

Health Insurance Exchange

Quality Rating System and Qualified Health Plan Enrollee Experience Survey: Technical Guidance for 2022

October 2021

Document Change Log

| Description | Date |
|--|------------|
| Release of the <i>Quality Rating System and Qualified Health Plan Enrollee Experience Survey: Technical Guidance for 2022</i> . This guidance addresses requirements for 2022, which include data submission in the 2022 calendar year for quality rating information that will be publicly reported by the Exchanges, beginning during the open enrollment period for the 2023 Plan Year. | 09/30/2021 |

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Technical Assistance

Please see the instructions below for submitting questions regarding this document or any requirements related to the Quality Rating System (QRS) and the Qualified Health Plan (QHP) Enrollee Experience Survey (QHP Enrollee Survey):

- **QHP issuers:** Please submit questions to the Marketplace Service Desk (MSD) via email to CMS_FEPS@cms.hhs.gov or via phone at 1-855-CMS-1515 (1-855-267-1515). Please reference “Marketplace Quality Initiatives (MQI)-QRS” in the subject line.
- **State-based Exchanges (SBEs):** Please submit questions to your respective State Officers.
- **Federally-facilitated Exchanges (FfEs) and State-based Exchanges on the Federal Platform (SBE-FPs):** Please submit questions via email to the MSD at CMS_FEPS@cms.hhs.gov and reference “Marketplace Quality Initiatives (MQI)-QRS” in the subject line.
- **Other stakeholders:** Please submit questions via email to Marketplace_Quality@cms.hhs.gov and reference “Marketplace Quality Initiatives (MQI)-QRS” in the subject line.

Accompanying Documents

The accompanying document, the *2022 Quality Rating System Measure Technical Specifications*, details QRS clinical measure and QRS survey measure specifications and guidelines for data collection.¹ The document can be found on the Centers for Medicare & Medicaid Services (CMS) Health Insurance MQI website (link in the table below). For questions on individual measures, please contact the appropriate measure stewards via the contact information listed in the technical specifications.

Website Links

The following resources provide additional details related to the QRS and QHP Enrollee Survey.

| Website | Description | Link |
|------------------------|--|---|
| CMS MQI website | This website provides resources related to CMS MQI activities, including the QRS, the QHP Enrollee Survey, Quality Improvement Strategy (QIS) requirements, and patient safety standards. As the central site for QRS resources, this site contains instructional documents regarding QRS implementation and reporting, including this document, the <i>2022 Quality Rating System Measure Technical Specifications</i> , and the <i>Qualified Health Plan Enrollee Experience Survey: Technical Specifications for 2022</i> . | https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/ACA-MQI/ACA-MQI-Landing-Page |

¹ Beginning with the 2022 ratings year, CMS aligned with the new NCQA Healthcare Effectiveness Data and Information Set (HEDIS®) timeline and published the 2022 QRS Measure Technical Specifications in the spring of 2021. The *2022 QRS Measure Technical Specifications* released in March 2021 include the specifications for any measures and/or measure rates proposed for addition and removal in the Draft 2021 Call Letter proposed to be applicable in the 2022 ratings year. CMS will release an updated version of the *2022 QRS Measure Technical Specifications* that reflects the final decisions applicable to the 2022 ratings year communicated via the Final 2021 Call Letter. Prior to the 2022 ratings year, CMS published an updated version of the annual QRS Measure Technical Specifications in the fall alongside the annual QRS and QHP Enrollee Survey Technical Guidance.

| Website | Description | Link |
|---|---|---|
| National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®)² Compliance Audit™ website | This website provides additional information related to data validation, including the data validator contracting process, as well as HEDIS® Compliance Audit™ standards, policies, and procedures. | https://www.ncqa.org/programs/data-and-information-technology/hit-and-data-certification/hedis-compliance-audit-certification/ |
| Registration for Technical Assistance Portal (REGTAP) | This website serves as an information hub for CMS technical assistance related to Exchange and Premium Stabilization Program requirements. Registered users can access the library, frequently asked questions, training resources, and the inquiry tracking and management system. Use key word search “Quality Rating System” to identify any resources related to the QRS. | https://www.REGTAP.info (registration required) |
| State Exchange Resource Virtual Information System (SERVIS) | This website serves as an information hub for CMS technical assistance related to SBE requirements. Registered state users can access relevant resources organized by the Center for Consumer Information and Insurance Oversight (CCIIO) State Marketplace and Insurance Programs Group. | https://portal.cms.gov/ (registration required) |

² HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

1. Document Purpose and Scope

This *Quality Rating System and Qualified Health Plan Enrollee Experience Survey: Technical Guidance for 2022* (2022 Guidance) document provides technical guidance regarding the Quality Rating System (QRS) and Qualified Health Plan (QHP) Enrollee Experience Survey (QHP Enrollee Survey) for 2022. It specifies QRS and QHP Enrollee Survey requirements for QHP issuers offering coverage through the Health Insurance Exchanges (Exchanges) (also known as the Health Insurance Marketplace[®]).³ Unless the context indicates otherwise, the term “Exchanges” refers to the Federally-facilitated Exchanges (FEEs) (inclusive of FEEs where the state performs plan management functions) and the State Exchanges. State Exchanges are inclusive of State-based Exchanges (SBEs), which operate their own eligibility and enrollment platform, and State-based Exchanges on the Federal Platform (SBE-FPs).

The 2022 Guidance communicates 2022 QRS requirements and includes QRS program refinements (including refinements to the QHP Enrollee Survey) described in the *Final 2021 Call Letter for the QRS and QHP Enrollee Survey* (Final 2021 QRS Call Letter), published in May 2021,⁴ as applicable. Section 1.1 of this document highlights all key differences between the 2021 and 2022 Guidance. CMS anticipates issuing guidance at least annually in the fall before the year of data submission.

The primary audience for the 2022 Guidance is QHP issuers, but this document also includes information relevant to other stakeholders involved with QRS and QHP Enrollee Survey implementation (e.g., SBEs, data validators, Department of Health & Human Services [HHS]-approved survey vendors). The 2022 Guidance addresses requirements for 2022, which include data submission in the 2022 calendar year for ratings for the 2023 Plan Year.

The requirements outlined in this document are based on statute and Centers for Medicare & Medicaid Services (CMS) regulation, including the “Patient Protection and Affordable Care Act; Exchange and Insurance Market Standards for 2015 and Beyond” Final Rule.⁵

1.1 Section Guide

In addition to the initial background sections, this document includes the information noted below. Where applicable, the section descriptions highlight key differences between the 2021 Guidance⁶ and 2022 Guidance.

³ Health Insurance Marketplace[®] is a registered service mark of the U.S. Department of Health & Human Services.

⁴ The Final 2021 QRS Call Letter is available at <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>.

⁵ Patient Protection and Affordable Care Act; Exchange and Insurance Market Standards for 2015 and Beyond; Final Rule; 79 FR 30240 at 30352 (May 27, 2014) (45 C.F.R. Parts 144, 146, 147, et al.).

⁶ The term “2021 Guidance” refers to all CMS sub-regulatory guidance applicable to the 2021 ratings year, including the *Quality Rating System and Qualified Health Plan Enrollee Survey: Technical Guidance for 2021*; the August 18, 2021 *Quality Rating Information Bulletin*; the 2021 QRS Proof Sheet User Guide; and other CMS guidance (e.g., frequently asked questions [FAQs] available on REGTAP).

- **Section 4. Implementation Schedule for the QRS and QHP Enrollee Survey:** This section provides a snapshot of the implementation process, key dates, and the stakeholder(s) with primary responsibility for critical action(s).

Key Differences in QRS and QHP Enrollee Survey Implementation Schedule Between the 2021 Guidance and the 2022 Guidance

Beginning with 2022, in alignment with the new NCQA HEDIS timeline, CMS published the *2022 QRS Measure Technical Specifications* in spring 2021. The *2022 QRS Measure Technical Specifications* include the specifications for any measures and/or measure rates proposed for addition and removal applicable for the 2022 QRS ratings year in the *Draft 2021 Call Letter for the QRS and QHP Enrollee Survey* (Draft 2021 Call Letter). CMS will release an updated version of the *2022 QRS Measure Technical Specifications* that indicates the final decisions communicated via the *Final 2021 Call Letter for the QRS and QHP Enrollee Survey* (Final 2021 Call Letter) for these measures (i.e., measures and/or measure rates proposed for addition or removal in the Draft 2021 Call Letter that were finalized in the Final 2021 Call Letter and apply to the 2022 QRS ratings year). This document, the 2022 Guidance, announces which measures eligible QHP issuers are required to collect and submit to CMS for the 2022 QRS ratings year.

- **Section 5. Exchange Oversight Responsibilities:** This section describes Exchange responsibilities related to the QRS and QHP Enrollee Survey.
- **Section 6. QRS and QHP Enrollee Survey Requirements:** This section outlines the criteria for determining which QHP issuers are required to collect and submit validated QRS clinical measure data and QHP Enrollee Survey response data to CMS. This section also describes the QRS measure set and details the requirements for data collection, data validation, and data submission for the QRS and the QHP Enrollee Survey. The key differences outlined in the text boxes below reflect changes to the QRS and QHP Enrollee Survey requirements, including changes finalized in the Final 2021 QRS Call Letter.⁷

Key Differences in QRS and QHP Enrollee Survey Requirements Between the 2021 Guidance and the 2022 Guidance

Measures Used for QRS Scoring:

In the Final 2021 QRS Call Letter, CMS announced the temporary removal of the *Child and Adolescent Well-Care Visit* measure from 2021 scoring due to significant changes to the population covered by the measure. CMS will include the *Child and Adolescent Well-Care Visit* measure in scoring for the 2022 ratings year.

CMS previously finalized the addition of the *International Normalized Ratio Monitoring for Individual on Warfarin* (INR) measure beginning in 2020; however, due to the suspension of activities for the 2020 QRS, the 2021 ratings year was the first year of data collection for the INR measure. Additionally, CMS finalized the addition of the *Annual Monitoring for Persons on Long-term Opioid Therapy* (AMO) and *Asthma Medication*

⁷ See the Final 2021 Call Letter, available at: <https://www.cms.gov/files/document/final-2021-call-letter-qrs-and-qhp-enrollee-survey.pdf>.

Key Differences in QRS and QHP Enrollee Survey Requirements Between the 2021 Guidance and the 2022 Guidance

Ratio (AMR) measures in 2021 and QHP issuers were required to submit data for these measures as part of the 2021 QRS data submission. Therefore, for the 2022 QRS, CMS will include the INR, AMO, and AMR measures in scoring for the first time.

Measures Removed from the QRS Measure Set:

In the Final 2021 QRS Call Letter, CMS announced the removal of the *Comprehensive Diabetes Care: Medical Attention from Nephropathy* measure from the QRS measure set beginning with the 2022 QRS ratings year. QHP issuers are not required to submit data for this measure as part of the 2022 QRS data submission. This measure will also no longer be included in scoring.

Transition of Measures:

In the Final 2021 QRS Call Letter, CMS announced the transition of two measures in the QRS measure set beginning with the 2022 ratings year. For 2022, CMS removed the *Childhood Immunization Status (Combination 3)* measure from the QRS measure set and added the *Childhood Immunization Status (Combination 10)* measure. Additionally, for 2022, CMS updated the reporting requirements for the *Follow-up After Hospitalization for Mental Illness* measure to include the *7-Day and 30-Day Follow-up* rates. QHP issuers are required to submit data for the *Childhood Immunization Status (Combination 10)* and *Follow-up After Hospitalization for Mental Illness (7-Day and 30-Day Follow-up)* measures as part of the 2022 QRS data submission.⁸ CMS anticipates including these measures in scoring beginning with the 2023 ratings year, at the earliest.⁹

Scoring Eligibility:

For the 2021 QRS, CMS effectuated a change to the QRS scoring eligibility criteria in response to the COVID-19 public health emergency.¹⁰ Due to the suspension of 2020 QRS data collection, reporting units in their second year of operation were unable to submit data for the first time during the 2020 QRS ratings year. Therefore, in recognition of the impact of the COVID-19 public health emergency, CMS amended the scoring eligibility criteria such that the 2020 ratings year did not count toward scoring eligibility. As a result, reporting units were only considered scoring eligible if they were operational on an Exchange in 2018, 2019, and 2021, and met the minimum enrollment criteria.

For the 2022 QRS, CMS will resume applying the general QRS scoring eligibility criteria and will consider reporting units that were operational on an Exchange in 2020, 2021, and 2022, and meet the minimum enrollment requirement scoring eligible.

⁸ QHP issuers no longer need to submit data for the *Childhood Immunization Status (Combination 3)* measure.

⁹ The *Childhood Immunization Status (Combination 3)* and *Follow-up After Hospitalization for Mental Illness (7-Day Follow-up)* measures will no longer be included in scoring.

¹⁰ See the *Quality Rating System Qualified Health Plan Enrollee Experience Survey: Technical Guidance for 2021*. Also see the COVID-19 Marketplace Quality Initiatives Memo, available at:

<https://www.cms.gov/files/document/covid-qrs-and-marketplace-quality-initiatives-memo-final.pdf>

- **Section 7. QRS Rating Methodology:** This section provides an overview of the rating methodology used to produce the QRS scores and ratings from QRS measure data.

Key Differences in QRS Rating Methodology Between the 2021 Guidance and the 2022 Guidance

QRS Hierarchy:

For the 2021 QRS and in prior years, the QRS measures were grouped into hierarchy components (i.e., composites, domains, and summary indicators) to form a single global rating. In the HHS Notice of Benefit and Payment Parameters for 2022 Final Rule,¹¹ CMS finalized the removal of the composite and domain levels of the QRS hierarchy. This change supports alignment with other CMS quality reporting programs and helps improve balancing the influence of individual measures on the overall quality score. As a result of this change, CMS removed two levels of measure aggregation and will no longer calculate composite and domain scores and ratings or include composite and domain scores in the calculation of summary indicator and global scores. Rather, CMS will organize measures into summary indicators and will continue to assign a weight of 2/3 (66.67%) to the Clinical Quality Management summary indicator, and a weight of 1/6 (16.67%) to both the Enrollee Experience and the Plan Efficiency, Affordability, & Management summary indicators to calculate the global score.

QRS Scoring Methodology:

In the Final 2021 QRS Call Letter, CMS finalized the proposal to replace the z-score standardization approach with the Benchmark Ratio Approach beginning with the 2022 ratings year. The Benchmark Ratio Approach consists of two distinct parts: 1) the calculation of the measure-specific performance targets (i.e., measure benchmarks) and 2) the calculation of the measure scores using the measure benchmark. CMS will calculate annual benchmarks using the measure data collected in a single ratings year. CMS believes this approach offers the potential of stabilizing scores across years, and will provide QHP issuers with more interpretable scores and greater insight into their performance, both relative to their peers and based on individual, absolute performance towards satisfying performance standards.

QRS Rating Methodology:

Typically, CMS calculates QRS ratings using a clustering algorithm approach. However, in 2021, CMS implemented temporary QRS methodology changes to mitigate the impact of the COVID-19 public health emergency on the QRS ratings. These refinements included the temporary incorporation of a policy-based distribution for the overall global rating and three underlying summary indicator categories that mirrored the historical data-driven distribution of QRS ratings, and a rule for the 2021 ratings year that precluded health plans from decreasing in their overall global rating and summary indicator ratings by more than

¹¹ See the HHS Notice of Benefit and Payment Parameters for 2022 and Pharmacy Benefit Standards; Final Rule, 86 FR 24140 (May 5, 2021), available at <https://www.federalregister.gov/documents/2021/05/05/2021-09102/patient-protection-and-affordable-care-act-hhs-notice-of-benefit-and-payment-parameters-for-2022-and>.

Key Differences in QRS Rating Methodology Between the 2021 Guidance and the 2022 Guidance

one star.¹² In 2022, CMS anticipates resuming the calculation of ratings at the global and summary indicator levels using the clustering analysis.¹³

- **Section 8. Quality Rating Information and QHP Enrollee Survey Results and Preview:** This section describes the process by which QHP issuers and Exchanges will be able to review QHP quality rating information (i.e., QRS ratings and QHP Enrollee Survey results) in advance of public display.
- **Section 9. Exchanges Display Guidelines for QHP Quality Rating Information:** This section provides an overview of the guidelines for display of QHP quality rating information on Exchange websites.

Key Differences in Display Guidelines Between the 2021 Guidance and the 2022 Guidance

For the 2022 Plan Year (2021 ratings year), CMS will display the 2021 QHP quality rating information on HealthCare.gov for the FFEs and SBE-FPs.¹⁴ SBEs whose consumers do not use HealthCare.gov will also be required to display 2021 QHP quality rating information on their respective websites beginning with the individual market open enrollment period (OEP) for the 2022 Plan Year (2022 individual market OEP). However, these SBEs have some flexibility to customize the form and manner in which they display their QHP quality rating information.¹⁵

CMS intends to release subsequent guidance regarding the display guidelines for the 2023 Plan Year (2022 ratings year). CMS will publish this guidance prior to the 2023 individual market OEP.¹⁶

- **Section 10. Marketing Guidelines for QHP Quality Rating Information:** This section describes guidelines for QHP issuers that elect to include QHP quality rating information in their marketing materials.

¹² See Section 4.2 of the 2021 QRS Proof Sheet User Guide, available at <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>. Also see the Final 2021 Call Letter, available at: <https://www.cms.gov/files/document/final-2021-call-letter-qrs-and-qhp-enrollee-survey.pdf>.

¹³ In consideration of the ongoing public health emergency (PHE), CMS may consider refining the cut point methodology to mitigate the continued impacts of COVID-19 and may propose revisions to the methodology in the Draft 2022 Call Letter.

¹⁴ See the August 18, 2021 Quality Rating Information Bulletin, available at: <https://www.cms.gov/files/document/py-2022-qrs-display-bulletin-508.pdf>

¹⁵ *Id.*

¹⁶ The 2023 individual market OEP is from November 1, 2022 to January 15, 2023 for FFE and SBE-FP states. States with State Exchanges that operate their own eligibility and enrollment platform have flexibility to set an end date no earlier than December 15. See 45 C.F.R. § 155.410(e)(4), as added by the Patient Protection and Affordable Care Act; Updating Payment Parameters, Section 1332 Waiver Implementing Regulations, and Improving Health

2. Background

Section 1311(c)(3) of the Patient Protection and Affordable Care Act¹⁷ directs the Secretary of HHS to develop a quality rating for each QHP offered through an Exchange, based on quality and price. Section 1311(c)(4) of the Patient Protection and Affordable Care Act directs the Secretary to establish an enrollee satisfaction survey that will assess enrollee satisfaction with each QHP offered through the Exchanges with more than 500 enrollees in the prior year.

Based on this authority, CMS finalized regulations in May 2014 to establish standards and requirements related to QHP issuer data collection and public reporting of quality rating information in every Exchange.¹⁸ As a condition of certification and participation in the Exchanges, CMS requires that QHP issuers submit QRS clinical measure data and QHP Enrollee Survey response data for their respective QHPs offered through an Exchange in accordance with CMS guidelines.¹⁹ Exchanges are also required to display QHP quality rating information on their respective websites.²⁰ Appendix A includes relevant statutory and regulatory citations for the QRS and QHP Enrollee Survey.

3. Overview

The goals of the QRS and QHP Enrollee Survey are to:

- Provide comparable and useful information to consumers about the quality of health care services and enrollee experience with QHPs offered through the Exchanges,
- Facilitate oversight of QHP issuer compliance with quality reporting standards set forth in the Patient Protection and Affordable Care Act and implementing regulations, and
- Provide actionable information that QHP issuers can use to improve quality and performance.

