

MassHealth 2024 Managed Care Plan Quality Performance

Louise Bannister

Paul Kirby

Michael Lavin

Ann Nguyen

Jillian Richard-Daniels

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Background

In accordance with CFR 438.340, MassHealth annually reports performance on a slate of quality measures identified in its managed care plan (MCP) contracts. Most of the measures are reported by more than one MassHealth program, with 6 measures being reported by three or more MassHealth programs. Measure rates reflect performance in calendar year 2023, with data collection occurring in calendar year 2024.

Data Collection

MassHealth receives quality measure and survey data either directly from managed care plans or from analytic vendors who contract with MassHealth to provide data.

- Plan-level rates are presented in tables for each MassHealth managed care program that operated in CY 2023. These include Accountable Care Organizations (ACO), Managed Care Organizations (MCO), the Primary Care Clinician (PCC) Plan, Senior Care Organizations (SCO), One Care plans, and the Massachusetts Behavioral Health Partnership (BH PIHP). In addition to plan-level rates, the tables also present a MassHealth Weighted Mean (MHWM), which is a weighted average and reflects the overall performance of all plans reporting data for that measure. For HEDIS measures, MHWM rates are compared to national HEDIS benchmarks, where such benchmarks are available, with arrows representing performance relative to the benchmarks (for example, ↑ signifies that MHWM performance exceeds a benchmark). HEDIS benchmark data were obtained from the NCQA Quality Compass database (Medicaid and Medicare).
- For HEDIS measures, Plan performance is compared to the 90th and 75th percentiles for either or both Medicaid and Medicare, as specified below. The 90th percentile represents a level of performance that was met or exceeded by the top 10% of Medicaid plans that submitted HEDIS MY 2023 data to NCQA. MassHealth uses the Medicaid 90th percentile as the primary benchmark against which plan performance is compared. The Medicaid 75th percentile is used to reflect a minimum standard of performance. This percentile represents a level of performance met or exceeded by the top 25% of Medicaid plans that submitted HEDIS MY 2023 data to NCQA. For non-HEDIS measures, benchmark comparisons are not available.
- For non-HEDIS measures, Plan performance is compared to either state-defined or other national benchmarks and are noted where applicable.
- MCO, PCC Plan, BH PIHP, and ACO weighted mean rates are compared to the national Medicaid 90th and 75th percentiles. (MCO and PCC Plan rates are grouped together in a single weighted mean.)
- SCO and One Care weighted mean rates are compared to both the national Medicaid and the national Medicare 90th and 75th percentiles (where available).

Table 1 - MassHealth Public Reporting Measures Slate (By Program)

Measure Name	Steward	NQF #	ACO	MCO	PCCP	SCO	One Care	BH PIHP
Antidepressant Medication Management (AMM)	NCQA	0105				X		X
Asthma Medication Ratio (AMR)	NCQA	1800			X			
Breast Cancer Screening (BCS)	NCQA	2372					X	
CAHPS	AHRQ	N/A	X	X		X	X	
Care for Older Adults (COA)	NCQA	0553				X		
Childhood Immunization Status (CIS)	NCQA	0038			X			
Colorectal Cancer Screening (COL)	NCQA	0034				X		
Controlling High Blood Pressure (CBP)	NCQA	0018				X	X	
Diabetes Screening for People with Schizophrenia or Bipolar and Antipsychotics (SSD)	NCQA	1932						X
Follow-Up After ED Visit for Mental Illness (FUM)	NCQA	3488	X	X	X			X
Follow-Up After ED Visit for SUD (FUA)	NCQA	3489	X	X	X			X
Follow-Up After Hospitalization for Mental Illness (FUH)	NCQA	0576	X	X	X	X	X	X
Follow-Up Care for Children Prescribed ADHD Medication (ADD)	NCQA	0108						X
Hemoglobin A1c Control for Patients with Diabetes (HBD)	NCQA	0059					X	
Initiation and Engagement of Substance Use Disorder Treatment (IET)	NCQA	0004	X	X	X	X	X	X
Managed Long-Term Services and Supports Minimizing Facility Length of Stay (MLTSS-7)	CMS	N/A				X	X	
Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)	NCQA	2800						X
Osteoporosis Management in Women Who Had a Fracture (OMW)	NCQA	0053				X		
Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)	NCQA	0071				X		
Pharmacotherapy for Opioid Use Disorder (POD)	NCQA	N/A						X
Pharmacotherapy Management of COPD Exacerbation (PCE)	NCQA	0549				X		
Plan All-Cause Readmission (PCR)	NCQA	1768				X	X	
Potentially Harmful Drug-Disease Interactions in Older Adults (DDE)	NCQA	2993				X		

