



Mail Service Pharmacy

Measures At A Glance

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Mandatory Measures (15)

Note: Mandatory measures are those measures that are a requirement of accreditation and must be reported to URAC on an annual basis.

Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
DM2012-12	Proportion of Days Covered (PDC)	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of patients 18 years and older who met the proportion of days covered (PDC) threshold of 80% during the measurement period. A performance rate is calculated separately for the following medication categories: Beta-blockers (BB); Renin Angiotensin System Antagonists (RASA); Calcium Channel Blockers (CCB); Diabetes All Class (DR); Statins (STA); Anti-retrovirals (this measure has a threshold of 90% for at least 2 medications - ARV).	Number of patients who met the PDC threshold for a target medication during the measurement year.	Patients 18 years and older as of the last day of the measurement year who filled at least two prescriptions for a target medication on two unique dates of service during the treatment period.	Pharmacy Data; Enrollment
PH2018-01	Adherence to Long-Acting Inhaled Bronchodilator Agents in COPD Patients	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of patients with COPD who met the Proportion of Days Covered (PDC) threshold of 80 percent during the measurement period for long-acting inhaled bronchodilator agents. A higher rate indicates better performance.	Number of patients who met the PDC threshold for a target medication during the measurement year.	Patients 18 years and older with a diagnosis of COPD and at least 2 prescription claims for any long-acting inhaled bronchodilator on unique dates of service during the treatment period.	Pharmacy Data; Enrollment

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2018-02	Adherence to Non-Infused Biologic Agents to Treat Rheumatoid Arthritis (RA)	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of patients with 18 years and older with rheumatoid arthritis (RA) who met the Proportion of Days Covered (PDC) threshold of 80 percent during the measurement period for biologic medications used to treat RA. A higher rate indicates better performance.	Number of patients who met the PDC threshold for a target medication during the measurement year.	Patients 18 years and older with a rheumatoid arthritis (RA) diagnosis during the measurement year AND two or more prescription claims for non-infused biologic medications used to treat RA on two unique dates of service, for which the sum of the days' supply is 56 days or greater during the treatment period.	Pharmacy Data; Enrollment
PH2018-03	Adherence to Non-Infused Disease-Modifying Agents Used to Treat Multiple Sclerosis (MS)	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of patients with 18 years and older who met the Proportion of Days Covered (PDC) threshold of 80 percent during the measurement period for disease-modifying agents used to treat multiple sclerosis (MS). A higher rate indicates better performance.	Number of patients who met the PDC threshold for a target medication during the measurement year.	Patients who filled at least two prescriptions for non-infused disease modifying agents used to treat MS on two unique dates of service in the treatment period AND who received at least 56 cumulative day's supply of the medication during the treatment period.	Pharmacy Data; Enrollment

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
DTM2015-01	Adherence to Non-Warfarin Oral Anticoagulants	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	This measure assesses the percentage of patients 18 years and older who met the Proportion of Days Covered (PDC) threshold of 80% during the measurement period for non-warfarin oral anticoagulants. A higher rate indicates better performance.	The number of patients who met the PDC threshold during the measurement year.	Patients who filled at least two prescriptions for a non-warfarin oral anticoagulant on two unique dates of service at least 180 days apart during the treatment period AND who received greater than 60 days' supply of the medication during the treatment period.	Pharmacy Data; Enrollment
DM2012-13	Drug-Drug Interactions	Pharmacy Quality Alliance (PQA)	Safe Care	This measure assesses the percentage of patients who received a prescription for a target medication during the measurement period and who were dispensed a concurrent prescription for a precipitant medication.	The number of patients in the denominator who were dispensed a concurrent precipitant medication during the measurement period.	Patients who received a target medication.	Pharmacy Claims; Enrollment Data
MP2012-09	Generic Dispensing Rates	URAC	Health Care Mgmt	This measure assesses the percentage of all prescriptions that were dispensed as generics, branded generics, or brands for which members paid the generic co-pay.	Total number of prescriptions in the denominator as dispensed as generics.	Total number of prescription claims available in generic form (i.e., multi-source) that were dispensed during the measurement period.	Pharmacy Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
DTM2010-04	Call Center Performance	URAC	Health Care Mgmt	This measure has two parts: <i>Part A</i> evaluates the percentage of calls during normal business hours to the organization's call service center(s) during the measurement period that were answered by a live voice within 30 seconds; <i>Part B</i> evaluates the percentage of calls made during normal business hours to the organization's call service center(s) during the reporting year that were abandoned by callers before being answered by a live customer service representative.	<i>Part A:</i> The number of calls answered by a live customer service representative within 30 seconds of being placed in the organization's ACD call queue. <i>Part B:</i> The number of calls abandoned by callers after being placed in the ACD call queue and before being answered by a live customer service representative.	Total number of calls received by the organization's call service center during normal business hours during the measurement period.	Automatic Call Distribution (ACD) Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
MP2012-06	Dispensing Accuracy	URAC	Safe Care	<p>This six-part measure and composite roll-up assesses the percentage of prescriptions that the organization dispensed inaccurately.</p> <p>Measure parts include: (A) Incorrect Drug and/or Product Dispensed; (B) Incorrect Recipient; (C) Incorrect Strength; (D) Incorrect Dosage Form; (E) Incorrect Instructions; (F) Incorrect Quantity.</p>	<p><i>Part A:</i> The number of drugs and products in the denominator in which an incorrect drug and/or product was dispensed.</p> <p><i>Part B:</i> The number of drugs and products in the denominator that were dispensed to an incorrect recipient.</p> <p><i>Part C:</i> The number of prescriptions in the denominator that were dispensed at an incorrect strength.</p> <p><i>Part D:</i> The number of prescriptions in the denominator that were dispensed in an incorrect dosage form.</p> <p><i>Part E:</i> The number of drugs and products in the denominator that were dispensed with incorrect patient instruction.</p> <p><i>Part F:</i> The number of drugs and products in the denominator that were dispensed as an incorrect quantity.</p> <p><i>Roll up Methodology:</i> Sum numerator from <i>Parts A - F</i>.</p>	Total number of drugs and products dispensed by the organization to or on behalf of a specific patient during the measurement period.	Pharmacy Data
MP2012-07	Distribution Accuracy	URAC	Safe Care	<p>This measure assesses the percentage of prescriptions delivered to the wrong recipient. <i>Part A</i> measures the percentage of prescriptions mailed with an incorrect address; <i>Part B</i> measures the percentage of prescriptions mailed with a correct address that were not delivered to the correct location.</p>	<p><i>Part A:</i> The number of drugs and products dispensed with an incorrect address.</p> <p><i>Part B:</i> The number of drugs and products delivered to the wrong location despite having the correct address on the package.</p>	Total number of drugs and products dispensed by the organization to or on behalf of a specific patient during the measurement period.	Enrollment; Pharmacy Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
MP2012-08	Turnaround Time for Prescriptions	URAC	Health Care Mgmt	This 3-part measure assesses the average speed with which the organization fills new and refill prescriptions. <i>Part A</i> measures prescription turnaround time for new and refill clean prescriptions; <i>Part B</i> measures prescription turnaround time for new and refill prescriptions that required intervention; and <i>Part C</i> measures prescription turnaround time for all new and refill prescriptions.	<i>Part A, B, C:</i> The sum of business days to fill new and refill prescriptions in the denominator ($n_1 + n_2 + \dots + n_x$, where n_1 = the number of business days to schedule delivery of prescription 1, n_2 = the number of business days to schedule delivery of prescription 2 ... n_x = the number of business days to schedule delivery of prescription x).	<i>Part A:</i> Total number of drugs and products that arrived clean and that the organization filled during the measurement period. <i>Part B:</i> Total number of prescriptions that initially required intervention and that the organization filled during the measurement period. <i>Part C:</i> Total number of prescriptions the organization filled during the measurement period.	Pharmacy Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2018-04	Concurrent Use of Opioids & Benzodiazepines	Pharmacy Quality Alliance (PQA)	Patient Safety	The percentage of individuals 18 years and older with concurrent use of prescription opioids and benzodiazepines. A lower rate indicates better performance.	The number of individuals from the denominator with two (2) or more prescription claims for any benzodiazepines on unique dates of service, AND concurrent use of opioids and benzodiazepines for 30 or more cumulative days.	Individuals with 2 or more prescription claims for opioids on unique dates of service, for which the sum of the days' supply is 15 or more days' supply during the measurement year.	Pharmacy Data; Enrollment; RxHCCs
PH2018-05	Polypharmacy: Use of Multiple Anticholinergic Medications in Older Adults	Pharmacy Quality Alliance (PQA)	Patient Safety	The percentage of adults 65 years and older with concurrent use of 2 or more unique anticholinergic medications. A lower rate indicates better performance.	The number of individuals from the denominator with concurrent use for 30 or more cumulative days of 2 or more unique anticholinergic medications, each with 2 or more prescription claims on unique dates of service during the measurement year.	Individuals with 2 or more prescription claims for the same anticholinergic medication on unique dates of service during the measurement year.	Pharmacy Data; Enrollment

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2018-06	Polypharmacy: Use of Multiple CNS-Active Medications in Older Adults	Pharmacy Quality Alliance (PQA)	Patient Safety	The percentage of adults 65 years and older with concurrent use of 3 or more unique central-nervous system (CNS) active medications. A lower rate indicates better performance.	The number of individuals from the denominator with concurrent use for 30 or more cumulative days of 3 or more unique CNS-active medications, each with 2 or more prescription claims on unique dates of service during the measurement year.	Individuals with 2 or more prescription claims for the same CNS-active medication on unique dates of service during the measurement year.	Pharmacy Data; Enrollment