CMS aligned federal quality reporting standards for QHP issuers with other federal and state quality reporting program standards, as well as with the Meaningful Measures Initiative, aimed at identifying the highest priority areas for quality measurement and quality improvement in order to assess core quality of care issues that are most vital to advancing the agency's work to improve patient outcomes.²¹ States have the flexibility to build upon the federal quality reporting

Insurance Markets for 2022 and Beyond; Final Rule; (September 27, 2021), 86 FR 53412, available at: <https://www.federalregister.gov/documents/2021/09/27/2021-20509/patient-protection-and-affordable-care-act-updating-payment-parameters-section-1332-waiver>.

¹⁷ The Patient Protection and Affordable Care Act (Pub. L. 111–148) as amended by the Health Care and Education Reconciliation Act of 2010 (Pub. L. 111–152) (collectively referred to as the Patient Protection and Affordable Care Act).

¹⁸ See 79 Fed. Reg. 30240 at 30352. Also see 45 C.F.R. §§ 155.1400, 155.1405, 156.1120 and 156.1125.

¹⁹ 45 C.F.R. §§ 156.200(b)(5), (h); 156.1120; and 156.1125.

²⁰ 45 C.F.R. §§ 155.1400 and 155.1405.

²¹ The Meaningful Measures Initiative, launched in 2017, is CMS' most recent initiative that identifies the highest priorities for quality measurement and improvement. It involves assessing those core issues that are the most critical to providing high-quality care and improving individual outcomes. The initiative focuses on six quality priority areas: making care safer by reducing harm caused in the delivery of care, strengthening person and family engagement as partners in their care, promoting effective communication and coordination of care, promoting effective prevention and treatment of chronic disease, working with communities to promote best practices of

standards for QHP issuers by setting additional standards that reflect state priorities and population-based needs.

QHP issuers that offered coverage through an Exchange in the prior year are required to submit third-party validated QRS clinical measure data and QHP Enrollee Survey response data to CMS as a condition of certification.²²

CMS will calculate the quality performance ratings for QHPs offered through all Exchanges, regardless of the Exchange model. CMS will apply the QRS rating methodology to validated QRS clinical measure data and a subset of the QHP Enrollee Survey response data (QRS survey measures) to produce quality ratings on a 5-star rating scale.²³ CMS will calculate quality ratings for each QHP issuer’s product type (i.e., exclusive provider organization [EPO], health maintenance organization [HMO], point of service [POS], and preferred provider organization [PPO]) within each state and apply those ratings to each product type’s eligible QHPs in that state.

CMS anticipates issuing guidance at least annually and expects to refine the QRS and QHP Enrollee Survey over time, based on experience with measuring and reporting quality performance for QHPs offered through the Exchanges. CMS proposes and communicates refinements to the QRS and QHP Enrollee Survey annually through a Call Letter process or through the information collection request process per the Paperwork Reduction Act requirements (as appropriate).

4. Implementation Schedule for the QRS and QHP Enrollee Survey

Exhibit 1 highlights key events and dates associated with 2022 QRS and QHP Enrollee Survey implementation. CMS expects QHP issuers to meet the following deadlines so data validators (Healthcare Effectiveness Data and Information Set [HEDIS[®]] Compliance Auditors) and survey vendors can effectively support QHP issuers in complying with the data collection and submission requirements. Details are addressed in the sections that follow.

Exhibit 1. Implementation Schedule for the 2022 QRS and QHP Enrollee Survey

| Event | Date |
|---|-----------------------------------|
| QHP issuer contracts with a HEDIS [®] Compliance Organization (NCQA-licensed) for validation of the QHP Enrollee Survey sample frame and the QRS clinical measure data. | Deadline: October 1, 2021 |
| QHP issuer contracts with an HHS-approved QHP Enrollee Survey vendor to conduct the QHP Enrollee Survey and submit survey response data to CMS. | Deadline: January 28, 2022 |
| QHP issuer and HEDIS [®] Compliance Auditor (employee of or contracted by the HEDIS [®] Compliance Organization) complete validation of QHP Enrollee Survey sample frame. | Deadline: January 28, 2022 |

healthy living, and making care affordable. For additional information, please visit <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/CMS-Quality-Strategy.html>.

²² 45 C.F.R. §§ 156.200(b)(5), (h); 156.1120; and 156.1125.

²³ The QHP Enrollee Survey includes a core question set that will be used to assess enrollee experience with health care services. Specific questions are grouped to form survey measures that will be used in the QRS.

| Event | Date |
|--|--|
| <p>QHP issuer submits template to report ineligibility, if applicable. QHP issuer completes and submits an ineligibility template to CMS via email if the QHP issuer determines that a reporting unit does not meet the January 1, 2022 enrollment threshold or any other eligibility requirement within 3 business days of discovery (but no later than the date specified in the <i>2022 QHP Enrollee Survey: Operational Instructions</i>).</p> <p>Note: The <i>2022 QHP Enrollee Survey: Operational Instructions</i> are scheduled for distribution to QHP issuers in the fall of 2021 and will include detailed steps on how to complete and submit the ineligibility template.</p> | Deadline: Mid-January 2022 |
| <p>QHP issuer completes NCQA's Healthcare Organization Questionnaire (HOQ) to authorize a QHP Enrollee Survey vendor and to prepare for QRS clinical measure data and QHP Enrollee Survey response data submission.</p> | Deadline: February 2022 |
| <p>QHP issuer and HEDIS[®] Compliance Auditor complete the HEDIS[®] Compliance Audit[™].</p> | January–June 2022 ²⁴ |
| <p>HHS-approved QHP Enrollee Survey vendor conducts the QHP Enrollee Survey on the validated survey sample frame.</p> | February–May 2022 |
| <p>HHS-approved QHP Enrollee Survey vendor securely submits the QHP Enrollee Survey response data to CMS (on behalf of the QHP issuer).</p> | Deadline: May 20, 2022 |
| <p>QHP issuer submits the validated QRS clinical measure data, with attestation, to CMS via NCQA's Interactive Data Submission System (IDSS).²⁵</p> <p>Note: Each QHP issuer must submit and plan-lock its QRS clinical measure data by June 1 to allow the HEDIS[®] Compliance Auditor sufficient time to review, approve, and audit-lock all submissions by the June 15 deadline.</p> | Deadline: June 15, 2022 |
| <p>QHP issuers, Exchange administrators, and CMS preview the 2022 QHP quality rating information.</p> | August/September 2022 |
| <p>Anticipated public display QHP quality rating information.</p> | Deadline: Start of the 2023 individual market OEP ²⁶ |

Beginning with the 2022 ratings year, CMS published the *2022 QRS Measure Technical Specifications* in Spring 2021²⁷ to align with the new NCQA HEDIS timeline.²⁸ Prior to the 2022 ratings year, CMS published an updated version the annual QRS Measure Technical Specifications in the fall alongside the annual QRS and QHP Enrollee Survey Technical

²⁴ Please see the general guidelines in the *2022 Quality Rating System Measure Technical Specifications* for a more detailed timeline for the HEDIS[®] Compliance Audit.

²⁵ There are no fees for QHP issuers associated with accessing and using the IDSS.

²⁶ See supra note 16.

²⁷ The *2022 QRS Measure Technical Specifications* are available on the CMS MQI website:

<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/ACA-MQI/ACA-MQI-Landing-Page>. The *2022 QRS Measure Technical Specifications* released in March 2021 include the specifications for any measures and/or measure rates proposed for addition and removal in the Draft 2021 Call Letter proposed to be applicable in the 2022 ratings year. CMS will release an updated version of the *2022 QRS Measure Technical Specifications* that reflects the final decisions communicated via the Final 2021 Call Letter applicable to the 2022 ratings year.

²⁸ For more information on the new NCQA HEDIS timeline, see <https://www.ncqa.org/hedis/the-future-of-hedis/schedule-change/>.

Guidance. The change to the timeline for publishing the QRS Measure Technical Specifications does not impact the timeline for incorporating additions and/or reductions to the measure set.

The annual timeline for finalizing the QRS measure set is shown in Exhibit 2.

Exhibit 2. Annual Timeline for Finalizing the QRS Measure Set

| Anticipated Timeframe | Description |
|-------------------------|---|
| February | Publication of Draft Call Letter: CMS proposes changes to the QRS and QHP Enrollee Survey programs and provides stakeholders with the opportunity to submit feedback via a 30-day public comment period. The Draft Call Letter may propose the addition or removal of measures from the QRS measure set for the upcoming ratings year (e.g., the Draft 2021 Call Letter included proposed measure set changes for the 2022 QRS measure set). |
| March | Publication of QRS Measure Technical Specifications: CMS provides measure specifications for all potential measures in the QRS measure set (i.e., any measures proposed for addition or removal in the Draft Call Letter). |
| May | Publication of Final Call Letter: CMS communicates final changes to the QRS and QHP Enrollee Survey programs and addresses the themes of the public comments. CMS will finalize the measure set changes proposed in the Draft Call Letter for the upcoming ratings year. |
| August/September | <p>Publication of QRS and QHP Enrollee Survey Technical Guidance: CMS provides technical guidance regarding the QRS and QHP Enrollee Survey and specifies requirements for QHP issuers offering coverage through the Exchanges. The final measure set will align with measure changes proposed in the Final Call Letter.</p> <p>Publication of Updated QRS Measure Technical Specifications: CMS will publish an updated version of the QRS Measure Technical Specifications that indicates its final decisions regarding changes proposed to the measures (i.e., any measures finalized for addition or removal in Final Call Letter).</p> |

5. Exchange Oversight Responsibilities

Exchanges are responsible for QHP certification and oversight of compliance with certification standards by QHP issuers operating in their respective Exchanges. Included in this responsibility is oversight of QHP issuer compliance with QRS and QHP Enrollee Survey requirements.²⁹ Thus, CMS (on behalf of the FFEs) and the SBEs and SBE-FPs will monitor and enforce compliance with QRS and QHP Enrollee Survey requirements with respect to QHP issuers operating in their respective Exchanges. CMS will coordinate with the SBEs as needed to support their oversight efforts since CMS is responsible for calculating quality ratings for all eligible QHPs in every Exchange.³⁰

For each Exchange, CMS will publish a list to the Health Insurance Oversight System Marketplace Quality Module (HIOS-MQM) of QHP issuers that have eligible reporting units (as defined in Section 6.1) and are required to submit QRS clinical measure and QHP Enrollee Survey response data. CMS will provide the SBEs with a status update following the data submission deadline with a list of QHP issuers that submitted data for their eligible reporting units. The SBEs can use this information to support oversight of their respective QHP issuers' compliance with QRS and QHP Enrollee Survey requirements.

²⁹ 45 C.F.R. § 155.200(d).

³⁰ 45 C.F.R. §§ 155.1010(a)(2) and 155.200(d). Also see 42 U.S.C. § 18031(c)(3).

In addition to the federal requirements established by HHS, an SBE may choose to impose additional quality reporting requirements for QHPs offered through its Exchange. The SBE can use additional state quality information to supplement the HHS-calculated QRS ratings. QHP issuers operating in an SBE should confirm any additional quality reporting requirements with that SBE.

6. QRS and QHP Enrollee Survey Requirements

This section outlines the participation criteria for compliance with QRS and QHP Enrollee Survey requirements (i.e., collection and submission of validated QRS clinical measure data and QHP Enrollee Survey response data to CMS). Also described in this section is the QRS measure set, which includes both clinical measures and survey measures derived from a subset of questions in the QHP Enrollee Survey. Lastly, this section details the requirements for data collection, data validation, and data submission for the QRS and the QHP Enrollee Survey.

Not all reporting units that are eligible for compliance with QRS and QHP Enrollee Survey requirements will be eligible for QRS scoring. Section 7 includes information regarding scoring of eligible reporting units.

6.1 Participation Criteria for QHP Issuers

QRS and QHP Enrollee Survey requirements apply to QHP issuers offering QHPs through the Exchanges that meet participation criteria defined in this section.

QHP issuers are required to collect and submit validated QRS clinical measure data and QHP Enrollee Survey response data for each unique combination of product type and state.³¹ QHP issuers may not combine product types or states. Therefore, the reporting unit for the QRS and QHP Enrollee Survey is defined by the unique state-product type for each QHP issuer. Product types subject to the QRS and QHP Enrollee Survey requirements include EPO, HMO, POS, and PPO. At this time, QRS and QHP Enrollee Survey requirements do not apply to indemnity plans (i.e., fee for service plans), stand-alone dental plans or child-only plans. The QRS and QHP Enrollee Survey requirements also do not apply to basic health program (BHP) plans.

QHP issuers are required to collect and submit validated QRS clinical measure data and QHP Enrollee Survey response data for each reporting unit (defined above) that meets all of the below criteria:

- Offered³² through an Exchange in the prior year (i.e., 2021 calendar year);
- Offered through an Exchange in the ratings year (i.e., 2022 calendar year) as the exact same product type; and

³¹ Pursuant to 45 C.F.R. §§ 156.1120(a)(3) and 156.1125(b)(3), QHP issuers participating in the Exchanges must include information in their respective QRS and QHP Enrollee Survey data submissions only for those enrollees at the level specified by HHS.

³² For purposes of QRS participation, the term “offered” includes all reporting units that are operational through an Exchange (i.e., reporting units that are available for purchase through an Exchange [SHOP or individual market], accepting new members or groups, or have active or existing members) during the applicable year.

- Meets the QRS minimum enrollment requirements:^{33, 34}
 - Included more than 500 enrollees as of July 1 in the prior year (i.e., July 1, 2021), and
 - Included more than 500 enrollees as of January 1 of the ratings year (i.e., January 1, 2022).

Note: In other words, QHP issuers are required to collect and submit validated clinical measure data and QHP Enrollee Survey enrollee response data for each *product type* offered through an Exchange for *two consecutive years* (i.e., 2021 and 2022) that had more than 500 enrollees as of July 1, 2021, and more than 500 enrollees as of January 1, 2022.

Reporting units discontinued before June 15 of the ratings year (i.e., June 15, 2022) are exempt from these requirements. For an eligible reporting unit impacted by a QHP issuer change in ownership (e.g., merger, acquisition) effective as of January 1 of the ratings year, the QHP issuer that assumes the reporting unit is responsible for meeting these requirements.

Please note, CMS will *not* accept voluntary data submissions for reporting units that do not meet participation criteria as defined above.

Exhibit 3 represents the process for creating a reporting unit and determining QRS and QHP Enrollee Survey data submission eligibility.

The process includes the following steps: (1) combine same product types operating in the same state to create a reporting unit (as defined above); (2) determine whether the reporting unit operated on an Exchange in 2021; (3) determine whether the reporting unit will operate on an Exchange in 2022 as the same product type; (4) confirm the reporting unit will not discontinue before June 15, 2022; (5) determine whether the reporting unit met the first enrollment threshold (i.e., had more than 500 enrollees as of July 1, 2021); (6) determine whether the reporting unit met the second enrollment threshold (i.e., had more than 500 enrollees as of January 1, 2022); and (7) if the criteria in steps 1-6 are met, submit QRS clinical measure data and QHP Enrollee Survey response data.

For the purposes of determining eligibility, QHP issuers should review the following definitions:

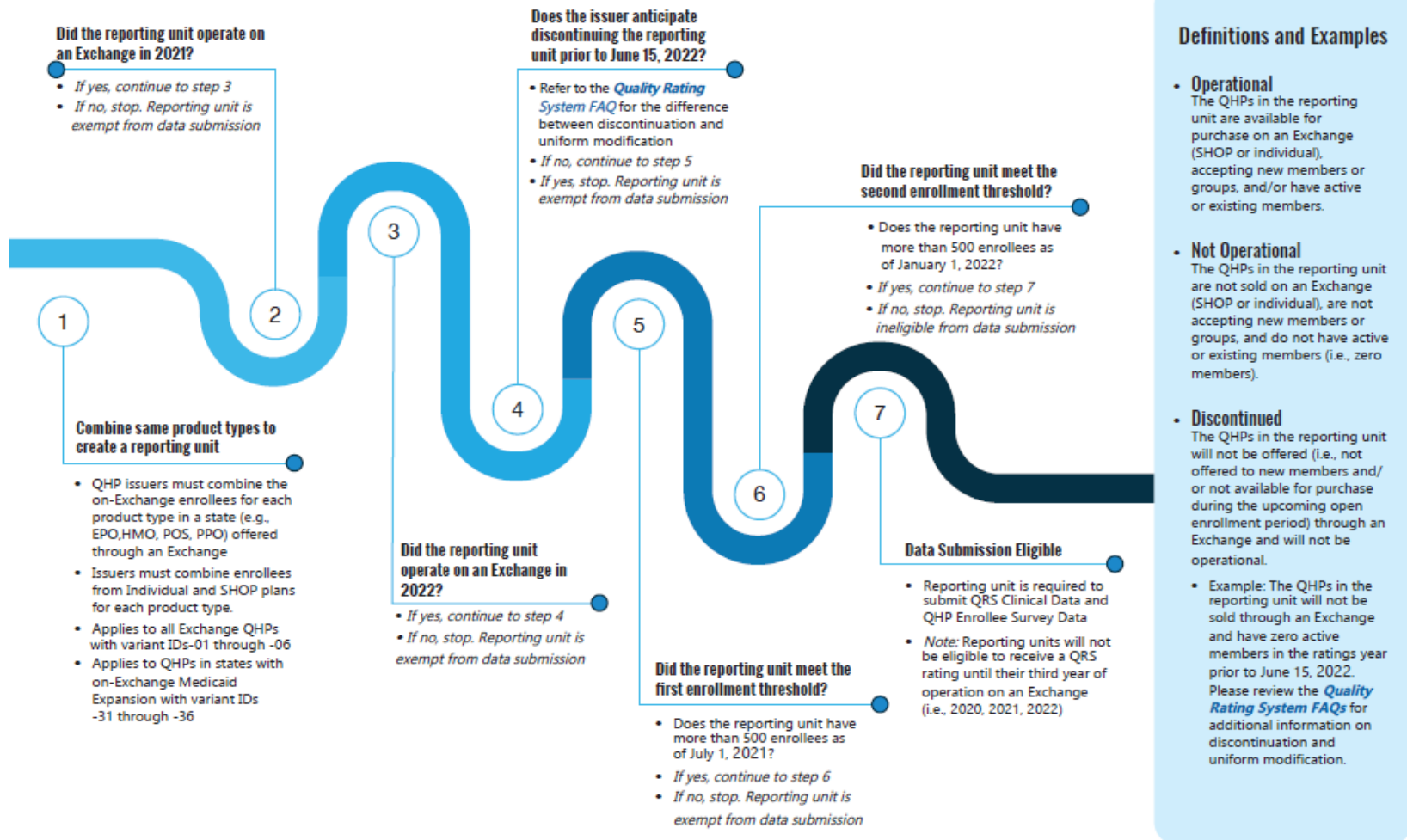
- **Operational:** The QHPs in the reporting unit are available for purchase on an Exchange (Small Business Health Options Program [SHOP] or individual), accepting new members or groups, and/or have active or existing members.
- **Not Operational:** The QHPs in the reporting unit are not sold on an Exchange (SHOP or individual), are not accepting new members or groups, and do not have active or existing members (i.e., zero members).
- **Discontinued:** The QHPs in the reporting unit will not be offered (i.e., not being offered to new members and/or not available for purchase during the 2023 individual market OEP) through an Exchange and will not be operational. For example, the QHPs in the reporting unit will have zero active members in the ratings year prior to June 15, 2022 and will not be sold through an Exchange during the 2023 individual market OEP. Please refer to the [Quality Rating FAQs](#) for additional information regarding the difference between discontinuation and uniform modification.

