



**HHSC UNIFORM MANAGED CARE MANUAL**

CHAPTER  
**10.1.8**

**STAR HEALTH  
PERFORMANCE INDICATOR DASHBOARD FOR QUALITY MEASURES**

EFFECTIVE DATE  
**January 15, 2016**

**Version 2.3**

**DOCUMENT HISTORY LOG**

<b>STATUS<sup>1</sup></b>	<b>DOCUMENT REVISION<sup>2</sup></b>	<b>EFFECTIVE DATE</b>	<b>DESCRIPTION<sup>3</sup></b>
Baseline	1.0	November 1, 2010	Initial version Uniform Managed Care Manual Chapter 10.1.8, "STAR Health Performance Indicator Dashboard for Quality Measures." Quality Measures have been removed from Chapter 10.1.3, "STAR Health 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.
Revision	2.0	March 1, 2012	Revision 2.0 applies to contracts issued as a result of HHSC RFP number X29-06-0293. Chapter 10.1.8 "STAR Health Performance Indicator Dashboard for Quality Measures" is modified to include Performance Indicators for CY 2012. Indicators are unchanged from CY2011.
Revision	2.1	January 1, 2014	Chapter 10.1.8 "STAR Health Performance Indicator Dashboard for Quality Measures" is modified to include Performance Indicators for CY 2014.
Revision	2.2	January 1, 2015	Chapter 10.1.8 "STAR Health Performance Indicator Dashboard for Quality Measures" is modified to include Performance Indicators for CY 2015.
Revision	2.3	January 15, 2016	Chapter 10.1.8 "STAR Health Performance Indicator Dashboard for Quality Measures" is modified to include Performance Indicators for CY 2016.

<sup>1</sup> Status should be represented as "Baseline" for initial issuances, "Revision" for changes to the Baseline version, and "Cancellation" for withdrawn versions  
<sup>2</sup> 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.  
<sup>3</sup> Brief description of the changes to the document made in the revision.

# Calendar Year 2016 STAR Health Quality Performance Indicator Dashboard

Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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## I. Access to Care

### Access/Availability of Care

Percent of Children w/Access to PCP (12 - 24 months) (CAP)	98%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (25 mo - 6 years) (CAP)	94%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (7 - 11 years) (CAP)	97%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (12 - 19 years) (CAP)	96%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables

### Getting Needed Care

% good access to urgent care	82%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good access to specialist appointments	58%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good access to routine care	80%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good access to behavioral health treatment or counseling	63%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% rating personal doctor a "9" or "10"	72%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% rating their health plan a "9" or "10"	67%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good experiences with doctors' communication	83%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report

## II. Quality of Care

### Children's Preventive Health

Well-Child Visits – First 15 Months: 6+ Visits (W15)	65%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Well-Child Visits – 3rd, 4th, 5th, and 6th Years (W34)	86%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Well-Child Visits – Adolescents (AWC)	71%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

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

Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Asthma	12 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Diabetes Short-Term Complications	6 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Gastroenteritis	7 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Perforated Appendix	N/A	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Urinary Tract Infection	3 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

### III.Care for Chronic Illness

#### **Asthma**

Medication Management for People with Asthma - Medication Compliance 75% (MMA)	43%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
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#### **Behavioral Health**

7-day f/u After Hosp. for Mental Health (MH) (FUH)	64%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
30-day f/u After Hosp. for Mental Health (FUH)	83%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Follow-up Care for Children Prescribed ADHD Medication - Initiation (ADD)	56%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Follow-up Care for Children Prescribed ADHD Medication - Maintenance (ADD)	70%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables

N/A Due to a low denominator for this measure for two consecutive years this measure is used for monitoring purposes only

For 2016, HHSC has changed the methodology for establishing STAR Health dashboard standards.

**CY 2015 (January 1, 2015 - December 31, 2015) STAR Health Managed Care Organization (MCO) Quality Performance Indicators**

Performance Indicator	HHSC Standard STAR Health	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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**I. Access to Care**

**Access/Availability of Care**

Percent of Children w/Access to PCP (12 - 24 months) (CAP)	98%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (25 mo - 6 years) (CAP)	96%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (7 - 11 years) (CAP)	98%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Percent of Children w/Access to PCP (12 - 19 years) (CAP)	98%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables

**Getting Needed Care**

% good access to urgent care*	75%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good access to specialist appointments	53%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good access to routine care*	64%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good access to Behavioral Health (BH) treatment or counseling*	54%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% of Parent/Caregiver rating child's personal doctor a "9" or "10"	74%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% of Parent/Caregiver rating their child's health plan a "9" or "10"	71%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% of Parent/Caregiver good experiences with doctors' communication*	74%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report

Performance Indicator	HHSC Standard STAR Health	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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**II. Quality of Care**

**Children's Preventive Health**

Well-Child Visits - first 15 months: 6+ visits [W15]	64%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Well-Child Visits - 3rd, 4th, 5th, & 6th years [W34]	89%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Well-Child Visits - adolescents [AWC]	74%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

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

Asthma	9 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Diabetes Short-Term Complications	9 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Gastroenteritis	3 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Perforated Appendix	14 per 100	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables
Urinary Tract Infection	7 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Tables

**Care for Chronic Illness**

**>>>Asthma**

Use of Appropriate Medication for People with Asthma (all ages) (ASM)	90%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Medication Management for People with Asthma - Medication Compliance 75%(MMA)	50%	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)	63%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
30-day f/u After Hosp. for Mental Health (FUH)	87%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Follow-up Care for Children Prescribed ADHD Medication - Initiation (ADD)	88%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables
Follow-up Care for Children Prescribed ADHD Medication - Maintenance (ADD)	93%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Tables

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

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

**CY 2014 (January 1, 2014- December 31, 2014) STAR Health Managed Care Organization (MCO) Quality Performance Indicators**

Performance Indicator	HHSC Standard STAR Health	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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**I. Access to Care**

**Access/Availability of Care**

% children with access to PCP (ages 12 - 24 months)	98%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% children with access to PCP (ages 25 months - 6 years)	95%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% children with access to PCP (ages 7 - 11)	98%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% adolescents with access to PCP (ages 12 - 19)	97%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report

**Use of Primary Care Services**

% with THSteps visit within 30 days of enrollment	80%	Annual	EQRO	Enrollment, Eligibility, claims, encounter files	Annual Quality of Care Report
% with dental exam within 60 days of enrollment	90%	Annual	EQRO	Enrollment, Eligibility, claims, encounter files	Annual Quality of Care Report
% with dental exam within 6 months of previous exam	90%	Annual	EQRO	Enrollment, Eligibility, claims, encounter files	Annual Quality of Care Report

**Getting Needed Care**

% of members good* access to urgent care	96%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to specialist referral	84%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% of members good* access to routine care	84%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% of members good* access to Behavioral Health (BH) treatment or counseling	79%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% of Parent/Caregiver rating child's personal doctor a "9" or "10"	74%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% of Parent/Caregiver rating their child's health plan a "9" or "10"	71%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% of Parent/Caregiver good experiences with doctors' communication	94%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report

Performance Indicator	HHSC Standard STAR Health	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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**II. Quality of Care**

**Children's Preventive Health**

Well-Child Visits - first 15 months: 6+ visits [W15]	64%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - 3rd, 4th, 5th, & 6th years [W34]	87%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - adolescents [AWC]	74%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

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

Asthma admission rate	35 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Diabetes short-term complications admission rate	28 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Gastroenteritis admission rate	50 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Perforated appendix admission rate	14 per 100	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Urinary tract infection admission rate	42 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

**Care for Chronic Illness**

**>>>Asthma**

Use of Appropriate Medication for people with Asthma (all ages) [ASM]	89%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Medication Management for People with Asthma- Medication Compliance 75% [MMA]	50%	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]	63%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day f/u after hospital stay for Mental Health [FUH]	87%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-up care for children prescribed ADHD medication: Initiation Phase [ADD]	52%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-up care for children prescribed ADHD medication: Maintenance Phase [ADD]	59%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

**Legend**

Indicates that this measure is not applicable for the program

Indicates that Health and Human Services Commission (HHSC) has not established a standard for the indicator

\* The use of "good" within the access to care measures category generally refers to the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey responses of either

**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) STAR Health Managed Care Organization (MCO) Quality Performance Indicators

Performance Indicator	HHSC Standard STAR Health	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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### I. Access to Care

#### Access/Availability of Care

% children with access to PCP (ages 12 - 24 months)	96%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% children with access to PCP (ages 25 months - 6 years)	89%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% children with access to PCP (ages 7 - 11)	91%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% adolescents with access to PCP (ages 12 - 19)	87%	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 Contiditons (ACSCs)	32%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
HEDIS Ambulatory Care: ED Use [AMB]	46%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report

