescriptions dispensed with the incorrect patient address
- 9% of organizations had zero errors in dispensing and distribution of prescriptions

Turnaround Time

~ 1.69 days
To fill a prescription

Generic Dispensing Rate

97.17%
Of prescriptions
dispensed as generic

Dispensing Accuracy

99.99%
Of prescriptions
dispensed with
no errors

Distribution Accuracy

99.97%
Of prescriptions
distributed with
no errors

Presented in this report are the 2021 measurement year (2022 reporting year) results based on URAC's Mail Service Pharmacy Accreditation program performance measures.

URAC includes performance measures in multiple accreditation programs to align and harmonize with national priorities for healthcare quality and delivery improvement. Our priority of consumer protection and empowerment drives our measurement efforts on outcome measures, composite measures, and flexible measures collection. With the emphasis of the ACA on affordable, quality health care and access, it is imperative that performance measurement programs are in place to ensure that savings from cost cutting efforts in health care are not at the expense of the quality of care delivered to patients. The information provided by measures of performance can help stakeholders monitor the quality and accessibility of care across the nation.

Performance measurement for the 2022 reporting year aligns with Phase 2 of URAC's measurement process where mandatory performance measures are subject to an external data validation process. The data validation program identifies areas of opportunity for improvement and ensures ongoing compliance conformity to program standards. By requiring organizations to submit audited performance measures annually, URAC ensures accurate and reliable data for organization-to-organization comparisons. These audited performance measure results become publicly available via aggregated, de-identified reports.



Organizations are required to report data for services covered under the scope of each accreditation. There are 5 mandatory measures and the option to report data for 2 exploratory measures. Results are reported to URAC separately for each accreditation.

Below is the list of measures for 2022 reporting.

MANDATORY MEASURES

1. Generic Dispensing Rates® (MP2012-09)
2. Call Center Performance® (DTM2010-04)
3. Dispensing Accuracy® (MP2012-06)
4. Distribution Accuracy® (MP2012-07)
5. Turnaround Time for Prescriptions® (MP2012-08)

EXPLORATORY MEASURES

1. Complaint Response Timeliness® (PH2021-01)*
2. Overall Consumer Satisfaction® (PH2021-02)*

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*Fewer than five organizations submitted data for this measure. Analysis and benchmarks were not produced given less than five valid data submissions.

DATA VALIDATION PROCEDURES

Data validation vendors (DVV) identified any materially inaccurate submissions. Additionally, Kiser Healthcare Solutions, LLC corrected any data entry and duplicate submission errors based on manual data review and cleaning, documented at the end of this report.

Kiser Healthcare Solutions executed standard procedures for data cleaning and validation prior to finalizing the results presented in this report. All organizations' measure submissions were reviewed for measure component quality. For example, numerators and denominators were checked against rates to ensure accuracy. Also, minimum, mean, median, and maximum rates were benchmarked nationally and regionally to ensure accuracy and to identify potential issues at an individual submission level.

Basic guidelines for identifying valid submissions:

- Measure denominator is greater than zero
- DVV has not deemed the measure submission as materially inaccurate
- Organization has stated it is submitting the measure

Basic guidelines for aggregate rates:

- Measure denominator is greater than or equal to 30
- DVV has not deemed the measure submission as materially inaccurate
- Organization has stated it is submitting the measure
- Minimum of 5 reporting organizations

RESULTS IN AGGREGATE

A total of 53 URAC-accredited Mail Service Pharmacy (MSP) organizations reported 2021 measurement year data for the 2022 reporting year. The total number of prescriptions dispensed across all MSP organizations was 226,210,222 with the number of prescriptions dispensed ranging from 39 to 92,035,554. Most organizations reported dispensing fewer than one million prescriptions, with the majority of organizations reporting that they dispensed fewer than 500,000 prescriptions. Three organizations had over 10 million prescriptions (**Figure 1**).

Of the 53 MSPs that submitted performance measurement data, 40 organizations covered all four URAC-specified regions (Midwest, Northeast, South, and West), and 13 organizations covered only a single region (**Figure 2**).

