

Mandatory Measures (4)

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

| MEASURE | URAC DOMAIN | MEASURE NAME | MEASURE STEWARD | MEASURE DESCRIPTION | NUMERATOR | DENOMINATOR | DATA SOURCE |
|------------|-----------------------------------|--------------------------|-----------------|--|---|--|--|
| 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. | <p>Part A: 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.</p> <p>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.</p> | 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 |
| 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. | <p>Part A: The number of drugs and products in the denominator that were dispensed with an incorrect address.</p> <p>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.</p> <p>Roll up Methodology: Sum numerator from Parts A - B.</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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|-----------|-----------------------------------|------------------------------------|-----------------|--|--|---|---------------|
| MP2012-06 | Safe Care | Dispensing Accuracy© | URAC | <p>The percentage of prescriptions that the organization dispensed inaccurately, assessed in six parts and as a composite rollup.</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>Part A: The number of drugs and products in the denominator in which an incorrect drug and/or product was dispensed.</p> <p>Part B: The number of drugs and products in the denominator that were dispensed to an incorrect recipient.</p> <p>Part C: The number of prescriptions in the denominator that were dispensed at an incorrect strength.</p> <p>Part D: The number of prescriptions in the denominator that were dispensed in an incorrect dosage form.</p> <p>Part E: The number of drugs and products in the denominator that were dispensed with incorrect patient instruction.</p> <p>Part F: The number of drugs and products in the denominator that were dispensed as an incorrect quantity.</p> <p>Roll up Methodology: Sum numerator from Parts A - F.</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 |
| MP2012-08 | Communication & Care Coordination | Turnaround Time for Prescriptions© | URAC | <p>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.</p> | The sum of business days to fill prescriptions in the denominator. | <p>Part A: Total number of prescriptions that arrived clean and that the organization filled during the measurement year.</p> <p>Part B: Total number of prescriptions that required interventions and that the organization filled during the measurement year.</p> <p>Part C: Total number of prescriptions the organization filled during the measurement year.</p> | Pharmacy Data |

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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.

| MEASURE | URAC DOMAIN | MEASURE NAME | MEASURE STEWARD | MEASURE DESCRIPTION | NUMERATOR | DENOMINATOR | DATA SOURCE |
|-----------|-----------------------------------|-------------------------------|-----------------|---|--|---|---------------------|
| 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 |

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