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## EXECUTIVE SUMMARY

**14**
Reporting Organizations

**1.17 M**
Eligible Individuals

Presented in this report are the 2022 measurement year (2023 reporting year) results based on URAC’s Disease Management Accreditation program performance measures.

<table>
<thead>
<tr>
<th>Cessation Counseling for Tobacco Use</th>
<th>Unhealthy Alcohol Use</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>9.63%</strong></td>
<td><strong>3.47%</strong></td>
</tr>
<tr>
<td>Of patients screened &amp; counseled for tobacco use (median rate: 9.86%)</td>
<td>Of patients screened &amp; counseled for unhealthy alcohol use (median rate: 1.00%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screening for Depression &amp; Follow-Up Plan</th>
<th>Diabetes Short-Term Complications Admissions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.73%</strong></td>
<td><strong>3,651/100K</strong></td>
</tr>
<tr>
<td>Of participants screened for depression &amp; received follow-up (median rate: 5.78%)</td>
<td>Admissions for complications in chronic diabetic adults (median rate: 328/100K)</td>
</tr>
</tbody>
</table>

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.
Organizations are required to report data for 9 mandatory measures and have the option to report data for 1 exploratory measure.

Below is the list of measures for 2023 reporting:

**MANDATORY MEASURES**
1. Screening and Cessation Counseling for Tobacco Use (DM2012-02)
2. Unhealthy Alcohol Use: Screening and Brief Counseling (DM2012-03)
3. Screening for Depression & Follow-Up Plan (DM2012-05)
4. Pediatric Asthma Admission Rate (DM2012-30)*
5. Chronic Obstructive Pulmonary Disease or Asthma in Older Adults Admission Rate (DM2012-31)
6. Hypertension Admission Rate (DM2012-37)
7. Heart Failure Admission Rate (DM2012-38)
8. Diabetes Short-Term Complications Admissions Rate (DM2012-73)
9. Asthma in Younger Adults Admission Rate (DM2017-01)

**EXPLORATORY MEASURE**
1. Patient Activation Measure (DM2012-10)*

* Fewer than 5 organizations submitted data for this measure. Analysis and benchmarks were not produced given less than five valid data submissions.

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**DATA VALIDATION PROCEDURES**

Kiser Healthcare Solutions, LLC 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.

Kiser Healthcare Solutions corrected for any data entry and duplicate submission errors based on manual data review and cleaning, documented at the end of this report.

**Basic guidelines for identifying valid submissions:**
- Measure denominator is greater than 0
- Organization has indeed stated it is submitting the measure

**Basic guidelines for aggregate rates:**
- Measure denominator is greater than or equal to 30
- Organization has indeed stated it is submitting the measure
- Minimum of 5 reporting organizations
RESULTS IN AGGREGATE

A total of 14 URAC-accredited Disease Management organizations reported 2022 measurement year data for the 2023 reporting year. The number of covered lives managed by responding organizations was 1,174,317, ranging from 305 to 415,111; more than half of the organizations had fewer than 10,000 covered lives (Figure 1). About three-fourths of responding organizations (n=11) reported a Commercial line of business. Of all lines of business reported among the valid submissions, only Commercial exceeded the minimum of five necessary for measure level reporting (Figure 2).

Figure 1. Reporting by Program Tier Size
# of lives managed per organization (n=14)

![Bar chart showing program tier sizes with 57.14% for < 10K, 14.29% for 10-49.99K, 14.29% for 50-249.99K, and 14.29% for >= 250K.]

Figure 2. Lines of Business Served
% of reporting organizations by payer (n=14)

![Pie chart showing lines of business with Commercial at 11, Medicare at 1, Medicaid at 3, and All Other at 3.]

Regional Areas Served
Of the 14 DM organizations that submitted performance measurement data, 57.14% of the organizations (n=8) covered all 4 URAC-specified regions (Northeast, Midwest, South, and West), and 20% of the organizations (n=2) covered only a single region. The Midwest had the most organizations submitting (85.71%, n=12) while the South and the West had the fewest (71.43%, n=10) (Figure 3).

Figure 3. Regional Areas Served
% of reporting organizations by region (n=14)

![Map showing region percentages with Northeast at 78.57%, Midwest at 85.71%, South at 71.43%, and West at 71.43%.]

Note: Multiple responses accepted.
**Screening and Cessation Counseling for Tobacco Use (DM2012-02)**

**Measure Description**

This *mandatory* measure assesses the percentage of patients aged 18 years and older who were screened for tobacco use one or more times within 24 months AND who received cessation counseling intervention if identified as a tobacco user.

Three rates are reported:
- **Rate 1:** Patients screened for tobacco use
- **Rate 2:** Patients identified as a tobacco user who received tobacco cessation intervention
- **Rate 3:** Patients screened for tobacco use and received tobacco cessation intervention if identified as a tobacco user

This measure is reported separately for each of the organization’s lines of business that are included in its URAC accreditation (i.e., Commercial, Medicare, and Medicaid).

**Summary of Findings**

A total of 11 organizations submitted valid data for this measure. The Commercial line of business is the only line of business with five or more valid submissions.

<table>
<thead>
<tr>
<th>Measure</th>
<th>TOTAL NUMERATOR</th>
<th>TOTAL DENOMINATOR</th>
<th>AGGREGATE SUMMARY RATE</th>
<th>MEAN</th>
<th>SUBMISSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate 1: Patients screened for tobacco use</td>
<td>17,562</td>
<td>145,701</td>
<td>12.05%</td>
<td>49.91%</td>
<td>9</td>
</tr>
<tr>
<td>Rate 2: Patients identified as a tobacco user who received tobacco cessation intervention</td>
<td>6,681</td>
<td>141,923</td>
<td>4.71%</td>
<td>43.11%</td>
<td>6</td>
</tr>
<tr>
<td>Rate 3: Patients screened for tobacco use and received tobacco cessation intervention if identified as a tobacco user</td>
<td>13,917</td>
<td>144,462</td>
<td>9.63%</td>
<td>26.72%</td>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Measure</th>
<th>MIN</th>
<th>10th</th>
<th>25th</th>
<th>50th</th>
<th>75th</th>
<th>90th</th>
<th>MAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate 1: Patients screened for tobacco use</td>
<td>1.07%</td>
<td>2.92%</td>
<td>7.20%</td>
<td>38.03%</td>
<td>91.65%</td>
<td>96.72%</td>
<td>100%</td>
</tr>
<tr>
<td>Rate 2: Patients identified as a tobacco user who received tobacco cessation intervention</td>
<td>2.19%</td>
<td>9.96%</td>
<td>19.69%</td>
<td>30.04%</td>
<td>72.65%</td>
<td>89.34%</td>
<td>93.33%</td>
</tr>
<tr>
<td>Rate 3: Patients screened for tobacco use and received tobacco cessation intervention if identified as a tobacco user</td>
<td>2.19%</td>
<td>3.06%</td>
<td>4.00%</td>
<td>9.86%</td>
<td>45.39%</td>
<td>76.20%</td>
<td>85.36%</td>
</tr>
</tbody>
</table>
UNHEALTHY ALCOHOL USE: SCREENING & BRIEF COUNSELING (DM2012-03)

Measure Description
This mandatory measure assesses the percentage of patients 18 years or older who were screened for unhealthy alcohol use using a systematic screening method at least once within the last 24 months and who received brief counseling if identified as an unhealthy alcohol user.
This measure is reported separately for each of the organization’s lines of business that are included in its URAC accreditation (i.e., Commercial, Medicare, and Medicaid).

Summary of Reporting Organizations
A total of 8 organizations submitted valid data for this measure.

<table>
<thead>
<tr>
<th>LINE OF BUSINESS</th>
<th>TOTAL NUMERATOR</th>
<th>TOTAL DENOMINATOR</th>
<th>AGGREGATE SUMMARY RATE</th>
<th>MEAN</th>
<th>SUBMISSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>574</td>
<td>16,552</td>
<td>3.47%</td>
<td>3.44%</td>
<td>6</td>
</tr>
</tbody>
</table>

Summary of Findings
The Commercial line of business is the only line of business with five or more valid submissions. The aggregate summary rate for Commercial is 3.47% (n=6, Range: 0.00 – 14.55%) with a mean rate of 3.44% and a median rate of 1.00%.
SCREENING FOR DEPRESSION & FOLLOW-UP PLAN (DM2012-05)

Measure Description
This mandatory measure reports the percentage of participants 12 years and older screened for depression on the date of the encounter or 14 days prior to the date of encounter using an age-appropriate standardized depression screening tool AND, if positive, a follow-up plan is documented on the date of the encounter.

This measure is reported separately for each of the organization’s lines of business that are included in its URAC accreditation (i.e., Commercial, Medicare, and Medicaid).

Summary of Reporting Organizations
A total of 9 organizations submitted valid data for this measure.

<table>
<thead>
<tr>
<th>LINE OF BUSINESS</th>
<th>TOTAL NUMERATOR</th>
<th>TOTAL DENOMINATOR</th>
<th>AGGREGATE SUMMARY RATE</th>
<th>MEAN</th>
<th>SUBMISSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>3,003</td>
<td>110,078</td>
<td>2.73%</td>
<td>18.05%</td>
<td>8</td>
</tr>
</tbody>
</table>

Summary of Findings
The Commercial line of business is the only line of business with five or more valid submissions. The aggregate summary rate for Commercial is 2.73% (n=8, Range: 0.21% - 100.00%) with a mean rate of 18.05% and a median rate of 5.78%.

<table>
<thead>
<tr>
<th>LINE OF BUSINESS</th>
<th>MIN</th>
<th>10TH</th>
<th>25TH</th>
<th>50TH</th>
<th>75TH</th>
<th>90TH</th>
<th>MAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>0.21%</td>
<td>1.04%</td>
<td>2.11%</td>
<td>5.78%</td>
<td>14.30%</td>
<td>40.31%</td>
<td>100%</td>
</tr>
</tbody>
</table>
COPD OR ASTHMA IN OLDER ADULTS ADMISSION RATE (DM2012-31)

Measure Description
This mandatory measure accesses admissions with a principal diagnosis of asthma or chronic obstructive pulmonary disease (COPD) per 100,000 population, ages 40 years and older, during the measurement year. A lower rate represents better performance.

This measure is reported separately for each of the organization’s lines of business that are included in its URAC accreditation (i.e., Commercial, Medicare, and Medicaid).

Summary of Reporting Organizations
A total of 10 organizations submitted valid data for this measure.

Summary of Findings
The Commercial line of business is the only line of business with five or more valid submissions. The aggregate summary rate for Commercial is 3,832 per 100,000 (n=8, Range: 7,684 - 0) with a mean rate of 2,459 and a median rate of 1,760.
HYPERTENSION ADMISSION RATE (DM2012-37)

Measure Description
This mandatory measure accesses admissions with a principal diagnosis of hypertension per 100,000 population ages 18 years or older with chronic hypertension during the measurement period. A lower rate represents better performance. This measure is reported separately for each of the organization’s lines of business that are included in its URAC accreditation (i.e., Commercial, Medicare, and Medicaid).

Summary of Reporting Organizations
A total of 10 organizations submitted valid data for this measure.

<table>
<thead>
<tr>
<th>LINE OF BUSINESS</th>
<th>TOTAL NUMERATOR</th>
<th>TOTAL DENOMINATOR</th>
<th>AGGREGATE SUMMARY RATE</th>
<th>MEAN</th>
<th>SUBMISSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>937</td>
<td>31,771</td>
<td>2,949</td>
<td>2,580</td>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LINE OF BUSINESS</th>
<th>MIN</th>
<th>10TH</th>
<th>25TH</th>
<th>50TH</th>
<th>75TH</th>
<th>90TH</th>
<th>MAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>10,534</td>
<td>5,585</td>
<td>3,846</td>
<td>751</td>
<td>274</td>
<td>47</td>
<td>0</td>
</tr>
</tbody>
</table>

Summary of Findings
The Commercial line of business is the only line of business with five or more valid submissions. The aggregate summary rate for Commercial is 2,949 per 100,000 (n=9, Range: 10,534 - 0) with a mean rate of 2,580 and a median rate of 751.
## HEART FAILURE ADMISSION RATE (DM2012-38)

### Measure Description

This mandatory measure assesses admissions with a principal diagnosis of heart failure per 100,000 population ages 18 years and older with diagnosed heart failure. **A lower rate represents better performance.**

This measure is reported separately for each of the organization’s lines of business that are included in its URAC accreditation (i.e., Commercial, Medicare, and Medicaid).

