

MassHealth 2025 Managed Care Plan Quality Performance

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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 2024, with data collection occurring in calendar year 2025.

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 2024. These include Accountable Care Organizations (ACO), Managed Care Organizations (MCO), Senior Care Organizations (SCO), One Care plans, and the Massachusetts Behavioral Health Partnership (BH PIHP). In addition to plan-level rates, each table also presents either a MassHealth Weighted Mean (MHWM), which is a weighted average, or a median rate, which is the middle value separating the lower half of rates from the higher half, to reflect the overall performance of all plans reporting data for that measure. For HEDIS measures, MHWM or median 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 2024 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 2024 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 and ACO median rates and the BH PIHP weighted mean rates are compared to the national Medicaid 90th and 75th percentiles.
- 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	ACO	MCO	SCO	One Care	BH PIHP
Antidepressant Medication Management (AMM)	NCQA			X		X
Asthma Medication Ratio (AMR)	NCQA	X	X			
Breast Cancer Screening (BCS)	NCQA				X	
CAHPS	AHRQ	X	X	X	X	
Care for Older Adults (COA)	NCQA			X		
Childhood Immunization Status (CIS)	NCQA	X	X			
Colorectal Cancer Screening (COL)	NCQA			X		
Controlling High Blood Pressure (CBP)	NCQA	X	X	X	X	
Developmental Screening in the First 3 Years of Life (DEV)	OHSU	X	X			
Diabetes Screening for People with Schizophrenia or Bipolar and Antipsychotics (SSD)	NCQA					X
Follow-Up After ED Visit for Mental Illness (FUM)	NCQA	X	X			X
Follow-Up After ED Visit for SUD (FUA)	NCQA	X	X			X
Follow-Up After Hospitalization for Mental Illness (FUH)	NCQA	X	X	X	X	X
Follow-Up Care for Children Prescribed ADHD Medication (ADD)	NCQA					X
Glycemic Status Assessment for Patients with Diabetes (GSD)	NCQA	X	X		X	
Initiation and Engagement of Substance Use Disorder Treatment (IET)	NCQA	X	X		X	X
Immunizations for Adolescents (IMA)	NCQA	X	X			
Managed Long-Term Services and Supports Minimizing Facility Length of Stay (MLTSS-7)	CMS			X		
Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)	NCQA					X
Osteoporosis Management in Women Who Had a Fracture (OMW)	NCQA			X		
Pharmacotherapy for Opioid Use Disorder (POD)	NCQA					X
Pharmacotherapy Management of COPD Exacerbation (PCE)	NCQA			X		
Plan All-Cause Readmission (PCR)	NCQA			X	X	

Measure Name	Steward	ACO	MCO	SCO	One Care	BH PIHP
Potentially Harmful Drug-Disease Interactions in Older Adults (DDE)	NCQA			X		
Prenatal and Postpartum Care (PPC)	NCQA	X	X			
Screening for Depression and Follow-up Plan (CDF)	EHS	X				
Transitions of Care (TRC)	NCQA			X	X	
Use of High-Risk Medications in Older Adults (DAE)	NCQA			X		
Use of Pharmacotherapy for Opioid Use Disorder (OUD)	CMS					X
30-Day Unplanned Readmission Following Psychiatric Hospitalization (CMS IPFQR Measure)	CMS					X

Table 2 - SCO Performance Measures, 2025 (Measurement Period: Calendar Year 2024)

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.

