



HHSC UNIFORM MANAGED CARE MANUAL	CHAPTER 10.1.7
PERFORMANCE INDICATOR DASHBOARD FOR QUALITY MEASURES	EFFECTIVE DATE January 15, 2016 Version 2.4

DOCUMENT HISTORY LOG

STATUS ¹	DOCUMENT REVISION ²	EFFECTIVE DATE	DESCRIPTION ³
Baseline	1.0	December 5, 2010	Initial version of Chapter 10.1.7 "Performance Indicator Dashboard for Quality Measures". Quality Measures have been removed from Chapter 10.1.1 Performance Indicator Dashboard and will be tracked by Calendar Year beginning with Calendar Year 2011. Performance Indicator Dashboards for previous State Fiscal Years are included for informational purposes. Baselines for CY 2011 Quality of Care Performance Indicators have been revised based on the EQRO's recommendations. Additional measures and baselines added for: Prevention Quality Indicators (PQI); Pediatric Quality Indicators (PDI); Ambulatory Care: ED use; Antidepressant medication management: Acute and Continuation Phases; and Follow-up care for children prescribed ADHD medication: Initiation and Maintenance. Baselines for CY 2011 CAHPS Survey Performance Indicators have also been revised based on the EQRO's recommendations. Additional measure and baseline added for % of good access to behavioral health treatment or counseling for adults.
Revision	2.0	February 1, 2012	Revision 2.0 applies to contracts issued as a result of HHSC RFP numbers 529-08-0001, 529-10-0020, and 529-12-0002. Chapter 10.1.7 "Performance Indicator Dashboard for Quality Measures" is modified to include Performance Indicators for CY 2012. Indicators are unchanged from CY2011.
Revision	2.1	April 1, 2013	Chapter 10.1.7 "Performance Indicator Dashboard for Quality Measures" is modified to include Performance Indicators for CY 2013. Potentially Preventable Events are added. Standards for Access/Availability of Care are added. Use of Emergency Room (ER) Services is deleted.
Revision	2.2	January 1, 2014	Revision 2.0 applies to contracts issued as a result of HHSC RFP numbers 529-08-0001, 529-10-0020, 529-12-0002, and 529-13-0042. Chapter 10.1.7 "Performance Indicator Dashboard for Quality Measures" is modified to include Performance Indicators for CY 2014.
Revision	2.3	January 1, 2015	Chapter 10.1.7 "Performance Indicator Dashboard for Quality Measures" is modified to include Performance Indicators for CY 2015.
Revision	2.4	January 15, 2016	Chapter 10.1.7 "Performance Indicator Dashboard for Quality Measures" is modified to include Performance Indicators for CY 2016.
<p>¹ Status should be represented as "Baseline" for initial issuances, "Revision" for changes to the Baseline version, and "Cancellation" for withdrawn versions.</p> <p>² Revisions should be numbered according to the version of the issuance and sequential numbering of the revision—e.g., "1.2" refers to the first version of the document and the second revision.</p> <p>³ Brief description of the changes to the document made in the revision.</p>			

Calendar Year 2016 STAR, STAR+PLUS, and CHIP Quality Indicator Dashboard

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
I. Potentially Preventable Events							
Potentially Preventable Emergency Department Visits (PPV)	P4Q	P4Q	P4Q	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual PPE Tables
Potentially Preventable Readmissions (PPR)	P4Q	P4Q	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual PPE Tables
Potentially Preventable Admissions (PPA)	P4Q	P4Q	P4Q	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual PPE Tables
Potentially Preventable Complications (PPC)	P4Q	P4Q	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual PPE Tables
Potentially Preventable Ancillary Services (PPS)	TBD	TBD	TBD	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual PPE Tables

II. Access to Care							
Access/Availability of Care							
Percent of Children w/Access to PCP (12 - 24 months) (CAP)	97%	N/A	96%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (25 mo - 6 years) (CAP)	93%	N/A	91%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (7 - 11 years) (CAP)	96%	N/A	96%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (12 - 19 years) (CAP)	95%	N/A	92%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

III. Quality of Care							
Member Satisfaction - Adult							
% good access to urgent care	68%	66%	N/A	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to specialist appointment	52%	48%	N/A	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to routine care	59%	61%	N/A	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to special therapies	41%	33%	N/A	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to service coordination	N/A	41%	N/A	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to behavioral health treatment or counseling	53%	44%	N/A	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% rating personal doctor a "9" or "10"	67%	70%	N/A	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% rating their health plan a "9" or "10"	64%	61%	N/A	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
% good experiences with doctors' communication	77%	77%	N/A	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Members Utilizing Consumer Directed Services (CDS) that includes: 1. Non-HCBS Program Primary Home Care 2. HCBS Personal Attendant Services	N/A	1. PHC = 3.2% 2. PAS = 5.6%	N/A	Quarterly	HHSC	STAR+PLUS LTSS Utilization Quarterly Reports	STAR+PLUS LTSS Utilization Quarterly Reports
Member Satisfaction - Child (Parent/Caregiver)							
% good access to urgent care	82%	N/A	79%	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to specialist appointments	59%	N/A	58%	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to routine care	80%	N/A	80%	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to behavioral health treatment or counseling	60%	N/A	41%	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% rating child's personal doctor a "9" or "10"	80%	N/A	75%	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% rating their child's health plan a "9" or "10"	81%	N/A	81%	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good experiences with doctors' communication	80%	N/A	80%	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report

Children's Preventive Health

Well-Child Visits – First 15 Months: 6+ Visits (W15)	60%	N/A	60%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Well-Child Visits – 3rd, 4th, 5th, and 6th Years (W34)	P4Q	78%	P4Q	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
Well-Child Visits – Adolescents (AWC)	P4Q	56%	P4Q	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
Childhood Immunization Status (CIS) - Combination 4	78%	N/A	78%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
Childhood Immunization Status (CIS) - Combination 10	TBD	N/A	TBD	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables

Women's Preventive Health

Cervical Cancer Screening (CCS)	73%	61%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
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Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Prenatal Care (PPC)	P4Q	85%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
Postpartum Care (PPC)	P4Q	46%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
Breast Cancer Screening (BCS)	N/A	58%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Chlamydia Screening in Women (CHL)	54%	54%	51%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

Prevention and Screening

Adult BMI Assessment (ABA)	N/A	83%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
Child/Adolescent BMI Percentile Documented (WCC)	67%	N/A	51%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
Counseling for Nutrition for Children/Adolescents (WCC)	61%	N/A	55%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
Counseling for Physical Activity for Children/Adolescents (WCC)	54%	N/A	47%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables

AHRQ Prevention Quality Indicators [PQI] (Adults ≥ 18 yrs)

Diabetes Short-Term Complications	17 per 100,000	45 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Diabetes Long-Term Complications	11 per 100,000	57 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Chronic Obstructive Pulmonary Disease or Asthma in Older Adults	82 per 100,000	151 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Hypertension	3 per 100,000	18 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Congestive Heart Failure	11 per 100,000	114 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Low Birth Weight	5 per 100	N/A	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Dehydration	6 per 100,000	24 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Bacterial Pneumonia	12 per 100,000	59 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Urinary Tract Infection	13 per 100,000	41 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Angina without Procedure	1 per 100,000	3 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Uncontrolled Diabetes	2 per 100,000	8 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Asthma in Younger Adults	4 per 100,000	20 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Lower Extremity Amputation due to Uncontrolled Diabetes	1 per 100,000	10 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

AHRQ Pediatric Quality Indicators [PDI] (Children < 18 yrs)

Asthma	11 per 100,000	15 per 100,000	7 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Diabetes Short-Term Complications	2 per 100,000	10 per 100,000	2 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Gastroenteritis	4 per 100,000	6 per 100,000	1 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Perforated Appendix	55 per 100	N/A	55 per 100	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Urinary Tract Infection	4 per 100,000	4 per 100,000	1 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

IV. Care for Chronic Illness

Respiratory Care

Medication Management for People with Asthma - Medication Compliance 75% (MMA)	30%	43%	30%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Asthma Medication Ratio > 50% (all ages) (AMR)	63%	61%	72%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Appropriate Treatment for Children with Upper Respiratory Infection (URI)	88%	N/A	88%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)	26%	26%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Appropriate Treatment for Children with Pharyngitis (CWP)	71%	N/A	71%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables

Behavioral Health[†]

7-day Follow-up After Hospitalization for Mental Health (FUH)	46%	46%	46%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
30-day Follow-up After Hospitalization for Mental Health (FUH)	67%	67%	67%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Antidepressant Medication Management - Acute Phase (AMM)	51%	P4Q	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Antidepressant Medication Management - Continuation Phase (AMM)	34%	P4Q	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Follow-up Care for Children Prescribed ADHD Medication - Initiation (ADD)	54%	49%	45%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Follow-up Care for Children Prescribed ADHD Medication - Maintenance (ADD)	70%	65%	58%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Initiation of Alcohol and Other Drug Dependence Treatment (IET)	40%	38%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Engagement of Alcohol and Other Drug Dependence Treatment (IET)	13%	10%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables

Diabetes (Adults ≥ 18 yrs)

HbA1c Tested (CDC)	86%	89%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
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Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
HbA1c Control < 8% (CDC)	48%	P4Q	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
Diabetic Eye Exam (CDC)	55%	55%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Medical Attention for Nephropathy (CDC)	82%	85%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables

High Blood Pressure

High Blood Pressure Controlled (CBP)	58%	58%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
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Smoking

% advised to quit smoking	43%	43%	N/A	Biennial	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
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V. LONG TERM SERVICES AND SUPPORTS

Timeliness of face-to-face assessment for PAS services after member non-emergency request.	N/A	TBD	N/A	Annual	HHSC	MCO-generated service request and assessment data	TBD
Timeliness of authorization of non-emergency PAS services after assessment determining need.	N/A	TBD	N/A	Annual	HHSC	MCO-generated assessment and service authorization data	TBD
Timeliness of initiation of non-emergency PAS services after MCO authorization of services.	N/A	TBD	N/A	Annual	HHSC	MCO-generated MCO service authorization and EVV data	TBD
Timeliness of service coordinator assignment after a request for a service coordinator is made by a	N/A	TBD	N/A	Annual	HHSC	MCO-generated data	TBD
Rate of face-to-face service coordination encounters completed as required.	N/A	TBD	N/A	Annual	HHSC	MCO-generated data	TBD
Quarterly turnover rate for field service coordinators.	N/A	TBD	N/A	Annual	HHSC	MCO-generated data	TBD
Service Coordination Hotline Performance: Total Calls Answered	N/A	TBD	N/A	Annual	HHSC	MCO-generated data	TBD
Service Coordination Hotline Performance: Calls Answered by 4th ring	N/A	99%	N/A	Annual	HHSC	MCO-generated data	TBD
Service Coordination Hotline Performance: Calls Answered by Live Person	N/A	80% within 30 second	N/A	Annual	HHSC	MCO-generated data	TBD
Service Coordination Hotline Performance: Number of Calls Abandoned	N/A	< 7%	N/A	Annual	HHSC	MCO-generated data	TBD
Service Coordination Hotline Performance: Average Hold Time	N/A	< 2 minutes	N/A	Annual	HHSC	MCO-generated data	TBD
Rate of admissions to nursing facility from community pre- vs post- carve-in	N/A	TBD	N/A	Annual	HHSC	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	TBD

