

## 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%
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>

# Louisiana Performance Measurement Set for Adult/Pediatric Networks

(Continued)

## Level I Measures

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

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(Continued)

## Level II Measures

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