Measure Name	Steward	NQF #	ACO	MCO	PCCP	SCO	One Care	BH PIHP
Prenatal and Postpartum Care (PPC)	NCQA	1517	X	X	X			
Screening for Depression and Follow-up Plan (CDF)	EHS	N/A	X					
Transitions of Care (TRC)	NCQA	N/A				X	X	
Use of High-Risk Medications in Older Adults (DAE)	NCQA	0022				X		
Use of Pharmacotherapy for Opioid Use Disorder (OUD)	CMS	N/A						X
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)	NCQA	0577				X		
30-Day Unplanned Readmission Following Psychiatric Hospitalization (CMS IPFQR Measure)	CMS	N/A						X

Table 2 - MCO and PCC Plan Performance Measures, 2024 (Measurement Period: Calendar Year 2023)

Table Legend:

* ↑ = Weighted Mean Performance Better Than Benchmark ↓ = Weighted Mean Performance Worse Than Benchmark

Table 2.a: HEDIS Measures

Measure Code	Measure Name	PCCP	THP	WLS	MH Weighted Mean	Nat'l Medicaid 75th Percentile*	Nat'l Medicaid 90th Percentile*
AMR	Asthma Medication Ratio (Total)	67.7%	N/A	N/A	N/A	↓	↓
CIS-Combo 10	Childhood Immunization Status - Combo 10	37.5%	N/A	N/A	N/A	↑	↓
FUA-7	Follow-Up After ED Visit for SUD - 7 Days (Total)	38.5%	45.5%	40.5%	41.2%	↑	↑
FUH-7	Follow-Up After Hospitalization for Mental Illness - 7 Days (Total)	45.8%	42.0%	48.3%	45.3%	↓	↓
FUM-7	Follow-Up After ED Visit for Mental Illness - 7 Days (Total)	80.3%	68.5%	73.3%	76.3%	↑	↑
IET-E	Engagement of Substance Use Disorder Treatment (Total)	24.1%	25.4%	18.2%	22.0%	↑	↓
IET-I	Initiation of Substance Use Disorder Treatment (Total)	49.8%	48.8%	48.5%	49.3%	↓	↓
PPC-P	Prenatal and Postpartum Care - Postpartum Care	85.8%	84.7%	80.2%	84.3%	↓	↓
PPC-T	Prenatal and Postpartum Care - Timeliness of Prenatal Care	86.1%	92.9%	88.8%	87.9%	↑	↓

MCO and PCC plans are compared to the national Medicaid 75th and 90th percentile benchmarks in the table above, where benchmark data are available. Weighted means are presented for administrative (claims only) measures, while median rates are shown for hybrid measures (claims and medical record review).

- The MassHealth Weighted Mean (MHW) rates for FUA and FUM were above the national Medicaid 90th percentile benchmark.
- The MWHM rates for PPC (timeliness sub measure), and IET (engagement sub measure) and the PCCP rate for CIS (combination 10) were below the 90th percentile, but above the 75th percentile.
- The MHW rates for AMR, FUH, PPC (postpartum sub measure) and IET (initiation sub measure) were below the 75th percentile.

Table 2.b: CG-CAHPS Measures

Measure Code	Measure Name	THP	WLS	ACO-MCO Score	Attainment	Goal
CG-CAHPS AD Communication	Adult: Overall Rating and Care Delivery: Communication	92.1%	91.7%	92.9%	↑	↑
CG-CAHPS AD Integration	Adult: Person-Centered Integrated Care: Integration of Care	84.8%	84.3%	85.1%	↑	↑
CG-CAHPS AD Knowledge	Adult: Person-Centered Integrated Care: Knowledge of Patient	85.9%	86.1%	86.4%	↑	↑
CG-CAHPS AD Willingness	Adult: Overall Rating and Care Delivery: Willingness to recommend	85.7%	85.5%	87.5%	↑	↓
CG-CAHPS CH Communication	Child: Overall Rating and Care Delivery: Communication	92.8%	96.6%	95.7%	↑	↑
CG-CAHPS CH Integration	Child: Person-Centered Integrated Care: Integration of Care	83.8%	82.7%	85.2%	↑	↓
CG-CAHPS CH Knowledge	Child: Person-Centered Integrated Care: Knowledge of Patient	89.0%	91.1%	89.4%	↑	↓
CG-CAHPS CH Willingness	Child: Overall Rating and Care Delivery: Willingness to recommend	90.3%	92.5%	91.3%	↑	↓

- The overall ACO-MCO score for all CG-CAHPS measures were above the Attainment thresholds set by EHS.
- Four of the eight overall ACO-MCO CG-CAHPS scores (AD-Communication, AD-Integration, AD-Knowledge, and CH-Communication) were also above the Goal threshold set by EHS. The remaining four overall ACO-MCO CH-CAHPS scores (AD-Willingness, CH-Integration, CH-Knowledge, and CH-Willingness) were below the Goal threshold set by EHS.

Table 3 - SCO Performance Measures, 2024 (Measurement Period: Calendar Year 2023)

Table Legend:

¹ A lower score represents better performance.

