



# 2023

## MAIL SERVICE PHARMACY PERFORMANCE MEASUREMENT

AGGREGATE SUMMARY PERFORMANCE REPORT

February 2024



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# EXECUTIVE SUMMARY

**52**  
Reporting  
Organizations

**~226M**  
Prescriptions  
Dispensed

## Performance Highlights

- There was a 2% decrease in number of organizations reporting since 2022
- Decrease in call abandonment rate at 1.52%, 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
- 8% of organizations had zero errors in dispensing and distribution of prescriptions

## Turnaround Time

**~ 1.86 days**  
To fill a prescription

## Generic Dispensing Rate

**97.35%**  
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 2022 measurement year (2023 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 2023 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.



## 2023 MAIL SERVICE PHARMACY AGGREGATE SUMMARY PERFORMANCE REPORT

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 2023 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)

© 2023 URAC, all rights reserved. The measures in URAC's Mail Service Pharmacy Accreditation Program were developed and are owned by URAC. URAC retains all rights of ownership to the measures and can rescind or alter the measures at any time. No use of any URAC measure is authorized without prior URAC approval of such use. Users shall not have the right to alter, enhance or otherwise modify the measures. Anyone desiring to use the measures must be approved by URAC.

\*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

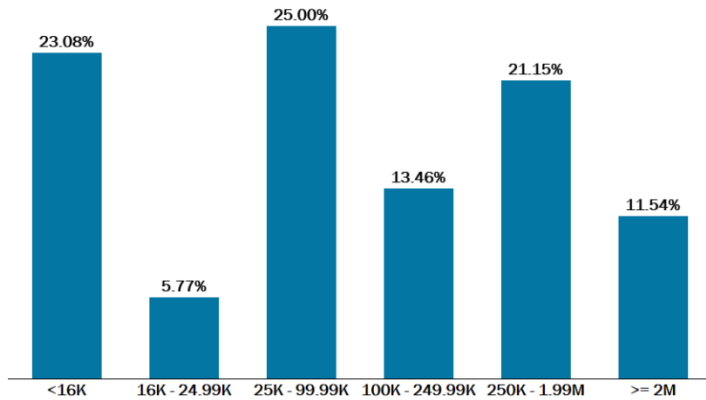
# RESULTS IN AGGREGATE

A total of 52 URAC-accredited Mail Service Pharmacy (MSP) organizations reported 2022 measurement year data for the 2023 reporting year. The total number of prescriptions dispensed across all MSP organizations was 225,923,311 with the number of prescriptions dispensed ranging from 46 to 90,217,184. Most organizations reported dispensing fewer than two million prescriptions, with the majority of organizations reporting that they dispensed fewer than 250,000 prescriptions (**Figure 1**).

Of the 52 MSPs that submitted performance measurement data, 36 organizations covered all four URAC-specified regions (Midwest, Northeast, South, and West), and 16 organizations covered only a single region (**Figure 2**).

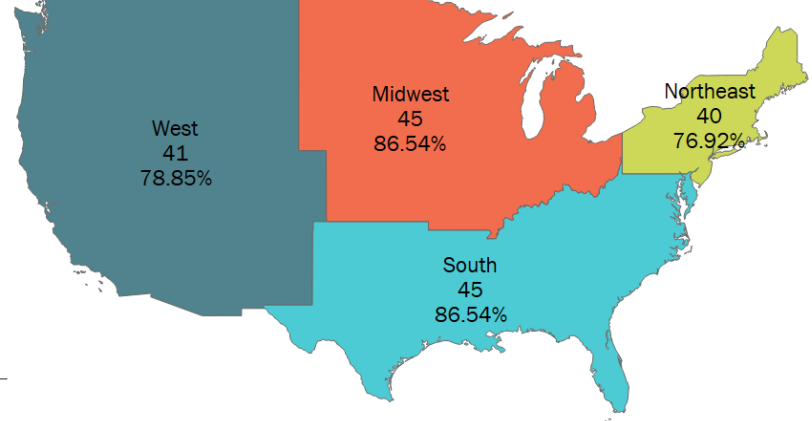
**Figure 1. Reporting by Program Tier Size**

# of prescriptions dispensed per organization (n=52)



**Figure 2. Regional Areas Served**

% of reporting organizations by region (n=52)