### Summary of Reporting Organizations

A total of 10 organizations submitted valid data for this measure.

<table>
<thead>
<tr>
<th>LINE OF BUSINESS</th>
<th>TOTAL NUMERATOR</th>
<th>TOTAL DENOMINATOR</th>
<th>AGGREGATE SUMMARY RATE</th>
<th>MEAN</th>
<th>SUBMISSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>553</td>
<td>4,766</td>
<td>11,603</td>
<td>13,981</td>
<td>8</td>
</tr>
</tbody>
</table>

### Summary of Findings

The Commercial line of business is the only line of business with five or more valid submissions. The aggregate summary rate for Commercial is 11,603 per 100,000 (n=8, Range: 40,367 - 0) with a mean rate of 13,981 and a median rate of 7,843.

<table>
<thead>
<tr>
<th>LINE OF BUSINESS</th>
<th>MIN</th>
<th>10TH</th>
<th>25TH</th>
<th>50TH</th>
<th>75TH</th>
<th>90TH</th>
<th>MAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>40,367</td>
<td>31,049</td>
<td>26,686</td>
<td>7,843</td>
<td>1,162</td>
<td>660</td>
<td>0</td>
</tr>
</tbody>
</table>
DIABETES SHORT-TERM COMPLICATIONS ADMISSION RATE (DM2012-73)

Measure Description
This mandatory measure assesses admissions for a principal diagnosis of diabetes with short-term complications (ketoacidosis, hyperosmolarity, or coma) per 100,000 population ages 18 years and older per number of chronic diabetic adult members as of the end of the measurement period. A lower rate represents better performance.

This measure is reported separately for each of the organization’s lines of business that are included in its URAC accreditation (i.e., Commercial, Medicare, and Medicaid).

Summary of Reporting Organizations
A total of 12 organizations submitted valid data for this measure.

<table>
<thead>
<tr>
<th>LINE OF BUSINESS</th>
<th>TOTAL NUMERATOR</th>
<th>TOTAL DENOMINATOR</th>
<th>AGGREGATE SUMMARY RATE</th>
<th>MEAN</th>
<th>SUBMISSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>277</td>
<td>7,588</td>
<td>3,651</td>
<td>5,786</td>
<td>9</td>
</tr>
</tbody>
</table>

Summary of Findings
The Commercial line of business is the only line of business with five or more valid submissions. The aggregate summary rate for Commercial is 3,651 per 100,000 (n=9, Range: 36,493 - 0) with a mean rate of 5,786 and a median rate of 328.

<table>
<thead>
<tr>
<th>LINE OF BUSINESS</th>
<th>MIN</th>
<th>10TH</th>
<th>25TH</th>
<th>50TH</th>
<th>75TH</th>
<th>90TH</th>
<th>MAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>36,493</td>
<td>16,524</td>
<td>2,579</td>
<td>328</td>
<td>225</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Measure Description
This mandatory measure assesses admissions for a principal diagnosis of asthma per 100,000 population, ages 18 to 39 years, during the measurement year. A lower rate represents better performance. This measure is reported separately for each of the organization’s lines of business that are included in its URAC accreditation (i.e., Commercial, Medicare, and Medicaid).

Summary of Reporting Organizations
A total of 10 organizations submitted valid data for this measure.

<table>
<thead>
<tr>
<th>Line of Business</th>
<th>Total Numerator</th>
<th>Total Denominator</th>
<th>Aggregate Summary Rate</th>
<th>Mean</th>
<th>Submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>79</td>
<td>1,861</td>
<td>4,245</td>
<td>9,958</td>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Line of Business</th>
<th>Min</th>
<th>10th</th>
<th>25th</th>
<th>50th</th>
<th>75th</th>
<th>90th</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>64,286</td>
<td>28,063</td>
<td>2,606</td>
<td>209</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>