

Attachment 1: 2021 Clinical Quality, Customer Service and Resource Use Measure Set

Performance Area	Measure Title	Measure Source	Measure Priority	Measure Weight
Clinical Quality	Controlling High Blood Pressure	HEDIS	1	2.50
	Comprehensive Diabetes Care HbA1C <8%	HEDIS	1	2.50
	Prenatal Care (Timeliness)	HEDIS	1	2.50
	Asthma Medication Ratio	HEDIS	2	1.25
	Avoidance of Antibiotics in Adults with Acute Bronchitis	HEDIS	2	1.25
	Breast Cancer Screening	HEDIS	2	1.25
	Cervical Cancer Screening	HEDIS	2	1.25
	Colorectal Cancer Screening	HEDIS	2	1.25
	Flu Vaccinations for Adults (18-64)	CAHPS	2	1.25
	Follow-up after Discharge from Emergency Department for Alcohol or other Drug Dependence (30 day)	HEDIS	2	1.25
	Follow-up after Discharge from Emergency Department for Mental Illness (30 day)	HEDIS	2	1.25
	Statin Therapy for Patients with Cardiovascular Disease	HEDIS	2	1.25
	Well-Child Visits First 15-Months of Life	HEDIS	2	1.25
	Customer Service	Getting Care Quickly	CAHPS	3
Getting Needed Care		CAHPS	3	1.00
Claims Processing		CAHPS	3	1.00
Overall Health Plan Rating		CAHPS	3	1.00
Coordination of Care		CAHPS	3	1.00
Overall Personal Doctor Rating		CAHPS	3	1.00
Resource Use	Use of Imaging Studies for Low Back Pain	HEDIS	1	2.50
	Emergency Department Utilization	HEDIS	2	1.25