

MY 2018 Align. Measure. Perform. (AMP) Commercial HMO and Medicare Advantage Quality Results Question and Appeals: *Submission Form*

Directions

- a) Complete all following fields and the table below. The form is designed to help us capture all the information we need to investigate your question or appeal.
- b) After you enter the details of your question or appeal, save the form and email it to appeals@iha.org.
 - a. Please attach any supporting documentation to the email.
- c) **When submitting questions or appeals, POs must complete a separate Questions and Appeals Submission Form for each health plan.**

All **Questions** must include sufficient details for AMP staff to investigate and resolve.

All **Appeals** must include sufficient details and documentation for AMP staff to investigate and to support the appeal. All documentation must be attached to your email submission.

NCQA AND IHA WILL NOT ACCEPT PHI. If you attach PHI, your email will be deleted and you will need to restart the appeals process.

Submission Form

1. **Organization Information** *(enter the PO name, followed by the 5-digit DMHC ID and 2-digit Sub ID):*

PO Name:

DMHC ID and Sub ID:

2. **Submitter information** *(enter the name of the submitter and contact information)*

Submitter Name:

Email and phone number:

3. **Data source** *(select the appropriate health plan/reporting entity for your inquiry):*

4. **Question** *(type a short summary of the data concerns. A detailed explanation of the issue should be included in the tables on the following pages):*

In the table below, please indicate which measure the question or appeal is in reference to. Each row should reference one measure only. Please refer to the **MY 2018 AMP Quality Measure List** in the Appendix for the list of quality measures.

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Inquiry by Measure

Measure <i>Paste all applicable measures including measure indicator as needed (e.g. age band). A complete list of measures is included in the Appendix.</i>	Product Line <i>(Comm. HMO or MA)</i>	Data Concern <i>(Encounter data, Enrollment data, Supplemental data, Claims data, Denominator issue, Numerator issue, Other)</i>	Detailed explanation of the issue <i>Please include:</i> <ul style="list-style-type: none"> • <i>Specific results affected (e.g. numerator, denominator, rate).</i> • <i>A description of any data inconsistencies (e.g. does it differ from year to year, compared to other plans or to internal systems).</i> • <i>A summary of any evidence supporting your appeal (e.g. confirmation of supplemental data sent and received).</i> 	Question or Appeal?

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Appendix

MY 2018 AMP Quality Measure List

- ACI: e-Measure (applies to all indicators)
 - ACI: e-Measure: Controlling High Blood Pressure
 - ACI: e-Measure: Controlling High Blood Pressure (Percent Reportable)
 - ACI: e-Measure: Screening for Clinical Depression and Follow-up
 - ACI: e-Measure: Screening for Clinical Depression and Follow-up (Percent Reportable)
- Adult BMI Assessment
- Appropriate Testing for Children With Pharyngitis
- Asthma Medication Ratio (applies to all indicators):
 - Asthma Medication Ratio: Ages 12-18
 - Asthma Medication Ratio: Ages 19-50
 - Asthma Medication Ratio: Ages 5-11
 - Asthma Medication Ratio: Ages 51-64
 - Asthma Medication Ratio: Ages 5-64
- Avoidance of Antibiotic Treatment for Adults With Acute Bronchitis
- Breast Cancer Screening: Ages 52-74
- Cervical Cancer Overscreening (applies to all indicators):
 - Cervical Cancer Overscreening: Ages 21-64 (>1 Cytology / 3yrs)
 - Cervical Cancer Overscreening: Ages 21-64 (Total)
 - Cervical Cancer Overscreening: Ages 30-64 (>1 Co-test / 5yrs)
- Cervical Cancer Screening
 - Cervical Cancer Underscreening: Ages 21-64
 - Cervical Cancer Underscreening: Ages 30-64
- Childhood Immunization Status (applies to all indicators):
 - Childhood Immunization Status: DTaP
 - Childhood Immunization Status: Hepatitis A
 - Childhood Immunization Status: Hepatitis B
 - Childhood Immunization Status: Hib
 - Childhood Immunization Status: Influenza
 - Childhood Immunization Status: IPV
 - Childhood Immunization Status: MMR
 - Childhood Immunization Status: PCV
 - Childhood Immunization Status: Rotavirus
 - Childhood Immunization Status: VZV
- Chlamydia Screening (applies to all indicators):
 - Chlamydia Screening: Ages 16-20
 - Chlamydia Screening: Ages 21-24
 - Chlamydia Screening: All Ages (16-24)
- Colorectal Cancer Screening: Ages 50-75
- Controlling Blood Pressure for Non-Diabetic People with Hypertension (applies to all indicators):
 - Controlling Blood Pressure for Non-Diabetic People with Hypertension <140/90 mm Hg: Ages 18-59
 - Controlling Blood Pressure for Non-Diabetic People with Hypertension: Ages 18-85 (Total)
 - Controlling Blood Pressure for Non-Diabetic People with Hypertension <150/90 mm Hg: Ages 60-85
- Controlling High Blood Pressure (<140/90): Ages 18-85

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- Diabetes Care (applies to all indicators):
 - Diabetes Care: Blood Pressure Control <140/90 mm Hg
 - Diabetes Care: Eye Exam
 - Diabetes Care: HbA1c Control < 8.0%
 - Diabetes Care: HbA1c Poor Control > 9.0%
 - Diabetes Care: Medical Attention for Nephropathy
 - Diabetes Care: Optimal Diabetes Care--Combination
- Disease Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis
- Immunizations for Adolescents (applies to all indicators):
 - Immunizations for Adolescents: Combination 2 All Antigens
 - Immunizations for Adolescents: Human Papillomavirus Vaccine for Adolescents
 - Immunizations for Adolescents: Meningococcal
 - Immunizations for Adolescents: Tdap
- Osteoporosis Management in Women Who Had a Fracture
- Proportion of Days Covered by Medications (applies to all indicators):
 - Proportion of Days Covered by Medications: Oral Diabetes Medications
 - Proportion of Days Covered by Medications: RAS Antagonists
 - Proportion of Days Covered by Medications: Statins
- Statin Therapy for Patients with Cardiovascular Disease (applies to all indicators):
 - Statin Therapy for Patients with Cardiovascular Disease: Received Statin Therapy
 - Statin Therapy for Patients with Cardiovascular Disease: Statin Adherence 80%
- Statin Therapy for Patients with Diabetes (applies to all indicators):
 - Statin Therapy for Patients with Diabetes: Received Statin Therapy
 - Statin Therapy for Patients with Diabetes: Statin Adherence 80%
- Use of Imaging Studies for Low Back Pain
- Patient Experience (applies to all indicators):
 - Patient Experience: Access Composite
 - Patient Experience: Coordination of Care Composite
 - Patient Experience: Office Staff Composite
 - Patient Experience: Overall Ratings of Care Composite (Rating of Doctor & Rating of All Healthcare)
 - Patient Experience: Provider Communication Composite
 - Patient Experience: Rating of All Healthcare
- Encounter Rate by Service Type
 - Encounter Rate 1: Office and Other Outpatient Services
 - Encounter Rate 2: Preventive Medicine
 - Encounter Rate 3: Ophthalmology and Optometry
 - Encounter Rate 4: Laboratory/Pathology Services
 - Encounter Rate 5: Radiology and Imaging
 - Encounter Rate 6: Ambulatory Surgery/Procedures
 - Encounter Rate 7: ED Visits
 - Encounter Rate 8: Inpatient Stays
 - Overall professional encounter rate
 - Overall facility encounter rate
- Enrollment