Managed Care Program Annual Report (MCPAR) for Pennsylvania: Office of Long Term Living - Community HealthChoices_2023-06-15 10:01:26

Due date	Last edited	Edited by	Status
Due date	**Last edited**	**Edited by**	**Status**
06/29/2023	06/27/2023	Amanda Cooney	In progress

Indicator	Response
Exclusion of CHIP from MCPAR Enrollees in separate CHIP programs funded under Title XXI should not be reported in the MCPAR. Please check this box if the state is unable to remove information about Separate CHIP enrollees from its reporting on this program.	Not Selected

Point of Contact

Find in the Excel Workbook
A_Program_Info

Number	Indicator	Response
A1	**State name**	Pennsylvania

Auto-populated from your account profile.

A2a	**Contact name**	Jennifer Hale
	First and last name of the contact person. States that do not wish to list a specific individual on the report are encouraged to use a department or program-wide email address that will allow anyone with questions to quickly reach someone who can provide answers.	
A2b	**Contact email address**	jehale@pa.gov
	Enter email address. Department or program-wide email addresses ok.	
A3a	**Submitter name**	Jennifer Hale
	CMS receives this data upon submission of this MCPAR report.	
A3b	**Submitter email address**	jehale@pa.gov
	CMS receives this data upon submission of this MCPAR report.	
A4	**Date of report submission**	06/22/2023
	CMS receives this date upon submission of this MCPAR report.	

Reporting Period

Find in the Excel Workbook
A_Program_Info

Number	Indicator	Response
A5a	**Reporting period start date**	01/01/2022
	Auto-populated from report dashboard.	
A5b	**Reporting period end date**	12/31/2022
	Auto-populated from report dashboard.	

A6	**Program name**	Office of Long Term Living - Community HealthChoices_2023-06-15 10:01:26
	Auto-populated from report dashboard.	

Add plans (A.7)

Enter the name of each plan that participates in the program for which the state is reporting data.

> ▦ Find in the Excel Workbook
> **A_Program_Info**

Indicator	Response
Plan name	AmeriHealth Caritas Pennsylvania SW
	Keystone First SE
	AmeriHealth Caritas Pennsylvania LC
	AmeriHealth Caritas Pennsylvania NE
	AmeriHealth Caritas Pennsylvania NW
	Pennsylvania Health & Wellness SW
	Pennsylvania Health & Wellness SE
	Pennsylvania Health & Wellness LC
	Pennsylvania Health & Wellness NE
	Pennsylvania Health & Wellness NW
	UPMC Community HealthChoices SW
	UPMC Community HealthChoices SE
	UPMC Community HealthChoices LC
	UPMC Community HealthChoices NE
	UPMC Community HealthChoices NW
	AmeriHealth Caritas Pennsylvania
	Pennsylvania Health & Wellness
	UPMC Community HealthChoices
	Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas

Add BSS entities (A.8)

Enter the names of Beneficiary Support System (BSS) entities that support enrollees in the program for which the state is reporting data. Learn more about BSS entities at [42 CFR 438.71](). See Glossary in Excel Workbook for the definition of BSS entities.

Examples of BSS entity types include a: State or Local Government Entity, Ombudsman Program, State Health Insurance Program (SHIP), Aging and Disability Resource Network (ADRN), Center for Indepedent Living (CIL), Legal Assistance Organization, Community-based Organization, Subcontractor, Enrollment Broker, Consultant, or Academic/Research Organization.

Find in the Excel Workbook
A_Program_Info

Indicator	Response
BSS entity name	Maximus
	PA Link to Community Care
	Pennsylvania Medicare Education and Decision Insight, PA MEDI
	Pennsylvania Health Law Project

Topic I. Program Characteristics and Enrollment

Find in the Excel Workbook
B_State

Number	Indicator	Response
BI.1	**Statewide Medicaid enrollment** Enter the total number of individuals enrolled in Medicaid as of the first day of the last month of the reporting year.	3,419,180

	Include all FFS and managed care enrollees, and count each person only once, regardless of the delivery system(s) in which they are enrolled.	
BI.2	**Statewide Medicaid managed care enrollment**	3,386,428
	Enter the total, unduplicated number of individuals enrolled in any type of Medicaid managed care as of the first day of the last month of the reporting year. Include enrollees in all programs, and count each person only once, even if they are enrolled in more than one managed care program or more than one managed care plan.	

Topic III. Encounter Data Report

📊 Find in the Excel Workbook
B_State

Number	Indicator	Response
BIII.1	**Data validation entity**	Other, specify – IPRO, Mercer, Gainwell/PROMISe, OLTL, OMAP (BDCM), MRC
	Select the state agency/division or contractor tasked with evaluating the validity of encounter data submitted by MCPs. Encounter data validation includes verifying the accuracy, completeness, timeliness, and/or consistency of encounter data records submitted to the state by Medicaid managed care plans. Validation steps may include pre-acceptance edits and post-acceptance analyses. See Glossary in Excel Workbook for more information.	

Topic X: Program Integrity

📊 Find in the Excel Workbook
B_State

Number	Indicator	Response
BX.1	**Payment risks between the state and plans** Describe service-specific or other focused PI activities that the state conducted during the past year in this managed care program. Examples include analyses focused on use of long-term services and supports (LTSS) or prescription drugs or activities that focused on specific payment issues to identify, address, and prevent fraud, waste or abuse. Consider data analytics, reviews of under/overutilization, and other activities.	The Department routinely conducts reviews of the MCO network providers to order to identify and mitigate fraud, waste, and abuse issues. Quarterly compliance meetings, quarterly compliance reports, and annual trainings serve to identify and address emerging trends, areas of concern, and determine where additional technical assistance may be needed. Focused PI activities occurred through the use of data analytics, evaluation of the Electronic Visit Verification system and medical record reviews. These focused activities identified overpayments/underpayments, quality of care issues and overprescribing concerns. Analysis and reviews of Federally Qualified Health Clinics, Home and Community Health agency staff, hospice services as well as various DME services served to identify vulnerabilities.
BX.2	**Contract standard for overpayments** Does the state allow plans to retain overpayments, require the return of overpayments, or has established a hybrid system? Select one.	State has established a hybrid system
BX.3	**Location of contract provision stating overpayment standard** Describe where the overpayment standard in the previous indicator is located in plan contracts, as required by 42 CFR 438.608(d)(1)(i).	Overpayment standards are located in multiple places throughout our Agreements. Overpayments are specifically discussed in both the Community HealthChoices Agreement at: Section V(O)(4)(d), Section V(O)(4)(e)(iii), Section V(O)(4)(I)(ii), Section V(O)(4)(p).
BX.4	**Description of overpayment contract standard** Briefly describe the overpayment standard (for example, details on whether the state allows plans to retain overpayments, requires the plans to return overpayments, or administers a hybrid system) selected in indicator B.X.2.	The CHC-MCO shall audit, review and investigate Providers within its network through prepayment and retrospective payment reviews. The CHC-MCO shall cost avoid or recover any overpayments directly from its Network Providers for audits, reviews or investigations conducted solely by the CHC-MCO or through Network Provider self-audits. The Department has the right to audit, review and investigate MA Providers within the CHC-MCO's network. Overpayment recoveries resulting from audits, reviews or investigations initiated by or on behalf of the Department, that are not part of mutually

		agreed upon joint investigation, will be recouped from the CHC-MCO.
BX.5	**State overpayment reporting monitoring** Describe how the state monitors plan performance in reporting overpayments to the state, e.g. does the state track compliance with this requirement and/or timeliness of reporting? The regulations at 438.604(a)(7), 608(a)(2) and 608(a)(3) require plan reporting to the state on various overpayment pieces (whether annually or promptly). This indicator is asking the state how it monitors that reporting.	BPI monitors the plans compliance with reporting overpayments to the state through routine analysis of the plans quarterly compliance reports. These reports serve to capture the number of referrals made, the overpayments identifies and the timeliness of these actions. Aberrancies will receive follow up actions.
BX.6	**Changes in beneficiary circumstances** Describe how the state ensures timely and accurate reconciliation of enrollment files between the state and plans to ensure appropriate payments for enrollees experiencing a change in status (e.g., incarcerated, deceased, switching plans).	Every month, DHS staff generate a capitation payment statistical record and eligibility report, which is used to generate the monthly capitation file. Exception reports are used to identify and address participant records that failed editing, were omitted, or duplicated. DHS generates files to identify participants with retroactive dates of death or with other ineligibility reasons to identify and recoup capitation payments issued in error due to eligibility changes. The file is compared to capitation payments to verify that the total capitation paid, member months and participant payment agree. DHS also generates files and manually verifies that capitation payments are made in accordance with the CMS approved actuarially sound rate methodology.
BX.7a	**Changes in provider circumstances: Monitoring plans** Does the state monitor whether plans report provider "for cause" terminations in a timely manner under 42 CFR 438.608(a)(4)? Select one.	Yes
BX.7b	**Changes in provider circumstances: Metrics** Does the state use a metric or indicator to assess plan reporting performance? Select one.	Yes

BX.7c	**Changes in provider circumstances: Describe metric** Describe the metric or indicator that the state uses.	Each "for cause" termination implemented by the MCO must also have an associated written referral directed to DHS. Additionally, "for cause" terminations are mandatory reporting requirements for the MCOs quarterly compliance reports.
BX.8a	**Federal database checks: Excluded person or entities** During the state's federal database checks, did the state find any person or entity excluded? Select one. Consistent with the requirements at 42 CFR 455.436 and 438.602, the State must confirm the identity and determine the exclusion status of the MCO, PIHP, PAHP, PCCM or PCCM entity, any subcontractor, as well as any person with an ownership or control interest, or who is an agent or managing employee of the MCO, PIHP, PAHP, PCCM or PCCM entity through routine checks of Federal databases.	No
BX.9a	**Website posting of 5 percent or more ownership control** Does the state post on its website the names of individuals and entities with 5% or more ownership or control interest in MCOs, PIHPs, PAHPs, PCCMs and PCCM entities and subcontractors? Refer to §455.104 and required by 42 CFR 438.602(g)(3).	Yes
BX.9b	**Website posting of 5 percent or more ownership control: Link** What is the link to the website? Refer to 42 CFR 602(g)(3).	https://www.dhs.pa.gov/HealthChoices/Pages/Managed-Care-Quality-Strategy.aspx

BX.10	**Periodic audits**	https://www.dhs.pa.gov/HealthChoices/HC-Services/Pages/CHC-Publications.aspx
	If the state conducted any audits during the contract year to determine the accuracy, truthfulness, and completeness of the encounter and financial data submitted by the plans, what is the link(s) to the audit results? Refer to 42 CFR 438.602(e).	

Topic I: Program Characteristics

Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1I.1	**Program contract**	"2022 Community Healthchoices Agreement"
	Enter the title of the contract between the state and plans participating in the managed care program.	
N/A	Enter the date of the contract between the state and plans participating in the managed care program.	01/01/2022
C1I.2	**Contract URL**	https://www.dhs.pa.gov/HealthChoices/HC-Providers/Documents/2022%20CHC%20Agreement.pdf
	Provide the hyperlink to the model contract or landing page for executed contracts for the program reported in this program.	
C1I.3	**Program type**	Managed Care Organization (MCO)
	What is the type of MCPs that contract with the state to provide the services covered under the program? Select one.	

C1I.4a	**Special program benefits**	Long-term services and supports (LTSS)
	Are any of the four special benefit types covered by the managed care program: (1) behavioral health, (2) long-term services and supports, (3) dental, and (4) transportation, or (5) none of the above? Select one or more. Only list the benefit type if it is a covered service as specified in a contract between the state and managed care plans participating in the program. Benefits available to eligible program enrollees via fee-for-service should not be listed here.	
C1I.4b	**Variation in special benefits**	N/A
	What are any variations in the availability of special benefits within the program (e.g. by service area or population)? Enter "N/A" if not applicable.	
C1I.5	**Program enrollment**	410,930
	Enter the total number of individuals enrolled in the managed care program as of the first day of the last month of the reporting year.	
C1I.6	**Changes to enrollment or benefits**	No major changes in enrolled populations and benefits in 2022
	Briefly explain any major changes to the population enrolled in or benefits provided by the managed care program during the reporting year.	

Topic III: Encounter Data Report

Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1III.1	**Uses of encounter data** For what purposes does the state use encounter data collected from managed care plans (MCPs)? Select one or more. Federal regulations require that states, through their contracts with MCPs, collect and maintain sufficient enrollee encounter data to identify the provider who delivers any item(s) or service(s) to enrollees (42 CFR 438.242(c)(1)).	Rate setting Quality/performance measurement Monitoring and reporting Contract oversight Program integrity Policy making and decision support Other, specify – Data reporting (e.g., diagnosis level information and service utilization, special payment calculations, risk mitigation settlements)
C1III.2	**Criteria/measures to evaluate MCP performance** What types of measures are used by the state to evaluate managed care plan performance in encounter data submission and correction? Select one or more. Federal regulations also require that states validate that submitted enrollee encounter data they receive is a complete and accurate representation of the services provided to enrollees under the contract between the state and the MCO, PIHP, or PAHP. 42 CFR 438.242(d).	Timeliness of initial data submissions Timeliness of data corrections Timeliness of data certifications Use of correct file formats Provider ID field complete Overall data accuracy (as determined through data validation)
C1III.3	**Encounter data performance criteria contract language** Provide reference(s) to the contract section(s) that describe the criteria by which managed care plan performance on encounter data submission and correction will be measured. Use contract section references, not page numbers.	No barriers were identified in collecting and validating the data.
C1III.4	**Financial penalties contract language** Provide reference(s) to the contract section(s) that describes any financial penalties the state may impose	Exhibit X

Number	Indicator	Response
	on plans for the types of failures to meet encounter data submission and quality standards. Use contract section references, not page numbers.	
C1III.5	**Incentives for encounter data quality** Describe the types of incentives that may be awarded to managed care plans for encounter data quality. Reply with "N/A" if the plan does not use incentives to award encounter data quality.	No direct incentive, but because encounter data is used for risk mitigation and value based payments, the MCOs have an indirect incentive to provide accurate encounter data
C1III.6	**Barriers to collecting/validating encounter data** Describe any barriers to collecting and/or validating managed care plan encounter data that the state has experienced during the reporting period.	No barriers were identified in collecting and validating the data.

Topic IV. Appeals, State Fair Hearings & Grievances

Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1IV.1	**State's definition of "critical incident," as used for reporting purposes in its MLTSS program** If this report is being completed for a managed care program that covers LTSS, what is the definition that the state uses for "critical incidents" within the managed care program? Respond with "N/A" if the managed care program does not cover LTSS.	'Exhibit W(1)-D - An occurrence of an event that jeopardizes the participant's health or welfare. The following are critical incidents: 1. Death (other than by natural causes); 2. Serious injury that results in emergency room visits, hospitalizations, or death; 3. Hospitalization except in certain cases, such as hospital stays that were planned in advance; 4. Provider or staff misconduct, including deliberate, willful, unlawful, or dishonest activities; 5. Abuse, which includes the infliction of injury, unreasonable confinement, intimidation, punishment, mental anguish, or sexual abuse of a participant. Types of abuse include, but are not necessarily limited to: 6. Physical abuse, defined as a physical act by an individual that may cause physical injury to a participant; 7. Psychological abuse, defined as an act, other than verbal, that may inflict emotional harm,

invoke fear, or humiliate, intimidate, degrade or demean a participant; 8. Sexual abuse, defined as an act or attempted act, such as rape, incest, sexual molestation, sexual exploitation, or sexual harassment and/or inappropriate or unwanted touching of a participant; and 9. Verbal abuse, defined as using words to threaten, coerce, intimidate, degrade, demean, harass, or humiliate a participant; 10. Neglect, which includes the failure to provide a participant the reasonable care that he/she requires, including, but not limited to, food, clothing, shelter, medical care, personal hygiene, and protection from harm. Seclusion, which is the involuntary confinement of an individual alone in a room or an area from which the individual is physically prevented from having contact with others or leaving, is a form of neglect; 11. Exploitation, which includes the act of depriving, defrauding, or otherwise obtaining the personal property from a participant in an unjust, or cruel manner, against one's will, or without one's consent, or knowledge for the benefit of self or others; 12. Restraint, which includes any physical, chemical or mechanical intervention that is used to control acute, episodic behavior that restricts the movement or function of the individual or a portion of the individual's body. Use of restraints and seclusion are both restrictive interventions, which are actions or procedures that limit an individual's movement, a person's access to other individuals, locations or activities, or restricts participant rights; 13. Service interruption, which includes any event that results in the participant's health and/or safety being at risk because of their inability to receive services. This includes involuntary termination by the provider agency, and failure of the participant's back-up plan. If these events occur, the provider agency must have a plan for temporary stabilization; and 14. Medication errors that result in hospitalization, an emergency room visit or other medical intervention. For the purposes of Critical Incident reporting an emergency room visit is defined as the use of a hospital emergency room. This includes situations that are clearly emergencies, such as a serious injury, life-threatening medical conditions, medication errors, as well as those when an individual is

directed to an emergency room in lieu of a visit to the PCP or as the result of a visit to the PCP. The use of an emergency room by an individual, in place of the physicians office, is not reportable. A serious injury is defined as an injury that: 1) causes a person severe pain; or 2) significantly impairs a persons physical or mental functioning, either temporarily or permanently.'