³³ 45 C.F.R. §§ 156.1120(a) and 156.1125(b).

³⁴ The QHP Enrollee Survey minimum enrollment requirement aligns with standards set forth in 45 C.F.R. § 156.1125(b)(1). CMS established the minimum enrollment requirement for QRS to align with the QHP Enrollee Survey minimum enrollment requirement and to support a sufficient size for credible and reliable results.

Exhibit 3. QRS and QHP Enrollee Survey Data Submission Eligibility Roadmap

QRS and QHP Enrollee Survey Data Submission Eligibility Roadmap



When determining which enrollees to include in each reporting unit, QHP issuers should follow the checklist provided as Exhibit 4.

Exhibit 4. QRS and QHP Enrollee Survey Enrollee Inclusions and Exclusions

| Creating a Reporting Unit Applies to QHP Enrollee Survey and QRS Clinical Measures | | ✓ |
|--|--|---|
| Include the Following Enrollees: | | |
| Enrollees in QHPs offered through an Exchange (HIOS variant IDs -01 through -06, <u>and</u> -31 through -36 for states with Medicaid 1115 waivers where the Medicaid expansion population is eligible to enroll in Exchange plans) in the prior year (i.e., 2021 calendar year). | | |
| Enrollees in QHPs that provide family and/or adult medical coverage. | | |
| Enrollees from both the individual market (individual and family plans [IFPs]) and SHOP if the QHP issuer offers the same product type in the individual market as well as the SHOP within a state (i.e., combine SHOP and IFPs if they are the same product type offered in the same State). <i>Example:</i> | | |
| <ul style="list-style-type: none"> • QHP issuer XYZ has 500 SHOP HMO enrollees in a particular state and 200 IFP HMO enrollees in the same state. • QHP issuer XYZ pulls the reporting unit sample frame after January 6, 2022 containing 700 enrollees from SHOP and individual and family HMOs. | | |
| Combine enrollees from multiple products of the same product type in a single state into one reporting unit. <i>Example:</i> | | |
| <ul style="list-style-type: none"> • QHP issuer XYZ has three HMO plans in a particular state. • QHP issuer XYZ combines enrollees from the three HMO plans for that state into a single reporting unit. | | |
| Combine enrollees from the same product type with multiple plan levels (e.g., bronze, expanded bronze, silver, gold, platinum, catastrophic) into one reporting unit. <i>Example:</i> | | |
| <ul style="list-style-type: none"> • QHP issuer XYZ has silver and gold HMOs in a particular state. • QHP issuer XYZ combines the silver and gold HMOs for that state into a single reporting unit. | | |
| Enrollees in QHPs offered through an Exchange that may be aligned to a different issuer in the prior year in cases where the QHP issuer has documented a change in ownership that is effective as of January 1 of the ratings year (i.e., 2022 calendar year) should be included. In cases of such mergers or acquisitions, the gaining QHP issuer should include enrollees previously aligned to the ceding QHP issuer. | | |
| Exclude the Following Enrollees: | | |
| Enrollees in plans offered outside the Exchange (HIOS variant ID-00) and non-QHPs. | | |
| Enrollees in indemnity (i.e., fee-for-service) plans, child-only health plans or stand-alone dental plans. | | |
| Enrollees in a BHP plan. | | |
| Confirm Minimum Enrollment Criteria: | | |
| The QHPs in the reporting unit will operate on the Exchange as the exact same product type in both the 2021 and 2022 calendar years. | | |
| There were more than 500 enrollees in the reporting unit as of July 1 in the prior year (i.e., July 2021). | | |
| There were more than 500 enrollees in the reporting unit as of January 1 of the ratings year (i.e., January 2022). | | |

Example:

A fictional QHP issuer is certified to offer family medical coverage in two states: West Virginia (WV) and Maryland (MD). Exhibit 5. Example Reporting Units for a QHP Issuer Assessed Against 2022 QRS and QHP Enrollee Survey Participation Criteria shows the characteristics of the issuer’s reporting units. In accordance with the participation criteria defined above, this QHP issuer must collect and submit validated QRS clinical measure data and QHP Enrollee Survey response data to CMS for only the following reporting units: 12345-WV-PPO, 12345-MD-EPO. The other reporting units either did not have a sufficient number of enrollees as of July 1, 2021;

did not have a sufficient number of enrollees as of January 1, 2022; or were discontinued before June 15, 2022.

Exhibit 5. Example Reporting Units for a QHP Issuer Assessed Against 2022 QRS and QHP Enrollee Survey Participation Criteria

| Reporting Unit | Enrollment as of July 1, 2021 (total and per individual market vs. SHOP) | Enrollment as of January 1, 2022 (total and per individual market vs. SHOP) | Discontinued prior to June 15, 2022 | Meet participation criteria? (i.e., required to submit QRS and QHP Enrollee Survey measure data)? |
|----------------|--|---|--|---|
| 12345-WV-PPO | 505 (505 individual, 0 SHOP) | 505 (505 individual, 0 SHOP) | No | Yes |
| 12345-WV-HMO | 601 (501 individual, 100 SHOP) | N/A | Yes – Discontinued as of December 31, 2021 | No – Not operating in ratings year |
| 12345-MD-PPO | 100 (55 individual, 45 SHOP) | 100 (55 individual, 45 SHOP) | No | No – Insufficient enrollment size in both years |
| 12345-MD-HMO | 700 (700 individual, 0 SHOP) | 300 (300 individual, 0 SHOP) | No | No – Insufficient enrollment size as of January 1, 2022 |
| 12345-MD-EPO | 505 (300 individual, 205 SHOP) | 501 (300 individual, 201 SHOP) | No | Yes |
| 12345-WV-EPO | 500 (300 individual, 200 SHOP) | 500 (300 individual, 200 SHOP) | No | No – Insufficient enrollment size in both years |

QHP issuers with specific questions related to the application of the QRS and QHP Enrollee Survey participation criteria and/or determining reporting unit eligibility should seek guidance from CMS via the Marketplace Service Desk (MSD). Details on addressing membership changes in measure data collection are provided in the “General Guidelines for Data Collection” section of the 2022 *Quality Rating System Measure Technical Specifications* under “Membership Changes.”

6.2 QHP Enrollee Survey Sample Frame

This section provides detailed instructions for QHP issuers eligible to field the QHP Enrollee Survey on how to determine which enrollees to include in each reporting unit’s sample frame. It also provides instructions for vendors on how to draw the QHP Enrollee Survey sample from each sample frame.

6.2.1 Create the Sample Frame (QHP Issuers)

QHP issuers must populate a complete, accurate, and valid sample frame of all survey-eligible enrollees for each reporting unit required to field the survey. The sample frame includes one record or line for each survey eligible enrollee (i.e., one enrollee record per line). ***All sample frames must include current enrollees as of 11:59 p.m. ET on January 6, 2022 (the anchor***

date), Sample frames may not be pulled before this date. All sample frames must be pulled on or after January 7, 2022, and must include all enrollees as of the anchor date – not the date the sample frame was pulled. QHP issuers must generate all sample frames in a time frame that supports validation by a HEDIS® Compliance Auditor (auditor) and submission to the vendor completed no later than January 28, 2022.

Note: Survey eligible enrollees must meet the criteria in Exhibit 6. However, eligibility determinations for reporting units to submit QRS clinical data and QHP Enrollee Survey response data are based on total enrollment (i.e., all enrollees in the reporting unit) and not the count of survey-eligible enrollees.

6.2.1.1 Inclusion and Exclusion Criteria

Exhibit 6 provides an overview for QHP issuers to determine which enrollees to include in each reporting unit’s sample frame. Enrollees are considered continuously enrolled if they are enrolled in the eligible QHP from July 1 through December 31, 2021 with no more than one 45-day break in enrollment. An allowable gap can occur anytime during the continuous enrollment period (July 1 through December 31, 2021). Enrollees who switch among different coverage (i.e., Exchange, non-Exchange, Medicaid, Medicare) and products (i.e., HMO, POS, PPO, EPO) during the continuous enrollment period are considered continuously enrolled if they experience no more than one 45-day break in enrollment and were enrolled in an eligible QHP at the end of the continuous enrollment period (i.e., December 31, 2021). Enrollees are considered currently enrolled if they are enrolled in the eligible QHP at the end of the continuous enrollment period (i.e., December 31, 2021) and on January 6, 2022.

To ensure all enrollees meet the continuous and current enrollment criteria, QHP issuers may *not* generate sample frames until January 7, 2022. CMS will *not* accept submissions for reporting units that do not follow the specified guidelines for determining which enrollees should be included in the sample frame. QHP issuers must use a consistent approach when determining the eligible population and reporting for the QHP Enrollee Survey, the QRS clinical measures, and for each product offering.

Note: QHP issuers must provide a list of common plan name aliases to vendors prior to survey fielding to enable vendors to make accurate eligibility determinations for enrollee response data.

Exhibit 6. Enrollee Eligibility Requirements for the 2022 QHP Enrollee Survey (Survey Eligible Enrollees)

| Eligibility Criteria | ✓ |
|--|---|
| Enrollee Eligibility Status: <u>Eligible</u> if <u>all</u> the listed criteria are met. Include enrollee in sample frame if: | |
| Enrollee is in a QHP offered through the Exchange (HIOS variant IDs -01 through -06 or -31 through -36 for states with Medicaid 1115 waivers allowing access to Exchange plans). | |
| Enrollee is in a QHP offered through the Exchange that provides family and/or adult medical coverage. | |
| Enrollee is 18 years of age or older as of December 31, 2021. | |
| Enrollee meets continuous enrollment criteria. | |
| Enrollee is still enrolled on January 6, 2022 (i.e., meets current enrollment criteria). | |

| Eligibility Criteria | ✓ |
|---|---|
| Enrollee has requested to not be contacted (i.e., a “Do Not Survey” list). NOTE: Vendors will exclude enrollees from fielding based on their internal Do Not Survey list; however, enrollees on a QHP issuer’s “Do Not Survey” list remain eligible for sampling. | |
| Enrollee Eligibility Status: Ineligible if any of the listed criteria apply. Exclude enrollee from the sample frame if: | |
| Enrollee is in a QHP offered outside the Exchange (HIOS variant ID-00) or a non-QHP. | |
| Enrollee is in a QHP offered through the Exchange that is an indemnity (i.e., fee-for-service) plan, a child-only health plan or a stand-alone dental plan. | |
| Enrollee is in a basic health program plan | |
| Enrollee is younger than 18 years of age as of December 31, 2021. | |
| Enrollee does not meet continuous enrollment criteria. | |
| Enrollee discontinued enrollment for the 2022 Plan Year prior to 11:59 p.m. on January 6, 2022. NOTE: QHP issuers are not permitted to generate a separate list of disenrollees. All exclusions of disenrollees must occur prior to submitting the sample frame for the HEDIS® Compliance Audit. | |
| Enrollee is deceased as of January 6, 2022. | |

6.2.1.2 Sample Frame Data Format

The standardized sample frame layout is an ASCII fixed-width text file with defined fixed-column positions for each data element. Appendix H provides the required data elements that should be included for each enrollee in the sample frame. Data elements must adhere to the value label characteristics described in Appendix H and are to be placed in the designated columns (i.e., specified field positions) without delimiters. Field contents must be left aligned, and data must start in the first position of each field. QHP issuers must fully populate all sample frame variables. **Field population for all variables is required, not optional.** For rare instances in which portions of required enrollee data are missing, QHP issuers must denote these data elements with the valid value for *Missing* provided in Appendix H. QHP issuers may not append any additional data fields to the sample frame that are not specified in the sample frame file layout.

6.2.2 Validate Sample Frame

CMS requires that QHP issuers use a HEDIS® Compliance Auditor (auditor) and follow the HEDIS® Compliance Audit standards to validate the QHP Enrollee Survey sample frame and the QRS clinical measure data. Each QHP issuer is responsible for selecting a HEDIS® Compliance Organization, determining fees, and entering into a data validation contract (if necessary). This process is designed to give QHP issuers the maximum opportunity to have valid and publicly reportable results. QHP issuers should refer to the following website to access the list of NCQA-certified HEDIS® Compliance Auditors:

<https://www.ncqa.org/programs/data-and-information-technology/hit-and-data-certification/hedis-compliance-audit-certification/>.

Exhibit 7 provides an overview of the sample frame validation process.

Exhibit 7. Sample Frame Validation Process

| Step | Description | ✓ |
|---------------|--|---|
| Step 1 | In the NCQA HOQ, the QHP issuer enters information for each QHP Enrollee Survey reporting unit it is required to report. This is the number of sample frames the QHP issuer must produce. Note: <i>This is also the number of reporting units for which the QHP issuer must authorize an HHS-approved QHP Enrollee Survey vendor and verify required reporting unit information (e.g., enrollment, year plan began operating, three-year operational status) within the HOQ.</i> | |
| Step 2 | The QHP issuer generates the sample frame data file(s) per specifications. | |
| Step 3 | The QHP issuer delivers the sample frame data file(s) to the NCQA HEDIS® Compliance Auditor (auditor). | |
| Step 4 | The auditor validates the sample frame data file(s) and notifies the QHP issuer of the results. If the auditor determines the quality or completeness of the sample frame poses a threat to the desired survey response rate, the QHP issuer makes corrections to the sample frame until the desired audit result is achieved. | |
| Step 5 | The auditor enters the result of the sample frame validation in the HOQ. | |
| Step 6 | The QHP issuer forwards the auditor-locked sample frame data file(s) and documentation of the validation results to the QHP Enrollee Survey vendor. | |
| Step 7 | The vendor draws the survey sample and administers the QHP Enrollee Survey per specifications. | |

6.2.3 Provide Sample Frame to Vendor

Once a QHP issuer has received a validated sample frame from the auditor, the issuer must provide it directly to the contracted vendor in a secure manner. Vendors review the sample frame and assess the completeness of the contact information (e.g., mailing address, telephone number, and email addresses) included in the sample frame for each eligible enrollee. Vendors also conduct quality assurance (QA) checks of the sample frame to verify the accuracy of the information provided by the QHP issuer. Vendors must notify CMS (qhpsurveyvendor@bah.com) of any QHP issuer clients that have not provided a validated sample frame by the deadline established by CMS (see Exhibit 1).

6.3 Reporting Ineligible Reporting Units

QHP issuers with ineligible reporting units must submit the reporting unit information to CMS. QHP issuers must include complete information for each reporting unit that does not meet eligibility criteria by selecting from a menu of ineligibility reasons. CMS will distribute the *2022 QHP Enrollee Survey Operational Instructions* and ineligibility template in fall of 2021.

6.4 QRS Measure Set

QHP issuers that meet the participation criteria as defined in Section 6.1 are required to collect and submit validated data for all measures as listed in Exhibit 8. The QRS measure set consists of measures that address the areas of: Clinical Quality Management; Enrollee Experience; and Plan Efficiency, Affordability, & Management. The QRS measures align with the quality priority areas that are focal to the Meaningful Measures Initiative including person-centered care, safety, chronic conditions and equity.

Some measures have multiple indicators (or rates), including additional sub-levels (e.g., age bands). QHP issuers are required to submit validated data for all elements within a measure, unless a specific indicator is shown in parentheses next to the measure. In the latter case, only that indicator must be reported (e.g., for the *Childhood Immunization Status [Combination 10]* measure, only Combination 10 must be reported).

The survey measures in the QRS measure set will be collected as part of the QHP Enrollee Survey, which draws heavily from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)³⁵ surveys. Note that the QRS survey measures (except for the two clinical measures captured in the QHP Enrollee Survey) and the QRS clinical measure *Plan All-Cause Readmissions* are case-mix adjusted. See Section 6.5 for details on the QHP Enrollee Survey.

Exhibit 8. QRS Measure Set

| Measure Title ‡ indicates measure currently not endorsed by NQF | National Quality Forum (NQF) ID ³⁶ | QRS Measure Type |
|--|---|------------------|
| Access to Care | 0006 ³⁷ | Survey |
| Access to Information ‡ | 0007 | Survey |
| Annual Dental Visit ‡ | 1388 | Clinical |
| Annual Monitoring for Persons on Long-term Opioid Therapy | 3541 | Clinical |
| Antidepressant Medication Management | 0105 | Clinical |
| Appropriate Testing for Pharyngitis ‡ | 0002 | Clinical |
| Appropriate Treatment for Upper Respiratory Infection | 0069 | Clinical |
| Asthma Medication Ratio | 1800 | Clinical |
| Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis | 0058 | Clinical |
| Breast Cancer Screening | 2372 | Clinical |
| Care Coordination | 0006 | Survey |
| Cervical Cancer Screening | 0032 | Clinical |
| Child and Adolescent Well-Care Visits‡ | N/A | Clinical |
| Childhood Immunization Status (Combination 10) | 0038 | Clinical |
| Chlamydia Screening in Women | 0033 | Clinical |
| Colorectal Cancer Screening | 0034 | Clinical |
| Comprehensive Diabetes Care: Eye Exam (Retinal) Performed | 0055 | Clinical |
| Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) Control (<8.0%) | 0575 | Clinical |
| Controlling High Blood Pressure | 0018 | Clinical |
| Flu Vaccinations for Adults Ages 18-64 | 0039 | Survey |

³⁵ CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality. The CAHPS® surveys are available at <https://cahps.ahrq.gov>.

³⁶ Definitions and endorsement status of NQF measures are available at <http://www.qualityforum.org/Home.aspx>.

³⁷ The QRS *Access to Care* measure includes two separate NQF-endorsed measures, Getting Needed Care and Getting Care Quickly, along with an additional CAHPS® Health Plan Supplemental question regarding getting after-hours care.

| Measure Title * indicates measure currently not endorsed by NQF | National Quality Forum (NQF) ID ³⁶ | QRS Measure Type |
|---|---|------------------|
| Follow-Up After Hospitalization for Mental Illness (7-Day Follow-Up and 30-Day Follow-Up) | 0576 | Clinical |
| Immunizations for Adolescents (Combination 2) | 1407 | Clinical |
| Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment | 0004 | Clinical |
| International Normalized Ratio Monitoring for Individuals on Warfarin | 0555 | Clinical |
| Medical Assistance with Smoking and Tobacco Use Cessation * | 0027 | Survey |
| Plan Administration | 0006 | Survey |
| Plan All-Cause Readmissions * | 1768 | Clinical |
| Prenatal and Postpartum Care * | 1517 | Clinical |
| Proportion of Days Covered | 0541 | Clinical |
| Rating of All Health Care | 0006 | Survey |
| Rating of Health Plan | 0006 | Survey |
| Rating of Personal Doctor | 0006 | Survey |
| Rating of Specialist | 0006 | Survey |
| Use of Imaging Studies for Low Back Pain * | 0052 | Clinical |
| Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents | 0024 | Clinical |
| Well-Child Visits in the First 30 Months of Life (6 or More Visits) | 1392 | Clinical |

Appendix B includes summaries of each QRS measure. For detailed measure specifications, QHP issuers should refer to each measure's technical specifications (in the *2022 Quality Rating System Measure Technical Specifications*), which specify criteria for determining the eligible population.³⁸

For additional information on how measures are used for scoring, please see Section 7.1.

6.5 QHP Enrollee Survey

The QHP Enrollee Survey is the survey used to measure the experience of the enrollee population in the Exchanges. While the survey utilizes questions from the CAHPS Health Plan Surveys, which are used widely to assess Medicare, Medicaid, and other commercial health plan performance, modifications and new questions were designed specifically for use with the Exchange enrollee population.

³⁸ The *2022 QRS Measure Technical Specifications* released in March 2021 include the specifications for any measures and/or measure rates proposed for addition and removal in the Draft 2021 Call Letter proposed to be applicable in the 2022 ratings year. CMS will release an updated version of the *2022 QRS Measure Technical Specifications* that reflects the final decisions applicable to the 2022 ratings year communicated via the Final 2021 Call Letter.

Consistent with other CAHPS instruments, the QHP Enrollee Survey uses a six-month reference period. The survey assesses enrollee experience with a QHP offered through an Exchange on the topics presented in Exhibit 9. Measures derived from a subset of survey questions are included in the QRS measure set and accompanying ratings. For a crosswalk that maps each QRS survey measure to the relevant QHP Enrollee Survey item(s), please see Appendix C.

Exhibit 9. QHP Enrollee Survey Topics

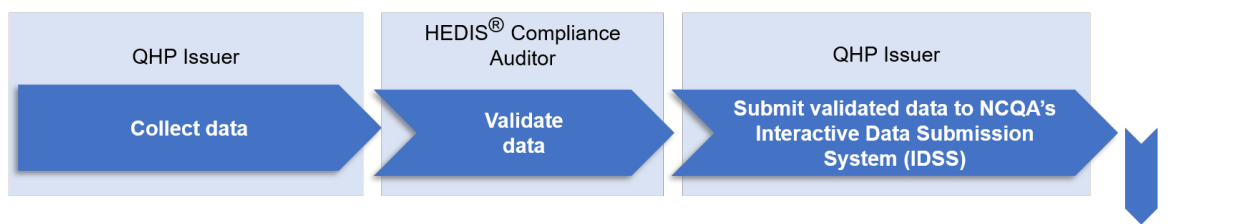
| QHP Enrollee Survey Topics (Asterisk [*] indicates survey questions within this topic are <u>not</u> included in QRS survey measures.) |
|---|
| Access to Care |
| Access to Information |
| Care Coordination |
| Cultural Competence * |
| Doctor Communication * |
| Enrollee Experience with Cost * |
| Plan Administration |
| Prevention |

6.6 Data Collection, Validation, and Submission

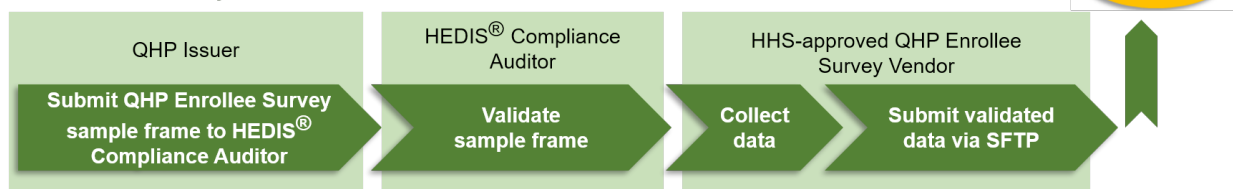
The following sections address the protocols for data collection, data validation, and data submission of the QRS clinical measure and QHP Enrollee Survey response data. Exhibit 10 illustrates the process and stakeholders with primary responsibility for the associated steps. The steps are detailed in subsequent sections.

Exhibit 10. QRS Clinical Measure and QHP Enrollee Survey Response Data Process Flow

QRS Clinical Measure Data



QHP Enrollee Survey Data



6.6.1 Data Collection

The next sections summarize details related to the data collection protocols for QRS clinical measure data and QHP Enrollee Survey response data. For additional data collection instructions for the QRS clinical measures, including the required data elements, refer to the *2022 Quality*

Rating System Measure Technical Specifications. For additional data collection procedures related to the QHP Enrollee Survey, refer to the *Qualified Health Plan Enrollee Experience Survey: Technical Specifications for 2022*.

6.6.1.1 QRS Clinical Measure Data Collection

QHP issuers will collect data for QRS clinical measures using administrative sources or a hybrid of administrative and medical record sources. The data collection methods are described below.

- **Administrative Method:** Uses data obtained from administrative sources (e.g., claims data) to identify the eligible population (denominator) and numerator compliance.
- **Hybrid Method:** Uses data obtained from both administrative and medical record/electronic medical record sources to identify the eligible population and numerator compliance. The denominator consists of a systematic sample of enrollees drawn from the measure's eligible population. QHP issuers then: a) review administrative data to determine numerator compliance, and b) review medical record data for enrollees who do not meet numerator criteria based on administrative data to identify additional numerator compliance for the measure.

QHP issuers must refer to the 2022 *Quality Rating System Measure Technical Specifications*³⁹ to determine which data collection method is appropriate for each clinical measure. If more than one method is allowed, the QHP issuer may choose its preferred method.

6.6.1.2 QHP Enrollee Survey Data Collection

Prior to survey administration, each QHP issuer will develop a sample frame of enrollees for each of its eligible reporting units (per criteria detailed in Section 6.1). QHP issuers must contract with an HHS-approved QHP Enrollee Survey vendor to administer the QHP Enrollee Survey.⁴⁰ Vendors will sample eligible enrollees, using a standardized data collection protocol specified by CMS.⁴¹ These vendors will collect enrollee responses to the survey questions on behalf of the QHP issuer.⁴²

QHP issuers are required to authorize a survey vendor for eligible reporting units beginning in January 2022, via NCQA's HOQ. QHP issuers must confirm that all eligible reporting units are included in the HOQ and verify required reporting unit information (e.g., general information, enrollment year plan began operating, three-year operational status). For reporting units not eligible for the 2022 reporting year, QHP issuers will receive instructions via email to provide justification for non-reporting units.

A list of HHS-approved survey vendors is available on the [MQI website](#); vendors are conditionally approved until the completion of training in the fall of each year. QHP issuers are not required to contract with the same vendor from the previous survey administration year but may do so if the contracted vendor is on the list of approved vendors for the current survey administration year.

³⁹ *Id.*

⁴⁰ 45 C.F.R. § 156.1125(a).

⁴¹ 45 C.F.R. § 156.1105(b)(5).

⁴² 45 C.F.R. §§ 156.1105 and 156.1125.

Each QHP issuer must formally authorize a vendor to collect and submit QHP Enrollee Survey response data to CMS on its behalf.⁴³ In fall of 2021, QHP issuers will receive step-by-step instructions on the survey vendor authorization process. In addition, QHP issuers must confirm that all eligible reporting units are included in the HOQ and verify required reporting unit information (e.g., general information, enrollment, year plan began operating, three-year operational status). **Note:** QHP issuers must also request access to NCQA's HOQ to submit QRS clinical measure data.

6.6.2 Data Validation

Each QHP issuer must have its clinical measure data and the QHP Enrollee Survey sample frame validated by a data validator, in accordance with the measure stewards' protocols, prior to data submission.⁴⁴ For 2022, CMS requires that QHP issuers use a HEDIS[®] Compliance Auditor and follow the HEDIS[®] Compliance Audit standards to validate all QRS measures, including the QHP Enrollee Survey sample frame.⁴⁵ The sections below contain details related to these data validation requirements.

6.6.2.1 Data Validators

QHP issuers must use a HEDIS[®] Compliance Auditor (validator) to perform the HEDIS[®] Compliance Audit (i.e., validation of QRS measure data) for all clinical measures and the survey sample frame. Each QHP issuer is responsible for selecting the HEDIS[®] Compliance Organization, determining fees, and entering into a data validation contract (if necessary).

The HEDIS[®] Compliance Auditor should work with the QHP issuer throughout the data collection process, engaging in ongoing communications and a series of offsite and onsite reviews to confirm compliance with standards and protocols, including effective and sound data collection. This process is intended to be collaborative and iterative; it should occur continually until all data are submitted. The process is designed to give QHP issuers the maximum opportunity to have valid and publicly reportable results.

QHP issuers should refer to the following website to access the list of NCQA-certified HEDIS[®] Compliance Auditors: <http://www.ncqa.org/HEDISQualityMeasurement/CertifiedSurveyVendorsAuditorsSoftwareVendors/HEDISComplianceAuditProgram.aspx>.

6.6.2.2 Data Validation Standards

The data validation standards are specified in the *HEDIS[®] Compliance Audit: Standards, Policies, and Procedures*. Auditors will use this uniform set of data validation standards to assess each QHP issuer's information system characteristics and capabilities, as well as its compliance with the *2022 Quality Rating System Measure Technical Specifications*. HEDIS[®] Compliance Auditors will also use the standards to assess the QHP issuer's sample frame for the QHP Enrollee Survey.

⁴³ 45 C.F.R. § 156.1125(a).

⁴⁴ 45 C.F.R. §§ 156.1120(a)(2) and 156.1125(b)(2).

⁴⁵ The Pharmacy Quality Alliance (PQA) does not have a defined measure validation strategy for the *Proportion of Days Covered*, *Annual Monitoring for Persons on Long-term Opioid Therapy*, and *International Normalized Ratio Monitoring for Individuals on Warfarin* measures. CMS requires these measures to be validated using the HEDIS[®] Compliance Audit standards, policies, and procedures.

QHP issuers should refer to the *HEDIS® Compliance Audit: Standards, Policies, and Procedures*, which is available for purchase on the following website:
<http://store.ncqa.org/index.php/performance-measurement.html>.

6.6.2.3 Data Validation Results

All QRS measures must have a final, validated result that indicates data are complete, accurate, and comparable. The HEDIS® Compliance Auditor will determine if the QHP issuer's clinical measure rates are reportable and if the QHP Enrollee Survey sample frame is accurate, using the HEDIS® Compliance Audit standards described above.

The HEDIS® Compliance Auditor will document one of the following results for each clinical measure once the QHP issuer submits its data. The following reason codes may be assigned:

- **A rate:** The QHP issuer followed the specifications and produced a reportable rate (numeric result) for the measure.
- **Benefit Not Offered (NB):** The QHP issuer did not offer the health benefit required by the measure.
- **Biased Rate (BR):** The QHP issuer's calculated rate was materially biased.
- **Not Reported (NR):** The QHP issuer chose not to report the measure rate or the measure rate was otherwise invalid. In the QRS Proof Sheets, a rate would be designated as "NR" if the reporting unit had no data to report for the measure.
- **Not Applicable (NA):** The QHP issuer followed the specifications, but the denominator was too small (i.e., less than 30 [or 150 for the PCR measure]) to report a valid rate. The QHP issuer did not have sufficient data to fulfill the continuous enrollment criteria for the measure. For example, a QHP issuer that has operated for only one year may be unable to meet the continuous enrollment criteria for the *Breast Cancer Screening* measure, which requires multi-year continuous enrollment as outlined in the *2022 Quality Rating System Measure Set Technical Specifications*.

For QRS survey measures, the QHP issuer is responsible for sending the validated QHP Enrollee Survey sample frame and validator's approval notice to the survey vendor before the QHP Enrollee Survey is administered. Survey vendors are not permitted to proceed with fielding the survey until they receive the validator's approval notice.

6.6.2.3.1 Compliance Reviews

CMS may conduct targeted compliance reviews under 45 C.F.R. § 156.715 to examine compliance with the federal data submission and reporting requirements for the QRS and QHP Enrollee Survey (subsequent to data validation of QRS clinical measure and QHP Enrollee Survey response data) by QHP issuers participating in an FFE. These reviews could occur in cases where CMS suspects that a QHP issuer's mishandling of data, inappropriate processing, or implementation of incorrect practices has resulted in erroneous data, scores, or ratings. Examples include, but are not limited to: a QHP issuer's failure to adhere to QRS and QHP Enrollee Survey reporting requirements, and a QHP issuer's failure to pass data validation directly related to data reported for specific measures. Based on the findings of this compliance review or other

evidence received by CMS, CMS may take enforcement action, such as the imposition of civil money penalties and/or decertification of the affected QHPs.⁴⁶

In addition, CMS may include compliance with the QRS and QHP Enrollee Survey data submission and reporting requirements as part of a more general compliance review of a QHP issuer participating in an FFE. CMS intends to coordinate with state regulators, when appropriate, to avoid duplication of efforts for these compliance reviews.

6.6.3 Data Submission

Each QHP issuer will work with its HEDIS[®] Compliance Auditor and its HHS-approved QHP Enrollee Survey vendor to submit the required QRS clinical measure data and the QHP Enrollee Survey response data to CMS. Details related to the data submission process (based on data type) are provided below.

6.6.3.1 QRS Clinical Measure Data Submission

All QHP issuers submitting QRS clinical measure data must complete the Healthcare Organization Questionnaire (HOQ) to gain access to NCQA's web-based tool, the Interactive Data Submission System (IDSS). There are no fees for QHP issuers associated with accessing and using the IDSS. Upon completion of the HOQ, the IDSS will create a QRS-specific submission ID for the issuer.

NCQA will open the annual HOQ completion process in early January 2022 and close access in February 2022. When opened by NCQA, the HOQ can be accessed at:

<http://applications.ncqa.org>. For more information regarding the HOQ, visit:

<http://www.ncqa.org/hedis/data-submission>. QHP issuers should submit questions about the HOQ to the [NCQA portal](#).

QHP issuers must submit only summary-level QRS clinical measure data (for each reporting unit) via NCQA's IDSS, once the data have been validated by a HEDIS[®] Compliance Auditor. Summary-level data are specific to each clinical measure and include such elements as eligible population or denominator, numerator, and the reported rate. Patient-level data are not required to be submitted via the IDSS for QRS clinical measures.

QHP issuers must work with their HEDIS[®] Compliance Auditors to submit the validated QRS clinical measure data and signed attestations (i.e., confirm data are accurate and reflect plan performance) by 11:59 p.m. Eastern Time (ET), June 15, 2022. QHP issuers should submit questions regarding the IDSS to the [NCQA portal](#).

6.6.3.2 QHP Enrollee Survey Data Submission

On behalf of the QHP issuer, the HHS-approved QHP Enrollee Survey vendor will securely submit de-identified enrollee response data to CMS.

QHP Enrollee Survey vendors must submit the QHP Enrollee Survey response data by 11:59 p.m. ET, May 20, 2022.

⁴⁶ See, e.g., 45 C.F.R. § 156.800.

7. QRS Rating Methodology

This section describes how CMS will calculate 2022 QRS quality ratings based on the QRS clinical measure and QHP Enrollee Survey response data submitted in 2022.

CMS continuously refines the QRS program and QHP Enrollee Survey based on a variety of factors, including stakeholder feedback, clinical guideline changes, Agency priorities, and advances in quality measurement and survey administration that impact each year's ratings. Refinements should be considered when reviewing year over year comparisons.

Appendix D provides the 2022 QRS rating methodology.

7.1 Measures and Scoring

For 2022, QHP issuers are required to collect and submit validated data for 36 measures in the QRS measure set; however, CMS will only include 34 measures in the calculation of 2022 QRS scores and ratings. For the 2022 ratings year and beyond, CMS incorporated the *Childhood Immunization Status (Combination 10)* and *Follow-up After Hospitalization for Mental Illness (7-Day and 30-Day Follow-up)* measures into the QRS measure set transitioning from the *Childhood Immunization Status (Combination 3)* measure and *Follow-up After Hospitalization for Mental Illness (7-Day Follow-up)* measure, respectively.⁴⁷ CMS will begin data collection in 2022 for the *Childhood Immunization Status (Combination 10)* and the *Follow-up After Hospitalization for Mental Illness (7-Day and 30-Day Follow-up)* measures, but will not include these measures in scoring until the 2023 ratings year, at the earliest. Therefore, CMS will only include 34 measures in scoring in 2022.

For the 2022 ratings year, CMS also incorporated the following changes to the measure set: removal of the *Comprehensive Diabetes Care: Medical Attention from Nephropathy* measure, inclusion of the *International Normalized Ratio Monitoring for Individual on Warfarin (INR)*, *Annual Monitoring for Persons on Long-term Opioid Therapy (AMO)*, and *Asthma Medication Ratio (AMR)* measures in scoring, and reintroduction of the *Child and Adolescent Well-Care Visit* measure in scoring.⁴⁸

Exhibit 11 offers a comparative summary of the QRS measures and scoring approach for the 2021 and 2022 ratings years.

⁴⁷ See Section 3 of the Final 2021 Call Letter, available at: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/ACA-MQI/ACA-MQI-Landing-Page>

⁴⁸ *Id.*

Exhibit 11. QRS Measures and Scoring⁴⁹

| QRS Measures | 2021 | 2022 (current year) |
|---|------|------------------------|
| Number of measures required for QRS data submission | 37 | 36* |
| Number of measures to be used for QRS scoring | 33 | 34 ⁵⁰ |

* QHP issuers should refer to each measure's technical specifications, which specify criteria for determining the eligible population and ability to submit data for the measure (e.g., a measure may require multiple years of continuous enrollment; therefore, a new QHP issuer or reporting unit may be unable to report a numeric rate for this measure).

While QHP issuers are required to submit QRS measure data for eligible reporting units beginning with the reporting unit's second year of operation, eligible reporting units will not receive QRS scores and ratings until their *third* consecutive year of operation in the Exchange. Therefore, a reporting unit that is eligible to be scored must meet the criteria for data submission (as defined by Section 6.1) *and have been in operation for at least three consecutive years*. For example, as shown in Exhibit 12, to receive QRS scores and ratings in 2022, a reporting unit must be in operation in 2020, 2021, and 2022.

Exhibit 12. Reporting Unit Data Submission and Scoring Example

| Criteria | Required to submit data? | Eligible to be scored? |
|---|--|------------------------|
| Reporting unit operates in ratings year only (2022) | No, does not meet the QRS participation criteria | No |
| Reporting unit operates in ratings year and prior year (2022 and 2021) and meets the QRS participation criteria (as defined in Section 6.1) | Yes | No |
| Reporting unit operates for at least three consecutive years, (i.e., 2022, 2021, 2020) and meets the QRS participation criteria (as defined in Section 6.1) | Yes | Yes |

If a reporting unit is eligible for scoring, the data submitted for this reporting unit are included in ratings calculation. Specifically, the data are included with all other submitted data for reporting units eligible for scoring to create the national all-product reference group, and QRS scores and ratings are calculated for that reporting unit.

7.2 QRS Hierarchy

The QRS measures are organized into a hierarchical structure that serves as a foundation of the QRS rating methodology (Appendix D). In the HHS Notice of Benefit and Payment Parameter

⁴⁹ In communicating total measure counts, the totals presented here represent the perspective of the measure steward, rather than the perspective of the QRS scoring methodology. If counting based on the perspective of the scoring methodology, there are 39 measures in total (rather than 36). The difference of three measures in this count comes from two factors. First, Prenatal and Postpartum Care (NQF #1517) is split into two distinct measures for the QRS hierarchy: *Timeliness of Prenatal Care* and *Postpartum Care*. Similarly, Proportion of Days Covered (NQF #0541) is split into three distinct measures: *Diabetes All Class*, *Renin Angiotensin System (RAS) Antagonists*, and *Statins*.

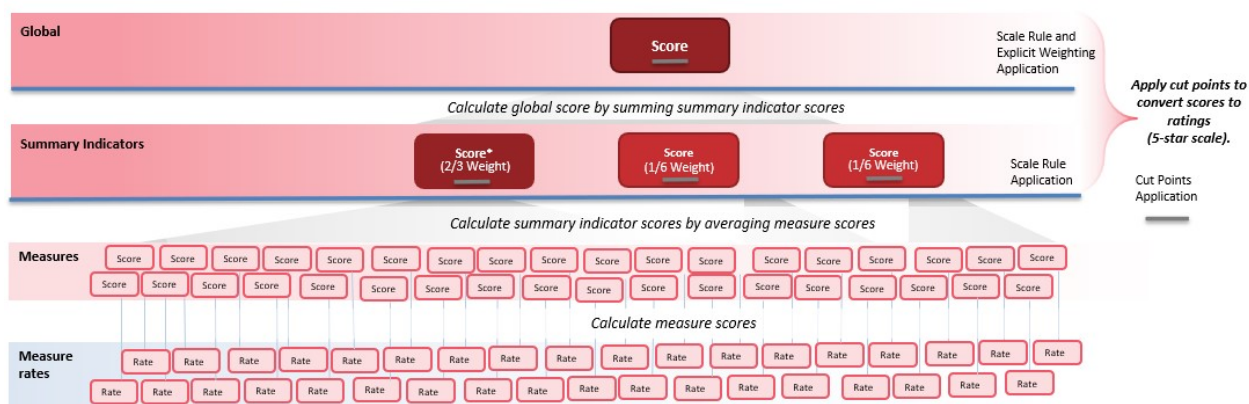
⁵⁰*Id.*

for 2022 Final Rule,⁵¹ CMS finalized the removal of the composite and domain levels of the QRS hierarchy in order to align with other CMS quality reporting programs and improve balancing the influence of individual measures on the overall quality score. Therefore, beginning with the 2022 ratings year, QRS measures will be grouped into summary indicators to form a single global rating.

7.3 Overview of Process for Calculating QRS Scores and Ratings

Exhibit 13 is a visual overview of the new QRS rating methodology applicable beginning with the 2022 ratings year, which shows how CMS calculates QRS scores and ratings from submitted QRS measure data.

Exhibit 13. Overview of QRS Rating Methodology



*The Clinical Quality Management summary indicator and at least one of the other summary indicators must have a valid score to calculate the global rating for a given reporting unit.

This overview shows how CMS converts submitted measure data into higher-level QRS hierarchy component scores and ratings. The global score is the sum of weighted summary indicator scores (e.g., a weight of two-thirds [66.67%] to the Clinical Quality Management summary indicator, and a weight of one sixth [16.67%] to the Enrollee Experience and the Plan Efficiency, Affordability, & Management summary indicators).

The summary indicator scores are calculated by averaging scores of the underlying measures.

Exhibit 14 further describes the process for calculating 2022 QRS scores and ratings. CMS conducts QA activities throughout the data scoring process, beginning upon receipt of QRS clinical measure data and QHP Enrollee Survey response data. These QA activities include verification of submitted data file attributes and data content quality checks to validate the accuracy, completeness, consistency, and validity of output files and reports.

⁵¹ See the HHS Notice of Benefit and Payment Parameter for 2022 and Pharmacy Benefit Manager Standards; Final Rule, 86 FR 24140 at 24253 – 24256 (May 5, 2021), available at: <https://www.federalregister.gov/documents/2021/05/05/2021-09102/patient-protection-and-affordable-care-act-hhs-notice-of-benefit-and-payment-parameters-for-2022-and>

Exhibit 14. Steps for Calculating QRS Scores and Ratings

| Step | Sub-steps |
|--|--|
| Step 1. Calculate measure rates | <ul style="list-style-type: none"> ▪ <i>Calculate QRS clinical measure rates.</i> For QRS clinical measures with multiple measure indicators, calculate measure rates per the method defined by the measure's technical specifications. ▪ <i>Calculate QRS survey measure rates.</i> For QRS survey measures, calculate measure rates from QHP Enrollee Survey data. |
| Step 2. Determine scoring status and application of denominator criteria | <ul style="list-style-type: none"> ▪ <i>Apply the scoring eligibility criteria.</i> Only reporting units that have operated for three consecutive years on the Exchange and meet the QRS enrollment criteria are ratings eligible. Reporting units that do not meet the ratings eligibility criteria are removed from the analytical data, and do not go through steps 3–10 below. ▪ <i>Apply the denominator criteria.</i> The minimum denominator size is 30 observations for QRS clinical measures (including clinical measures captured in the QHP Enrollee Survey), 150 for the PCR measure, and 100 for QRS survey measures. Measure data that do not meet the minimum denominator size requirement for scoring are excluded from QRS scoring. |
| Step 3. Apply the Benchmark Ratio Approach to calculate benchmarks and measure scores | <ul style="list-style-type: none"> ▪ <i>Calculate measure benchmarks.</i> Use the calculation for each measure type (e.g., process, patient experience) to calculate a data-driven benchmark that defines a performance threshold based on the top performance of reporting units on that measure. ▪ <i>Calculate measure scores.</i> Transform all raw measure rates independently. Compare the measure rate value of each reporting unit to the benchmark. Apply the upper cap to measure scores that exceed the score of 110. |
| Step 4. Calculate summary indicator scores | <ul style="list-style-type: none"> ▪ <i>Determine if the score can be calculated.</i> Apply the half-scale rule, meaning the summary indicator score can be calculated only if at least half ($\geq 50\%$) of the associated measure have a score. ▪ <i>Calculate the score.</i> If the half-scale rule is met, average measure scores. Otherwise, no summary indicator score is calculated. |
| Step 5. Apply explicit weights to summary indicator scores | <ul style="list-style-type: none"> ▪ <i>Calculate the final score.</i> Multiply the summary indicator scores calculated in Step 6 by the appropriate explicit weights (e.g., Clinical Quality Management score \times 0.6667 = weighted Clinical Quality Management score). |
| Step 6. Calculate global score | <ul style="list-style-type: none"> ▪ <i>Determine if the score can be calculated.</i> The global score can be calculated only if the Clinical Quality Management summary indicator received a score and at least one of the other two summary indicators received a score. Otherwise, no global score is calculated. ▪ <i>Calculate the score.</i> If the above scoring rule is met, sum the summary indicator scores (e.g., a weight of 2/3 (66.67%) to the Clinical Quality Management summary indicator, and a weight of 1/6 (16.67%) to the Enrollee Experience and the Plan Efficiency, Affordability, & Management summary indicators). |
| Step 7. Convert scores to ratings | <ul style="list-style-type: none"> ▪ <i>Identify cut point values.</i> Identify cut point values for the global level using a clustering algorithm and a jackknife resampling approach. CMS uses submitted, scored, and aggregated QRS measure data to identify four cut point values (to delineate the 5-star rating categories). The data are jackknifed to create multiple sub-samples and the clustering process is run on each sub-sample. Then the average cut point is calculated across all sub-samples to identify each cut point value.⁵² ▪ <i>Convert global scores to global ratings.</i> Convert global score into a rating using the jackknifed cut points. |
| Step 8. Produce QRS results for preview and finalization | <ul style="list-style-type: none"> ▪ <i>Prepare Ratings Output File (ROF).</i> ▪ <i>Prepare QRS preview reports and proof sheets for QRS preview period.</i> |

⁵² The jackknife process provides more robust estimates, making the cut points less vulnerable to data changes.

8. Quality Rating Information and QHP Enrollee Survey Results and Preview

QHP issuers and State Exchange administrators will receive QHP quality rating information and QHP Enrollee Survey results and will be able to preview these results via the CMS Health Insurance Oversight System-Marketplace Quality Module (HIOS-MQM)⁵³ website during the annual preview period (anticipated August-September 2022). QHP issuers and State Exchange administrators will receive an email notification via the HIOS-MQM website prior to the start of preview.

8.1 QRS and QHP Enrollee Survey Preview via CMS' HIOS-MQM

During the QRS and QHP Enrollee Survey preview period, QHP issuers in all Exchanges will be able to preview their respective QRS and QHP Enrollee Survey results via CMS' HIOS-MQM website and submit any related inquiries to CMS. Exhibit 15 provides descriptions of the documents that will be available for preview on the HIOS-MQM website. The QRS Preview Reports, QRS Proof Sheets, QHP Enrollee Survey Quality Improvement (QI) Reports, QHP Enrollee Survey QI Reports Methodology Guide, and National Quality Improvement Benchmark Report for the applicable ratings year will be available for preview on CMS' HIOS-MQM website concurrently.

Exhibit 15. QRS and QHP Enrollee Survey Documents Available for Preview on the HIOS-MQM Website

| Document Title | Description |
|---------------------------|---|
| QRS Preview Report | <p>The QRS Preview Report provides the QRS ratings for each QHP issuer's eligible reporting unit(s). The ratings are provided on a 5-star scale for all QRS hierarchy components (i.e., summary indicators, and the global result).</p> <p>The QRS Preview Report will be available online and for download as a PDF file on CMS' HIOS-MQM website.</p> |
| QRS Proof Sheet | <p>The QRS Proof Sheet provides additional detail behind the ratings shown in the QRS Preview Report.</p> <p>The QRS Proof Sheet will be available for download on CMS' HIOS-MQM website as a PDF file and comma separated values (CSV) file.</p> <p>The PDF file displays outputs for each step of the QRS rating methodology, from the submitted raw measure values through the global score and rating. Specifically, the PDF file includes the following:</p> <ul style="list-style-type: none"> ▪ Scores and ratings for all QRS hierarchy components. ▪ Results for all QRS measures, including measures not included in scoring. For all measures, the file will include the raw rate and total denominator size. ▪ Cut points used to convert numeric scores to star ratings for each QRS hierarchy component. <p>The CSV file provides additional information, specifically:</p> <ul style="list-style-type: none"> ▪ Measure indicator values and sub-measure indicator values (age stratifications). ▪ Percentile values for raw measure rates, allowing a QHP issuer to compare its reporting unit's results to all other reporting units nationally. CMS includes the 5th, 10th, 25th, 50th, 75th, 90th, 95th percentile of the numerical rates (raw values) across all eligible reporting units. To create these values, CMS uses only raw measure rates that have met the minimum denominator size criteria for scoring. ▪ The benchmark for each measure. |

⁵³ Users must register for access to HIOS and the MQM via <https://portal.cms.gov/>.

| Document Title | Description |
|---|--|
| QRS Proof Sheet User Guide | A PDF file that describes the contents of the QRS Proof Sheet and provides detail regarding the QRS rating methodology used to produce the QRS scores and ratings shown in the QRS Proof Sheet. |
| QHP Enrollee Survey Quality Improvement Reports (QI Reports) | These reports communicate the results of the full QHP Enrollee Survey, including questions not included as part of the QRS measure set. The raw frequencies for all QHP Enrollee Survey questions are included in the QHP Enrollee Survey QI Reports. |
| QHP Enrollee Survey QI Reports Methodology Guide | A PDF file that describes the contents of the QHP Enrollee Survey QI Reports. It includes details regarding the survey process and timeline and the methods for analyzing the survey data. |
| National Quality Improvement Benchmark Report | The National Quality Improvement Benchmark Report provides national-level statistics for the QHP Enrollee Survey scoring questions, screener questions, about-the-enrollee questions, and survey disposition. QHP issuers can use this report to compare the performance of their respective eligible reporting units to the performance of all reporting units that participated in the QHP Enrollee Survey for the given year. |

8.1.1 Instructions for Accessing QRS and QHP Enrollee Survey Results

Access to the HIOS-MQM website is required to view QRS and QHP Enrollee Survey results during the preview period. For QHP issuers seeking to access results for their reporting units during the preview period, please see the following instructions:

- 1) Log in to the HIOS-MQM website.
 - Users new to HIOS need to request access to HIOS and the MQM through the [CMS Enterprise Portal](#). Existing HIOS users who are new to the MQM need to request a new role: Ratings/Reports Viewer. The Ratings/Reports Viewer role authorizes the user to perform predetermined functions and access certain data sets. Detailed instructions for registering for access to HIOS and the MQM can be found in the *HIOS-MQM Quick Reference Guide*, located on the CMS [MQI website](#).
- 2) Navigate to the Preview Ratings and Survey Results webpage and reports will populate for the user's corresponding QHPs. To access the QRS Preview Report, QRS Proof Sheet, and Quality Improvement (QI) Report, click the appropriate **Download** link at the bottom of the page.

Exchange administrators who need to access the results for all reporting units operating in their respective states can do so by following these instructions:

- 1) Log in to the HIOS-MQM website.
 - Users new to HIOS need to contact the appropriate authorizing official: CMS (via the Marketplace Service Desk [MSD]) or the cognizant State Access Administrator (SAA) to initiate a role request.
- 2) Navigate to the Preview Ratings and Survey Results webpage and reports will populate for the user's corresponding QHPs. To access the QRS Preview Report, QRS Proof Sheet, and QI Report, click the appropriate **Download** link at the bottom of the page.
- 3) Navigate to the Download State Ratings and Survey Results webpage and download the State-level compiled QHP Enrollee Survey QI Report by selecting the **Download** link in the State Level QI Report column.

- In September of the ratings year, download the machine readable, State-level compiled QRS quality ratings data file by selecting the **Download** link in the State Rating File column. Download the State Ratings Report by selecting the **Download** link in the State Rating Report column. (The State Ratings Report communicates the same information as the State Rating File in a user-friendly format.)

8.2 Additional Ratings Preview by SBEs

An SBE may choose to conduct an additional ratings preview period for QHP issuers operating in that Exchange. CMS encourages the SBEs to do so, particularly in states that require QHP issuers to report additional quality measures beyond the federal QRS and QHP Enrollee Survey requirements.

8.3 Preview Period Inquiries

CMS intends to work with QHP issuers and Exchange administrators to address any inquiries about the QRS results or QHP Enrollee Survey QI reports and to resolve potential discrepancies. All ratings submitted by CMS during the preview period are considered final ratings, unless otherwise noted after the preview period ends.

9. Display Guidelines for QHP Quality Rating Information

CMS is committed to increasing transparency and providing quality information to help empower consumers in making informed health care decisions. Public display of the 2022 QHP quality rating information by all Exchanges, including the FFEs, SBE-FPs, and SBEs, is required during the individual market OEP and throughout the 2023 Plan Year.⁵⁴ In accordance with Section 1311(c)(3) and (c)(4) of the Patient Protection and Affordable Care Act and 45 C.F.R. §§ 155.1400 and 155.1405, all Exchanges are required to publicly report 2022 quality rating information on their websites to help consumers compare and shop for QHPs.

CMS intends to release subsequent guidance regarding display of 2022 quality rating information beginning with the 2023 individual market open enrollment period (OEP). Subsequent guidance will specify the form and manner for display of the 2022 ratings, additional guidelines for direct enrollment entities and Exchanges, and what to display in cases where a QHP did not receive a rating. CMS will publish this guidance prior to the 2023 individual market OEP.

9.1 Display on HealthCare.gov

CMS intends to release subsequent guidance specifying the form and manner in which CMS will display 2022 QHP quality rating information on HealthCare.gov. For example, on HealthCare.gov, CMS anticipates referring to the QRS global rating as the “Overall Quality Rating,” the Clinical Quality Management summary indicator as “Medical Care,” the “Enrollee Experience” summary indicator as “Member Experience,” and the “Plan Efficiency, Affordability, & Management” summary indicator as “Plan Administration.”

⁵⁴ See supra note 16.

9.2 Display Guidance for SBEs

CMS intends to release subsequent guidance regarding display of 2022 QHP quality rating information for SBEs. SBEs that display the federally calculated QHP quality ratings information, whether directly on the SBE website or a static website, must prominently display the following disclaimer language:

*Plan quality ratings and enrollee survey results are calculated by the federal government, using data provided by health plans in 2022. The ratings will be displayed for health plans for the 2023 Plan Year. Learn more about these ratings. [Link to appropriate explanatory page on SBE's site.]*⁵⁵

SBEs will continue to have some flexibility to customize the display of the QHP quality rating information on their respective websites.⁵⁶

9.3 Display Guidance for Direct Enrollment Entities

CMS intends to release subsequent display guidance for QHP issuer and web-broker Direct Enrollment (DE) entities that facilitate enrollment through Exchanges. QHP issuer and web-broker DE entities that display 2022 QHP quality rating information on their websites beginning during the 2023 individual market OEP should prominently display the following disclaimer language:

Plan quality ratings and enrollee survey results are calculated by the federal government, using data provided by health plans in 2022. The ratings will be displayed for health plans for the 2023 Plan Year. Learn more about these ratings. [Link to appropriate explanatory/Help text on HealthCare.gov.]

10. Marketing Guidelines for QHP Quality Rating Information

QHP issuers may reference the 2022 QRS quality ratings and QHP Enrollee Survey results for their QHPs in marketing materials in a manner specified by CMS.⁵⁷ Any QHP issuer that elects to include its 2022 QHP quality rating information—specifically, its QRS scores and ratings and QHP Enrollee Survey results—in its marketing materials (whether paper, electronic, or other media) must do so in accordance with the CMS instructions below.⁵⁸

The 2022 marketing guidelines are generally based on CMS guidance related to marketing QHPs as communicated in the annual *Letter to Issuers in the Federally-facilitated Exchanges*.⁵⁹ A QHP

⁵⁵ SBEs that customize the display of their QHP quality rating information should not display this disclaimer on their SBE website or static website that displays QHP quality information.

⁵⁶ See the HHS Notice of Benefit and Payment Parameters for 2021; Final Rule, 85 FR 29164 at 29214 – 29216 (May 14, 2020).

⁵⁷ 45 C.F.R. §§ 156.1120(c) and 156.1125(c).

⁵⁸ The scope of the definition for “marketing” extends beyond the public’s general concept of advertising materials. CMS interprets the definition of marketing materials, as referenced here, as equivalent to the definitions for the Medicare Advantage program in 42 C.F.R. § 422.2260.

⁵⁹ See Chapter 5 in the *Final 2022 Letter to Issuers in the Federally-facilitated Exchanges*, available at <https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Final-2022-Letter-to-Issuers-in-the-Federally-facilitated-Marketplaces.pdf> and Chapter 5, Section 5, “Oversight of Marketing Activities,” in the Addendum to the *Final 2018 Letter to Issuers in the Federally-facilitated Marketplaces*, available at

issuer that elects to include QRS and QHP Enrollee Survey information in its marketing materials must do so in a manner that does not mislead consumers. The instructions that follow detail the manner in which QRS and QHP Enrollee Survey information must be communicated in marketing materials:

- **Disclaimers:** QHP issuers must include the following disclaimers on marketing materials referencing QRS or QHP Enrollee Survey information. All disclaimers must be clear and conspicuous. Disclaimers are not required on call scripts, banners and banner-like ads, envelopes, outdoor advertising (e.g., billboards), text messages, and social media.
 - If marketing materials reference only QRS information, QHP issuers must include the following disclaimer on all materials:
 - *CMS scores qualified health plans (QHPs) offered through the Exchanges using the Quality Rating System (QRS) based on third-party validated clinical measure data and QHP Enrollee Survey responses. CMS calculates ratings yearly on a 5-star scale. Ratings may change from year to year.*
 - If marketing materials reference only QHP Enrollee Survey information, QHP issuers must include the following disclaimer on all materials:
 - *CMS evaluates qualified health plans (QHPs) offered through the Exchanges using QHP Enrollee Survey responses. QHP issuers work with HHS-approved survey vendors that independently conduct the survey each year. QHP Enrollee Survey results may change from year to year.*
 - If marketing materials reference QRS and QHP Enrollee Survey information, QHP issuers must include the following disclaimer on all materials:
 - *CMS scores qualified health plans (QHPs) offered through the Exchanges using the Quality Rating System (QRS) based on third-party validated clinical measure data and QHP Enrollee Survey responses. CMS calculates QRS ratings yearly on a 5-star scale. QHP issuers work with HHS-approved survey vendors that independently conduct the survey each year. QRS ratings and QHP Enrollee Survey results may change from year to year.*
- **Up-to-date information:** QHP issuers that choose to include QHP quality rating information in marketing materials must use the most up-to-date information applicable to the plan year. QHP issuers must use the quality ratings applicable to the plan year, and QHP issuers must discontinue marketing based on the previous year’s information. CMS anticipates issuing the final QRS ratings to QHP issuers and Exchange administrators annually, prior to the start of the individual market OEP.
- **Specificity of content:** Materials should reference specific QHPs or product types and their CMS-assigned quality rating information. QHP issuers may advertise a product type’s quality rating information (e.g., a “5-star HMO”), as QRS scores and ratings and QHP Enrollee Survey results are calculated for each product type (i.e., EPO, HMO, POS, PPO) and assigned to each QHP within the product type.

<https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Final-2018-Letter-to-Issuers-in-the-Federally-facilitated-Marketplaces-and-February-17-Addendum.pdf>. See also 45 C.F.R. §§ 156.225 (Marketing and Benefit Design of QHPs), 156.260 (Privacy and Security), and 156.200(e) (Non-discrimination).

- Materials should be specific as to the state to which the information applies.
- QHP issuers with one or more QHPs (or product types) that were assigned a specific QRS global rating (e.g., 5-stars) should not create or disseminate marketing materials in a way that implies that all of their QHPs (or product types) achieved this rating.
- QHP issuers are encouraged to advertise QRS ratings (i.e., stars) rather than scores (i.e., numerical value), which are less meaningful to consumers.
- QHP issuers are encouraged to advertise the QRS global rating rather than the rating for other QRS components (i.e., summary indicators, domains, or composites).
 - If QHP issuers choose to advertise ratings for QRS components, the QHP issuer may use only the component titles assigned by CMS without variation (e.g., Clinical Quality Management). If QHP issuers choose to advertise ratings for the three summary indicators, they must be labeled “Member Experience,” “Medical Care,” and “Plan Administration,” consistent with HealthCare.gov consumer-facing language.
 - QHP issuers required to adhere to requirements for providing information in languages other than English must use translated content consistent with HealthCare.gov. If QHP issuers choose to advertise ratings for any other QRS components, the QHP issuer may use only the component titles assigned by CMS without variation (like Patient Safety). Additionally, the QHP issuer must always include the QRS global rating alongside the QRS component rating.
- The use of a general label in reference to the rating of a specific QHP (e.g., “a 5-star plan”) can only be used to reference the QRS global rating, unless the component is specified (e.g., “a 5-star plan for [insert component name]”). QHP issuers may not use the rating for another QRS component (i.e., summary indicator, domain, composite, or measure) to imply a higher global rating than actually received. For example, a QHP issuer may not promote a QHP that received a global rating of three stars and a summary indicator rating of five stars as a “5-star plan.”
- QHP issuers may not use superlatives (e.g., “highest ranked,” “one of the best”) without additional context. For example, a QHP that received a 5-star rating for a specific QRS component, but received a 3-star global rating, may not be promoted as the highest ranked QHP in the state when other QHPs have a higher global rating.
- QHP issuers may not claim that any of their product types or QHPs are recommended or endorsed by the federal government, HHS, CMS, CCIIO, or the Exchanges. This includes, but is not limited to, use of the Department’s name or logo; any HHS Agency’s name and marks; or the Exchanges’ names, logos, and marks in a manner that would convey the false impression that any product type is recommended or endorsed by the federal government, HHS or its Agencies, or the Exchanges.
- **Compliance with state law and regulations:** QHP issuers must comply with all applicable state laws and regulations on health plan marketing, and must not employ marketing practices that will have the effect of discouraging the enrollment of individuals with significant health needs in QHPs.⁶⁰

⁶⁰ See 45 C.F.R. § 156.225.

Pursuant to 45 C.F.R. § 156.340(a)(1), a QHP issuer participating in an FFE or an SBE-FP maintains responsibility for its compliance and the compliance of any of its delegated or downstream entities, including affiliated agents and brokers, with the QRS and QHP Enrollee Survey marketing standards.⁶¹

States generally regulate health plan marketing practices and materials and related documents under state law, and CMS does not intend to review QHP marketing materials for compliance with state standards as described at 45 C.F.R. § 156.225(a).⁶² In the FFE, CMS may review QHP marketing materials for compliance with applicable federal regulations.⁶³ CMS will work with states to determine where additional monitoring and review of marketing activities may be needed.

Complaints about a QHP issuer's marketing activities related to QHP quality rating information are generally overseen by the state. CMS will send such complaints to state regulators or federal entities, as appropriate, for investigation. Following investigation by the state or another federal agency investigation, CMS may take further enforcement action, if necessary or appropriate.

⁶¹ This includes, but is not limited to, compliance by delegated and downstream entities with the marketing standards at 45 C.F.R. §§ 156.225, 156.1120(c), and 156.1125(c).

⁶² See *supra* note 57.

⁶³ See, for example, 45 C.F.R. §§ 156.200(e), 156.225(b), 156.1120(c), and 156.1125(c).

Appendix A. Relevant Statutory and Regulatory Citations

Exhibit 16 through Exhibit 20 include excerpts from the Patient Protection and Affordable Care Act and supporting regulations that are relevant to QRS and the QHP Enrollee Survey (referred to in the statute as the enrollee satisfaction survey system). The exhibits in this appendix are intended for reference only, and do not comprise an exhaustive list of QHP issuer and/or Exchange requirements.

Exhibit 16. Patient Protection and Affordable Care Act, 42 U.S.C. Sec. 18031 (March 23, 2010)

| Topic | Provisions | Citation |
|--|--|----------------------------|
| QHP certification standards: Public reporting of quality information | (c) RESPONSIBILITIES OF THE SECRETARY.— (1) IN GENERAL.—The Secretary shall, by regulation, establish criteria for the certification of health plans as qualified health plans. Such criteria shall require that, to be certified, a plan shall, at a minimum— (H) provide information to enrollees and prospective enrollees, and to each Exchange in which the plan is offered, on any quality measures for health plan performance endorsed under section 399JJ of the Public Health Service Act, as applicable. (I) report to the Secretary at least annually and in such manner as the Secretary shall require, pediatric quality reporting measures consistent with the pediatric quality reporting measures established under section 1139A of the Social Security Act. [As added by section 10203(a)]” | Section 1311 (c)(1)(H),(I) |
| Exchange standards: Public reporting of QRS and QHP Enrollee Survey information | (3) RATING SYSTEM.—The Secretary shall develop a rating system that would rate qualified health plans offered through an Exchange in each benefits level on the basis of the relative quality and price. The Exchange shall include the quality rating in the information provided to individuals and employers through the Internet portal established under paragraph (4). | Section 1311 (c)(3) |
| | (4) ENROLLEE SATISFACTION SYSTEM.—The Secretary shall develop an enrollee satisfaction survey system that would evaluate the level of enrollee satisfaction with qualified health plans offered through an Exchange, for each such qualified health plan that had more than 500 enrollees in the previous year. The Exchange shall include enrollee satisfaction information in the information provided to individuals and employers through the Internet portal established under paragraph (5) in a manner that allows individuals to easily compare enrollee satisfaction levels between comparable plans. | Section 1311 (c)(4) |
| | (5) INTERNET PORTALS.—The Secretary shall — (B) make available for use by Exchanges a model template for an Internet portal that may be used to direct qualified individuals and qualified employers to qualified health plans, to assist such individuals and employers in determining whether they are eligible to participate in an Exchange or eligible for a premium tax credit or cost sharing reduction, and to present standardized information (including quality ratings) regarding qualified health plans offered through an Exchange to assist consumers in making easy health insurance choices. Such template shall include, with respect to each qualified health plan offered through the Exchange in each rating area, access to the uniform outline of coverage the plan is required to provide under section 2716 of the Public Health Service Act and to a copy of the plan’s written policy. | Section 1311 (c)(5)(B) |
| | (d) REQUIREMENTS.— (4) FUNCTIONS.—An Exchange shall, at a minimum — (D) assign a rating to each qualified health plan offered through such Exchange in accordance with the criteria developed by the Secretary under subsection (c)(3); (E) utilize a standardized format for presenting health benefits plan options in the Exchange, including the use of the uniform outline of coverage established under section 2715 of the Public Health Service Act; | Section 1311 (d)(4)(D),(E) |

Exhibit 17. Patient Protection and Affordable Care Act; Establishment of Exchanges and Qualified Health Plans; Exchange Standards for Employers, Final Rule, 77 Fed. Reg. 18310-18475 (March 27, 2012)

| Topic | Provisions | Citation |
|--|---|---|
| Exchange standards for quality activities | (d) <i>Quality activities.</i> The Exchange must evaluate quality improvement strategies and oversee implementation of enrollee satisfaction surveys, assessment and ratings of health care quality and outcomes, information disclosures, and data reporting in accordance with sections 1311(c)(1), 1311(c)(3), and 1311(c)(4) of the Patient Protection and Affordable Care Act. | 45 C.F.R. § 155.200(d) Functions of an Exchange |
| Exchange standards for public display of QHP quality rating information | (b) <i>Internet Web site.</i> The Exchange must maintain an up-to-date Internet Web site that meets the requirements outlined in paragraph (c) of this section and: (1) Provides standardized comparative information on each available QHP, including at a minimum: (iv) The results of the enrollee satisfaction survey, as described in section 1311(c)(4) of the Patient Protection and Affordable Care Act; (v) Quality ratings assigned in accordance with section 1311(c)(3) of the Patient Protection and Affordable Care Act. | 45 C.F.R. § 155.205(b)(1)(iv),(v) Consumer assistance tools and programs of an Exchange |

Exhibit 18. Patient Protection and Affordable Care Act; Program Integrity: Exchange, Premium Stabilization Programs, and Market Standards; Amendments to the HHS Notice of Benefit and Payment Parameters for 2014; Final Rule, 78 Fed. Reg. 65046-65105 (October 30, 2013)

| Topic | Provisions | Citation |
|--|---|--|
| Application & standards for QHP Enrollee Survey vendors; List of HHS-approved vendors | (a) <i>Application for approval.</i> An enrollee satisfaction survey vendor must be approved by HHS, in a form and manner to be determined by HHS, to administer, on behalf of a QHP issuer, enrollee satisfaction surveys to QHP enrollees. HHS will approve enrollee satisfaction survey vendors on an annual basis, and each enrollee satisfaction survey vendor must submit an application for each year that approval is sought. (b) <i>Standards.</i> To be approved by HHS, an enrollee satisfaction survey vendor must meet each of the following standards: (1) Sign and submit an application form for approval in accordance with paragraph (a) of this section; (2) Ensure, on an annual basis, that appropriate staff participate in enrollee satisfaction survey vendor training and successfully complete a post-training certification exercise as established by HHS; (3) Ensure the accuracy of their data collection, calculation and submission processes and attest to HHS the veracity of the data and these processes; (4) Sign and execute a standard HHS data use agreement, in a form and manner to be determined by HHS, that establishes protocols related to the disclosure, use and reuse of HHS data; (5) Adhere to the enrollee satisfaction survey protocols and technical specifications in a manner and form required by HHS; (6) Develop and submit to HHS a quality assurance plan and any supporting documentation as determined to be relevant by HHS. The plan must describe in adequate detail the implementation of and compliance with all required protocols and technical specifications described in paragraph (b)(5) of this section; | 45 C.F.R. § 156.1105(a)-(c) Establishment of standards for HHS-approved enrollee satisfaction survey vendors for use by QHP issuers in Exchanges |

| Topic | Provisions | Citation |
|-------|---|----------|
| | <p>(7) Adhere to privacy and security standards established and implemented under § 155.260 of this subchapter by the Exchange with which they are associated;</p> <p>(8) Comply with all applicable state and federal laws;</p> <p>(9) Become a registered user of the enrollee satisfaction survey data warehouse to submit files to HHS on behalf of its authorized QHP contracts;</p> <p>(10) Participate in and cooperate with HHS oversight for quality-related activities, including, but not limited to: review of the enrollee satisfaction survey vendor’s quality assurance plan and other supporting documentation; analysis of the vendor’s submitted data and sampling procedures; and site visits and conference calls; and,</p> <p>(11) Comply with minimum business criteria as established by HHS.</p> <p>(c) <i>Approved list.</i> A list of approved enrollee satisfaction survey vendors will be published on an HHS Web site.</p> | |

Exhibit 19. Patient Protection and Affordable Care Act; Exchange and Insurance Market Standards for 2015 and Beyond, Final Rule, 79 Fed. Reg. 30240-30353 (May 27, 2014)

| Topic | Provisions | Citation |
|---|--|---|
| Exchange standards for public display of QRS ratings⁶⁴ | The Exchange must prominently display the quality rating information assigned to each QHP on its Web site, in accordance with § 155.205(b)(1)(v), as calculated by HHS and in a form and manner specified by HHS. | 45 C.F.R. § 155.1400 Quality rating system |
| Exchange standards for public display of QHP Enrollee Survey information⁶⁵ | The Exchange must prominently display results from the Enrollee Satisfaction Survey for each QHP on its Web site, in accordance with § 155.205(b)(1)(iv), as calculated by HHS and in a form and manner specified by HHS. | 45 C.F.R. § 155.1405 Enrollee satisfaction survey system |
| QHP certification standards: public reporting of QHP quality rating information⁶⁶ | <p>(a) <i>General requirement.</i> In order to participate in an Exchange, a health insurance issuer must have in effect a certification issued or recognized by the Exchange to demonstrate that each health plan it offers in the Exchange is a QHP.</p> <p>(b) <i>QHP issuer requirement.</i> A QHP issuer must—</p> <p>(5) Implement and report on a quality improvement strategy or strategies described in section 1311(c)(1)(E) of the Patient Protection and Affordable Care Act consistent with the standards of section 1311(g) of the Patient Protection and Affordable Care Act, disclose and report information on health care quality and outcomes described in sections 1311(c)(1)(H), (c)(1)(I), and (c)(3) of the Patient Protection and Affordable Care Act, and implement appropriate enrollee satisfaction surveys consistent with section 1311(c)(4) of the Patient Protection and Affordable Care Act;</p> <p>(h) As a condition of certification of a QHP, an issuer must attest that it will comply with all QHP operational requirements described in subparts D, E, H, K, L, and M of this part.</p> | 45 C.F.R. § 156.200(a),(b)(5),(h) QHP issuer participation standards |

⁶⁴ See Exhibit 19 for details on amendments to this regulation to capture flexibility for certain States Exchanges to customize the display of quality rating information on their websites within certain parameters.

⁶⁵ Ibid.

⁶⁶ The QHP participation standards at 45 C.F.R. § 156.200 were first codified as part of the “Establishment of Exchange and QHP Standards; Exchange Standards for Employers” Final Rule (March 27, 2012). This citation is included here because of the technical amendments that were made as part of the “Exchange and Insurance Market Standards for the 2015 and Beyond” Final Rule (May 27, 2014) to cross-reference the QRS statutory provisions and correctly align it with the other quality standards originally listed in the regulation as part of the QHP certification standards.

| Topic | Provisions | Citation |
|--|---|---|
| <p>Monitoring of QHP Enrollee Survey vendors and vendor appeals</p> | <p>(d) <i>Monitoring</i>. HHS will periodically monitor HHS-approved enrollee satisfaction survey vendors to ensure ongoing compliance with the standards in paragraph (b) of this section. If HHS determines that an HHS-approved enrollee satisfaction survey vendor is non-compliant with the standards required in paragraph (b) of this section, the survey vendor may be removed from the approved list described in paragraph (c) of this section and/or the submitted survey results may be ineligible to be included for ESS results.</p> <p>(e) <i>Appeals</i>. An enrollee satisfaction survey vendor that is not approved by HHS after submitting the application described in paragraph (a) of this section may appeal HHS’s decision by notifying HHS in writing within 15 days from receipt of the notification of not being approved and submitting additional documentation demonstrating how the vendor meets the standards in paragraph (b) of this section. HHS will review the submitted documentation and make a final approval determination within 30 days from receipt of the additional documentation.</p> | <p>45 C.F.R. § 156.1105(d),(e) Establishment of standards for HHS-approved enrollee satisfaction survey vendors for use by QHP issuers in Exchanges</p> |
| <p>Standards for QRS data submission, data validation, implementation timeline, and marketing of QRS ratings; Multi-State Plan requirements</p> | <p>(a) <i>Data submission requirement</i>.</p> <p>(1) A QHP issuer must submit data to HHS and Exchanges to support the calculation of quality ratings for each QHP that has been offered in an Exchange for at least one year.</p> <p>(2) In order to ensure the integrity of the data required to calculate the QRS, a QHP issuer must submit data that has been validated in a form and manner specified by HHS.</p> <p>(3) A QHP issuer must include in its data submission information only for those QHP enrollees at the level specified by HHS.</p> <p>(b) <i>Timeline</i>. A QHP issuer must annually submit data necessary to calculate the QHP’s quality ratings to HHS and Exchanges, on a timeline and in a standardized form and manner specified by HHS.</p> <p>(c) <i>Marketing requirement</i>. A QHP issuer may reference the quality ratings for its QHPs in its marketing materials, in a manner specified by HHS.</p> <p>(d) <i>Multi-State plans</i>. Issuers of multi-State plans, as defined in § 155.1000(a) of this subchapter, must provide the data described in paragraph (a) of this section to the U.S. Office of Personnel Management, in the time and manner specified by the U.S. Office of Personnel Management.</p> | <p>45 C.F.R. § 156.1120 (a)–(d) Quality rating system</p> |
| <p>Standards for administering the QHP Enrollee Survey and marketing survey results; Multi-State Plan requirements</p> | <p>(a) <i>General requirement</i>. A QHP issuer must contract with an HHS-approved enrollee satisfaction survey (ESS) vendor, as identified by § 156.1105, in order to administer the Enrollee Satisfaction Survey of the QHP’s enrollees. A QHP issuer must authorize its contracted ESS vendor to report survey results to HHS and the Exchange on the issuer’s behalf.</p> <p>(b) <i>Data requirement</i>. (1) A QHP issuer must collect data for each QHP, with more than 500 enrollees in the previous year that has been offered in an Exchange for at least one year and following a survey sampling methodology provided by HHS.</p> <p>(2) In order to ensure the integrity of the data required to conduct the survey, a QHP issuer must submit data that has been validated in a form and manner specified by HHS, and submit this data to its contracted ESS vendor.</p> | <p>45 C.F.R. § 156.1125 (a)–(e) Enrollee satisfaction survey system</p> |

| Topic | Provisions | Citation |
|-------|--|----------|
| | <p>(3) A QHP issuer must include in its data submission information only for those QHP enrollees at the level specified by HHS.</p> <p>(c) <i>Marketing requirement.</i> A QHP issuer may reference the survey results for its QHPs in its marketing materials, in a manner specified by HHS.</p> <p>(d) <i>Timeline.</i> A QHP issuer must annually submit data necessary to conduct the survey to its contracted ESS vendor on a timeline and in a standardized form and manner specified by HHS.</p> <p>(e) <i>Multi-State plans.</i> Issuers of multi-State plans, as defined in § 155.1000(a) of this subchapter, must provide the data described in paragraph (b) of this section to the U.S. Office of Personnel Management, in the time and manner specified by the U.S. Office of Personnel Management.</p> | |

Exhibit 20. Patient Protection and Affordable Care Act; HHS Notice of Benefit and Payment Parameters for 2021; Notice Requirement for Non-Federal Governmental Plans (May 14, 2020)⁶⁷

| Topic | Provisions | Citation |
|---|--|---|
| Exchange standards for public display of QRS ratings | The Exchange must prominently display the quality rating information assigned to each QHP on its Web site, in accordance with § 155.205(b)(1)(v), in a form and manner specified by HHS. | 45 C.F.R. § 155.1400 Quality rating system |
| Exchange standards for public display of QHP Enrollee Survey information | The Exchange must prominently display results from the Enrollee Satisfaction Survey for each QHP on its Web site, in accordance with § 155.205(b)(1)(iv), in a form and manner specified by HHS. | 45 C.F.R. § 155.1405 Enrollee satisfaction survey system |

⁶⁷ This rulemaking amended §§ 155.1400 and 155.1405 to codify the flexibility for State Exchanges that operate their own eligibility and enrollment platforms to customize the display of quality rating information on their websites to display the quality rating information as calculated by HHS or to display quality rating information based upon certain state-specific customizations of the quality rating information provided by HHS.

Appendix B. QRS Measure Summaries

Exhibit 21 includes measure summaries for the final 2022 QRS measure set, organized alphabetically. Measures denoted with an asterisk (*) use a look-back period (i.e., contain multiple years of data).

For detailed QRS clinical measure specifications, refer to the *2022 Quality Rating System Measure Technical Specifications* at: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>. For a crosswalk that maps each QRS survey measure to the relevant QHP Enrollee Survey item(s), please see Appendix C.

Exhibit 21. QRS Measure Summaries

| | |
|----------------------|---|
| Measure Name: | Access to Care |
| Measure Steward: | Agency for Healthcare Research and Quality (AHRQ) |
| NQF Endorsement ID: | 0006 ⁶⁸ |
| Description: | <p>Enrollee experience related to the following:</p> <ul style="list-style-type: none"> • Got care as soon as needed • Got non-urgent appointment as soon as needed • How often it was easy to get necessary care, tests, or treatment • Got appointment with specialists as soon as needed |
| Data Source(s): | QHP Enrollee Survey |
| Measure Name: | Access to Information |
| Measure Steward: | AHRQ |
| NQF Endorsement ID: | 0007 (Not endorsed) |
| Description: | <p>Enrollee experience related to the following:</p> <ul style="list-style-type: none"> • Written materials or Internet provided information needed about how plan works • Found out from health plan about cost for health care service or equipment • Found out from health plan about cost for specific prescriptions |
| Data Source(s): | QHP Enrollee Survey |

⁶⁸ The QRS *Access to Care* measure includes two separate NQF-endorsed measures (Getting Needed Care and Getting Care Quickly), along with an additional CAHPS[®] Health Plan Supplemental question regarding getting after-hours care.

Measure Name: Annual Dental Visit⁶⁹

Measure Steward: NCQA

NQF Endorsement ID: 1388 (Not Endorsed)

Description: The percentage of members 2-20 years of age who had at least one dental visit during the measurement year.

Data Source(s): Administrative Data

Measure Name: Annual Monitoring for Persons on Long-term Opioid Therapy

Measure Steward: PQA

NQF Endorsement ID: 3541

Description: The percentage of individuals 18 years and older who are prescribed long-term opioid therapy and have not received a drug test at least once during the measurement year.

Data Source(s): Administrative Data

Measure Name: Antidepressant Medication Management*

Measure Steward: NCQA

NQF Endorsement ID: 0105

Description: The percentage of members 18 years of age and older who were treated with antidepressant medication, had a diagnosis of major depression and who remained on an antidepressant medication treatment. Two rates are reported.

1. *Effective Acute Phase Treatment.* The percentage of members who remained on an antidepressant medication for at least 84 days (12 weeks).
2. *Effective Continuation Phase Treatment.* The percentage of members who remained on an antidepressant medication for at least 180 days (6 months).

Data Source(s): Administrative Data

Measure Name: Appropriate Testing for Pharyngitis*

Measure Steward: NCQA

NQF Endorsement ID: 0002 (Not Endorsed)

Description: The percentage of episodes for members 3 years and older where the member was diagnosed with pharyngitis, dispensed an antibiotic and received a group A streptococcus (strep) test for the episode.

Data Source(s): Administrative Data

⁶⁹ QHP issuers should not include data from stand-alone dental plans in their QRS clinical data submission.

Measure Name: Appropriate Treatment for Upper Respiratory Infection*

Measure Steward: NCQA

NQF Endorsement ID: 0069

Description: The percentage of episodes for members 3 months of age and older with a diagnosis of upper respiratory infection (URI) that did not result in an antibiotic dispensing event.

Data Source(s): Administrative Data

Measure Name: Asthma Medication Ratio

Measure Steward: NCQA

NQF Endorsement ID: 1800

Description: The percentage of members 5–64 years of age who were identified as having persistent asthma and had a ratio of controller medications to total asthma medications of 0.50 or greater during the measurement year.

Data Source(s): Administrative Data

Measure Name: Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis*

Measure Steward: NCQA

NQF Endorsement ID: 0058

Description: The percentage of episodes for members ages 3 months of age and older with a diagnosis of acute bronchitis/bronchiolitis that did not result in an antibiotic dispensing event.

Data Source(s): Administrative Data

Measure Name: Breast Cancer Screening*

Measure Steward: NCQA

NQF Endorsement ID: 2372

Description: The percentage of women 50–74 years of age who had a mammogram to screen for breast cancer.

Data Source(s): Administrative Data

Measure Name: Care Coordination

Measure Steward: AHRQ

NQF Endorsement ID: 0006

Description: Enrollee experience related to the following:

- Doctor seemed informed and up to date about care from other health providers
- Doctor had medical records
- Doctor followed up about blood test, x-ray results
- Got blood test, x-ray results as soon as needed
- Doctor talked about prescription drugs
- Got help you needed from doctor’s office to manage care among different providers

Data Source(s): QHP Enrollee Survey

Measure Name: Cervical Cancer Screening*

Measure Steward: NCQA

NQF Endorsement ID: 0032

Description: The percentage of women 21–64 years of age who were screened for cervical cancer using any of the following criteria:

- Women age 21–64 years of age who had cervical cytology performed within the last 3 years.
- Women 30–64 years of age who had cervical high-risk human papillomavirus (hrHPV) testing performed within the last 5 years.
- Women age 30–64 years of age who had cervical cytology/high-risk human papillomavirus (hrHPV) cotesting within the last 5 years.

Data Source(s): Administrative and Hybrid

Measure Name: Child and Adolescent Well-Care Visits

Measure Steward: NCQA

NQF Endorsement ID: N/A

Description: The percentage of members 3–21 years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.

Data Source(s): Administrative Data

Measure Name: Childhood Immunization Status (Combination 10)*

Measure Steward: NCQA

NQF Endorsement ID: 0038

Measure Name: Childhood Immunization Status (Combination 10)*

Description: The percentage of children 2 years of age who had four diphtheria, tetanus and acellular pertussis (DTaP); three polio (IPV); one measles, mumps and rubella (MMR); three haemophilus influenza type B (HiB); three hepatitis B (HepB), one chicken pox (VZV); four pneumococcal conjugate (PCV); one hepatitis A (HepA); two or three rotavirus (RV); and two influenza (flu) vaccines by their second birthday. The measure calculates a rate for each vaccine and one separate combination rate.

Data Source(s): Administrative and Hybrid

Measure Name: Chlamydia Screening in Women

Measure Steward: NCQA

NQF Endorsement ID: 0033

Description: The percentage of women 16–24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year.

Data Source(s): Administrative Data

Measure Name: Colorectal Cancer Screening*

Measure Steward: NCQA

NQF Endorsement ID: 0034

Description: The percentage of patients 50–75 years of age who had appropriate screening for colorectal cancer.

Data Source(s): Administrative and Hybrid

Measure Name: Comprehensive Diabetes Care: Eye Exam (Retinal) Performed*

Measure Steward: NCQA

NQF Endorsement ID: 0055

Description: The percentage of members 18-75 years of age with diabetes (types 1 and 2) who had a retinal eye exam.

Data Source(s): Administrative and Hybrid

Measure Name: Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) Control (<8.0%)*

Measure Steward: NCQA

NQF Endorsement ID: 0575

Description: The percentage of members 18-75 years of age with diabetes (types 1 and 2) whose hemoglobin A1c (HbA1c) level is <8.0% during the measurement year.

Data Source(s): Administrative and Hybrid

Measure Name: Controlling High Blood Pressure*

Measure Steward: NCQA

NQF Endorsement ID: 0018

Description: The percentage of members 18–85 years of age who had a diagnosis of hypertension (HTN) and whose BP was adequately controlled (<140/90 mm Hg) during the measurement year.

Data Source(s): Administrative and Hybrid

Measure Name: Flu Vaccinations for Adults Ages 18-64

Measure Steward: NCQA

NQF Endorsement ID: 0039

Description: The percentage of members 18–64 years of age who received a flu vaccination between July 1 of the measurement year and the date when the QHP Enrollee Survey was completed.

Data Source(s): QHP Enrollee Survey

Measure Name: Follow-up After Hospitalization for Mental Illness (7-Day and 30-Day Follow-Up)

Measure Steward: NCQA

NQF Endorsement ID: 0576

Description: The percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm diagnoses and who had a follow-up visit with a mental health practitioner. Two rates are reported:

- The percentage of discharges for which the member received follow-up within 30 days after discharge.
- The percentage of discharges for which the member received follow-up within 7 days after discharge.

Data Source(s): Administrative Data

Measure Name: Immunizations for Adolescents (Combination 2)*

Measure Steward: NCQA

NQF Endorsement ID: 1407

Description: The percentage of adolescents 13 years of age who had one dose of meningococcal vaccine, one tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccine, and have completed the human papillomavirus (HPV) vaccine series by their 13th birthday. The measure calculates a rate for each vaccine and one combination rate.

Data Source(s): Administrative and Hybrid

Measure Name: Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment*

Measure Steward: NCQA

NQF Endorsement ID: 0004

Description: The percentage of adolescent and adult members with a new episode of alcohol or other drug (AOD) abuse or dependence who received the following:

- *Initiation of AOD Treatment.* The percentage of members who initiated treatment through an inpatient AOD admission, outpatient visit, intensive outpatient encounter or partial hospitalization, telehealth or medication treatment within 14 days of the diagnosis.
- *Engagement of AOD Treatment.* The percentage of members who initiated treatment and who were engaged in ongoing AOD treatment within 34 days of initiation visit.

Data Source(s): Administrative Data

Measure Name: International Normalized Ratio Monitoring for Individuals on Warfarin (INR)

Measure Steward: PQA

NQF Endorsement ID: 0555

Description: The percentage of members 18 years of age and older who had at least one 56-day interval of warfarin therapy and who received at least one international normalized ratio (INR) monitoring test during each 56-day interval with active warfarin therapy.

Data Source(s): Administrative Data

Measure Name: Medical Assistance With Smoking and Tobacco Use Cessation*

Measure Steward: NCQA

NQF Endorsement ID: 0027 (Not Endorsed)

Description: The following components of this measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

- *Advising Smokers and Tobacco Users to Quit:* A rolling average represents the percentage of members 18 years of age and older who were current smokers or tobacco users and who received advice to quit during the measurement year.
- *Discussing Cessation Medications:* A rolling average represents the percentage of members 18 years of age and older who were current smokers or tobacco users and who discussed or were recommended cessation medications during the measurement year.
- *Discussing Cessation Strategies:* A rolling average represents the percentage of members 18 years of age and older who were current smokers or tobacco users and who discussed or were provided smoking cessation methods or strategies during the measurement year.

Data Source(s): QHP Enrollee Survey

Measure Name: Plan Administration

Measure Steward: AHRQ, CMS (Measure consists of CAHPS® survey items and a survey item developed for purposes of the QHP Enrollee Survey)

NQF Endorsement ID: 0006

Description: Enrollee experience related to the following:

- Customer service gave necessary information/help
- Customer service staff courteous and respectful
- Wait-time to talk to customer service took longer than expected
- Forms were easy to fill out
- Health plan explained purpose of forms

Data Source(s): QHP Enrollee Survey

Measure Name: Plan All-Cause Readmissions*

Measure Steward: NCQA

NQF Endorsement ID: 1768 (Not Endorsed)

Description: For members 18-64 years of age, the number of acute inpatient and observation stays during the measurement year that were followed by an unplanned acute readmission for any diagnosis within 30 days and the predicted probability of an acute readmission.

Data Source(s): Administrative Data

Measure Name: Prenatal and Postpartum Care*

Measure Steward: NCQA

NQF Endorsement ID: 1517 (Not Endorsed)

Description: The percentage of deliveries of live births on or between October 8 of the year prior to the measurement year and October 7 of the measurement year. For these women, the measure assesses the following facets of prenatal and postpartum care.

- *Timeliness of Prenatal Care*. The percentage of deliveries that received a prenatal care visit in the first trimester, on or before the enrollment start date or within 42 days of enrollment within the organization.
- *Postpartum Care*. The percentage of deliveries that had a postpartum visit on or between 7 and 84 days after delivery.

Data Source(s): Administrative and Hybrid

Measure Name: Proportion of Days Covered

Measure Steward: PQA

NQF Endorsement ID: 0541

Description: The percentage of members 18 years and older who met the Proportion of Days Covered (PDC) threshold of 80% during the measurement year.

Report a rate for each of the following:

- Diabetes All Class
- Renin Angiotensin System (RAS) Antagonists
- Statins

Data Source(s): Administrative Data

Measure Name: Rating of All Health Care

Measure Steward: AHRQ

NQF Endorsement ID: 0006

Description: Enrollee experience related to the following:

- Rating of all health care

Data Source(s): QHP Enrollee Survey

Measure Name: Rating of Health Plan

Measure Steward: AHRQ

NQF Endorsement ID: 0006

Description: Enrollee experience related to the following:

- Rating of health plan

Data Source(s): QHP Enrollee Survey

Measure Name: Rating of Personal Doctor

Measure Steward: AHRQ

NQF Endorsement ID: 0006

Description: Enrollee experience related to the following:

- Rating of personal doctor

Data Source(s): QHP Enrollee Survey

Measure Name: Rating of Specialist

Measure Steward: AHRQ

NQF Endorsement ID: 0006

Description: Enrollee experience related to the following:

- Rating of specialist

Data Source(s): QHP Enrollee Survey

Measure Name: Use of Imaging Studies for Low Back Pain*

Measure Steward: NCQA

NQF Endorsement ID: 0052 (Not Endorsed)

Description: The percentage of members with a primary diagnosis of low back pain who did not have an imaging study (plain X-ray, MRI, CT scan) within 28 days of the diagnosis.

Data Source(s): Administrative Data

Measure Name: Weight Assessment and Counseling for Nutrition and Physical Activity Children and Adolescents

Measure Steward: NCQA

NQF Endorsement ID: 0024

Description: The percentage of members 3-17 years of age who had an outpatient visit with a PCP or an OB/GYN and who had evidence of the following during the measurement year.

- BMI percentile documentation.
- Counseling for nutrition.
- Counseling for physical activity.

Data Source(s): Administrative and Hybrid

Measure Name: Well-Child Visits in the First 30 Months of Life*

Measure Steward: NCQA

NQF Endorsement ID: 1392

Description: The percentage of members who had the following number of well-child visits with a PCP during the last 15 months. The following rates are reported:

- *Well-Child Visits in the First 15 Months.* Children who turned 15 months old during the measurement year: Six or more well-child visits.
- *Well-Child Visits for Age 15 Months–30 Months.* Children who turned 30 months old during the measurement year: Two or more well-child visits.

Data Source(s): Administrative Data

Appendix C. Crosswalk of 2022 QHP Enrollee Survey Questions Included in the QRS

Exhibit 22. Crosswalk of 2022 QHP Enrollee Survey Questions Included in the QRS

This crosswalk maps each QRS survey measure to the relevant QHP Enrollee Survey item(s).

| 2022 QRS Survey Measure | 2022 QHP Enrollee Survey Composite | Question Number | Question Wording | Question Source |
|------------------------------|-------------------------------------|-----------------|---|---|
| Access to Care | Getting Care Quickly | 22 | In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? <i>Include in-person, telephone, or video appointments.</i> | CAHPS® Health Plan Survey 5.0 |
| | | 23 | In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed? <i>Include in-person, telephone or video appointments. Include in-person, telephone, or video appointments.</i> | CAHPS® Health Plan Survey 5.0 |
| | Getting Needed Care | 25 | In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? <i>Include in-person, telephone or video appointments. Include in-person, telephone, or video appointments.</i> | CAHPS® Health Plan Survey 5.0 |
| | | 41 | In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? <i>Include in-person, telephone or video appointments. Include in-person, telephone, or video appointments.</i> | CAHPS® Health Plan Survey 5.0 |
| Access to Information | Access to Information ⁷⁰ | 3 | In the last 6 months, how often did the written materials or the internet provide the information you needed about how your health plan works? | CAHPS® Health Plan Survey 4.0 —Supplemental Items (HEDIS®) |
| | | 4 | In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment before you got it? | CAHPS® Health Plan Survey 4.0 —Supplemental Items (HEDIS®) |
| | | 5 | In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines? | CAHPS® Health Plan Survey 4.0 —Supplemental Items (HEDIS®) |
| Care Coordination | Care Coordination | 33 | When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? <i>Include in-person, telephone or video appointments.</i> | CAHPS® Health Plan Survey 5.0 —Supplemental Items |
| | | 34 | In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? | CAHPS® Health Plan Survey 5.0 —Supplemental Items |

⁷⁰ These items come from the National Committee for Quality Assurance (NCQA) HEDIS® CAHPS® Survey.

| 2022 QRS Survey Measure | 2022 QHP Enrollee Survey Composite | Question Number | Question Wording | Question Source |
|--------------------------------------|---|-----------------|--|---|
| Care Coordination (continued) | Care Coordination (continued) | 35 | In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them? | CAHPS® Health Plan Survey 5.0 —Supplemental Items |
| | | 36 | In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking? | CAHPS® Health Plan Survey 5.0 —Supplemental Items |
| | | 39 | In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services? | CAHPS® Health Plan Survey 5.0 —Supplemental Items |
| | | 43 | In the last 6 months, how often did your personal doctor seem informed and up to date about the care you got from specialists? | CAHPS® Health Plan Survey 5.0 —Supplemental Items |
| Plan Administration | Plan Administration | 6 | In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | CAHPS® Health Plan Survey 5.0 |
| | | 7 | In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? | CAHPS® Health Plan Survey 5.0 |
| | Single Item Measure (Plan Administration) | 8 | In the last 6 months, how often did the time that you waited to talk to your health plan's customer service staff take longer than you expected? | Question developed for QHP Enrollee Survey |
| | | 9 | In the last 6 months, how often were the forms from your health plan easy to fill out? | CAHPS® Health Plan Survey 5.0 |
| | | 10 | In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out? | CAHPS® Health Plan Survey 5.0 —Supplemental Items |
| Rating of all Health Care | Single Item Measure | 27 | Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months? Include in-person, telephone or video appointments. | CAHPS® Health Plan Survey 5.0 |
| Rating of Health Plan | Single Item Measure | 20 | Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan in the last 6 months? | CAHPS® Health Plan Survey 5.0 |
| Rating of Personal Doctor | Single Item Measure | 40 | Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor? | CAHPS® Health Plan Survey 5.0 |
| Rating of Specialist | Single Item Measure | 44 | We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist? | CAHPS® Health Plan Survey 5.0 |

| 2022 QRS Survey Measure | 2022 QHP Enrollee Survey Composite | Question Number | Question Wording | Question Source |
|--|------------------------------------|-----------------|--|------------------------------------|
| Flu Vaccinations for Adults Ages 18–64 | Single Item Measure (Prevention) | 47 | Have you had either a flu shot or flu spray in the nose since July 1, 2021? | HEDIS CAHPS Health Plan Survey 5.1 |
| Medical Assistance with Smoking and Tobacco Use Cessation | Single Item Measure (Prevention) | 49 | In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? | HEDIS CAHPS Health Plan Survey 5.1 |
| | Single Item Measure (Prevention) | 50 | In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. | HEDIS CAHPS Health Plan Survey 5.1 |
| | Single Item Measure (Prevention) | 51 | In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. | HEDIS CAHPS Health Plan Survey 5.1 |

Appendix D. 2022 QRS Rating Methodology

STEP 1: CALCULATE MEASURE RATES

If a QHP issuer **submitted a valid** measure rate for the reporting unit, then a numeric result will appear in the Raw Value field for the measure in the QRS Proof Sheet.

If a QHP issuer **did not submit a valid** measure rate for the reporting unit, then an invalid code will appear in the Raw Value field for the measure in the QRS Proof Sheet (and a null value [a dash, “-“ or zero, “0”] will appear in the Measure Denominator field). A measure rate is considered invalid if the reporting unit received one of the audit designations or if the reporting unit had a measure rate with a denominator of zero. The audit designations are provided in Exhibit 23. Audit Designations

Exhibit 23. Audit Designations

| Audit Designation | Meaning |
|---------------------------------|--|
| Benefit Not Offered (NB) | The QHP issuer did not offer the health benefit required by the measure. |
| Biased Rate (BR) | The QHP issuer’s calculated rate was materially biased. |
| Not Reported (NR) | The QHP issuer chose not to report the measure. |

In the QRS Proof Sheets, a rate would be designated as “NR” if the reporting unit had no data to report for the measure. Invalid measure data is not used in scoring, meaning not used in Step 3 (Calculate Standardized Measure Scores) or beyond. Invalid measure data is assigned an invalid code, **NC (Not Calculated)**, for the measure score (i.e., shown in the Standardized score field).

Measures not used in scoring: For measures not included in scoring, the QRS Proof Sheet includes an invalid code, **M-NS (Measure – Not Scored)**, for the measure score (i.e., shown in the Standardized score field). If a component score cannot be calculated due to inability to pass the half-scale rule, then the reporting unit receives the invalid code, **Component Score or Rating – Not Scored (CSR-NS)**.

For all measures, CMS calculates measure rates (raw values) for QRS clinical and survey measures as described in detail below.

QRS Clinical Measures

For QRS clinical measures composed of multiple indicators, CMS uses various aggregation methods to calculate a measure rate per the measure’s technical specifications. See Exhibit 24. Aggregation Methods for QRS Clinical Measures with Multiple Indicators for a summary of each method; further detail can be found in the *2022 Quality Rating System Measure Technical Specifications*.

Exhibit 24. Aggregation Methods for QRS Clinical Measures with Multiple Indicators

| Measure (M) | Measure Indicator (MI) * indicates below sub-measure indicator ⁷¹ | Method for Calculating Measure Rate | Method for Calculating Total Measure Denominator Size |
|--|--|---|--|
| Antidepressant Medication Management | <ul style="list-style-type: none"> Antidepressant Medication Management: Acute Antidepressant Medication Management: Continuation | Average of MI rates | Average of MI denominators |
| Chlamydia Screening in Women | <ul style="list-style-type: none"> Chlamydia Screening (16-20 Years) Chlamydia Screening (21-24 Years) | $\frac{\sum Numerator}{\sum Denominator}$ | Sum of MI denominators |
| Follow-up After Hospitalization for Mental Illness (7-Day and 30-Day Follow-Up) | <ul style="list-style-type: none"> Follow-up After Hospitalization for Mental Illness (30-Day Follow-Up) Follow-up After Hospitalization for Mental Illness (7-Day Follow-Up) | Average of MI rates | Average of MI denominators |
| Initiation and Engagement of Alcohol and Other Drug (AOD) Abuse or Dependence Treatment | <ul style="list-style-type: none"> Initiation of Alcohol and Other Drug Dependence Treatment (Total) <ul style="list-style-type: none"> Initiation (13-17)⁷² <ul style="list-style-type: none"> Alcohol Abuse or Dependence Opioid Abuse or Dependence Other Drug Abuse or Dependence Initiation (18+)* <ul style="list-style-type: none"> Alcohol Abuse or Dependence Opioid Abuse or Dependence Other Drug Abuse or Dependence Engagement of Alcohol and Other Drug Dependence Treatment (Total) <ul style="list-style-type: none"> Engagement (13-17)* <ul style="list-style-type: none"> Alcohol Abuse or Dependence Opioid Abuse or Dependence Other Drug Abuse or Dependence Engagement (18+)* <ul style="list-style-type: none"> Alcohol Abuse or Dependence Opioid Abuse or Dependence Other Drug Abuse or Dependence | Three Steps: <ol style="list-style-type: none"> Sub-MI = Count of unique enrollees per age band across treatments (b-sub-MIs) $\frac{\sum Numerator_{sub-MI}}{\sum Denominator_{sub-MI}}$ Average of MI rates | Three Steps: <ol style="list-style-type: none"> Sub-MI = Count of unique enrollees per age band across treatments (b-sub-MIs) $\sum Denominator_{sub-MI}$ Average of MI denominators |
| Plan All-Cause Readmissions | <ul style="list-style-type: none"> Observed Readmission (Numerator/Denominator) Total Average Adjusted Probability Total | Observed Readmission divided by Average Adjusted Probability | Sum of MI denominators |
| Well-Child Visits in the First 30 Months of Life | <ul style="list-style-type: none"> Well-Child Visits in the First 15 Months Well-Child Visits for Age 15 Months – 30 Months | $\frac{\sum Numerator}{\sum Denominator}$ | Sum of MI denominators |

⁷¹ Below sub-measure indicators (b-sub-MI) are rates for a single age-band across several assessment areas; they are aggregated together to calculate the sub-MI rate estimate for a single assessment area.

⁷² Sub-measure indicators (sub-MIs) are combined via an average (sum of numerators divided by sum of denominators) to create the rate for a measure indicator (MI).

| Measure (M) | Measure Indicator (MI) * indicates below sub-measure indicator ⁷¹ | Method for Calculating Measure Rate | Method for Calculating Total Measure Denominator Size |
|--|---|---|--|
| Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents | <ul style="list-style-type: none"> • Body Mass Index (BMI) Percentile Documentation <ul style="list-style-type: none"> – BMI Percentile – 3-11 Years * – BMI Percentile – 12-17 Years * • Counseling for Nutrition <ul style="list-style-type: none"> – Counseling for nutrition – 3-11 Years * – Counseling for nutrition – 12-17 Years * • Counseling for Physical Activity <ul style="list-style-type: none"> – Counseling for Physical Activity – 3-11 Years * – Counseling for Physical Activity – 12-17 Years * | <p>Two Steps:</p> <ol style="list-style-type: none"> 1. $\frac{\sum Numerator_{sub-MI}}{\sum Denominator_{sub-MI}}$ 2. Average of MI rates | <p>Two Steps:</p> <ol style="list-style-type: none"> 1. $\sum Denominator_{sub-MI}$ 2. Average of MI denominators |
| Medical Assistance with Smoking and Tobacco Use Cessation⁷³ | <ul style="list-style-type: none"> • How Often Advised to Quit Smoking or Using Tobacco <ul style="list-style-type: none"> – How Often Advised to Quit Smoking or Using Tobacco (Current Year) * – How Often Advised to Quit Smoking or Using Tobacco (Previous Year) * • How Often Medication Recommended or Discussed <ul style="list-style-type: none"> – How Often Medication Recommended or Discussed (Current Year) * – How Often Medication Recommended or Discussed (Previous Year) * • How Often Provided Strategies to Quit <ul style="list-style-type: none"> – How Often Provided Strategies to Quit (Current Year) * – How Often Provided Strategies to Quit (Previous Year) * | <p>Two Steps:</p> <ol style="list-style-type: none"> 1. $\frac{\sum Numerator_{sub-MI}}{\sum Denominator_{sub-MI}}$ 2. Average of MI rates | <p>Two Steps:</p> <ol style="list-style-type: none"> 1. $\sum Denominator_{sub-MI}$ 2. Average of MI denominators |

⁷³ Per the measure technical specifications, the *Medical Assistance with Smoking and Tobacco Use Cessation* (Tobacco) measure is calculated as a rolling average based on sub-MI data. CMS uses the data reported in the prior year and the ratings year to calculate a two-year rolling average. CMS merges information for a given reporting unit from the prior year onto the data from the ratings year to calculate the measure score. The Tobacco sub-MIs are reported in the QRS Proof Sheets as M25a1-M25c1 and M25a2-M25c2, respectively. For reporting units that were ineligible to receive a QRS rating in the prior year, CMS uses the reported rates from the prior year and current year to calculate the Tobacco measure score, even though the reporting unit was not ratings-eligible in the prior year. For example, if a reporting unit is newly eligible to receive a QRS rating in 2022, CMS will use the reporting unit's reported data for 2021 and 2022 to calculate the Tobacco measure score.

QRS Survey Measures

For QRS survey measures, CMS calculates measure rates from QHP Enrollee Survey questions.

QRS survey measures are grouped into two categories:

- (1) **CAHPS[®]-based:** Consumers' experience of care measures based on the Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]), and
- (2) **Clinical measures captured in QHP Enrollee Survey:** Selected clinical measures based on the Healthcare Effectiveness Data and Information Set (HEDIS[®]).

CMS calculates QRS survey measure rates according to the scoring specifications described below.

CAHPS[®]-based QRS Survey Measures

CMS calculates CAHPS[®]-based QRS survey measures with an approach similar to the one CMS uses in the Medicare Advantage-Prescription Drug Program (MA-PDP) quality measurement initiative for data collected through the MA-PDP CAHPS[®] survey.⁷⁴

CMS calculates QRS survey measures rates from the QHP Enrollee Survey using the CAHPS[®] Analysis Program Version 5.0 ("CAHPS[®] macro"), which was developed by the CAHPS[®] Consortium under the auspices of the Agency for Healthcare Research and Quality (AHRQ) and is commonly used for scoring CAHPS-related applications. A comprehensive description of the calculations performed by the CAHPS[®] Macro can be found in [Instructions for Analyzing Data from CAHPS Surveys in SAS[®] \(Document No. 20-M019\) which is included in the CAHPS Survey and Reporting Kit, These materials are available at: <https://www.ahrq.gov/cahps/surveys-guidance/helpful-resources/analysis/index.html>.](https://www.ahrq.gov/cahps/surveys-guidance/helpful-resources/analysis/index.html)

To adjust for any systematic biases with the enrollee response data, CMS applies a case-mix adjustment to the QHP Enrollee Survey response data and uses the adjusted data when calculating the QRS survey measures. It is common in survey-based applications to case-mix adjust for such factors as overall health status, age, and education to account for biases due to survey response tendencies. The QHP Enrollee Survey variables used in the case-mix adjustment include the following: general health rating, mental health rating, chronic condition s/ medications, age, education, survey language, help with the survey, and survey mode. The final variables to be included in the case-mix adjustment will be determined based on additional analysis of the 2022 QHP Enrollee Survey data.

All CAHPS[®]-based measures are based on weighted, case-mix adjusted means. CMS uses person-level sampling weights to account for the different probabilities of selection across reporting units. The weights are calculated as follows:

$$Final\ Weight = \left(\frac{M}{n_s} \right) * k$$

⁷⁴ General background information about the scoring of CAHPS[®]-based measures in the MA-PDP program is presented in the *MA-PDP CAHPS[®] Survey: Quality Assurance Protocols and Technical Specifications* (<http://www.ma-pdpcahps.org/>).

Where:

n_s = Total number of sampled enrollees in the sampling unit;

M = Total number of records in the sampling unit after-de-duplication;

k = Number of eligible enrollees covered by the Subscriber or Family ID (SFID) that covers the sampled enrollee.

As shown below, all CAHPS[®]-based questions should be coded so higher values represent more positive responses.

Rating of Health Plan

Question 20 in the 2022 QHP Enrollee Survey asks, “Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan in the last 6 months?” Use the following steps to calculate the QRS measure rate for Rating of Health Plan:

1. Calculate the weighted, case-mix adjusted mean for question 20.
2. Transform to a 0 – 100 scale as follows: $\text{score} = [(x - a)/(b - a)] * 100$, where x = the weighted, case-mix adjusted mean from step 1; a = minimum possible value of x ; and b = maximum possible value of x . This is the QRS measure rate for Rating of Health Plan.
 - **Note:** This rescaling allows the presentation of different measures on a common metric; the transformation to a 0 – 100 scale applies to all QRS survey measures that are CAHPS[®]-based.

Rating of All Health Care

Question 27 in the 2022 QHP Enrollee Survey asks, “Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months? Include in-person, telephone, or video appointments.” To calculate the QRS measure rate for *Rating of All Health Care* measure, use the same steps that were used to calculate the rate for [Rating of Health Plan](#).

Rating of Personal Doctor

Question 40 in the 2022 QHP Enrollee Survey asks, “Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?” To calculate the QRS measure rate for *Rating of Personal Doctor*, use the same steps that were used to calculate the rate for [Rating of Health Plan](#).

Rating of Specialist

Question 44 in the 2022 QHP Enrollee Survey asks, “We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?” To calculate the QRS measure rate for *Rating of Specialist*, use the same steps that were used to calculate the score for [Rating of Health Plan](#).

Access to Care

The QRS *Access to Care* measure is made up of four questions, all of which are coded on a 1 – 4 scale in the 2021 QHP Enrollee Survey (i.e., 1 = Never, 2 = Sometimes, 3 = Usually, and 4 = Always). Use the following steps to calculate the QRS measure rate for Access to Care:

1. Calculate the weighted, case-mix adjusted mean separately for each item included in the Access to Care measure:
 - Question 22: In the last 6 months, when you needed care right away, in an emergency room, doctor’s office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.
 - Question 23: In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor’s office or clinic as soon as you needed? Include in-person, telephone, or video appointments.
 - Question 25: In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.
 - Question 41: In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.
2. Calculate the average of the weighted, case-mix adjusted means across the four survey questions; use equal weighing of the questions.
3. Transform the average from Step 2 to a 0 – 100 scale (use the same formula as described in Step 2 for [Rating of Health Plan](#)). This is the QRS measure rate for *Access to Care*.

Care Coordination

The QRS *Care Coordination* measure is made up of six questions, all of which are coded on a 1 – 4 scale in the 2022 QHP Enrollee Survey (i.e., 1 = Never, 2 = Sometimes, 3 = Usually, and 4 = Always). Use the following steps to calculate the QRS measure rate for the *Care Coordination* measure:

1. Questions 34 and 35 are combined into a single measure to assess getting results after a blood test, x-ray, or other test. Calculate the average of the weighted, case-mix adjusted means for Questions 22 and 23 using equal weighting of the two questions. Use this average in Step 3.
2. Calculate the weighted, case-mix adjusted mean separately for each question included in the *Care Coordination* measure:
 - Question 33: When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.
 - Question 34: In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor’s office follow up to give you those results?
 - Question 35: In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?

- Question 43: In the last 6 months, how often did your personal doctor seem informed and up to date about the care you got from specialists?
 - Question 36: In the last 6 months, how often did you and your personal doctor talk about all the prescriptions you were taking?
 - Question 39: In the last 6 months, how often did you get the help that you needed from your personal doctor’s office to manage your care among these different providers and services?
3. Calculate the average of the weighted, case-mix adjusted means across the five survey questions (i.e., Questions 33, 43, 28, and 39, and the average of Questions 34 and 35 from Step 2); use equal weighting of the questions.
 4. Transform the average from Step 3 to a 0 – 100 scale (use the same formula as described in Step 2 for [Rating of Health Plan](#)). This is the QRS measure rate for *Care Coordination*.

Access to Information

The QRS *Access to Information* measure is made up of three questions, all of which are coded on a 1 – 4 scale in the 2021 QHP Enrollee Survey (i.e., 1 = Never, 2 = Sometimes, 3 = Usually, and 4 = Always). Use the following steps to calculate the QRS measure rate for Access to Information:

1. Calculate the weighted, case-mix adjusted mean separately for each item included in the *Access to Information* measure:
 - Question 3: In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
 - Question 4: In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment before you got it?
 - Question 5: In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?
2. Calculate the average of the weighted, case-mix adjusted means across the three survey questions; use equal weighing of the questions.
3. Transform the average from Step 2 to a 0 – 100 scale (use the same formula as described in Step 2 for [Rating of Health Plan](#)). This is the QRS measure rate for *Access to Information*.

Plan Administration

The QRS Plan Administration measure is made up of five questions, all of which are coded on a 1 – 4 scale in the 2021 QHP Enrollee Survey (i.e., 1 = Never, 2 = Sometimes, 3 = Usually, and 4 = Always). Use the following steps to calculate the QRS score for the Plan Administration measure:

1. Calculate the weighted, case-mix adjusted mean separately for each item included in the Plan Administration measure:
 - Question 6: In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?

- Question 7: In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?
- Question 8: In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?
 - **Note:** To make the direction of coding of Question 8 consistent with the other questions, Question 8 needs to be recoded so higher values represent a more positive response, as follows:

| Category | Original | Code Recode |
|-----------|----------|-------------|
| Never | 1 | 4 |
| Sometimes | 2 | 3 |
| Usually | 3 | 2 |
| Always | 4 | 1 |

- Question 9: In the last 6 months, how often were the forms from your health plan easy to fill out?
 - Question 10: In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?
2. Calculate the average of the weighted, case-mix adjusted means across the five survey questions; use equal weighing of the questions.
 3. Transform the average from Step 2 to a 0 – 100 scale (use the same formula as described in Step 2 for [Rating of Health Plan](#)). This is the QRS measure rate for Plan Administration.

QRS Clinical Measures Captured in QHP Enrollee Survey

The following QRS survey measures are clinical in nature:

- Flu Vaccinations for Adults Ages 18-64
- Medical Assistance with Smoking and Tobacco Use Cessation

Scoring specifications for the clinical measures collected through the 2022 QHP Enrollee Survey follow the HEDIS[®] specifications as defined by NCQA., CMS applies the QRS clinical measure denominator criterion of 30 to all clinical measures captured in the QHP Enrollee survey. The scoring procedures are described below. These specifications are also presented in the *2022 Quality Rating System Measure Technical Specifications*.

Flu Vaccinations for Adults Ages 18-64

The QRS survey measure captures the proportion of eligible plan enrollees who received a flu vaccination. The following steps are used for calculating the QRS survey measure (flu_shot):

1. Select eligible enrollees:
 - Include:
 - Enrollees age 18-64 (to determine eligibility use flu_flag from the sample frame, which indicates eligibility for the flu shot based on the person’s age as of July 1, 2020).
 - Exclude:

- