urac®
30 Years of Setting the Standard in Health Care

2024

MAIL SERVICE PHARMACY PERFORMANCE MEASUREMENT

AGGREGATE SUMMARY PERFORMANCE REPORT

February 2025

Table of Contents

EXECUTIVE SUMMARY

56
Reporting Organizations

~229M
Prescriptions Dispensed

Year Over Year Highlights

- There was an increase in call abandonment rate at 1.63%
- Most dispensing errors are due to incorrect quantity
- The leading cause of errors in distribution is prescriptions dispensed with correct patient address but delivered to the wrong location
- 14.29% of organizations had zero errors in dispensing and distribution of prescriptions

Turnaround Time

~ 1.93 days
To fill a prescription

Generic Dispensing Rate

97.60%
Of prescriptions dispensed as generic

Dispensing Accuracy

99.99%
Of prescriptions *dispensed* with no errors

Distribution Accuracy

99.99%
Of prescriptions *distributed* with no errors

Presented in this report are the 2023 measurement year (2024 reporting year) results based on URAC's Mail Service Pharmacy Accreditation program performance measures.

URAC includes performance measures in multiple accreditation programs to align and harmonize with national priorities for healthcare quality and delivery improvement. Our priority of consumer protection and empowerment drives our measurement efforts on outcome measures, composite measures, and flexible measures collection. With the emphasis of the ACA on affordable, quality health care and access, it is imperative that performance measurement programs are in place to ensure that savings from cost cutting efforts in health care are not at the expense of the quality of care delivered to patients. The information provided by measures of performance can help stakeholders monitor the quality and accessibility of care across the nation.

Performance measurement for the 2024 reporting year aligns with Phase 2 of URAC's measurement process where mandatory performance measures are subject to an external data validation process. The data validation program identifies areas of opportunity for improvement and ensures ongoing compliance conformity to program standards. By requiring organizations to submit audited performance measures annually, URAC ensures accurate and reliable data for organization-to-organization comparisons. These audited performance measure results become publicly available via aggregated, de-identified reports.

Organizations are required to report data for services covered under the scope of each accreditation. There are 5 mandatory measures and the option to report data for 3 exploratory measures. Results are reported to URAC separately for each accreditation.

Below is the list of measures for 2024 reporting.

MANDATORY MEASURES

1. Generic Dispensing Rates© (MP2012-09)
2. Call Center Performance© (DTM2010-04)
3. Dispensing Accuracy© (MP2012-06)
4. Distribution Accuracy© (MP2012-07)
5. Turnaround Time for Prescriptions© (MP2012-08)

EXPLORATORY MEASURES

1. Complaint Response Timeliness© (PH2021-01)*
2. Overall Consumer Satisfaction© (PH2021-02)
3. Clinical Intervention Acceptance Rate© (PH2023-01)*

*Fewer than five organizations submitted data for this measure. Analysis and benchmarks were not produced given less than five valid data submissions.

DATA VALIDATION PROCEDURES

Data validation vendors (DVV) identified any materially inaccurate submissions. Additionally, Kiser Healthcare Solutions, LLC corrected any data entry and duplicate submission errors based on manual data review and cleaning, documented at the end of this report.

Kiser Healthcare Solutions executed standard procedures for data cleaning and validation prior to finalizing the results presented in this report. All organizations' measure submissions were reviewed for measure component quality. For example, numerators and denominators were checked against rates to ensure accuracy. Also, minimum, mean, median, and maximum rates were benchmarked nationally and regionally to ensure accuracy and to identify potential issues at an individual submission level.