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Rate of admissions to nursing facility from hospital pre- vs post- carve-in	N/A	TBD	N/A	Annual	HHSC	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	TBD
Number of individuals who went from community to hospital to nursing facility and remained in nursing facility	N/A	TBD	N/A	Annual	HHSC	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	TBD
Potentially Preventable Admissions (PPA) - Ratio of Actual to Expected (Nursing Facility only)	N/A	TBD	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	TBD
Potentially Preventable Readmissions (PPR) - Ratio of Actual to Expected (Nursing Facility only)	N/A	TBD	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	TBD
Consumer Assessment of Healthcare Providers & Systems Nursing Home Long Stay Questionnaire*	N/A	TBD	N/A	Annual	HHSC	Member Survey	TBD
Number of individuals who transitioned from the nursing facility to the community who were	N/A	TBD	N/A	Annual	HHSC	Enrollment, Eligibility,	TBD

P4Q	This measure is a P4Q measure. Please refer to the UCM Chapter 6.2.12 for additional details on the incremental improvement goals.
N/A	A standard has not been set for this measure (e.g. the measure is not applicable for the program, or prior-year results had low denominators)
TBD	HHSC has not yet established a standard for this indicator
†	The Behavioral Health Measures do not apply to STAR and STAR+PLUS MCOs in the Dallas Service Area as all Behavioral Health services are provided through
*	This measure is a placeholder to inform plans that this survey will be conducted. Specific survey questions to be added to the dashboard will be determined upon calculation of results.

For 2016, HHSC has changed the methodology for establishing the STAR, STAR+PLUS, and CHIP dashboard standards.

CY 2015 (January 1, 2015 - December 31, 2015) HHSC MCO Quality Performance

The following performance indicators are tracked by Program/Service Area/MCO/Plan Code, unless otherwise indicated. This list does not include Medicaid Dental, CHIP Dental, or STAR Health Performance Indicators for Quality measures.

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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I. POTENTIALLY PREVENTABLE EVENTS

Potentially Preventable Emergency Department Visits (PPV) - Ratio of Actual to Expected	< 1.10**	< 1.10**	< 1.10**	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Potentially Preventable Readmissions (PPR) - Ratio of Actual to Expected	< 1.10**	< 1.10**	< 1.10	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Potentially Preventable Admissions (PPA) - Ratio of Actual to Expected	< 1.10**	< 1.10**	< 1.10**	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Potentially Preventable Complications (PPC) - Ratio of Actual to Expected	< 1.10**	< 1.10**	< 1.10	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Potentially Preventable Ancillary Services (PPS)	TBD	TBD	TBD	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

II. ACCESS TO CARE

Access/Availability of Care

Percent of Children w/Access to PCP (12 - 24 months) (CAP)	99%	NR*	96%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (25 mo - 6 years) (CAP)	95%	NR*	95%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (7 - 11 years) (CAP)	96%	NR*	95%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (12 - 19 years) (CAP)	95%	NR*	93%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

III. QUALITY OF CARE

Member Satisfaction - Adult

% good access to urgent care±	68%	65%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to specialist appointments	51%	51%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to routine care±	57%	62%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to special therapies±	39%	32%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
% STAR+PLUS members with good access to service coordination±	N/A	39%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to behavioral health treatment or counseling±	50%	42%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% rating personal doctor a "9" or "10"	66%	67%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% rating their health plan a "9" or "10"	61%	57%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good experiences with doctors' communication±	77%	75%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Members Utilizing Consumer Directed Services (CDS) that includes: 1. Non-HCBS Program Primary Home Care 2. HCBS Personal Attendant Services	N/A	1. PHC = 3.2% 2. PAS = 5.6%	N/A	Quarterly	HHSC	STAR+PLUS LTSS Utilization Quarterly Reports	STAR+PLUS LTSS Utilization Quarterly Reports

Member Satisfaction - Child (Parent/Caregiver)

% good access to urgent care±	83%	N/A	78%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to specialist appointments	53%	N/A	53%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to routine care±	73%	N/A	75%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good access to behavioral health treatment or counseling±	54%	N/A	49%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% rating child's personal doctor a "9" or "10"	77%	N/A	72%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% rating their child's health plan a "9" or "10"	81%	N/A	72%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% good experiences with doctors' communication±	80%	N/A	78%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report

Children's Preventive Health

Well-Child Visits – First 15 Months: 6+ Visits (W15)	69%	NR*	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Well-Child Visits – 3rd, 4th, 5th, and 6th Years (W34)	83%**	79%	76%**	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Well-Child Visits – Adolescents (AWC)	65%**	55%	58%**	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Childhood Immunization Status (CIS) - Combination 4	76%	NR*	77%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

Women's Preventive Health

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Cervical Cancer Screening (CCS)	70%	67%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Prenatal Care (PPC)	89%**	84%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Postpartum Care (PPC)	66%**	64%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Breast Cancer Screening (BCS)	NR*	51%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Chlamydia Screening in Women (CHL)	58%	NR*	57%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

Prevention and Screening

Adult BMI Assessment (ABA)	NR*	74%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Child/Adolescent BMI Percentile Documented (WCC)	52%	NR*	52%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Counseling for Nutrition for Children/Adolescents (WCC)	65%	NR*	60%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Counseling for Physical Activity for Children/Adolescents (WCC)	49%	NR*	47%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

AHRQ Prevention Quality Indicators [PQI] (Adults ≥ 18 yrs)

Diabetes Short-Term Complications	11 per 100,000 member months	36 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Diabetes Long-Term Complications	6 per 100,000 member months	63 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Chronic Obstructive Pulmonary Disease or Asthma in Older Adults	109 per 100,000 member months	168 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Hypertension	4 per 100,000 member months	22 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Congestive Heart Failure	3 per 100,000 member months	106 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Low Birth Weight	4 per 100	NR*	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Dehydration	3 per 100,000 member months	25 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Bacterial Pneumonia	6 per 100,000 member months	64 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Urinary Tract Infection	10 per 100,000 member months	48 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Angina w/o Procedure	0 per 100,000 member months	3 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Uncontrolled Diabetes	2 per 100,000 member months	8 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Asthma in Younger Adults	3 per 100,000 member months	21 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Lower Extremity Amputation among Patients with Diabetes	0 per 100,000 member months	10 per 100,000 member months	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

AHRQ Pediatric Quality Indicators [PDI] (Children < 18 yrs)

Asthma	8 per 100,000 member months	9 per 100,000 member months	5 per 100,000 member months	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Diabetes Short-Term Complications	1 per 100,000 member months	0 per 100,000 member months	2 per 100,000 member months	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Gastroenteritis	3 per 100,000 member months	0 per 100,000 member months	1 per 100,000 member months	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Perforated Appendix	30 per 100	NR*	27 per 100	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Urinary Tract Infection	2 per 100,000 member months	0 per 100,000 member months	1 per 100,000 member months	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

IV. CARE FOR CHRONIC ILLNESS

Asthma

Use of Appropriate Medication for People with Asthma (all ages) (ASM)	95%	90%	95%**	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Medication Management for People with Asthma - Medication Compliance 75% (MMA)	29%	43%	29%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Asthma Medication Ratio > 50% (all ages)	82%	62%	85%**	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Appropriate Treatment for Children with Upper Respiratory Infection (URI)	87%	NR*	87%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)	24%	24%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Appropriate Treatment for Children with Pharyngitis (CWP)	68%	NR*	68%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Behavioral Health†							
7-day f/u After Hosp. for Mental Health (MH) (FUH)	44%	44%	44%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
30-day f/u After Hosp. for Mental Health (FUH)	64%	64%	67%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Antidepressant Medication Management - Acute Phase (AMM)	53%	59%**	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Antidepressant Medication Management - Continuation Phase (AMM)	37%	47%**	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Follow-up Care for Children Prescribed ADHD Medication - Initiation (ADD)	47%	NR*	45%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Follow-up Care for Children Prescribed ADHD Medication - Maintenance (ADD)	62%	NR*	59%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Initiation of Alcohol and Other Drug Dependence Treatment (IET)	43%	43%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Engagement of Alcohol and Other Drug Dependence Treatment (IET)	14%	14%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables

Diabetes (Adults ≥ 18 yrs)

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
HbA1c Tested (CDC)	83%	83%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
HbA1c Control < 8% (CDC)	48%	48%**	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
Diabetic Eye Exam (CDC)	53%	53%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Medical Attention for Nephropathy (CDC)	79%	82%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables

High Blood Pressure

High Blood Pressure Controlled (CBP)	56%	56%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Annual Quality of Care Tables
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Smoking Prevention

% advised to quit smoking	42%	42%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
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V. LONG TERM SERVICES AND SUPPORTS

Timeliness of face-to-face assessment for PAS services after member non-emergency request.	N/A	TBD	N/A	Annual	HHSC	MCO-generated service request and assessment data	TBD
Timeliness of authorization of non-emergency PAS services after assessment determining need.	N/A	TBD	N/A	Annual	HHSC	MCO-generated assessment and service authorization data	TBD
Timeliness of initiation of non-emergency PAS services after MCO authorization of services.	N/A	TBD	N/A	Annual	HHSC	MCO-generated MCO service authorization and EVV data	TBD
Timeliness of service coordinator assignment after a request for a service coordinator is made by a member not requiring and named service coordinator.	N/A	TBD	N/A	Annual	HHSC	MCO-generated data	TBD
Rate of face-to-face service coordination encounters completed as required.	N/A	TBD	N/A	Annual	HHSC	MCO-generated data	TBD
Quarterly turnover rate for field service coordinators.	N/A	TBD	N/A	Annual	HHSC	MCO-generated data	TBD
Service Coordination Hotline Performance: Total Calls Answered	N/A	TBD	N/A	Annual	HHSC	MCO-generated data	TBD
Service Coordination Hotline Performance: Calls Answered by 4th ring	N/A	99%	N/A	Annual	HHSC	MCO-generated data	TBD
Service Coordination Hotline Performance: Calls Answered by Live Person	N/A	80% within 30 second	N/A	Annual	HHSC	MCO-generated data	TBD

