Performance Assessment Methodology Manual for the MassHealth Community Behavioral Health Centers (CBHC) Quality and Equity Incentive Program (QEIP)

Performance Years 2-5 (Calendar Years 2025-2028)

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A. Individual Measure Scoring Approach Overview

The CBHC Quality and Equity Incentive Program (CQEIP) measure slate consists of seven measures across three domains. The status of the CQEIP measures may be:

- **Pay-for-performance (P4P):** CBHCs may earn an incentive on their performance for the measure, based on the scoring of the measure and applying a performance assessment methodology.
- **Condition of Participation (CoP):** CBHCs must report on reporting requirements for the measure in a timely, complete, and responsive manner to be eligible to qualify for CQEIP incentive payments.

For pay-for-performance measures, or pay-for-performance measure components, MassHealth will hold each participating CBHC TIN-Billing entity individually accountable for its performance. This document describes MassHealth's CQEIP Performance Assessment Methodology (PAM) for Performance Years (PY) 2-5 (2025-2028) for such pay-for-performance measures and measure components.

For measures, or measure components, for which reporting is a Condition of Participation, please refer to the *CBHC QEIP PY2-5 Technical Specifications* for details on the reporting requirements.

Performance will be based on a point scoring approach for each pay-for-performance measure in the CQEIP. Each CBHC may receive 0-10 points depending on each measure's performance compared to set performance thresholds, goals, and, as applicable, improvement targets for the individual measures. The maximum number of points that a CBHC may attain for each pay-for-performance measure is 10 points. If the measure performance goal is exceeded, bonus points may be earned for select P4P measures. Bonus points will be applied to the overall health equity score.

Table 1 below lists the CQEIP Pay-for-Performance measures status by measure and measure component and performance year.

Table 1. PY2-5 CQEIP Pay-for-Performance (P4P) Measures & Measure Status

Measures	Measure Component(s)	PY2 (2025)	PY3 (2026)	PY4 (2027)	PY5 (2028)
Health-Related Social Needs Screening	Rate 1. HRSN Screening Rate Rate 2. HRSN Screen Positive Rate	Rate 1. P4P Rate 2. Reporting as a CoP*	Rate 1. P4P Rate 2. Reporting as a CoP*	Rate 1. P4P Rate 2. Reporting as a CoP*	Rate 1. P4P Rate 2. Reporting as a CoP*
Meaningful Access to Healthcare	Component 1. Language Access	Component 1. Reporting as a CoP*	Component 1. N/A	Component 1. N/A	Component 1. N/A

Services for Individuals with a Preferred Language Other than English	Self-Assessment Survey Component 2. Addressing Language Access Needs in Outpatient and Crisis Settings	Component 2. P4P	Component 2. P4P	Component 2. P4P	Component 2. P4P
Disability Accommodation Needs	Component 1. Report Component 2: Rate 1. Accommodation Needs Screening Component 2: Rate 2. Accommodation Needs Documented	Component 1. Reporting as a CoP* Component 2: Rate 1. P4P Component 2: Rate 2. Reporting as a CoP*	Component 1. N/A Component 2: Rate 1. P4P Component 2: Rate 2. Reporting as a CoP*	Component 1. N/A Component 2: Rate 1. P4P Component 2: Rate 2. Reporting as a CoP*	Component 1. N/A Component 2: Rate 1. P4P Component 2: Rate 2. Reporting as a CoP*

**For measures, or measure components, for which reporting is a Condition of Participation (CoP), please refer to the CBHC QEIP PY2-5 Technical Specifications for details on the reporting requirements.*

B. Pay-for-Performance Measures Performance Assessment Methodology

B.1. HRSN, Language Access, Disability Accommodation Needs Measures

B.1.a. Measure Assessment Overview of Benchmarks and Scoring

For the Health-Related Social Needs Screening (HRSN), Language Access, and Disability Accommodation Needs measures, each CBHC's performance will be assessed based on meeting a minimum attainment threshold and towards meeting a performance goal to determine points. If the performance goal is not reached, partial credit may be earned (outlined below). Improvement points may also be earned based on the improvement target, whether the CBHC reaches the attainment threshold or not.