C1IV.2	**State definition of "timely" resolution for standard appeals** Provide the state's definition of timely resolution for standard appeals in the managed care program. Per 42 CFR §438.408(b)(2), states must establish a timeframe for timely resolution of standard appeals that is no longer than 30 calendar days from the day the MCO, PIHP or PAHP receives the appeal.	Exhibit G – B.1.p and C .1.r- The CHC-MCO must send a written notice of the Appeal (Pennsylvania Complaint or Grievance) decision, using the template supplied by the Department (Exhibit G - A.27) to the Participant, the Participant's representative, if the Participant has designated one in writing, service Provider, and prescribing Provider, if applicable, within thirty (30) days from the date the CHC-MCO received the Appeal (Pennsylvania Complaint or Grievance), unless the time frame for deciding the Appeal (Pennsylvania Complaint or Grievance) has been extended by up to fourteen (14) days at the request of the Participant.
C1IV.3	**State definition of "timely" resolution for expedited appeals** Provide the state's definition of timely resolution for expedited appeals in the managed care program. Per 42 CFR §438.408(b)(3), states must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal.	Exhibit G – B.4.h and C.3.k- The CHC-MCO must issue the decision resulting from the expedited appeal (Pennsylvania Complaint or Grievance) in person or by phone to the Participant, the Participant's representative, if the Participant has designated one in writing, service Provider, and prescribing Provider, if applicable, within either 48 hours of receiving the Provider's certification or within seventy-two (72) hours of receiving the Member's request for an expedited review, whichever is shorter, unless the time frame for deciding the expedited review has been extended by up to fourteen (14) days at the request of the Participant. In addition, the CHC-MCO must mail written notice of the decision to the Participant, the Participant's representative, if the Participant has designated one in writing, service Provider, and prescribing Provider, if applicable, within two (2) business days of the decision, using the template supplied by the Department (Exhibit G - A.27).
C1IV.4	**State definition of "timely" resolution for grievances**	Exhibit G – B.1.p - The CHC-MCO must send a written notice of the grievance (Pennsylvania complaint) decision, using the template

Provide the state's definition of timely resolution for grievances in the managed care program. Per 42 CFR §438.408(b)(1), states must establish a timeframe for timely resolution of grievances that is no longer than 90 calendar days from the day the MCO, PIHP or PAHP receives the grievance.

supplied by the Department (Exhibit G - A.27) to the Participant, the Participant's representative, if the Participant has designated one in writing, service Provider, if applicable, and prescribing Provider, if applicable, within thirty (30) days from the date the CHC-MCO received the grievance (Pennsylvania Complaint), unless the time frame for deciding the Grievance (Pennsylvania Complaint) has been extended by up to fourteen (14) days at the request of the Participant.

Topic V. Availability, Accessibility and Network Adequacy

Network Adequacy

Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1V.1	**Gaps/challenges in network adequacy** What are the state's biggest challenges? Describe any challenges MCPs have maintaining adequate networks and meeting standards.	The following challenges were identified in the Community HealthChoices (CHC) program. The most significant challenge is the lack of available specialists and provider types in certain areas across the state. This challenge is most pronounced in rural counties – particularly those in the northern tier – where certain specialty provider types are not present. Network provider(s) may be located in contiguous counties, but travel time standards cannot be met due to the rural nature of the region. Several urban counties also experience gaps in certain provider specialties because available specialist are located in, or close to, concentrated population areas which create excessive drive times/distances for people living outside of the populated sections of the counties. Additionally, the industry-wide shortage of direct-care workers has challenged the CHC-MCOs in specific cases but has not been found to cause noncompliance for the entire Personal Assistant Services (PAS) network. A second challenge is the CHC-MCO's awareness of available providers. Analysis conducted by OLTL concluded that the CHC-MCOs were not aware of all available providers. More information is detailed in the response to C1.V.2 which includes OLTL's efforts to support

the CHC-MCOs. A third challenge is how the CHC-MCOs were reporting their networks to OLTL. The CHC-MCOs submit weekly updates of their networks to OLTL, but OLTL's analysis of these reports identified errors within the data. This concern was most apparent relative to measuring the FTE counts for PAS networks.

C1V.2	**State response to gaps in network adequacy** How does the state work with MCPs to address gaps in network adequacy?	OLTL has provided technical assistance to the CHC-MCOs in the form of data sharing. OLTL's analysis of the CHC-MCO's networks identified that the CHC-MCOs were not aware of all possible providers in a geographic area. OLTL analyzed the data available in the Medicaid Enterprise Monitoring Module (MEMM) to identify provider types enrolled in Medicaid and providers that are contracting with other CHC or physical health MCOs. OLTL shared these additional providers to all three CHC-MCOs. OLTL will continue to monitor the progression of contracting with these providers through monthly reporting by the CHC-MCOs. Data concerns were identified when reviewing the CHC-MCOs' weekly submissions of their provider networks and their GeoAccess /Gap Analysis reports. Again, OLTL provided technical assistance to the CHC-MCOs to ensure the data submitted was better reflective of their networks. For example, OLTL worked closely with the CHC-MCOs on their reporting of FTEs for PAS. One CHC-MCO experienced difficulty receiving the FTE data from their in-network PAS providers; as a result, the data sent to OLTL was not reflective of their network. OLTL worked with this MCO to identify other data sources to better reflect their PAS network. Lastly, all three of the CHC-MCOs needed additional guidance and oversight on how they reported their network adequacy data, as each MCO used standards that were inconsistent with those established by OLTL.

Topic V. Availability, Accessibility and Network Adequacy

Access Measures

Describe the measures the state uses to monitor availability, accessibility, and network adequacy. Report at the program level.

Revisions to the Medicaid managed care regulations in 2016 and 2020 built on existing requirements that managed care plans maintain provider networks sufficient to ensure adequate access to covered services by: (1) requiring states to develop quantitative network adequacy standards for at least eight specified provider types if covered under the contract, and to make these standards available online; (2) strengthening network adequacy monitoring requirements; and (3) addressing the needs of people with long-term care service needs (42 CFR 438.66; 42 CFR 438.68).

42 CFR 438.66(e) specifies that the MCPAR must provide information on and an assessment of the availability and accessibility of covered services within the MCO, PHIP, or PAHP contracts, including network adequacy standards for each managed care program.

> Find in the Excel Workbook
> **C2_Program_State**

Access measure total count: 21

✔ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

At least one hospital within the travel time limits (30 minutes Urban) and a second choice within the CHC zone. If the Medicare Network standards would require more Providers for any Provider type or Service Area, the CHC-MCO must meet the Medicare standards in its CHC-MCO.

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
Hospital	Urban	MLTSS and dual eligible not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

C2.V.1 General category: General quantitative availability and accessibility standard

Complete

C2.V.2 Measure standard

At least one hospital within the travel time limits (60 minutes Rural) and a second choice within the CHC zone. If the Medicare Network standards would require more Providers for any Provider type or Service Area, the CHC-MCO must meet the Medicare standards in its CHC-MCO.

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
Hospital	Rural	MLTSS and dual eligible not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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C2.V.1 General category: General quantitative availability and accessibility standard

Complete

C2.V.2 Measure standard

At least two appropriate PCPs with open panels whose offices are located within a travel time no greater than 60 minutes (Rural). If the Medicare Network standards would require more Providers for any Provider type or Service Area, the CHC-MCO must meet the Medicare standards in its CHC-MCO.

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
Primary care	Rural	MLTSS and dual eligible not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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✅ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

At least two appropriate PCPs with open panels whose offices are located within a travel time no greater than 30 minutes (Urban). If the Medicare Network standards would require more Providers for any Provider type or Service Area, the CHC-MCO must meet the Medicare standards in its CHC-MCO.

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
Primary care	Urban	MLTSS and dual eligible not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

---

✅ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

LTSS network adequacy requirements are based on the full-time equivalent (FTE) calculations developed by the Department.

C2.V.3 Standard type

Minimum number of network providers

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
LTSS-personal care assistant	Statewide	MLTSS

C2.V.7 Monitoring Methods

Geomapping, Review of grievances related to access

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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✅ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

The service must commence within seven (7) business days of the authorization, unless the Participant requests a longer timeframe for the services to start.

C2.V.3 Standard type

Appointment wait time

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
LTSS assistive technology	Statewide	MLTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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✅ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

Ensure at least two Providers for each LTSS Covered Service within the travel time limits (30 minutes Urban)

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
LTSS-adult day care	Urban	MLTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

✅ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

Ensure at least two Providers for each LTSS Covered Service within the travel time limits (60 minutes Rural)

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
LTSS-adult day care	Rural	MLTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

C2.V.1 General category: General quantitative availability and accessibility standard ✓ Complete

C2.V.2 Measure standard

Ensure at least two Providers for each LTSS Covered Service within the travel time limits (30 minutes Urban)

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
LTSS-SNF	Urban	MLTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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C2.V.1 General category: General quantitative availability and accessibility standard ✓ Complete

C2.V.2 Measure standard

Ensure at least two Providers for each LTSS Covered Service within the travel time limits (60 minutes Rural)

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
LTSS-SNF	Rural	MLTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

✓ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

For all specialty Provider types, the CHC-MCO must ensure a choice of two Providers who are accepting new patients within the travel time limits (30 minutes Urban)

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
Adult Specialist	Urban	MLTSS and dual eligibles not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

✓ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

For all specialty Provider types, the CHC-MCO must ensure a choice of two Providers who are accepting new patients within the travel time limits (60 minutes Rural)

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
Adult Specialist	Rural	

MLTSS and dual
eligibles not
receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to
access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of
Grievances Related to Access - As Occurs, Other - Standard Terms and
Conditions Reporting - Quarterly

✓ Complete

**C2.V.1 General category: General quantitative availability and
accessibility standard**

C2.V.2 Measure standard

For all specialty Provider types, the CHC-MCO must ensure a choice of two
Providers who are accepting new patients within the travel time limits (30
minutes Urban)

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
OB/GYN	Urban	MLTSS and dual eligibles not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to
access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of
Grievances Related to Access - As Occurs, Other - Standard Terms and
Conditions Reporting - Quarterly

✓ Complete

**C2.V.1 General category: General quantitative availability and
accessibility standard**

C2.V.2 Measure standard

For all specialty Provider types, the CHC-MCO must ensure a choice of two Providers who are accepting new patients within the travel time limits (60 minutes Rural)

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
OB/GYN	Rural	MLTSS and dual eligibles not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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✅ **Complete**

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

For all specialty Provider types, the CHC-MCO must ensure a choice of two Providers who are accepting new patients within the travel time limits (30 minutes Urban)

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
Pharmacy	Urban	MLTSS and dual eligibles not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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✅ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

For all specialty Provider types, the CHC-MCO must ensure a choice of two Providers who are accepting new patients within the travel time limits (60 minutes Rural)

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
Pharmacy	Rural	MLTSS and dual eligibles not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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✅ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

A choice of at least two dentists within the Provider Network with privileges or certificates to perform specialized dental procedures under general anesthesia or pay Out of Network

C2.V.3 Standard type

Minimum number of network providers

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
	Statewide	

Anesthesia for
Dental Care

MLTSS and dual
eligibles not
receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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✓ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

A choice of at least two rehabilitation facilities within the Provider Network, at least one of which must be located within this CHC zone.

C2.V.3 Standard type

Minimum number of network providers

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
Rehabilitation Facility	Statewide	MLTSS and dual eligibles not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Reporting

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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✓ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

The CHC-MCO must ensure access to Certified Nurse Midwives (CNMs), Certified Registered Nurse Practitioners (CRNPs) and other Providers. The CHC-MCO must demonstrate its attempts to contract in good faith with a sufficient number of CNMs, CRNPs and other Providers and maintain payment policies that reimburse CNMs, CRNPs and other Providers for all services provided within the scope of their practice and allow them to practice to the fullest extent of their education, training and licensing.

C2.V.3 Standard type

Service fulfillment

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
Certified Nurse Midwives, Certified Registered Nurse Practitioners, and other Health Care Providers	Statewide	MLTSS and dual eligibles not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Monitoring

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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✅ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

C2.V.2 Measure standard

The CHC-MCO must contract with a sufficient number of Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs) to ensure access to FQHC and RHC services, provided FQHC and RHC services are available, within a travel time of thirty (30) minutes. If the CHC-MCO's Primary care Network includes FQHCs and RHCs, these sites may be designated as PCP Sites. If a CHC-MCO cannot contract with a sufficient number of FQHCs and RHCs, the CHC-MCO must demonstrate in writing it has attempted to reasonably contract in good faith.

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**

Federally Qualified Health Centers and Rural Health Centers	Statewide	MLTSS and dual eligibles not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Monitoring

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

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✅ Complete

C2.V.1 General category: General quantitative availability and accessibility standard

21 / 21

C2.V.2 Measure standard

The CHC-MCO must contract with a sufficient number of Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs)to ensure access to FQHC and RHC services, provided FQHC and RHC services are available, within a travel time of sixty (60) minutes. If the CHC-MCO's Primary care Network includes FQHCs and RHCs, these sites may be designated as PCP Sites. If a CHC-MCO cannot contract with a sufficient number of FQHCs and RHCs, the CHC-MCO must demonstrate in writing it has attempted to reasonably contract in good faith.

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	**C2.V.5 Region**	**C2.V.6 Population**
Federally Qualified Health Centers and Rural Health Centers	Statewide	MLTSS and dual eligible not receiving LTSS

C2.V.7 Monitoring Methods

Geomapping, Plan provider roster review, Review of grievances related to access, Other - Standard Terms and Conditions Monitoring

C2.V.8 Frequency of oversight methods

Geomapping - Annual, Plan Provider Roster Review - As Needed, Review of Grievances Related to Access - As Occurs, Other - Standard Terms and Conditions Reporting - Quarterly

Topic IX: Beneficiary Support System (BSS)

Number	Indicator	Response
C1IX.1	**BSS website** List the website(s) and/or email address that beneficiaries use to seek assistance from the BSS through electronic means. Separate entries with commas.	Maximus: Website - https://paieb.com/en, Online contact form: https://paieb.com/en/online-contact-form PA Link to Community Care: Website - https://www.dhs.pa.gov/PA-Community-Care/Pages/Home.aspx, Email - carelink@pa.gov PA Medicare Education and Decision Insight: Website - https://www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx, Email addresses are found on each county's Area Agency on Aging website PA Health Law Project: Website - https://www.phlp.org/en/issues/long-term-services-and-supports, Email - staff@phlp.org
C1IX.2	**BSS auxiliary aids and services** How do BSS entities offer services in a manner that is accessible to all beneficiaries who need their services, including beneficiaries with disabilities, as required by 42 CFR 438.71(b)(2))? CFR 438.71 requires that the beneficiary support system be accessible in multiple ways including phone, Internet, in-person, and via auxiliary aids and services when requested.	All four BSS entities host an interactive website for individuals seeking or receiving long-term services and supports. All BSS entities host Help Lines that are available Monday through Friday during normal business hours; two of the Help Lines offer extended hours of operation (through 6:00 and 8:00 p.m.). Calls received after hours and on weekends are directed to voicemail and a return call is made the next business day. Calls are answered by live staff or volunteers who are trained to assist the caller with the following: • Maximus – facilitates the enrollment process for individuals seeking long-term services and supports (LTSS) and educates enrollees on LTSS, offers choice counseling, provides enrollees with choice of MCO, responds to questions about how CHC enrollment and benefits interrelate with Medicare coverage. • PA Link to Community Care – assists callers with accessing HCBS/LTSS resources in the community. • PA Medicare Education and Decision Insight (PA MEDI) – assists individuals understand Medicare eligibility and enrollment, Medicare benefits, and make informed choices about Medicare coverage options. • PA Health Law Project (PHLP) - assists individuals with understanding their rights; grievances, appeals, and fair hearings; and maintaining eligibility. Individuals

have the ability to email all BSS entities have the ability to email the entity either through an email or "Contact Us" link on their respective websites. In addition, all BSS entities provide language assistance services through bilingual staff or a language line, and materials in alternate formats, such as Braille, large print or audio formats. The BSS entities also utilize in-person visits when requested.

C1IX.3	**BSS LTSS program data** How do BSS entities assist the state with identifying, remediating, and resolving systemic issues based on a review of LTSS program data such as grievances and appeals or critical incident data? Refer to 42 CFR 438.71(d)(4).	OLTL receives quarterly data reports from each BSS entity detailing call volumes, as well as the types of call received and call outcomes. This data is reviewed quarterly to identify recurring issues, trends, and concerns, and have been used by OLTL to make changes to processes and procedures as well as identify performance concerns with contracted managed care plans and other vendors who support the program. OLTL also convenes biweekly meetings with PHLP to review participant concerns, trends for OLTL follow-up, and strategies for resolving systemic issues. Data received from PA Link to Community Care person-centered counseling assessments are analyzed, shared, and discussed on a quarterly basis with PA Link Partner Agencies to improve the quality of beneficiary outcomes and LTSS resources available.
C1IX.4	**State evaluation of BSS entity performance** What are steps taken by the state to evaluate the quality, effectiveness, and efficiency of the BSS entities' performance?	• OLTL receives a standard quarterly Operational Report from Maximus which outlines the seven key service level requirements as defined in Maximus' contract. This report serves to identify the number and percent of contractual obligations met by Maximus and areas of noncompliance. OLTL also uses the results from participant surveys to evaluate the timeliness, quality, and effectiveness of Maximus' interactions with participants. • Components of the PA Link ADRC program are performed at the local level as stated in the PA Department of Aging Program Directives 18-01-05 and 18-01-06. The PA Department of Aging (PDA) monitors the progress via reports of each local ADRC related to the program components, outcomes, and performance on a quarterly basis. • The PA MEDI program is operated at the local level through 52 Area Agencies on Aging, which are overseen and monitored by PDA. • PHLP submits quarterly reports, as required through

their grant agreement with the Department, which indicate the number of cases handled on a quarterly and year-to-date basis, the reason(s) for engagement, the level of service provided, and the results of representation. Any concerns are addressed with PHLP during the above-referenced biweekly meetings.