² Individual plan rates not included because denominator (number of members eligible for measure) < 30, but plan denominator and numerator included in weighted mean calculation.

* ↑ = Weighted Mean Performance Better Than Benchmark ↓ = Weighted Mean Performance Worse Than Benchmark

Table 3.a: HEDIS Measures

Measure Code	Measure Name	CCA	FHP	SWH	THP	UHC	WLS	MH Weighted Mean	Nat'l Medicare 75th Percentile *	Nat'l Medicare 90th Percentile*	Nat'l Medicaid 75th Percentile *	Nat'l Medicaid 90th Percentile *
AMM-A	Antidepressant Medication Management - Effective Acute Phase	73.7%	78.5%	77.0%	82.0%	82.0%	81.6%	78.6%	↓	↓	↑	↑
AMM-C	Antidepressant Medication Management - Effective Continuation Phase	57.5%	65.1%	64.5%	65.1%	66.3%	63.2%	63.4%	↓	↓	↑	↑
CBP	Controlling High Blood Pressure	83.9%	71.4%	67.0%	76.6%	80.8%	82.8%	77.1%	↓	↓	↑	↑
COA-FSA	Care for Older Adults: Functional Status Assessment	100.0%	100.0%	93.7%	97.9%	94.9%	73.2%	96.2%	NA	N/A	N/A	N/A
COA-Med	Care for Older Adults: Medication Review	99.1%	95.8%	94.3%	86.4%	95.4%	95.8%	94.8%	N/A	N/A	N/A	N/A
COA-PA	Care for Older Adults: Pain Assessment	100.0%	100.0%	97.9%	98.4%	98.0%	96.8%	98.7%	N/A	N/A	N/A	N/A
COL	Colorectal Cancer Screening (Total)	79.8%	68.5%	76.1%	72.8%	87.3%	74.9%	79.1%	↑	↓	↑	↑
DAE ¹	Use of High-Risk Medications in Older Adults (Total)	25.6%	25.5%	17.0%	20.3%	21.2%	17.9%	21.6%	↓	↓	N/A	N/A
DDE ¹	Potentially Harmful Drug-Disease Interactions in Older Adults (Total)	34.2%	38.7%	30.0%	34.0%	32.6%	34.8%	33.4%	↓	↓	N/A	N/A
FUH-30	Follow-Up After Hospitalization for Mental Illness - 30 Days (Total)	71.4%	45.1%	48.6%	69.6%	54.4%	N/A	60.5%	↑	↓	↓	↓
FUH-7	Follow-Up After Hospitalization for Mental Illness - 7 Days (Total)	52.0%	23.5%	31.4%	47.8%	31.6%	N/A	39.5%	↑	↓	↓	↓
IET-E	Engagement of Substance Use Disorder Treatment (Total)	6.6%	5.0%	5.2%	4.2%	2.9%	6.7%	4.6%	↓	↓	↓	↓
IET-I	Initiation of Substance Use Disorder Treatment (Total)	40.7%	38.8%	53.8%	32.1%	30.4%	61.3%	38.1%	↓	↓	↓	↓
MLTSS-7	Managed Long-Term Services and Supports Minimizing Facility Length of Stay	1.47	0.96	1.35	1.15	0.97	1.10	1.17	N/A	N/A	N/A	N/A
OMW	Osteoporosis Management in Women Who Had a Fracture	12.1%	73.3%	18.9%	27.8%	36.0%	N/A	30.1%	↓	↓	N/A	N/A

Measure Code	Measure Name	CCA	FHP	SWH	THP	UHC	WLS	MH Weighted Mean	Nat'l Medicare 75th Percentile *	Nat'l Medicare 90th Percentile*	Nat'l Medicaid 75th Percentile *	Nat'l Medicaid 90th Percentile *
PBH	Persistence of Beta-Blocker Treatment After a Heart Attack	N/A	N/A	N/A	N/A	N/A	N/A	78.1%	↑	↓	↑	↑
PCE-B	Pharmacotherapy Management of COPD Exacerbation - Bronchodilator	91.8%	86.5%	87.4%	86.1%	92.2%	92.7%	89.5%	↑	↓	↑	↓
PCE-C	Pharmacotherapy Management of COPD Exacerbation - Corticosteroid	76.4%	74.8%	73.6%	74.7%	77.0%	87.3%	76.1%	↓	↓	↓	↓
PCR ¹	Plan All-Cause Readmission - 30 day readmits (Total 65+) (O/E ratio)	1.36	1.01	1.01	1.01	1.16	1.08	1.12	↓	↓	N/A	N/A
SPR	Use of Spirometry Testing in the Assessment and Diagnosis of COPD	26.7%	23.3%	19.9%	28.1%	22.7%	21.1%	23.5%	↓	↓	↓	↓
TRC-Eng	Transitions of Care - Patient Engagement After Inpatient Discharge (65+)	89.5%	88.1%	87.6%	91.2%	95.4%	90.8%	90.8%	↓	↓	N/A	N/A
TRC-IP	Transitions of Care - Notification of Inpatient Admission (65+)	79.8%	32.6%	13.4%	32.6%	19.0%	49.4%	39.3%	↓	↓	N/A	N/A
TRC-MRP	Transitions of Care - Medication Reconciliation Post-Discharge (65+)	85.3%	92.7%	57.7%	54.5%	86.4%	83.7%	77.8%	↓	↓	N/A	N/A
TRC-RD	Transitions of Care - Receipt of Discharge Information (65+)	75.6%	21.9%	15.3%	24.6%	26.5%	64.2%	38.6%	↑	↓	N/A	N/A