Basic guidelines for identifying valid submissions:

- Measure denominator is greater than zero
- DVV has not deemed the measure submission as materially inaccurate
- Organization has stated it is submitting the measure

Basic guidelines for aggregate rates:

- Measure denominator is greater than or equal to 30
- DVV has not deemed the measure submission as materially inaccurate
- Organization has stated it is submitting the measure
- Minimum of 5 reporting organizations

RESULTS IN AGGREGATE

A total of 56 URAC-accredited Mail Service Pharmacy (MSP) organizations reported 2023 measurement year data for the 2024 reporting year. The total number of prescriptions dispensed across all MSP organizations was 229,030,387 with the number of prescriptions dispensed ranging from 59 to 82,880,553. Most organizations reported dispensing fewer than two million prescriptions, with most organizations reporting that they dispensed fewer than 250,000 prescriptions. Four organizations had over 10 million prescriptions at 82.88 million, 71.32 million, and 51.39 million, and 12.14 million respectively **(Figure 1)**.

Of the 56 MSPs that submitted performance measurement data, 40 organizations covered all four URAC-specified regions (Midwest, Northeast, South, and West), and 12 organizations covered only a single region **(Figure 2)**.

Figure 1. Reporting by Program Tier Size
# of prescriptions dispensed per organization (n=56)

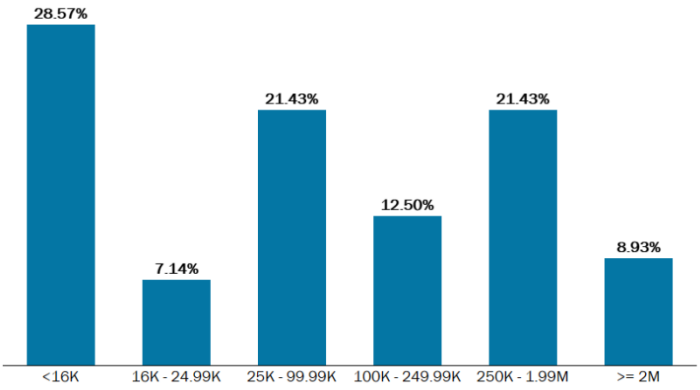
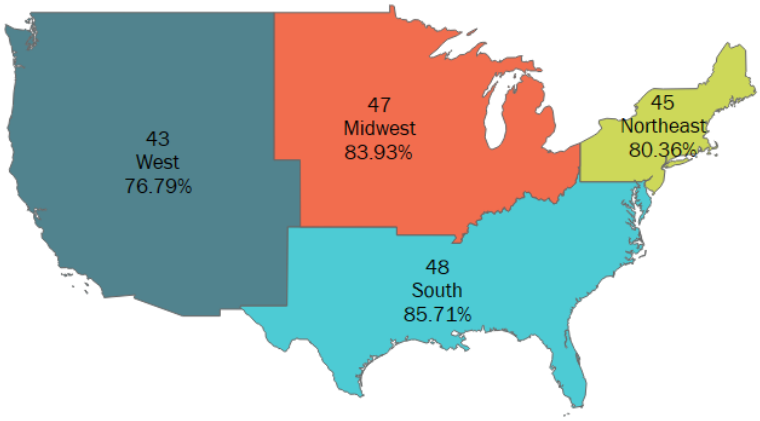


Figure 2. Regional Areas Served
% of reporting organizations by region (n=56)