Figure 1. Reporting by Program Tier Size
of prescriptions dispensed per organization (n=53)

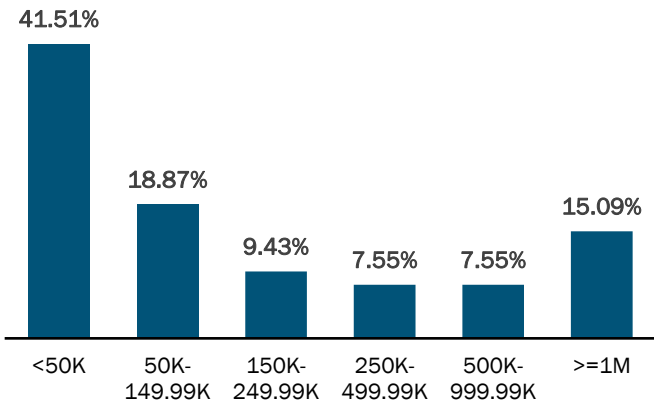
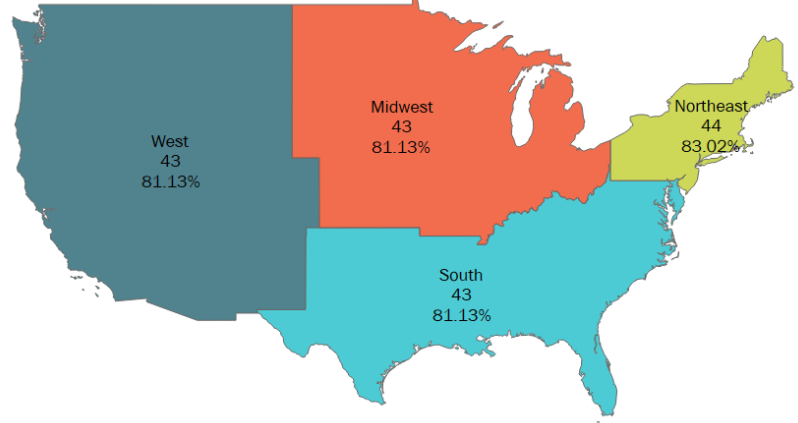


Figure 2. Regional Areas Served
% of reporting organizations by region (n=53)



Note: Multiple responses accepted.

Pharmacy Composition

In the 2022 measure reporting year, URAC requested that pharmacies self-identify their pharmacy type for future analysis. Most pharmacies reported themselves as independent pharmacies. The organizations that reported “Other” indicated themselves as a Mail Service Pharmacy which does not identify the pharmacy further. While organizations identified as Health Plan or PBM-Owned represented 10% of the reporting organizations, they accounted for more than 22% of the dispensing volume (**Figure 3**).

Figure 3. Pharmacy Composition
% of reporting organizations (n=53)

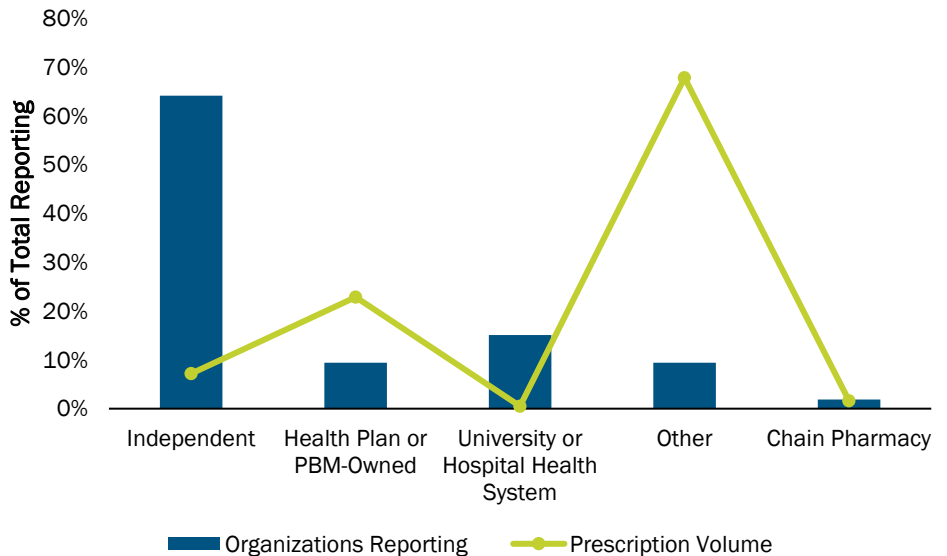
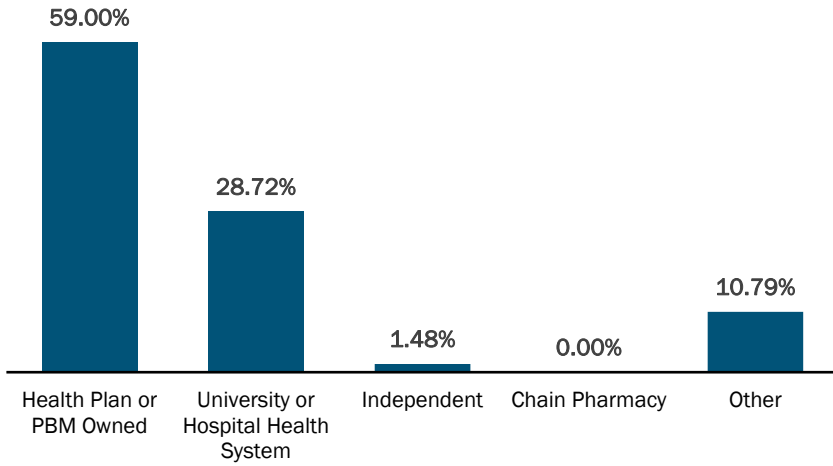


