



**ARKANSAS DEPARTMENT OF  
HUMAN SERVICES**



**Arkansas Health and Opportunity for ME (ARHOME)**

**Health and Economic Outcomes Accountability Oversight Advisory Panel**

**August 2021**

***Claims-Based Performance Measures***

***2019 Baseline***

# Arkansas Works CY 2019 Performance Baseline on Key Claims-Based Measures

Measure	Abbr.	Reporting Category	2019 AR Works Overall <sup>‡</sup>	For Comparison			Segments within AR Works											
				2019 Mean of Reporting States, Medicaid*	2019 NCQA State of Health/ 2017 AHRQ PQI**	2019 AR Medicaid, non-AR Works***	By Benefit Plan		By Qualified Health Plan (QHP) <sup>††</sup>				By Urban/ Rural		By Race/ Ethnicity			
							QHP	Medically Frail (FFS)	Blue Cross Blue Shield	Ambetter	QCA Health Plan	QualChoice Life & Health	Urban	Rural	White	Black/ African American	Other	Unknown
Primary Care Access & Preventive Care																		
Cervical Cancer Screening	CCS-AD	Ages 21-64	46.0%	54.1%	60.1%	40.0% (Ages 21-64)	47.3%	33.3%	44.4%	42.1%	31.0%	30.2%	46.2%	45.9%	45.3%	50.4%	50.9%	41.0%
Chlamydia Screening	CHL-AD	Ages 21-64	53.9%	59.3%	58.0% (Ages 16-24)	61.6% (Ages 21-24)	54.0%	49.5%	53.6%	53.6%	55.5%	55.2%	52.7%	55.5%	49.5%	65.6%	57.0%	50.9%
Breast Cancer Screening	BCS-AD	Ages 50-64	50.8%	52.7%	58.4% (Ages 50-74)	39.6% Ages 50-74	51.6%	43.9%	54.0%	49.1%	38.7%	42.2%	50.5%	51.0%	49.0%	55.4%	57.9%	50.7%
Maternal and Perinatal Care																		
Contraceptive Care – Postpartum Women	CCP-AD	Most or Moderately Effective Contraception – 3 Day: Ages 21-44	17.3%	11.4%		12.2%	17.3%	17.5%	16.5%	18.7%	15.9%	19.6%	15.6%	19.6%	18.7%	15.6%	13.4%	17.5%
		Most or Moderately Effective Contraception – 60 Day: Ages 21-44	54.3%	38.4%		38.1%	54.4%	52.4%	54.7%	53.9%	50.4%	58.4%	52.7%	56.6%	55.3%	54.5%	49.4%	53.6%
		LARC – 3 Day: Ages 21-44	0.2%	1.9%		0.3%	0.2%	0.0%	0.3%	0.0%	0.4%	0.4%	0.4%	0.0%	0.1%	0.3%	0.4%	0.6%
		LARC – 60 Day: Ages 21-44	10.5%	12.1%		7.1%	10.4%	14.3%	11.3%	9.1%	9.1%	10.8%	11.0%	9.8%	11.0%	8.1%	11.9%	11.7%
Contraceptive Care – All Women	CCW-AD	Most or Moderately Effective Contraception : Ages 21-44	25.5%			23.1%	26.0%	17.8%	27.0%	24.0%	24.3%	24.3%	25.7%	25.3%	25.2%	26.0%	26.4%	25.6%
		LARC: Ages 21-44	3.4%			3.3%	3.4%	2.3%	3.4%	3.2%	4.0%	3.4%	3.4%	3.3%	3.6%	2.2%	4.5%	3.6%
Care of Acute and Chronic Conditions																		

Measure	Abbr.	Reporting Category	2019 AR Works Overall <sup>¶</sup>	For Comparison			Segments within AR Works											
				2019 Mean of Reporting States, Medicaid*	2019 NCQA State of Health/ 2017 AHRQ PQI**	2019 AR Medicaid, non-AR Works***	By Benefit Plan		By Qualified Health Plan (QHP) <sup>¶¶</sup>				By Urban/ Rural		By Race/ Ethnicity			
							QHP	Medically Frail (FFS)	Blue Cross Blue Shield	Ambetter	QCA Health Plan	QualChoice Life & Health	Urban	Rural	White	Black/ African American	Other	Unknown
Diabetes Short-Term Complications Admission Rate <sup>†</sup>	PQI01-AD	Ages 19-64	26.2	20.6 (Ages 18-64)	84.25 (Ages 18-39) 47.82 (Ages 40-64)	37.3 (Ages 18-64)	21.6	73.3	14.2	16.8	16.4	22.4	27.4	24.8	26.6	26.8	20.2	26.7
Chronic Obstructive Pulmonary Disease (COPD) or Asthma in Older Adults Admission Rate <sup>†</sup>	PQI05-AD	Ages 40-64	40.9	82.4	291.61	121.7	32.0	99.9	24.9	32.2	18.3	23.4	39.3	42.8	45.8	26.4	33.0	41.1
Heart Failure Admission Rate <sup>†</sup>	PQI08-AD	Ages 19-64	23.9	31.9 (Ages 18-64)	26.79 (Ages 18-39) 270.45 (Ages 40-64)	47.1 (Ages 18-64)	17.8	91.8	13.9	13.5	12.3	13.9	28.1	18.8	19.4	36.8	13.7	28.7
Asthma in Younger Adults Admission Rate <sup>†</sup>	PQI15-AD	Ages 19-39	4.8	6.5	30.27	7.0 (Ages 18-39)	4.4	10.6	3.1	3.3	2.1	2.1	5.1	4.5	4.1	9.6	2.4	2.9
Plan All-Cause Readmissions	PCR-AD	Observed Readmission Rate: Ages 19-64	9.9572%		4.9% (Ages 18-64) (Commercial HMO)	8.3600% Ages 18-64	9.5021%	12.0569%	9.6925%	9.2224%	7.8869%	10.0443%	10.0498%	9.8511%	10.1818%	9.2358%	7.9897%	10.1584%
		Expected Readmission Rate: Ages 19-64	11.7065%			9.3868% Ages 18-64	11.5967%	12.0885%	12.0088%	11.5232%	11.1631%	10.9485%	12.1547%	11.1934%	11.7909%	11.2093%	11.1116%	11.9478%
		Observed/ Expected Ratio: Ages 19-64	0.8506	0.8555 (Ages 18-64)		0.8906 Ages 18-64	0.8194	0.9974	0.8071	0.8003	0.7065	0.9174	0.8268	0.8801	0.8635	0.8239	0.719	0.8502
		Outlier Rate: Ages 19-64	4.0%			3.8% Ages 18-64	3.1%	6.4%	3.0%	3.3%	3.2%	3.5%	4.3%	3.6%	4.1%	3.7%	3.5%	3.7%

Measure	Abbr.	Reporting Category	2019 AR Works Overall <sup>y</sup>	For Comparison			Segments within AR Works											
				2019 Mean of Reporting States, Medicaid*	2019 NCQA State of Health/ 2017 AHRQ PQI**	2019 AR Medicaid, non-AR Works***	By Benefit Plan		By Qualified Health Plan (QHP) <sup>xy</sup>				By Urban/ Rural		By Race/ Ethnicity			
							QHP	Medically Frail (FFS)	Blue Cross Blue Shield	Ambetter	QCA Health Plan	QualChoice Life & Health	Urban	Rural	White	Black/ African American	Other	Unknown
Asthma Medication Ratio	AMR-AD	Ages 19-64	46.9%	55.3%	63.0%	38.5%	48.5%	29.5%	48.4%	45.3%	50.0%	54.5%	50.2%	43.3%	47.6%	47.4%	51.0%	42.9%
Behavioral Health Care																		
Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment	IET-AD	Initiation – Alcohol Abuse or Dependence: Ages 19-64	40.1%	38.9% (Ages 18-64)	42.0% (Ages 13+)		40.1%	39.5%	38.5%	41.6%	45.1%	41.4%	40.6%	39.2%	41.8%	35.1%	30.5%	41.6%
		Engagement - Alcohol Abuse or Dependence: Ages 19-64	7.6%	11.6% (Ages 18-64)	11.1% (Ages 13+)		7.8%	6.4%	7.7%	9.2%	8.3%	7.0%	8.0%	6.9%	8.0%	5.4%	6.8%	8.5%
		Initiation– Opioid Abuse or Dependence: Ages 19-64	35.7%	50.4% (Ages 18-64)	55.9% (Ages 13+)		37.5%	28.4%	36.7%	37.5%	45.6%	49.4%	31.3%	43.5%	36.8%	30.6%	33.3%	34.3%
		Engagement – Opioid Abuse or Dependence: Ages 19-64	15.6%	27.2% (Ages 18-64)	28.1% (Ages 13+)		17.5%	7.4%	16.6%	18.1%	15.2%	25.9%	12.2%	21.5%	16.6%	12.0%	13.9%	13.8%
		Initiation – Other Drug Abuse or Dependence: Ages 19-64	38.9%	39.1% (Ages 18-64)	43.1% (Ages 13+)		39.1%	38.6%	38.9%	39.4%	43.1%	40.9%	38.6%	39.2%	39.6%	32.3%	42.3%	41.9%
		Engagement – Other Drug Abuse or Dependence: Ages 19-64	7.6%	12.0% (Ages 18-64)	11.6% (Ages 13+)		8.6%	3.8%	9.2%	8.5%	9.4%	6.0%	7.6%	7.5%	8.2%	4.6%	8.3%	7.9%
		Initiation – Total AOD Abuse or	37.9%	41.0% (Ages 18-64)	44.0% (Ages 13+)		38.2%	37.1%	37.4%	38.5%	44.0%	41.5%	37.3%	38.8%	39.1%	31.8%	36.9%	39.5%

Measure	Abbr.	Reporting Category	2019 AR Works Overall <sup>v</sup>	For Comparison			Segments within AR Works											
				2019 Mean of Reporting States, Medicaid*	2019 NCQA State of Health/ 2017 AHRQ PQI**	2019 AR Medicaid, non-AR Works***	By Benefit Plan		By Qualified Health Plan (QHP) <sup>xy</sup>				By Urban/ Rural		By Race/ Ethnicity			
							QHP	Medically Frail (FFS)	Blue Cross Blue Shield	Ambetter	QCA Health Plan	QualChoice Life & Health	Urban	Rural	White	Black/ African American	Other	Unknown
		Dependence: Ages 19-64																
		Engagement - Total AOD Abuse or Dependence: Ages 19-64	8.6%	15.7% (Ages 18-64)	14.4% (Ages 13+)		9.4%	5.2%	9.6%	9.8%	10.3%	8.6%	8.3%	9.0%	9.5%	5.1%	8.6%	8.4%
Antidepressant Medication Management	AMM-AD	Effective Acute Phase Treatment: Ages 19-64	52.9%	51.3% (Ages 18-64)	55.0% (Ages 18+)	39.7% (Ages 18-64)	54.7%	44.9%	55.5%	56.0%	48.7%	54.8%	52.6%	53.3%	55.0%	40.5%	48.2%	56.6%
		Effective Continuation Phase Treatment: Ages 19-64	37.1%	34.4% (Ages 18-64)	39.3% (Ages 18+)	26.1% (Ages 18-64)	38.4%	30.0%	39.6%	39.2%	35.6%	35.6%	38.0%	36.0%	39.3%	25.6%	32.0%	39.7%
Adherence to Antipsychotics for Individuals With Schizophrenia	SAA-AD	Ages 19-64	44.1%	61.1%	60.8% (Ages 18+)	59.4% (Ages 18+)	44.7%	43.3%	47.2%	34.8%	65.0%	38.5%	41.1%	47.3%	47.5%	36.6%	41.2%	42.1%
Use of Pharmacotherapy for Opioid Use Disorder	OUD-AD	Overall Total: Ages 19-64	39.0%			21.8% (Ages 18-64)	43.5%	18.7%	47.1%	36.5%	40.2%	45.1%	35.0%	45.4%	42.3%	15.6%	28.6%	34.4%
		Buprenorphine: Ages 19-64	37.3%			21.3% (Ages 18-64)	41.6%	17.4%	45.5%	34.2%	39.2%	39.6%	33.0%	44.0%	40.4%	14.1%	28.6%	32.8%
		Oral Naltrexone: Ages 19-64	2.1%			0.5% (Ages 18-64)	2.4%	1.5%	1.9%	3.1%	1.0%	5.5%	2.2%	2.0%	2.0%	2.2%	0.0%	3.0%
		Long-acting, Injectable Naltrexone: Ages 19-64	0.3%			0.1% (Ages 18-64)	0.3%	0.0%	0.5%	0.0%	0.0%	0.0%	0.4%	0.1%	0.2%	0.0%	0.0%	0.5%
		Methadone: Ages 19-64	0.0%			0.0% (Ages 18-64)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Lower is Better

