

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



## CENTER FOR MEDICARE

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TO: All Part C and D Plan Sponsors

FROM: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: Plan Preview of Display Measures on HPMS

DATE: November 9, 2012

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This memo is to inform Part C and Part D sponsors that they can preview their display measures data in HPMS prior to posting on the CMS website. The display measure plan preview will be held from **November 9<sup>th</sup> – November 26<sup>th</sup>, 2012**. Appendix A contains a list of all display measures for 2013.

- To access the Part C Display Measures preview in HPMS, from the left navigation bar select: “Quality and Performance”, then “Part C Performance Metrics”, then “Display Measures”.
- To access the Part D Display Measures preview, from the left navigation bar select: “Quality and Performance”, then “Part D Performance Metrics and Reports”, then “Display Measures”.

In early December, the 2013 display measures will be available on <http://www.cms.gov> under “Medicare,” “Prescription Drug Coverage – General Information,” “Part D Performance Data”. Technical notes will also be available via that link. Similar to last year, this year’s technical notes will encompass both Part C and Part D display measure information. In contrast to the Plan Ratings available on the Medicare Plan Finder tool on [www.medicare.gov](http://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 display measures to [PartCRatings@cms.hhs.gov](mailto:PartCRatings@cms.hhs.gov) and on the Part D display measures to [PartDMetrics@cms.hhs.gov](mailto:PartDMetrics@cms.hhs.gov). Please include “Display Measures” and a contract ID in the subject line.

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

## Appendix A: 2013 Display Measures

- 1) Part C Follow-up Visit after Hospital Stay for Mental Illness (within 30 days of discharge)
- 2) Part C Call Answer Timeliness
- 3) Part C Antidepressant Medication Management (6 months)
- 4) Part C Continuous Beta Blocker Treatment
- 5) Part C Appropriate Monitoring for Patients Taking Long Term Medications
- 6) Part C Osteoporosis Testing
- 7) Part C Testing to Confirm Chronic Obstructive Pulmonary Disease
- 8) Part C Doctors who Communicate Well
- 9) Part C Call Center – Beneficiary Hold Time
- 10) Part C Call Center – Information Accuracy
- 11) Part C Pneumonia Vaccine \*
- 12) Part C Access to Primary Care Doctor Visits \*
- 13) Part C Grievance Rate \*
- 14) Part C Special Needs Plan (SNP) Care Management \*
- 15) Part C Calls Disconnected – Bene \*
- 16) Part D Timely Receipt of Case Files for Appeals
- 17) Part D Timely Effectuation of Appeals
- 18) Part D Calls Disconnected When Customer Calls Drug Plan
- 19) Part D Call Center – Beneficiary Hold Time
- 20) Part D Call Center – Information Accuracy
- 21) Part D Drug-Drug Interactions
- 22) Part D Diabetes Medication Dosing
- 23) Part D Completeness of the Drug Plan's Information on Members Who Need Extra Help
- 24) Part D Drug Plan Provides Current Information on Costs and Coverage for Medicare's Website
- 25) Part D MPF - Stability\*
- 26) Part D Grievance Rate \*
- 27) Part D Medication Therapy Management Program Completion Rate for Comprehensive Medication Reviews \*
- 28) Part D Rate of Chronic Use of Atypical Antipsychotics by Elderly Beneficiaries in Nursing Homes \*

\* New display measures for 2013