* ↑ represents Weighted Mean Performance Better Than Benchmark ; ↓ represents Weighted Mean Performance Worse Than Benchmark; = represents Weighted Mean Performance Equal To Benchmark

Table 2.a: HEDIS Measures

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 Measure Percentile*	Nat'l Medicaid 90th Percentile*
AMM-A	Antidepressant Medication Management - Effective Acute Phase	82.2%	76.6%	80.5%	82.2%	82.8%	73.3%	81.1%	↓	↓	↑	↑
AMM-C	Antidepressant Medication Management - Effective Continuation Phase	68.9%	63.4%	66.4%	67.4%	65.5%	71.1%	66.5%	↓	↓	↑	↑
CBP	Controlling High Blood Pressure	86.7%	79.8%	82.9%	78.0%	79.9%	72.0%	81.3%	↓	↓	↑	↑
COA-FSA	Care for Older Adults: Functional Status Assessment	98.8%	100.0%	96.8%	98.3%	99.6%	79.9%	98.3%	NA	NA	NA	NA
COA-Med	Care for Older Adults: Medication Review	98.2%	96.0%	96.3%	95.2%	97.9%	92.1%	96.9%	NA	NA	NA	NA
COA-PA	Care for Older Adults: Pain Assessment	98.2%	100.0%	98.9%	99.5%	99.1%	93.3%	98.9%	NA	NA	NA	NA
COL	Colorectal Cancer Screening (Total)	75.8%	67.2%	73.9%	72.4%	81.2%	71.7%	75.7%	↓	↓	↑	↑
DAE ¹	Use of High-Risk Medications in Older Adults (Total)	27.3%	25.4%	17.2%	20.5%	20.5%	16.7%	21.8%	↓	↓	NA	NA
DDE ¹	Potentially Harmful Drug-Disease Interactions in Older Adults (Total)	33.7%	36.5%	31.0%	34.4%	31.1%	27.1%	32.7%	↓	↓	NA	NA
FUH-30	Follow-Up After Hospitalization for Mental Illness - 30 Days (Total)	68.3%	52.1%	61.1%	62.2%	57.6%	NA	61.3%	↑	↓	↓	↓
FUH-7	Follow-Up After Hospitalization for Mental Illness - 7 Days (Total)	50.0%	27.1%	38.9%	35.1%	35.6%	NA	39.7%	↑	↓	↓	↓
MLTSS-7	Managed Long-Term Services and Supports Minimizing Facility Length of Stay	1.61	0.86	1.55	1.07	0.77	1.25	1.15	NA	NA	NA	NA
OMW	Osteoporosis Management in Women Who Had a Fracture	20.8%	72.1%	25.0%	21.7%	27.2%	NA	31.5%	↓	↓	NA	NA
PCE-B	Pharmacotherapy Management of COPD Exacerbation – Bronchodilator	89.1%	87.6%	85.6%	89.4%	90.1%	92.7%	88.7%	↑	↓	↑	↓
PCE-C	Pharmacotherapy Management of COPD Exacerbation - Corticosteroid	74.7%	77.7%	76.2%	83.0%	78.2%	85.5%	77.5%	↓	↓	↑	↓
PCR ¹	Plan All-Cause Readmission - 30 day readmits (Total 65+) (O/E ratio)	1.2675	0.9460	1.0093	1.2167	1.0803	1.346	1.1106	↓	↓	↓	↓

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 Measure Percentile*	Nat'l Medicaid 90th Percentile*
TRC-Eng	Transitions of Care - Patient Engagement After Inpatient Discharge (65+)	98.8%	90.0%	89.5%	87.6%	96.4%	83.1%	93.7%	↑	↓	NA	NA
TRC-IP	Transitions of Care - Notification of Inpatient Admission (65+)	93.2%	35.5%	13.6%	43.8%	27.3%	40.8%	48.7%	↓	↓	NA	NA
TRC-MRP	Transitions of Care - Medication Reconciliation Post-Discharge (65+)	94.1%	90.0%	78.6%	65.9%	86.4%	86.4%	84.7%	↓	↓	NA	NA
TRC-RD	Transitions of Care - Receipt of Discharge Information (65+)	77.4%	22.1%	15.8%	35.8%	20.9%	49.8%	40.3%	↓	↓	NA	NA

