

Attachment 1: 2024 Clinical Quality, Customer Service and Resource Use Measure Set

Performance Area	Measure Title & Rate	Abbrev	Measure Source	Measure Priority	Measure Weight
Clinical Quality	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis (18-64)	AAB	HEDIS	1	2.50
	Controlling High Blood Pressure	CBP	HEDIS	1	2.50
	Hemoglobin A1c Control for Patients with Diabetes (HbA1c Control <8.0%)* (See HBD note below)	HBD*	HEDIS	1	2.50
	Antidepressant Medication Management (Effective Continuation)	AMM	HEDIS	2	1.25
	Asthma Medication Ratio	AMR	HEDIS	2	1.25
	Breast Cancer Screening	BCS-E	HEDIS	2	1.25
	Cervical Cancer Screening	CCS	HEDIS	2	1.25
	Childhood Immunization Status (Combo 10)	CIS	HEDIS	2	1.25
	Colorectal Cancer Screening	COL	HEDIS	2	1.25
	Follow-Up After Emergency Department Visit for Substance Use (30 Day - Total)	FUA	HEDIS	2	1.25
	Follow-Up After Emergency Department Visit for Mental Illness (30 Day - Total)	FUM	HEDIS	2	1.25
	Flu Vaccinations for Adults (18-64) ** (See FVA note below)	FVA**	CAHPS	2	1.25
	Prenatal and Postpartum Care (Timeliness of Prenatal Care)	PPC	HEDIS	2	1.25
	Statin Therapy for Patients with Cardiovascular Disease (Statin Adherence 80%)	SPC	HEDIS	2	1.25
	Use of Opioids from Multiple Providers (Multiple Prescribers)	UOP	HEDIS	2	1.25
Customer Service	Coordination of Care	CoC	CAHPS	3	1.00
	Claims Processing	CP	CAHPS	3	1.00
	Getting Care Quickly	GCQ	CAHPS	3	1.00
	Getting Needed Care	GNC	CAHPS	3	1.00
	Overall Health Plan Rating	RHP	CAHPS	3	1.00
	Overall Personal Doctor Rating	RPD	CAHPS	3	1.00
Resource Use	Use of Imaging Studies for Low Back Pain	LBP	HEDIS	1	2.50
	Acute Hospital Utilization	AHU	HEDIS	2	1.25
	Emergency Department Utilization	EDU	HEDIS	2	1.25
	Plan All-Cause Readmissions	PCR	HEDIS	2	1.25

*HBD Note: for 2024, the measure formerly titled “Comprehensive Diabetes Care” is renamed “Hemoglobin A1c Control for Patients with Diabetes” and the abbreviation CDC is renamed HBD. The measure HbA1c <8.0% remains the same, priority remains 1 and weight remains 2.50

**FVA Note: If NCQA announces the retirement of this measure then OPM will remove the measure from the QCR Measure Set.