SCO plans are compared to both the national Medicare and Medicaid 90th and 75th percentile benchmarks in the table above, where benchmark data are available.

- The MHW rate for PCE (Bronchodilator) is above the 75th percentile, but below the 90th percentile for both Medicare and Medicaid.
- The MHW rates for COL and PBH are above the 75th but below the 90th percentile for Medicare, but above the 90th percentile for Medicaid.
- The MHW rates for AMM (both the acute and continuation cohorts), CBP is below the 75th percentile for Medicare, but above the 75th percentile for Medicaid.
- The MHW rates for FUH 7- and 30-day cohorts are above the 75th percentile for Medicare, but below the 75th percentile for Medicaid.
- The MHW rates for IET (both engagement and initiation cohorts), SPR, and PCE (Corticosteroid) are below the 75th percentile for both Medicare and Medicaid.
- The MHW rate for TRC-RD is above the national Medicare 75th percentile benchmark; rates for all other TRC sub-measures were below the national Medicare 75th percentile benchmark. This measure does not have a Medicaid benchmark.
- The MHW rate for PCR performed worse than 75th percentile for both Medicare and Medicaid.

- The MHW rate for DDE (Total) and DAE (Total) performed worse than both the Medicare 75th percentile for Medicare. These measure do not have a Medicaid benchmark.

Table 3.b: MA PDP CAHPS Measures

Measure Code	Measure Name	CCA	FHP	SWH	THP	UHC	WLS	MH Weighted Mean	Medicare Advantage 2024 National Mean Score
MA-PDP CAHPS	Getting Needed Care	81.0%	79.0%	77.0%	76.0%	77.0%	78.0%	78.0%	↓
MA-PDP CAHPS	Getting Appointments and Care Quickly	82.0%	82.0%	82.0%	81.0%	78.0%	80.0%	81.0%	↓
MA-PDP CAHPS	Customer Service	91.0%	89.0%	87.0%	87.0%	88.0%	89.0%	88.0%	↓
MA-PDP CAHPS	Rating of Health Care Quality	88.0%	86.0%	84.0%	83.0%	86.0%	86.0%	86.0%	↓
MA-PDP CAHPS	Rating of Health Plan	90.0%	90.0%	86.0%	86.0%	89.0%	87.0%	88.0%	--
MA-PDP CAHPS	Care Coordination	84.0%	83.0%	85.0%	82.0%	86.0%	85.0%	84.0%	↓
MA-PDP CAHPS	Annual Flu Vaccine	73.0%	75.0%	80.0%	78.0%	76.0%	77.0%	76.0%	↑
MA-PDP CAHPS	Pneumonia Vaccine	68.0%	77.0%	65.0%	75.0%	70.0%	70.0%	70.0%	N/A
MA-PDP CAHPS	Getting Needed Prescription Drugs	87.0%	89.0%	87.0%	87.0%	87.0%	87.0%	87.0%	↓
MA-PDP CAHPS	Rating of Prescription Drug Plan	90.0%	90.0%	86.0%	86.0%	88.0%	87.0%	88.0%	--

For the Medicare Advantage Prescription Drug Plan (MA PDP) CAHPS, SCO plans are compared to the Medicare Advantage 2024 National Mean Score.

- The MHW rate Annual Flu Vaccine was above the Medicare Advantage 2024 National Mean Score.
- The MHW rates for two of the compositive measures (Rating of Health Plan and Rating of Prescription Drug Plan) were the same as the Medicare Advantage 2024 National Mean Score.
- All other MHW rates (Getting Needed Care, Getting Appointments and Care Quickly, Rating of Health Care Quality, Care Coordination, and Getting Needed Prescription Drugs) were below the Medicare Advantage 2024 National Mean Score.

Table 4 - One Care Performance Measures, 2024 (Measurement Period: Calendar Year 2023)

Table Legend:

¹ A lower score represents better performance.

