



Pharmacy Benefit Management

Measures At A Glance

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.

Mandatory Measures (6)

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	The percentage of patients 18 years and older who met the proportion of days covered (PDC) threshold of 80% during the measurement year. A performance rate is calculated separately for the following medication categories: Beta-blockers (BB); Renin Angiotensin System (RAS) Antagonists; Calcium Channel Blockers (CCB); Statins; Biguanides; Sulfonylureas; Thiazolidinediones; Dipeptidyl Peptidase (DPP)-IV Inhibitors; Diabetes All Class; Antiretrovirals (this measure has a threshold of 90% for at least 2 measures). 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 period 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
MP2012-09	Generic Dispensing Rates	URAC	Health Care Management	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. Stratify by Commercial, Medicaid, and Medicare (i.e., report each product line separately).	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.	Pharmacy Data
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
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).	The number of patients who received at least two prescription fills for the same high-risk medication during the measurement period.	Members 66 years or older on the last day of the measurement year and continuously enrolled during the measurement period.	Enrollment; Electronic Clinical Data; Pharmacy

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
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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Exploratory Measures (6)

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
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.	<i>Part A, B, C:</i> The sum of business days to fill prescriptions in the denominator ($n_1 + n_2 + \dots + n_x$, where n_1 = the number of business days to schedule delivery of prescription 1, n_2 = the number of business days to schedule delivery of prescription 2 ... n_x = the number of business days to schedule delivery of prescription x).	<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 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.	Pharmacy Data
PH2015-02	Antipsychotic Use in Children Under 5 Years Old	Pharmacy Quality Alliance (PQA)	Safe Care	The 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 a cumulative days supply greater than or equal to 30 days.	Members under 5 years old at any time during the measurement period with \geq one month of eligibility during the measurement period.	Enrollment; Pharmacy Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
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.	Members 66 years or older on the last day of the measurement year and enrolled in the same health plan for > 90 days.	Enrollment; Pharmacy Data
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. Stratify by Commercial, Medicaid, and Medicare (i.e., report each product line separately).	The number of patients who were dispensed a dose of the target medication higher than the daily recommended dose.	Patients 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.	Enrollment; Pharmacy Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
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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