Figure 4. Documented Clinical Interventions by Pharmacy Type
 % of reporting organizations (n=11)



Documented Clinical Interventions

Reporting on documented clinical interventions was first introduced during the 2021 measure reporting year. Organizations were asked to report the number of clinical interventions tracked within their organization in each of the following categories: Drug Utilization, Mental Health, Pain, and Other. Less than a quarter of organizations (20.75%, n=11) reported clinical interventions of any type (**Figure 4**). The total number of documented clinical interventions reported was 11,830,402, with all interventions addressing drug utilization. Health Plan or PBM-owned mail service pharmacies represented the greatest percentage of total interventions. Organizations dispensing one-million or more prescriptions represented the greatest percentage of total interventions.



GENERIC DISPENSING RATES (MP2012-09)

Measure Description

This *mandatory* measure assesses the percentage of all prescriptions that were dispensed as generics, branded generics, or brands for which members paid the generic co-pay.

There is no stratification for this measure; results are reported across all populations.

URAC is the measure steward, and all rights are retained by URAC.

Generic Dispensing Rate

97.17%

Prescriptions Dispensed as Generics

Summary of Findings

The 44 valid submissions for this measure reported an aggregate summary rate of 97.17%. Six organizations dispensed 100% generic prescriptions.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
154,299,879	158,797,954	97.17%	88.49%	44

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.70%	70.37%	87.25%	97.59%	98.95%	100%	100%

CALL CENTER PERFORMANCE (DTM2010-04)

Measure Description

This *mandatory* 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

For Part A, a higher rate represents better performance. **For Part B, a lower rate represents better performance.**

There is no stratification for this measure; results are reported across all populations.

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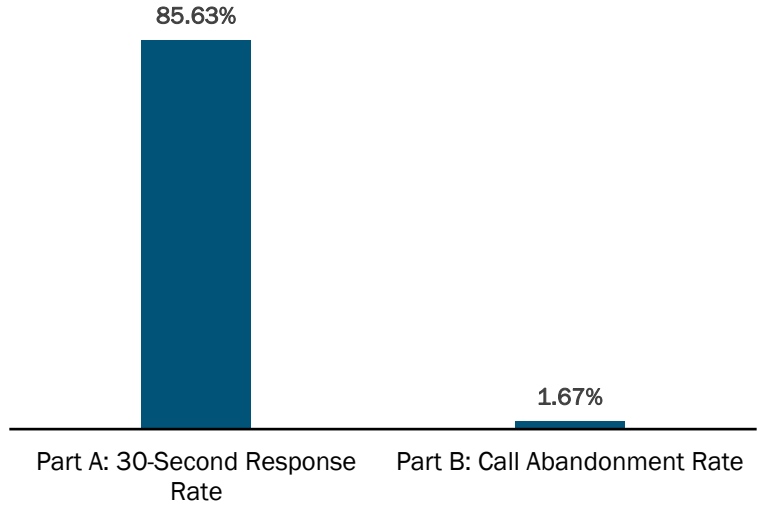


