

2010 Part D Symposium:

The Evolution of Plan Performance Monitoring

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Overview

- ◆ Monitoring
 - Annual performance review.
- ◆ Performance measures
 - Plan ratings.
 - Display measures.
- ◆ Impact of monitoring
 - Actionable information to help plans improve performance.
 - Improved plan ratings.

Key Findings

- ◆ Monitoring of performance measures leads to improved plan performance.
- ◆ Plan ratings published on the Medicare Prescription Drug Plan Finder (MPDPF) and Medicare Options Compare (MOC) provide transparency of plan performance to beneficiaries and others.



Monitoring

Advantages Over Auditing

- ◆ Spans all sponsors.
- ◆ Provides more real time information on plans.
- ◆ Helps to focus audits.
- ◆ Focuses on high and low performers.
- ◆ Continuous monitoring over time.



Monitoring Performance Improvement

- ◆ Plan Ratings and Display Measures are used to monitor performance improvement.
- ◆ Provides transparency on the plan performance.
- ◆ Used to identify potential compliance issues.

Enables Overall Performance Assessment

- ◆ Performance measures are incorporated into an annual performance review; which identifies quantitative performance outliers.
- ◆ Provides a summary of plan performance data for decision making and Part D sponsor self-initiated quality improvements.
- ◆ Ensures the best and most qualified organizations participate in CMS programs.



Examples of New Monitoring Initiatives

◆ Best Available Evidence (BAE) Initiative

- Establishes the requirements for Part D sponsors to accept BAE and update an individual's LIS status.
- Plans will be required to provide BAE documentation for beneficiaries whose data do not match CMS data (from the Low Income Subsidy match rate reports for at least four months) and who are at more favorable LIS levels.

◆ Beneficiary Complaint Resolution

- Validates plan resolution of beneficiary complaints closed by the plans from the unique perspective of the beneficiaries.
- Collects beneficiaries' opinions on the complaint resolution process and their satisfaction with the resolution.

Performance Measures: Plan Ratings and Display Measures



Part D Plan Ratings

- ◆ Allow Medicare beneficiaries to compare Plans' cost, quality, and performance.
- ◆ Updated on the MPDPF and MOC in October before the annual election period.
- ◆ Overall Part D summary scores allow for quick evaluations of plans across broad areas.
- ◆ Print on demand of plan and sponsor ratings available by state or contract.

Progress of Part D Plan Ratings

- ◆ First public release for annual election period; 11 measures were rated on a 3-star scale, grouped into 5 domains.
- ◆ For CY2008, evolved to a 5-star rating system to improve differentiation among plans and added star rating at domain level.
- ◆ For CY 2009, further enhancements included patient safety quality measures and summary score across all domains.
- ◆ For CY2010, included 19 measures in 4 domains; enhanced beneficiary friendly language; added new patient safety measure; and better domain grouping of measures.
- ◆ Improved CY2010 website functionality makes it easier for beneficiaries to compare drug plans based on quality and performance and to help Medicare beneficiaries make informed decisions on plan enrollment.



Four Levels of Part D Plan Ratings

1. Overall Part D summary ratings
 - Adjusted average of individual measures into a single rating.
 - ½ stars allow more differentiation.
2. Domain level
 - Related measures grouped into similar areas.
 - Stars based on adjusted averages of individual measures.
3. Individual measure level
 - Rating for each performance measure, based on adjusted percentile distribution and 2-stage clustering.
4. Data for each measure
 - Actual data values used to rate performance.

Plan Finder Website

Medicare.gov - The Official U.S. Government Site for People with Medicare - Windows Internet Explorer

http://www.medicare.gov/

U.S. Department of Health & Human Services www.hhs.gov

Home | FAQs | Screen Reader Version | Printable-Version | Español | Mailing List |

Log In to MyMedicare | Sign up

Search Medicare.gov Search

Medicare

The Official U.S. Government Site for People with Medicare

Secure Sign In

This is an optional and free service.

