



CENTER FOR MEDICARE

DATE: November 26, 2019

TO: All Part C and D Plan Sponsors

FROM: Amy Larrick Chavez-Valdez
Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: Plan Preview of 2020 Display Measures in HPMS

CMS publishes display measures on www.cms.gov each year, which include measures that have been transitioned from the Star Ratings, new measures that are tested before inclusion into the Star Ratings, or measures displayed for informational purposes only. These are separate and distinct from CMS's Part C & D Star Ratings. Part C & D sponsors can preview their display measure data in HPMS prior to posting on the CMS website. The display measure plan preview will be held from **November 26 – December 11, 2019**. Appendix A contains a list of all display measures for 2020.

Similar to last year, CMS has also included a separate data page that contains the HEDIS 2019 data submitted by contracts that had less than 500 enrolled in July 2018. There is a separate Technical Notes document to cover these additional data. Appendix B contains a list of these HEDIS measures for 2020.

- To access the display measures preview in HPMS, from the home page navigation bar select: "Quality and Performance," then "Performance Metrics," then "Star Ratings and Display Measures," then "Display Measures," and finally select 2020 in the list box.

Additionally, the Risk Adjustment Processing System (RAPS) 2018 RxHCC data were finalized in September 2019 and incorporated into the 2020 Patient Safety Display Measures final rates. Consequently, the final preview rates for the 2020 Patient Safety Display Measures may slightly differ from those posted in the July 2019 Year of service (YOS) 2018 Patient Safety Display Measure reports on the Patient Safety Analysis Web Portal. The posted July 2019 YOS 2018 Patient Safety Display Measure reports used the 2017 RAPS data while the 2018 RAPS data were unavailable.

In December, the 2020 display measures will be posted to the CMS.gov website on this page: <http://go.cms.gov/partcanddstarratings>. The Technical Notes will also be available via that link.

In contrast to the Star Ratings available on the Medicare Plan Finder tool on www.medicare.gov, information about sponsors' performance on these measures will be displayed without any assignment of Star Ratings.

Please email any comments or questions on the Part C & D or HEDIS display measures to PartCandDStarRatings@cms.hhs.gov. Also copy the CallCenterMonitoring@cms.hhs.gov mailbox for Call Center monitoring questions.

Comments and questions will be addressed on a rolling basis and must be received no later than 5:00 p.m. ET on December 11, 2019.

To expedite review of your comments and questions, please include “Display Measures,” Contract ID(s), and the issue/measure in the subject line. Please note, if your organization has multiple contracts with the same type of issue you should group those contracts in one email. If your organization has questions about multiple measures, please separate those issues into separate emails.

Example:

Subject: Display Measures HXXX, HYYYY, SZZZZ – D15

Subject: Display Measures HXXX, HYYYY – C06

Please do not send messages requiring CMS to log in to another site to access the questions or message content. If you need to share personally identifying information (PII) with us, please contact us with a regular email to discuss a safe way to transfer the secure data.

Thank you for your continued commitment to ensure the success of the Medicare Advantage and Prescription Drug programs.

Appendix A: 2020 Display Measures

Part C

DMC01	Follow-up Visit after Hospital Stay for Mental Illness (within 30 days of discharge)
DMC02	Antidepressant Medication Management (6 months)
DMC03	Continuous Beta Blocker Treatment
DMC04	Osteoporosis Testing
DMC05	Testing to Confirm Chronic Obstructive Pulmonary Disease
DMC06	Doctors who Communicate Well
DMC07	Call Center – Beneficiary Hold Time
DMC08	Pneumonia Vaccine
DMC09	Access to Primary Care Doctor Visits
DMC10	Call Center - Calls Disconnected When Customer Calls Health Plan
DMC11	Pharmacotherapy Management of COPD Exacerbation – Systemic Corticosteroid
DMC12	Pharmacotherapy Management of COPD Exacerbation – Bronchodilator
DMC13	Initiation of Alcohol or other Drug Treatment
DMC14	Engagement of Alcohol or other Drug Treatment
DMC15	Hospitalization for Potentially Preventable Complications
DMC16	Plan Makes Timely Decisions about Appeals
DMC17	Controlling High Blood Pressure
DMC18	Follow-up after Emergency Department Visit for Patients with Multiple Chronic Conditions
DMC19	Transitions of Care - Medication Reconciliation Post-Discharge
DMC20	Transitions of Care - Notification of Inpatient Admission
DMC21	Transitions of Care - Patient Engagement After Inpatient Discharge
DMC22	Transitions of Care - Receipt of Discharge Information
DMC23	Transitions of Care - Average

Part D

DMD01	Timely Receipt of Case Files for Appeals
DMD02	Timely Effectuation of Appeals
DMD03	Call Center - Calls Disconnected When Customer Calls Drug Plan
DMD04	Call Center – Beneficiary Hold Time
DMD05	Drug-Drug Interactions
DMD06	Diabetes Medication Dosing
DMD07	Drug Plan Provides Current Information on Costs and Coverage for Medicare's Website
DMD08	MPF – Stability
DMD09	Call Center – Pharmacy Hold Time
DMD10	Plan Submitted Higher Prices for Display on MPF
DMD11	Reminders to Fill Prescriptions
DMD12	Reminders to Take Medications
DMD13	High Risk Medication
DMD14	Antipsychotic Use in Persons with Dementia
DMD15	Antipsychotic Use in Persons with Dementia - for Community-Only Residents
DMD16	Antipsychotic Use in Persons with Dementia - for Long-Term Nursing Home Residents
DMD17	Use of Opioids at High Dosage and from Multiple Providers
DMD18	MPF Price Accuracy

Common Part C & Part D

DME01	Grievance Rate
DME02	Disenrollment Reasons - Problems Getting Needed Care, Coverage, and Cost Information (MA-PD, MA-only)
DME03	Disenrollment Reasons - Problems with Coverage of Doctors and Hospitals (MA-PD, MA-only)
DME04	Disenrollment Reasons - Financial Reasons for Disenrollment (MA-PD, MA-only, PDP)
DME05	Disenrollment Reasons - Problems with Prescription Drug Benefits and Coverage (MA-PD, PDP)
DME06	Disenrollment Reasons - Problems Getting Information and Help from the Plan (MA-PD, PDP)
DME07	Beneficiary Access and Performance Problems

Appendix B: 2020 HEDIS Display Measures for Contracts with <500 Enrolled

Part C

C01	Breast Cancer Screening
C02	Colorectal Cancer Screening
C07	Adult BMI Assessment
C09	Care for Older Adults – Medication Review
C10	Care for Older Adults – Functional Status Assessment
C11	Care for Older Adults – Pain Assessment
C12	Osteoporosis Management in Women Who Had a Fracture
C13	Diabetes Care – Eye Exam
C14	Diabetes Care – Kidney Disease Monitoring
C15	Diabetes Care – Blood Sugar Controlled
C16	Rheumatoid Arthritis Management
C19	Medication Reconciliation Post-Discharge
C20	Plan All-Cause Readmissions
C21	Statin Therapy for Patients with Cardiovascular Disease