Figure 5. Call Center Performance Aggregate Summary Rates

Summary of Findings

A total of 50 organizations reported valid results for each measure part. There were five submissions at or above the 90th percentile for Part A. There were five submissions at or above the 90th percentile for Part B. No organizations submitted a rate of 0%.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Part A: 30-Second Response Rate	55,123,119	64,373,881	85.63%	87.56%	50
Part B: Call Abandonment Rate	1,077,247	64,378,461	1.67%	2.38%	50

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part A: 30-Second Response Rate	50.69%	76.37%	83.00%	89.26%	95.88%	97.62%	99.71%
Part B: Call Abandonment Rate	11.67%	4.32%	2.77%	1.83%	1.27%	0.31%	0.13%

DISPENSING ACCURACY (MP2012-06)

Measure Description

This *mandatory* six-part measure and composite roll-up assesses the percentage of prescriptions that the organization dispensed inaccurately. Measure parts include:

- Part A: Incorrect Drug and/or Product Dispensed
- Part B: Incorrect Recipient
- Part C: Incorrect Strength
- Part D: Incorrect Dosage Form
- Part E: Incorrect Instructions
- Part F: Incorrect Quantity

For all parts, a lower rate represents better performance.

Each part of this measure is calculated at the individual prescription level, not at the order level (i.e., if an order contains three prescriptions, those three prescriptions are each counted separately in each denominator).

There is no stratification for this measure; results are reported in aggregate across all populations.

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Dispensing Error Rate

0.00604%
All Error Composite

6.04 errors
Per 100k Prescriptions Dispensed

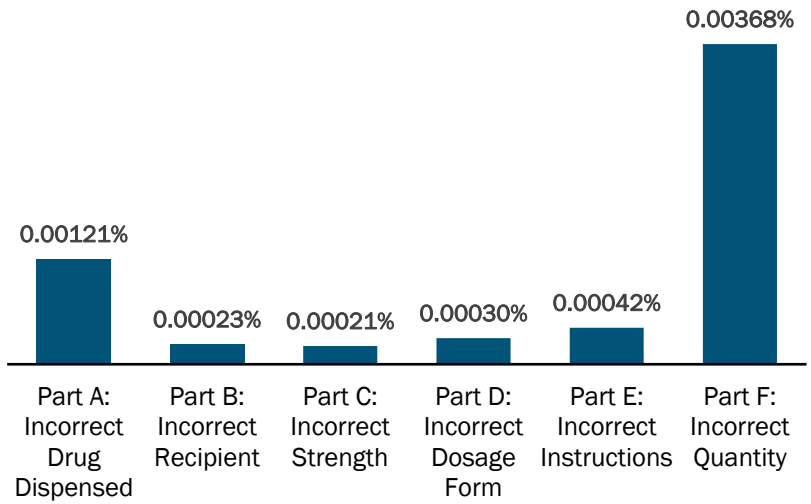


Figure 6. Dispensing Error Types

Aggregate Summary Rates per dispensing error sub-part

* Most dispensing errors are due to incorrect quantity & incorrect drug dispensed.

Summary of Findings

Of the 52 valid submissions, there were 10 organizations that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
13,654	226,206,357	0.00604%	0.03958%	52

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.67393%	0.08712%	0.02084%	0.01006%	0.00265%	0%	0%



2022 MAIL SERVICE PHARMACY AGGREGATE SUMMARY PERFORMANCE REPORT

Part A: Incorrect Drug Dispensed

Of the 52 valid submissions, there were 18 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS		
2,737	226,206,357	0.00121%	0.02139%	52		
MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.40544%	0.02967%	0.00409%	0.00118%	0%	0%	0%

Part B: Incorrect Recipient

Of the 52 valid submissions, there were 28 valid data submissions that reported 0% .

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS		
516	226,206,357	0.00023%	0.00269%	52		
MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.06391%	0.00651%	0.00135%	0%	0%	0%	0%

Part C: Incorrect Strength

Of the 50 valid submissions, there were 30 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS		
468	223,119,124	0.00021%	0.00096%	50		
MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.01529%	0.00173%	0.00060%	0%	0%	0%	0%

Part D: Incorrect Dosage Form

Of the 50 valid submissions, there were 33 valid data submissions that reported 0% .

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS		
675	223,119,124	0.00030%	0.00106%	50		
MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.03545%	0.00137%	0.00041%	0%	0%	0%	0%



2022 MAIL SERVICE PHARMACY AGGREGATE SUMMARY PERFORMANCE REPORT

Part E: Incorrect Instructions

Of the 52 valid submissions, there were 25 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
944	226,206,357	0.00042%	0.00434%	52

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.07636%	0.00754%	0.00211%	0.00010%	0%	0%	0%

Part F: Incorrect Quantity

Of the 52 valid submissions, there were 18 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
8,314	226,206,357	0.00368%	0.00975%	52

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.26196%	0.01507%	0.00746%	0.00122%	0%	0%	0%

DISTRIBUTION ACCURACY (MP2012-07)

Measure Description

This *mandatory* two-part measure and composite assesses the percentage of prescriptions delivered to the wrong recipient.

- Part A assesses the percentage of prescriptions mailed with an incorrect address
- Part B assesses the percentage of prescriptions mailed with a correct address that were not delivered to the correct location

For all parts, a lower rate represents better performance.

Each part of this measure is calculated at the individual prescription level, not at the order level (i.e., if an order contains three prescriptions, those three prescriptions are each counted separately in each denominator).

There is no stratification for this measure, results are reported in aggregate across all populations.

URAC is the measure steward, and all rights are retained by URAC.

Distribution Error Rate

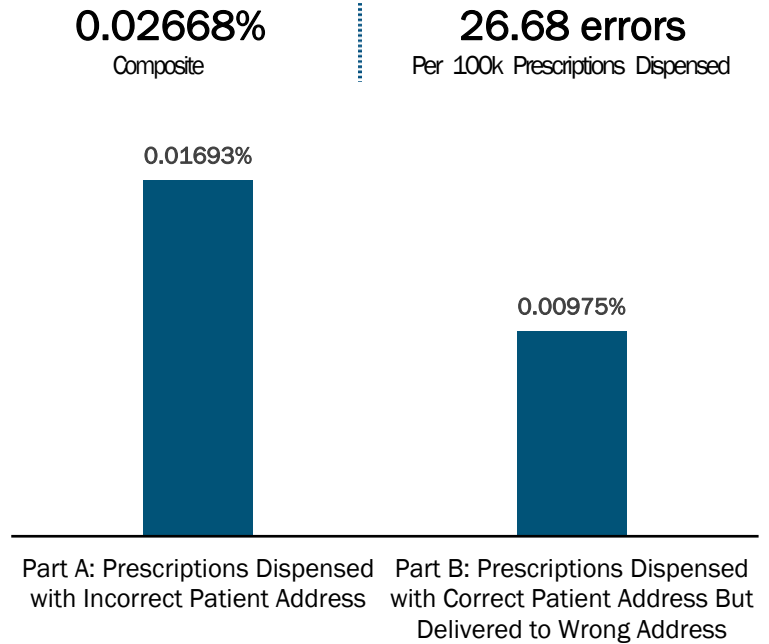


Figure 7. Distribution Error Types

Aggregate Summary Rates per distribution error sub-part

**Most distribution errors are due to prescriptions being dispensed with the incorrect patient address.*

Summary of Findings

A total of 52 organizations reported valid results for each measure part. Prescriptions dispensed with the incorrect patient address occur more frequently than prescriptions delivered to the wrong location. The highest performing pharmacies had zero distribution errors for the 2021 measurement year.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
60,355	226,206,362	0.02668%	0.10088%	52

MIN	10TH	25TH	50TH	75TH	90TH	MAX
1.78236%	0.26478%	0.07805%	0.02171%	0.00136%	0%	0%



2022 MAIL SERVICE PHARMACY AGGREGATE SUMMARY PERFORMANCE REPORT

Part A: Prescriptions Dispensed with Incorrect Patient Address

Of the 52 valid submissions, there were 12 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
38,291	226,206,362	0.01693%	0.05710%	52

MIN	10TH	25TH	50TH	75TH	90TH	MAX
1.50094%	0.08618%	0.02668%	0.00943%	0.00043%	0%	0%

Part B: Prescriptions Dispensed with Correct Patient Address but Delivered to Wrong Location

Of the 51 valid submissions, there were 16 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
22,064	226,194,321	0.00975%	0.04464%	51

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.36056%	0.14830%	0.02658%	0.00321%	0%	0%	0%

TURNAROUND TIME FOR PRESCRIPTIONS (MP2012-08)

Measure Description

This *mandatory* three-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
- Part C measures prescription turnaround time for all prescriptions

For all parts, a lower rate represents better performance.