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 MHWM rate for PCE (Bronchodilator) is above the 75th percentile but below the 90th percentile for both Medicare and Medicaid.
- The MHWM rate for FUH (7 and 30 days) is above the 75th percentile but below the 90th percentile for Medicare, but below the 75th percentile for Medicaid.
- The MHWM rates for AMM (both), CBP and COL are below the 75th percentile for Medicare, but above the 90th percentile for Medicaid.
- The MHWM rate for PCE (Corticosteroid) is below the 75th percentile for Medicare, but above the 75th percentile and below the 90th percentile for Medicaid.
- The MHWM rates for OMW, DDE (Total) and DAE (Total) are below the 75th percentile for Medicare. These measures do not have a Medicaid benchmark.
- The MHWM rate for TRC-ENG 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 MHWM rate for PCR performed worse than the 75th percentile for both Medicare and Medicaid.

Table 2.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	79.0%	78.0%	79.0%	76.0%	80.0%	78.0%	79.0%	↓
MA-PDP CAHPS	Getting Appointments and Care Quickly	82.0%	80.0%	83.0%	77.0%	84.0%	N/A	82.0%	↓
MA-PDP CAHPS	Customer Service	90.0%	91.0%	91.0%	89.0%	89.0%	N/A	90.0%	=
MA-PDP CAHPS	Rating of Health Care Quality	88.0%	88.0%	87.0%	84.0%	86.0%	89.0%	87.0%	=
MA-PDP CAHPS	Rating of Health Plan	89.0%	91.0%	88.0%	89.0%	90.0%	89.0%	89.0%	↑
MA-PDP CAHPS	Care Coordination	84.0%	86.0%	87.0%	84.0%	87.0%	N/A	86.0%	↓
MA-PDP CAHPS	Annual Flu Vaccine	72.0%	77.0%	72.0%	79.0%	75.0%	69.0%	75.0%	↑
MA-PDP CAHPS	Pneumonia Vaccine	65.0%	78.0%	64.0%	70.0%	71.0%	67.0%	69.0%	NA
MA-PDP CAHPS	Getting Needed Prescription Drugs	88.0%	88.0%	90.0%	86.0%	88.0%	N/A	88.0%	↓
MA-PDP CAHPS	Rating of Prescription Drug Plan	89.0%	90.0%	88.0%	87.0%	88.0%	88.0%	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 rates for Rating of Health Plan and Annual Flu Vaccine were above the Medicare Advantage 2024 National Mean Score.
- The MHW rates for Rating of Prescription Drug Plan, Rating of Health Care Quality, and Customer Service were equal to the Medicare Advantage 2024 National Mean Score.
- The MHW rates for Getting Needed Care, Getting Appointments and Care Quickly, Care Coordination, and Getting Needed Prescription Drugs were below the Medicare Advantage 2024 National Mean Score.

Table 3 - One Care Performance Measures, 2025 (Measurement Period: Calendar Year 2024)

Table Legend:

¹ A lower score represents better performance.

* ↑ represents Weighted Mean Performance Better Than Benchmark; ↓ represents Weighted Mean Performance Worse Than Benchmark

Table 3.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	72.2%	70.3%	65.6%	71.7%	↓	↓	↑	↑
CBP	Controlling High Blood Pressure	85.6%	78.0%	81.3%	84.0%	↑	↓	↑	↑
FUH-30	Follow-Up After Hospitalization for Mental Illness - 30 Days (Total)	58.4%	79.4%	61.2%	62.2%	↓	↓	↓	↓
FUH-7	Follow-Up After Hospitalization for Mental Illness - 7 Days (Total)	40.0%	56.4%	36.4%	42.4%	↑	↓	↓	↓
GSD >9% ¹	Glycemic Status Assessment for Patients with Diabetes – Poor Control (above 9%)	19.9%	24.8%	21.4%	20.8%	↓	↓	↑	↑
IET-E	Engagement of Substance Use Disorder Treatment (Total)	11.9%	10.0%	8.5%	11.0%	↑	↓	↓	↓
IET-I	Initiation of Substance Use Disorder Treatment (Total)	42.5%	37.7%	32.7%	40.2%	↓	↓	↓	↓
PCR ¹	Plan All-Cause Readmission - 30 day readmits (Total <65) (O/E ratio)	1.3715	1.3516	1.2785	1.3603	↓	↓	↓	↓
TRC-Eng	Transitions of Care - Patient Engagement After Inpatient Discharge (18-64)	91.3%	79.7%	89.6%	89.2%	↑	↓	NA	NA
TRC-IP	Transitions of Care - Notification of Inpatient Admission (18-64)	91.8%	16.0%	21.1%	71.9%	↑	↓	NA	NA
TRC-MRP	Transitions of Care - Medication Reconciliation Post-Discharge (18-64)	75.0%	33.5%	77.4%	68.2%	↓	↓	NA	NA
TRC-RD	Transitions of Care - Receipt of Discharge Information (18-64)	66.8%	10.6%	16.4%	52.3%	↑	↓	NA	NA