Topic X: Program Integrity

Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1X.3	**Prohibited affiliation disclosure** Did any plans disclose prohibited affiliations? If the state took action, enter those actions under D: Plan-level Indicators, Section VIII - Sanctions (Corresponds with Tab D3 in the Excel Workbook). Refer to 42 CFR 438.610(d).	No

Topic I. Program Characteristics & Enrollment

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1I.1	**Plan enrollment** What is the total number of individuals enrolled in each plan as of the first day of the last month of the reporting year?	**AmeriHealth Caritas Pennsylvania SW** 17124 **Keystone First SE** 97299 **AmeriHealth Caritas Pennsylvania LC** 35,600

AmeriHealth Caritas Pennsylvania NE

25144

AmeriHealth Caritas Pennsylvania NW

6771

Pennsylvania Health & Wellness SW

21,200

Pennsylvania Health & Wellness SE

30,672

Pennsylvania Health & Wellness LC

17,958

Pennsylvania Health & Wellness NE

13,624

Pennsylvania Health & Wellness NW

5,922

UPMC Community HealthChoices SW

50,717

UPMC Community HealthChoices SE

28619

UPMC Community HealthChoices LC

26,130

UPMC Community HealthChoices NE

16,192

UPMC Community HealthChoices NW

17,958

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1I.2	**Plan share of Medicaid**	

Plan share of Medicaid

What is the plan enrollment (within the specific program) as a percentage of the state's total Medicaid enrollment?
- Numerator: Plan enrollment (D1.I.1)
- Denominator: Statewide Medicaid enrollment (B.I.1)

AmeriHealth Caritas Pennsylvania SW

0.5008218344749326%

Keystone First SE

2.845682298094865%

AmeriHealth Caritas Pennsylvania LC

1.04%

AmeriHealth Caritas Pennsylvania NE

0.7353809977830942%

AmeriHealth Caritas Pennsylvania NW

0.19802993700243918%

Pennsylvania Health & Wellness SW

0.62%

Pennsylvania Health & Wellness SE

0.897057189150615%

Pennsylvania Health & Wellness LC

0.5252136477167041%

Pennsylvania Health & Wellness NE

0.39845810983920127%

Pennsylvania Health & Wellness NW

0.1731994220836575%

UPMC Community HealthChoices SW

1.4833088635286822%

UPMC Community HealthChoices SE

0.8370135529571417%

UPMC Community HealthChoices LC

0.764218321351903%

UPMC Community HealthChoices NE

0.47356383694336074%

UPMC Community HealthChoices NW

0.5252136477167041%

AmeriHealth Caritas Pennsylvania

N/A%

Pennsylvania Health & Wellness

N/A%

UPMC Community HealthChoices

N/A%

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A%

D1I.3	**Plan share of any Medicaid managed care**	**AmeriHealth Caritas Pennsylvania SW**
	What is the plan enrollment (regardless of program) as a percentage of total Medicaid enrollment in any type of managed care?	0.5056655567459282%
	• Numerator: Plan enrollment (D1.I.1)	**Keystone First SE**
		2.873204450234879%
	• Denominator: Statewide Medicaid managed care enrollment (B.I.2)	**AmeriHealth Caritas Pennsylvania LC**
		1.05125518688128%

AmeriHealth Caritas Pennsylvania NE

0.7424932701950255%

AmeriHealth Caritas Pennsylvania NW

0.1999451929880098%

Pennsylvania Health & Wellness SW

0.6260283697158185%

Pennsylvania Health & Wellness SE

0.9057331205624334%

Pennsylvania Health & Wellness LC

0.530293276573427%

Pennsylvania Health & Wellness NE

0.40231181646265624%

Pennsylvania Health & Wellness NW

0.1748745285592961%

UPMC Community HealthChoices SW

1.4976547559847722%

UPMC Community HealthChoices SE

0.8451087694762741%

UPMC Community HealthChoices LC

0.7716094953148273%

UPMC Community HealthChoices NE

0.4781439321904969%

UPMC Community HealthChoices NW

0.5302932765734278%

AmeriHealth Caritas Pennsylvania

N/A%

Pennsylvania Health & Wellness

N/A%

UPMC Community HealthChoices

N/A%

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A%

Topic II. Financial Performance

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1II.1a	**Medical Loss Ratio (MLR)** What is the MLR percentage? Per 42 CFR 438.66(e)(2)(i), the Managed Care Program Annual Report must provide information on the Financial performance of each MCO, PIHP, and PAHP, including MLR experience. If MLR data are not available for this reporting period due to data lags, enter the MLR calculated for the most recently available reporting period and indicate the reporting period in item D1.II.3 below. See Glossary in Excel Workbook for the regulatory definition of MLR.	**AmeriHealth Caritas Pennsylvania SW** N/A% **Keystone First SE** N/A% **AmeriHealth Caritas Pennsylvania LC** N/A% **AmeriHealth Caritas Pennsylvania NE** N/A% **AmeriHealth Caritas Pennsylvania NW** N/A% **Pennsylvania Health & Wellness SW** N/A% **Pennsylvania Health & Wellness SE** N/A%

Pennsylvania Health & Wellness LC

N/A%

Pennsylvania Health & Wellness NE

N/A%

Pennsylvania Health & Wellness NW

N/A%

UPMC Community HealthChoices SW

N/A%

UPMC Community HealthChoices SE

N/A%

UPMC Community HealthChoices LC

N/A%

UPMC Community HealthChoices NE

N/A%

UPMC Community HealthChoices NW

N/A%

AmeriHealth Caritas Pennsylvania

N/A%

Pennsylvania Health & Wellness

N/A%

UPMC Community HealthChoices

87.10%

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

91.60%

| D1II.1b | Level of aggregation | **AmeriHealth Caritas Pennsylvania SW** |

What is the aggregation level that best describes the MLR being reported in the previous indicator? Select one.
As permitted under 42 CFR 438.8(i), states are allowed to aggregate data for reporting purposes across programs and populations.

Program-specific statewide

Keystone First SE

Program-specific statewide

AmeriHealth Caritas Pennsylvania LC

Program-specific statewide

AmeriHealth Caritas Pennsylvania NE

Program-specific statewide

AmeriHealth Caritas Pennsylvania NW

Program-specific statewide

Pennsylvania Health & Wellness SW

Program-specific statewide

Pennsylvania Health & Wellness SE

Program-specific statewide

Pennsylvania Health & Wellness LC

Program-specific statewide

Pennsylvania Health & Wellness NE

Program-specific statewide

Pennsylvania Health & Wellness NW

Program-specific statewide

UPMC Community HealthChoices SW

Program-specific statewide

UPMC Community HealthChoices SE

Program-specific statewide

UPMC Community HealthChoices LC

Program-specific statewide

UPMC Community HealthChoices NE

Program-specific statewide

UPMC Community HealthChoices NW

Program-specific statewide

AmeriHealth Caritas Pennsylvania

Program-specific statewide

Pennsylvania Health & Wellness

Program-specific statewide

UPMC Community HealthChoices

Program-specific statewide

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

Program-specific statewide

D1II.2	**Population specific MLR description**	**AmeriHealth Caritas Pennsylvania SW**
	Does the state require plans to submit separate MLR calculations for specific populations served within this program, for example, MLTSS or Group VIII expansion enrollees? If so, describe the populations here. Enter "N/A" if not applicable. See glossary for the regulatory definition of MLR.	N/A

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

N/A

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1II.3   **MLR reporting period discrepancies**

Does the data reported in item D1.II.1a cover a different time period than the MCPAR report?

AmeriHealth Caritas Pennsylvania SW

Yes

Keystone First SE

Yes

AmeriHealth Caritas Pennsylvania LC

Yes

AmeriHealth Caritas Pennsylvania NE

Yes

AmeriHealth Caritas Pennsylvania NW

Yes

Pennsylvania Health & Wellness SW

Yes

Pennsylvania Health & Wellness SE

Yes

Pennsylvania Health & Wellness LC

Yes

Pennsylvania Health & Wellness NE

Yes

Pennsylvania Health & Wellness NW

Yes

UPMC Community HealthChoices SW

Yes

UPMC Community HealthChoices SE

Yes

UPMC Community HealthChoices LC

Yes

UPMC Community HealthChoices NE

Yes

UPMC Community HealthChoices NW

Yes

AmeriHealth Caritas Pennsylvania

Yes

Pennsylvania Health & Wellness

Yes

UPMC Community HealthChoices

Yes

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

Yes

N/A   Enter the start date.   **AmeriHealth Caritas Pennsylvania SW**

01/01/2021

Keystone First SE

01/01/2021

AmeriHealth Caritas Pennsylvania LC

01/01/2021

AmeriHealth Caritas Pennsylvania NE

01/01/2021

AmeriHealth Caritas Pennsylvania NW

01/01/2021

Pennsylvania Health & Wellness SW

01/01/2021

Pennsylvania Health & Wellness SE

01/01/2021

Pennsylvania Health & Wellness LC

01/01/2021

Pennsylvania Health & Wellness NE

01/01/2021

Pennsylvania Health & Wellness NW

01/01/2021

UPMC Community HealthChoices SW

01/01/2021

UPMC Community HealthChoices SE

01/01/2021

UPMC Community HealthChoices LC

01/01/2021

UPMC Community HealthChoices NE

01/01/2021

UPMC Community HealthChoices NW

01/01/2021

AmeriHealth Caritas Pennsylvania

01/01/2021

Pennsylvania Health & Wellness

01/01/2021

UPMC Community HealthChoices

01/01/2021

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

01/01/2021

N/A	Enter the end date.	**AmeriHealth Caritas Pennsylvania SW**
		12/31/2021
		Keystone First SE
		12/31/2021
		AmeriHealth Caritas Pennsylvania LC
		12/31/2021
		AmeriHealth Caritas Pennsylvania NE
		12/31/2021
		AmeriHealth Caritas Pennsylvania NW
		12/31/2021
		Pennsylvania Health & Wellness SW
		12/31/2021
		Pennsylvania Health & Wellness SE
		12/31/2021
		Pennsylvania Health & Wellness LC
		12/31/2021
		Pennsylvania Health & Wellness NE
		12/31/2021
		Pennsylvania Health & Wellness NW
		12/31/2021
		UPMC Community HealthChoices SW
		12/31/2021
		UPMC Community HealthChoices SE
		12/31/2021
		UPMC Community HealthChoices LC
		12/31/2021

UPMC Community HealthChoices NE

12/31/2021

UPMC Community HealthChoices NW

12/31/2021

AmeriHealth Caritas Pennsylvania

12/31/2021

Pennsylvania Health & Wellness

12/31/2021

UPMC Community HealthChoices

12/31/2021

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

12/31/2021

Topic III. Encounter Data

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1III.1	**Definition of timely encounter data submissions** Describe the state's standard for timely encounter data submissions used in this program. If reporting frequencies and standards differ by type of encounter within this program, please explain.	**AmeriHealth Caritas Pennsylvania SW** Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication **Keystone First SE**

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

AmeriHealth Caritas Pennsylvania LC

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

AmeriHealth Caritas Pennsylvania NE

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

AmeriHealth Caritas Pennsylvania NW

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following

the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

Pennsylvania Health & Wellness SW

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

Pennsylvania Health & Wellness SE

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

Pennsylvania Health & Wellness LC

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

Pennsylvania Health & Wellness NE

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

Pennsylvania Health & Wellness NW

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

UPMC Community HealthChoices SW

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

UPMC Community HealthChoices SE

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following

the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

UPMC Community HealthChoices LC

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

UPMC Community HealthChoices NE

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

UPMC Community HealthChoices NW

Exhibit X & VIII.B.1.b.ii (Encounter Submissions) With the exception of NCPDP Encounters, all CHC-MCO approved Encounters and specified CHC-MCO denied Encounters must be approved in the Department's MMIS by the last day of the third month following the month of initial CHC-MCO adjudication. NCPDP Encounters must be submitted and approved in the Department's MMIS within thirty (30) days following the CHC-MCO adjudication

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1III.2	**Share of encounter data submissions that met state's timely submission requirements**	**AmeriHealth Caritas Pennsylvania SW** 99.99%

What percent of the plan's encounter data file submissions (submitted during the reporting period) met state requirements for timely submission?
If the state has not yet received any encounter data file submissions for the entire contract period when it submits this report, the state should enter here the percentage of encounter data submissions that were compliant out of the file submissions it has received from the managed care plan for the reporting period.

Keystone First SE

100.00%

AmeriHealth Caritas Pennsylvania LC

100.00%

AmeriHealth Caritas Pennsylvania NE

100.00%

AmeriHealth Caritas Pennsylvania NW

100.00%

Pennsylvania Health & Wellness SW

99.82%

Pennsylvania Health & Wellness SE

99.89%

Pennsylvania Health & Wellness LC

99.86%

Pennsylvania Health & Wellness NE

99.86%

Pennsylvania Health & Wellness NW

99.82%

UPMC Community HealthChoices SW

99.99%

UPMC Community HealthChoices SE

99.99%

UPMC Community HealthChoices LC

99.99%

UPMC Community HealthChoices NE

99.99%

UPMC Community HealthChoices NW

99.99%

AmeriHealth Caritas Pennsylvania

N/A%

Pennsylvania Health & Wellness

N/A%

UPMC Community HealthChoices

N/A%

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A%

D1III.3	**Share of encounter data submissions that were HIPAA compliant**	**AmeriHealth Caritas Pennsylvania SW**
		99.82%
	What percent of the plan's encounter data submissions (submitted during the reporting period) met state requirements for HIPAA compliance? If the state has not yet received encounter data submissions for the entire contract period when	**Keystone First SE** 99.99% **AmeriHealth Caritas Pennsylvania LC**

it submits this report, enter here percentage of encounter data submissions that were compliant out of the proportion received from the managed care plan for the reporting period.

99.97%

AmeriHealth Caritas Pennsylvania NE

99.97%

AmeriHealth Caritas Pennsylvania NW

99.82%

Pennsylvania Health & Wellness SW

99.96%

Pennsylvania Health & Wellness SE

99.99%

Pennsylvania Health & Wellness LC

99.97%

Pennsylvania Health & Wellness NE

99.97%

Pennsylvania Health & Wellness NW

99.98%

UPMC Community HealthChoices SW

100.00%

UPMC Community HealthChoices SE

100.00%

UPMC Community HealthChoices LC

100.00%

UPMC Community HealthChoices NE

99.98%

UPMC Community HealthChoices NW

99.99%

AmeriHealth Caritas Pennsylvania

N/A%

Pennsylvania Health & Wellness

N/A%

UPMC Community HealthChoices

N/A%

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A%

Topic IV. Appeals, State Fair Hearings & Grievances

Appeals Overview

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.1	**Appeals resolved (at the plan level)** Enter the total number of appeals resolved as of the first day of the last month of the reporting year. An appeal is "resolved" at the plan level when the plan has issued a decision, regardless of whether the decision was wholly or partially favorable or adverse to the beneficiary, and regardless of whether the beneficiary (or the beneficiary's representative) chooses to file a request for a State Fair Hearing or External Medical Review.	**AmeriHealth Caritas Pennsylvania SW** 198 **Keystone First SE** 3400 **AmeriHealth Caritas Pennsylvania LC** 824 **AmeriHealth Caritas Pennsylvania NE** 451 **AmeriHealth Caritas Pennsylvania NW** 126 **Pennsylvania Health & Wellness SW** 241

Pennsylvania Health & Wellness SE

1213

Pennsylvania Health & Wellness LC

201

Pennsylvania Health & Wellness NE

96

Pennsylvania Health & Wellness NW

125

UPMC Community HealthChoices SW

373

UPMC Community HealthChoices SE

237

UPMC Community HealthChoices LC

392

UPMC Community HealthChoices NE

122

UPMC Community HealthChoices NW

246

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.2   **Active appeals**

Enter the total number of appeals still pending or in process (not yet resolved) as of the first day of the last month of the reporting year.

AmeriHealth Caritas Pennsylvania SW

232

Keystone First SE

3178

AmeriHealth Caritas Pennsylvania LC

800

AmeriHealth Caritas Pennsylvania NE

433

AmeriHealth Caritas Pennsylvania NW

104

Pennsylvania Health & Wellness SW

6

Pennsylvania Health & Wellness SE

34

Pennsylvania Health & Wellness LC

5

Pennsylvania Health & Wellness NE

8

Pennsylvania Health & Wellness NW

3

UPMC Community HealthChoices SW

536

UPMC Community HealthChoices SE

289

UPMC Community HealthChoices LC

702

UPMC Community HealthChoices NE

144

UPMC Community HealthChoices NW

280

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

| D1IV.3 | **Appeals filed on behalf of LTSS users**

Enter the total number of appeals filed during the reporting year by or on behalf of LTSS users. Enter "N/A" if not applicable.
An LTSS user is an enrollee who received at least one LTSS service at any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the appeal was filed). | **AmeriHealth Caritas Pennsylvania SW**

340

Keystone First SE

5371

AmeriHealth Caritas Pennsylvania LC

1292

AmeriHealth Caritas Pennsylvania NE

720

AmeriHealth Caritas Pennsylvania NW

181

Pennsylvania Health & Wellness SW

374 |

Pennsylvania Health & Wellness SE

1903

Pennsylvania Health & Wellness LC

298

Pennsylvania Health & Wellness NE

154

Pennsylvania Health & Wellness NW

205

UPMC Community HealthChoices SW

501

UPMC Community HealthChoices SE

298

UPMC Community HealthChoices LC

543

UPMC Community HealthChoices NE

153

UPMC Community HealthChoices NW

324

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.4	**Number of critical incidents filed during the reporting period by (or on behalf of) an LTSS user who previously filed an appeal**	

For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting period by (or on behalf of) LTSS users who previously filed appeals in the reporting year. If the managed care plan does not cover LTSS, enter "N/A".

Also, if the state already submitted this data for the reporting year via the CMS readiness review appeal and grievance report (because the managed care program or plan were new or serving new populations during the reporting year), and the readiness review tool was submitted for at least 6 months of the reporting year, enter "N/A".

The appeal and critical incident do not have to have been "related" to the same issue - they only need to have been filed by (or on behalf of) the same enrollee. Neither the critical incident nor the appeal need to have been filed in relation to delivery of LTSS — they may have been filed for any reason, related to any service received (or desired) by an LTSS user.

