



Performance Assessment Methodology Manual for the MassHealth MCO Quality and Equity Incentive Program (MQEIP)

Performance Years 3-5 (Calendar Years 2025-2027)

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MassHealth will hold each MCO individually accountable for its performance on the MCO Quality and Equity Incentive Program (MQEIP) performance measures, and will make incentive payments based on such performance. This document describes MassHealth’s MQEIP Performance Assessment Methodology (PAM) for Performance Years (PY) 3-5.

A. Individual Measure Scoring Approaches

MCO performance assessment will be based on a point scoring approach for each measure type across the MQEIP’s three domains. The maximum number of points that an MCO may attain for each measure is 10 points based on thresholds, goals, and, as applicable, improvement targets. Further, bonus points may be earned for select pay-for-performance measures. Bonus points will be applied to the respective measure domain score.

There are two types of performance status:

1. **Pay-for-reporting (P4R) measures.** P4R measures will be assessed on a complete/incomplete basis for which the MCOs that successfully submit timely, complete, and responsive information based on each measure’s technical specifications will earn 10 points for the measure. MCOs whose submissions were not timely, complete, and responsive will earn 0 points for the measure. In other words, an MCO will receive either 0 or 10 points for P4R measures; MassHealth will not award partial credit for P4R measures.
2. **Pay-for-performance (P4P) measures.** Each MCO may receive 0-10 points depending on each measure’s performance compared to set performance thresholds, goals, and/or improvement targets for the individual measures. If the measure performance goal is exceeded, bonus points (which are applied to domain score) may be earned for select P4P measures.

Table 1, below, lists the performance status by measure.

Table 1. PY3-5 MQEIP Measures & Performance Status

Measure	Measure Component(s)/ Sub-measures	PY3 2025	PY4 2026	PY5 2027
Race, Ethnicity, Language, Disability, Sexual Orientation, & Gender Identity (RELD SOGI) Data Completeness	1. Race 2. Ethnicity 3. Language 4. Disability 5. Sexual Orientation 6. Gender Identity	P4P	P4P	P4P
Health-Related Social Needs (HRSN) Screening	1. HRSN Screening Rate 2. HRSN Screen Positive Rate	P4P (HRSN Screening Rate)	P4P	P4P
	a. Food Insecurity b. Housing Instability c. Transportation Needs	P4R (Screen Positive Rate)	P4R	P4R

Measure	Measure Component(s)/ Sub-measures	PY3 2025	PY4 2026	PY5 2027
	d. Utility Difficulties			
Quality Performance Disparities Reduction	1. Quality Measure 1 2. Quality Measure 2 3. Quality Measure 3 (Measures to be selected by MassHealth and MCOs)	P4R	P4P	P4P
Meaningful Access to Healthcare Services for Individuals with a Preferred Language Other than English (“Language Access”)	1. Language Access Self-Assessment Survey (PY2-PY3 only) 2. Addressing Language Access Needs	P4R (Language Access Self-Assessment Survey) P4P (Addressing Language Access Needs)	P4P	P4P
Disability Competent Care	1. Staff Training Rate	P4P	P4P	P4P
Disability Accommodation Needs	1. Member Experience Survey (MES) Accommodation Needs Screening Rate 2. Accommodation Needs Screening Rate 3. Accommodation Needs Documentation Rate	P4R	P4P	P4P
Achievement of External Standards for Health Equity	1. External Standards for Health Equity Report	P4P	P4R	P4R
Member Experience	1. CG-CAHPS Questions Related to Adult Communication (averaged to generate Composite 1) 2. CG-CAHPS Questions Related to Child Communication (averaged to generate Composite 2)	P4P	P4P	P4P

B. Performance Assessment Methodology

- i. RELDSOGI Data Completeness, HRSN Screening, Language Access, Disability Competent Care, Disability Accommodation Needs, and Member Experience: Communication, Courtesy, and Respect

a. Measure Assessment Overview and Scoring

As stated above, for P4R measures, the MCO may achieve 10 points for timely, complete, and responsive submissions, or 0 points for untimely, incomplete, or unresponsive submissions. For P4P measures, each MCO's performance on measures will be assessed based on meeting a minimum attainment threshold and towards meeting a performance goal to determine points. In addition to reaching the performance goal, submissions must be complete, timely, and responsive in order to earn the full 10 points. If the performance goal is not reached, partial credit may be earned (outlined below). Improvement points may also be earned by reaching improvement targets, whether the MCO reaches the attainment threshold or not. An MCO will earn 0 points if it does not complete the required submission(s).