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 MHWM rate for CBP is above the 75th percentile but below the 90th percentile for Medicare and above the 90th percentile for Medicaid.
- The MHWM rates for BCS and GSD > 9% are below the 75th percentile for Medicare, but above the 90th percentile for Medicaid
- The MHWM rates for IET (engagement) and FUH (7 days) are above the 75th percentile but below the 90th percentile for Medicare, but below the 75th percentile for Medicaid.
- The MHWM rates for IET (Initiation) and FUH (30 days) were below the 75th percentile for both Medicare and Medicaid.
- The MHWM rates for PCR 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 MHWM rates for TRC-RD, TRC-ENG and TRC-IP were above the 75th percentile but below the 90th percentile, while the MHWM for TRC-MRP was below the 75th percentile for Medicare. This measure does not have a Medicaid benchmark.

Table 3.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	99.6%	93.3%	59.0%	85.5%	NA	↓
Care Plan Goals	Documentation of Care Plan Goals	100.0%	99.3%	96.9%	99.1%	NA	↑
MLTSS 7	Minimizing Facility Length of Stay	1.79	1.87	1.03	1.66	NA	↑
Timely Assessment	Timely Assessment of New members	93.2%	99.1%	82.0%	92.9%	NA	↓
Demo Info	Tracking Demographic Information	90.7%	77.2%	84.5%	87.7%	NA	↑
MA-PDP CAHPS	Getting Needed Care	81.0%	78.0%	NA	80.0%	↓	NA
MA-PDP CAHPS	Getting Appointments and Care Quickly	81.0%	83.0%	88.0%	82.0%	↓	NA
MA-PDP CAHPS	Customer Service	89.0%	87.0%	NA	89.0%	↑	NA
MA-PDP CAHPS	Rating of Health Care Quality	88.0%	87.0%	NA	88.0%	↑	NA
MA-PDP CAHPS	Rating of Health Plan	91.0%	86.0%	84.0%	89.0%	↑	NA
MA-PDP CAHPS	Care Coordination	85.0%	86.0%	NA	85.0%	↓	NA
MA-PDP CAHPS	Annual Flu Vaccine	62.0%	55.0%	70.0%	62.0%	↓	NA
MA-PDP CAHPS	Pneumonia Vaccine	45.0%	43.0%	54.0%	46.0%	NA	NA
MA-PDP CAHPS	Getting Needed Prescription Drugs	91.0%	91.0%	NA	91.0%	NA	NA
MA-PDP CAHPS	Rating of Prescription Drug Plan	92.0%	88.0%	88.0%	91.0%	NA	NA

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 MHWM rates for three of the five state-defined measures (Care Plan Goals, Demo Info, and MLTSS 7) were above the MMP Quality Withhold Benchmark Goal. The MHWM rates for the remaining state-defined measures (LTS Coordinator and Timely Assessment) were below the Quality withhold benchmarks.
- The MHWM 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 three MA-PDP CAHPS composite measures did not have an FFS Average score benchmark.

