

The Role of Quality Initiatives and Performance Measurement within Medicare Part D

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Centers for Medicare and Medicaid Services (CMS)

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Discussion Agenda

- **2010 Part D Plan Ratings**
- **2010 Part D Display Measures**
- **Patient Safety Analysis Website**

Part D Plan Ratings

- Allow Medicare beneficiaries to compare Plans' cost, quality, and performance.
- Available on the Medicare Prescription Drug Plan Finder (MPDPF) in October before open enrollment.
- Overall Part D summary scores allow for quick evaluations of plans across broad areas.
 - Half-stars further differentiate plans and sponsors.
- Print on demand of plan and sponsor ratings available by state or contract.
- Part D measures expanded for CY 2010 (6 new).

Four Levels of Plan Ratings

1. Overall Part D summary ratings
 - Adjusted average of individual measures into a single rating.
 - Higher ratings given for consistent good performance.
 - ½ stars allow more differentiation.
2. Domain level
 - Related measures grouped into similar areas.
 - Stars based on adjusted averages of individual measures.
 - Adjustments for missing data.

Four Levels of Plan Ratings (cont)

3. Individual measure level
 - Rating for each performance measure, based on adjusted percentile distribution and 2-stage clustering.
 - 3 stars given for meeting CMS Call Center standards.

4. Data for each measure
 - Contract's detailed data used to rate performance.

Part D Plan Ratings

Four domains –

1. Drug plan customer service
2. Drug plan's member complaints, members who choose to leave, and audit findings by Medicare
3. Member satisfaction with drug plan
4. ***Drug pricing and patient safety***

Total of 19 individual Part D plan ratings

Medicare.gov - The Official U.S. Government Site for People with Medicare - Windows Internet Explorer

http://www.medicare.gov/ Live Search

U.S. Department of Health & Human Services www.hhs.gov

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What's New For Medicare

- ▶ Know What to Do About the Flu
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- ▶ Medicare Premiums and Coinsurance Rates...

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Health and Drug Plans

- ▶ Compare Health Plans
- ▶ Compare Drug Plans
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- ▶ Add/Update Drug & Pharmacy Information

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- ▶ Plans in Your Area
- ▶ Lower Your Costs During the Coverage Gap
- ▶ Medicare & You 2010
- ▶ Information for Providers

Search Tools

Compare Medicare Prescription Drug Plans	Compare Health Plans and Medigap Policies in Your Area
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Medicare.gov - MPDPF: Plan Overview - Windows Internet Explorer

http://www.medicare.gov/MPDPF/Shared/Include/DataSection/Results/Overview.asp

Live Search

Medicare.gov - MPDPF: Plan Overview

Medicare

The Official U.S. Government Site for People with Medicare

Medicare Prescription Drug Plan Finder

Home Help Glossary How Plans Work

Ve en Español | Use Larger Font | Email

<< [Back to Review Current Coverage & Options](#)

Find and Compare Plans

Step 4: Review List of Plans in Your ZIP Code

[Print this Page](#)

Search Results in ZIP code 21244	Get Drug Costs for Plans	Your Information
<p>The following plans are available within the area you searched</p> <ul style="list-style-type: none">45 Prescription Drug Plans [What is this?]16 Medicare Health Plans [What is this?]4 Medicare Special Needs Plan [What is this?] <p>You can further reduce the number of plans that fit your need by clicking the "Select Criteria to Reduce Number of plans shown" link.</p> <p>Related Tool: Medicare Options Compare</p> <p>Use this tool if you want to start over and compare Medicare Health Plans or Medigap policies. These plans offer health and hospitalization coverage. Some of these plans also offer drug coverage.</p>	<p>If you pay more than \$35 a month for drugs, we suggest you enter your drugs to find out what you might pay for drugs each month with each of the plans listed below.</p> <p>If you already entered and saved your drug list on a previous visit, you can retrieve it to get drug costs more quickly.</p> <p>Get Drug Costs for Plans</p>	<p>Your Information</p> <p>Zip Code: 21244</p> <p>Current Coverage: Unknown</p> <p>Current Subsidy: No Subsidy</p> <p>Plan Ratings</p> <p>Excellent ★★★★★ Quality and performance information is available to help you make the best choice for you. Quality and performance varies across plans. Giving good quality care means doing the right thing, at the right time, and in the right way to get the best possible results.</p> <p>Very Good ★★★★</p> <p>Good ★★★</p> <p>Fair ★★</p> <p>Poor ★</p> <p>View plan quality and performance ratings for all available plans</p>

Plan Quality and Performance Ratings

Print This Page

Close Window

Choose Plans to Compare

When you choose 3 plans to compare, quality and performance information will be available to help you make the best choice for you. Quality and Performance varies across plans. Giving good quality care means doing the right thing, at the right time and in the right way to get the best possible results.

