

CENTER FOR DRUG AND HEALTH PLAN CHOICE

MEMORANDUM

Date: March 4, 2009

To: All Medicare Advantage Organizations and Special Needs Plans

From: Louis Polise /s/
Acting Director, Medicare Drug and Health Plan Contract Administration Group

Subject: Structure and Process Measure Specifications for Phase 2 Special Needs Plans Performance Evaluation

In 2007, the Centers for Medicare and Medicaid Services (CMS) developed a strategy to evaluate Special Needs Plans (SNP). This strategy relies upon a phased approach that builds on requirements each year, beginning with defining and assessing desirable structural characteristics followed by assessing processes and outcomes. The evaluation approach includes two types of assessment:

- Measures that evaluate structure and process requirements through submission of documentation (Structure & Process measures)
- HEDIS® measures

CMS is now releasing the second phase of reporting requirements for the Structure & Process measures.

Phase 2

The focus of this next phase is on quality improvement and measures that address the special needs of the SNP populations. Phase 2 includes two additional elements for the existing Structure & Process measures and three new Structure & Process measures.

Additional Elements for Phase I Structure & Process Measures

- SNP 2C: Improving Satisfaction
- SNP 3B: Clinical Measurement Activities

New Structure & Process Measures

- SNP 4: Care Transitions
- SNP 5: Institutional SNP Relationship with Facility
- SNP 6: Coordination of Medicare and Medicaid Benefits

On October 25, 2008, under the direction of CMS, the National Committee for Quality Assurance (NCQA) released the new Structure & Process measures for public comment. Based on the public comments, the measures were revised and presented to the Geriatric Measurement Advisory Panel (GMAP) on January 6, 2009. The measures were revised based on input from the GMAP. Final revisions to the Phase 2 Structure and Process measures were presented and approved by CMS. The measure specification for the Phase 2 Structure and Process data collection are attached.

The final Structure & Process Measures are also available on the SNP Web page on NCQA's Website at www.ncqa.org/snp.aspx. They are located under the "SNP Resources" box on the right hand side of the page; click on "2009 S&P Measures Reporting Requirements". The SNP Web page also includes a recently released frequently-asked-questions (FAQ) document on SNP HEDIS reporting requirements.

For questions, contact John Hebb at 410-786-6657 or John.Hebb@cms.hh.gov.

Attachment