

Attachment 1: 2019 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
	Prenatal Care (Timeliness)	HEDIS	1	2.50
	Breast Cancer Screening	HEDIS	2	1.25
	Well-Child Visits First 15-Months of Life (6 visits)	HEDIS	2	1.25
	Flu Vaccinations for Adults (18-64)	CAHPS	2	1.25
	Cervical Cancer Screening	HEDIS	2	1.25
	Comprehensive Diabetes Care HbA1C <8%	HEDIS	2	1.25
	Asthma Medication Ratio	HEDIS	2	1.25
	Avoidance of Antibiotics in Adults with Acute Bronchitis	HEDIS	2	1.25
	Follow-up after Hospitalization for Mental Illness (7-day and 30-day)	HEDIS	2	1.25
	Statin Therapy for Patients with Cardiovascular Disease (Adherence)	HEDIS	2	1.25
Customer Service	Plan Information on Costs	CAHPS	3	1.00
	Getting Care Quickly	CAHPS	3	1.00
	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
	Customer Service	CAHPS	3	1.00
Resource Use	Plan All-Cause Readmissions	HEDIS	1	2.50
	Emergency Department Utilization	HEDIS	2	1.25
	Use of Imaging Studies for Low Back Pain	HEDIS	2	1.25