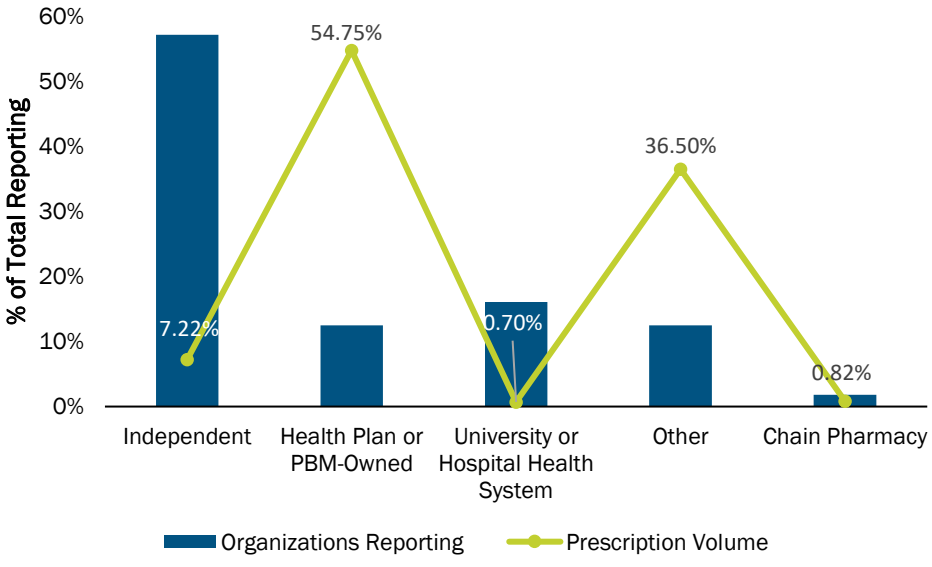


Note: Multiple responses accepted.

Pharmacy Composition

In the 2024 measure reporting year, URAC requested that pharmacies self-identify their pharmacy type for future analysis. Most pharmacies reported themselves as independent pharmacies. The organizations that reported "Other" indicated themselves as a Mail Service Pharmacy which does not identify the pharmacy further. While organizations identified as Health Plan or PBM-Owned represented around 12% of the reporting organizations, they accounted for more than 50% of the dispensing volume **(Figure 3)**.

Figure 3. Pharmacy Composition
% of reporting organizations (n=56)



GENERIC DISPENSING RATES (MP2012-09)

Measure Description

This *mandatory* measure assesses the percentage of all prescriptions that were dispensed as generics, branded generics, or brands for which members paid the generic co-pay.

There is no stratification for this measure; results are reported across all populations.

Generic Dispensing Rate

97.60%

Prescriptions Dispensed as Generics

The 49 valid submissions for this measure reported an aggregate summary rate of 97.60%. Seven organizations dispensed 100% generic prescriptions.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
151,677,303	155,408,533	97.60%	90.10%	49

MIN	10TH	25TH	50TH	75TH	90TH	MAX
3.45%	74.09%	91.13%	97.87%	99.08%	100%	100%

CALL CENTER PERFORMANCE (DTM2010-04)

Measure Description

This *mandatory* 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

For Part A, a higher rate represents better performance. **For Part B, a lower rate represents better performance.**

There is no stratification for this measure; results are reported across all populations.

URAC is the measure steward, and all rights are retained by URAC.

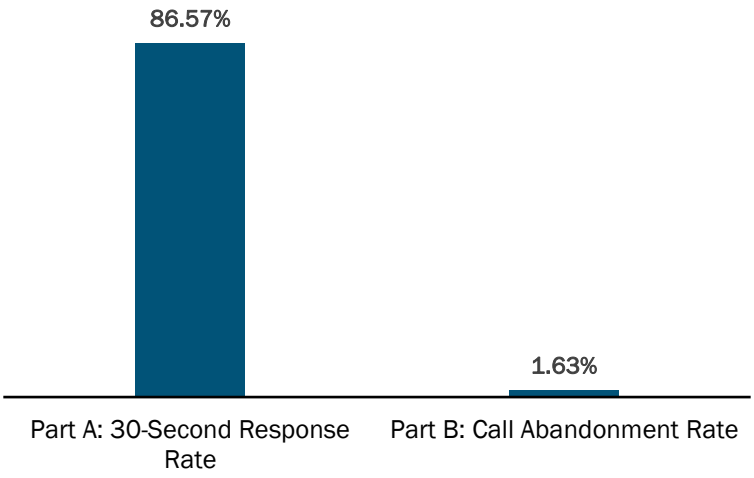


Figure 4. Call Center Performance Aggregate Summary Rates

Summary of Findings

A total of 54 organizations reported valid results for each measure part. There were six submissions at or above the 90th percentile for Part A. There were six submissions at or above the 90th percentile for Part B. No organization submitted a rate of 0%.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Part A: 30-Second Response Rate	61,794,989	71,384,891	86.57%	83.59%	54
Part B: Call Abandonment Rate	1,161,966	71,386,891	1.63%	3.53%	54