Table 4 - Massachusetts Behavioral Health Partnership (BH PIHP) Measures, 2025 (Measurement Period: Calendar Year 2024)

* ↑ represents BH PIHP Performance Better Than Benchmark; ↓ represents 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	35.1%	↓	↓
ADD-C	Follow-Up Care for Children Prescribed ADHD Medication – Continuation	37.4%	↓	↓
AMM-A	Antidepressant Medication Management - Effective Acute Phase	73.4%	↑	↓
AMM-C	Antidepressant Medication Management - Effective Continuation Phase	58.0%	↑	↓
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics - Metabolic Testing (Total)	34.7%	↓	↓
FUA-30	Follow-Up After ED Visit for SUD - 30 Days (Total)	51.7%	↑	↓
FUA-7	Follow-Up After ED Visit for SUD - 7 Days (Total)	39.0%	↑	↓
FUH-30	Follow-Up After Hospitalization for Mental Illness - 30 Days (Total)	60.1%	↓	↓
FUH-7	Follow-Up After Hospitalization for Mental Illness - 7 Days (Total)	39.9%	↓	↓
FUM-30	Follow-Up After ED Visit for Mental Illness - 30 Days (Total)	81.0%	↑	↑
FUM-7	Follow-Up After ED Visit for Mental Illness - 7 Days (Total)	74.9%	↑	↑
IET-E	Engagement of Substance Use Disorder Treatment (Total)	19.9%	↓	↓
IET-I	Initiation of Substance Use Disorder Treatment (Total)	49.0%	↓	↓
IPFQR-30 Day	30-Day Unplanned Readmission Following Psychiatric Hospitalization	28.8%	NA	NA
ODU	Use of Pharmacotherapy for Opioid Use Disorder (Total)	84.9%	NA	NA
POD	Pharmacotherapy for Opioid Use Disorder (Total)	45.1%	↑	↑
SSD	Diabetes Screening for People with Schizophrenia or Bipolar and Antipsychotics	79.9%	↓	↓

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

- The rates for FUM (7 and 30 day follow-up) and POD are above the national Medicaid 90th percentile benchmark.
- The rates for AMM (acute and continuation) and FUA (7 and 30 day follow-up) are above the Medicaid 75th percentile but below the 90th percentile.

- The rates for ADD (initiation and continuation), APM (total), FUH (7 and 30 day follow-up), IET (initiation and engagement), and SSD are below the Medicaid 75th percentile.

Tables 5 & 6 – MCO and ACO Performance Measures, 2025 (Measurement Period: Calendar Year 2024)

Table 5 – MCO and ACO Performance Measures, Community Care Cooperative - Tufts Health Together MCO

Table Legend:

¹ ACO/MCO median includes the 17 ACOs and 2 MCOs in Table 5 and Table 6.

² A lower score represents better performance.

* ↑ represents Median Performance Better Than Benchmark; ↓ represents Median Performance Worse Than Benchmark