CBHCs must meet the minimum denominator of 30 cases in the eligible population in the performance year to be eligible for scoring on a measure or measure component for these three measures (HRSN,

Language Access, and Disability Accommodation Needs). If a CBHC does not meet the minimum denominator for a measure or measure component, the measure or sub-measure weight will be redistributed equally to the remaining eligible P4P measure or sub-measures.

For these three measures, three types of benchmarks have been established.

1. **Attainment Threshold:** The attainment threshold represents the minimum level of performance that must be attained on each individual measure to earn between 1-10 points. In PY2, there is no attainment threshold.

2. **Performance Goal:** The performance goal represents the level of performance on each individual measure a CBHC must attain to score the maximum 10 points.

3. **Improvement Target:** The improvement target represents a specified percentage point improvement for each applicable measure where a CBHC may earn improvement points. If the improvement target is achieved, CBHCs earn 7 improvement points. Improvement targets are established by taking the difference between the attainment threshold and PY5 performance goal divided by number of program years (5 years):

$$\underline{\text{Improvement Target}} = \frac{\text{(PY5 Performance Goal – PY3-5 Attainment Threshold)}}{\text{\# of program years}}.$$

   The baseline period for these three measures is the first pay-for-performance year in which the CBHC meets the minimum denominator threshold. The potential to earn improvement points takes effect the first year following the baseline year for the measure, if the minimum denominator is met.

   The comparison year for improvement points is initially the baseline year for the measure. If the improvement target is reached, the comparison year then becomes the most recent highest-performing year (the year that the improvement points were earned).

Table 2 below outlines the attainment thresholds, performance goals, and improvement targets for these select P4P measures and measure components.

Table 2. PY2-5 Benchmarks by Measure and Measure Component(s)

Measure- Measure Component(s)	**Attainment Threshold (for PY3-5)**	**Performance Goal PY2 (2025)**	**Performance Goal PY3 (2026)**	**Performance Goal PY4 (2027)**	**Performance Goal PY5 (2028)**	**Improvement Target**	**Bonus Points**
Health-Related Social Needs (HRSN) Screening - Rate 1. HRSN Screening Rate	10%	15%	30%	45%	60%	10% pts.	+1 point if exceed PY performance goals.
Meaningful Access to Healthcare Services for Individuals with a Preferred Language Other than English- Component 2. Language Access Needs in Outpatient and Crisis Settings	25%	35%	50%	75%	85%	12% pts.	+1 point if exceed PY performance goals.
Disability Accommodation Needs – Component 2. Rate 1. Accommodation Needs Screening	Rate 1: 25%	Rate 1: 25%	Rate 1: 45%	Rate 1: 65%	Rate 1: 85%	Rate 1: 12% pts.	+1 point if exceed PY performance goals

Entities may be required to pass an audit of their data; failure to pass the audit will result in a 0 score for the measure and impact improvement eligibility in the following year. Reference the CBHC QEIP User Guide on the CBHC Incentive Program webpage under the 'CQMV Portal Reporting System' section for more information on audit.

Measure performance rates achieved by the CBHC will be rounded to the nearest whole number. For example, an HRSN Screening Rate of 34.3% will be rounded to 34%, and an HRSN Screening Rate of 34.5% will be rounded to 35%. This rule will apply to all rounding for the CQEIP PAM.

B.1.b. Point Scoring Using Attainment Threshold, Performance Goal, and Improvement Target

1. PY2 (2025)

In PY2, there is no attainment threshold that CBHCs must meet to earn between 1-10 points. Additionally, there is no improvement target because PY2 is the initial baseline period for comparison.

1.1 In PY2, if the CBHC meets the performance goal, the CBHC will score the maximum of 10 points.

1.2 In PY2, if the CBHC does not meet the performance goal, the CBHC may earn partial credit by earning attainment points, calculated as: % of PY Performance Goal *10.