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part A: 30-Second Response Rate	32.60%	55.37%	80.70%	87.96%	95.39%	97.91%	100%
Part B: Call Abandonment Rate	16.79%	8.12%	4.85%	2.03%	1.36%	0.54%	0.23%

DISPENSING ACCURACY (MP2012-06)

Measure Description

This *mandatory* six-part measure and composite roll-up assesses the percentage of prescriptions that the organization dispensed inaccurately. Measure parts include:

- Part A: Incorrect Drug and/or Product Dispensed
- Part B: Incorrect Recipient
- Part C: Incorrect Strength
- Part D: Incorrect Dosage Form
- Part E: Incorrect Instructions
- Part F: Incorrect Quantity

For all parts, a lower rate represents better performance.

Each part of this measure is calculated at the individual prescription level, not at the order level (i.e., if an order contains three prescriptions, those three prescriptions are each counted separately in each denominator).

There is no stratification for this measure; results are reported in aggregate across all populations.

Dispensing Error Rate

0.00511%
All Error Composite

5.11 errors
Per 100k Prescriptions Dispensed

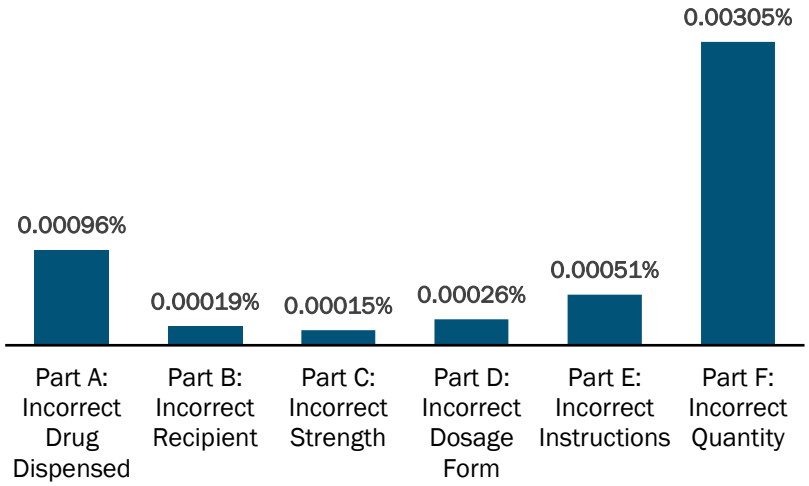


Figure 5. Dispensing Error Types
Aggregate Summary Rates per dispensing error sub-part

** Most dispensing errors are due to incorrect quantity & incorrect drug dispensed.*

Summary of Findings

Of the 56 valid submissions, there were 12 organizations that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
11,706	229,186,121	0.00511%	0.01805%	56

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.18608%	0.04591%	0.02263%	0.00735%	0.00178%	0%	0%

Part A: Incorrect Drug Dispensed

Of the 56 valid submissions, there were 23 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
2,195	229,186,121	0.00096%	0.00623%	56

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.15315%	0.00723%	0.00340%	0.00066%	0%	0%	0%

Part B: Incorrect Recipient

Of the 56 valid submissions, there were 34 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
432	229,186,121	0.00019%	0.00204%	56

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.03049%	0.00456%	0.00044%	0%	0%	0%	0%

Part C: Incorrect Strength

Of the 54 valid submissions, there were 30 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
333	224,809,950	0.00015%	0.00099%	54

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.00985%	0.00316%	0.00075%	0%	0%	0%	0%

Part D: Incorrect Dosage Form

Of the 54 valid submissions, there were 32 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
581	224,809,950	0.00026%	0.00089%	54

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.01657%	0.00255%	0.00032%	0%	0%	0%	0%