To calculate this number, states or managed care plans should first identify the LTSS users for whom critical incidents were filed during the reporting year, then determine whether those enrollees had filed an appeal during the reporting year, and whether the filing of the appeal preceded the filing of the critical incident.

AmeriHealth Caritas Pennsylvania SW

12

Keystone First SE

527

AmeriHealth Caritas Pennsylvania LC

44

AmeriHealth Caritas Pennsylvania NE

57

AmeriHealth Caritas Pennsylvania NW

6

Pennsylvania Health & Wellness SW

44

Pennsylvania Health & Wellness SE

160

Pennsylvania Health & Wellness LC

28

Pennsylvania Health & Wellness NE

39

Pennsylvania Health & Wellness NW

17

UPMC Community HealthChoices SW

437

UPMC Community HealthChoices SE

89

UPMC Community HealthChoices LC

103

UPMC Community HealthChoices NE

78

UPMC Community HealthChoices NW

117

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

| D1IV.5a | **Standard appeals for which timely resolution was provided**

Enter the total number of standard appeals for which timely resolution was provided by plan during the reporting period.
See 42 CFR §438.408(b)(2) for requirements related to timely resolution of standard appeals. | **AmeriHealth Caritas Pennsylvania SW**

197

Keystone First SE

3377

AmeriHealth Caritas Pennsylvania LC

818

AmeriHealth Caritas Pennsylvania NE

451

AmeriHealth Caritas Pennsylvania NW

126

Pennsylvania Health & Wellness SW

228 |

Pennsylvania Health & Wellness SE

1163

Pennsylvania Health & Wellness LC

187

Pennsylvania Health & Wellness NE

94

Pennsylvania Health & Wellness NW

119

UPMC Community HealthChoices SW

360

UPMC Community HealthChoices SE

230

UPMC Community HealthChoices LC

380

UPMC Community HealthChoices NE

119

UPMC Community HealthChoices NW

242

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.5b	**Expedited appeals for which timely resolution was provided**	**AmeriHealth Caritas Pennsylvania SW**
		0
	Enter the total number of expedited appeals for which timely resolution was provided by plan during the reporting period. See 42 CFR §438.408(b)(3) for requirements related to timely resolution of standard appeals.	**Keystone First SE**
		22
		AmeriHealth Caritas Pennsylvania LC
		2
		AmeriHealth Caritas Pennsylvania NE
		0
		AmeriHealth Caritas Pennsylvania NW
		0
		Pennsylvania Health & Wellness SW
		0
		Pennsylvania Health & Wellness SE
		3
		Pennsylvania Health & Wellness LC
		1
		Pennsylvania Health & Wellness NE
		2
		Pennsylvania Health & Wellness NW
		1
		UPMC Community HealthChoices SW
		21
		UPMC Community HealthChoices SE
		8
		UPMC Community HealthChoices LC

12

UPMC Community HealthChoices NE

2

UPMC Community HealthChoices NW

3

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.6a	**Resolved appeals related to denial of authorization or limited authorization of a service** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of authorization for a service not yet rendered or limited authorization of a service. (Appeals related to denial of payment for a service already rendered should be counted in indicator D1.IV.6c).	**AmeriHealth Caritas Pennsylvania SW** 73 **Keystone First SE** 1427 **AmeriHealth Caritas Pennsylvania LC** 313 **AmeriHealth Caritas Pennsylvania NE** 203 **AmeriHealth Caritas Pennsylvania NW** 52 **Pennsylvania Health & Wellness SW** 224

Pennsylvania Health & Wellness SE

1115

Pennsylvania Health & Wellness LC

178

Pennsylvania Health & Wellness NE

83

Pennsylvania Health & Wellness NW

115

UPMC Community HealthChoices SW

355

UPMC Community HealthChoices SE

202

UPMC Community HealthChoices LC

302

UPMC Community HealthChoices NE

120

UPMC Community HealthChoices NW

201

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

**Vista Healthcare DBA Keystone First and
Vista Healthcare DBA AmeriHealth Caritas
Pennsylvania**

N/A

| D1IV.6b | **Resolved appeals related to reduction, suspension, or termination of a previously authorized service**

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's reduction, suspension, or termination of a previously authorized service. | **AmeriHealth Caritas Pennsylvania SW**
82

Keystone First SE
1293

AmeriHealth Caritas Pennsylvania LC
378

AmeriHealth Caritas Pennsylvania NE
143

AmeriHealth Caritas Pennsylvania NW
40

Pennsylvania Health & Wellness SW
17

Pennsylvania Health & Wellness SE
72

Pennsylvania Health & Wellness LC
10

Pennsylvania Health & Wellness NE
3

Pennsylvania Health & Wellness NW
5

UPMC Community HealthChoices SW
85

UPMC Community HealthChoices SE
56

UPMC Community HealthChoices LC |

111

UPMC Community HealthChoices NE

10

UPMC Community HealthChoices NW

65

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

| D1IV.6c | **Resolved appeals related to payment denial** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial, in whole or in part, of payment for a service that was already rendered. | **AmeriHealth Caritas Pennsylvania SW**

1

Keystone First SE

16

AmeriHealth Caritas Pennsylvania LC

6

AmeriHealth Caritas Pennsylvania NE

6

AmeriHealth Caritas Pennsylvania NW

0

Pennsylvania Health & Wellness SW

0 |

Pennsylvania Health & Wellness SE

3

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

14

UPMC Community HealthChoices SE

13

UPMC Community HealthChoices LC

6

UPMC Community HealthChoices NE

1

UPMC Community HealthChoices NW

1

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.6d **Resolved appeals related to service timeliness**

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's failure to provide services in a timely manner (as defined by the state).

AmeriHealth Caritas Pennsylvania SW

1

Keystone First SE

12

AmeriHealth Caritas Pennsylvania LC

1

AmeriHealth Caritas Pennsylvania NE

0

AmeriHealth Caritas Pennsylvania NW

1

Pennsylvania Health & Wellness SW

6

Pennsylvania Health & Wellness SE

4

Pennsylvania Health & Wellness LC

2

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

3

UPMC Community HealthChoices SW

1

UPMC Community HealthChoices SE

2

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

| D1IV.6e | **Resolved appeals related to lack of timely plan response to an appeal or grievance**

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's failure to act within the timeframes provided at 42 CFR §438.408(b)(1) and (2) regarding the standard resolution of grievances and appeals. | **AmeriHealth Caritas Pennsylvania SW**

10

Keystone First SE

155

AmeriHealth Caritas Pennsylvania LC

23

AmeriHealth Caritas Pennsylvania NE

7

AmeriHealth Caritas Pennsylvania NW

8

Pennsylvania Health & Wellness SW

1 |

Pennsylvania Health & Wellness SE

0

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

0

UPMC Community HealthChoices SE

0

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.6f	**Resolved appeals related to plan denial of an enrollee's right to request out-of-network care**	**AmeriHealth Caritas Pennsylvania SW**
		N/A

D1IV.6f **Resolved appeals related to plan denial of an enrollee's right to request out-of-network care**

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request to exercise their right, under 42 CFR §438.52(b)(2)(ii), to obtain services outside the network (only applicable to residents of rural areas with only one MCO).

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

N/A

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

| D1IV.6g | **Resolved appeals related to denial of an enrollee's request to dispute financial liability** | **AmeriHealth Caritas Pennsylvania SW** |
| | Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request to dispute a financial liability. | 1 |

AmeriHealth Caritas Pennsylvania SW

1

Keystone First SE

31

AmeriHealth Caritas Pennsylvania LC

6

AmeriHealth Caritas Pennsylvania NE

6

AmeriHealth Caritas Pennsylvania NW

2

Pennsylvania Health & Wellness SW

0

Pennsylvania Health & Wellness SE

0

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

0

UPMC Community HealthChoices SE

0

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

Topic IV. Appeals, State Fair Hearings & Grievances

Appeals by Service

Number of appeals resolved during the reporting period related to various services. Note: A single appeal may be related to multiple service types and may therefore be counted in multiple categories.

📊 Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.7a	**Resolved appeals related to general inpatient services** Enter the total number of appeals resolved by the plan during the reporting year that were related to general inpatient care, including diagnostic and laboratory services. Do not include appeals related to inpatient behavioral health services – those should be included in indicator D1.IV.7c. If the managed care plan does not cover general inpatient services, enter "N/A".	**AmeriHealth Caritas Pennsylvania SW** 2 **Keystone First SE** 8 **AmeriHealth Caritas Pennsylvania LC** 3 **AmeriHealth Caritas Pennsylvania NE** 4 **AmeriHealth Caritas Pennsylvania NW** 1 **Pennsylvania Health & Wellness SW** 0 **Pennsylvania Health & Wellness SE** 0 **Pennsylvania Health & Wellness LC** 0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

0

UPMC Community HealthChoices SE

0

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.7b	**Resolved appeals related to general outpatient services**	**AmeriHealth Caritas Pennsylvania SW**
		6
	Enter the total number of appeals resolved by the plan during the reporting year that were related to general	**Keystone First SE**

outpatient care, including diagnostic and laboratory services. Please do not include appeals related to outpatient behavioral health services – those should be included in indicator D1.IV.7d. If the managed care plan does not cover general outpatient services, enter "N/A".

82

AmeriHealth Caritas Pennsylvania LC

20

AmeriHealth Caritas Pennsylvania NE

10

AmeriHealth Caritas Pennsylvania NW

6

Pennsylvania Health & Wellness SW

3

Pennsylvania Health & Wellness SE

9

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

3

Pennsylvania Health & Wellness NW

3

UPMC Community HealthChoices SW

0

UPMC Community HealthChoices SE

4

UPMC Community HealthChoices LC

1

UPMC Community HealthChoices NE

1

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.7c	**Resolved appeals related to inpatient behavioral health services** Enter the total number of appeals resolved by the plan during the reporting year that were related to inpatient mental health and/or substance use services. If the managed care plan does not cover inpatient behavioral health services, enter "N/A".	**AmeriHealth Caritas Pennsylvania SW** N/A	

Keystone First SE

N/A

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.7d	**Resolved appeals related to outpatient behavioral health services**	**AmeriHealth Caritas Pennsylvania SW**
		N/A
	Enter the total number of appeals resolved by the plan during the reporting year that	**Keystone First SE**

were related to outpatient mental health and/or substance use services. If the managed care plan does not cover outpatient behavioral health services, enter "N/A".

N/A

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

| D1IV.7e | **Resolved appeals related to covered outpatient prescription drugs** Enter the total number of appeals resolved by the plan during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover outpatient prescription drugs, enter "N/A". | **AmeriHealth Caritas Pennsylvania SW** 7 **Keystone First SE** 179 **AmeriHealth Caritas Pennsylvania LC** 44 **AmeriHealth Caritas Pennsylvania NE** 32 **AmeriHealth Caritas Pennsylvania NW** 6 **Pennsylvania Health & Wellness SW** 7 **Pennsylvania Health & Wellness SE** 55 **Pennsylvania Health & Wellness LC** 16 |

Pennsylvania Health & Wellness NE

6

Pennsylvania Health & Wellness NW

7

UPMC Community HealthChoices SW

29

UPMC Community HealthChoices SE

14

UPMC Community HealthChoices LC

8

UPMC Community HealthChoices NE

1

UPMC Community HealthChoices NW

6

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.7f	**Resolved appeals related to skilled nursing facility (SNF) services**	**AmeriHealth Caritas Pennsylvania SW**
		0
	Enter the total number of appeals resolved by the plan during the reporting year that	**Keystone First SE**

were related to SNF services. If the managed care plan does not cover skilled nursing services, enter "N/A".

3

AmeriHealth Caritas Pennsylvania LC

0

AmeriHealth Caritas Pennsylvania NE

1

AmeriHealth Caritas Pennsylvania NW

0

Pennsylvania Health & Wellness SW

0

Pennsylvania Health & Wellness SE

0

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

1

UPMC Community HealthChoices SE

0

UPMC Community HealthChoices LC

2

UPMC Community HealthChoices NE

1

UPMC Community HealthChoices NW

1

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

| D1IV.7g | **Resolved appeals related to long-term services and supports (LTSS)**

Enter the total number of appeals resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover LTSS services, enter "N/A". | **AmeriHealth Caritas Pennsylvania SW**

160

Keystone First SE

2804

AmeriHealth Caritas Pennsylvania LC

657

AmeriHealth Caritas Pennsylvania NE

353

AmeriHealth Caritas Pennsylvania NW

100

Pennsylvania Health & Wellness SW

224

Pennsylvania Health & Wellness SE

1133

Pennsylvania Health & Wellness LC

171 |

Pennsylvania Health & Wellness NE

76

Pennsylvania Health & Wellness NW

114

UPMC Community HealthChoices SW

259

UPMC Community HealthChoices SE

143

UPMC Community HealthChoices LC

313

UPMC Community HealthChoices NE

91

UPMC Community HealthChoices NW

221

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.7h	**Resolved appeals related to dental services**	**AmeriHealth Caritas Pennsylvania SW**
	Enter the total number of appeals resolved by the plan during the reporting year that were related to dental services.	10
		Keystone First SE

If the managed care plan does not cover dental services, enter "N/A".

201

AmeriHealth Caritas Pennsylvania LC

60

AmeriHealth Caritas Pennsylvania NE

24

AmeriHealth Caritas Pennsylvania NW

6

Pennsylvania Health & Wellness SW

6

Pennsylvania Health & Wellness SE

17

Pennsylvania Health & Wellness LC

4

Pennsylvania Health & Wellness NE

3

Pennsylvania Health & Wellness NW

1

UPMC Community HealthChoices SW

43

UPMC Community HealthChoices SE

55

UPMC Community HealthChoices LC

51

UPMC Community HealthChoices NE

19

UPMC Community HealthChoices NW

10

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.7i	**Resolved appeals related to non-emergency medical transportation (NEMT)**	
	Enter the total number of appeals resolved by the plan during the reporting year that were related to NEMT. If the managed care plan does not cover NEMT, enter "N/A".	

AmeriHealth Caritas Pennsylvania SW

0

Keystone First SE

6

AmeriHealth Caritas Pennsylvania LC

0

AmeriHealth Caritas Pennsylvania NE

0

AmeriHealth Caritas Pennsylvania NW

0

Pennsylvania Health & Wellness SW

0

Pennsylvania Health & Wellness SE

0

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

0

UPMC Community HealthChoices SE

0

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.7j	**Resolved appeals related to other service types**	**AmeriHealth Caritas Pennsylvania SW**
	Enter the total number of appeals resolved by the plan during the reporting year that were related to services that do	13
		Keystone First SE

not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.7a-i, enter "N/A".

127

AmeriHealth Caritas Pennsylvania LC

40

AmeriHealth Caritas Pennsylvania NE

29

AmeriHealth Caritas Pennsylvania NW

8

Pennsylvania Health & Wellness SW

2

Pennsylvania Health & Wellness SE

7

Pennsylvania Health & Wellness LC

9

Pennsylvania Health & Wellness NE

6

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

30

UPMC Community HealthChoices SE

20

UPMC Community HealthChoices LC

8

UPMC Community HealthChoices NE

7

UPMC Community HealthChoices NW

6

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

**Vista Healthcare DBA Keystone First and
Vista Healthcare DBA AmeriHealth Caritas
Pennsylvania**

N/A

Topic IV. Appeals, State Fair Hearings & Grievances

State Fair Hearings

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.8a	**State Fair Hearing requests** Enter the total number of requests for a State Fair Hearing filed during the reporting year by plan that issued the adverse benefit determination.	**AmeriHealth Caritas Pennsylvania SW** 40 **Keystone First SE** 341 **AmeriHealth Caritas Pennsylvania LC** 131 **AmeriHealth Caritas Pennsylvania NE** 57 **AmeriHealth Caritas Pennsylvania NW** 9

Pennsylvania Health & Wellness SW

23

Pennsylvania Health & Wellness SE

154

Pennsylvania Health & Wellness LC

29

Pennsylvania Health & Wellness NE

8

Pennsylvania Health & Wellness NW

12

UPMC Community HealthChoices SW

40

UPMC Community HealthChoices SE

9

UPMC Community HealthChoices LC

29

UPMC Community HealthChoices NE

4

UPMC Community HealthChoices NW

16

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.8b	**State Fair Hearings resulting in a favorable decision for the enrollee**	
	Enter the total number of State Fair Hearing decisions rendered during the reporting year that were partially or fully favorable to the enrollee.	

AmeriHealth Caritas Pennsylvania SW

2

Keystone First SE

29

AmeriHealth Caritas Pennsylvania LC

9

AmeriHealth Caritas Pennsylvania NE

1

AmeriHealth Caritas Pennsylvania NW

2

Pennsylvania Health & Wellness SW

0

Pennsylvania Health & Wellness SE

3

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

1

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

2

UPMC Community HealthChoices SE

0

UPMC Community HealthChoices LC

1

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

1

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.8c	**State Fair Hearings resulting in an adverse decision for the enrollee**	**AmeriHealth Caritas Pennsylvania SW**
	Enter the total number of State Fair Hearing decisions rendered during the reporting year that were adverse for the enrollee.	28

AmeriHealth Caritas Pennsylvania SW

28

Keystone First SE

270

AmeriHealth Caritas Pennsylvania LC

66

AmeriHealth Caritas Pennsylvania NE

34

AmeriHealth Caritas Pennsylvania NW

13

Pennsylvania Health & Wellness SW

5

Pennsylvania Health & Wellness SE

19

Pennsylvania Health & Wellness LC

8

Pennsylvania Health & Wellness NE

1

Pennsylvania Health & Wellness NW

5

UPMC Community HealthChoices SW

28

UPMC Community HealthChoices SE

4

UPMC Community HealthChoices LC

14

UPMC Community HealthChoices NE

3

UPMC Community HealthChoices NW

5

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.8d	**State Fair Hearings retracted prior to reaching a decision** Enter the total number of State Fair Hearing decisions retracted (by the enrollee or the representative who filed a State Fair Hearing request on behalf of the enrollee) prior to reaching a decision.	**AmeriHealth Caritas Pennsylvania SW** 9

Keystone First SE

151

AmeriHealth Caritas Pennsylvania LC

33

AmeriHealth Caritas Pennsylvania NE

20

AmeriHealth Caritas Pennsylvania NW

8

Pennsylvania Health & Wellness SW

18

Pennsylvania Health & Wellness SE

120

Pennsylvania Health & Wellness LC

16

Pennsylvania Health & Wellness NE

2

Pennsylvania Health & Wellness NW

6

UPMC Community HealthChoices SW

8

UPMC Community HealthChoices SE

4

UPMC Community HealthChoices LC

15

UPMC Community HealthChoices NE

1

UPMC Community HealthChoices NW

1

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.9a | **External Medical Reviews resulting in a favorable decision for the enrollee**

If your state does offer an external medical review process, enter the total number of external medical review decisions rendered during the reporting year that were partially or fully favorable to the enrollee. If your state does not offer an external medical review process, enter "N/A". External medical review is defined and described at 42 CFR §438.402(c)(i)(B).

AmeriHealth Caritas Pennsylvania SW

7

Keystone First SE

128

AmeriHealth Caritas Pennsylvania LC

28

AmeriHealth Caritas Pennsylvania NE

20

AmeriHealth Caritas Pennsylvania NW

5

Pennsylvania Health & Wellness SW

11

Pennsylvania Health & Wellness SE

44

Pennsylvania Health & Wellness LC

5

Pennsylvania Health & Wellness NE

3

Pennsylvania Health & Wellness NW

9

UPMC Community HealthChoices SW

3

UPMC Community HealthChoices SE

7

UPMC Community HealthChoices LC

10

UPMC Community HealthChoices NE

2

UPMC Community HealthChoices NW

2

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.9b	**External Medical Reviews resulting in an adverse decision for the enrollee**

If your state does offer an external medical review process, enter the total number of external medical review decisions rendered during the reporting year that were adverse to the enrollee. If your state does not offer an external medical review process, enter "N/A".

External medical review is defined and described at 42 CFR §438.402(c)(i)(B).

AmeriHealth Caritas Pennsylvania SW

34

Keystone First SE

488

AmeriHealth Caritas Pennsylvania LC

91

AmeriHealth Caritas Pennsylvania NE

60

AmeriHealth Caritas Pennsylvania NW

16

Pennsylvania Health & Wellness SW

45

Pennsylvania Health & Wellness SE

237

Pennsylvania Health & Wellness LC

33

Pennsylvania Health & Wellness NE

24

Pennsylvania Health & Wellness NW

28

UPMC Community HealthChoices SW

35

UPMC Community HealthChoices SE

26

UPMC Community HealthChoices LC

40

UPMC Community HealthChoices NE

6

UPMC Community HealthChoices NW

17

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

Topic IV. Appeals, State Fair Hearings & Grievances

Grievances Overview

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.10	**Grievances resolved** Enter the total number of grievances resolved by the plan during the reporting year. A grievance is "resolved" when it has reached completion and been closed by the plan.	**AmeriHealth Caritas Pennsylvania SW** 65 **Keystone First SE** 1519

AmeriHealth Caritas Pennsylvania LC

231

AmeriHealth Caritas Pennsylvania NE

134

AmeriHealth Caritas Pennsylvania NW

23

Pennsylvania Health & Wellness SW

127

Pennsylvania Health & Wellness SE

334

Pennsylvania Health & Wellness LC

81

Pennsylvania Health & Wellness NE

49

Pennsylvania Health & Wellness NW

44

UPMC Community HealthChoices SW

598

UPMC Community HealthChoices SE

318

UPMC Community HealthChoices LC

214

UPMC Community HealthChoices NE

133

UPMC Community HealthChoices NW

140

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.11	**Active grievances**	
	Enter the total number of grievances still pending or in process (not yet resolved) as of the first day of the last month of the reporting year.	**AmeriHealth Caritas Pennsylvania SW**

134

Keystone First SE

1622

AmeriHealth Caritas Pennsylvania LC

442

AmeriHealth Caritas Pennsylvania NE

229

AmeriHealth Caritas Pennsylvania NW

56

Pennsylvania Health & Wellness SW

5

Pennsylvania Health & Wellness SE

12

Pennsylvania Health & Wellness LC

5

Pennsylvania Health & Wellness NE

4

Pennsylvania Health & Wellness NW

1

UPMC Community HealthChoices SW

541

UPMC Community HealthChoices SE

251

UPMC Community HealthChoices LC

412

UPMC Community HealthChoices NE

138

UPMC Community HealthChoices NW

171

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.12	**Grievances filed on behalf of LTSS users**	**AmeriHealth Caritas Pennsylvania SW**
	Enter the total number of grievances filed during the reporting year by or on behalf of LTSS users.	106
		Keystone First SE
		1875

An LTSS user is an enrollee who received at least one LTSS service at any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the grievance was filed). If this does not apply, enter N/A.

AmeriHealth Caritas Pennsylvania LC

362

AmeriHealth Caritas Pennsylvania NE

189

AmeriHealth Caritas Pennsylvania NW

32

Pennsylvania Health & Wellness SW

150

Pennsylvania Health & Wellness SE

488

Pennsylvania Health & Wellness LC

110

Pennsylvania Health & Wellness NE

57

Pennsylvania Health & Wellness NW

56

UPMC Community HealthChoices SW

637

UPMC Community HealthChoices SE

334

UPMC Community HealthChoices LC

254

UPMC Community HealthChoices NE

138

UPMC Community HealthChoices NW

159

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.13	**Number of critical incidents filed during the reporting period by (or on behalf of) an LTSS user who previously filed a grievance**	
	For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting period by (or on behalf of) LTSS users who previously filed grievances in the reporting year. The grievance and critical incident do not have to have been "related" to the same issue - they only need to have been filed by (or on behalf of) the same enrollee. Neither the critical incident nor the grievance need to have been filed in relation to delivery of LTSS - they may have been filed for any reason, related to any service received (or desired) by an LTSS user. If the managed care plan does not cover LTSS, the state should enter "N/A" in this field. Additionally, if the state already submitted this data for the reporting year via the CMS readiness review appeal and grievance report (because the	**AmeriHealth Caritas Pennsylvania SW** 57 **Keystone First SE** 1116 **AmeriHealth Caritas Pennsylvania LC** 266 **AmeriHealth Caritas Pennsylvania NE** 204 **AmeriHealth Caritas Pennsylvania NW** 21 **Pennsylvania Health & Wellness SW** 89 **Pennsylvania Health & Wellness SE** 512 **Pennsylvania Health & Wellness LC** 66 **Pennsylvania Health & Wellness NE**

	managed care program or plan were new or serving new populations during the reporting year), and the readiness review tool was submitted for at least 6 months of the reporting year, the state can enter "N/A" in this field. To calculate this number, states or managed care plans should first identify the LTSS users for whom critical incidents were filed during the reporting year, then determine whether those enrollees had filed a grievance during the reporting year, and whether the filing of the grievance preceded the filing of the critical incident.	43 **Pennsylvania Health & Wellness NW** 43 **UPMC Community HealthChoices SW** 393 **UPMC Community HealthChoices SE** 69 **UPMC Community HealthChoices LC** 236 **UPMC Community HealthChoices NE** 70 **UPMC Community HealthChoices NW** 207 **AmeriHealth Caritas Pennsylvania** N/A **Pennsylvania Health & Wellness** N/A **UPMC Community HealthChoices** N/A **Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania** N/A
D1IV.14	**Number of grievances for which timely resolution was provided** Enter the number of grievances for which timely resolution was provided by plan during the reporting period.	**AmeriHealth Caritas Pennsylvania SW** 65 **Keystone First SE** 1531

See 42 CFR §438.408(b)(1) for requirements related to the timely resolution of grievances.

AmeriHealth Caritas Pennsylvania LC

233

AmeriHealth Caritas Pennsylvania NE

134

AmeriHealth Caritas Pennsylvania NW

23

Pennsylvania Health & Wellness SW

126

Pennsylvania Health & Wellness SE

333

Pennsylvania Health & Wellness LC

81

Pennsylvania Health & Wellness NE

49

Pennsylvania Health & Wellness NW

44

UPMC Community HealthChoices SW

595

UPMC Community HealthChoices SE

322

UPMC Community HealthChoices LC

217

UPMC Community HealthChoices NE

132

UPMC Community HealthChoices NW

138

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

Topic IV. Appeals, State Fair Hearings & Grievances

Grievances by Service

Report the number of grievances resolved by plan during the reporting period by service.

⊞ Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.15a	**Resolved grievances related to general inpatient services** Enter the total number of grievances resolved by the plan during the reporting year that were related to general inpatient care, including diagnostic and laboratory services. Do not include grievances related to inpatient behavioral health services — those should be included in indicator D1.IV.15c. If the managed care plan does not cover this type of service, enter "N/A".	**AmeriHealth Caritas Pennsylvania SW** 1 **Keystone First SE** 6 **AmeriHealth Caritas Pennsylvania LC** 1 **AmeriHealth Caritas Pennsylvania NE** 1 **AmeriHealth Caritas Pennsylvania NW**

1

Pennsylvania Health & Wellness SW

0

Pennsylvania Health & Wellness SE

5

Pennsylvania Health & Wellness LC

1

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

1

UPMC Community HealthChoices SW

0

UPMC Community HealthChoices SE

0

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

1

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.15b	**Resolved grievances related to general outpatient services**	**AmeriHealth Caritas Pennsylvania SW**
	Enter the total number of grievances resolved by the plan during the reporting year that were related to general outpatient care, including diagnostic and laboratory services. Do not include grievances related to outpatient behavioral health services — those should be included in indicator D1.IV.15d. If the managed care plan does not cover this type of service, enter "N/A".	3

AmeriHealth Caritas Pennsylvania SW

3

Keystone First SE

56

AmeriHealth Caritas Pennsylvania LC

15

AmeriHealth Caritas Pennsylvania NE

9

AmeriHealth Caritas Pennsylvania NW

2

Pennsylvania Health & Wellness SW

2

Pennsylvania Health & Wellness SE

5

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

13

UPMC Community HealthChoices SE

18

UPMC Community HealthChoices LC

5

UPMC Community HealthChoices NE

3

UPMC Community HealthChoices NW

2

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.15c	**Resolved grievances related to inpatient behavioral health services**	**AmeriHealth Caritas Pennsylvania SW**
		N/A
	Enter the total number of grievances resolved by the plan during the reporting year that were related to inpatient mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".	**Keystone First SE**
		N/A
		AmeriHealth Caritas Pennsylvania LC
		N/A
		AmeriHealth Caritas Pennsylvania NE
		N/A
		AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

| D1IV.15d | **Resolved grievances related to outpatient behavioral health services**

Enter the total number of grievances resolved by the plan during the reporting year that were related to outpatient mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A". | **AmeriHealth Caritas Pennsylvania SW**

N/A

Keystone First SE

N/A

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A |

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.15e	**Resolved grievances related to coverage of outpatient prescription drugs** Enter the total number of grievances resolved by the plan during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover this type of service, enter "N/A".	**AmeriHealth Caritas Pennsylvania SW** 0 **Keystone First SE** 36 **AmeriHealth Caritas Pennsylvania LC** 3 **AmeriHealth Caritas Pennsylvania NE** 4 **AmeriHealth Caritas Pennsylvania NW**

0

Pennsylvania Health & Wellness SW

6

Pennsylvania Health & Wellness SE

12

Pennsylvania Health & Wellness LC

5

Pennsylvania Health & Wellness NE

2

Pennsylvania Health & Wellness NW

2

UPMC Community HealthChoices SW

0

UPMC Community HealthChoices SE

0

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.15f	**Resolved grievances related to skilled nursing facility (SNF) services**

Enter the total number of grievances resolved by the plan during the reporting year that were related to SNF services. If the managed care plan does not cover this type of service, enter "N/A".

AmeriHealth Caritas Pennsylvania SW

1

Keystone First SE

35

AmeriHealth Caritas Pennsylvania LC

3

AmeriHealth Caritas Pennsylvania NE

0

AmeriHealth Caritas Pennsylvania NW

0

Pennsylvania Health & Wellness SW

1

Pennsylvania Health & Wellness SE

3

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

1

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

1

UPMC Community HealthChoices SE

0

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.15g	**Resolved grievances related to long-term services and supports (LTSS)**	**AmeriHealth Caritas Pennsylvania SW**
		21
	Enter the total number of grievances resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover this type of service, enter "N/A".	**Keystone First SE**
		256
		AmeriHealth Caritas Pennsylvania LC
		30
		AmeriHealth Caritas Pennsylvania NE
		22
		AmeriHealth Caritas Pennsylvania NW

6

Pennsylvania Health & Wellness SW

82

Pennsylvania Health & Wellness SE

197

Pennsylvania Health & Wellness LC

46

Pennsylvania Health & Wellness NE

35

Pennsylvania Health & Wellness NW

26

UPMC Community HealthChoices SW

368

UPMC Community HealthChoices SE

172

UPMC Community HealthChoices LC

141

UPMC Community HealthChoices NE

87

UPMC Community HealthChoices NW

90

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.15h	**Resolved grievances related to dental services**	
	Enter the total number of grievances resolved by the plan during the reporting year that were related to dental services. If the managed care plan does not cover this type of service, enter "N/A".	

AmeriHealth Caritas Pennsylvania SW

5

Keystone First SE

237

AmeriHealth Caritas Pennsylvania LC

65

AmeriHealth Caritas Pennsylvania NE

26

AmeriHealth Caritas Pennsylvania NW

2

Pennsylvania Health & Wellness SW

8

Pennsylvania Health & Wellness SE

29

Pennsylvania Health & Wellness LC

6

Pennsylvania Health & Wellness NE

2

Pennsylvania Health & Wellness NW

3

UPMC Community HealthChoices SW

29

		UPMC Community HealthChoices SE
		14
		UPMC Community HealthChoices LC
		16
		UPMC Community HealthChoices NE
		4
		UPMC Community HealthChoices NW
		5
		AmeriHealth Caritas Pennsylvania
		N/A
		Pennsylvania Health & Wellness
		N/A
		UPMC Community HealthChoices
		N/A
		Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania
		N/A
D1IV.15i	**Resolved grievances related to non-emergency medical transportation (NEMT)** Enter the total number of grievances resolved by the plan during the reporting year that were related to NEMT. If the managed care plan does not cover this type of service, enter "N/A".	**AmeriHealth Caritas Pennsylvania SW** 1 **Keystone First SE** 56 **AmeriHealth Caritas Pennsylvania LC** 2 **AmeriHealth Caritas Pennsylvania NE** 3 **AmeriHealth Caritas Pennsylvania NW**

1

Pennsylvania Health & Wellness SW

0

Pennsylvania Health & Wellness SE

0

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

6

UPMC Community HealthChoices SE

4

UPMC Community HealthChoices LC

1

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

1

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.15j	**Resolved grievances related to other service types**	**AmeriHealth Caritas Pennsylvania SW**	
	Enter the total number of grievances resolved by the plan during the reporting year that were related to services that do not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.15a-i, enter "N/A".	33	

AmeriHealth Caritas Pennsylvania SW

33

Keystone First SE

836

AmeriHealth Caritas Pennsylvania LC

112

AmeriHealth Caritas Pennsylvania NE

69

AmeriHealth Caritas Pennsylvania NW

11

Pennsylvania Health & Wellness SW

28

Pennsylvania Health & Wellness SE

83

Pennsylvania Health & Wellness LC

23

Pennsylvania Health & Wellness NE

9

Pennsylvania Health & Wellness NW

12

UPMC Community HealthChoices SW

181

UPMC Community HealthChoices SE

110

UPMC Community HealthChoices LC

52

UPMC Community HealthChoices NE

39

UPMC Community HealthChoices NW

41

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

Topic IV. Appeals, State Fair Hearings & Grievances

Grievances by Reason

Report the number of grievances resolved by plan during the reporting period by reason.

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.16a	Resolved grievances related to plan or provider customer	AmeriHealth Caritas Pennsylvania SW

service

Enter the total number of grievances resolved by the plan during the reporting year that were related to plan or provider customer service. Customer service grievances include complaints about interactions with the plan's Member Services department, provider offices or facilities, plan marketing agents, or any other plan or provider representatives.

29

Keystone First SE

831

AmeriHealth Caritas Pennsylvania LC

102

AmeriHealth Caritas Pennsylvania NE

59

AmeriHealth Caritas Pennsylvania NW

13

Pennsylvania Health & Wellness SW

26

Pennsylvania Health & Wellness SE

59

Pennsylvania Health & Wellness LC

13

Pennsylvania Health & Wellness NE

7

Pennsylvania Health & Wellness NW

13

UPMC Community HealthChoices SW

198

UPMC Community HealthChoices SE

100

UPMC Community HealthChoices LC

78

UPMC Community HealthChoices NE

51

UPMC Community HealthChoices NW

40

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

| D1IV.16b | **Resolved grievances related to plan or provider care management/case management** | **AmeriHealth Caritas Pennsylvania SW** |
| | | 41 |

Enter the total number of grievances resolved by the plan during the reporting year that were related to plan or provider care management/case management.
Care management/case management grievances include complaints about the timeliness of an assessment or complaints about the plan or provider care or case management process.