For the measures listed in Table 2, three types of benchmarks have been established:

- 1. Attainment Threshold:** The threshold represents the minimum level of performance that must be attained on each individual measure to earn between 1-10 points.
- 2. Performance Goal:** The performance goal represents the level of performance on each individual measure an MCO 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 an MCO may earn improvement points. Improvement Targets are established by taking the difference between the attainment threshold and the PY5 performance goal divided by the number of program years (5 years):

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

The baseline period for improvement points is the first full year of complete data. The potential for improvement points takes effect the first year following the baseline year for the measure. Specifically:

- Effective beginning PY3, improvement points may be earned for RELDSOGI Data Completeness, Disability Competent Care, and Member Experience, and
- Effective beginning PY4, improvement points may be earned for HRSN Screening, Language Access, and Disability Accommodation Needs.

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 the improvement points were earned).

4. Interaction of Attainment Threshold, Performance Goal, and Improvement Threshold

In PY3-5, if MCOs do not reach performance goal(s), they may earn partial credit by the following opportunities:

a. If attainment threshold is met:

- attainment points will be earned, which is calculated as: % of PY Performance Goal * 10;
- and if improvement target is also met, 7 improvement points will be earned in addition to attainment points. The maximum number of points an MCO can earn on a measure is capped at 10 points.

OR

b. If attainment threshold is not met but improvement target is met, 7 improvement points will be earned.

OR

c. If both attainment threshold and improvement target are not met, partial improvement points proportional to the improvement target may be earned [see Example 1 in Appendix B: Scoring Examples].

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 the improvement target is met (e.g., cumulatively over multiple performance periods), the full 7 points are earned in the performance period in which the improvement target is attained.

In PY5 only, if attainment threshold is met, MCOs who improve but do not reach the improvement target may earn partial improvement points. These points are proportional to the improvement target, with the maximum points available being the difference between the MCO's measure score and 10. To illustrate the application of partial improvement points in PY5, see Example 2 in Appendix B: Scoring Examples.

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

Measure performance rates achieved by the MCOs will be rounded to the nearest whole number. For example, an ethnicity data completeness rate of 74.3% will be rounded to 74%, and an ethnicity data completeness rate of 74.5% will be rounded to 75%. This rule will apply to all rounding for the MQEIP PAM.

Table 2, below, details the attainment thresholds, performance goals, and improvement targets for select P4P measures. Table 3 summarizes each measure's sub-measure and component weights.

b. *Member Experience: Communication, Courtesy, and Respect*

The member experience measure utilizes the same attainment threshold, performance goal, and improvement target as above with the following modifications:

1. The improvement target is a 0.01 improvement for each MCO composite score (adult communication and child communication).

Table 2. PY3-5 Benchmarks by Measure

Measure	Attainment Threshold	Performance Goal	Performance Goal	Performance Goal	Improvement Target	Bonus Points	Additional Measure Requirement
		PY3 (2025)	PY4 (2026)	PY5 (2027)			
RELDSOGI Data Completeness*							Entities must submit and pass mapping and verification tool for PAM to be applied; Failure to pass mapping and verification on a data element/ category will result in a 0 score for the applicable sub-measure(s).
	R: 40% E: 40% L: 15% D: 15% SO: 15% GI: 15%	R: 80% E: 80% L: 30% D: 30% SO: 30% GI: 30%	R: 80% E: 80% L: 50% D: 50% SO: 50% GI: 50%	R: 80% E: 80% L: 80% D: 80% SO: 80% GI: 80%	R: 8% E: 8% L: 13% D: 13% SO: 13% GI: 13%	+1 point if exceed goal on any 3 of 6 sub-measures; +2 points if exceed goal on all sub-measures	In PY5 Date Updated and/or Date Verified must be submitted in the Member Data Monthly Submission File for each data element, but will