#### Use of Primary Care Services

% with THSteps visit within 30 days of enrollment	80%	Quarterly	EQRO	Enrollment, Eligibility, claims, encounter files	Health Plan Manager Report
% with dental exam within 60 days of enrollment	90%	Quarterly	EQRO	Enrollment, Eligibility, claims, encounter files	Health Plan Manager Report
% with dental exam within 6 months of previous exam	90%	Quarterly	EQRO	Enrollment, Eligibility, claims, encounter files	Health Plan Manager Report

#### Getting Needed Care

% good* access to urgent care	88%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to specialist referral	75%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to routine care	76%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no delays for an approval	69%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no exam room wait >15 minutes	50%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to Behavioral Health (BH) treatment or counseling	79%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report

Performance Indicator	HHSC Standard STAR Health	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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### II. Quality of Care

#### Children's Preventive Health

Well-Child Visits - first 15 months: 6+ visits [W15]	53%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - 3rd, 4th, 5th, & 6th years [W34]	70%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - adolescents [AWC]	45%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

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

Asthma admission rate	181 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Diabetes short-term complications admission rate	29 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Gastroenteritis admission rate	183 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Perforated appendix admission rate	31 per 100	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Urinary tract infection admission rate	53 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

#### Care for Chronic Illness

##### >>>Asthma

Medication for children (ages 5 through 11) [ASM]	92%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Medication for children (ages 12 through 50) [ASM]	86%	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]	55%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day f/u after hospital stay for MH [FUH]	63%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day readmission rate - children (0 through 18)	17%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day readmission rate - adult (19 and above)	21%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

Performance Indicator	HHSC Standard STAR Health	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Antidepressant medication management: Acute Phase [AMM]	45%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Antidepressant medication management: Continuation Phase [AMM]	32%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-up care for children prescribed ADHD medication (6 - 12): Initiation Phase [ADD]	35%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-up care for children prescribed ADHD medication (6 - 12): Maintenance Phase [ADD]	42%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Mental Health Utilization [MPT]		Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

#### Legend

-  Indicates that this measure is not applicable for the program
-  Indicates that Health and Human Services Commission (HHSC) has not established a standard for the indicator
- \* The use of "good" within the access to care measures category generally refers to the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey responses of either "usually" or "always", or responses of "not a problem."

**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) STAR Health Managed Care Organization (MCO) Quality Performance Indicators**

Performance Indicator	HHSC Standard STAR Health	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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**I. Access to Care**

**Access/Availability of Care**

% children with access to PCP (ages 12 - 24 months)	96%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% children with access to PCP (ages 25 months - 6 years)	89%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% children with access to PCP (ages 7 - 11)	91%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% adolescents with access to PCP (ages 12 - 19)	87%	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 Contiditons (ACSCs)	32%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
HEDIS Ambulatory Care: ED Use [AMB]	46%	Annual	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report

**Use of Primary Care Services**

% with THSteps visit within 30 days of enrollment	80%	Quarterly	EQRO	Enrollment, Eligibility, claims, encounter files	Health Plan Manager Report
% with dental exam within 60 days of enrollment	90%	Quarterly	EQRO	Enrollment, Eligibility, claims, encounter files	Health Plan Manager Report
% with dental exam within 6 months of previous exam	90%	Quarterly	EQRO	Enrollment, Eligibility, claims, encounter files	Health Plan Manager Report

**Getting Needed Care**

% good* access to urgent care	88%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to specialist referral	75%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to routine care	76%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no delays for an approval	69%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% no exam room wait >15 minutes	50%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
% good* access to Behavioral Health (BH) treatment or counseling	79%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report

	HHSC Standard STAR Health	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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**II. Quality of Care**

**Children's Preventive Health**

Well-Child Visits - first 15 months: 6+ visits [W15]	53%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - 3rd, 4th, 5th, & 6th years [W34]	70%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Well-Child Visits - adolescents [AWC]	45%	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

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

Asthma admission rate	181 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Diabetes short-term complications admission rate	29 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Gastroenteritis admission rate	183 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Perforated appendix admission rate	31 per 100	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report
Urinary tract infection admission rate	53 per 100,000	Annual	EQRO	Enrollment, Eligibility, Claims & Encounter Files	Annual Quality of Care Report