Keystone First SE

736

AmeriHealth Caritas Pennsylvania LC

96

AmeriHealth Caritas Pennsylvania NE

52

AmeriHealth Caritas Pennsylvania NW

12

Pennsylvania Health & Wellness SW

2

Pennsylvania Health & Wellness SE

1

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

123

UPMC Community HealthChoices SE

77

UPMC Community HealthChoices LC

61

UPMC Community HealthChoices NE

38

UPMC Community HealthChoices NW

44

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.16c | **Resolved grievances related to access to care/services from plan or provider**

Enter the total number of grievances resolved by the plan during the reporting year that were related to access to care. Access to care grievances include complaints about difficulties finding qualified in-network providers, excessive travel or wait times, or other access issues.

AmeriHealth Caritas Pennsylvania SW

0

Keystone First SE

13

AmeriHealth Caritas Pennsylvania LC

3

AmeriHealth Caritas Pennsylvania NE

3

AmeriHealth Caritas Pennsylvania NW

0

Pennsylvania Health & Wellness SW

0

Pennsylvania Health & Wellness SE

1

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

2

UPMC Community HealthChoices SE

6

UPMC Community HealthChoices LC

2

UPMC Community HealthChoices NE

4

UPMC Community HealthChoices NW

1

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.16d	**Resolved grievances related to quality of care**	
	Enter the total number of grievances resolved by the plan during the reporting year that were related to quality of care. Quality of care grievances include complaints about the effectiveness, efficiency, equity, patient-centeredness, safety, and/or acceptability of care provided by a provider or the plan.	**AmeriHealth Caritas Pennsylvania SW** 3 **Keystone First SE** 42 **AmeriHealth Caritas Pennsylvania LC** 6 **AmeriHealth Caritas Pennsylvania NE** 5 **AmeriHealth Caritas Pennsylvania NW** 0 **Pennsylvania Health & Wellness SW** 6 **Pennsylvania Health & Wellness SE**

25

Pennsylvania Health & Wellness LC

4

Pennsylvania Health & Wellness NE

1

Pennsylvania Health & Wellness NW

2

UPMC Community HealthChoices SW

34

UPMC Community HealthChoices SE

25

UPMC Community HealthChoices LC

16

UPMC Community HealthChoices NE

8

UPMC Community HealthChoices NW

5

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.16e	**Resolved grievances related to plan communications**	**AmeriHealth Caritas Pennsylvania SW**
		6
	Enter the total number of grievances resolved by the plan during the reporting year that were related to plan communications.	**Keystone First SE**
		115
	Plan communication grievances include grievances related to the clarity or accuracy of enrollee materials or other plan communications or to an enrollee's access to or the accessibility of enrollee materials or plan communications.	**AmeriHealth Caritas Pennsylvania LC**
		19
		AmeriHealth Caritas Pennsylvania NE
		10
		AmeriHealth Caritas Pennsylvania NW
		2
		Pennsylvania Health & Wellness SW
		0
		Pennsylvania Health & Wellness SE
		0
		Pennsylvania Health & Wellness LC
		0
		Pennsylvania Health & Wellness NE
		1
		Pennsylvania Health & Wellness NW
		1
		UPMC Community HealthChoices SW
		1
		UPMC Community HealthChoices SE
		0
		UPMC Community HealthChoices LC
		0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

1

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.16f	**Resolved grievances related to payment or billing issues** Enter the total number of grievances resolved during the reporting period that were filed for a reason related to payment or billing issues.	**AmeriHealth Caritas Pennsylvania SW** 12

Keystone First SE

217

AmeriHealth Caritas Pennsylvania LC

49

AmeriHealth Caritas Pennsylvania NE

37

AmeriHealth Caritas Pennsylvania NW

5

Pennsylvania Health & Wellness SW

13

Pennsylvania Health & Wellness SE

28

Pennsylvania Health & Wellness LC

4

Pennsylvania Health & Wellness NE

5

Pennsylvania Health & Wellness NW

2

UPMC Community HealthChoices SW

71

UPMC Community HealthChoices SE

35

UPMC Community HealthChoices LC

26

UPMC Community HealthChoices NE

10

UPMC Community HealthChoices NW

20

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.16g   **Resolved grievances related to suspected fraud**

Enter the total number of grievances resolved during the reporting year that were related to suspected fraud. Suspected fraud grievances include suspected cases of financial/payment fraud perpetuated by a provider, payer, or other entity. Note: grievances reported in this row should only include grievances submitted to the managed care plan, not grievances submitted to another entity, such as a state Ombudsman or Office of the Inspector General.

AmeriHealth Caritas Pennsylvania SW

0

Keystone First SE

2

AmeriHealth Caritas Pennsylvania LC

0

AmeriHealth Caritas Pennsylvania NE

0

AmeriHealth Caritas Pennsylvania NW

0

Pennsylvania Health & Wellness SW

0

Pennsylvania Health & Wellness SE

1

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

1

UPMC Community HealthChoices SE

2

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.16h	**Resolved grievances related to abuse, neglect or exploitation**

Enter the total number of grievances resolved during the reporting year that were related to abuse, neglect or exploitation. Abuse/neglect/exploitation grievances include cases involving potential or actual patient harm.

AmeriHealth Caritas Pennsylvania SW

1

Keystone First SE

12

AmeriHealth Caritas Pennsylvania LC

1

AmeriHealth Caritas Pennsylvania NE

0

AmeriHealth Caritas Pennsylvania NW

0

Pennsylvania Health & Wellness SW

0

Pennsylvania Health & Wellness SE

4

Pennsylvania Health & Wellness LC

1

Pennsylvania Health & Wellness NE

1

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

0

UPMC Community HealthChoices SE

1

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

**Vista Healthcare DBA Keystone First and
Vista Healthcare DBA AmeriHealth Caritas
Pennsylvania**

N/A

D1IV.16i **Resolved grievances related to lack of timely plan response to a service authorization or appeal (including requests to expedite or extend appeals)**

Enter the total number of grievances resolved during the reporting year that were filed due to a lack of timely plan response to a service authorization or appeal request (including requests to expedite or extend appeals).

AmeriHealth Caritas Pennsylvania SW

7

Keystone First SE

139

AmeriHealth Caritas Pennsylvania LC

20

AmeriHealth Caritas Pennsylvania NE

15

AmeriHealth Caritas Pennsylvania NW

7

Pennsylvania Health & Wellness SW

1

Pennsylvania Health & Wellness SE

0

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

0

UPMC Community HealthChoices SE

0

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.16j	**Resolved grievances related to plan denial of expedited appeal**	
	Enter the total number of grievances resolved during the reporting year that were related to the plan's denial of an enrollee's request for an expedited appeal. Per 42 CFR §438.408(b)(3), states must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal. If a plan denies a request for an expedited appeal, the enrollee or their representative have the right to file a grievance.	**AmeriHealth Caritas Pennsylvania SW** 3 **Keystone First SE** 16 **AmeriHealth Caritas Pennsylvania LC** 3 **AmeriHealth Caritas Pennsylvania NE** 0 **AmeriHealth Caritas Pennsylvania NW** 1 **Pennsylvania Health & Wellness SW** 0 **Pennsylvania Health & Wellness SE**

0

Pennsylvania Health & Wellness LC

0

Pennsylvania Health & Wellness NE

0

Pennsylvania Health & Wellness NW

0

UPMC Community HealthChoices SW

0

UPMC Community HealthChoices SE

0

UPMC Community HealthChoices LC

0

UPMC Community HealthChoices NE

0

UPMC Community HealthChoices NW

0

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D1IV.16k **Resolved grievances filed for other reasons**

Enter the total number of grievances resolved during the reporting period that were filed for a reason other than the reasons listed above.

AmeriHealth Caritas Pennsylvania SW

21

Keystone First SE

413

AmeriHealth Caritas Pennsylvania LC

71

AmeriHealth Caritas Pennsylvania NE

30

AmeriHealth Caritas Pennsylvania NW

4

Pennsylvania Health & Wellness SW

72

Pennsylvania Health & Wellness SE

211

Pennsylvania Health & Wellness LC

57

Pennsylvania Health & Wellness NE

34

Pennsylvania Health & Wellness NW

23

UPMC Community HealthChoices SW

167

UPMC Community HealthChoices SE

70

UPMC Community HealthChoices LC

32

UPMC Community HealthChoices NE

23

UPMC Community HealthChoices NW

29

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

N/A

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

Topic VII: Quality & Performance Measures

Report on individual measures in each of the following eight domains: (1) Primary care access and preventive care, (2) Maternal and perinatal health, (3) Care of acute and chronic conditions, (4) Behavioral health care, (5) Dental and oral health services, (6) Health plan enrollee experience of care, (7) Long-term services and supports, and (8) Other. For composite measures, be sure to include each individual sub-measure component.

Find in the Excel Workbook
D2_Plan_Measures

Quality & performance measure total count: 91

✓ **Complete**

D2.VII.1 Measure Name: Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis - (Total)   1 / 91

D2.VII.2 Measure Domain
Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

57.26

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

51.43

UPMC Community HealthChoices

30.54

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Adults' Access to Preventive/Ambulatory Health Services - (Total)

Complete

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

94.61

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

97.05

Pennsylvania Health & Wellness

91.91

UPMC Community HealthChoices

96.9

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Antibiotic Utilization (Total) (M/F)

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

41.62

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC
N/A

Pennsylvania Health & Wellness NE
N/A

Pennsylvania Health & Wellness NW
N/A

UPMC Community HealthChoices SW
N/A

UPMC Community HealthChoices SE
N/A

UPMC Community HealthChoices LC
N/A

UPMC Community HealthChoices NE
N/A

UPMC Community HealthChoices NW
N/A

AmeriHealth Caritas Pennsylvania
42.69

Pennsylvania Health & Wellness
41.38

UPMC Community HealthChoices
45

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Adult Immunization Status - Zoster

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

8.86

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

10.98

Pennsylvania Health & Wellness

1.5

UPMC Community HealthChoices

15.96

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Adult Immunization Status - Td/Tdap

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

25.98

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

40.09

Pennsylvania Health & Wellness

10.13

UPMC Community HealthChoices

44.55

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Adult Immunization Status - Influenza

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

33.87

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania
44.63

Pennsylvania Health & Wellness
15.64

UPMC Community HealthChoices
42.46

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania
N/A

✅ Complete

D2.VII.1 Measure Name: Ambulatory Care - Emergency Dept Visits/1000 MM (Total)

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW
N/A

Keystone First SE
82.27

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

89.14

Pennsylvania Health & Wellness

76.46

UPMC Community HealthChoices

82.6

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Antidepressant Medication Management - Effective Acute Phase Treatment

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

66.9

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

73.74

Pennsylvania Health & Wellness

80.86

UPMC Community HealthChoices

72.97

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Antidepressant Medication Management - Effective Continuation Phase Treatment

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

52.41

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

63.13

Pennsylvania Health & Wellness

71.49

UPMC Community HealthChoices

60.36

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅
Complete

D2.VII.1 Measure Name: Breast Cancer Screening

D2.VII.2 Measure Domain
Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number
0

D2.VII.4 Measure Reporting and D2.VII.5 Programs
Program-specific rate

D2.VII.6 Measure Set
HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range
No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

58.5

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

54.98

Pennsylvania Health & Wellness

44.82

UPMC Community HealthChoices

63.95

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Comprehensive Assessment and Update - Assessment of Supplemental Elements

D2.VII.2 Measure Domain

Long-term services and supports

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**

| HEDIS | No, 01/01/2021 - 12/31/2021 |

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

86.84

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

86.84

Pennsylvania Health & Wellness

52.08

UPMC Community HealthChoices

88.5

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Comprehensive Assessment and Update - Assessment of Core Elements

D2.VII.2 Measure Domain

Long-term services and supports

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

86.84

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

86.84

Pennsylvania Health & Wellness

52.08

UPMC Community HealthChoices

88.5

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Controlling High Blood Pressure

✓ Complete

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

61.56

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

72.75

Pennsylvania Health & Wellness

50.61

UPMC Community HealthChoices

74.94

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Cervical Cancer Screening

Complete

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

53.53

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

39.66

Pennsylvania Health & Wellness

31.14

UPMC Community HealthChoices

53.28

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Comprehensive Diabetes Care - HbA1c Testing

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

87.83

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

91

Pennsylvania Health & Wellness

83.21

UPMC Community HealthChoices

91.73

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ **Complete**

D2.VII.1 Measure Name: Comprehensive Diabetes Care - Poor HbA1c Control (>9%)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

34.55

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

34.79

Pennsylvania Health & Wellness

49.64

UPMC Community HealthChoices

29.2

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Comprehensive Diabetes Care - HbA1c Control (less than 8%)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

53.28

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

52.8

Pennsylvania Health & Wellness

42.34

UPMC Community HealthChoices

62.77

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Comprehensive Diabetes Care - Eye Exams

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

53.77

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

53.53

Pennsylvania Health & Wellness

48.42

UPMC Community HealthChoices

74.21

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Comprehensive Diabetes Care - Blood Pressure Control (less than 140/90)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

54.5

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

67.4

Pennsylvania Health & Wellness

50.85

UPMC Community HealthChoices

70.32

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ **Complete**

D2.VII.1 Measure Name: Chlamydia Screening in Women (Total)

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

36.67

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

42.42

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅
Complete

D2.VII.1 Measure Name: Care for Older Adults - Functional Status Assessment

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

53.28

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

45.99

Pennsylvania Health & Wellness

57.18

UPMC Community HealthChoices

72.75

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Care for Older Adults - Pain Assessment   22 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

91.48

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

87.83

Pennsylvania Health & Wellness

66.42

UPMC Community HealthChoices

86.62

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Care for Older Adults - Advance Care Planning 23 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

33.09

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

28.71

Pennsylvania Health & Wellness

48.42

UPMC Community HealthChoices

60.1

**Vista Healthcare DBA Keystone First and Vista Healthcare DBA
AmeriHealth Caritas Pennsylvania**

N/A

D2.VII.1 Measure Name: Care for Older Adults - Medication Review

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

91.73

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

85.4

Pennsylvania Health & Wellness

88.81

UPMC Community HealthChoices

86.13

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Risk of Continued Opioid Use - >=15 Days (Total)

✅ Complete

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

9.99

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC
N/A

Pennsylvania Health & Wellness NE
N/A

Pennsylvania Health & Wellness NW
N/A

UPMC Community HealthChoices SW
N/A

UPMC Community HealthChoices SE
N/A

UPMC Community HealthChoices LC
N/A

UPMC Community HealthChoices NE
N/A

UPMC Community HealthChoices NW
N/A

AmeriHealth Caritas Pennsylvania
5.05

Pennsylvania Health & Wellness
23.47

UPMC Community HealthChoices
15.89

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Risk of Continued Opioid Use - >=31 Days (Total)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

7.28

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE
N/A

Pennsylvania Health & Wellness LC
N/A

Pennsylvania Health & Wellness NE
N/A

Pennsylvania Health & Wellness NW
N/A

UPMC Community HealthChoices SW
N/A

UPMC Community HealthChoices SE
N/A

UPMC Community HealthChoices LC
N/A

UPMC Community HealthChoices NE
N/A

UPMC Community HealthChoices NW
N/A

AmeriHealth Caritas Pennsylvania
3.69

Pennsylvania Health & Wellness
20.22

UPMC Community HealthChoices

9.32

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Comprehensive Care Plan and Update - Care Plan with Core Elements Documented

D2.VII.2 Measure Domain

Long-term services and supports

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

92.11

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW
N/A

Pennsylvania Health & Wellness SE
N/A

Pennsylvania Health & Wellness LC
N/A

Pennsylvania Health & Wellness NE
N/A

Pennsylvania Health & Wellness NW
N/A

UPMC Community HealthChoices SW
N/A

UPMC Community HealthChoices SE
N/A

UPMC Community HealthChoices LC
N/A

UPMC Community HealthChoices NE
N/A

UPMC Community HealthChoices NW
N/A

AmeriHealth Caritas Pennsylvania
92.98

Pennsylvania Health & Wellness

55.21

UPMC Community HealthChoices

63.72

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Comprehensive Care Plan and Update - Assessment of Supplemental Elements

D2.VII.2 Measure Domain

Long-term services and supports

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

92.11

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

92.98

Pennsylvania Health & Wellness

55.21

UPMC Community HealthChoices

63.72

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅
Complete

D2.VII.1 Measure Name: Cardiac Rehabilitation - Achievement (Total)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.53

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0

Pennsylvania Health & Wellness

0.66

UPMC Community HealthChoices

1.83

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Cardiac Rehabilitation - Initiation (Total)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

1.06

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0

Pennsylvania Health & Wellness

0.66

UPMC Community HealthChoices

2.23

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Cardiac Rehabilitation - Engagement2 (Total)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

1.32

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0

Pennsylvania Health & Wellness

0.66

UPMC Community HealthChoices

2.43

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Cardiac Rehabilitation - Engagement1 (Total) 32 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

1.58

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0

Pennsylvania Health & Wellness

0.66

UPMC Community HealthChoices

2.43

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Bariatric weight loss surgery (F 20-44)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

HEDIS   No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

> **AmeriHealth Caritas Pennsylvania SW**
> N/A

> **Keystone First SE**
> 0.48

> **AmeriHealth Caritas Pennsylvania LC**
> N/A

> **AmeriHealth Caritas Pennsylvania NE**
> N/A

> **AmeriHealth Caritas Pennsylvania NW**
> N/A

> **Pennsylvania Health & Wellness SW**
> N/A

> **Pennsylvania Health & Wellness SE**
> N/A

> **Pennsylvania Health & Wellness LC**
> N/A

> **Pennsylvania Health & Wellness NE**
> N/A

> **Pennsylvania Health & Wellness NW**
> N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0

Pennsylvania Health & Wellness

0.18

UPMC Community HealthChoices

0.48

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Bariatric weight loss surgery (F 45-64)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.26

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.17

Pennsylvania Health & Wellness

0.19

UPMC Community HealthChoices

0.18

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Frequency of Selected Procedures - Bariatric weight loss surgery (M 20-44)