Measure	Attainment Threshold	Performance Goal	Performance Goal	Performance Goal	Improvement Target	Bonus Points	Additional Measure Requirement
							not be used for data completeness calculations.
HRSN Screening	10%	30%	45%	60%	10% pts	+1 point if exceed PY performance goals	Entities will report Screen Positive rates, which will be P4R. Entities may be required to pass an audit of their data; failure to pass the audit will result in a 0 score for the P4P component of the measure and impact improvement point eligibility in the following year.
Language Access	25%	50% (Jul 1 – Dec 31, 2025)	75%	85%	12% pts	+1 point if exceed PY perform	Entities must submit Language Access Self-Assessment Survey

Measure	Attainment Threshold	Performance Goal	Performance Goal	Performance Goal	Improvement Target	Bonus Points	Additional Measure Requirement
						ance goals	(PY3: P4R; PY4 & 5: N/A). Entities may be required to pass an audit of their data; failure to pass the audit will result in a 0 score for the P4P component of the measure and impact improvement point eligibility in the following year.
Disability Competent Care	10%	20%	35%	50%	8% pts	+1 point if exceed PY performance goal	N/A
Disability Accommodation Needs*	Rate 1: 25% Rate 2: 25% MES Rate 1: 10%	Rate 1: N/A Rate 2: N/A MES Rate 1: N/A	Rate 1: 45% Rate 2: 50% MES Rate 1: 25%	Rate 1: 65% Rate 2: 75% MES Rate 1: 35%	Rate 1: 8% pts Rate 2: 10% pts MES Rate 1: 5% 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	Attainment Threshold	Performance Goal	Performance Goal	Performance Goal	Improvement Target	Bonus Points	Additional Measure Requirement
						(Rate 1, Rate 2, and MES Rate 1)	P4P component (Rate 1 and Rate 2 only) of the measure and impact improvement point eligibility in the following year.
Member Experience: Communication, Courtesy, and Respect	0.50 (for each sub-measure)	Composite 1: 0.92 Composite 2: 0.92	Composite 1: 0.92 Composite 2: 0.92	Composite 1: 0.92 Composite 2: 0.92	Composite 1: 0.01 improvement in composite score Composite 2: 0.01 improvement in composite score	N/A	N/A

* R=Race; E=Ethnicity; L=Language; D=Disability; SO=Sexual Orientation; GI=Gender Identity

*Rate 1: Disability Accommodation Needs Screening; Rate 2: Disability Accommodation Needs Documentation; MES (Member Experience Survey) Rate 1: MES Disability Accommodation Needs Screening; Note: MES Question Item: Accommodation Need Met (informational only, monitored at the statewide level).

Table 3. Measure Weights for Sub-measures (as applicable)

Measure	PY3 (2025)	PY4 (2026)	PY5 (2027)
RELD SOGI Data Completeness	<u>Sub-measure weights:</u> • Race (~16.7%) • Ethnicity (~16.7%)	<u>Sub-measure weights:</u> • Race (~16.7%) • Ethnicity (~16.7%)	<u>Sub-measure weights:</u> • Race (~16.7%) • Ethnicity (~16.7%)

Measure	PY3 (2025)	PY4 (2026)	PY5 (2027)
	<ul style="list-style-type: none"> Language [with two equal sub-components of written and spoken – averaged] (~16.7%) Disability [with 6 equal sub-components – averaged] (~16.7%) Sexual Orientation (~16.7%) Gender Identity (~16.7%) 	<ul style="list-style-type: none"> Language [with two equal sub-components of written and spoken – averaged] (~16.7%) Disability [with 6 equal sub-components – averaged] (~16.7%) Sexual Orientation (~16.7%) Gender Identity (~16.7%) 	<ul style="list-style-type: none"> Language [with two equal sub-components of written and spoken – averaged] (~16.7%) Disability [with 6 equal sub-components – averaged] (~16.7%) Sexual Orientation (~16.7%) Gender Identity (~16.7%)
HRSN Screening	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> HRSN Screening Rate (75%) HRSN Screen Positive Rate (25%) 	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> HRSN Screening Rate (75%) HRSN Screen Positive Rate (25%) 	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> HRSN Screening Rate (75%) HRSN Screen Positive Rate (25%)
Language Access	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> Language Access Self-Assessment Survey (25%) Provision of Interpreter Services (75%) 	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> Provision of Interpreter Services (100%) 	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> Provision of Interpreter Services (100%)
Disability Competent Care	N/A	N/A	N/A
Disability Accommodation Needs*	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> Rate 1 (50%) Rate 2 (50%) MES Rate 1 (0%) 	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> Rate 1 (25%) Rate 2 (25%) MES Rate 1 (50%) 	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> Rate 1 (25%) Rate 2 (25%) MES Rate 1 (50%)