Sign In ID:

Password:

[Sign In](#)

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[Forgot Password?](#)

[Need to Register: Sign Up](#)

What's New For Medicare

- Know What to Do About the Flu
- Hospital Compare now has...
- Medicare Premiums and Coinsurance Rates...

[More...](#) [RSS](#)

Health and Drug Plans

- Compare Health Plans
- Compare Drug Plans
- Check Current Enrollment
- Add/Update Drug & Pharmacy Information

Learn More

- Plans in Your Area
- Lower Your Costs During the Coverage Gap
- Medicare & You 2010
- Information for Providers

Search Tools

- [Compare Medicare Prescription Drug Plans](#)
- Compare Health Plans and Medigap Policies in Your Area
- Compare Hospitals in Your Area
- Compare Nursing Homes in Your Area
- Find a Medicare Publication
- Find Out if You Are Eligible for Medicare and When You Can Enroll
- Find a Doctor
- Find Out What Medicare Covers
- Compare Home Health Agencies
- Find Suppliers of Medical Equipment in Your Area

- Medicare Billing
- Medicare Appeals
- Caregivers
- Plan Choices
- Preventive Services
- Personal Health Records
- Ombudsman



Plan Finder Website (Continued)

Medicare.gov - MPDPF: Plan Overview - Windows Internet Explorer

http://www.medicare.gov/MPDPF/Shared/Include/DataSection/Results/Overview.asp

Live Search

Medicare.gov - MPDPF: Plan Overview

Medicare The Official U.S. Government Site for People with Medicare

Medicare Prescription Drug Plan Finder

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Find and Compare Plans

Step 4: Review List of Plans in Your ZIP Code

[Print this Page](#)

Search Results in ZIP code 21244	Get Drug Costs for Plans	Your Information											
<p>The following plans are available within the area you searched</p> <ul style="list-style-type: none">45 Prescription Drug Plans [What is this?]16 Medicare Health Plans [What is this?]4 Medicare Special Needs Plan [What is this?] <p>You can further reduce the number of plans that fit your need by clicking the "Select Criteria to Reduce Number of plans shown" link.</p> <p>Related Tool: Medicare Options Compare</p> <p>Use this tool if you want to start over and compare Medicare Health Plans or Medigap policies. These plans offer health and hospitalization coverage. Some of these plans also offer drug coverage.</p>	<p>If you pay more than \$35 a month for drugs, we suggest you enter your drugs to find out what you might pay for drugs each month with each of the plans listed below.</p> <p>If you already entered and saved your drug list on a previous visit, you can retrieve it to get drug costs more quickly.</p> <p>Get Drug Costs for Plans</p>	<p>Zip Code: 21244</p> <p>Current Coverage: Unknown</p> <p>Current Subsidy: No Subsidy</p> <p>Plan Ratings</p> <table><tr><td>Excellent</td><td>★★★★★</td><td rowspan="5">Quality and performance information is available to help you make the best choice for you. Quality and performance varies across plans. Giving good quality care means doing the right thing, at the right time, and in the right way to get the best possible results.</td></tr><tr><td>Very Good</td><td>★★★★</td></tr><tr><td>Good</td><td>★★★</td></tr><tr><td>Fair</td><td>★★</td></tr><tr><td>Poor</td><td>★</td></tr></table> <p>View plan quality and performance ratings for all available plans</p>	Excellent	★★★★★	Quality and performance information is available to help you make the best choice for you. Quality and performance varies across plans. Giving good quality care means doing the right thing, at the right time, and in the right way to get the best possible results.	Very Good	★★★★	Good	★★★	Fair	★★	Poor	★
Excellent	★★★★★	Quality and performance information is available to help you make the best choice for you. Quality and performance varies across plans. Giving good quality care means doing the right thing, at the right time, and in the right way to get the best possible results.											
Very Good	★★★★												
Good	★★★												
Fair	★★												
Poor	★												

Plan Finder Website (Continued)

Medicare.gov - Plan Ratings - Windows Internet Explorer
 http://www.medicare.gov/PlanFinder/Shared/Include/DataSection/Metrics/PlanSelection.asp

Plan Quality and Performance Ratings [Print This Page](#) [Close Window](#)

Choose Plans to Compare

When you choose 3 plans to compare, quality and performance information will be available to help you make the best choice for you. Quality and Performance varies across plans. Giving good quality care means doing the right thing, at the right time and in the right way to get the best possible results.

