



Specialty Pharmacy

Measures At A Glance

Disclaimer: URAC reserves the right to update its measures and measure sets to maintain measure relevancy and to remedy any unintended consequences that may arise during implementation. Further, URAC may add and/or align its measures with regulatory requirements of federal, state, and local governments.



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Mandatory Measures (5)

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
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 from the denominator that were 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 from the denominator that were 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>The percentage of prescriptions that the organization dispensed inaccurately, assessed in six parts and as a composite roll-up.</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 individual during the measurement year.	Pharmacy Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
MP2012-07	Distribution Accuracy	URAC	Safe Care	The percentage of prescriptions delivered to the wrong recipient, assessed in two parts and as a composite roll-up. <i>Part A</i> measures the percentage of prescriptions mailed with an incorrect address; <i>Part B</i> measures the percentage of prescriptions mailed with a correct address that were not delivered to the correct location.	<i>Part A:</i> The number of drugs and products in the denominator that were dispensed with an incorrect address. <i>Part B:</i> The number of drugs and products in the denominator that were delivered to the wrong location despite having the correct address on the package. <i>Roll up Methodology:</i> Sum numerator from <i>Parts A - B</i> .	Total number of drugs and products dispensed by the organization to or on behalf of a specific individual during the measurement year.	Enrollment; Pharmacy Data
MP2012-08	Turnaround Time for Prescriptions	URAC	Health Care Mgmt	The average speed with which the organization fills new and refill prescriptions, assessed in three parts. <i>Part A</i> measures prescription turnaround time for clean prescriptions; <i>Part B</i> measures prescription turnaround time for prescriptions that required intervention; and <i>Part C</i> measures prescription turnaround time for all prescriptions.	Part A, B, C: The sum of business days to fill prescriptions in the denominator ($n_1 + n_2 + \dots + n_x$, where n_1 = the number of business days to fill prescription 1, n_2 = the number of business days to fill prescription 2 ... n_x = the number of business days to fill prescription x).	<i>Part A:</i> Total number of drugs and products that arrived clean and that the organization filled during the measurement year. <i>Part B:</i> Total number of prescriptions that required interventions and that the organization filled during the measurement year. <i>Part C:</i> Total number of prescriptions the organization filled during the measurement year.	Pharmacy Data

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
PH2018-07	Treatment of Chronic Hepatitis C: Completion of Therapy	Pharmacy Quality Alliance (PQA)	Patient Safety	The percentage of individuals 18 years and older who initiated antiviral therapy during the measurement year for treatment of chronic Hepatitis C, and who completed the minimum intended duration of therapy with no significant gap(s) in therapy. A higher rate indicates better performance.	The number of individuals from the denominator who receive the cumulative days' supply required to complete the minimum duration of therapy as indicated for the DAA within the treatment period, AND did not have a cumulative gap of >15 days between the first and last fill of the direct-acting antiviral medication.	Individuals with one or more prescription claims for a direct-acting antiviral medication during the measurement year.	Prescription Claims Data

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Exploratory Measures (7)

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
DM2012-13	Drug-Drug Interactions	Pharmacy Quality Alliance (PQA)	Safe Care	The percentage of individuals who received a prescription for a target medication during the measurement year and who were dispensed a concurrent prescription for a precipitant medication. A lower rate indicates better performance.	The number of individuals in the denominator who were dispensed a concurrent precipitant medication during the measurement year.	Individuals with a prescription claim for a target medication during the measurement year.	Pharmacy Claims; Enrollment Data
DM2012-12	Proportion of Days Covered (PDC)	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of individuals 18 years and older who met the proportion of days covered (PDC) threshold for Anti-retrovirals (ARV) of 90% for at least 3 medications during the measurement year. A higher rater indicates better performance.	The number of individuals who met the PDC threshold of 90% during the measurement year.	Individuals who filled a prescription for ≥ three antiretroviral medications (as a single agent or as a combination) on 2 different 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
PH2018-01	Adherence to Long-Acting Inhaled Bronchodilator or Agents in COPD Patients	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of individuals with COPD who met the Proportion of Days Covered (PDC) threshold of 80% during the measurement year for long-acting inhaled bronchodilator agents. A higher rate indicates better performance.	The number of individuals who met the PDC threshold of 80% during the measurement year.	Individuals with a diagnosis of COPD at any time during the measurement year <u>and</u> at least two prescription claims for any long-acting inhaled bronchodilator on different dates of service during the treatment period. The prescriptions can be for the same or different medications.	Pharmacy Data; Enrollment
PH2018-02	Adherence to Non-Infused Biologic Agents to Treat Rheumatoid Arthritis (RA)	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	The percentage of individuals 18 years and older with rheumatoid arthritis (RA) who met the Proportion of Days Covered (PDC) threshold of 80% during the measurement year for biologic medications used to treat RA. A higher rate indicates better performance.	The number of individuals who met the PDC threshold of 80% during the measurement year.	Individuals 18 years and older with a rheumatoid arthritis (RA) diagnosis during the measurement year <u>AND</u> \geq two prescription claims for non-infused biologic medications used to treat RA on different 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 individuals with 18 years and older who met the Proportion of Days Covered (PDC) threshold of 80% during the measurement year for disease-modifying agents used to treat multiple sclerosis (MS). A higher rate indicates better performance.	The number of individuals who met the PDC threshold of 80% during the measurement year.	Individuals 18 years and older with \geq two prescription claims for non-infused disease modifying agents used to treat MS on different dates of service in the treatment period <u>AND</u> who received \geq 56 cumulative days' supply of the medication during the treatment period. The prescriptions can be for the same or different medications.	Pharmacy Data; Enrollment

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Measure #	Measure Name	Measure Steward	URAC Domain	Measure Description	Numerator	Denominator	Data Source
SP2012-09	Fulfillment of Promise to Deliver	URAC	Process	The percentage of prescriptions that the organization delivered on time.	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 year.	Administrative Data; Pharmacy Data
PH2015-01	Primary Medication Non-Adherence (PMN)	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 Chronic Medications for PMN during the measurement period and for the eligible population.	Prescription Claims
PH2015-05	Consumer Experience with Pharmacy Services	Pharmacy Quality Alliance (PQA)	Engagement & Experience of Care	This measure assesses consumer experience based survey responses within the following 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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