Parts A and B of this measure are mutually exclusive; if a prescription requires an intervention, it is counted in Part B; when it becomes clean, it is not counted again in Part A. The unit of analysis in this measure is individual prescriptions, not orders (which may include multiple prescriptions).

There is no stratification for this measure, results are reported across all populations.

URAC is the measure steward, and all rights are retained by URAC.

Turnaround Time

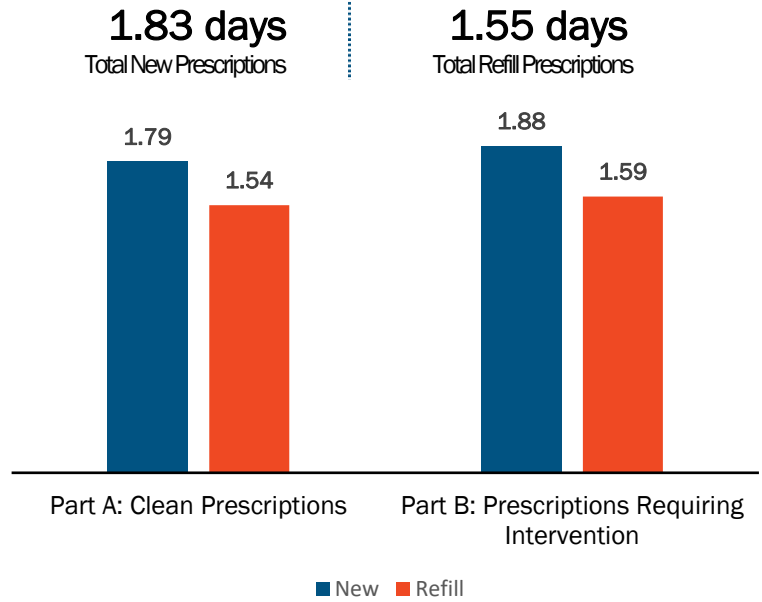


Figure 8. Turnaround Time Aggregate Summary Rates

Summary of Findings

A total of 45 organizations submitted valid data for this measure. There were no valid data submissions that reported less than one-day turnaround time for new or refill prescriptions. There were five organizations that took more than five days to turnaround new prescriptions. There was one organization that took more than five days to turnaround refill prescriptions.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Part C1: All Prescriptions - New	187,708,316	102,617,542	1.83	2.86	45
Part C2: All Prescriptions - Refill	187,204,211	120,492,039	1.55	1.98	45

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part C1: All Prescriptions - New	11.95	5.11	3.19	2.19	1.77	1.34	1.00
Part C2: All Prescriptions - Refill	5.37	3.30	2.22	1.60	1.38	1.24	1.00



2022 MAIL SERVICE PHARMACY AGGREGATE SUMMARY PERFORMANCE REPORT

Part A: Clean Prescriptions

There were no valid data submissions that reported less than one-day turnaround time for new prescriptions. There were three organizations that took more than five days to turnaround new prescriptions.

There were no valid data submissions that reported less than one-day turnaround time for refill prescriptions. There were 12 organizations that took more than two days to turnaround refill prescriptions. Among those, one took more than five days.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Part A1: Clean Prescriptions - New	97,294,498	54,500,716	1.79	2.19	42
Part A2: Clean Prescriptions - Refill	136,149,704	88,464,559	1.54	1.85	44

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part A1: Clean Prescriptions - New	5.95	3.25	2.59	1.83	1.56	1.08	1.00
Part A2: Clean Prescriptions - Refill	5.37	3.21	2.08	1.47	1.30	1.15	1.00

Part B: Prescriptions Requiring Intervention

There were two valid data submissions that reported less than one-day turnaround time for new prescriptions where interventions were required. There were seven organizations that took more than five days to turnaround new prescriptions.

There were no valid data submissions that reported less than one-day turnaround time for refill prescriptions. There were 21 organizations that took over two days to turnaround refill prescriptions. Among those, one took more than five days.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Part B1: Prescriptions Requiring Intervention - New	90,413,501	48,116,809	1.88	3.55	42
Part B2: Prescriptions Requiring Intervention - Refill	51,054,147	32,027,475	1.59	2.27	38

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part B1: Prescriptions Requiring Intervention - New	19.65	5.95	4.00	2.50	2.05	1.33	1.00
Part B2: Prescriptions Requiring Intervention - Refill	5.39	3.76	2.64	2.03	1.44	1.20	1.01