



Mail Service Pharmacy

Measures At A Glance

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Mandatory Measures (8)

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
DM2012-12	Proportion of Days Covered (PDC)	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	Percentage of participants 18 years and older who met the proportion of days covered (PDC) threshold of 80% during the measurement period. A separate rate is calculated for the following medications: Beta-blocker, Renin Angiotensin System Antagonists, Calcium Channel Blocker, Statin, Biguanide, Sulfonyleurea, Thiazolidinedione, DiPeptidyl Peptidase-IV Inhibitor, Diabetes All Class, Antiretroviral (this measure has a threshold of 90% for at least 2 medications). Stratify by Commercial, Medicaid, and Medicare (i.e., report each product line separately).	Number of patients who met the PDC threshold for a target medication 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 measurement period.	Enrollment; Pharmacy Data
DTM2015-01	Adherence to Non-Warfarin Oral Anticoagulants	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	This measure assesses the percentage of patients 18 years and older who met the Proportion of Days Covered (PDC) threshold of 80% during the measurement period for non-warfarin oral anticoagulants. Stratify by Commercial, Medicaid, and Medicare (i.e., report each product line separately).	The number of patients who met the PDC threshold during the measurement year.	Patients who filled at least two prescriptions for a non-warfarin oral anticoagulant on two unique dates of service at least 180 days apart during the measurement year AND who received greater than 60 days' supply of the medication during the measurement period.	Enrollment; Pharmacy Data

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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.	Enrollment; Pharmacy Data
MP2012-09	Generic Dispensing Rates	URAC	Health Care Mgmt	This measure assesses 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 as dispensed as generics.	Total number of prescription claims available in generic form (i.e. multi-source) that were dispensed during the measurement period.	Enrollment; Pharmacy Data
DTM2010-04	Call Center Performance	URAC	Health Care Mgmt	This measure has two parts: <i>Part A</i> 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; <i>Part B</i> 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	<i>Part A:</i> The number of calls answered by a live customer service representative within 30 seconds of being placed in the organization's ACD call queue. <i>Part B:</i> 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

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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><i>Part A:</i> The number of drugs and products in the denominator in which an incorrect drug and/or product was dispensed.</p> <p><i>Part B:</i> The number of drugs and products in the denominator that were dispensed to an incorrect recipient.</p> <p><i>Part C:</i> The number of prescriptions in the denominator that were dispensed at an incorrect strength.</p> <p><i>Part D:</i> The number of prescriptions in the denominator that were dispensed in an incorrect dosage form.</p> <p><i>Part E:</i> The number of drugs and products in the denominator that were dispensed with incorrect patient instruction.</p> <p><i>Part F:</i> The number of drugs and products in the denominator that were dispensed as an incorrect quantity.</p> <p><i>Roll up Methodology:</i> Sum numerator from <i>Parts A - F</i>.</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

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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. <i>Part A</i> measures the percentage of prescriptions mailed with an incorrect address; <i>Part B</i> measures the percentage of prescriptions mailed with a correct address that were not delivered to the correct location.	<i>Part A:</i> The number of drugs and products dispensed with an incorrect address. <i>Part B:</i> 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, once the prescription is “clean”. <i>Part A</i> measures prescription turnaround time for clean prescriptions; <i>Part B</i> measures prescription turnaround time for prescriptions that required intervention; and <i>Part C</i> measures prescription turnaround time for all prescriptions.	The sum of business days to fill prescriptions in the denominator.	<i>Part A:</i> Total number of drugs and products that arrived clean and that the organization filled during the measurement period. <i>Part B:</i> Total number of prescriptions that were initially required intervention and that the organization filled during the measurement period. <i>Part C:</i> Total number of prescriptions the organization filled during the measurement period.	Enrollment; Pharmacy Data

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Exploratory Measures (5)

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
HIM2013-21	Use of High-Risk Medications in the Elderly (HRM)	Pharmacy Quality Alliance (PQA)	Safe Care	This measure assesses the percentage of patients 65 years of age and older who received two or more prescription fills for a high-risk medication during the measurement period. Stratify by Commercial, Medicaid, and Medicare (i.e., report each product line separately).	Patients who received at least two prescription fills for the same high-risk medication during the measurement period.	The number of patients who received at least two prescription fills for the same high-risk medication during the measurement period.	Enrollment; Electronic Clinical Data: Pharmacy
PH2015-02	Antipsychotic Use in Children Under 5 Years Old	Pharmacy Quality Alliance (PQA)	Safe Care	Percentage of children under age 5 using antipsychotic medications during the measurement period.	The number of patients with one or more prescription claims for an antipsychotic medication with cumulative days’ supply greater than or equal to 30 days.	Members under 5 years old at any time during the measurement period with ≥ one month of eligibility during the measurement period.	Enrollment; Pharmacy Data
PH2015-03	Use of Benzodiazepine Sedative Hypnotic Medications in the Elderly	Pharmacy Quality Alliance (PQA)	Safe Care	This measure assesses the percentage of individuals 65 years of age and older that received two or more prescription fills for any benzodiazepine sedative hypnotic for a cumulative period of more than 90 days.	Individuals in the denominator who received two prescriptions for any benzodiazepine sedative-hypnotic medication and a cumulative supply of greater than 90 days for any benzodiazepine sedative hypnotic during the measurement year	The total number of members 66 years or older on the last day of the measurement year and enrolled in the same health plan for greater than (>) 90 days.	Enrollment; Pharmacy Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2015-04	Diabetes Medication Dosing (DOS)	Pharmacy Quality Alliance (PQA)	Prevention & Treatment	The percentage of patients who were dispensed a dose higher than the daily recommended dose for the following therapeutic categories of oral hypoglycemics: biguanides, sulfonylureas, thiazolidinediones and DPP-IV inhibitors.	The number of patients who were dispensed a dose of the target medication higher than the daily recommended dose.	Patients 18 years or older on the last day of the measurement year and who were dispensed one or more target prescriptions during the measurement year.	Enrollment; Pharmacy Data
PH2015-06	Statin Use in Persons with Diabetes	Pharmacy Quality Alliance (PQA)	Prevention & Treatment	This measure assesses the percentage of patients ages 40-75 years who were dispensed a medication for diabetes that receive a statin medication. Stratify by Commercial, Medicaid, and Medicare (i.e., report each product line separately).	The number of eligible patients who received a prescription fill for a statin or statin combination during the measurement year.	The number of eligible patients who were dispensed two or more prescription fills for a hypoglycemic agent during the measurement year.	Enrollment; Pharmacy Data
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

* Please note that PH2015-05, “Consumer Experience with Pharmacy Services”, is not in the body of the 2017 Measures Reporting Instructions. Measure details are available in a separate addendum entitled, “Addendum to Pharmacy Quality Management Measure Specifications – Measure PH2015-05”, located within the *Resources* section of AccreditedNet 2.0.

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