2. PY3-5 (2026-2028)

2.1 In PY3-5, if a CBHC meets the performance goal, the CBHC will score the maximum of 10 points.

2.2 In PY3-5, if a CBHC does not reach the performance goal, the CBHC may earn partial credit by the following opportunities:

2.2.1. If attainment threshold is met:

2.2.1.1. attainment points will be earned, which is calculated as: % of PY Performance Goal * 10.

2.2.1.2. if the attainment threshold is met AND the improvement target is also met, 7 improvement points will be earned in addition to attainment points. The maximum number of points a CBHC can earn on a measure is capped at 10 points.

2.2.1.3. If the attainment threshold is met, but the improvement target is NOT met during the performance period: *In PY5 only*, CBHCs may earn partial improvement points *proportional* to the improvement target, with the maximum points available being the difference between the CBHC's measure score and 10. To illustrate the application of partial improvement points in PY5, see Example 1 in the Appendix: Scoring Examples.

Note: partial improvement points may not be earned in PYs 3 or 4 if the attainment threshold is met. However, a stepwise approach is used so that if a target is met (e.g., cumulatively over

performance periods), the full 7 points are earned in the future performance period in which the improvement target is attained (see Example 2 in the Appendix: Scoring Examples).

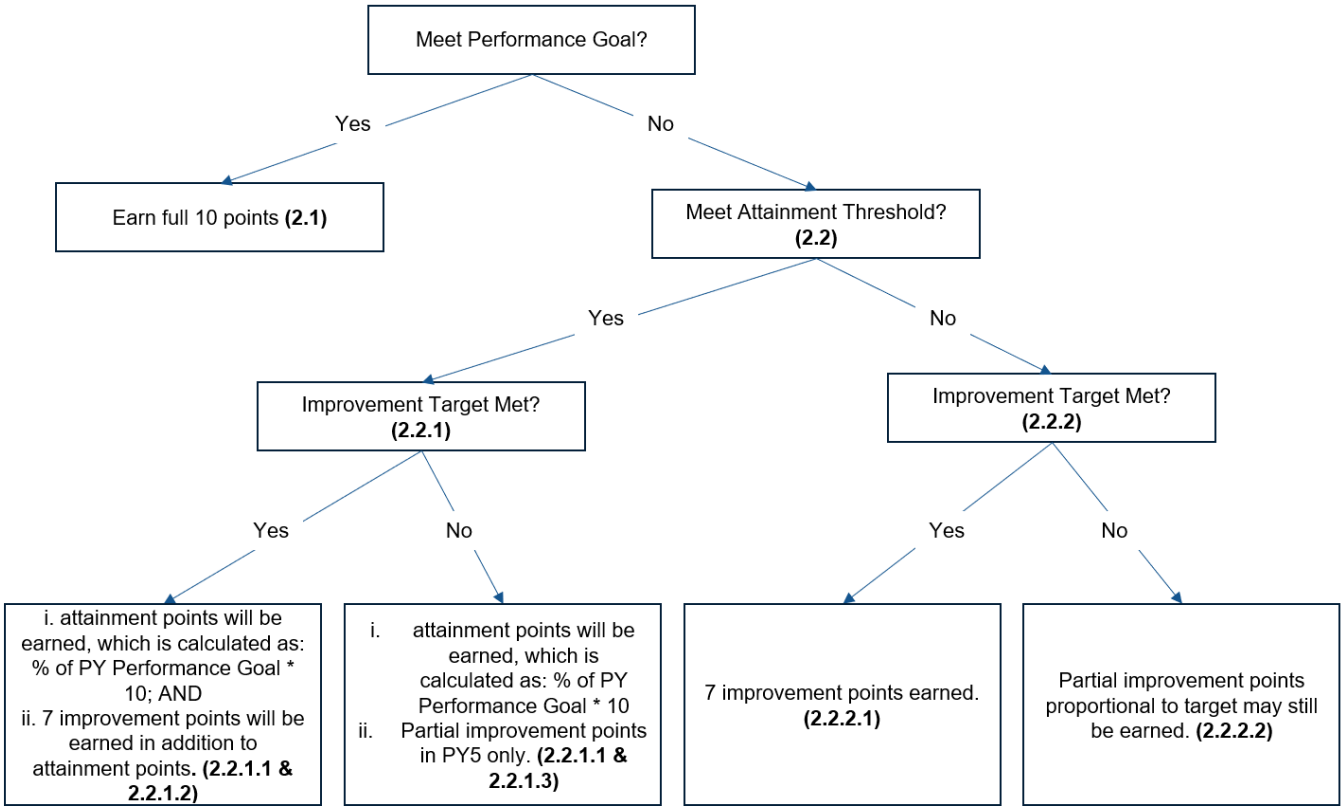
2.2.2. If attainment threshold is not met:

2.2.2.1. If the attainment threshold is NOT met, but the improvement target IS met, 7 improvement points will be earned.

2.2.2.2. If the attainment threshold is NOT met and the improvement target is also NOT met, partial improvement points proportional to the improvement target may be earned (see Example 3 in Appendix: Scoring Examples).

The flowchart below illustrates how points may be earned for a performance measure score in PY3-5.

Flowchart. Application of the Interaction Between Benchmarks for Calculating Performance Measure Score in PY3-5



B.1.c. Measure Component Weights

Table 3 below summarizes the measure component weights.

Table 3. Measure Component Weights (as applicable)

Measure- Measure Component(s)	PY2 (2025)	PY3 (2026)	PY4 (2027)	PY5 (2028)

Health-Related Social Needs (HRSN) Screening - Rate 1. HRSN Screening Rate	**Submeasure Weights:** Rate 1 (100%)	**Submeasure Weights:** Rate 1 (100%)	**Submeasure Weights:** Rate 1 (100%)	**Submeasure Weights:** Rate 1 (100%)
Meaningful Access to Healthcare Services for Individuals with a Preferred Language Other than English - Component 2. Language Access Needs in Outpatient and Crisis Settings	**Submeasure Weights:** Component 2 (100%)	**Submeasure Weights:** Component 2 (100%)	**Submeasure Weights:** Component 2 (100%)	**Submeasure Weights:** Component 2 (100%)

C. Performance Measure and Health Equity Scoring

i. Measure Scoring

Performance measure scores for each measure will be defined as a ratio between 0-1. The score will be calculated as follows:

Performance Measure Score = Points earned for each measure / Maximum number of points allowable for the measure.

Some performance measures have sub-components for which sub-component performance scores will be calculated in the same manner. The sub-component will be weighted as described in Table 3 to calculate a composite performance measure score between 0-1. For performance measures with sub-components, the score is calculated as follows:

*Performance Measure Score = Sum of each (Sub-measure Score * Sub-measure Weighting)*.

Table 4 specifies measure weight by performance year. If a CBHC is exempted from a Pay-for-Performance measure, the measure weight will be redistributed equally to the other eligible performance measures.

Table 4. PY 2-5 CQEIP Metric Weights

Domains and Measure Name*	Measure Weight PY2 (2025)	Measure Weight PY3 (2026)	Measure Weight PY4 (2027)	Measure Weight PY5 (2028)	Domain Weight
Domain 1. DHRSN					30%
Race, Ethnicity, Language, Disability, Sexual Orientation, and	CoP	CoP	CoP	CoP	

Gender Identity (RELDSOGI) Data Completeness					
Health-Related Social Needs Screening	30%	30%	30%	30%	
Domain 2: EQA					70%
Equity Improvement Interventions	CoP	CoP	CoP	CoP	
Meaningful Access to Healthcare Services for Individuals with a Preferred Language Other than English	35%	35%	35%	35%	
Disability Competent Care	CoP	CoP	CoP	CoP	
Disability Accommodation Needs	35%	35%	35%	35%	
Domain 3: CC					0%
Patient Experience: Communication, Courtesy, and Respect	CoP	CoP	CoP	CoP	
Total	100%	100%	100%	100%	100%

*DHRSN=Demographic and Health-Related Social Needs Data; EQA=Equitable Quality and Access; CC=Capacity and Collaboration

ii. Health Equity Scoring

A health equity score will be calculated by taking each measure score and calculating the sum of each measure score multiplied by its respective measure weight.