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Service Coordination Hotline Performance: Number of Calls Abandoned	N/A	< 7%	N/A	Annual	HHSC	MCO-generated data	TBD
Service Coordination Hotline Performance: Average Hold Time	N/A	< 2 minutes	N/A	Annual	HHSC	MCO-generated data	TBD
Rate of admissions to nursing facility from community pre- vs post- carve-in [^]	N/A	TBD	N/A	Annual	HHSC	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	TBD
Rate of admissions to nursing facility from hospital pre- vs post- carve-in [^]	N/A	TBD	N/A	Annual	HHSC	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	TBD
Number of individuals who went from community to hospital to nursing facility and remained in nursing facility [^]	N/A	TBD	N/A	Annual	HHSC	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	TBD
Potentially Preventable Admissions (PPA) - Ratio of Actual to Expected (Nursing Facility only) [^]	N/A	TBD	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	TBD
Potentially Preventable Readmissions (PPR) - Ratio of Actual to Expected (Nursing Facility only) [^]	N/A	TBD	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	TBD
Consumer Assessment of Healthcare Providers & Systems Nursing Home Long Stay Questionnaire**** [†]	N/A	TBD	N/A	Annual	HHSC	Member Survey	TBD
Number of individuals who transitioned from the nursing facility to the community who were readmitted to the nursing facility. [‡]	N/A	TBD	N/A	Annual	HHSC	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	TBD

* NR = "Not Reported/Not Reportable". When a standard is listed as "NR", it means that the measure is applicable to the population, but either the measure is not routinely run for the population, or low denominators prevent reliable reporting. In the case of low denominators, a recommended standard is listed as "NR" when the program-level result is LD (< 30) or when the majority of MCO-level results are LDs (<30).

** This is a 2015 P4Q measure for the indicated program. Actual performance benchmarks will vary by MCO, following the P4Q methodology. Therefore, the listed standard is for reference only.

*** HEDIS specifications for this measure follow a hybrid methodology. However for STAR+PLUS this measure is calculated as administrative-only.

**** This measure is a placeholder to inform plans that this survey will be conducted. Specific survey questions to be added to the dashboard will be determined upon calculation of results.

[^] Beginning March 2015.

[†] Beginning June 2015.

[±] Specifications for reporting CAHPS HPS 5.0 items have changed to using the "top box" (% always), rather than the top two categories.

[‡] The Behavioral Health Measures do not apply to STAR and STAR+PLUS MCOs in the Dallas Service Area as all Behavioral Health services are provided through NorthSTAR.

CY 2014 (January 1, 2014 - December 31, 2014) HHSC MCO Quality Performance Indicators

The following performance indicators are tracked by Program/Service Area/MCO/Plan Code, unless otherwise indicated. This list does not include Medicaid Dental, CHIP Dental, or STAR Health Performance Indicators for Quality measures.

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLU S	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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I. POTENTIALLY PREVENTABLE EVENTS

% of Emergency Department Procedures that were Potentially Preventable [PPV]	61%	55%	53%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
% of Inpatient Admissions that had a Potentially Preventable Readmission Within 30 Days [PPR]	2%	14%	3%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
% of Eligible Inpatient Admissions that were Potentially Preventable [PPA]	7%	27%	30%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

II. ACCESS TO CARE

Access/Availability of Care

% of Children with Access to PCP (CAP) (12 - 24 months)	99%	N/A	96%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (CAP) (25 months - 6 yrs)	95%	N/A	95%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (CAP) (7 - 11 yrs)	96%	N/A	95%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (CAP) (12 - 19 yrs)	95%	N/A	93%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

III. QUALITY OF CARE

Member Satisfaction - Adult

% of Members with Good* Access to Urgent Care	82%	82%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% of Members with Good* Access to Specialist Referral	73%	73%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% of Members with Good* Access to Routine Care	80%	80%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% of Members with Good* Access to Special Therapies	61%	66%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% of STAR+PLUS Members with Good* Access to Service Coordination	N/A	68%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% of Members with Good* Access to Behavioral Health Treatment or Counseling	54%	67%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% of Members Rating Their Personal Doctor a "9" or "10"	63%	64%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% of Members Rating Their Health Plan a "9" or "10"	60%	56%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% of Members having Good* Experience with Doctor's Communication**	89%	89%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
% Members Utilizing Consumer Directed Services (CDS) that includes: 1. Non-HCBS Program Primary Home Care 2. HCBS Personal Attendant Services	N/A	1. PHC = 3.2% 2. PAS = 5.6%	N/A	Quarterly	HHSC	STAR+PLUS LTSS Utilization Quarterly Reports	STAR+PLUS LTSS Utilization Quarterly Reports
Member Satisfaction - Child (Parent/Caregiver)							
% of Members with Good* Access to Urgent Care	91%	N/A	90%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% of Members Good* Access to Specialist Referral	74%	N/A	77%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% of Members with Good* Access to Routine Care	84%	N/A	86%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% of Members with Good* Access to Behavioral Health Treatment or Counseling	76%	N/A	76%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Rating Their Child's Personal Doctor a "9" or "10"	75%	N/A	72%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Rating Their Child's Health Plan a "9" or "10"	81%	N/A	72%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Good* Experience with Doctor's Communication**	92%	N/A	93%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
Children's Preventive Health							
Well-Child Visits - First 15 Months: 6+ visits (W15)	69%	N/A	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - 3rd, 4th, 5th, & 6th years (W34)	83%	72%	72%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - Adolescents (AWC)	64%	48%	57%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Childhood Immunization Status (CIS) - Combination 4	74%	N/A	71%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Women's Preventive Health							
Cervical Cancer Screening (CCS)	70%	67%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Prenatal Care (PPC)	84%	84%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Postpartum Care (PPC)	66%	64%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Breast Cancer Screening (BCS)	N/A	51%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Chlamydia Screening in Women (CHL)	58%	N/A	55%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Prevention and Screening							
Adult BMI Assessment (ABA)	N/A	65%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Child/Adolescent BMI Percentile Documented (WCC)	50%	N/A	46%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Counseling for Nutrition for Children/Adolescents (WCC)	65%	N/A	60%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Counseling for Physical Activity for Children/Adolescents (WCC)	48%	N/A	46%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

AHRQ Prevention Quality Indicators [PQI] (Adults ≥ 18 yrs)

Diabetes Short-Term Complications Admission Rate {PQI 01}	24 per 100,000	230 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Diabetes Long-Term Complications Admission Rate {PQI 03}	11 per 100,000	409 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Chronic Obstructive Pulmonary Disease Admission Rate {PQI 05}	157 per 100,000	1,311 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Hypertension Admission Rate {PQI 07}	8 per 100,000	169 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Congestive Heart Failure Admission Rate {PQI 08}	8 per 100,000	811 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Low Birth Weight Admission Rate {PQI 09}	4 per 100	LD	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Dehydration Admission Rate {PQI 10}	5 per 100,000	130 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Bacterial Pneumonia Admission Rate {PQI 11}	19 per 100,000	409 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Urinary Tract Infection Admission Rate {PQI 12}	38 per 100,000	334 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Angina w/o Procedure Admission Rate {PQI 13}	0 per 100,000	18 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Uncontrolled Diabetes Admission Rate {PQI 14}	3 per 100,000	40 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Adult Asthma Admission Rate {PQI 15}	7 per 100,000	187 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Lower Extremity Amputation due to Uncontrolled Diabetes Admission Rate {PQI 16}	0 per 100,000	37 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

AHRQ Pediatric Quality Indicators [PDI] (Children < 18 yrs)

Asthma Admission Rate {PDI 14}	66 per 100,000	105 per 100,000	35 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Diabetes Short-Term Complications Admission Rate {PDI 15}	9 per 100,000	0 per 100,000	6 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Gastroenteritis Admission Rate {PDI 16}	20 per 100,000	0 per 100,000	3 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLU S	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Perforated Appendix Admission Rate (PDI 17)	30 per 100	LD	27 per 100	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Urinary Tract Infection Admission Rate (PDI 18)	19 per 100,000	0 per 100,000	3 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

IV. CARE FOR CHRONIC ILLNESS

Asthma

Use of Appropriate Medication for People with Asthma (all ages) (ASM)	95%	90%	95%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Medication Management for People with Asthma- Medication Compliance 75% (MMA)	29%	43%	29%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Appropriate Treatment for Children with Upper Respiratory Infection (URI)	87%	N/A	87%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)	N/A	24%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Appropriate Testing for Children with Pharyngitis (CWP)	68%	N/A	68%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

Behavioral Health†

7-day Follow-Up After Hospital Stay for Mental Health (MH) (FUH)	44%	44%	44%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day Follow-Up After Hospital Stay for Mental Health (MH) (FUH)	64%	64%	67%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Antidepressant Medication Management: Acute Phase (AMM)	N/A	59%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Antidepressant Medication Management: Continuation Phase (AMM)	N/A	47%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-Up Care for Children Prescribed ADHD Medication: Initiation (ADD)	47%	N/A	45%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-Up Care for Children Prescribed ADHD Medication: Maintenance (ADD)	58%	N/A	46%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Initiation of Alcohol and Other Drug Dependence Treatment (IET)	43%	43%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Engagement of Alcohol and Other Drug Dependence Treatment (IET)	14%	14%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

Diabetes (Adults ≥ 18 yrs)

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
HbA1c Tested (CDC)	83%	83%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Poor HbA1c Control < 8% (CDC)	48%	48%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report
Diabetic Eye Exam (CDC)	53%	53%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
LDL-C Screened (CDC)	76%	80%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
LDL-C Controlled (CDC)	37%	37%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report
Nephropathy Monitored (CDC)	79%	80%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

High Blood Pressure

High Blood Pressure Controlled (CBP)	56%	56%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report
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Smoking Prevention

Advising Smokers to Quit	70%	70%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
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V. LONG TERM SERVICES AND SUPPORT

Nursing Facility Admission Rate

Annual % Increase of STAR+PLUS Members Admitted to Nursing Facility (Medicaid only)	N/A	TBD	N/A	Annual	HHSC	Service Authorization Data from the Claims Management System	N/A
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Legend

- N/A** Indicates that this measure is not applicable for the program.
- TBD** Indicates that this is a new measure and does not have an NCQA 2011 mean.
- Indicates that HHSC has not established a standard for the indicator.
- LD** Indicates low program-level denominators
- *** The use of "good" within the access to care or experience measures category generally refers to CAHPS survey responses of either "Usually" or "Always," or responses of "Not
- **** This measure is part of the How Well Doctors Communicate composite.
- †** The Behavioral Health Measures do not apply to STAR and STAR+PLUS MCOs in the Dallas Service Area as all Behavioral Health services are provided through NorthSTAR.
- ()** The HEDIS ® abbreviation for the indicated performance measure.
- { }** The AHRQ abbreviation for the indicated performance measure.