* ↑ = Weighted Mean Performance Better Than Benchmark ↓ = Weighted Mean Performance Worse Than Benchmark

Table 4.a: HEDIS Measures

Measure Code	Measure Name	CCA	THP	UHC	MH Weighted Mean	Nat'l Medicare 75th Percentile*	Nat'l Medicare 90th Percentile*	Nat'l Medicaid 75th Percentile*	Nat'l Medicaid 90th Percentile*
BCS	Breast Cancer Screening	71.6%	67.5%	N/A	71.2%	↓	↓	↑	↑
CBP	Controlling High Blood Pressure	78.7%	73.2%	49.3%	76.2%	↓	↓	↑	↑
FUH-30	Follow-Up After Hospitalization for Mental Illness - 30 Days (Total)	65.0%	71.5%	58.3%	65.4%	↑	↓	↑	↓
FUH-7	Follow-Up After Hospitalization for Mental Illness - 7 Days (Total)	44.6%	46.7%	31.3%	43.6%	↑	↓	↑	↓
HBD <8%	Hemoglobin A1c Control for Patients with Diabetes - HbA1c <8%	66.7%	64.0%	58.9%	65.9%	↓	↓	↑	↑
HBD-Poor ¹	Hemoglobin A1c Control for Patients with Diabetes - Poor HbA1c Control	22.8%	27.4%	32.4%	24.0%	↓	↓	↑	↑
IET-E	Engagement of Substance Use Disorder Treatment (Total)	10.5%	8.9%	7.2%	10.0%	↑	↓	↓	↓
IET-I	Initiation of Substance Use Disorder Treatment (Total)	41.9%	34.4%	43.3%	40.7%	↓	↓	↓	↓
PCR ¹	Plan All-Cause Readmission - 30 day readmits (Total <65) (O/E ratio)	1.43	1.33	1.84	1.43	↓	↓	↓	↓
TRC-Eng	Transitions of Care - Patient Engagement After Inpatient Discharge (Ages 18-64)	90.8%	78.1%	85.2%	88.4%	↑	↓	N/A	N/A
TRC-IP	Transitions of Care - Notification of Inpatient Admission (Ages 18-64)	77.5%	10.7%	22.1%	62.7%	↑	↓	N/A	N/A
TRC-MRP	Transitions of Care - Medication Reconciliation Post-Discharge (Ages 18-64)	59.4%	33.8%	71.8%	56.3%	↓	↓	N/A	N/A
TRC-RD	Transitions of Care – Receipt of Discharge Information (Ages 18-64)	80.6%	10.0%	20.0%	64.8%	↑	↑	N/A	N/A

One Care plans are compared to both the national Medicare and Medicaid 75th and 90th percentile benchmarks in the table above, where benchmark data are available.

- The MHW rates HBD A1c Control, CBP, and BCS are below the 75th percentile for Medicare, but above the 90th percentile for Medicaid

- The MHWB rate for FUH (both sub-measures) is above the 75th percentile for Medicaid and Medicare.
- The MHWB rate for IET (engagement) is above the 75th percentile for Medicare, but below the 75th percentile for Medicaid.
- The MHWB rate for IET (Initiation) is below the 75th percentile for both Medicare and Medicaid.
- The MHWB rates for PCR and the mean for HBD (Poor Control) were higher than both the 75th and 90th percentile for both Medicare and Medicaid, meaning that plan performance failed to meet those benchmarks (because a lower rate signifies better performance).
- The MHWB rate for TRC-RD was above the 90th percentile for Medicare, the MHWB rates for TRC-ENG and TRC-IP were above the 75th percentile but below the 90th percentile, while the MHWB for TRC-MRP was below the 75th percentile. This measure does not have a Medicaid benchmark.

Table 4.b: State-Defined and MA PDP CAHPS Measures

Measure Code	Measure Name	CCA	THP	UHC	MH Weighted Mean	Medicare Advantage FFS Average Score	MMP Quality Withhold Benchmark Goal
LTS Coord.	Access to LTS Coordinator	99.8%	98.4%	35.5%	79.6%	N/A	↓
Care Plan Goals	Documentation of Care Plan Goals	100.0%	93.5%	98.1%	99.2%	N/A	↑
MLTSS 7	Minimizing Facility Length of Stay	1.72	1.62	1.07	1.61	N/A	↑
Timely Assessment	Timely Assessment of New members	92.0%	95.3%	64.7%	88.0%	N/A	↓
Demo Info	Tracking Demographic Information	86.2%	68.5%	84.9%	82.9%	N/A	↓
MA-PDP CAHPS	Getting Needed Care	79.0%	N/A	78.0%	79.0%	↓	N/A
MA-PDP CAHPS	Getting Appointments and Care Quickly	81.0%	N/A	80.0%	81.0%	↓	N/A
MA-PDP CAHPS	Customer Service	90.0%	N/A	88.0%	90.0%	↑	N/A
MA-PDP CAHPS	Rating of Health Care Quality	87.0%	N/A	86.0%	87.0%	↑	N/A
MA-PDP CAHPS	Rating of Health Plan	88.0%	N/A	83.0%	87.0%	↑	N/A
MA-PDP CAHPS	Care Coordination	83.0%	N/A	85.0%	83.0%	↓	N/A
MA-PDP CAHPS	Annual Flu Vaccine	64.0%	71%	58.0%	65.0%	↓	N/A
MA-PDP CAHPS	Pneumonia Vaccine	53.0%	52%	45.0%	52.0%	N/A	N/A
MA-PDP CAHPS	Getting Needed Prescription Drugs	90.0%	N/A	86.0%	89.0%	N/A	N/A
MA-PDP CAHPS	Rating of Prescription Drug Plan	90.0%	N/A	86.0%	89.0%	N/A	N/A