Measure	PY3 (2025)	PY4 (2026)	PY5 (2027)
Member Experience: Communication, Courtesy & Respect	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> • Adult Composite (50%) • Child Composite (50%) 	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> • Adult Composite (50%) • Child Composite (50%) 	<u>Sub-measure weights:</u> <ul style="list-style-type: none"> • Adult Composite (50%) • Child Composite (50%)

*Rate 1: Disability Accommodation Needs Screening; Rate 2: Disability Accommodation Needs Documentation; MES (Member Experience Survey) Rate 1: MES Disability Accommodation Needs Screening

ii. Quality Performance Disparities Reduction

The PAM for this measure is dependent on the review and selection of quality measures. It is anticipated that the PAM for this measure will be shared in Summer 2025.

iii. Achievement of External Standards for Health Equity

The goal for this measure is for MCOs to demonstrate achievement of the National Committee for Quality Assurance's (NCQA) Health Equity Accreditation (HEA) Standards by the end of PY3. If the MCO does not demonstrate achievement of the HEA Standards by end of PY3 (e.g., in PY4 or PY5), MCOs may earn partial credit for progress towards HEA Standards. Details on points scoring for this measure in PY3-5 are listed below; PY4 and PY5 are reporting-only.

Points Scoring for Achievement of External Health Equity Standards in PY3:

- MCO demonstrates achievement of NCQA HEA Standards = **10 points**
OR
- MCO demonstrates progress towards NCQA HEA Standards = **7 points**
OR
- MCO does not demonstrate progress towards/achievement of the NCQA HEA Standards = **0 points**
OR
- MCO demonstrates achievement of NCQA HEA Standards in PY1 or PY2 = 10 points + **1 bonus point**

Points Scoring for Achievement of External Health Equity Standards in PY4-5:

- The MCO will earn 100% of the points attributed to this measure if it submits a timely, complete, and responsive "External Standards for Health Equity Report" indicating that its met performance requirements, i.e., maintenance of NCQA HEA Standards.
- The MCO will earn 0% of the points attributed to the measure if the "External Standards for Health Equity Report" submission is not timely, complete, and responsive.

C. Performance Measure, Domain, 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:

$$\text{Performance Measure Score} = \text{Points earned for each measure} / \text{Maximum number of points allowable for the measure.}$$

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

$$\text{Performance Measure Score} = \text{Sum of each (Sub-measure Score * Sub-measure Weighting)}.$$

If bonus points plus points earned for a measure exceed the maximum number of points for that measure, those additional points will be applied within the respective measure domain score.

ii. Domain Scoring

A domain score will be calculated by taking each performance measure score in the domain and calculating the sum of each performance measure score multiplied by its respective measure weight:

$$\text{Domain Score} = \text{Sum of each (Performance Measure Score * Performance Measure Weight)}$$

Table 4, below, specifies measure weights by performance year.

Table 4. PY 3-5 MQEIP Measure Weights

Domain*	Measure Name	Measure Weight (%) by Performance Year PY3 (2025)	Measure Weight (%) by Performance Year PY4 (2025)	Measure Weight (%) by Performance Year PY5 (2025)	Domain Weight (%)
DHRSN	Race, Ethnicity, Language, Disability, Sexual Orientation, & Gender Identity Data Completeness	10	15	15	25

	Health-Related Social Needs (HRSN) Screening	15	10	10	
EQA	Quality Performance Disparities Reduction	15	20	20	50
	Meaningful Access to Healthcare Services for Persons with a preferred language other than English	15	15	15	
	Disability Competent Care	10	5	5	
	Disability Accommodation Needs	10	10	10	
CC	Achievement of External Standards for Health Equity	15	10	10	25
	Member Experience: Communication, Courtesy and Respect	10	15	15	
TOTAL					100