NOTE: For all performance indicators, if changes are made to the national set measures, the specifications for the measurement year will be used.

CY 2013 (January 1, 2013 - December 31, 2013) HHSC MCO Quality Performance Indicators

The following performance indicators are tracked by Program/Service Area/MCO/Plan Code, unless otherwise indicated. This list does not include Medicaid Dental, CHIP Dental, or STAR Health Performance Indicators for Quality measures.

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
I. POTENTIALLY PREVENTABLE EVENTS							
% of Emergency Department Procedures that were Potentially Preventable [PPV]	TBD	TBD	TBD	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
% of Inpatient Admissions that had a Potentially Preventable Readmission Within 30 Days [PPR]	TBD	TBD	TBD	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
% of Eligible Inpatient Admissions that were Potentially Preventable [PPA]	TBD	TBD	TBD	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

II. ACCESS TO CARE

Access/Availability of Care

% of Children with Access to PCP (CAP) (12 - 24 months)	99%	N/A	96%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (CAP) (25 months - 6 yrs)	95%	N/A	93%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (CAP) (7 - 11 yrs)	96%	N/A	95%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (CAP) (12 - 19 yrs)	95%	N/A	93%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

III. QUALITY OF CARE

Member Satisfaction - Adult

% Members with Good* Access to Urgent Care	82%	82%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Members with Good* Access to Specialist R	73%	73%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Members with Good* Access to Routine Ca	80%	80%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Members with Good* Access to Special The	58%	66%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% STAR+PLUS Members with Good* Access to Service Coordination	N/A	68%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Members with Good* Access to Behavioral Health Treatment or Counseling	54%	67%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Members Rating Their Personal Doctor a "9" or "10"	63%	64%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
% Members Rating Their Health Plan a "9" or "10"	54%	54%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Members having Good* Experience with Doctor's Communication	89%	89%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Members Utilizing Consumer Directed Services (CDS) that includes: 1. Non-HCBS Program Primary Home Care 2. HCBS Personal Attendant Services	N/A	1. PHC = 3.2% 2. PAS = 5.6%	N/A	Quarterly	HHSC	STAR+PLUS LTSS Utilization Quarterly Reports	STAR+PLUS LTSS Utilization Quarterly Reports

Member Satisfaction - Child (Parent/Caregiver)

% Good* Access to Urgent Care	91%	N/A	89%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Good* Access to Specialist Referral	74%	N/A	77%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Good* Access to Routine Care	84%	N/A	86%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Good* Access to Behavioral Health Treatment or Counseling	76%	N/A	76%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Rating Their Child's Personal Doctor a "9" or "10"	75%	N/A	72%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Rating Their Child's Health Plan a "9" or "10"	81%	N/A	72%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report
% Good* Experience with Doctor's Communication	92%	N/A	93%	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report

Children's Preventive Health

Well-Child Visits - First 15 Months: 6+ visits (W15)	69%	N/A	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - 3rd, 4th, 5th, & 6th years (W34)	83%	72%	72%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - Adolescents (AWC)	64%	48%	57%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Childhood Immunization Status (CIS) - Combination 4	32%	N/A	35%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

Women's Preventive Health

Cervical Cancer Screening (CCS)	67%	67%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Prenatal Care (PPC)	84%	84%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Postpartum Care (PPC)	64%	64%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Breast Cancer Screening (BCS)	N/A	51%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Chlamydia Screening in Women (CHL)	58%	N/A	55%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

Prevention and Screening

Adult BMI Assessment (ABA)	N/A	46%	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Child/Adolescent BMI Percentile Documented (WCC)	37%	N/A	37%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Counseling for Nutrition for Children/Adolescents (WCC)	53%	N/A	46%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Counseling for Physical Activity for Children/Adolescents (WCC)	38%	N/A	24%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

AHRQ Prevention Quality Indicators [PQI] (Adults ≥ 18 yrs)

Diabetes Short-Term Complications Admission Rate {PQI 01}	39 per 100,000	241 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Diabetes Long-Term Complications Admission Rate {PQI 03}	21 per 100,000	409 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Chronic Obstructive Pulmonary Disease Admission Rate {PQI 05}	218 per 100,000	1,342 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Hypertension Admission Rate {PQI 07}	9 per 100,000	184 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Congestive Heart Failure Admission Rate {PQI 08}	8 per 100,000	811 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Low Birth Weight Admission Rate {PQI 09}	4 per 100	LD	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Dehydration Admission Rate {PQI 10}	5 per 100,000	130 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Bacterial Pneumonia Admission Rate {PQI 11}	23 per 100,000	409 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Urinary Tract Infection Admission Rate {PQI 12}	38 per 100,000	334 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Angina w/o Procedure Admission Rate {PQI 13}	0 per 100,000	18 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Uncontrolled Diabetes Admission Rate {PQI 14}	4 per 100,000	40 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Adult Asthma Admission Rate {PQI 15}	7 per 100,000	187 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Lower Extremity Amputation due to Uncontrolled Diabetes Admission Rate {PQI 16}	0 per 100,000	37 per 100,000	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
AHRQ Pediatric Quality Indicators [PDI] (Children < 18 yrs)							
Asthma Admission Rate {PDI 14}	66 per 100,000	118 per 100,000	88 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Diabetes Short-Term Complications Admission Rate {PDI 15}	11 per 100,000	0 per 100,000	24 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Gastroenteritis Admission Rate {PDI 16}	25 per 100,000	0 per 100,000	42 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Perforated Appendix Admission Rate {PDI 17}	33 per 100	LD	31 per 100	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Urinary Tract Infection Admission Rate {PDI 18}	21 per 100,000	0 per 100,000	26 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

IV. CARE FOR CHRONIC ILLNESS

Asthma

Use of Appropriate Medication for People with Asthma (all ages) (ASM)	95%	90%	95%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Medication Management for People with Asthma (MMA)	TBD	TBD	TBD	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Appropriate Treatment for Children with Upper Respiratory Infection (URI)	87%	N/A	87%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)	N/A	24%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Appropriate Testing for Children with Pharyngitis (CWP)	65%	N/A	65%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

Behavioral Health†

7-day Follow-Up After Hospital Stay for Mental Health (MH) (FUH)	37%	31%	41%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day Follow-Up After Hospital Stay for Mental Health (MH) (FUH)	61%	55%	67%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Antidepressant Medication Management: Acute Phase (AMM)	N/A	51%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Antidepressant Medication Management: Continuation Phase (AMM)	N/A	36%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-Up Care for Children Prescribed ADHD Medication: Initiation (ADD)	47%	N/A	45%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-Up Care for Children Prescribed ADHD Medication: Maintenance (ADD)	58%	N/A	46%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Initiation of Alcohol and Other Drug Dependence Treatment (IET)	43%	43%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Engagement of Alcohol and Other Drug Dependence Treatment (IET)	14%	14%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

Diabetes (Adults ≥ 18 yrs)

HbA1c Tested (CDC)	82%	82%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Poor HbA1c Control < 8% (CDC)	48%	48%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report
Diabetic Eye Exam (CDC)	53%	53%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
LDL-C Screened (CDC)	75%	76%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
LDL-C Controlled (CDC)	37%	37%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Nephropathy Monitored (CDC)	79%	78%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
High Blood Pressure							
High Blood Pressure Controlled (CBP)	56%	56%	N/A	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report
Smoking Prevention							
Advising Smokers to Quit	70%	70%	N/A	Annual	EQRO	Enrollment & Eligibility Files; Member Survey	CAHPS Survey Report

V. LONG TERM SERVICES AND SUPPORT

Nursing Facility Admission Rate

Annual % Increase of STAR+PLUS Members Admitted to Nursing Facility (Medicaid only)	N/A	TBD	N/A	Annual	HHSC	Service Authorization Data from the Claims Management System	N/A
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Legend

N/A	Indicates that this measure is not applicable for the program.
TBD	Indicates that this is a new measure and does not have an NCQA 2011 mean.
	Indicates that HHSC has not established a standard for the indicator.

LD Indicates low program-level denominators

* The use of "good" within the access to care or experience measures category generally refers to CAHPS survey responses of either "Usually" or "Always," or responses of "Not a problem."

† The Behavioral Health Measures do not apply to STAR and STAR+PLUS MCOs in the Dallas Service Area as all Behavioral Health services are provided through NorthSTAR.

() The HEDIS[®] abbreviation for the indicated performance measure.

{ } The AHRQ abbreviation for the indicated performance measure.

NOTE: For all performance indicators, if changes are made to the national set measures, the specifications for the measurement year will be used.

CY 2012 (January 1, 2012 - December 31, 2012) HHSC MCO Quality Performance Indicators

The following performance indicators are tracked by MCO/Plan Code/Program/Service Area, unless otherwise indicated. This list does not include CHIP Dental Performance Indicators.