For state-defined measures, One Care plans are compared to MMP quality withhold benchmarks that were determined by MassHealth in consultation with CMS. For the Medicare Advantage Prescription Drug Plan (MA PDP) CAHPS, One Care plans are compared to the Medicare Advantage (MA) Fee for Service (FFS) average.

- The MHWB rates for three of the five state-defined measures (LTS Coord., Timely Assessment, and Demo Info) were below the MMP Quality Withhold Benchmark Goal. The MHWB rates for the remaining two state-defined measures (Care Plan Goals and MLTSS 7) were above the Quality withhold benchmarks.
- The MHWB rates for four of the ten MA-PDP CAHPS composite measures (Getting Needed Care, Getting Appointments and Care Quickly, Care Coordination, and Annual Flu Vaccine) were below the Medicare Advantage FFS Average.
- Three of the ten the MA-PDP CAHPS composite measures (Customer Service, Rating of HealthCare Quality, and Rating of Health Plan) were above the MA FFS average. The remaining MA-PDP CAHPS composite measures did not have a FFS Average score benchmark.

Table 5 - Massachusetts Behavioral Health Partnership (BH PIHP) Measures, 2024 (Measurement Period: Calendar Year 2023)

* ↑ = BH PIHP Performance Better Than Benchmark ↓ = BH PIHP Performance Worse Than Benchmark

Measure Code	Measure Name	Measure Rate	Nat'l Medicaid 75th Percentile*	Nat'l Medicaid 90th Percentile*
ADD-I	Follow-Up Care for Children Prescribed ADHD Medication - Initiation	36.5%	↓	↓
ADD-C	Follow-Up Care for Children Prescribed ADHD Medication - Continuation	37.0%	↓	↓
AMM-A	Antidepressant Medication Management - Effective Acute Phase	71.3%	↑	↓
AMM-C	Antidepressant Medication Management - Effective Continuation Phase	57.1%	↑	↓
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics - Metabolic Testing (Total)	35.1%	↓	↓
FUA-30	Follow-Up After ED Visit for SUD - 30 Days (Total)	49.2%	↑	↓
FUA-7	Follow-Up After ED Visit for SUD - 7 Days (Total)	37.1%	↑	↓
FUH-30	Follow-Up After Hospitalization for Mental Illness - 30 Days (Total)	61.1%	↓	↓
FUH-7	Follow-Up After Hospitalization for Mental Illness - 7 Days (Total)	41.3%	↓	↓
FUM-30	Follow-Up After ED Visit for Mental Illness - 30 Days (Total)	81.9%	↑	↑
FUM-7	Follow-Up After ED Visit for Mental Illness - 7 Days (Total)	74.3%	↑	↑
IET-E	Engagement of Substance Use Disorder Treatment (Total)	18.8%	↓	↓
IET-I	Initiation of Substance Use Disorder Treatment (Total)	46.6%	↓	↓
IPFQR-30 Day	30-Day Unplanned Readmission Following Psychiatric Hospitalization	23.0%	N/A	N/A
ODD	Use of Pharmacotherapy for Opioid Use Disorder	86.0%	N/A	N/A
POD	Pharmacotherapy for Opioid Use Disorder (Total)	46.0%	↑	↑
SSD	Diabetes Screening for People with Schizophrenia or Bipolar and Antipsychotics	78.9%	↓	↓

Massachusetts Behavioral Health Partnership (BH PIHP) measures are compared to the Medicaid 90th and 75th percentiles in the table above.

- The MassHealth Weighted Mean (MHWM) rates for FUM (7 and 30 day follow-up) and POD are above the national Medicaid 90th percentile benchmark.

- The MHWB rates for AMB (Acute and Continuation) and FUA (both the 7 and 30 day follow-up), are above the Medicaid 75th percentile, and below the 90th percentile.
- The MHWB rates for ADD (both cohorts), APM, FUH (7 and 30 day follow-up), IET (initiation and engagement sub-measures), and SSD are below the Medicaid 75th percentile.

Tables 6 & 7 - ACO Performance Measures, 2024 (Measurement Period: Calendar Year 2023)

Table 6 - ACO Performance Measures, Community Care Cooperative - Tufts UMass Memorial Health

Table Legend:

¹ ACO weighted mean includes the 17 ACOs in Table 6 and Table 7.