Measure	Abbr.	Reporting Category	2019 AR Works Overall <sup>v</sup>	For Comparison			Segments within AR Works											
				2019 Mean of Reporting States, Medicaid*	2019 NCQA State of Health/ 2017 AHRQ PQI**	2019 AR Medicaid, non-AR Works***	By Benefit Plan		By Qualified Health Plan (QHP) <sup>xy</sup>				By Urban/ Rural		By Race/ Ethnicity			
							QHP	Medically Frail (FFS)	Blue Cross Blue Shield	Ambetter	QCA Health Plan	QualChoice Life & Health	Urban	Rural	White	Black/ African American	Other	Unknown
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications	SSD-AD	Ages 19-64	79.2%	79.9%	81.7%	80.3% (Ages 18-64)	80.2%	77.4%	80.5%	80.6%	75.2%	81.1%	79.6%	78.8%	80.3%	75.2%	78.9%	78.3%
Use of Opioids at High Dosage in Persons Without Cancer	OHD-AD	Ages 19-64	1.1%	7.4% (Ages 18-64)		0.4% (Ages 18-64)	1.2%	0.4%	1.3%	1.1%	1.1%	0.7%	1.4%	0.7%	1.0%	0.8%	0.7%	1.5%
Concurrent Use of Opioids and Benzodiazepines	COB-AD	Ages 19-64	20.9%			22.3% (Ages 18-64)	20.6%	21.1%	21.5%	17.8%	16.0%	20.0%	21.6%	20.1%	23.7%	11.1%	17.7%	20.8%
Follow-Up After Hospitalization for Mental Illness	FUH-AD	Received Follow-Up Within 7 Days of Discharge: Ages 19-64	17.9%	34.8% (Ages 18-64)	36.2% (Ages 6+)	24.4% (Ages 18-64)	18.4%	16.8%	20.6%	10.1%	21.2%	18.5%	18.8%	16.8%	17.5%	15.1%	19.3%	20.9%
		Received Follow-Up Within 30 Days of Discharge: Ages 19-64	37.0%	53.3% (Ages 18-64)	56.9% (Ages 6+)	42.0% (Ages 18-64)	38.2%	34.7%	43.4%	24.6%	37.2%	35.6%	37.8%	36.0%	36.6%	32.7%	37.4%	41.2%
Follow-Up After Emergency Department Visit for Alcohol and Other Drug	FUA-AD	Received Follow-Up Within 7 Days of ED Visit: Ages 19-64	4.9%	14.1% (Ages 18-64)	13.3% (Ages 13+)	6.0% (Ages 18-64)	4.4%	7.0%	5.0%	4.2%	4.3%	1.0%	4.8%	5.1%	4.2%	6.0%	5.9%	5.7%
		Received Follow-Up Within 30 Days of ED Visit: Ages 19-64	8.7%	20.7% (Ages 18-64)	19.6% (Ages 13+)	7.3% (Ages 18-64)	8.6%	8.4%	8.6%	11.8%	4.3%	2.9%	8.7%	8.7%	9.1%	7.2%	8.8%	8.7%

