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.

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<th>MEASURE</th>
<th>URAC DOMAIN</th>
<th>MEASURE NAME</th>
<th>MEASURE STEWARD</th>
<th>MEASURE DESCRIPTION</th>
<th>NUMERATOR</th>
<th>DENOMINATOR</th>
<th>DATA SOURCE</th>
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| DTM2010-04    | Communication & Care Coordination | Call Center Performance© | URAC            | This measure has two parts:  
**Part A**: 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;  
**Part B**: 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.  
**Part A**: The number of calls from the denominator that were answered by a live customer service representative within 30 seconds;  
**Part B**: 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.  
**Data Source**: Automatic Call Distribution (ACD) Data.  | Total number of calls received by the organization’s call service center during normal business hours during the measurement period. | Total number of calls from the denominator that were answered by a live customer service representative within 30 seconds.  | Automatic Call Distribution (ACD) Data |
| MP2012-07     | Safe Care                    | Distribution Accuracy© | URAC            | The percentage of prescriptions delivered to the wrong recipient, assessed in two parts and as a composite roll-up.  
**Part A**: measures the percentage of prescriptions mailed with an incorrect address;  
**Part B**: measures the percentage of prescriptions mailed with a correct address that were not delivered to the correct location.  
**Part A**: The number of drugs and products in the denominator that were dispensed with an incorrect address.  
**Part B**: The number of drugs and products in the denominator that were delivered to the wrong location despite having the correct address on the package.  
**Roll up Methodology**: Sum numerator from Parts A - B.  
**Data Source**: Pharmacy Data.  | Total number of prescriptions dispensed by the organization to or on behalf of a specific individual during the measurement year. | Total number of drugs and products dispensed by the organization to or on behalf of a specific individual during the measurement year. | Pharmacy Data |
| MP2012-09     | Access & Affordable Care      | Generic Dispensing Rates©                | URAC            | The percentage of all prescriptions that were dispensed as generics, branded generics, or brands for which members paid the generic co-pay.  
**Data Source**: Pharmacy Data.  | Total number of prescriptions in the denominator that were dispensed as generics. | Total number of prescription claims available in generic form (i.e., multi-source) that were dispensed during the measurement year. | Pharmacy Data |

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<tbody>
<tr>
<td>MP2012-06</td>
<td>Safe Care</td>
<td>Dispensing Accuracy®</td>
<td>URAC</td>
<td>The percentage of prescriptions that the organization dispensed inaccurately, assessed in six parts and as a composite rollup. 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.</td>
<td>Part A: The number of drugs and products in the denominator in which an incorrect drug and/or product was dispensed. Part B: The number of drugs and products in the denominator that were dispensed to an incorrect recipient. Part C: The number of prescriptions in the denominator that were dispensed at an incorrect strength. Part D: The number of prescriptions in the denominator that were dispensed in an incorrect dosage form. Part E: The number of drugs and products in the denominator that were dispensed with incorrect patient instruction. Part F: The number of drugs and products in the denominator that were dispensed as an incorrect quantity. Roll up Methodology: Sum numerator from Parts A - F.</td>
<td>Total number of drugs and products dispensed by the organization to or on behalf of a specific individual during the measurement year.</td>
<td>Pharmacy Data</td>
</tr>
<tr>
<td>MP2012-08</td>
<td>Communication &amp; Care Coordination</td>
<td>Turnaround Time for Prescriptions®</td>
<td>URAC</td>
<td>The average number of days in which the organization fills new and refill prescriptions, assessed in three parts. Part A measures prescription turnaround time for clean prescriptions; Part B measures prescription turnaround time for prescriptions that required intervention; and Part C measures prescription turnaround time for all prescriptions.</td>
<td>The sum of business days to fill prescriptions in the denominator</td>
<td>Part A: Total number of drugs and products that arrived clean and that the organization filled during the measurement year. Part B: Total number of prescriptions that required interventions and that the organization filled during the measurement year. Part C: Total number of prescriptions the organization filled during the measurement year.</td>
<td>Pharmacy Data</td>
</tr>
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Exploratory Measures (2)

**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.

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| PH2021-01 | Engagement and Experience of Care | Complaint Response Timeliness | URAC            | This measure has two parts: **Part A** assesses the percentage of consumer complaints to which the organization responded within the time frame established for complaint response. **Part B** assesses the average time, in business days, for complaint response. | **Part A:** The number of complaints responded to within the target timeframe.  
**Part B:** The sum of business days to respond to each consumer complaint counted in the denominator. | Count of all consumer complaints received in the measurement period. | Administrative Data |
| PH2021-02 | Engagement and Experience of Care | Overall Consumer Satisfaction | URAC            | The percentage of program participants who completed a consumer satisfaction survey and reported that they were “satisfied” overall with the pharmacy program during the measurement period.  
|                     |                                  |                  |                 | The number of individuals in the denominator who reported that they were “satisfied” overall with the organization.                                                                                                           | All individuals who completed greater than (> 50%) of a consumer satisfaction survey during the measurement period. | Survey Data                                                |