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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I. Access to Care

Access/Availability of Care

% of Children with Access to PCP (12 - 24 months)		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (25 months - 6)		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (7 - 11) months)		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (12 - 19)		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report

Use of Emergency Room(ER) Services

% of ER services for Ambulatory Care Sensitive Conditions (ACSCs)	32%	32%	24%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report
HEDIS Ambulatory Care : ED Use [AMB]	61%	61%	61%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report

	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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II. Quality of Care

Getting Needed Care: Adult

% good* access to urgent care	81%	81%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to specialist referral	73%	73%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to routine care	80%	80%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no delays for an approval	57%	57%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no exam room wait >15 minutes	42%	42%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to special therapies	58%	66%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% STAR+PLUS members with good access to Service Coordination	Not applicable	63%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% of good* access to behavioral health treatment or counseling	54%	63%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% increase in STAR+PLUS members that receive personal attendant and/or respite services through the Consumer Directed Services delivery model.	Not applicable		Not applicable	Annual	HHSC		

Getting Needed Care: Children

% good* access to urgent care	88%	Not applicable	89%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to specialist referral	74%	Not applicable	77%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to routine care	84%	Not applicable	86%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no delays for an approval	65%	Not applicable	91%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no exam room wait >15 minutes	35%	Not applicable	68%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to Behavioral Health treatment or counseling	76%	Not applicable	76%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report

Children's Preventive Health

Well-Child Visits - first 15 months: 6+ visits [W15]	53%	53%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - 3rd, 4th, 5th, & 6th years [34]	71%	65%	65%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - adolescents [AWC]	51%	42%	42%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Childhood Immunization Status [CIS]		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

Women's Preventive Health

Cervical Cancer Screening [CCS]	65%	65%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Prenatal Care	83%	81%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Postpartum Care	59%	59%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Breast Cancer Screening [BCS]	Not applicable		Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Chlamydia Screening in Women [CHL]		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

Prevention and Screening

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Adult BMI Assessment [ABA]	Not applicable		Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Weight Assessment and Counseling for Nutrition & Physical Activity for Children /Adolescents		Not Applicable		Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

AHRQ Preventive Quality Indicators (PQI)

>18 y/o

Diabetes short-term complications admission rate	56 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Diabetes long-term complications admission rate	64 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Chronic obstructive pulmonary disease admission rate	75 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Hypertension admission rate	50 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Congestive heart failure admission rate	149 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Low birth weight rate	6 per 100	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Dehydration admission rate	64 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Bacterial pneumonia admission rate	174 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Urinary tract infection admission rate	177 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Angina w/o procedure admission rate	31 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Uncontrolled diabetes admission rate	22 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Adult asthma admission rate	121 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Rate of admissions for lower extremity amputation among patients with uncontrolled diabetes	7 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report

AHRQ Pediatric Quality Indicators (PDI) <18 y/o

<18 y/o

Asthma admission rate	181 per 100,000	Not applicable	88 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Diabetes short-term complications admission rate	28 per 100,000	Not applicable	24 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Gastroenteritis admission rate	146 per 100,000	Not applicable	42 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Perforated appendix admission rate	31 per 100	Not applicable	31 per 100	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Urinary tract infection admission rate	53 per 100,000	Not applicable	26 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report

Care for Chronic Illness

>>>Asthma

Use of appropriate medication for people with asthma (ages 5 through 11) [ASM]	92%	Not applicable	92%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Use of appropriate medication for people with asthma (ages 12 through 50) [ASM]	86%	86%	86%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Appropriate Treatment for Children with Upper Respiratory Infection [URI]		Not applicable		Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis [AAB]			Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Appropriate Treatment for Children with Upper Pharyngitis [CWP]		Not applicable		Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

>>>Behavioral Health ^

7-day f/u after hospital stay for Mental Health (MH) [FUH]	43%	43%	43%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day f/u after hospital stay for MH [FUH]	66%	64%	71%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day readmission rate - children (0 through 18)	19%	Not applicable	19%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day readmission rate - adult (19 and above)	21%	23%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Antidepressant medication management: Acute Phase [AMM]	49%	43%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Antidepressant medication management: Continuation Phase [AMM]	30%	24%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Follow-up care for children prescribed ADHD medication: Initiation [ADD]	41%	Not applicable	40%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-up care for children prescribed ADHD medication: Maintenance [ADD]	50%	Not applicable	46%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)			Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Identification of Alcohol and other Drug Services (IAD)			Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Mental Health Utilization (MPT)			Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

>>>Diabetes (18 y/o and above)

HbA1c tested	77%	77%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Poor HbA1c control	48%	48%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report
Diabetic eye exam	50%	50%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
LDL-C screened	71%	71%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
LDL-C controlled	37%	37%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report
Nephropathy monitored	74%	81%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

>>>High Blood Pressure

High blood pressure controlled [CBP]	54%	54%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report
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>>>Smoking Prevention

Advising smokers to quit	70%	70%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
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	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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III. Long Term Services and Support

STAR+PLUS ONLY - Nursing Facilities

# of STAR+PLUS Members entering Nursing Facility	Not applicable		Not applicable	Quarterly	HHSC		
# of STAR+PLUS 1915 (c) Waiver Clients Returning to Community Services	Not applicable		Not applicable	Quarterly	HHSC		

Legend

- Indicates that this measure is not applicable for the program
- Indicates that HHSC has not established a standard for the indicator
- * The use of "good" within the access to care measures category generally refers to CAHPS survey responses of either "Usually" or "Always", or responses of "Not a problem".
- ^ The Behavioral Health Measures do not apply to STAR and STAR+PLUS MCOs in the Dallas Service Area as all Behavioral Health services are provided through NorthSTAR.

NOTE: For all performance indicators, if changes are made to the national set measures, the specifications for the measurement year will be used.

CY 2011 (January 1, 2011 - December 31, 2011) HHSC MCO Quality Performance Indicators

The following performance indicators are tracked by MCO/Plan Code/Program/Service Area, unless otherwise indicated. This list does not include CHIP Dental Performance Indicators.

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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I. Access to Care

Access/Availability of Care

% of Children with Access to PCP (12 - 24 months)		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (25 months - 6)		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (7 - 11) months		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report
% of Children with Access to PCP (12 - 19)		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report

Use of Emergency Room(ER) Services

% of ER services for Ambulatory Care Sensitive Conditions (ACSCs)	32%	32%	24%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report
HEDIS Ambulatory Care : ED Use [AMB]	61%	61%	61%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report

	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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II. Quality of Care

Getting Needed Care: Adult

% good* access to urgent care	81%	81%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to specialist referral	73%	73%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to routine care	80%	80%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no delays for an approval	57%	57%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no exam room wait >15 minutes	42%	42%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to special therapies	58%	66%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% STAR+PLUS members with good access to Service Coordination	Not applicable	63%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% of good* access to behavioral health treatment or counseling	54%	63%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% increase in STAR+PLUS members that receive personal attendant and/or respite services through the Consumer Directed Services delivery model.	Not applicable		Not applicable	Annual	HHSC		

Getting Needed Care: Children

% good* access to urgent care	88%	Not applicable	89%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to specialist referral	74%	Not applicable	77%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to routine care	84%	Not applicable	86%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no delays for an approval	65%	Not applicable	91%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no exam room wait >15 minutes	35%	Not applicable	68%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to Behavioral Health treatment or counseling	76%	Not applicable	76%	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report

Children's Preventive Health

Well-Child Visits - first 15 months: 6+ visits [W15]	53%	53%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - 3rd, 4th, 5th, & 6th years [34]	71%	65%	65%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - adolescents [AWC]	51%	42%	42%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Childhood Immunization Status [CIS]		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

Women's Preventive Health

Cervical Cancer Screening [CCS]	65%	65%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Prenatal Care	83%	81%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Postpartum Care	59%	59%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Breast Cancer Screening [BCS]	Not applicable		Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Chlamydia Screening in Women [CHL]		Not applicable		Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

Prevention and Screening

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Adult BMI Assessment [ABA]	Not applicable		Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Weight Assessment and Counseling for Nutrition & Physical Activity for Children /Adolescents		Not Applicable		Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

AHRQ Preventive Quality Indicators (PQI)

>18 y/o

Diabetes short-term complications admission rate	56 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Diabetes long-term complications admission rate	64 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Chronic obstructive pulmonary disease admission rate	75 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Hypertension admission rate	50 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Congestive heart failure admission rate	149 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Low birth weight rate	6 per 100	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Dehydration admission rate	64 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Bacterial pneumonia admission rate	174 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Urinary tract infection admission rate	177 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Angina w/o procedure admission rate	31 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Uncontrolled diabetes admission rate	22 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Adult asthma admission rate	121 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Rate of admissions for lower extremity amputation among patients with uncontrolled diabetes	7 per 100,000	Not applicable	Not applicable	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report

AHRQ Pediatric Quality Indicators (PDI) <18 y/o

<18 y/o

Asthma admission rate	181 per 100,000	Not applicable	88 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Diabetes short-term complications admission rate	28 per 100,000	Not applicable	24 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Gastroenteritis admission rate	146 per 100,000	Not applicable	42 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Perforated appendix admission rate	31 per 100	Not applicable	31 per 100	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
Urinary tract infection admission rate	53 per 100,000	Not applicable	26 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report

Care for Chronic Illness

>>>Asthma

Use of appropriate medication for people with asthma (ages 5 through 11) [ASM]	92%	Not applicable	92%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Use of appropriate medication for people with asthma (ages 12 through 50) [ASM]	86%	86%	86%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Appropriate Treatment for Children with Upper Respiratory Infection [URI]		Not applicable		Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis [AAB]			Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Appropriate Treatment for Children with Upper Pharyngitis [CWP]		Not applicable		Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

>>>Behavioral Health ^

7-day f/u after hospital stay for Mental Health (MH) [FUH]	43%	43%	43%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day f/u after hospital stay for MH [FUH]	66%	64%	71%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day readmission rate - children (0 through 18)	19%	Not applicable	19%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day readmission rate - adult (19 and above)	21%	23%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Antidepressant medication management: Acute Phase [AMM]	49%	43%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Antidepressant medication management: Continuation Phase [AMM]	30%	24%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

Performance Indicator	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Follow-up care for children prescribed ADHD medication: Initiation [ADD]	41%	Not applicable	40%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-up care for children prescribed ADHD medication: Maintenance [ADD]	50%	Not applicable	46%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)			Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Identification of Alcohol and other Drug Services (IAD)			Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Mental Health Utilization (MPT)			Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

>>>Diabetes (18 y/o and above)

HbA1c tested	77%	77%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Poor HbA1c control	48%	48%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report
Diabetic eye exam	50%	50%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
LDL-C screened	71%	71%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
LDL-C controlled	37%	37%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report
Nephropathy monitored	74%	81%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

>>>High Blood Pressure

High blood pressure controlled [CBP]	54%	54%	Not applicable	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files; Medical Record Review	Hybrid Results Annual Quality of Care Report
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>>>Smoking Prevention

Advising smokers to quit	70%	70%	Not applicable	Annual	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
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	HHSC Standard STAR	HHSC Standard STAR+PLUS	HHSC Standard CHIP	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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III. Long Term Services and Support

STAR+PLUS ONLY - Nursing Facilities

# of STAR+PLUS Members entering Nursing Facility	Not applicable		Not applicable	Quarterly	HHSC		
# of STAR+PLUS 1915 (c) Waiver Clients Returning to Community Services	Not applicable		Not applicable	Quarterly	HHSC		

Legend

- Indicates that this measure is not applicable for the program
- Indicates that HHSC has not established a standard for the indicator
- * The use of "good" within the access to care measures category generally refers to CAHPS survey responses of either "Usually" or "Always", or responses of "Not a problem".
- ^ The Behavioral Health Measures do not apply to STAR and STAR+PLUS MCOs in the Dallas Service Area as all Behavioral Health services are provided through NorthSTAR.

NOTE: For all performance indicators, if changes are made to the national set measures, the specifications for the measurement year will be used.

SFY 2010 (September 1, 2009 - August 31, 2010) HHSC MCO Performance Indicators

The following performance indicators are tracked by MCO/Plan Code/Program/Service Area, unless otherwise indicated. This list does not include CHIP Dental Performance Indicators.

	HHSC Standard STAR	HHSC Standard CHIP	HHSC Standard STAR+PLUS	Frequency of Reporting	Source	Data Source(s)	Where Reported
I. Access to Care - Provider Network							
% of Primary Care Providers (PCP) with open panels	90%	90%	90%	Quarterly	HHSC		
% children with 1 open panel PCP 30 miles	90%	Not applicable	90%	Quarterly	HHSC		
% adults with 1 open panel PCP 30 miles	90%	90%	90%	Quarterly	HHSC		
% members with 1 MH outpatient provider 75 miles	90%	90%	90%	Quarterly	HHSC		
% women with 1 OB/GYN 75 miles	90%	Not applicable	90%	Quarterly	HHSC		
% adult members with 1 cardiologist 75 miles	90%	90%	90%	Quarterly	HHSC		
% child members with 1 otolaryngologist 75 miles	90%	90%	90%	Quarterly	HHSC		
% members with 1 acute hospital 30 miles	90%	90%	90%	Quarterly	HHSC		
Use of Facilities for Ambulatory Care Sensitive Conditions (AC)							
% of inpatient admissions for ACSC's	11%	11%	11%	Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
% of ER services for ACSCs	32%	24%	32%	Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
II. Quality of Care							
getting needed care: adult							
% good* access to urgent care	76%	Not applicable	76%	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% good* access to specialist referral	62%	Not applicable	62%	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% good* access to routine care	78%	Not applicable	78%	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% no delays for an approval	57%	Not applicable	57%	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% no exam room wait >15 minutes	42%	Not applicable	42%	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% good* access to special therapies	47%	Not applicable	47%	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% STAR+PLUS members with good access to Service Coordination	Not applicable	Not applicable		Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% increase in STAR+PLUS members that receive personal attendant and/or respite services through the Consumer Directed Services delivery model.	Not applicable	Not applicable		Annual	HHSC		
getting needed care: children							
% good* access to urgent care	86%	89%	Not applicable	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% good* access to specialist referral	59%	77%	Not applicable	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% good* access to routine care	84%	86%	Not applicable	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% no delays for an approval	65%	91%	Not applicable	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% no exam room wait >15 minutes	35%	68%	Not applicable	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
% good* access to Behavioral Health treatment or counseling*			Not applicable	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
children's preventive health							
well-child visits - first 15 months: 6+ visits	36%		36%	Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
well-child visits - 3rd, 4th, 5th, and 6th years	56%	56%	56%	Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
well-child visits - adolescents	38%	38%	38%	Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
women's preventive and maternal health							
cervical cancer screening	60%	Not applicable	60%	Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
prenatal care	72%	Not applicable	72%	Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
postpartum care	65%	Not applicable	65%	Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
care for chronic illness							
>>>asthma							
medication for children (ages 5 through 9)				Annual	EQRO	Enrollment, eligibility, pharmacy, claims and encounter files	Annual Quality of Care Report
medication for children (ages 10 through 17)	57%	57%	57%	Annual	EQRO	Enrollment, eligibility, pharmacy, claims and encounter files	Annual Quality of Care Report
medication for adults	62%	Not applicable	62%	Annual	EQRO	Enrollment, eligibility, pharmacy, claims and encounter files	Annual Quality of Care Report
>>>behavioral health							
7-day f/u after hosp. for Mental Health (MH)	32%	32%	32%	Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
30-day f/u after hosp. for MH	52%	52%	52%	Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
30-day readmission rate - child (0 through 18)			Not applicable	Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
30-day readmission rate - adult (19 and above)		Not applicable		Annual	EQRO	Enrollment, eligibility, claims and encounter files	Annual Quality of Care Report
>>>diabetes (18 y/o and above)							
HbA1c tested	70%	Not applicable	70%	Annual	EQRO	Enrollment, eligibility, pharmacy, claims and encounter files	Annual Quality of Care Report
poor HbA1c control	51%	Not applicable	51%	Annual	EQRO	Enrollment, eligibility, pharmacy, provider, claims and encounter files; medical record review	Hybrid Results Annual Quality of Care Report
diabetic eye exam	45%	Not applicable	45%	Annual	EQRO	Enrollment, eligibility, pharmacy, claims and encounter files	Annual Quality of Care Report
LDL screened	65%	Not applicable	65%	Annual	EQRO	Enrollment, eligibility, pharmacy, claims and encounter files	Annual Quality of Care Report
LDL controlled	37%	Not applicable	37%	Annual	EQRO	Enrollment, eligibility, pharmacy, provider, claims and encounter files; medical record review	Hybrid Results Annual Quality of Care Report
nephropathy monitored	41%	Not applicable	41%	Annual	EQRO	Enrollment, eligibility, pharmacy, claims and encounter files	Annual Quality of Care Report
>>>high blood pressure							
high blood pressure controlled	52%	Not applicable	52%	Annual	EQRO	Enrollment, eligibility, pharmacy, provider, claims and encounter files; medical record review	Hybrid Results Annual Quality of Care Report
Smoking Prevention							
advising smokers to quit	28%	22%	28%	Annual	EQRO	Enrollment and eligibility files; member survey	CAHPS Survey Report
III. Administrative Services							
members							
complaints/1000				Quarterly	MCO		
appeals/1000 **				Quarterly	MCO		

SFY 2010 (September 1, 2009 - August 31, 2010) HHSC MCO Performance Indicators

The following performance indicators are tracked by MCO/Plan Code/Program/Service Area, unless otherwise indicated. This list does not include CHIP Dental Performance Indicators.

	HHSC Standard STAR	HHSC Standard CHIP	HHSC Standard STAR+PLUS	Frequency of Reporting	Source	Data Source(s)	Where Reported
% appeals** resolved in 30 days ***	98%	98%	98%	Quarterly	MCO		
% complaints resolved in 30 days ***	98%	98%	98%	Quarterly	MCO		
member services hotline abandonment rate ^	7%	7%	7%	Quarterly	MCO		
behavioral health hotline abandonment rate ^	7%	7%	7%	Quarterly	MCO		
providers							
complaints/100				Quarterly	MCO		
provider services hotline abandonment rate ^	7%	7%	7%	Quarterly	MCO		
provider services average hold time ^	2 minutes	2 minutes	2 minutes	Quarterly	MCO		
% clean claims adjudicated within 30 days	98%	98%	98%	Quarterly	MCO		
% appealed claims adjudicated within 30 days	98%	98%	98%	Quarterly	MCO		
Star Plus ONLY - Nursing Facilities							
# of STAR+PLUS Members entering Nursing Facility	Not applicable	Not applicable		Quarterly	HHSC		
# of STAR+PLUS 1915 (c) Waiver Clients Returning to Community Services	Not applicable	Not applicable		Quarterly	HHSC		

IV. Efficiency

actual/expected health care use after risk adjustment				Annual	EQRO	Enrollment, eligibility, pharmacy, claims and encounter files	Rate Analysis Risk Ratio Tables
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V. Financial

total revenues (\$)				Quarterly	FSR (derived)		
total # of member-months				Quarterly	FSR (derived)		
income as % of revenues				Quarterly	FSR (derived)		
admin costs as % of revenues				Quarterly	FSR (derived)		
medical loss ratio %				Quarterly	FSR (derived)		
total related-party expense \$				Quarterly	FSR (derived)		
audit findings as % of pre-audit income ****	<6%	<6%	<6%	Annual	Audits (manual)		

■ indicates that this measure is not applicable for the program

■ indicates that HHSC has not established a standard for the indicator

■ indicates that this indicator is for informational purposes and no standard will be set

* The use of "good" within the access to care measures category generally refers to CAHPS survey responses of either "Usually" or "Always", or responses of "Not a problem".

** Appeals for CHIP do not include appeals elevated to Texas Department of Insurance.

*** Unless the plan can document that the member requested an extension or the plan shows there is a need for additional information and the delay is in the member's interest

**** Represents most-recent audited prior year.

^ HMO data for these measures may include more than one Service Area and/or Program.

^^ These measures will be reported by HMO (not by Service Area or Program).

SFY 2009 (September 1, 2008 - August 31, 2009) HHSC MCO Performance Indicators

The following performance indicators are tracked by MCO/Plan Code/Program/Service Area, unless otherwise indicated. This list does not include CHIP Dental Performance Indicators.

I. Access to Care - Provider Network

% of Primary Care Providers (PCP) with open panels
 % children with 1 open panel PCP 30 miles
 % adults with 1 open panel PCP 30 miles
 % members with 1 MH outpatient provider 75 miles
 % women with 1 OB/GYN 75 miles
 % adult members with 1 cardiologist 75 miles
 % child members with 1 otolaryngologist 75 miles
 % members with 1 acute hospital 30 miles

STAR Standard HHSC Std	CHIP Standard HHSC Std	STAR+PLUS & ICM Standard HHSC Std	Frequency of Reporting	Source
90%	90%	90%	Quarterly	HHSC
90%	Not collected	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC
90%	Not collected	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC

Use of facilities for Ambulatory Care Sensitive Conditions (ACSCs)

% of inpatient services for ACSCs
 % of ER services for ACSCs

11%	11%	11%	Annual	EQRO
32%	24%	32%	Annual	EQRO

II. Quality of Care

getting needed care: adult

% good* access to urgent care
 % good* access to specialist referral
 % good* access to routine care
 % no delays for an approval
 % no exam room wait >15 minutes
 % good* access to special therapies
 % STAR+PLUS members with good access to Service Coordination
 % increase in STAR+PLUS members that receive personal attendant and/or respite services through the Consumer Directed Services delivery model.

76%	not collected	76%	Annual	EQRO
62%	not collected	62%	Annual	EQRO
78%	not collected	78%	Annual	EQRO
57%	not collected	57%	Annual	EQRO
42%	not collected	42%	Annual	EQRO
47%	not collected	47%	Annual	EQRO
not collected	not collected		Annual	EQRO
not collected	not collected		Annual	HHSC

getting needed care: children

% good* access to urgent care
 % good* access to specialist referral
 % good* access to routine care
 % no delays for an approval
 % no exam room wait >15 minutes
 % good* access to Behavioral Health treatment or counseling*

86%	89%	not collected	Annual	EQRO
59%	77%	not collected	Annual	EQRO
84%	86%	not collected	Annual	EQRO
65%	91%	not collected	Annual	EQRO
35%	68%	not collected	Annual	EQRO
		not collected	Annual	EQRO

children's preventive health

well-child visits - first 15 months: 6+ visits
 well-child visits - 3rd, 4th, 5th, and 6th years
 well-child visits - adolescents

36%		36%	Annual	EQRO
56%	56%	56%	Annual	EQRO
38%	38%	38%	Annual	EQRO

women's preventive and maternal health

cervical cancer screening
 prenatal care
 postpartum care

60%	not collected	60%	Annual	EQRO
72%	not collected	72%	Annual	EQRO
65%	not collected	65%	Annual	EQRO

care for chronic illness

>>>asthma

medication for children (ages 5 through 9)
 medication for children (ages 10 through 17)
 medication for adults

			Annual	EQRO
57%	57%	57%	Annual	EQRO
62%	not collected	62%	Annual	EQRO

>>>behavioral health

7-day f/u after hosp. for Mental Health (MH)
 30-day f/u after hosp. for MH
 30-day readmission rate - child (0 through 18)
 30-day readmission rate - adult (19 and above)

32%	32%	32%	Annual	EQRO
52%	52%	52%	Annual	EQRO
		not collected	Annual	EQRO
	not collected		Annual	EQRO

>>>diabetes (18 y/o and above)

HbA1c tested
 poor HbA1c control
 diabetic eye exam
 LDL screened
 LDL controlled
 nephropathy monitored

70%	not collected	70%	Annual	EQRO
51%	not collected	51%	Annual	EQRO
45%	not collected	45%	Annual	EQRO
65%	not collected	65%	Annual	EQRO
37%	not collected	37%	Annual	EQRO
41%	not collected	41%	Annual	EQRO

>>>high blood pressure

high blood pressure controlled

52%	not collected	52%	Annual	EQRO
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Smoking Prevention

advising smokers to quit

28%	22%	28%	Annual	EQRO
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SFY 2009 (September 1, 2008 - August 31, 2009) HHSC MCO Performance Indicators

The following performance indicators are tracked by MCO/Plan Code/Program/Service Area, unless otherwise indicated. This list does not include CHIP Dental Performance Indicators.

	STAR Standard HHSC Std	CHIP Standard HHSC Std	STAR+PLUS & ICM Standard HHSC Std	Frequency of Reporting	Source
III. Administrative Services					
members					
complaints/1000				Quarterly	MCO
appeals/1000 **				Quarterly	MCO
% appeals** resolved in 30 days ***	98%	98%	98%	Quarterly	MCO
% complaints resolved in 30 days ***	98%	98%	98%	Quarterly	MCO
member services hotline abandonment rate ^	7%	7%	7%	Quarterly	MCO
behavioral health hotline abandonment rate ^	7%	7%	7%	Quarterly	MCO
providers					
complaints/100				Quarterly	MCO
provider services hotline abandonment rate ^	7%	7%	7%	Quarterly	MCO
provider services average hold time ^	2 minutes	2 minutes	2 minutes	Quarterly	MCO
% clean claims adjudicated within 30 days	98%	98%	98%	Quarterly	MCO
% appealed claims adjudicated within 30 days	98%	98%	98%	Quarterly	MCO
Star Plus ONLY - Nursing Facilities					
# of STAR+PLUS Members entering Nursing Facility	not collected	not collected		Quarterly	HHSC
# of STAR+PLUS 1915 (c) Waiver Clients Returning to Community Services	not collected	not collected		Quarterly	HHSC
IV. Efficiency					
actual/expected health care use after risk adjustment				Annual	EQRO
V. Financial					
total revenues (\$)				Quarterly	FSR (derived)
total # of member-months				Quarterly	FSR (derived)
income as % of revenues				Quarterly	FSR (derived)
admin costs as % of revenues				Quarterly	FSR (derived)
medical loss ratio %				Quarterly	FSR (derived)
total related-party expense \$				Quarterly	FSR (derived)
audit findings as % of pre-audit income ****	<6%	<6%	<6%	Annual	Audits (manual)

- indicates that data for this measure is not collected for the program
 ■ indicates that HHSC has not established a standard for the indicator
- * The use of "good" within the access to care measures category generally refers to CAHPS survey responses of either "Usually" or "Always", or responses of "Not a problem".
 - ** Appeals for CHIP do not include appeals elevated to Texas Department of Insurance.
 - *** Unless the plan can document that the member requested an extension or the plan shows there is a need for additional information and the delay is in the member's interest
 - **** Represents most-recent audited prior year.
 - ^ HMO data for these measures may include more than one Service Area and/or Program.
 - ^^ These measures will be reported by HMO (not by Service Area or Program).

SFY 2008 (September 1, 2007 - August 31, 2008) HHSC MCO Performance Indicators

The following performance indicators are tracked by MCO/Plan Code/Program/Service Area, unless otherwise indicated. This list does not include CHIP Dental Performance Indicators.

I. Access to Care - Provider Network

% of Primary Care Providers (PCP) with open panels
 % children with 1 open panel PCP 30 miles
 % adults with 1 open panel PCP 30 miles
 % members with 1 MH outpatient provider 75 miles
 % women with 1 OB/GYN 75 miles
 % adult members with 1 cardiologist 75 miles
 % child members with 1 otolaryngologist 75 miles
 % members with 1 acute hospital 30 miles

STAR Standard HHSC Std	CHIP Standard HHSC Std	STAR+PLUS Standard HHSC Std	Frequency of Reporting	Source
			Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC
90%	Not collected	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC
90%	Not collected	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC

use of facilities for Ambulatory Care Sensitive Conditions (ACSCs)

% of inpatient services for ACSCs
 % of ER services for ACSCs

11%	11%	11%	Annual	EQRO
32%	24%	32%	Annual	EQRO

II. Quality of Care

getting needed care: adult

% good* access to urgent care
 % good* access to specialist referral
 % good* access to routine care
 % no delays for an approval
 % no exam room wait >15 minutes
 % good* access to special therapies
 % STAR+PLUS members with good access to Service Coordination
 % of increase in STAR+PLUS members utilization of Long Term Support Services

76%	not collected	76%	Annual	EQRO
62%	not collected	62%	Annual	EQRO
78%	not collected	78%	Annual	EQRO
57%	not collected	57%	Annual	EQRO
42%	not collected	42%	Annual	EQRO
47%	not collected	47%	Annual	EQRO
not collected	not collected		Annual	EQRO
not collected	not collected		Annual	HHSC

getting needed care: children

% good* access to urgent care
 % good* access to specialist referral
 % good* access to routine care
 % no delays for an approval
 % no exam room wait >15 minutes
 % good* access to Behavioral Health treatment or counseling*

86%	89%	not collected	Annual	EQRO
59%	77%	not collected	Annual	EQRO
84%	86%	not collected	Annual	EQRO
65%	91%	not collected	Annual	EQRO
35%	68%	not collected	Annual	EQRO
		not collected	Annual	EQRO

children's preventive health

well-child visits - first 15 months: 6+ visits
 well-child visits - 3rd, 4th, 5th, and 6th years
 well-child visits - adolescents

36%		36%	Annual	EQRO
56%	56%	56%	Annual	EQRO
38%	38%	38%	Annual	EQRO

women's preventive and maternal health

cervical cancer screening
 prenatal care
 postpartum care

60%	not collected	60%	Annual	EQRO
72%	not collected	72%	Annual	EQRO
65%	not collected	65%	Annual	EQRO

care for chronic illness

>>>asthma

medication for children (ages 5 through 9)
 medication for children (ages 10 through 17)
 medication for adults

			Annual	EQRO
57%	57%	57%	Annual	EQRO
62%	not collected	62%	Annual	EQRO

>>>behavioral health

7-day f/u after hosp. for Mental Health (MH)
 30-day f/u after hosp. for MH
 30-day readmission rate - child (0 through 18)
 30-day readmission rate - adult (19 and above)

32%	32%	32%	Annual	EQRO
52%	52%	52%	Annual	EQRO
		not collected	Annual	EQRO
	not collected		Annual	EQRO

>>>diabetes (18 y/o and above)

HbA1c tested
 poor HbA1c control
 diabetic eye exam
 LDL screened
 LDL controlled
 nephropathy monitored

70%	not collected	70%	Annual	EQRO
51%	not collected	51%	Annual	EQRO
45%	not collected	45%	Annual	EQRO
65%	not collected	65%	Annual	EQRO
37%	not collected	37%	Annual	EQRO
41%	not collected	41%	Annual	EQRO

>>>high blood pressure

high blood pressure controlled

52%	not collected	52%	Annual	EQRO
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Smoking Prevention

advising smokers to quit

28%	22%	28%	Annual	EQRO
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SFY 2008 (September 1, 2007 - August 31, 2008) HHSC MCO Performance Indicators

The following performance indicators are tracked by MCO/Plan Code/Program/Service Area, unless otherwise indicated. This list does not include CHIP Dental Performance Indicators.

III. Administrative Services

members

complaints/1000
 appeals/1000 **
 % appeals** resolved in 30 days ***
 % complaints resolved in 30 days ***
 member services hotline abandonment rate ^
 behavioral health hotline abandonment rate ^

	STAR Standard HHSC Std	CHIP Standard HHSC Std	STAR+PLUS Standard HHSC Std	Frequency of Reporting	Source
				Quarterly	MCO
				Quarterly	MCO
	98%	98%	98%	Quarterly	MCO
	98%	98%	98%	Quarterly	MCO
	7%	7%	7%	Quarterly	MCO
	7%	7%	7%	Quarterly	MCO

providers

complaints/100
 provider services hotline abandonment rate ^
 provider services average hold time ^
 % clean claims adjudicated within 30 days
 % appealed claims adjudicated within 30 days

				Quarterly	MCO
	7%	7%	7%	Quarterly	MCO
	2 minutes	2 minutes	2 minutes	Quarterly	MCO
	98%	98%	98%	Quarterly	MCO
	98%	98%	98%	Quarterly	MCO

Star Plus ONLY - Nursing Facilities

of STAR+PLUS Members entering Nursing Facility
 # of STAR+PLUS 1915 (c) Waiver Clients
 Returning to Community Services

not collected	not collected			Quarterly	HHSC
not collected	not collected			Quarterly	HHSC

IV. Efficiency

actual/expected health care use after risk adjustment

				Annual	EQRO
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V. Financial

total revenues (\$)
 total # of member-months
 income as % of revenues
 admin costs as % of revenues
 medical loss ratio %
 total related-party expense \$
 audit findings as % of pre-audit income ****

				Quarterly	FSR (derived)
				Quarterly	FSR (derived)
				Quarterly	FSR (derived)
				Quarterly	FSR (derived)
				Quarterly	FSR (derived)
				Quarterly	FSR (derived)
	<6%	<6%	<6%	Annual	Audits (manual)

- indicates that data for this measure is not collected for the program
- indicates that HHSC has not established a standard for the indicator
- * The use of "good" within the access to care measures category generally refers to CAHPS survey responses of either "Usually" or "Always", or responses of "Not a problem".
- ** Appeals for CHIP do not include appeals elevated to Texas Department of Insurance.
- *** Unless the plan can document that the member requested an extension or the plan shows there is a need for additional information and the delay is in the member's interest
- **** Represents most-recent audited prior year.
- ^ HMO data for these measures may include more than one Service Area and/or Program.
- ^^ These measures will be reported by HMO (not by Service Area or Program).

SFY 2007 (September 1, 2006 - August 31, 2007) HHSC MCO Performance Indicators

The following performance indicators are tracked by MCO/Plan Code/Program/Service Area, unless otherwise indicated. This list does not include CHIP Dental Performance Indicators.

I. Access to Care - Provider Network

% of Primary Care Providers (PCP) with open panels
 % children with 1 open panel PCP 30 miles
 % adults with 1 open panel PCP 30 miles
 % members with 1 MH outpatient provider 75 miles
 % women with 1 OB/GYN 75 miles
 % adult members with 1 cardiologist 75 miles
 % child members with 1 otolaryngologist 75 miles
 % members with 1 acute hospital 30 miles

STAR Standard HHSC Std	CHIP Standard HHSC Std	STAR+PLUS Standard HHSC Std	Frequency of Reporting	Source
			Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC
90%	Not collected	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC
90%	Not collected	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC
90%	90%	90%	Quarterly	HHSC

use of facilities for Ambulatory Care Sensitive Conitions (ACSCs)

% of inpatient services for ACSCs
 % of ER services for ACSCs

11%	11%	11%	Annual	EQRO
32%	24%	32%	Annual	EQRO

II. Quality of Care

getting needed care: adult

% good* access to urgent care
 % good* access to specialist referral
 % good* access to routine care
 % no delays for an approval
 % no exam room wait >15 minutes
 % good* access to special therapies
 % STAR+PLUS members with good access to Service Coordination
 % of increase in STAR+PLUS members utilization of Long Term Support Services

76%	not collected	76%	Annual	EQRO
62%	not collected	62%	Annual	EQRO
78%	not collected	78%	Annual	EQRO
57%	not collected	57%	Annual	EQRO
42%	not collected	42%	Annual	EQRO
47%	not collected	47%	Annual	EQRO
not collected	not collected		Annual	EQRO
not collected	not collected		Annual	HHSC

getting needed care: children

% good* access to urgent care
 % good* access to specialist referral
 % good* access to routine care
 % no delays for an approval
 % no exam room wait >15 minutes
 % good* access to Behavioral Health treatment or counseling*

86%	89%	not collected	Annual	EQRO
59%	77%	not collected	Annual	EQRO
84%	86%	not collected	Annual	EQRO
65%	91%	not collected	Annual	EQRO
35%	68%	not collected	Annual	EQRO
		not collected	Annual	EQRO

children's preventive health

well-child visits - first 15 months: 6+ visits
 well-child visits - 3rd, 4th, 5th, and 6th years
 well-child visits - adolescents

36%		36%	Annual	EQRO
56%	56%	56%	Annual	EQRO
38%	38%	38%	Annual	EQRO

women's preventive and maternal health

cervical cancer screening
 prenatal care
 postpartum care

60%	not collected	60%	Annual	EQRO
72%	not collected	72%	Annual	EQRO
65%	not collected	65%	Annual	EQRO

care for chronic illness

>>>asthma

medication for children (ages 5 through 9)
 medication for children (ages 10 through 17)
 medication for adults

			Annual	EQRO
57%	57%	57%	Annual	EQRO
62%	not collected	62%	Annual	EQRO

>>>behavioral health

7-day f/u after hosp. for Mental Health (MH)
 30-day f/u after hosp. for MH
 30-day readmission rate - child (0 through 18)
 30-day readmission rate - adult (19 and above)

32%	32%	32%	Annual	EQRO
52%	52%	52%	Annual	EQRO
		not collected	Annual	EQRO
	not collected		Annual	EQRO

>>>diabetes (18 y/o and above)

HbA1c tested
 poor HbA1c control
 diabetic eye exam
 LDL screened
 LDL controlled
 nephropathy monitored

70%	not collected	70%	Annual	EQRO
51%	not collected	51%	Annual	EQRO
45%	not collected	45%	Annual	EQRO
65%	not collected	65%	Annual	EQRO
37%	not collected	37%	Annual	EQRO
41%	not collected	41%	Annual	EQRO

>>>high blood pressure

high blood pressure controlled

52%	not collected	52%	Annual	EQRO
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Smoking Prevention

advising smokers to quit

28%	22%	28%	Annual	EQRO
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SFY 2007 (September 1, 2006 - August 31, 2007) HHSC MCO Performance Indicators

The following performance indicators are tracked by MCO/Plan Code/Program/Service Area, unless otherwise indicated. This list does not include CHIP Dental Performance Indicators.

	STAR Standard HHSC Std	CHIP Standard HHSC Std	STAR+PLUS Standard HHSC Std	Frequency of Reporting	Source
III. Administrative Services					
members					
complaints/1000				Quarterly	MCO
appeals/1000 **				Quarterly	MCO
% appeals** resolved in 30 days ***	98%	98%	98%	Quarterly	MCO
% complaints resolved in 30 days ***	98%	98%	98%	Quarterly	MCO
member services hotline abandonment rate ^	7%	7%	7%	Quarterly	MCO
behavioral health hotline abandonment rate ^	7%	7%	7%	Quarterly	MCO
providers					
complaints/100				Quarterly	MCO
provider services hotline abandonment rate ^	7%	7%	7%	Quarterly	MCO
provider services average hold time ^	2 minutes	2 minutes	2 minutes	Quarterly	MCO
% clean claims adjudicated within 30 days	98%	98%	98%	Quarterly	MCO
% appealed claims adjudicated within 30 days	98%	98%	98%	Quarterly	MCO
Star Plus ONLY - Nursing Facilities					
# of STAR+PLUS Members entering Nursing Facilities	not collected	not collected		Quarterly	HHSC
# of STAR+PLUS 1915 (c) Waiver Clients Returning to Community Services	not collected	not collected		Quarterly	HHSC
IV. Efficiency					
actual/expected health care use after risk adjustment				Annual	EQRO
V. Financial					
total revenues (\$)				Quarterly	FSR (derived)
total # of member-months				Quarterly	FSR (derived)
income as % of revenues				Quarterly	FSR (derived)
admin costs as % of revenues				Quarterly	FSR (derived)
medical loss ratio %				Quarterly	FSR (derived)
total related-party expense \$				Quarterly	FSR (derived)
audit findings as % of pre-audit income ****	<6%	<6%	<6%	Annual	Audits (manual)

- indicates that data for this measure is not collected for the program
- indicates that HHSC has not established a standard for the indicator
- * The use of "good" within the access to care measures category generally refers to CAHPS survey responses of either "Usually" or "Always", or responses of "Not a problem".
- ** Appeals for CHIP do not include appeals elevated to Texas Department of Insurance.
- *** Unless the plan can document that the member requested an extension or the plan shows there is a need for additional information and the delay is in the member's interest
- **** Represents most-recent audited prior year.
- ^ HMO data for these measures may include more than one Service Area and/or Program.
- ^^ These measures will be reported by HMO (not by Service Area or Program).

SFY 2006-2007 HHSC HMO Performance Indicators

SA: *

Plan Name:

I. Access to Care

network composition

- % of PCPs with open panels
- % children with 1 open PCP 30 miles
- % adults with 1 open PCP 30 miles
- % mbrs with 1 MH outpt provider 75 miles
- % women with 1 OB/GYN 75 miles
- % adult mbrs with 1 cardiologist 75 miles
- % child mbrs with 1 otolaryngologist 75 miles
- % mbrs with 1 acute hospital 30 miles

STAR Standard	CHIP Standard	Annual Goal	STAR Prior Q3	Q1	Q2	Q3	Q4	YTD
90%	90%							
90%								
90%	90%							
90%	90%							
90%								
90%	90%							
90%	90%							

CHIP Prior Q3	Q1	Q2	Q3	Q4	YTD

use of facilities for ACSCs*

- % of inpatient services for ACSCs
- % of ER services for ACSCs

11%	11%							
32%	24%							

getting needed care: adult (usually/always/not a prob.)

- % good access to urgent care
- % good access to specialist referral
- % good access to routine care
- % no delays for an approval
- % no exam room wait >15 minutes
- % good access to special therapies

STAR Standard	CHIP Standard	Annual Goal	STAR Prior YE	Recent YE
76%				
62%				
78%				
57%				
42%				
47%				

CHIP Prior YE	Recent YE

getting needed care: children

- % good access to urgent care
- % good access to specialist referral
- % good access to routine care
- % no delays for an approval
- % no exam room wait >15 minutes
- % good access to BH treatment or counseling*

86%	89%			
59%	77%			
84%	86%			
65%	91%			
35%	68%			

II. Quality of Care

children's preventive health

- well-child visits - first 15 months: 6+ visits
- well-child visits - 3rd, 4th, 5th, and 6th years
- well-child visits - adolescents

STAR Standard	CHIP Standard	Annual Goal	STAR Prior YE	Q1	Q2	Q3	Q4	YTD
36%								
56%	56%							
38%	38%							

CHIP Prior YE	Q1	Q2	Q3	Q4	YTD

women's preventive and maternal health

- cervical cancer screening
- prenatal care
- postpartum care

60%								
72%								
65%								

care for chronic illness

>>>asthma

- medication for children (ages 5 through 9)
- medication for children (ages 10 through 17)
- medication for adults

57%	57%							
62%								

>>>behavioral health

- 7-day f/u after hosp. for MH*
- 30-day f/u after hosp. for MH*
- 30-day readmission rate - child (0 through 18)
- 30-day readmission rate - adult (19 and above)

32%	32%							
52%	52%							

>>>diabetes

- HbA1c tested
- poor HbA1c control
- diabetic eye exam
- LDL screened
- LDL controlled
- nephropathy monitored

70%								
51%								
45%								
65%								
37%								
41%								

>>>high blood pressure

- high blood pressure controlled

52%								
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Smoking Prevention

- advising smokers to quit

28%	22%							
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Annual STAR

CHIP