These results are sorted by Plan Name. Click on column titles to sort.

Plan Ratings

The number of [stars](#) shows how well the plans perform.

Excellent ★★★★★

Very Good ★★★★☆

Good ★★★☆☆

Fair ★★☆☆☆

Poor ★☆☆☆☆

You are currently comparing: ☒ **Prescription Drug Plans** [View Plans](#)
☐ Health and Prescription Drug Plans

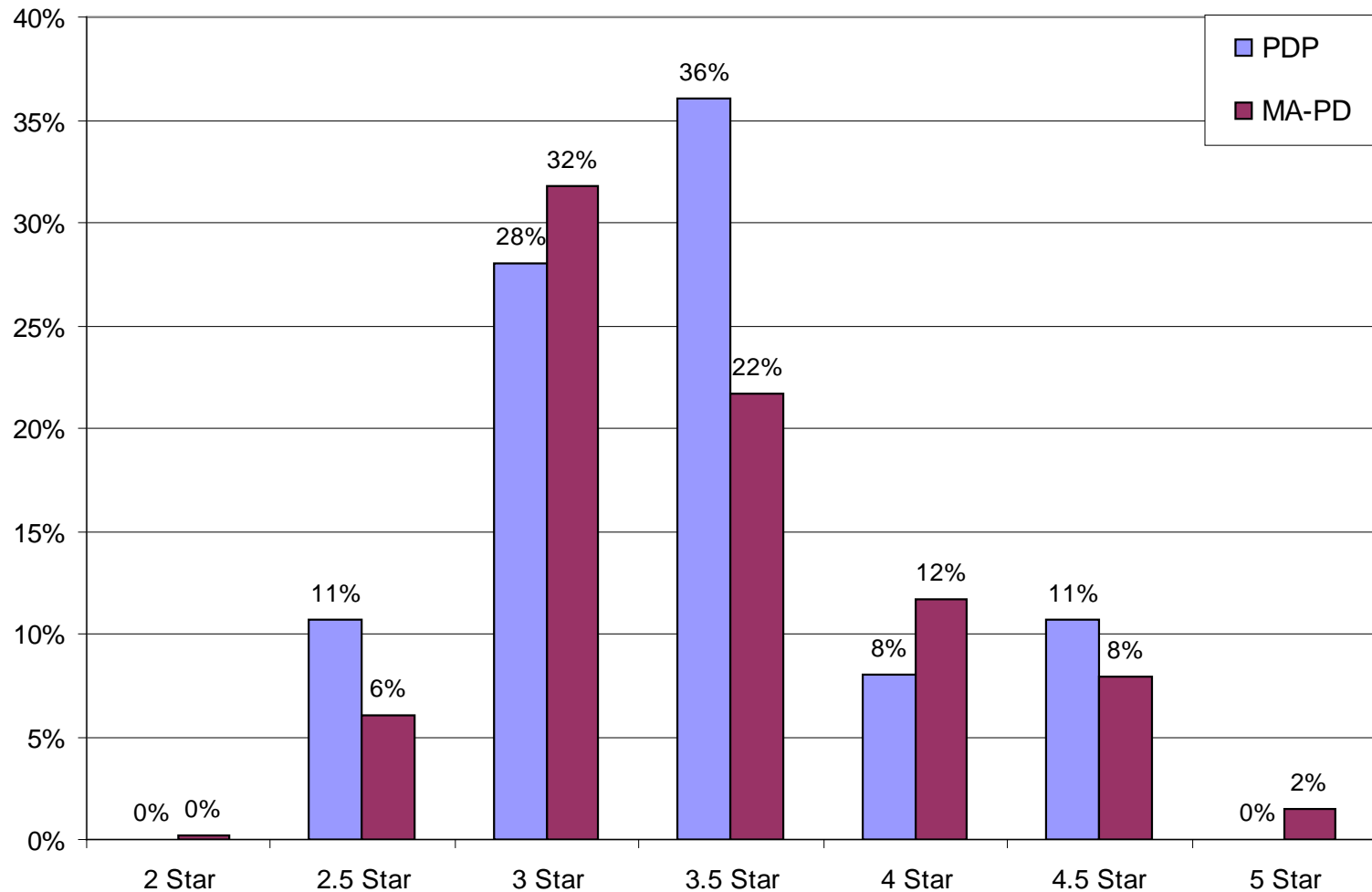
[View Drug Plan Ratings](#)