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2018-08	Use of Opioids at High Dosage or from Multiple Providers in Persons Without Cancer	Pharmacy Quality Alliance (PQA)	Patient Safety	<p>Three (3) measures that examine high dosage opioid use from multiple providers, among individuals 18 years and older without cancer.</p> <p><i>Measure 1:</i> Use of Opioid at High Dosage in Persons Without Cancer (OHD): The proportion (XX out of 1,000) of individuals from the denominator receiving prescriptions for opioids with a daily dosage greater than 120 morphine milligram equivalents (MME) for 90 consecutive days or longer.</p> <p><i>Measure 2:</i> Use of Opioids from Multiple Providers in Persons Without Cancer (OMP): The proportion (XX out of 1,000) of individuals from the denominator receiving prescriptions for opioids from four (4) or more prescribers AND four (4) or more pharmacies.</p> <p><i>Measure 3:</i> Use of Opioids at High Dosage and from Multiple Providers in Persons Without Cancer (OHDMP): The proportion (XX out of 1,000) of individuals from the denominator receiving prescriptions for opioids with a daily dosage greater than 120 morphine milligram equivalents (MME) for 90 consecutive days or longer, AND who received opioid prescriptions from four (4) or more prescribers AND four (4) or more pharmacies.</p>	<p>Measure 1: The number of individuals from the denominator with greater than 120 MME for 90 or more consecutive days.</p> <p>Measure 2: Any member in the denominator who received opioids from 4 or more prescribers AND 4 or more pharmacies.</p> <p>Measure 3: Any member in the denominator with greater than 120 MME for 90 days or more consecutive days AND who received opioids from 4 or more prescribers AND 4 or more pharmacies.</p>	Measure 1, 2, & 3: Individuals with 2 or more prescription claims for opioids on unique dates of service, for which the sum of the days' supply is 15 or more days' supply during the measurement year.	Medical Claims; Pharmacy Data; RxHCCs; ICD-10s

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Exploratory Measures (6)

Note: Exploratory measures are measures “on the cutting edge”, meaning that either the industry has not come to consensus on how to measure a particular concept or the measure is experimental or in development. In the case of exploratory measure, the organization has the option to report.

Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
SP2012-09	Fulfillment of Promise to Deliver	URAC	Health Care Mgmt	This measure assesses the percentage of prescriptions that the organization delivered on time (i.e., the percentage of prescriptions that reached patients on the date scheduled for delivery).	Number of prescriptions in the denominator that patients received on the date scheduled for delivery.	Total number of prescriptions that the organization filled during the measurement period.	Administrative Data; Pharmacy Data
HIM2013-21	Use of High-Risk Medications in the Elderly (HRM)	Pharmacy Quality Alliance (PQA)	Safe Care	This measure assesses the percentage of patients 65 years of age and older who received two or more prescription fills for a high-risk medication during the measurement period. Stratify by Commercial, Medicaid, and Medicare (i.e., report each product line separately).	The number of patients who received at least two prescription fills on different dates of service for the same high-risk medication during the measurement period.	Members 66 years or older on the last day of the measurement year and continuously enrolled during the measurement period.	Pharmacy Claims; Enrollment Data
PH2015-01	Primary Medication Non-Adherence	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of prescriptions for chronic medications e-prescribed by a prescriber and not obtained by the patient in the following 30 days. This rate measures the level of primary medication non-adherence across a population of patients.	The number of e-prescribing transactions in the denominator where there was no pharmacy dispensing event that matched the patient and the prescribed drug or appropriate alternative drug within 30 days following the e-prescribing event.	The number of e-prescriptions for newly initiated drug therapy for medications in Table A: Chronic Medications for PMN during the measurement period and for the eligible population.	Prescription Claims Data; e-Prescribing

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2015-03	Use of Benzodiazepine Sedative Hypnotic Medications in the Elderly	Pharmacy Quality Alliance (PQA)	Safe Care	This measure assesses the percentage of individuals 65 years of age and older that received two or more prescription fills for any benzodiazepine sedative hypnotic for a cumulative period of more than 90 days.	Individuals in the denominator who received two prescriptions for any benzodiazepine sedative-hypnotic medication and a cumulative days supply of greater than 90 days for any benzodiazepine sedative hypnotic during the measurement year.	Members 65 years or older on the first day of the measurement year.	Pharmacy Claims; Enrollment Data
PH2015-06	Statin Use in Persons with Diabetes	Pharmacy Quality Alliance (PQA)	Prevention & Treatment	This measure assesses the percentage of patients ages 40-75 years who were dispensed a medication for diabetes that receive a statin medication. Stratify by Commercial, Medicaid, and Medicare (i.e., report each product line separately).	The number of eligible patients who received one or more prescription fills for a statin during the measurement year.	The number of eligible patients who were dispensed two or more prescription fills for a diabetic medication during the measurement year.	Pharmacy Claims; Enrollment Data
PH2015-05	Consumer Experience with Pharmacy Services	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	Survey Domains: Pharmacy Staff Communication, Information about Medicine, Written Information, New Prescriptions, and About You.	N/A	N/A	PQA Survey Data

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