Table 5a: HEDIS Measures

Measure Code	Measure Name	C3	FH 365	FH ATRIUS	FH BERK	HNE	MGB	REVERE	THP CHA	THP UMMS	THP MCO	ACO/MCO Median ¹	Nat'l Medicaid 75 th Percentile*	Nat'l Medicaid 90 th Percentile*
AMR	Asthma Medication Ratio	59.2%	60.9%	0.0%	50.4%	57.0%	53.9%	57.4%	48.6%	40.0%	52.9%	57.4%	↓	↓
CDF	Screening for Depression and Follow-up Plan	56.0%	54.0%	50.0%	28.5%	62.2%	71.2%	50.7%	55.2%	50.2%	NA	55.2%	NA	NA
CBP	Controlling High Blood Pressure	67.6%	77.7%	76.9%	70.4%	76.9%	71.3%	79.8%	69.7%	77.3%	62.6%	76.9%	↑	↑
CIS	Childhood Immunization Status (Combination 10)	45.7%	53.5%	45.8%	34.3%	43.1%	47.2%	40.1%	45.7%	44.4%	28.2%	45.7%	↑	↑
DEV	Developmental Screening in the First 3 Years of Life	72.7%	89.8%	80.3%	83.0%	74.3%	66.7%	71.4%	69.2%	70.7%	61.0%	72.7%	NA	NA
FUA-7	Follow-Up After ED Visit for SUD - 7 Days (Total)	42.4%	35.2%	38.3%	42.3%	43.5%	40.4%	39.1%	46.8%	43.5%	43.5%	42.0%	↑	↑
FUH-7	Follow-Up After Hospitalization for Mental Illness - 7 Days (Total)	48.9%	52.3%	49.1%	42.2%	52.6%	50.5%	47.2%	56.5%	50.3%	48.9%	50.5%	↑	↓
FUM-7	Follow-Up After ED Visit for Mental Illness - 7 Days (Total)	71.4%	74.4%	77.3%	82.7%	76.1%	70.6%	72.7%	73.9%	75.4%	71.4%	72.0%	↑	↑
GSD > 9% ²	Glycemic Status Assessment for Patients with Diabetes - Poor Control (Over 9%)	30.4%	25.0%	14.5%	23.0%	29.0%	21.2%	32.6%	23.5%	23.2%	31.5%	24.7%	↑	↓
IET-E	Engagement of Substance Use Disorder Treatment (Total)	37.9%	12.1%	12.4%	25.4%	17.7%	14.6%	26.4%	13.9%	21.7%	21.9%	20.0%	↑	↓
IET-I	Initiation of Substance Use Disorder Treatment (Total)	62.1%	30.8%	34.5%	57.1%	52.9%	40.5%	52.5%	61.2%	56.6%	58.9%	52.9%	↑	↓

Measure Code	Measure Name	C3	FH 365	FH ATRIUS	FH BERK	HNE	MGB	REVERE	THP CHA	THP UMMS	THP MCO	ACO/MCO Median ₁	Nat'l Medicaid 75 th Percentile *	Nat'l Medicaid 90 th Percentile *
IMA	Immunizations for Adolescents (Combination 2)	57.9%	58.3%	55.9%	18.9%	60.0%	47.9%	35.8%	56.4%	37.4%	42.0%	51.4%	↑	↓
PPC-P	Prenatal and Postpartum Care - Postpartum Care	83.5%	83.3%	82.8%	92.2%	77.0%	85.2%	84.7%	94.9%	89.6%	83.0%	86.2%	↑	↓
PPC-T	Prenatal and Postpartum Care - Timeliness of Prenatal Care	91.2%	94.1%	93.5%	98.4%	91.9%	86.5%	90.8%	98.0%	94.8%	92.4%	93.7%	↑	↑

Table 5b: CG-CAHPS Measures

Measure Code	Measure Name	C3	FH 365	FH ATRIUS	FH BERK	HNE	MGB	REVERE	THP CHA	THP UMMS	THP MCO	ACO - MCO Score	Attainment	Goal
CG-CAHPS AD Communication	Adult: Overall Rating and Care Delivery: Communication	92.2%	93.4%	94.3%	94.9%	94.4%	94.5%	92.9%	93.8%	92.7%	93.2%	93.4%	↑	↑
CG-CAHPS AD Integration	Adult: Person-Centered Integrated Care: Integration of Care	83.3%	87.1%	87.2%	86.2%	86.3%	86.6%	84.8%	85.0%	83.3%	83.8%	86.3%	↑	↑
CG-CAHPS AD Knowledge	Adult: Person-Centered Integrated Care: Knowledge of Patient	84.9%	89.1%	89.4%	88.6%	87.7%	89.2%	87.0%	87.6%	88.0%	88.4%	87.8%	↑	↑
CG-CAHPS AD Willingness	Adult: Overall Rating and Care Delivery: Willingness to recommend	85.9%	90.2%	90.8%	90.0%	89.4%	89.0%	89.1%	89.3%	88.9%	88.6%	88.7%	↑	↓
CG-CAHPS CH Communication	Child: Overall Rating and Care Delivery: Communication	94.9%	97.0%	97.4%	96.0%	91.8%	97.1%	96.2%	97.1%	95.7%	95.8%	96.1%	↑	↑
CG-CAHPS CH Integration	Child: Person-Centered Integrated Care: Integration of Care	84.7%	89.9%	83.5%	84.9%	86.6%	85.6%	87.1%	84.7%	83.4%	82.7%	86.2%	↑	↓
CG-CAHPS CH Knowledge	Child: Person-Centered Integrated Care: Knowledge of Patient	88.0%	92.3%	89.7%	88.8%	87.2%	91.7%	90.0%	89.6%	89.5%	90.9%	90.1%	↑	↑
CG-CAHPS CH Willingness	Child: Overall Rating and Care Delivery: Willingness to recommend	89.9%	94.7%	92.2%	91.0%	87.8%	94.8%	93.3%	94.3%	91.8%	92.9%	92.5%	↑	↑