Choose up to 3 plans to [Compare](#) Sort Table By: Plan Name [Sort](#)

	Plan Name and ID Numbers ▲	Summary Rating of Prescription Drug Plan Quality [What is this?]	Drug Plan Customer Service [What is this?]	Drug Plan Member Complaints, Members Who Choose to Leave, and Medicare Audit Findings [What is this?]	Member Experience with Drug Plan [What is this?]	Drug Pricing and Patient Safety [What is this?]
<input type="checkbox"/>		★★★★☆ 3.5 out of 5 stars	★★★★☆ 3 out of 5 stars	★★★★☆ 3 out of 5 stars	★★★★☆ 4 out of 5 stars	★★★★☆ 3 out of 5 stars
<input type="checkbox"/>		★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆

Internet 100%

2010 Part D Summary Score Distributions



Part D Display Measures

- ◆ Beginning mid-November 2009, additional information about Part D sponsors was posted on <http://www.cms.hhs.gov> for various operational and clinical measures for CY2010 open enrollment.
- ◆ Differ from Plan Ratings on the MPDPF– Sponsors' performance on these measures will be displayed without CMS's assignment of star ratings.
- ◆ Include selected measures that are not ready for MPDPF, or that are in development, duplicative, or limited by a small sample size or were retired from Plan Ratings.

Improved Performance as a Result of Monitoring

Impact of CMS' Monitoring Efforts

- ◆ Continued work with various plan rating's measures has resulted in plan improvements in some areas.
- ◆ Performance measures with decreasing plan variability have been retired.
- ◆ As plan performance improves, CMS may consider “raising the bar”.



Measures from 2010 Plan Ratings with Improved Performance

	PDPs			MA-PDs		
Performance Measure	CY2009	CY2010	p-value	CY2009	CY2010	p-value
	Mean	Mean		Mean	Mean	
Time on Hold When Customer Calls Drug Plan	47.7 seconds	38.5 seconds	0.08	45.7 seconds	37 seconds	<.0001
Complaints about Joining and Leaving the Drug Plan	0.65 per 1,000 enrollees	0.31 per 1,000 enrollees	0.00	1.4 per 1,000 enrollees	0.6 per 1,000 enrollees	<.0001
Completeness of the Drug Plan's Information on Members Who Need Extra Help	96%	98%	0.08	95%	98%	<.0001

