

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CENTER FOR MEDICARE

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 28, 2011

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 30th – December 11th, 2011. Appendix A contains a list of all display measures for 2012.

- 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 mid December, the 2012 display measures will be available on <http://www.cms.gov> under “Medicare,” “Prescription Drug Coverage – General Information,” “Part D Performance Data” Technical notes will be available via the link as well. This year’s technical notes will encompass both Part C and Part D display measures information. In contrast to the Plan 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 display measures to PartCRatings@cms.hhs.gov and on the Part D display measures to 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: 2012 Display Measures

- a) Part C: Follow-up Visit after Hospital Stay for Mental Illness (within 30 days of discharge)
- b) Part C: Call Answer Timeliness
- c) Part C: Antidepressant Medication Management (6 months)
- d) Part C: Continuous Beta Blocker Treatment (6 months)
- e) Part C: Appropriate Monitoring for Patients Taking Long Term Medications *
- f) Part C: Osteoporosis Testing *
- g) Part C: Doctors who Communicate Well *
- h) Part C: Testing to Confirm Chronic Obstructive Pulmonary Disease (COPD) *
- i) Part C: Call Center – Customer Hold Time *
- j) Part C: Call Center – Information Accuracy *
- k) Part D: Timely Receipt of Case Files for Appeals
- l) Part D: Timely Effectuation of Appeals
- m) Part D: Drug Plan Provides Pharmacists with Up-to-Date and Complete Enrollment Information about Plan Members *
- n) Part D: Calls Disconnected When Customer Calls Drug Plan
- o) Part D: Call Center – Beneficiary Hold Time *
- p) Part D: Call Center – Information Accuracy *
- q) Part D: Drug-Drug Interactions
- r) Part D: Diabetes Medication Dosing
- s) Part D: Completeness of the Drug Plan's Information on Members Who Need Extra Help *
- t) Part D: Drug Plan Provides Current Information on Costs and Coverage for Medicare's Website

* New display measures for 2012