**Care for Chronic Illness**

**>>>Asthma**

Medication for children (ages 5 through11) [ASM]	92%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Medication for children (ages 12 through 50) [ASM]	86%	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]	55%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day f/u after hospital stay for MH [FUH]	63%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day readmission rate - children (0 through 18)	17%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
30-day readmission rate - adult (19 and above)	21%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

Performance Indicator	HHSC Standard STAR Health	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Antidepressant medication management: Acute Phase [AMM]	45%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Antidepressant medication management: Continuation Phase [AMM]	32%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-up care for children prescribed ADHD medication (6 - 12): Initiation Phase [ADD]	35%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Follow-up care for children prescribed ADHD medication (6 - 12): Maintenance Phase [ADD]	42%	Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report
Mental Health Utilization [MPT]		Annual	EQRO	Enrollment, Eligibility, Pharmacy, Claims & Encounter Files	Annual Quality of Care Report

#### Legend

-  Indicates that this measure is not applicable for the program
-  Indicates that Health and Human Services Commission (HHSC) has not established a standard for the indicator
- \* The use of "good" within the access to care measures category generally refers to the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey responses of either "usually" or "always", or responses of "not a problem."

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



**III. Administrative Service members**

- complaints/1000
- appeals/1000
- % appeals resolved in 30 days\*\*\*
- % complaints resolved in 30 days\*\*\*
- member services hotline abandonment rate
- nurse hotline abandonment rate
- behavioral health hotline abandonment rate
- member services hotline average hold time
- nurse hotline average hold time
- behavioral health hotline average hold time

**network providers**

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

Standard	Frequency of Reporting	Source
	Quarterly	MCO
	Quarterly	MCO
98%	Quarterly	MCO
98%	Quarterly	MCO
7%	Quarterly	MCO
7%	Quarterly	MCO
7%	Quarterly	MCO
2 min	Quarterly	MCO
2 min	Quarterly	MCO
2 min	Quarterly	MCO

	Quarterly	MCO
7%	Quarterly	MCO
2 m	Quarterly	MCO
98%	Quarterly	MCO

**IV. Efficiency**

- actual/expected health care use after risk adjustment

Standard	Frequency of Reporting	Source
	Annual	EQRO

**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 \*\*\*\*

Standard	Frequency of Reporting	Source
	Quarterly	FSR (derived)
<6%	Annual	Audits (manual)

**VI. Medical Passport**

- % BH providers that treated a Member and submitted monthly notes to passport
- % Members that saw a provider that have a passport that reflects claims data

Standard	Frequency of Reporting	Source
90%	Quarterly	MCO
100%	Quarterly	MCO

**Symbols Used:**

**^ Urban = counties with more than 50,000 residents; Rural = counties with 50,000 or fewer residents.**

**\* Acronyms:**

- ACSC = Ambulatory Care Sensitive Conditions
- BH = Behavioral Health Services
- CAHPS = Consumer Assessment of Healthcare Providers and Systems
- EQRO = External Quality Review Organization
- FSR = Financial-Statistical Report

**\* Acronyms:**

- HHSC = Texas Health and Human Services Commission
- MCO = Managed Care Organization
- MH= Mental Health Services
- PCP = Primary Care Provider
- TDI = Texas Department of Insurance
- THSteps = Texas Health Steps Program

The use of "good" within the access to care measure category  
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\*\*\* 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.

Gray block under Standard indicates that HHSC has not yet established a benchmark for the indicator  
 Blue block indicates that this indicator is for informational purposes and no standard will be set



**III. Administrative Service**

**members**

- complaints/1000
- appeals/1000
- % appeals resolved in 30 days\*\*\*
- % complaints resolved in 30 days\*\*\*
- member services hotline abandonment rate
- nurse hotline abandonment rate
- behavioral health hotline abandonment rate
- member services hotline average hold time
- nurse hotline average hold time
- behavioral health hotline average hold time

**Standard      Frequency of Reporting      Source**

Standard	Frequency of Reporting	Source
	Quarterly	MCO
	Quarterly	MCO
98%	Quarterly	MCO
98%	Quarterly	MCO
7%	Quarterly	MCO
7%	Quarterly	MCO
7%	Quarterly	MCO
2 min	Quarterly	MCO
2 min	Quarterly	MCO
2 min	Quarterly	MCO

**network providers**

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

	Quarterly	MCO
7%	Quarterly	MCO
2 m	Quarterly	MCO
98%	Quarterly	MCO

**IV. Efficiency**

- actual/expected health care use after risk adjustment

**Standard      Frequency of Reporting      Source**

	Annual	EQRO
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