Complete

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.08

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0

Pennsylvania Health & Wellness

0.09

UPMC Community HealthChoices

0.03

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Bariatric weight loss surgery (M 45-64)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.08

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.07

Pennsylvania Health & Wellness

0

UPMC Community HealthChoices

0.07

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Hysterectomy Abdominal (15-44)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.16

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0

Pennsylvania Health & Wellness

0.09

UPMC Community HealthChoices

0.14

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Hysterectomy Abdominal (45-64)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.11

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.17

Pennsylvania Health & Wellness

0.05

UPMC Community HealthChoices

0.06

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Frequency of Selected Procedures - Hysterectomy Vaginal (15-44)

✅ Complete

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.12

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.15

Pennsylvania Health & Wellness

0.09

UPMC Community HealthChoices

0.17

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Hysterectomy Vaginal (45-64)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.06

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.04

Pennsylvania Health & Wellness

0.08

UPMC Community HealthChoices

0.05

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Cholecystectomy Open (F 15-44)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.04

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0

Pennsylvania Health & Wellness

0

UPMC Community HealthChoices

0

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Cholecystectomy Open (F 45-64)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.09

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.08

Pennsylvania Health & Wellness

0.05

UPMC Community HealthChoices

0.06

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Cholecystectomy Open (M 30-64)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.06

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.05

Pennsylvania Health & Wellness

0.03

UPMC Community HealthChoices

0.05

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Cholecystectomy Laparoscopic (F 15-44)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.24

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.89

Pennsylvania Health & Wellness

0.64

UPMC Community HealthChoices

0.59

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Frequency of Selected Procedures - Cholecystectomy Laparoscopic (F 45-64)

Complete

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	D2.VII.4 Measure Reporting and D2.VII.5 Programs
0	Program-specific rate

D2.VII.6 Measure Set	D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.34

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.58

Pennsylvania Health & Wellness

0.33

UPMC Community HealthChoices

0.5

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Frequency of Selected Procedures - Cholecystectomy Laparoscopic (M 30-64)

Complete

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.11

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.32

Pennsylvania Health & Wellness

0.24

UPMC Community HealthChoices

0.36

**Vista Healthcare DBA Keystone First and Vista Healthcare DBA
AmeriHealth Caritas Pennsylvania**

N/A

D2.VII.1 Measure Name: Frequency of Selected Procedures - Back Surgery (F 20-44)

✓ Complete

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.24

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.3

Pennsylvania Health & Wellness

0.36

UPMC Community HealthChoices

0.42

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Back Surgery (F 45-64)

48 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.51

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.79

Pennsylvania Health & Wellness

0.49

UPMC Community HealthChoices

1.09

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Back Surgery (M 20-44)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.42

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.6

Pennsylvania Health & Wellness

0.45

UPMC Community HealthChoices

0.16

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Back Surgery (M 45-64)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.67

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.49

Pennsylvania Health & Wellness

0.7

UPMC Community HealthChoices

0.82

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Mastectomy (F 15-44)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.08

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0

Pennsylvania Health & Wellness

0

UPMC Community HealthChoices

0.06

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Mastectomy (F 45-64)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.15

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE
N/A

UPMC Community HealthChoices NW
N/A

AmeriHealth Caritas Pennsylvania
0.08

Pennsylvania Health & Wellness
0.05

UPMC Community HealthChoices
0.04

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania
N/A

✅ **Complete**

D2.VII.1 Measure Name: Frequency of Selected Procedures - Lumpectomy (F 15-44)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.24

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0

Pennsylvania Health & Wellness

0

UPMC Community HealthChoices

0.17

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Frequency of Selected Procedures - Lumpectomy (F 45-64)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.28

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.37

Pennsylvania Health & Wellness

0.3

UPMC Community HealthChoices

0.27

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Use of Opioids at High Dosage   55 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

14.6

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

11.52

Pennsylvania Health & Wellness

11.64

UPMC Community HealthChoices

8.82

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Inpatient Utilization - General Hospital/Acute Care - Maternity ALOS (Total) 56 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	D2.VII.4 Measure Reporting and D2.VII.5 Programs
0	Program-specific rate

D2.VII.6 Measure Set	D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

5.47

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

7.56

Pennsylvania Health & Wellness

7.58

UPMC Community HealthChoices

3.16

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

Complete

D2.VII.1 Measure Name: Inpatient Utilization - General Hospital/Acute Care - Maternity Discharges/1000 MM (Total)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.46

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.17

Pennsylvania Health & Wellness

0.28

UPMC Community HealthChoices

0.27

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

D2.VII.1 Measure Name: Inpatient Utilization - General Hospital/Acute Care - Medicine ALOS (Total) 58 / 91

✅ Complete

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

4.99

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

6.45

Pennsylvania Health & Wellness

5.53

UPMC Community HealthChoices

5.07

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

Complete ✓

D2.VII.1 Measure Name: Inpatient Utilization - General Hospital/Acute Care - Medicine Discharges/1000 MM (Total) 59 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

30.93

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

25.02

Pennsylvania Health & Wellness

22.22

UPMC Community HealthChoices

16.41

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Inpatient Utilization - General Hospital/Acute Care - Surgery ALOS (Total) 60 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

9.7

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

9.54

Pennsylvania Health & Wellness

10.61

UPMC Community HealthChoices

7.72

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Inpatient Utilization - General Hospital/Acute Care - Surgery Discharges/1000 MM (Total) 61 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

10.52

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

8.61

Pennsylvania Health & Wellness

8.99

UPMC Community HealthChoices

8.99

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Inpatient Utilization - General Hospital/Acute Care - Total Inpatient ALOS (Total)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

6.18

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

7.24

Pennsylvania Health & Wellness

7

UPMC Community HealthChoices

5.99

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Inpatient Utilization - General Hospital/Acute Care - Total Inpatient Discharges/1000 MM (Total) 63 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

41.77

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

33.77

Pennsylvania Health & Wellness

31.4

UPMC Community HealthChoices

25.56

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Use of Imaging Studies for Low Back Pain

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

82.82

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

79.55

Pennsylvania Health & Wellness

71.7

UPMC Community HealthChoices

76.67

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Persistence of Beta-Blocker Treatment After a Heart Attack

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

95.12

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

93.48

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Pharmacotherapy Management of COPD Exacerbation - Bronchodilator

66 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

94.05

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

89.05

Pennsylvania Health & Wellness

91.32

UPMC Community HealthChoices

88.93

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Pharmacotherapy Management of COPD Exacerbation - Systemic Corticosteroid

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

76.09

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

73.81

Pennsylvania Health & Wellness

72.99

UPMC Community HealthChoices

79.06

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Plan All-Cause Readmissions - (18-64) - Observed Total

Complete

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

14.93

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

16.1

Pennsylvania Health & Wellness

13.55

UPMC Community HealthChoices

10.63

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Plan All-Cause Readmissions - (18-64) - Expected Total

✔ Complete

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

12.65

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

14.42

Pennsylvania Health & Wellness

13.68

UPMC Community HealthChoices

13.04

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Pharmacotherapy for Opioid Use Disorder - (Total)   70 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

30.14

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

42.86

UPMC Community HealthChoices

50.69

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Reassessment/Care Plan Update After Inpatient Discharge - Reassessment and Care Plan Update After Inpatient Discharge

D2.VII.2 Measure Domain

Long-term services and supports

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

25.45

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

32.14

Pennsylvania Health & Wellness

36.46

UPMC Community HealthChoices

17.71

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Reassessment/Care Plan Update After Inpatient Discharge - Reassessment After Inpatient Discharge

D2.VII.2 Measure Domain

Long-term services and supports

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

27.27

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

32.14

Pennsylvania Health & Wellness

41.67

UPMC Community HealthChoices

32.29

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Adherence to Antipsychotic Medications for Individuals With Schizophrenia

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

70.63

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE
N/A

UPMC Community HealthChoices NW
N/A

AmeriHealth Caritas Pennsylvania
85.62

Pennsylvania Health & Wellness
74.22

UPMC Community HealthChoices
84.95

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania
N/A

✓ Complete

D2.VII.1 Measure Name: Shared Care Plan with Primary Care Practitioner

74 / 91

D2.VII.2 Measure Domain
Long-term services and supports

D2.VII.3 National Quality Forum (NQF) number
0

D2.VII.4 Measure Reporting and D2.VII.5 Programs
Program-specific rate

D2.VII.6 Measure Set
HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range
No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description
N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

71.3

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

71.3

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

80.87

Pennsylvania Health & Wellness

45.83

UPMC Community HealthChoices

54.31

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia 75 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

69.05

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

N/A

UPMC Community HealthChoices

75.61

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Diabetes Monitoring for People With Diabetes and Schizophrenia 76 / 91

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

69.58

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

59.04

Pennsylvania Health & Wellness

61.11

UPMC Community HealthChoices

76.45

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅
Complete

D2.VII.1 Measure Name: Statin Therapy for Patients With Cardiovascular Disease - Received Statin Therapy (Total)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	D2.VII.4 Measure Reporting and D2.VII.5 Programs
0	Program-specific rate

D2.VII.6 Measure Set	D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

88.91

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

89.86

Pennsylvania Health & Wellness

84.42

UPMC Community HealthChoices

83.52

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Statin Therapy for Patients With Cardiovascular Disease - Statin Adherence 80% (Total)

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

80.65

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

79.03

Pennsylvania Health & Wellness

80.99

UPMC Community HealthChoices

87.13

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Statin Therapy for Patients With Diabetes - Statin Adherence 80%

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

78.07

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

79.79

Pennsylvania Health & Wellness

79.94

UPMC Community HealthChoices

85.84

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Statin Therapy for Patients With Diabetes - Received Statin Therapy

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

79.14

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

79.3

Pennsylvania Health & Wellness

75.46

UPMC Community HealthChoices

77.7

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Use of Spirometry Testing in the Assessment and Diagnosis of COPD

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

24.68

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

15.84

UPMC Community HealthChoices

24.65

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

84.23

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

89.81

Pennsylvania Health & Wellness

82.18

UPMC Community HealthChoices

83.76

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Transitions of Care - Receipt of Discharge Information (Total)

83 / 91

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.97

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

0.3

Pennsylvania Health & Wellness

9.49

UPMC Community HealthChoices

45.26

Vista Healthcare DBA Keystone First and Vista Healthcare DBA
AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Transitions of Care - Patient Engagement After Inpatient Discharge (Total)

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HEDIS	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

80.05

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

82.07

Pennsylvania Health & Wellness

80.78

UPMC Community HealthChoices

89.54

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Transitions of Care - Notification of Inpatient Admission (Total) 85 / 91

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

1.46

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

1.22

Pennsylvania Health & Wellness

11.68

UPMC Community HealthChoices

51.34

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete **D2.VII.1 Measure Name: Transitions of Care - Medication Reconciliation Post-Discharge (Total)**

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

73.24

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

66.87

Pennsylvania Health & Wellness

36.01

UPMC Community HealthChoices

73.72

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

Complete

D2.VII.1 Measure Name: Use of Opioids From Multiple Providers - Multiple Prescribers and Multiple Pharmacies

D2.VII.2 Measure Domain

Care of acute and chronic conditions

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

0.79

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

1.07

Pennsylvania Health & Wellness

0.41

UPMC Community HealthChoices

1.09

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

D2.VII.1 Measure Name: Annual Dental Visits Total (21 years and above)

Complete

D2.VII.2 Measure Domain

Dental and oral health services

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

This performance measure assesses the percentage of members 21 years of age and older who were continuously enrolled during the calendar year 2021 and had at least one dental visit during the measurement year.

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

26.2

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

20.61

Pennsylvania Health & Wellness

15.06

UPMC Community HealthChoices

20.12

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Service plan included the things important to you (% all of the things that are important to you) 89 / 91

D2.VII.2 Measure Domain

Health plan enrollee experience of care

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
HCBS CAHPS Survey	Yes

D2.VII.8 Measure Description

N/A

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

65.71

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

65.71

Pennsylvania Health & Wellness

63.03

UPMC Community HealthChoices

65.71

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✅ Complete

D2.VII.1 Measure Name: Satisfaction with Health Plan (Rating of 8 to 10)

D2.VII.2 Measure Domain

Health plan enrollee experience of care

D2.VII.3 National Quality Forum (NQF) number	**D2.VII.4 Measure Reporting and D2.VII.5 Programs**
0	Program-specific rate

D2.VII.6 Measure Set	**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**
CAHPS HP	No, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

Percent of participants who rated their plan 8, 9, or 10

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

83.76

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

81.91

Pennsylvania Health & Wellness

79.92

UPMC Community HealthChoices

89.49

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

✓ Complete

D2.VII.1 Measure Name: Number of Participants who were successfully transitioned from the NF to the community and remained there for at least six months

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

Yes

D2.VII.8 Measure Description

Number of Participants who were successfully transitioned from the NF to the community and remained there for at least six months

Measure results

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

657

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

657

Pennsylvania Health & Wellness

389

UPMC Community HealthChoices

409

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

N/A

Topic VIII. Sanctions

Describe sanctions that the state has issued for each plan. Report all known actions across the following domains: sanctions, administrative penalties, corrective action plans, other. Include any pending or unresolved actions.

42 CFR 438.66(e)(2)(viii) specifies that the MCPAR include the results of any sanctions or corrective action plans imposed by the State or other formal or informal intervention with a contracted MCO, PIHP, PAHP, or PCCM entity to improve performance.

Find in the Excel Workbook
D3_Plan_Sanctions

Sanction total count: 17

✓ Complete

D3.VIII.1 Intervention type: Financial Sanction   1 / 17

D3.VIII.2 Intervention topic   **D3.VIII.3 Plan name**

Untimely Claims   Vista Healthcare DBA Keystone First and Vista
Adjudication   Healthcare DBA AmeriHealth Caritas
                                         Pennsylvania

D3.VIII.4 Reason for intervention

AHC/KF did not adjudicate its August 2021 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $27,333. The sanction was waived because of COVID pandemic staffing issues and self-reporting by the provider.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ 27,333 (waived)

D3.VIII.7 Date assessed

01/06/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/20/2022

D3.VIII.9 Corrective action plan

Yes

✓ Complete

D3.VIII.1 Intervention type: Financial Sanction

D3.VIII.2 Intervention topic

Untimely Claims Adjudication

D3.VIII.3 Plan name

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

D3.VIII.4 Reason for intervention

AHC/KF did not adjudicate its September 2021 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $34,000. The sanction was waived because of COVID pandemic staffing issues and self-reporting by the provider.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ 34,000 (Waived)

D3.VIII.7 Date assessed

02/10/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 04/20/2022

D3.VIII.9 Corrective action plan

Yes

D3.VIII.1 Intervention type: Financial Sanction

Complete

D3.VIII.2 Intervention topic	**D3.VIII.3 Plan name**
Untimely Claims Adjudication	UPMC Community HealthChoices SW

D3.VIII.4 Reason for intervention

UPMC did not adjudicate its September 2021 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $667.

Sanction details

D3.VIII.5 Instances of non-compliance	**D3.VIII.6 Sanction amount**
1	$ 667

D3.VIII.7 Date assessed	**D3.VIII.8 Remediation date non-compliance was corrected**
03/08/2022	Yes, remediated 09/14/2022

D3.VIII.9 Corrective action plan

Yes

D3.VIII.1 Intervention type: Financial Sanction

Complete

D3.VIII.2 Intervention topic	**D3.VIII.3 Plan name**
Untimely Claims Adjudication	Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

D3.VIII.4 Reason for intervention

AHC/KF did not adjudicate its October 2021 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $40,000.

Sanction details

D3.VIII.5 Instances of non-compliance	**D3.VIII.6 Sanction amount**
	$ 40,000

1

D3.VIII.7 Date assessed

03/08/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 09/14/2022

D3.VIII.9 Corrective action plan

Yes

✓ Complete

D3.VIII.1 Intervention type: Financial Sanction

D3.VIII.2 Intervention topic

Untimely Claims Adjudication

D3.VIII.3 Plan name

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

D3.VIII.4 Reason for intervention

AHC/KF did not adjudicate its November 2021 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $45,999.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ 45,999

D3.VIII.7 Date assessed

04/20/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 07/06/2022

D3.VIII.9 Corrective action plan

Yes

✓ Complete

D3.VIII.1 Intervention type: Financial Sanction

D3.VIII.2 Intervention topic

Untimely Claims Adjudication

D3.VIII.3 Plan name

Pennsylvania Health & Wellness

D3.VIII.4 Reason for intervention

PHW did not adjudicate its November 2021 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $2,668. The sanction was waived.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ 2,668

D3.VIII.7 Date assessed

04/20/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 06/07/2022

D3.VIII.9 Corrective action plan

Yes

✓ Complete

D3.VIII.1 Intervention type: Financial Sanction

D3.VIII.2 Intervention topic

Untimely Claims Adjudication

D3.VIII.3 Plan name

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

D3.VIII.4 Reason for intervention

AHC/KF did not adjudicate its December 2021 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $40,000.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ 46,000

D3.VIII.7 Date assessed

05/10/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 09/07/2022

D3.VIII.9 Corrective action plan

Yes

D3.VIII.1 Intervention type: Financial Sanction

Complete

D3.VIII.2 Intervention topic

Untimely Claims Adjudication

D3.VIII.3 Plan name

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

D3.VIII.4 Reason for intervention

AHC/KF did not adjudicate its January 2022 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $25,333.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ 25,333

D3.VIII.7 Date assessed

06/21/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 09/14/2022

D3.VIII.9 Corrective action plan

Yes

D3.VIII.1 Intervention type: Financial Sanction

Complete

D3.VIII.2 Intervention topic

Untimely Claims Adjudication

D3.VIII.3 Plan name

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

D3.VIII.4 Reason for intervention

AHC/KF did not adjudicate its February 2022 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $26,667.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ 26,667

D3.VIII.7 Date assessed

07/06/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 09/21/2022

D3.VIII.9 Corrective action plan

Yes

D3.VIII.1 Intervention type: Financial Sanction

✓ Complete

D3.VIII.2 Intervention topic

Untimely Claims Adjudication

D3.VIII.3 Plan name

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

D3.VIII.4 Reason for intervention

AHC/KF did not adjudicate its March 2022 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $32,667.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ 32,667

D3.VIII.7 Date assessed

08/10/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 10/19/2022

D3.VIII.9 Corrective action plan

Yes

D3.VIII.1 Intervention type: Financial Sanction

✓ Complete

D3.VIII.2 Intervention topic

Untimely Claims Adjudication

D3.VIII.3 Plan name

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

D3.VIII.4 Reason for intervention

AHC/KFdid not adjudicate its April 2022 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $14,666.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ 14,666

D3.VIII.7 Date assessed

09/07/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 10/26/2022

D3.VIII.9 Corrective action plan

Yes

✓ Complete

D3.VIII.1 Intervention type: Financial Sanction

D3.VIII.2 Intervention topic

Untimely Claims Adjudication

D3.VIII.3 Plan name

Pennsylvania Health & Wellness

D3.VIII.4 Reason for intervention

PHW did not adjudicate its June 2022 claims in a timely manner. The CHC Agreement establishes the timely adjudication standards. OLTL assessed a sanction in the amount of $3,335. The sanction was waived.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ 3,335 (Waived)

D3.VIII.7 Date assessed

11/07/2022

D3.VIII.8 Remediation date non-compliance was corrected

Yes, remediated 11/29/2022

D3.VIII.9 Corrective action plan

Yes

✓ Complete

D3.VIII.1 Intervention type: Corrective action plan

D3.VIII.2 Intervention topic

Critical Incident Reporting Performance

D3.VIII.3 Plan name

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas

Pennsylvania

D3.VIII.4 Reason for intervention

AmeriHealth/Keystone First is expected to meet all Waiver Performance Measures and if the performance does not meet the 86% performance threshold, OLTL may impose financial sanctions. AmeriHealth/Keystone First did not meet the performance threshold for HW-7. HW-7 is timely investigation of critical incidents.