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

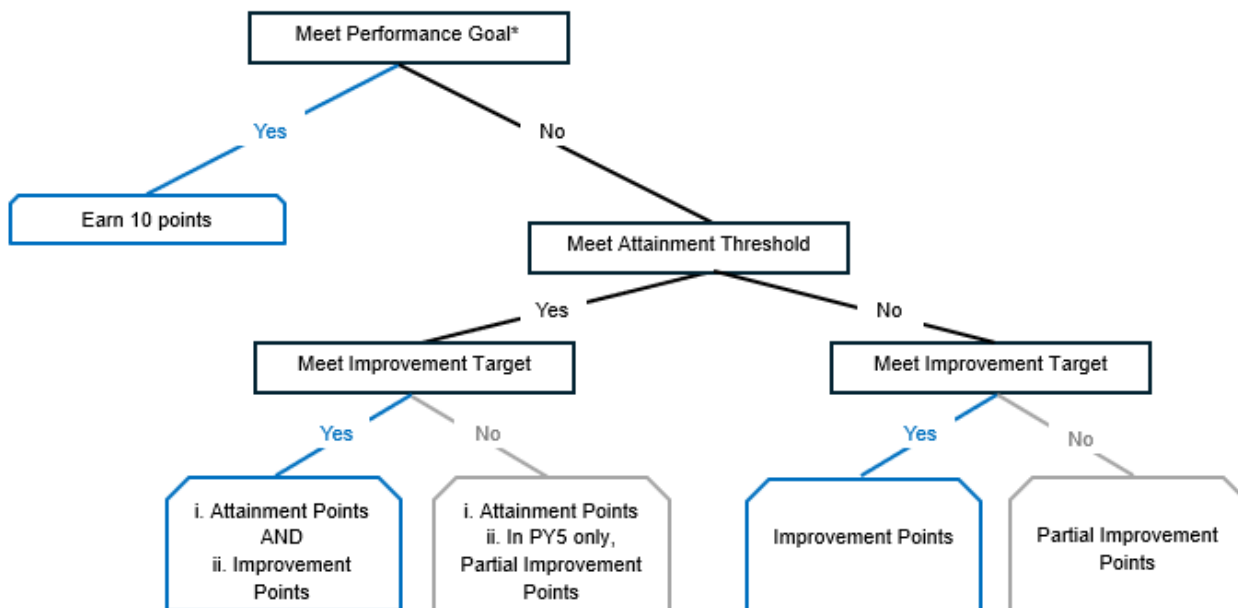
iii. Health Equity Scoring

A health equity score will be calculated by taking each domain score and calculating the sum of each domain score:

$$\text{Health Equity Score} = \text{Sum of each Domain Score}$$

The final Health Equity Score will be used to calculate the MCO's earned incentive payment and will not exceed 100%. The Health Equity Score will be rounded to the nearest hundredth. The final Health Equity Score will be used to calculate the MCO's earned incentive payment.

D. Appendix A: Performance Measure Score Point Flowchart



*If the MCO exceeds the Performance Goal, bonus point(s), as applicable to the measure, are added to the Domain Score

Attainment Points = % of PY Performance Goal * 10

Improvement Points = 7 points

Partial Improvement Points (proportion to improvement target) = (Current MCO PY rate – Previous MCO PY rate) / Improvement Target

E. Appendix B: Scoring Examples

Example 1. PY4 – Disability Competent Care: Not Meet Attainment Threshold and Not Meet Improvement Target

The MCO reported a 5% Training Rate in PY3 and an 8% Training Rate in PY4.

Disability Competent Care Measure Benchmarks:

Attainment Threshold	Performance Goal – PY3	Performance Goal – PY4	Improvement Target
10%	20%	35%	8%

Steps for Calculating Improvement Points

1. Partial improvement = (Current MCO PY rate – Previous MCO PY rate) / Improvement target = $(8\% - 5\%) / 8\% = 0.38$
2. Maximum eligible improvement points = 7 points
3. Improvement points = Eligible improvement * Partial improvement = $7 * 0.38 = 2.66$ points

Example 2. PY5 – Disability Competent Care: Meet Attainment Threshold and Not Meet Improvement Target

The MCO had a 32% Training Rate in PY4 and a 38% Training Rate in PY5.