Table 6 – MCO and ACO Performance Measures, WellSense Community Alliance - WellSense Essential MCO

Table Legend:

¹ACO/MCO Median includes the 17 ACOs and 2 MCOs in Table 5 and Table 6.

* ↑ represents Median Performance Better Than Benchmark; ↓ represents Weighted Mean Performance Worse Than Benchmark

Table 6a: HEDIS Measures

Measure Code	Measure Name	WLS BACO	WLS BCH	WLS BILH	WLS CARE	WLS EBNHC	WLS MERCY	WLS SCOAST	WLS SIGN	WLS MCO	ACO/MCO Median ¹	Nat'l Medicaid 75th Percentile *	Nat'l Medicaid 90th Percentile *
AMR	Asthma Medication Ratio	62.6%	68.7%	57.9%	58.2%	83.7%	63.8%	55.5%	67.8%	55.0%	57.4%	↓	↓
CDF	Screening for Depression and Follow-up Plan	56.9%	67.1%	45.6%	55.5%	73.4%	31.8%	55.2%	65.5%	NA	55.2%	NA	NA
CBP	Controlling High Blood Pressure	76.9%	NA	77.6%	76.4%	77.9%	80.8%	76.2%	82.5%	60.8%	76.9%	↑	↑
CIS	Childhood Immunization Status (Combination 10)	49.9%	48.4%	45.8%	50.1%	56.9%	20.4%	43.6%	42.4%	31.4%	45.7%	↑	↑
DEV	Developmental Screening in the First 3 Years of Life	64.8%	87.7%	74.6%	78.3%	42.1%	39.6%	79.2%	73.2%	66.7%	72.7%	NA	NA
FUA-7	Follow-Up After ED Visit for SUD - 7 Days (Total)	42.4%	27.0%	39.0%	33.5%	45.0%	37.6%	42.0%	31.9%	44.1%	42.0%	↑	↑
FUH-7	Follow-Up After Hospitalization for Mental Illness - 7 Days (Total)	51.2%	55.2%	51.1%	43.2%	53.6%	44.1%	48.7%	61.1%	53.6%	50.5%	↑	↓
FUM-7	Follow-Up After ED Visit for Mental Illness - 7 Days (Total)	69.6%	55.2%	67.5%	43.2%	67.8%	83.1%	84.3%	68.6%	72.0%	72.0%	↑	↑
GSD > 9% ²	Glycemic Status Assessment for Patients with Diabetes - Poor Control (Over 9%)	24.3%	NA	16.1%	25.1%	23.1%	25.5%	25.8%	17.8%	29.5%	24.7%	↑	↓
IET-E	Engagement of Substance Use Disorder Treatment (Total)	20.8%	10.3%	16.6%	19.1%	21.6%	21.4%	19.2%	20.0%	22.7%	20.0%	↑	↓
IET-I	Initiation of Substance Use Disorder Treatment (Total)	56.3%	38.4%	46.5%	49.7%	62.3%	47.6%	46.1%	60.3%	57.4%	52.9%	↑	↓
IMA	Immunizations for Adolescents (Combination 2)	58.2%	61.1%	35.3%	51.1%	66.9%	46.1%	57.7%	51.4%	25.5%	51.4%	↑	↓
PPC-P	Prenatal and Postpartum Care - Postpartum Care	87.8%	86.2%	91.8%	93.7%	97.8%	83.2%	90.5%	93.1%	83.0%	86.2%	↑	↓
PPC-T	Prenatal and Postpartum Care - Timeliness of Prenatal Care	98.0%	87.5%	97.4%	95.6%	95.5%	93.5%	98.0%	93.1%	93.7%	93.7%	↑	↑