Sanction details

D3.VIII.5 Instances of non-compliance	**D3.VIII.6 Sanction amount**
3	$ 158,000

D3.VIII.7 Date assessed	**D3.VIII.8 Remediation date non-compliance was corrected**
07/15/2022	Remediation in progress

D3.VIII.9 Corrective action plan

No

✔ Complete

D3.VIII.1 Intervention type: Corrective action plan

D3.VIII.2 Intervention topic	**D3.VIII.3 Plan name**
Unauthorized Disclosures	Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

D3.VIII.4 Reason for intervention

AmeriHealth/Keystone First had a significant increase in the number of reported incidents compred to previous years and compared to counterparts in the program. DHS-OLTL is requiring additional efforts be made by AmeriHealth/Keystone First to protect participant PHI/PII.

Sanction details

D3.VIII.5 Instances of non-compliance	**D3.VIII.6 Sanction amount**
1	$ N/A

D3.VIII.7 Date assessed	**D3.VIII.8 Remediation date non-compliance was corrected**
07/15/2022	Remediation in progress

D3.VIII.9 Corrective action plan

No

D3.VIII.1 Intervention type: Corrective action plan

Complete

D3.VIII.2 Intervention topic	**D3.VIII.3 Plan name**
Waiver Assurance Performance Below Expectations	Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

D3.VIII.4 Reason for intervention

AmeriHealth/Keystone First is expected to meet all Waiver Performance Measures and if the performance does not meet the 86% performance threshold, OLTL may impose financial sanctions. AmeriHealth/Keystone First did not meet the performance threshold for SP-1. SP-1 is Person Centered Service Plans being adequate and appropriate to their needs, capabilities, and desired outcomes of CHC participants.

Sanction details

D3.VIII.5 Instances of non-compliance	**D3.VIII.6 Sanction amount**
1	$ 300,000

D3.VIII.7 Date assessed	**D3.VIII.8 Remediation date non-compliance was corrected**
07/15/2022	Remediation in progress

D3.VIII.9 Corrective action plan

No

D3.VIII.1 Intervention type: Corrective action plan

Complete

D3.VIII.2 Intervention topic	**D3.VIII.3 Plan name**
Medical Benefit/PARP Noncompliance	Pennsylvania Health & Wellness

D3.VIII.4 Reason for intervention

DHS-Pharmacy found, during routine monitoring, examples of noncompliance to Prior Authorization requirements inlcuding not accurately following guidelines for the Statewide Preferred Drug list (PDL).

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ N/A

D3.VIII.7 Date assessed

03/22/2022

D3.VIII.8 Remediation date non-compliance was corrected

Remediation in progress

D3.VIII.9 Corrective action plan

No

✅ Complete

D3.VIII.1 Intervention type: Corrective action plan

17 / 17

D3.VIII.2 Intervention topic

Pharmarcy Authorization and PARP

D3.VIII.3 Plan name

Pennsylvania Health & Wellness

D3.VIII.4 Reason for intervention

DHS-Pharmacy conducted small batch audits and found that PHW was not following specific requirements under the medical benefit. This included instances where the prior authorization policies and State Preferred Drug list wasn't followed as prescribed.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$ N/A

D3.VIII.7 Date assessed

07/18/2022

D3.VIII.8 Remediation date non-compliance was corrected

Remediation in progress

D3.VIII.9 Corrective action plan

No

Topic X. Program Integrity

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1X.1	**Dedicated program integrity staff** Report or enter the number of dedicated program integrity staff for routine internal monitoring and compliance risks. Refer to 42 CFR 438.608(a)(1)(vii).	**AmeriHealth Caritas Pennsylvania SW** N/A **Keystone First SE** N/A **AmeriHealth Caritas Pennsylvania LC** N/A **AmeriHealth Caritas Pennsylvania NE** N/A **AmeriHealth Caritas Pennsylvania NW** N/A **Pennsylvania Health & Wellness SW** N/A **Pennsylvania Health & Wellness SE** N/A **Pennsylvania Health & Wellness LC** N/A **Pennsylvania Health & Wellness NE** N/A **Pennsylvania Health & Wellness NW** N/A **UPMC Community HealthChoices SW** N/A **UPMC Community HealthChoices SE** N/A **UPMC Community HealthChoices LC**

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

4

UPMC Community HealthChoices

13

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

3

D1X.2   **Count of opened program integrity investigations**

How many program integrity investigations have been opened by the plan in the past year?

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

N/A

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

168

UPMC Community HealthChoices

614

**Vista Healthcare DBA Keystone First and
Vista Healthcare DBA AmeriHealth Caritas
Pennsylvania**

1,801

| D1X.3 | **Ratio of opened program integrity investigations to enrollees** | | |

Ratio of opened program integrity investigations to enrollees

What is the ratio of program integrity investigations opened by the plan in the past year per 1,000 beneficiaries enrolled in the plan on the first day of the last month of the reporting year?

AmeriHealth Caritas Pennsylvania SW

0:1000

Keystone First SE

0:1000

AmeriHealth Caritas Pennsylvania LC

0:1000

AmeriHealth Caritas Pennsylvania NE

0:1000

AmeriHealth Caritas Pennsylvania NW

0:1000

Pennsylvania Health & Wellness SW

0:1000

Pennsylvania Health & Wellness SE

0:1000

Pennsylvania Health & Wellness LC

0:1000

Pennsylvania Health & Wellness NE

0:1000

Pennsylvania Health & Wellness NW

0:1000

UPMC Community HealthChoices SW

0:1000

UPMC Community HealthChoices SE

0:1000

UPMC Community HealthChoices LC

0:1000

UPMC Community HealthChoices NE

0:1000

UPMC Community HealthChoices NW

0:1000

AmeriHealth Caritas Pennsylvania

0:1000

Pennsylvania Health & Wellness

1.88:1,000

UPMC Community HealthChoices

4.4:1,000

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

9.93:1,000

| D1X.4 | **Count of resolved program integrity investigations**

 How many program integrity investigations have been resolved by the plan in the past year? | **AmeriHealth Caritas Pennsylvania SW**

 N/A

 Keystone First SE

 N/A

 AmeriHealth Caritas Pennsylvania LC

 N/A

 AmeriHealth Caritas Pennsylvania NE

 N/A

 AmeriHealth Caritas Pennsylvania NW

 N/A

 Pennsylvania Health & Wellness SW

 N/A |

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

121

UPMC Community HealthChoices

236

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

1,810

D1X.5	**Ratio of resolved program integrity investigations to enrollees**		

Ratio of resolved program integrity investigations to enrollees

What is the ratio of program integrity investigations resolved by the plan in the past year per 1,000 beneficiaries enrolled in the plan at the beginning of the reporting year?

AmeriHealth Caritas Pennsylvania SW

0:1000

Keystone First SE

0:1000

AmeriHealth Caritas Pennsylvania LC

0:1000

AmeriHealth Caritas Pennsylvania NE

0:1000

AmeriHealth Caritas Pennsylvania NW

0:1000

Pennsylvania Health & Wellness SW

0:1000

Pennsylvania Health & Wellness SE

0:1000

Pennsylvania Health & Wellness LC

0:1000

Pennsylvania Health & Wellness NE

0:1000

Pennsylvania Health & Wellness NW

0:1000

UPMC Community HealthChoices SW

0:1000

UPMC Community HealthChoices SE

0:1000

UPMC Community HealthChoices LC

0:1000

UPMC Community HealthChoices NE

0:1000

UPMC Community HealthChoices NW

0:1000

AmeriHealth Caritas Pennsylvania

0:1000

Pennsylvania Health & Wellness

1.36:1,000

UPMC Community HealthChoices

1.690:1,000

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

9.98:1,000

D1X.6	**Referral path for program integrity referrals to the state**	**AmeriHealth Caritas Pennsylvania SW**

Referral path for program integrity referrals to the state

What is the referral path that the plan uses to make program integrity referrals to the state? Select one.

AmeriHealth Caritas Pennsylvania SW

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

Keystone First SE

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

AmeriHealth Caritas Pennsylvania LC

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

AmeriHealth Caritas Pennsylvania NE

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

AmeriHealth Caritas Pennsylvania NW

Makes referrals to the State Medicaid

Agency (SMA) and MFCU concurrently

Pennsylvania Health & Wellness SW

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

Pennsylvania Health & Wellness SE

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

Pennsylvania Health & Wellness LC

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

Pennsylvania Health & Wellness NE

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

Pennsylvania Health & Wellness NW

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

UPMC Community HealthChoices SW

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

UPMC Community HealthChoices SE

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

UPMC Community HealthChoices LC

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

UPMC Community HealthChoices NE

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

UPMC Community HealthChoices NW

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

AmeriHealth Caritas Pennsylvania

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

Pennsylvania Health & Wellness

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

UPMC Community HealthChoices

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

D1X.7	**Count of program integrity referrals to the state** Enter the count of program integrity referrals that the plan made to the state in the past year. Enter the count of unduplicated referrals	

AmeriHealth Caritas Pennsylvania SW

N/A

Keystone First SE

N/A

AmeriHealth Caritas Pennsylvania LC

N/A

AmeriHealth Caritas Pennsylvania NE

N/A

AmeriHealth Caritas Pennsylvania NW

N/A

Pennsylvania Health & Wellness SW

N/A

Pennsylvania Health & Wellness SE

N/A

Pennsylvania Health & Wellness LC

N/A

Pennsylvania Health & Wellness NE

N/A

Pennsylvania Health & Wellness NW

N/A

UPMC Community HealthChoices SW

N/A

UPMC Community HealthChoices SE

N/A

UPMC Community HealthChoices LC

N/A

UPMC Community HealthChoices NE

N/A

UPMC Community HealthChoices NW

N/A

AmeriHealth Caritas Pennsylvania

N/A

Pennsylvania Health & Wellness

22

UPMC Community HealthChoices

239

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

96

D1X.8	Ratio of program integrity referral to the state	**AmeriHealth Caritas Pennsylvania SW**
		0:1000

What is the ratio of program integrity referral listed in the previous indicator made to the state in the past year per 1,000 beneficiaries, using the plan's total enrollment as of the first day of the last month of the reporting year (reported in indicator D1.I.1) as the denominator.

Keystone First SE

0:1000

AmeriHealth Caritas Pennsylvania LC

0:1000

AmeriHealth Caritas Pennsylvania NE

0:1000

AmeriHealth Caritas Pennsylvania NW

0:1000

Pennsylvania Health & Wellness SW

0:1000

Pennsylvania Health & Wellness SE

0:1000

Pennsylvania Health & Wellness LC

0:1000

Pennsylvania Health & Wellness NE

0:1000

Pennsylvania Health & Wellness NW

0:1000

UPMC Community HealthChoices SW

0:1000

UPMC Community HealthChoices SE

0:1000

UPMC Community HealthChoices LC

0:1000

UPMC Community HealthChoices NE

0:1000

UPMC Community HealthChoices NW

0:1000

AmeriHealth Caritas Pennsylvania

0:1000

Pennsylvania Health & Wellness

.250:1,000

UPMC Community HealthChoices

1.710:1,000

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

.53:1,000

D1X.9	**Plan overpayment reporting to the state**	**AmeriHealth Caritas Pennsylvania SW**

D1X.9 · **Plan overpayment reporting to the state**

Describe the plan's latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3).
Include, for example, the following information:
- The date of the report (rating period or calendar year).
- The dollar amount of overpayments recovered.
- The ratio of the dollar amount of overpayments recovered as a percent of premium revenue as defined in MLR reporting under 438.8(f)(2).

AmeriHealth Caritas Pennsylvania SW

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

Keystone First SE

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

AmeriHealth Caritas Pennsylvania LC

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

AmeriHealth Caritas Pennsylvania NE

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

AmeriHealth Caritas Pennsylvania NW

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

Pennsylvania Health & Wellness SW

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

Pennsylvania Health & Wellness SE

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

Pennsylvania Health & Wellness LC

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

Pennsylvania Health & Wellness NE

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

Pennsylvania Health & Wellness NW

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

UPMC Community HealthChoices SW

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

UPMC Community HealthChoices SE

N/A - All Program Integrity sections are reported statewide only. Plan Level data

for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

UPMC Community HealthChoices LC

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

UPMC Community HealthChoices NE

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

UPMC Community HealthChoices NW

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

AmeriHealth Caritas Pennsylvania

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

Pennsylvania Health & Wellness

The plan's latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3) reflects the reporting period of 05/15/2021-02/15/2022. The identified dollar amount of overpayments recovered for the specified reporting period is $766,000.79. The ratio of the dollar amount of overpayments recovered as a percent of premium revenue as defined in MLR reporting under 42 CFR 438.8(f)(2) is 0.029%.

UPMC Community HealthChoices

The plan's latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3) reflects the reporting period of

05/15/2021-02/15/2022. The identified dollar amount of overpayments recovered for the specified reporting period is $3,520976.75. The ratio of the dollar amount of overpayments recovered as a percent of premium revenue as defined in MLR reporting under 42 CFR 438.8(f)(2) is 0.108%.

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

The plan's latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3) reflects the reporting period of 05/15/2021-02/15/2022. The identified dollar amount of overpayments recovered for the specified reporting period is $4,734,479.36. The ratio of the dollar amount of overpayments recovered as a percent of premium revenue as defined in MLR reporting under 42 CFR 438.8(f)(2) is 0.085%.

D1X.10	**Changes in beneficiary circumstances**	
	Select the frequency the plan reports changes in beneficiary circumstances to the state.	

AmeriHealth Caritas Pennsylvania SW

Daily

Keystone First SE

Daily

AmeriHealth Caritas Pennsylvania LC

Daily

AmeriHealth Caritas Pennsylvania NE

Daily

AmeriHealth Caritas Pennsylvania NW

Daily

Pennsylvania Health & Wellness SW

Daily

Pennsylvania Health & Wellness SE

Daily

Pennsylvania Health & Wellness LC

Daily

Pennsylvania Health & Wellness NE

Daily

Pennsylvania Health & Wellness NW

Daily

UPMC Community HealthChoices SW

Daily

UPMC Community HealthChoices SE

Daily

UPMC Community HealthChoices LC

Daily

UPMC Community HealthChoices NE

Daily

UPMC Community HealthChoices NW

Daily

AmeriHealth Caritas Pennsylvania

Daily

Pennsylvania Health & Wellness

Daily

UPMC Community HealthChoices

Daily

Vista Healthcare DBA Keystone First and Vista Healthcare DBA AmeriHealth Caritas Pennsylvania

Daily

Topic IX. Beneficiary Support System (BSS) Entities

Per 42 CFR 438.66(e)(2)(ix), the Managed Care Program Annual Report must provide information on and an assessment of the operation of the managed care program including activities and performance of the beneficiary support system. Information on how BSS entities support program-level functions is on the Program-Level BSS page.

Find in the Excel Workbook
E_BSS_Entities

Number	Indicator	Response
EIX.1	**BSS entity type** What type of entity was contracted to perform each BSS activity? Check all that apply. Refer to 42 CFR 438.71(b).	**Maximus** Enrollment Broker **PA Link to Community Care** Aging and Disability Resource Network (ADRN) **Pennsylvania Medicare Education and Decision Insight, PA MEDI** State Health Insurance Assistance Program (SHIP) **Pennsylvania Health Law Project** Legal Assistance Organization
EIX.2	**BSS entity role** What are the roles performed by the BSS entity? Check all that apply. Refer to 42 CFR 438.71(b).	**Maximus** Enrollment Broker/Choice Counseling **PA Link to Community Care** Beneficiary Outreach LTSS Grievance/Appeals Education **Pennsylvania Medicare Education and Decision Insight, PA MEDI** Beneficiary Outreach Other, specify – undefined

Pennsylvania Health Law Project

Beneficiary Outreach

LTSS Complaint Access Point

LTSS Grievance/Appeals Education

LTSS Grievance/Appeals Assistance