Measure	Abbr.	Reporting Category	2019 AR Works Overall <sup>†</sup>	For Comparison			Segments within AR Works											
				2019 Mean of Reporting States, Medicaid*	2019 NCQA State of Health/ 2017 AHRQ PQI**	2019 AR Medicaid, non-AR Works***	By Benefit Plan		By Qualified Health Plan (QHP) <sup>‡‡</sup>				By Urban/ Rural		By Race/ Ethnicity			
							QHP	Medically Frail (FFS)	Blue Cross Blue Shield	Ambetter	QCA Health Plan	QualChoice Life & Health	Urban	Rural	White	Black/ African American	Other	Unknown
Follow-Up After Emergency Department Visit for Mental Illness	FUM-AD	Received Follow-Up Within 7 Days of ED Visit: Ages 19-64	23.4%	41.0% (Ages 18-64)	41.4% (Ages 6+)	21.9% (Ages 18-64)	23.6%	23.4%	26.5%	24.6%	13.7%	13.6%	20.8%	27.2%	26.9%	17.2%	18.8%	20.2%
		Received Follow-Up Within 30 Days of ED Visit: Ages 19-64	37.3%	54.3% (Ages 18-64)	55.6% (Ages 6+)	39.2% (Ages 18-64)	37.3%	37.9%	41.7%	35.4%	30.1%	18.6%	33.9%	42.2%	40.3%	26.6%	33.3%	40.5%

<sup>†</sup> Color coding indicates whether the AR Works performance overall is better (green) or worse (red) than the Medicaid Core Set Mean of Reporting States (see footnote \*). AR Works Overall includes beneficiaries w/ aid category 06 of adult expansion and maps to the following benefit plans: HCIP (Health Care Independence (AR Works)), ABP (Alternative Benefit Plan), and FRAIL (Full Medicaid for Medically Frail).

<sup>‡‡</sup> QHP plan level reporting reflects only the beneficiaries known to that QHP plan. QHP Claims from QHP plan were used for reporting. If a beneficiary was enrolled under a Medically Frail (FFS) plan or Alternate Benefit Plan (FFS) during a look-back period, then the claim was not included for QHP plan level reporting. A beneficiary can move from one plan to another plan during the performance period. Thus, the performance of the QHP Benefit Plan overall is not the sum or average of each QHP's performance.

\* CMS published during October 2020 the results from the "Quality of Care for Adults in Medicaid: Findings from the 2019 Adult Core Set" Chart Pack (<https://www.medicaid.gov/medicaid/quality-of-care/downloads/performance-measurement/2020-adult-chart-pack.pdf>).

\*\* NCQA's State of Health Care Quality Report. NCQA produces the State of Health Care Quality Report which summarizes performance from the previous calendar year for key HEDIS and CAHPS measures. (<https://www.ncqa.org/hedis/measures/>); For the four PQI measures: AHRQ Quality Indicators, Prevention Quality Indicators (PQI) 2017 Benchmark Data. The data presented are nationwide comparative rates for Version 2020 of Agency for Healthcare Research and Quality (AHRQ) Quality Indicators™ (QI) Prevention Quality Indicators (PQI) software. The numerators, denominators and observed rates shown in PDF are based on an analysis of discharge data from the 2017 AHRQ Healthcare Cost and Utilization Project (HCUP) State Inpatient Databases (SID). ([https://www.qualityindicators.ahrq.gov/Downloads/Modules/PQI/V2020/Version\\_2020\\_Benchmark\\_Tables\\_PQI.pdf](https://www.qualityindicators.ahrq.gov/Downloads/Modules/PQI/V2020/Version_2020_Benchmark_Tables_PQI.pdf))

\*\*\* 2019 Medicaid, Non-AR Works values include all Medicaid and CHIP beneficiaries except AR Works and Medicare/Medicaid dual eligible, meaning the population includes individuals in FFS, PCCM, PASSE, PACE, and Independent Choices.

LARC = Long-Acting Reversible Contraceptive

<sup>†</sup> Rate = Admissions per 100,000 member months