* ↑ = Weighted Mean Performance Better Than Benchmark ↓ = Weighted Mean Performance Worse Than Benchmark

Table 6a: HEDIS Measures

Measure Code	Measure Name	C3	FH 365	FH ATRIUS	FH BERK	HNE	MGB	STEWARD	THP CHA	THP UMMS	ACO WM ¹	Nat'l Medicaid 75 th Percentile*	Nat'l Medicaid 90 th Percentile*
CDF	Screening for Depression and Follow-up Plan	51.5%	34.7%	39.6%	23.6%	54.3%	68.1%	50.0%	38.7%	52.8%	50.7%	N/A	N/A
FUA-7	Follow-Up After ED Visit for SUD - 7 Days (Total)	38.8%	31.2%	25.0%	45.6%	35.1%	37.4%	37.0%	36.8%	37.2%	37.7%	↑	↑
FUH-7	Follow-Up After Hospitalization for Mental Illness - 7 Days (Total)	TBD	43.3%	42.8%	47.6%	30.1%	47.2%	TBD	49.5%	41.9%	43.6%	↓	↓
FUM-7	Follow-Up After ED Visit for Mental Illness - 7 Days (Total)	70.7%	77.3%	68.9%	85.4%	66.0%	69.0%	75.5%	62.5%	73.1%	72.4%	↑	↑
IET-E	Engagement of Substance Use Disorder Treatment (Total)	28.9%	13.4%	10.1%	36.7%	25.2%	17.3%	18.3%	21.5%	16.9%	20.8%	↑	↓
IET-I	Initiation of Substance Use Disorder Treatment (Total)	55.0%	33.8%	33.7%	59.5%	55.1%	38.2%	44.6%	49.5%	39.2%	50.6%	↑	↓
PPC-P	Prenatal and Postpartum Care - Postpartum Care	79.6%	86.8%	79.4%	90.9%	79.8%	87.0%	81.0%	93.2%	84.5%	84.7%	↑	↓
PPC-T	Prenatal and Postpartum Care - Timeliness of Prenatal Care	82.7%	89.8%	89.9%	89.9%	90.8%	93.2%	89.8%	98.1%	95.0%	90.0%	↑	↓

Table 6b: State-Defined and MA PDP CAHPS Measures

Measure Code	Measure Name	C3	FH 365	FH ATRIU	FH BERK	HNE	MGB	STEWARD	THP CHA	THP UMMS	ACO - MCO Score	Attainment	Goal
CG-CAHPS AD Communication	Adult: Overall Rating and Care Delivery: Communication	92.7%	95.4%	93.7%	93.1%	92.5%	93.1%	93.8%	93.2%	92.3%	92.9%	↑	↑
CG-CAHPS AD Integration	Adult: Person-Centered Integrated Care: Integration of Care	86.5%	87.6%	87.1%	86.4%	84.3%	85.5%	85.6%	84.2%	83.5%	85.1%	↑	↑
CG-CAHPS AD Knowledge	Adult: Person-Centered Integrated Care: Knowledge of Patient	84.9%	88.7%	87.5%	87.3%	85.5%	87.0%	87.9%	86.2%	86.6%	86.4%	↑	↑
CG-CAHPS AD Willingness	Adult: Overall Rating and Care Delivery: Willingness to recommend	87.4%	91.0%	89.1%	88.0%	86.5%	88.4%	89.1%	88.0%	87.1%	87.5%	↑	↓
CG-CAHPS CH Communication	Child: Overall Rating and Care Delivery: Communication	94.2%	96.5%	96.3%	97.9%	92.8%	96.7%	96.5%	94.9%	95.6%	95.7%	↑	↑
CG-CAHPS CH Integration	Child: Person-Centered Integrated Care: Integration of Care	76.5%	89.1%	87.9%	89.1%	78.5%	86.7%	86.4%	80.6%	85.9%	85.2%	↑	↓
CG-CAHPS CH Knowledge	Child: Person-Centered Integrated Care: Knowledge of Patient	86.0%	91.0%	91.4%	91.7%	86.2%	92.2%	90.1%	88.5%	89.8%	89.4%	↑	↓
CG-CAHPS CH Willingness	Child: Overall Rating and Care Delivery: Willingness to recommend	88.3%	94.0%	94.1%	92.4%	87.2%	93.3%	92.1%	88.8%	91.3%	91.3%	↑	↓

Table 7 - ACO Performance Measures, WellSense Community Alliance - WellSense Signature

Table Legend:

¹ ACO weighted mean includes the 17 ACOs in Table 6 and Table 7.