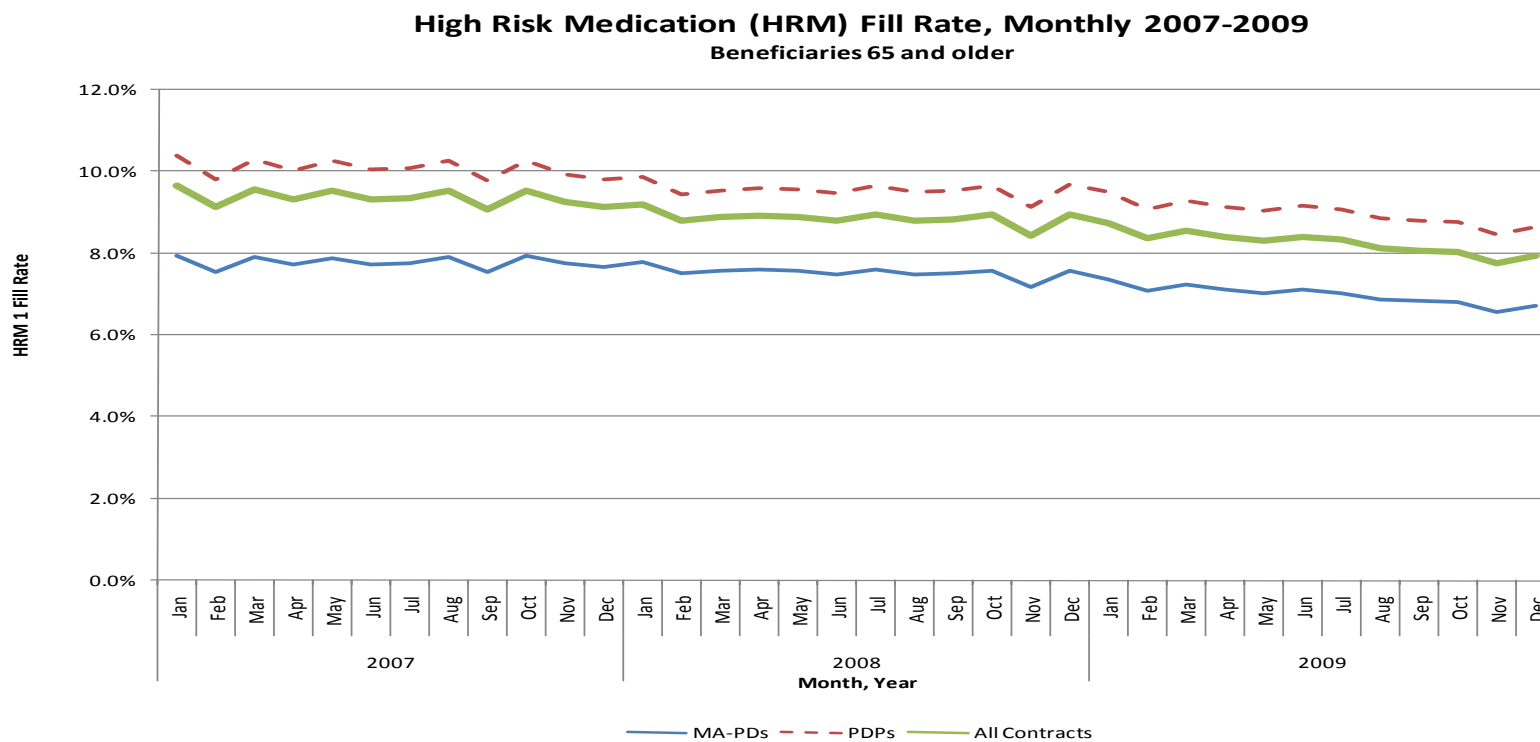
Patient Safety Initiative

- ◆ CMS, through its contractor, Acumen, LLC, developed a Patient Safety Analysis website.
- ◆ Allows Part D sponsors to compare their performance to overall averages and monitor their progress in improving the Part D performance measures for patient safety.
- ◆ Access to monthly contract-level patient safety reports for expanded analyses and information related to the patient safety Part D Plan Rating measures.
- ◆ Four reports available, including detailed claim level and outlier reports at the beneficiary, physician, and/ or pharmacy level.
 - High Risk Medication Report.
 - Diabetes Treatment Report.
 - Diabetes Medication Dosing Report.
 - Drug-Drug Interaction Report.



Patient Safety Performance Improvement

- CMS has provided Part D contracts with actionable, monthly High Risk Medication (HRM) Patient Safety Reports since 2008 with 2007 data.
- Over the course of the three-year period, the HRM Fill Rate has decreased for all contract types by approximately 2 percentage points.



Summary

- ◆ Transparency to Medicare beneficiaries and other stakeholders continues to increase.
 - Medicare.gov - Improved website functionality.
- ◆ Additional Part D quality measures are under consideration.
 - Patient safety.
- ◆ Monitoring will expand to new analyses of plans' compliance with CMS requirements.

Questions?

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