Part E: Incorrect Instructions

Of the 56 valid submissions, there were 29 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
1,167	229,186,121	0.00051%	0.00208%	56

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.02177%	0.00698%	0.00132%	0%	0%	0%	0%

Part F: Incorrect Quantity

Of the 56 valid submissions, there were 23 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
6,998	229,186,121	0.00305%	0.00592%	56

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.03293%	0.02235%	0.00880%	0.00131%	0%	0%	0%

DISTRIBUTION ACCURACY (MP2012-07)

Measure Description

This *mandatory* two-part measure and composite assesses the percentage of prescriptions delivered to the wrong recipient.

- Part A assesses the percentage of prescriptions mailed with an incorrect address
- Part B assesses the percentage of prescriptions mailed with a correct address that were not delivered to the correct location

For all parts, a lower rate represents better performance.

Each part of this measure is calculated at the individual prescription level, not at the order level (i.e., if an order contains three prescriptions, those three prescriptions are each counted separately in each denominator).

There is no stratification for this measure, results are reported in aggregate across all populations.

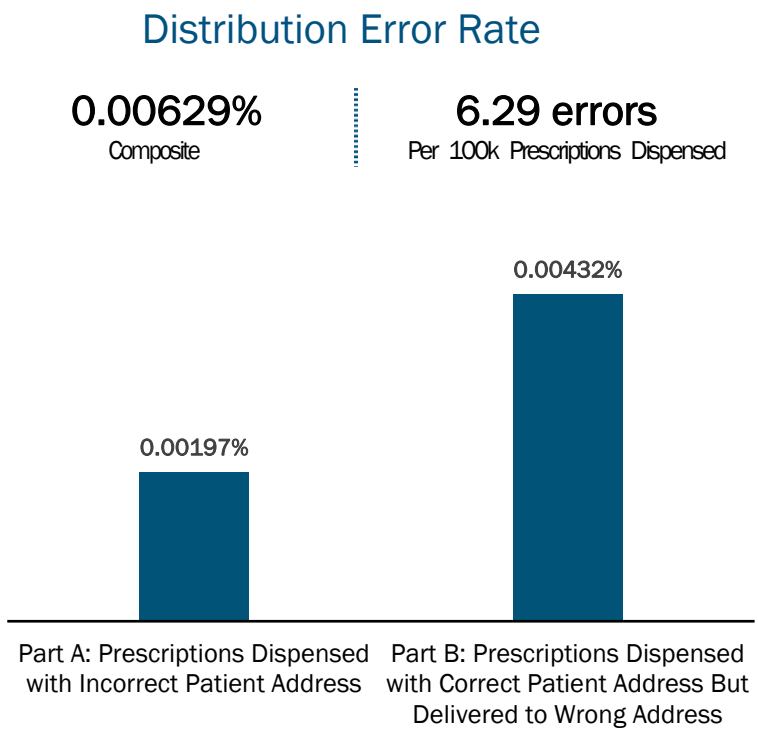


Figure 6. Distribution Error Types
Aggregate Summary Rates per distribution error sub-part

**Most distribution errors are due to prescriptions being dispensed with the correct patient address but delivered to the wrong address.*

Summary of Findings

A total of 56 organizations reported valid results for each measure part. Prescriptions delivered to the wrong address occur more frequently than prescriptions dispensed with incorrect patient address. The highest performing pharmacies had zero distribution errors for the 2023 measurement year.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
14,416	229,186,121	0.00629%	0.05202%	56

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.52488%	0.10615%	0.04353%	0.01137%	0.00262%	0%	0%

Part A: Prescriptions Dispensed with Incorrect Patient Address

Of the 56 valid submissions, there were 16 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
4,507	229,186,121	0.00197%	0.02144%	56

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.28818%	0.04695%	0.02366%	0.00552%	0%	0%	0%

Part B: Prescriptions Dispensed with Correct Patient Address but Delivered to Wrong Location

Of the 56 valid submissions, there were 18 valid data submissions that reported 0%.

TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
9,909	229,186,121	0.00432%	0.03058%	56

MIN	10TH	25TH	50TH	75TH	90TH	MAX
0.47887%	0.07681%	0.01897%	0.00178%	0%	0%	0%

TURNAROUND TIME FOR PRESCRIPTIONS (MP2012-08)

Measure Description

This *mandatory* three-part measure assesses the average speed with which the organization fills prescriptions.

- Part A measures prescription turnaround time for clean prescriptions
- Part B measures prescription turnaround time for prescriptions that required intervention
- Part C measures prescription turnaround time for all prescriptions

For all parts, a lower rate represents better performance.

Parts A and B of this measure are mutually exclusive; if a prescription requires an intervention, it is counted in Part B; when it becomes clean, it is not counted again in Part A. The unit of analysis in this measure is individual prescriptions, not orders (which may include multiple prescriptions).

There is no stratification for this measure, results are reported across all populations.

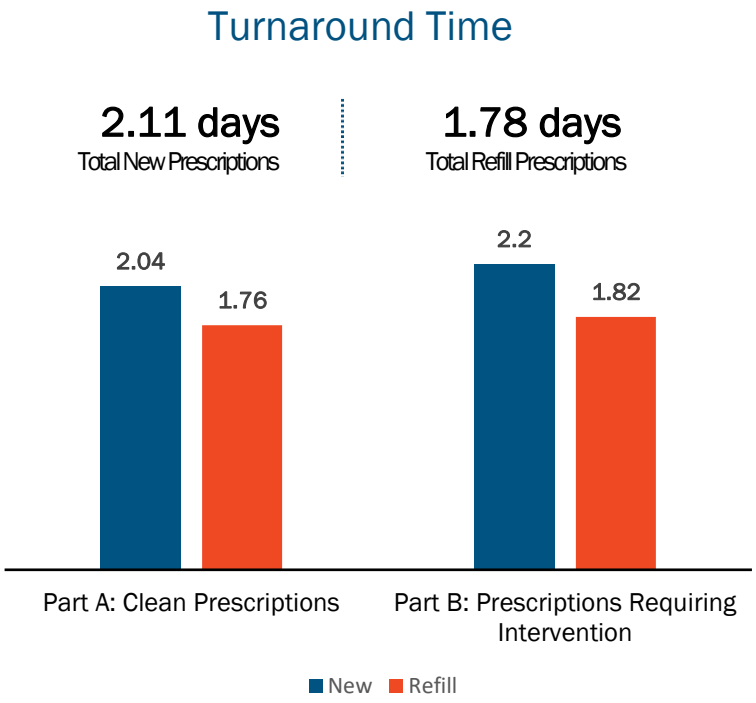


Figure 7. Turnaround Time Aggregate Summary Rates

Summary of Findings

A total of 51 organizations submitted valid data for this measure. There were no valid data submissions that reported less than one-day turnaround time for new or refill prescriptions. There were eight organizations that took more than five days to turnaround new prescriptions. There were four organizations that took more than five days to turnaround refill prescriptions.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Part C1: All Prescriptions - New	226,182,994	107,199,830	2.11	3.32	50
Part C2: All Prescriptions - Refill	212,893,528	119,930,440	1.78	2.36	50

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part C1: All Prescriptions - New	14.28	6.12	3.55	2.10	1.56	1.29	1.00
Part C2: All Prescriptions - Refill	7.58	4.13	2.64	1.71	1.43	1.12	1.00

Part A: Clean Prescriptions

There were no valid data submissions that reported less than one-day turnaround time for new prescriptions. There were four organizations that took more than five days to turnaround new prescriptions.

There was no valid data submission that reported less than one-day turnaround time for refill prescriptions. There were 15 organizations that took more than two days to turnaround refill prescriptions. Among those, three took more than five days.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Part A1: Clean Prescriptions - New	120,343,613	59,083,459	2.04	2.41	46
Part A2: Clean Prescriptions - Refill	155,811,850	88,586,679	1.76	2.03	46

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part A1: Clean Prescriptions - New	8.23	4.24	2.93	1.83	1.46	1.17	1.00
Part A2: Clean Prescriptions - Refill	6.00	3.68	2.38	1.56	1.35	1.06	1.00

Part B: Prescriptions Requiring Intervention

There were no valid data submissions that reported less than one-day turnaround time for new prescriptions where interventions were required. There were 10 organizations that took more than five days to turnaround new prescriptions.

There were no valid data submissions that reported less than one-day turnaround time for refill prescriptions. There were 29 organizations that took over two days to turnaround refill prescriptions. Among those, six took more than five days.

MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Part B1: Prescriptions Requiring Intervention - New	105,758,733	48,156,345	2.20	3.70	44
Part B2: Prescriptions Requiring Intervention - Refill	56,781,719	31,115,117	1.82	3.12	42

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Part B1: Prescriptions Requiring Intervention - New	17.54	6.05	4.54	2.65	1.77	1.38	1.00
Part B2: Prescriptions Requiring Intervention - Refill	9.47	6.11	4.06	2.27	1.58	1.39	1.14

OVERALL CONSUMER SATISFACTION (PH2021-02)

Measure Description

This *exploratory* measure assesses 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.

There is no stratification for this measure; results are reported in aggregate across all populations.

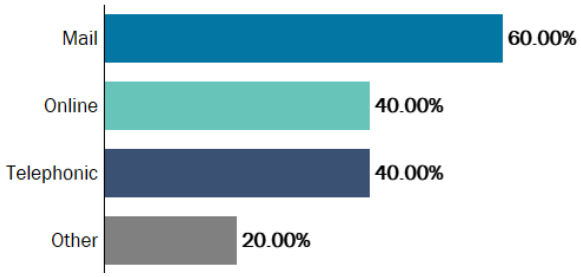
Consumer Satisfaction Survey Methodology

A total of 5 organizations submitted data for this measure.

For 2024 reporting, organizations were able to utilize consumer satisfaction surveys that were all developed internally. Organizations were also required to report survey methodology such as: survey administration method (e.g., mail, online, telephonic), the point scale used for calculating satisfaction, and the type of survey conducted (e.g., random sampling vs all cases). **See Figures 8-11.**

Figure 8. Development of Survey
% of reporting organizations (n=5)

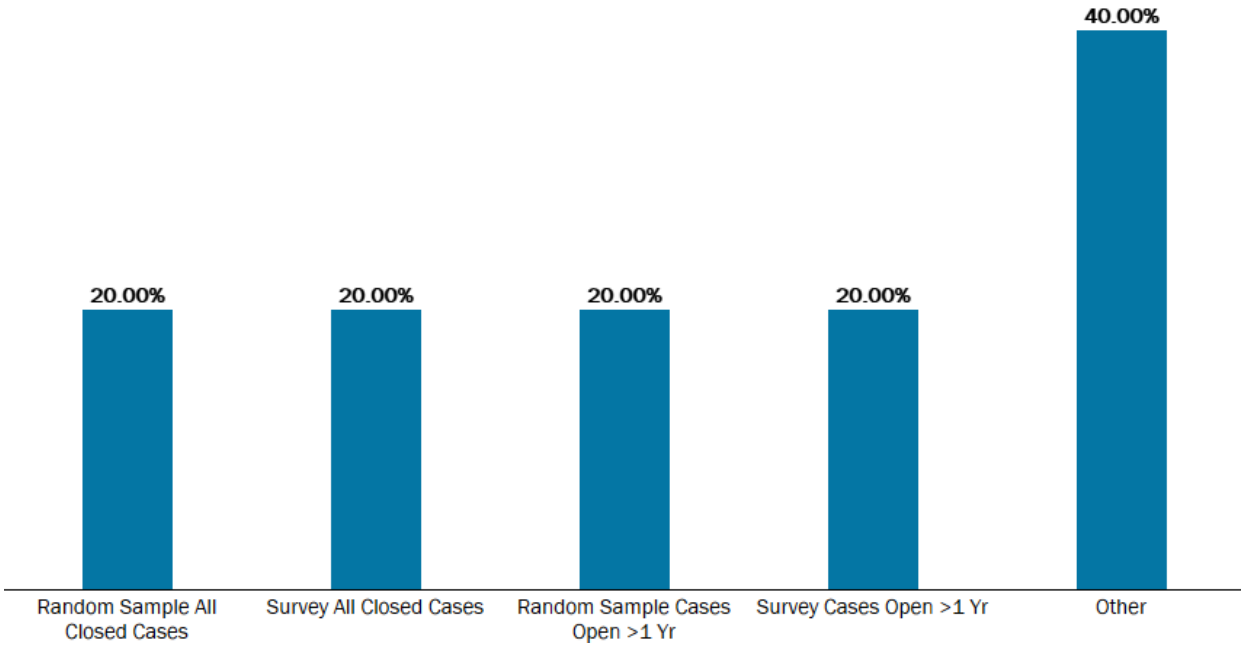
Figure 9. Survey Administration Method
% of reporting organizations (n=5)



Note: Multiple responses accepted

Figure 10. Point Scale Used to Calculate Satisfaction
% of reporting organizations (n=5)

Figure 11. Consumer Survey Method
% of reporting organizations (n=5)

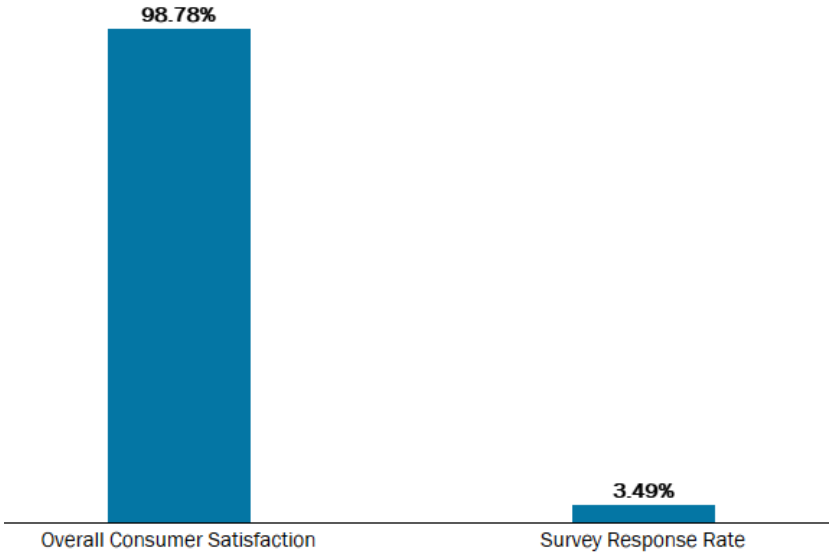


Note: Multiple responses accepted

Overall Consumer Satisfaction Survey Results

The overall consumer satisfaction survey response rate is 3.49%. The aggregate summary rate for overall consumer satisfaction is 98.78%.

Figure 12. Overall Consumer Satisfaction Survey Results



MEASURE	TOTAL NUMERATOR	TOTAL DENOMINATOR	AGGREGATE SUMMARY RATE	MEAN	SUBMISSIONS
Overall Consumer Satisfaction	3,329	3,370	98.78%	98.24%	5
Survey Response Rate	3,353	96,122	3.49%	66.39%	5

MEASURE	MIN	10TH	25TH	50TH	75TH	90TH	MAX
Overall Consumer Satisfaction	96.92%	97.07%	97.29%	97.79%	99.21%	99.69%	100%
Survey Response Rate	0.36%	23.02%	57.02%	76.09%	99.21%	99.25%	99.27%