These results are sorted by Plan Name. Click on column titles to sort.

Plan Ratings

The number of [stars](#) shows how well the plans perform.

- Excellent ★★★★★
- Very Good ★★★★
- Good ★★★
- Fair ★★
- Poor ★

You are currently comparing:

[\[What is this? \]](#)

Prescription Drug Plans

Health and Prescription Drug Plans

View Plans

View Drug Plan Ratings

Choose up to 3 plans to

Compare

Sort Table By: Plan Name

Sort

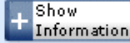
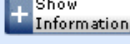
	Plan Name and ID Numbers	Summary Rating of Prescription Drug Plan Quality [What is this?]	Drug Plan Customer Service [What is this?]	Drug Plan Member Complaints, Members Who Choose to Leave, and Medicare Audit Findings [What is this?]	Member Experience with Drug Plan [What is this?]	Drug Pricing and Patient Safety [What is this?]
<input type="checkbox"/>		★★★★★ 3.5 out of 5 stars	★★★ 3 out of 5 stars	★★★ 3 out of 5 stars	★★★★★ 4 out of 5 stars	★★★ 3 out of 5 stars
<input type="checkbox"/>		★★★★★	★★★	★★★★★	★★★★★	★★★

Measures within the 'Drug pricing information and patient safety' Domain

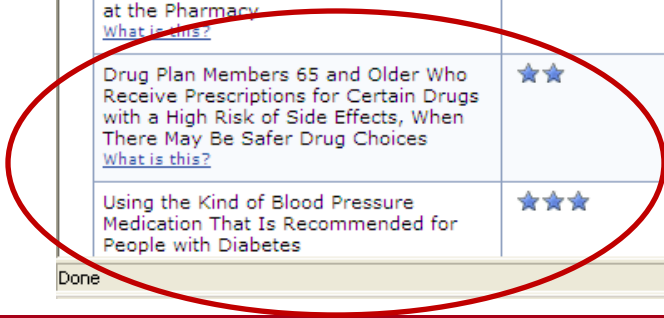
- Completeness of the Drug Plan's Information on Members Who Need Extra Help
- Price increases in Plan Finder data
- Similarity between PDE and prices posted on Plan Finder
- ***Members' utilization of drugs with a high risk of side effects***
- ***Diabetes Optimal Treatment (NEW)***

Medicare.gov - Plan Ratings - Windows Internet Explorer

http://www.medicare.gov/PlanFinder/Shared/Include/Datasection/Metrics/PlanResults.asp#PartD4

Summary Rating of Prescription Drug Plan Quality (What is this?) View previous ratings for these plans		★★★★☆ 3.5 out of 5 stars	★★★ 3 out of 5 stars	★★★ 2.5 out of 5 stars	<p>Very Good ★★★★★</p> <p>Good ★★★</p> <p>Fair ★★</p> <p>Poor ★</p>
 Show Information	Drug Plan Customer Service Click to view data sources	★★★ 3 out of 5 stars	★★★ 3 out of 5 stars	★★ 2 out of 5 stars	
 Show Information	Drug Plan Member Complaints, Members Who Choose to Leave, and Medicare Audit Findings Click to view data sources	★★★ 3 out of 5 stars	★★ 2 out of 5 stars	★★ 2 out of 5 stars	
 Show Information	Member Experience with Drug Plan Click to view data sources	★★★★ 4 out of 5 stars	★★★ 3 out of 5 stars	★★★ 3 out of 5 stars	
 Hide Information	Drug Pricing and Patient Safety Click to view data sources	★★★ 3 out of 5 stars	★★★★ 4 out of 5 stars	★★★ 3 out of 5 stars	
Completeness of the Drug Plan's Information on Members Who Need Extra Help What is this?		★★★★★	★★★★★	★★★★★	
Drug Plan Prices that Don't Increase More Than Expected During the Year What is this?		★★★	★★★	★★★	
Drug Plan Prices on Medicare's Website Are Similar to the Prices Members Pay at the Pharmacy What is this?		★★★	★★★★	★★	
Drug Plan Members 65 and Older Who Receive Prescriptions for Certain Drugs with a High Risk of Side Effects, When There May Be Safer Drug Choices What is this?		★★	★★★★★	★★★	
Using the Kind of Blood Pressure Medication That Is Recommended for People with Diabetes		★★★	★★★★	★★★★	