*Health Equity Score = Sum of each (Measure Score * Measure Weight) * 100*

Any bonus points earned will be applied to the overall health equity score, which is not to exceed 100%.

The Health Equity score will be rounded to the nearest hundredth. The final Health Equity Score will be used to calculate the CBHC's final earned incentive payment for the CQEIP each performance year.

D. Appendix: Scoring Examples

Example 1. Application of Partial Improvement Points in PY5 Using the HRSN Measure

To illustrate the application of partial improvement points in PY5 (when the attainment threshold is met but the improvement target is NOT met), below is an example using the HRSN measure.

Example: CBHC had a 35% HRSN Screening Rate (Rate 1) in PY4 and a 40% HRSN Screening Rate in PY5.

Table 5. Appendix Scoring Example 1

Benchmarks: Attainment Threshold	Benchmarks: Performance Goal – PY5	Benchmarks: Improvement Target	Example CBHC Performance – PY5	Example CBHC Performance – PY4
10%	60%	10% pts.	40%	35%

In this example, in PY5, the CBHC's HRSN measure score would be calculated as follows:

- Earned attainment points = % of Performance Goal * 10 = (40 / 60) * 10 = 6.67 points
- Maximum eligible improvement points = Maximum measure points – Earned attainment points = 10.00 – 6.67 = 3.33 points
- Partial improvement (proportion to improvement target) = (PY5 CBHC Actual Performance – PY4 CBHC Actual Performance) / Improvement Target = (40% - 35%) / 10% = 0.50
- Improvement points = Maximum eligible improvement * Partial improvement = 3.33 * 0.50 = 1.67 points

Total PY5 Performance Measure Score = Attainment points + Partial Improvement points = 6.67 + 1.67 = **8.34 points**

Example 2. Improvement Points with Cumulative Improvement in PY3 and PY4

To illustrate an example of earning full improvement points by reaching the improvement target cumulatively or with a step-wise approach in PY3 and PY4, when the attainment threshold is met, below is an example using the Disability Accommodation Needs Rate 1 measure.

Example: A CBHC has a 25% Disability Accommodation Needs Screening Rate (Rate 1) in PY2, 31% in PY3 and 40% in PY4.

Table 6. Appendix Scoring Example 2

Attainment Threshold	Performance Goal – PY2	Performance Goal – PY3	Performance Goal – PY4	Improvement Target
25%	25%	45%	65%	12% pts.

Example CBHC Performance PY2	Example CBHC Performance PY3	Example CBHC Performance PY4
25%	31%	40%

In this example:

- The improvement target of 12% pts. is not met in PY3: PY3 CBHC Performance – PY2 CBHC Performance = 31%-25% = 6% pts < 12% pts.
- The improvement target of 12% pts. is also not met in PY4: PY4 CBHC Performance – PY3 CBHC Performance = 40%-31% = 9% pts. < 12% pts.
- However, the *cumulative* improvement from PY2 to PY4 does meet the improvement target: PY4 Performance – PY2 Performance = 40%-25% = 15% pts. > 12% pts.
- Improvement points in PY4: **7 points.**
- Earned Attainment Points in PY4: = % of Performance Goal * 10 = (40 / 65) * 10 = **6.15 points**

Total PY4 Performance Measure Score = Attainment points + Improvement points = 6.15 + 7 = 13.15 capped at 10 points **= 10 points**

Example 3. Partial Improvement Points When Both Attainment Threshold and Improvement Target are Unmet

To illustrate how partial improvement points are calculated when both attainment threshold and improvement target are unmet, below is an example using the Language Access measure.