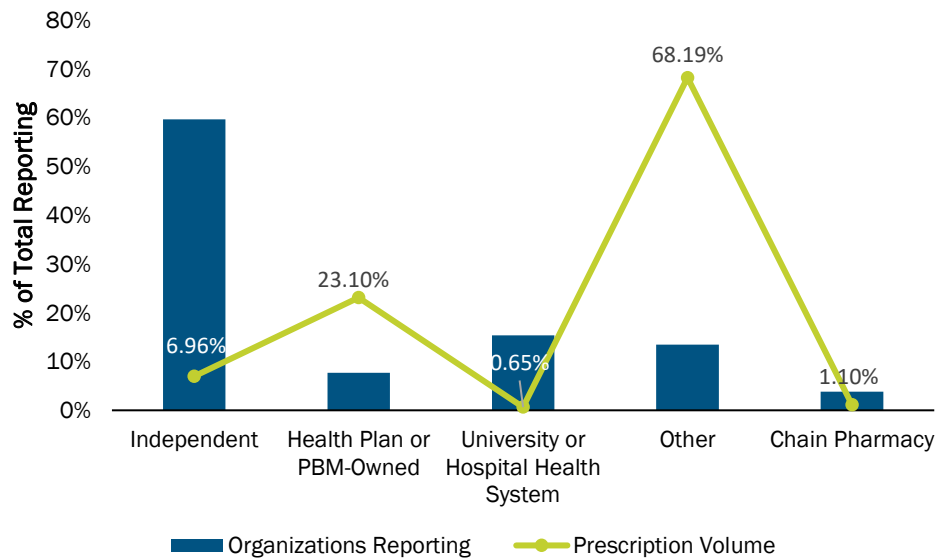
Note: Multiple responses accepted.

## Pharmacy Composition

In the 2023 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 less than 8% of the reporting organizations, they accounted for more than 23% of the dispensing volume (**Figure 3**).

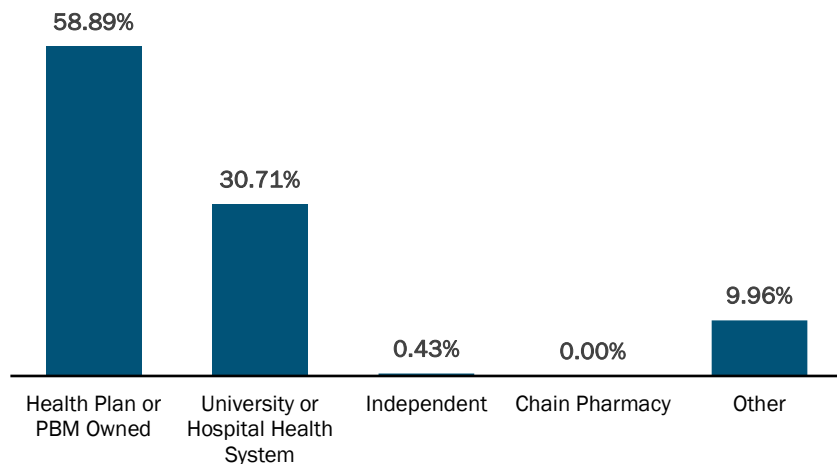
**Figure 3. Pharmacy Composition**

% of reporting organizations (n=52)



**Figure 4. Documented Clinical Interventions by Pharmacy Type**

% of reporting organizations (n=14)



## 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 (26.92%, n=14) reported clinical interventions of any type (**Figure 4**). The total number of documented clinical interventions reported was 14,650,206, 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 with one organization reporting 6.1 million 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

97.35%

Prescriptions Dispensed as Generics

The 45 valid submissions for this measure reported an aggregate summary rate of 97.35%. Five organizations dispensed 100% generic prescriptions.

TOTAL NUMERATOR		TOTAL DENOMINATOR		AGGREGATE SUMMARY RATE		MEAN	SUBMISSIONS
141,109,480		144,956,641		97.35%		88.18%	45

MIN	10TH	25TH	50TH	75TH	90TH	MAX
2.84%	68.36%	85.64%	97.43%	98.92%	99.96%	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.