Disability Competent Care Measure Benchmarks:

Attainment Threshold	Performance Goal – PY4	Performance Goal – PY5	Improvement Target
10%	35%	50%	8%

In this example, in PY5, the MCO's Disability Competent Care measure would be calculated as follows:

- Earned attainment points = % of Performance Goal * 10 = $(38 / 50) * 10 = 7.60$ points
- Maximum eligible improvement = Maximum measure points – Earned attainment points = $10.0 - 7.6 = 2.40$ points
- Partial improvement (proportion to improvement target) = (Current MCO PY rate – Previous MCO PY rate) / Improvement Target = $(38\% - 32\%) / 8\% = 0.75$
- Improvement points = Maximum eligible improvement * Partial improvement = $2.40 * 0.75 = 1.80$ points

Total PY5 Performance Measure Score = Attainment points + Improvement points = 7.60 + 1.80 = **9.40 points**

Example 3. PY3 – Achievement of External Standards for Health Equity

The MCO reported to MassHealth in PY3 that they were making progress towards the NCQA Health Equity Accreditation standards.

Steps for Health Equity Scoring

1. Measure Points	Measure points = 7 (Measure type: P4P) <u>Note:</u> Referencing Section B.iii. above, <i>demonstrates progress towards NCQA HEA Standards</i> = 7 points.
2. Performance Measure Score	Performance Measure Score = $\frac{7}{10} = 0.70$
3. Domain Score <u>Domain 3 Measure Weights</u> <ul style="list-style-type: none"> Achievement of Ext. Stds. for HE (15%) Member Experience (10%) 	<ul style="list-style-type: none"> <i>Achievement of Ext. Stds. for HE = $(0.7 * 0.15) * 100 = 10.50$</i> Member Experience = $(1 * 0.1) * 100 = 10.00$ Domain 3 Score = 10.5 + 10 = 20.50
4. Health Equity Score	<ul style="list-style-type: none"> Domain 1 Score = 20.00 Domain 2 Score = 46.00 <i>Domain 3 Score = 20.50</i> Health Equity Score = 20 + 46 + 20.5 = 86.50

Example 4. PY4 – Health-Related Social Needs (HRSN) Screening

The MCO reported to MassHealth in PY3 and PY4:

Component 1 - PY3	Component 2 - PY3	Component 1 - PY4	Component 2 - PY4
41%	Data submitted	50%	Data submitted

Benchmarks:

Component	Attainment Threshold	Performance Goal - PY4	Improvement Target	Bonus Point
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Component 1[±]	10%	45%	10% pts	+1 point if exceed PY performance goal
Component 2*	N/A: P4R			

*Component 1: HRSN screening rate

*Component 2: HRSN screen positive rates

Steps for Health Equity Scoring

1. Measure Points	<p><i>Component 1</i></p> <ul style="list-style-type: none"> Exceeded Performance Goal in PY4 Sub-measure Score = 10.00 points <ul style="list-style-type: none"> 10 points for reaching Performance Goal 1 bonus point for exceeding Performance Goal (bonus point added during domain scoring) <p><i>Component 2</i></p> <ul style="list-style-type: none"> Sub-measure Score = 10.00 points <p><u>Component Weight</u></p> <p>→ $(10.00 \times 0.75) + (10.00 \times 0.25) = 10.00$</p> <p>Measure points = 10.00 points</p>
2. Performance Measure Score	<p>Performance Measure Score = $\frac{10}{10} = 1$</p>
3. Domain Score <u>Domain 1 Measure Weights</u> <ul style="list-style-type: none"> RELD SOGI Data Completeness (15%) HRSN Screening (10%) 	<p>RELD SOGI Data Completeness = $(0.87 \times 0.15) \times 100 = 13.05$ [Performance Measure Score = 0.87]</p> <p><i>HRSN Screening = $(1 \times 0.1) \times 100 = 10.00$</i></p> <p>Domain 1 Score = $13.05 + 10 + 1 \text{ bonus point} = 24.05$</p>
4. Health Equity Score	<p><i>Domain 1 Score = 24.05</i></p> <p>Domain 2 Score = 46.28</p> <p>Domain 3 Score = 19.37</p> <p>Health Equity Score = $24.05 + 46.28 + 19.37 = 89.70$</p>