* ↑ = Weighted Mean Performance Better Than Benchmark ↓ = Weighted Mean Performance Worse Than Benchmark

Table 7a: HEDIS Measures

Measure Code	Measure Name	WLS BACO	WLS BCH	WLS BILH	WLS CARE	WLS EBNHC	WLS MERCY	WLS SCOAST	WLS SIGN	ACO WM ¹	Nat'l Medicaid 75th Percentile*	Nat'l Medicaid 90th Percentile*
CDF	Screening for Depression and Follow-up Plan	48.2%	59.8%	40.5%	47.5%	64.3%	27.5%	42.6%	59.3%	50.7%	N/A	N/A
FUA-7	Follow-Up After ED Visit for SUD - 7 Days (Total)	39.3%	28.7%	37.8%	32.9%	42.8%	38.8%	37.9%	43.2%	37.7%	↑	↑
FUH-7	Follow-Up After Hospitalization for Mental Illness - 7 Days (Total)	46.4%	53.5%	44.5%	40.0%	46.7%	57.0%	49.7%	56.6%	43.6%	↓	↓
FUM-7	Follow-Up After ED Visit for Mental Illness - 7 Days (Total)	71.8%	82.4%	69.6%	68.0%	69.1%	85.2%	81.0%	66.3%	72.4%	↑	↑
IET-E	Engagement of Substance Use Disorder Treatment (Total)	19.8%	11.3%	18.2%	20.4%	12.6%	22.4%	15.9%	21.9%	20.8%	↑	↓
IET-I	Initiation of Substance Use Disorder Treatment (Total)	52.5%	43.3%	48.8%	54.3%	48.4%	49.8%	43.3%	60.5%	50.6%	↑	↓
PPC-P	Prenatal and Postpartum Care - Postpartum Care	91.2%	83.2%	87.9%	81.8%	93.0%	88.7%	90.6%	87.0%	84.7%	↑	↓
PPC-T	Prenatal and Postpartum Care - Timeliness of Prenatal Care	93.4%	92.6%	95.5%	93.4%	96.3%	91.7%	95.0%	93.3%	90.0%	↑	↓

Table 7b: CG-CAHPS Measures

Measure Code	Measure Name	WLS BACO	WLS BCH	WLS BILH	WLS CARE	WLS EBNHC	WLS MERCY	WLS SCOAST	WLS SIGN	ACO - MCO Score	Attainment	Goal
CG-CAHPS AD Communication	Adult: Overall Rating and Care Delivery: Communication	94.3%	95.1%	93.9%	91.5%	94.0%	89.1%	94.0%	92.4%	92.9%	↑	↑
CG-CAHPS AD Integration	Adult: Person-Centered Integrated Care: Integration of Care	84.4%	86.0%	86.7%	84.6%	80.9%	81.9%	88.6%	84.4%	85.1%	↑	↑
CG-CAHPS AD Knowledge	Adult: Person-Centered Integrated Care: Knowledge of Patient	87.6%	90.3%	87.0%	85.3%	87.7%	81.6%	87.6%	85.5%	86.4%	↑	↑
CG-CAHPS AD Willingness	Adult: Overall Rating and Care Delivery: Willingness to recommend	89.0%	91.5%	88.1%	85.5%	89.7%	81.9%	89.1%	86.6%	87.5%	↑	↓
CG-CAHPS CH Communication	Child: Overall Rating and Care Delivery: Communication	96.4%	96.8%	95.5%	95.4%	95.0%	93.1%	98.8%	93.1%	95.7%	↑	↑
CG-CAHPS CH Integration	Child: Person-Centered Integrated Care: Integration of Care	85.9%	87.8%	86.9%	86.2%	86.5%	85.2%	93.9%	81.8%	85.2%	↑	↓
CG-CAHPS CH Knowledge	Child: Person-Centered Integrated Care: Knowledge of Patient	89.4%	92.4%	87.8%	87.8%	89.4%	85.4%	92.7%	86.0%	89.4%	↑	↓
CG-CAHPS CH Willingness	Child: Overall Rating and Care Delivery: Willingness to recommend	91.4%	94.4%	89.2%	90.5%	91.1%	86.7%	94.7%	87.9%	91.3%	↑	↓

Results in the table represent performance on both adult and child CG-CAHPS. The adult survey results are indicated by AD and the child survey results are indicated by CH.

- The MHWB rates for FUA (7 day) and FUM (7 day) are above the Medicaid 90th percentile.
- The MHWB rates for IET (both cohorts) and PCC (both the timeliness and postpartum cohorts) are above the Medicaid 75th percentile, but below the Medicaid 90th percentile.
- The MHWB rate for FUH (7 day) is below the Medicaid 75th percentile.
- The overall ACO-MCO score for all CG-CAHPS measures were above the Attainment thresholds set by EHS.
- Four of the eight overall ACO-MCO CG-CAHPS scores (AD-Communication, AD-Integration, AD-Knowledge, and CH-Communication) were also above the Goal threshold set by EHS. The remaining four overall ACO-MCO CH-CAHPS scores (AD-Willingness, CH-Integration, CH-Knowledge, and CH-Willingness) were below the Goal threshold set by EHS.