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

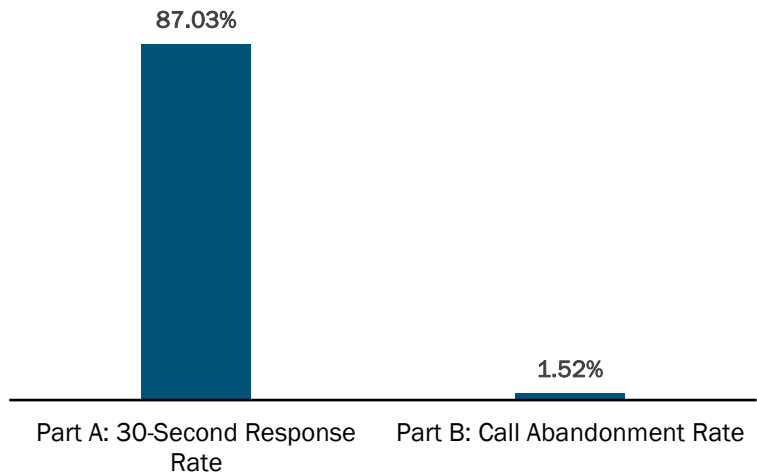


Figure 5. Call Center Performance Aggregate Summary Rates

### Summary of Findings

A total of 52 organizations reported valid results for each measure part. There were six submissions at or above the 90th percentile for Part A. There were six 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	56,881,647	65,356,924	87.03%	83.86%	52
Part B: Call Abandonment Rate	991,901	65,358,695	1.52%	3.00%	52

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part A: 30-Second Response Rate	25.84%	61.29%	78.93%	88.37%	95.72%	98.43%	99.74%
Part B: Call Abandonment Rate	10.87%	6.60%	3.64%	2.22%	1.47%	0.87%	0.26%



## 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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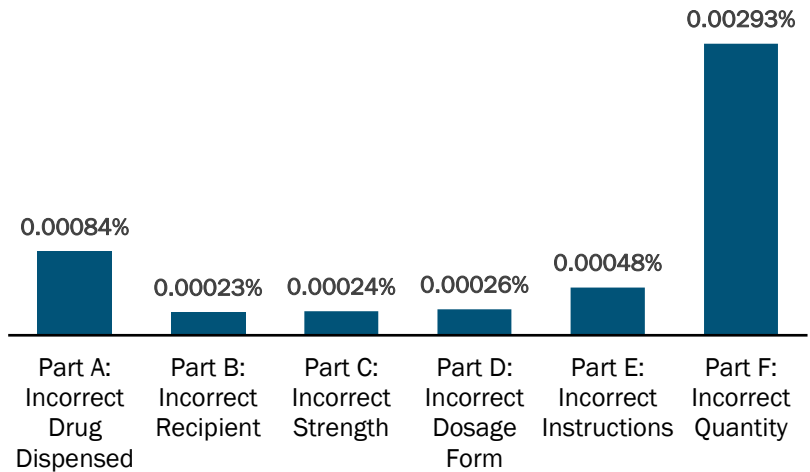
### Dispensing Error Rate

**0.00497%**

All Error Composite

**4.97 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 11 organizations that reported no errors.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
11,232	225,923,311	0.00497%	0.01655%	52

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.22922%	0.04146%	0.01746%	0.00733%	0.00288%	0%	0%



## 2023 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 no errors.

TOTAL NUMERATOR		TOTAL DENOMINATOR		AGGREGATE SUMMARY RATE		MEAN		SUBMISSIONS					
1,894		225,923,311		0.00084%		0.00639%		52					
MIN		10TH		25TH		50TH		75TH		90TH		MAX	
0.16419%		0.01079%		0.00236%		0.00096%		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					
525		225,923,311		0.00023%		0.00113%		52					
MIN		10TH		25TH		50TH		75TH		90TH		MAX	
0.02282%		0.00209%		0.00114%		0%		0%		0%		0%	

### Part C: Incorrect Strength

Of the 50 valid submissions, there were 28 valid data submissions that reported 0%.

TOTAL NUMERATOR		TOTAL DENOMINATOR		AGGREGATE SUMMARY RATE		MEAN	SUBMISSIONS
528		221,588,500		0.00024%		0.00109%	51
MIN	10TH	25TH	50TH	75TH	90TH	MAX	
0.01487%	0.00378%	0.00112%	0%	0%	0%	0%	

### Part D: Incorrect Dosage Form

Of the 50 valid submissions, there were 26 valid data submissions that reported 0%.

TOTAL NUMERATOR		TOTAL DENOMINATOR		AGGREGATE SUMMARY RATE		MEAN	SUBMISSIONS
583		221,588,500		0.00026%		0.00084%	51
MIN	10TH	25TH	50TH	75TH	90TH	MAX	
0.00709%	0.00255%	0.00088%	0%	0%	0%	0%	



2023 MAIL SERVICE PHARMACY AGGREGATE SUMMARY PERFORMANCE REPORT

Part E: Incorrect Instructions

Of the 52 valid submissions, there were 26 valid data submissions that reported 0%.

TOTAL NUMERATOR		TOTAL DENOMINATOR		AGGREGATE SUMMARY RATE		MEAN		SUBMISSIONS					
1,085		225,923,311		0.00048%		0.00167%		52					
MIN		10TH		25TH		50TH		75TH		90TH		MAX	
0.02643%		0.00373%		0.00091%		0.00003%		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					
6,617		225,923,311		0.00293%		0.00554%		52					
MIN		10TH		25TH		50TH		75TH		90TH		MAX	
0.06504%		0.01482%		0.00489%		0.00177%		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

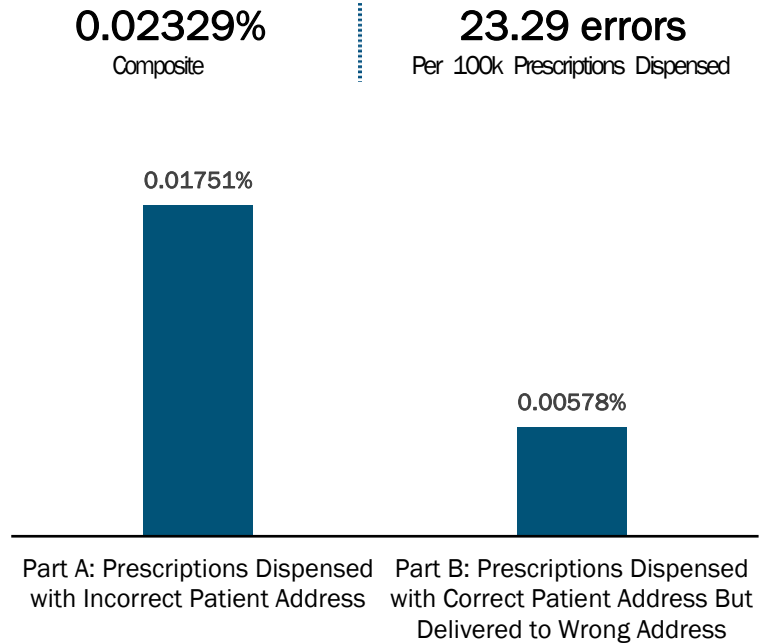
**For all parts, a lower rate represents better performance.**

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 2022 measurement year.

TOTAL NUMERATOR		TOTAL DENOMINATOR		AGGREGATE SUMMARY RATE		MEAN	SUBMISSIONS
52,624		225,923,311		0.02329%		0.06644%	52
MIN	10TH	25TH	50TH	75TH	90TH	MAX	
0.59172%	0.14744%	0.05463%	0.01931%	0.00293%	0%	0%	



## 2023 MAIL SERVICE PHARMACY AGGREGATE SUMMARY PERFORMANCE REPORT

### Part A: Prescriptions Dispensed with Incorrect Patient Address

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

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
39,570	225,923,311	0.01751%	0.03495%	52

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.59172%	0.06462%	0.03525%	0.00694%	0.00070%	0%	0%

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

Of the 52 valid submissions, there were 14 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
13,054	225,923,311	0.00578%	0.03149%	52

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.40160%	0.06202%	0.01277%	0.00279%	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

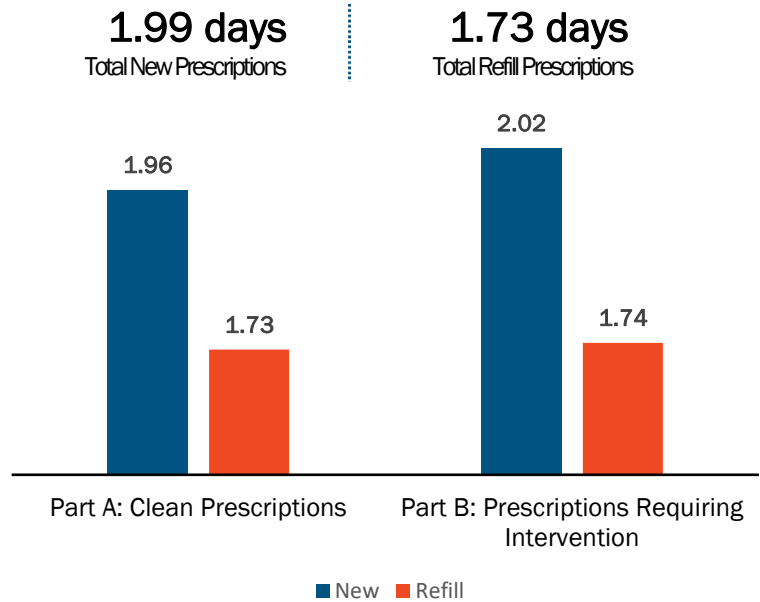
**For all parts, a lower rate represents better performance.**

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 48 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.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Part C1: All Prescriptions - New	205,094,676	103,259,211	1.99	3.19	46
Part C2: All Prescriptions - Refill	209,028,384	120,700,620	1.73	2.10	47

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part C1: All Prescriptions - New	13.46	6.81	3.23	2.39	1.77	1.38	1.04
Part C2: All Prescriptions - Refill	5.87	3.65	2.74	1.70	1.31	1.07	1.00



## 2023 MAIL SERVICE PHARMACY AGGREGATE SUMMARY PERFORMANCE REPORT

### Part A: Clean Prescriptions

There was one valid data submission that reported less than one-day turnaround time for new prescriptions. There were four organizations that took more than five days to turnaround new prescriptions.

There was one valid data submission 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.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Part A1: Clean Prescriptions - New	108,685,461	55,579,907	1.96	2.53	42
Part A2: Clean Prescriptions - Refill	153,445,962	88,562,103	1.73	1.85	45

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part A1: Clean Prescriptions - New	8.59	4.78	2.65	2.01	1.54	1.17	0
Part A2: Clean Prescriptions - Refill	5.99	3.14	2.03	1.59	1.26	1.01	0

### Part B: Prescriptions Requiring Intervention

There were no valid data submissions that reported less than one-day turnaround time for new prescriptions where interventions were required. There were nine 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 25 organizations that took over two days to turnaround refill prescriptions. Among those, three took more than five days.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Part B1: Prescriptions Requiring Intervention - New	96,339,197	47,661,383	2.02	3.88	42
Part B2: Prescriptions Requiring Intervention - Refill	54,937,701	31,561,557	1.74	2.93	39

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part B1: Prescriptions Requiring Intervention - New	18.08	6.65	4.11	2.71	2.10	1.49	1.00
Part B2: Prescriptions Requiring Intervention - Refill	8.75	4.95	3.66	2.33	1.69	1.36	1.06

## OVERALL CONSUMER SATISFACTION (PH2021-02)

### Measure Description

This *exploratory* measure assesses 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.

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

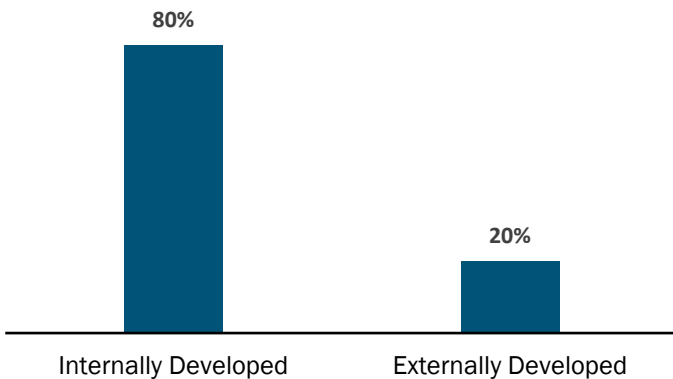
URAC is the measure steward, and all rights are retained by URAC.

### Summary of Findings

A total of 5 organizations submitted data for this measure. **Based on the data submitted, overall consumer satisfaction was 99.26%, with a survey response rate of 2.45%.** Most pharmacy organizations (80% of respondents) reported the use of internally developed surveys for consumer satisfaction (**Figure 9**) with surveys being mostly administered by mail and phone (**Figure 10**).



### Survey Methodology



**Figure 9. Development of Survey**

% of reporting organizations (n=5)



**Figure 10. Survey Administration Method**

% of total responses received (n=5)

Note: Multiple responses accepted per organization.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Overall Consumer Satisfaction	2,553	2,572	99.26%	99.40%	5
Survey Response Rate	2,561	104,717	2.45%	44.34%	5

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Overall Consumer Satisfaction	98.21%	98.49%	98.90%	99.90%	100%	100%	100%
Survey Response Rate	0.40%	7.71%	18.69%	22.00%	81.70%	92.02%	98.90%