Example: CBHC had a 15% Language Access Rate in PY2 and a 20% Language Access Rate in PY3.

Table 6. Appendix Scoring Example 3

Benchmarks: Attainment Threshold	Benchmarks: Performance Goal – PY3	Benchmarks: Improvement Target	Example CBHC Performance – PY3	Example CBHC Performance – PY2
25%	50%	12% pts.	20%	15%

In this example, in PY3, the CBHC's Language Access measure score would be calculated as follows:

1. Maximum eligible improvement points = 7.00 points
2. Partial improvement (proportion to improvement target) = (PY3 CBHC Actual Performance – PY2 CBHC Actual Performance) / Improvement Target = (20% - 15%) / 12% = 0.42
3. Improvement points = Maximum Eligible improvement Points * Partial improvement = 7.00 * 0.42 = 2.94 points

Total PY3 Performance Measure Score = Partial Improvement points = **2.94 points**.

Example 4. Application of Performance Assessment Methodology to Calculate Performance Measure Scores and the Overall Health Equity Score.

The following example outlines how an example CBHC's (hereto referred to as "Example CBHC") performance measure scores and overall health equity score in PY3 is calculated using the performance assessment methodology outlined in this manual. The example illustrates the various scenarios for how the attainment threshold, performance goal, and improvement target are used to calculate earned points.

Table 7 below outlines the Example CBHC's measure performances in PY3.

Table 7. Example CBHC Measure Performance in PY3

Measure-Measure Component(s)	Benchmarks: Attainment Threshold (for PY3-5)	Benchmarks: Performance Goal PY3 (2026)	Benchmarks: Improvement Target	Example CBHC Performance PY3 (2026)	Example CBHC Performance PY2 (2025)
HRSN Screening Rate (Rate 1)	10%	30%	10% pts.	35%	25%
Language Access	25%	50%	12% pts.	40%	25%
Disability Accommodation Screening (Rate 1)	25%	45%	12% pts.	20%	5%

Table 8. Steps for Calculating Performance Measure Scores for Example CBHC in PY3.

Measure – Measure Component	Earned Measure Points	Performance Measure Score^
HRSN Screening Rate (Rate 1)	• PY3 rate (35%) exceeded PY3 performance goal (30%). ○ CBHC earns **10.00 points** for meeting performance goal. • *Note – 1 bonus point will be added to overall HE score for exceeding performance goal.*	**10.00 points / 10= 1**
Language Access	• PY3 rate (40%) did not meet PY3 performance goal (50%). • PY3 rate met attainment threshold (25%). ○ Earned attainment points: % of PY Performance Goal *10 = (40/50)*10 = **8.00 points** • Meets improvement target in PY3. ○ The difference between PY3 and PY2 rates (40% - 25% = 15% pts.) > improvement target (12% pts). ○ Earned improvement points: **7.00 points** • Total Points = attainment points + improvement points 8.00 + 7.00 = **15.00 points (capped at 10.00 points for a total measure score of 10.00)**	**10.00 points / 10 = 1**
Disability Accommodation Needs (Rate 1)	• PY3 Rate (20%) did not meet PY3 performance goal (45%) • PY3 Rate (20%) did not meet attainment threshold (25%) ○ CBHC will not earn any attainment points • Meets improvement target in PY3. ○ The difference between PY3 and PY2 rates (20%-5%=15% pts) > improvement target (12% pts). ○ CBHC earns **7.00 improvement points.**	**7.00 points/10=0.7**

^Performance Measure Score = Points earned for each measure / Maximum number of points allowable for the measure.

Steps to Calculate Health Equity Score for Example CBHC

Health Equity Score = Sum of each (Measure Score * Measure Weight) *100 + earned bonus points = ((1*0.30)+(1*0.35)+(0.7*0.35))*100 + 1.00 = (0.30+0.35+0.245)*100+1.00 = 89.50+1.00= **90.50 points**.

Health Equity Score = 90.50%