Done Internet 100%



Medicare.gov - Plan Ratings - Windows Internet Explorer

http://www.medicare.gov/PlanFinder/Shared/Include/Datasection/Metrics/PlanResults.asp#PartD1

Appeal (for every 10,000 members) What is this?			
Fairness of Drug Plan's Denials to Member Appeals, Based on an Independent Reviewer What is this?	68.6%	74.5%	33.2%
Drug Plan Provides Pharmacists with Up-to-Date and Complete Enrollment Information about Plan Members What is this?	75.6%	90.7%	62.0%
+ Show Information	Drug Plan Member Complaints, Members Who Choose to Leave, and Medicare Audit Findings Click to view data sources		
+ Show Information	Member Experience with Drug Plan Click to view data sources		
- Hide Information	Drug Pricing and Patient Safety Click to view data sources		
Completeness of the Drug Plan's Information on Members Who Need Extra Help What is this?	99.1%	98.6%	99.4%
Drug Plan Prices that Don't Increase More Than Expected During the Year What is this?	77.3%	79.0%	80.3%
Drug Plan Prices on Medicare's Website Are Similar to the Prices Members Pay at the Pharmacy What is this?	16.3	14.3	25.2
Drug Plan Members 65 and Older Who Receive Prescriptions for Certain Drugs with a High Risk of Side Effects, When There May Be Safer Drug Choices What is this?	28.7%	11.0%	26.5%
Using the Kind of Blood Pressure Medication That Is Recommended for People with Diabetes What is this?	81.4%	81.8%	81.8%

Internet 100%

Part D Display Measures

- Beginning mid-November 2009, additional information about Part D sponsors on various operational and clinical measures posted on <http://www.cms.hhs.gov>
- Differs from Plan Ratings on the MPDPF– Sponsors' performance on these measures will be displayed without CMS's assignment of star ratings.
- Includes selected measures that are not ready for MPDPF, or that are in development, duplicative, or limited by a small sample size.

Part D Display Measures (cont)


Total of 10 Part D Display Measures –

- Timely Receipt of Case Files for Appeals
- Timely Effectuation of Appeals
- Timely Enrollment Processing
- Calls Disconnected When Customer Calls Drug Plan
- Calls Disconnected When Pharmacist Calls Drug Plan
- Call Center - CSR Understandability
- Appropriate Complaint Resolution
- ***Drug-Drug Interactions***
- ***Diabetes Medication Dosing***
- Drug Plan Provides Current Information on Costs and Coverage for Medicare's Website


Patient Safety Analysis Website and Reports

- CMS, through its contractor, Acumen, LLC, developed a Patient Safety Analysis website.
 - Allows Part D sponsors to compare their performance to overall averages and monitor their progress in improving the Part D Plan Rating measures for patient safety.
 - Access to monthly contract-level patient safety reports for expanded analyses and information related to the patient safety Part D Plan Rating measures.
 - Facilitates communications between CMS, Part D Sponsors, and Acumen, LLC.

Patient Safety Analysis Home Page

**Patient Safety Analysis**This Site ▾

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> Patient Safety Analysis

Welcome to the Patient Safety website. Please use the links on the left for navigation.

Announcements

Website Will Be Down Temporarily: 10/19/09 10/12/2009 6:16 PM
by Sherri Dairiki
The Patient Safety website will be down temporarily on Monday, October 19, 2009 between 12:00PM - 4:00PM (PST) due to a scheduled power outage.
During this time, the phone systems and e-mail services will also be unavailable. Please do not be...

New Report Release 8/31/2009 9:54 PM
by Shubhra Sinha
This month, Acumen is releasing two new reports through the Patient Safety website-the Drug-Drug Interaction (DDI) Report and the Diabetes Medication Dosing (DMD) Report. These reports offer measures for PDP and MA-PD plans to monitor and improve...

New Reports Now Available 7/31/2009 12:48 PM
by Shubhra Sinha
This month, Acumen is releasing a new report through the Patient Safety website (<https://partd.programinfo.us/PatientSafety>) – the Diabetes Treatment Report. Specifically, this report offers measures for PDP and MA-PD plans to monitor and improve Diabetes...

Patient Safety HRM Reports Now Available 6/30/2009 4:54 PM
by Shubhra Sinha
Your April Patient Safety High Risk Medication (HRM) report is now available. This report, posted on June 30, 2009, includes claims with 2008 dates of service submitted from January 2008 to April 2009. Updated reports will continue to be released...

