

Louisiana Administrative Performance Measurement Set

Measure	Minimal Performance Standard
* % of PCP Practices that provide verified 24/7 phone access with ability to speak with a PCP Practice clinician (MD, DO, NP, PA, RN, LPN) within 30 minutes of member contact.	≥95%
* % of regular and expedited service authorization request processed in timeframes in the contract	≥95%
* % of pre-processed claims that take more than two (2) business days to submit to the FI	≤ 5%
* Rejected claims returned to provider with reason code within 15 days of receipt of claims submission	≥99%
* % of Call Center calls answered by a live person within 30 seconds	≥90% 95%
Call Center call average speed of answer	30 sec
Call Center call abandonment rate	≤ 5%
% of grievances received by the CCN including grievances received via telephone and resolved within the timeframe of the contract	≥95%

***Early Warning System Performance Measures**

Louisiana Performance Measurement Set for Adult/Pediatric Networks

Incentive Based Measures

ACCESS AND AVAILABILITY OF CARE	EFFECTIVENESS OF CARE		USE OF SERVICES
<p>\$\$ Adults' Access to Preventive/ Ambulatory Health Services</p> <p>** HEDIS</p>	<p>\$\$ Comprehensive Diabetes Care HgbA1C</p> <p>**HEDIS</p>	<p>\$\$ Chlamydia Screening in Women</p> <p>**HEDIS/CHIPRA</p>	<p>\$\$ Well-Child Visits in the Third, Fourth, Fifth and Sixth of Life</p> <p>**HEDIS/CHIPRA</p>
			<p>\$\$ Adolescent Well-Care Visits</p> <p>**HEDIS/CHIPRA</p>

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Level I Measures

ACCESS AND AVAILABILITY OF CARE	EFFECTIVENESS OF CARE		PREVENTION QUALITY INDICATORS	USE OF SERVICES
<p>Children and Adolescents Access to PCP</p> <p>** HEDIS/CHIPRA</p>	<p>Childhood Immunization Status</p> <p>**HEDIS/CHIPRA</p>	<p>Weight Assessment and Counseling for Nutrition and Physical Activity in Children/Adolescents</p> <p>**HEDIS/CHIPRA</p>	<p>Adult Asthma Admission Rate</p> <p>**AHRQ</p>	<p>Well-Child Visits in the First 15 Months of Life</p> <p>**HEDIS/CHIPRA</p>
<p>Prenatal and Postpartum Care (Timeliness of Prenatal Care and Postpartum Care)</p> <p>**HEDIS/CHIPRA</p>	<p>Immunizations for Adolescents</p> <p>**HEDIS/CHIPRA</p>	<p>Use of Medication for people with Asthma</p> <p>**HEDIS/CHIPRA</p>	<p>CHF Admission Rate</p> <p>**AHRQ</p>	<p>Ambulatory Care (ER Utilization)</p> <p>**HEDIS</p>
	<p>Cholesterol Management for Patients with cardiovascular conditions</p> <p>**HEDIS</p>	<p>Comprehensive Diabetes Care</p> <p>**HEDIS</p>	<p>Uncontrolled Diabetes Admission Rate</p> <p>**AHRQ</p>	
	<p>Cervical CA Screening</p> <p>**HEDIS</p>	<p>Breast CA Screening</p> <p>**HEDIS/CHIPRA</p>	<p>Plan All-Cause Readmissions</p> <p>** HEDIS-Adapted for Medicaid</p>	
	<p>EPSDT Screening Rate</p> <p>**CMS 416</p>			

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Level II Measures

Effectiveness of Care		Use of Services	Satisfaction and Outcomes
Follow-Up Care for Children Prescribed ADHD Medication <i>**HEDIS/CHIPRA</i>	Cesarean Rate for Low-Risk First Birth Women <i>**CHIPRA</i>	Emergency Utilization-Avg # of ED visits per member per reporting period <i>**CHIPRA</i>	CAHPS Health Plan Survey 4.0, Adult Version <i>**HEDIS</i>
Otitis Media Effusion <i>**CHIPRA</i>	Appropriate Testing for Children With Pharyngitis <i>**HEDIS/CHIPRA</i>	Annual # of asthma patients (1yr old) with 1 asthma related ER visit <i>**CHIPRA</i>	CAHPS Health Plan Survey 4.0, Child Version including Children With Chronic Conditions <i>**HEDIS/CHIPRA</i>
Controlling High Blood Pressure <i>**HEDIS</i>	% of Pregnant Women who are screened for tobacco usage and secondhand smoke exposure and are offered an appropriate and individualized intervention <i>** State</i>	Frequency of Ongoing Prenatal care <i>**HEDIS/CHIPRA</i>	Provider Satisfaction <i>**State</i>
Pediatric Central-Line Associated Bloodstream Infections <i>**CHIPRA</i>	Total number of eligible women who receive 17-OH progesterone during pregnancy, and % of preterm births at fewer than 37 weeks and fewer than 32 weeks in those recipients <i>** State</i>		
Percent of live births weighing less than 2,500 grams <i>**CHIPRA</i>			