



## **MEDICARE DRUG & HEALTH PLAN CONTRACT ADMINISTRATION GROUP**

---

Date: January 17, 2014

To: Medicare Advantage Organizations

From: Danielle R. Moon, J.D., M.P.A.  
Director

Subject: Public Reporting of Structure & Process Measures Performance Reports

The purpose of this memorandum is to notify Medicare Advantage Organizations (MAOs) and other stakeholders of CMS's public reporting of the 2010, 2011 and 2012 Structure & Process (S&P) Measures Performance Reports. The reports present special needs plans' (SNPs) performance on S&P measures. The measures are meant to provide CMS with a better understanding of how SNPs perform on a set of standardized national performance measures that assess internal SNP processes and operations that affect the enrolled Medicare beneficiaries' quality of care.

Each year, the National Committee on Quality Assurance (NCQA) assesses each SNP's structures, processes and systems that support quality of care and develops annual reports. The reports present aggregate scores across the following six topic areas:

- Complex Case Management
- Improving Member Satisfaction
- Clinical Quality Improvement
- Care Transitions
- Institutional SNP Relationship with Facility (Institutional SNPs Only)
- Coordination of Medicare and Medicaid Coverage (Dual SNPs Only)

The reports include scores based on data reported for a six-month period each year. The reports present SNP performance in table format, discuss results, provide an overview of the criteria used to select the measures, and examine the data collection and validation process. Due to changes to the S&P measurements from one year to the next, the reports are not comparable on some specific measures. However, we believe that making several years' information available will be valuable to stakeholders and may reveal some trends in SNP performance.

These S&P Measures reports are now available on the CMS SNP website (<http://www.cms.gov/Medicare/Health-Plans/SpecialNeedsPlans/index.html>) and the Part C Quality website (<http://www.cms.gov/Medicare/Health-Plans/Medicare-Advantage-Quality-Improvement-Program/Overview.html>). Any questions about this memo or the reports should be sent to [SNP\\_Mail@cms.hhs.gov](mailto:SNP_Mail@cms.hhs.gov). Please put **SNP S&P Measures Report** in the email subject line.