Table 6b: CG-CAHPS Measures

Measure Code	Measure Name	WLS BACO	WLS BCH	WLS BILH	WLS CARE	WLS EBNHC	WLS MERCY	WLS SCOAST	WLS SIGN	WLS MCO	ACO - MCO Score	Attainment	Goal
CG-CAHPS AD Communication	Adult: Overall Rating and Care Delivery: Communication	92.8%	96.3%	93.3%	93.4%	96.4%	89.4%	93.7%	93.6%	92.0%	93.4%	↑	↑
CG-CAHPS AD Integration	Adult: Person-Centered Integrated Care: Integration of Care	85.8%	89.0%	86.2%	85.0%	85.7%	82.6%	86.5%	86.2%	81.7%	86.3%	↑	↑
CG-CAHPS AD Knowledge	Adult: Person-Centered Integrated Care: Knowledge of Patient	87.5%	90.6%	88.3%	87.6%	91.4%	83.2%	88.0%	87.6%	85.7%	87.8%	↑	↑
CG-CAHPS AD Willingness	Adult: Overall Rating and Care Delivery: Willingness to recommend	88.0%	92.2%	88.7%	88.1%	90.9%	84.1%	89.0%	90.7%	85.4%	88.7%	↑	↓
CG-CAHPS CH Communication	Child: Overall Rating and Care Delivery: Communication	97.3%	96.3%	95.8%	96.0%	97.6%	95.9%	96.8%	90.7%	96.8%	96.1%	↑	↑
CG-CAHPS CH Integration	Child: Person-Centered Integrated Care: Integration of Care	82.4%	88.0%	81.8%	85.5%	83.1%	89.0%	85.4%	81.7%	79.9%	86.2%	↑	↓
CG-CAHPS CH Knowledge	Child: Person-Centered Integrated Care: Knowledge of Patient	91.3%	91.3%	90.1%	89.7%	90.8%	88.0%	92.6%	86.3%	92.2%	90.1%	↑	↑
CG-CAHPS CH Willingness	Child: Overall Rating and Care Delivery: Willingness to recommend	93.1%	94.0%	92.0%	92.5%	92.2%	89.7%	94.7%	84.6%	94.0%	92.5%	↑	↑

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 Median rates for CBP, CIS, FUA (7 day) and FUM (7 day) and PPC-T are above the Medicaid 90th percentile.
- The Median rates for IET (both cohorts), IMA, FUH (7 day) GSD>9, and PPC-P are above the Medicaid 75th percentile but below the Medicaid 90th percentile.
- The Median rate for AMR is below the Medicaid 75th percentile.
- The overall ACO-MCO score for all CG-CAHPS measures were above the Attainment thresholds set by EHS.
- Three of the four overall Adult ACO-MCO CG-CAHPS scores (AD-Communication, AD-Integration, and AD-Knowledge) were above the goal threshold. Only AD-Willingness to Recommend did not meet the goal threshold.
- Three of the four overall Child ACO-MCO CG-CAHPS scores (CH-Communication, CH-Knowledge, and CH-Willingness to Recommend) were above the Goal threshold set by EHS. Only CH-Integration did not meet the goal threshold.