Patient Safety HRM Reports Now Available 5/29/2009 12:23 PM
by Sherri Dairiki
Your March Patient Safety High Risk Medication (HRM) report is now available. This report, posted on May 29, 2009, includes claims with 2008 dates of service submitted from January 2008 to March 2009. Updated reports will continue to be released on...

(More Announcements...)

Available Patient Safety Reports

- High Risk Medication (HRM) Report
 - Includes detailed beneficiary-claim level and service provider reports
- Diabetes Treatment Report (**NEW** July 2009)
- Drug-Drug Interaction Report (**NEW** August 2009)
- Diabetes Medication Dosing (DMD) Report (**NEW** August 2009)

Download Patient Safety Reports

The screenshot shows the Acumen, LLC Patient Safety Analysis web application. The page has a blue header with the company logo and navigation tabs for User Security, C&D Reporting, MPDPF, Part C Access, Part D Validation, Patient Safety (selected), PDE Analysis, and PDE Reports. A search bar is located in the top right corner.

The main content area is titled "> Patient Safety Analysis" and contains a "Download Files" section. It prompts the user to "Choose a Contract to view its files." with a dropdown menu currently showing "T3521".

Below this, step 1 instructs the user to "Please select the file you would like to download:" and provides a list of two files:

- T3521_Summary_HRM_Ever_Enrolled_06-31-08.xls
- T3521_Summary_HRM_Ever_Enrolled_07-31-08.xls

A "Show All Files" button is located below the file list.

Step 2 instructs the user to "Enter your download password below:" with an empty text input field.

Step 3 instructs the user to "Click the button below to begin downloading the file." with a "Download" button.

The left sidebar contains navigation links for Home, Download Data (with Download Files selected), Discussions, Documentation, and User Settings, along with a Log Out button.



Example HRM Report

P1234_Summary_PtSafety_2008_HRM_Ever_Enrolled_06-2009.xls [Compatibility Mode] - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

B29 P1234

High Risk Medication Measure Summary

Note: The reports will be updated on a monthly basis as more complete 2008 PDE data is received from Part D Sponsors.
All numbers in red are hyperlinked to additional rates for drill-down.

Date of Report	07-14-09
Period Measured	Jan 08-Dec 08
Contract Number	P1234
Contract Name	Ketcham Prescription Drug Plan

All Beneficiaries Age 65 or Older

Contract	Number of Enrolled Beneficiaries from Jan 08-Dec 08	Number of Member-Years of Enrolled Beneficiaries from Jan 08-Dec 08	At Least One High Risk Medication (HRM I)			At Least Two High Risk Medications (HRM II)		
			Number of Enrolled Beneficiaries with at Least One HRM	Number of Member-Years of Enrolled Beneficiaries with at Least One HRM	Rate	Number of Enrolled Beneficiaries with at Least Two HRM	Number of Member-Years of Enrolled Beneficiaries with at Least Two HRM	Rate
ALL_CONTRACTS	23,293,203	20,772,099	5,297,857	4,934,717	23.8%	1,257,466	1,189,323	5.7%
PDPS	14,823,710	13,374,415	3,667,286	3,442,831	25.7%	914,577	870,756	6.5%
P1234	708,510	628,532	177,175	164,375	26.2%	43,899	41,392	6.6%

LIS Beneficiaries Age 65 or Older

Contract	Number of Enrolled Beneficiaries from Jan 08-Dec 08	Number of Member-Years of Enrolled Beneficiaries from Jan 08-Dec 08	At Least One High Risk Medication (HRM I)			At Least Two High Risk Medications (HRM II)		
			Number of Enrolled Beneficiaries with at Least One HRM	Number of Member-Years of Enrolled Beneficiaries with at Least One HRM	Rate	Number of Enrolled Beneficiaries with at Least Two HRM	Number of Member-Years of Enrolled Beneficiaries with at Least Two HRM	Rate
ALL_CONTRACTS	7,036,786	5,907,812	1,886,518	1,700,356	28.8%	504,088	466,847	7.9%
PDPS	5,479,749	4,686,199	1,524,064	1,388,861	29.6%	419,400	391,263	8.3%
P1234	518,285	453,368	134,447	123,687	27.3%	34,112	31,970	7.1%

Measure Summary Rate History by Month Measures by Drug Class

Ready 90%

Questions

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Michelle.Ketcham@cms.hhs.gov

410-786-3371

For general questions related to Part D measures or the
Patient Safety Analysis website:

PartDMetrics@cms.hhs.gov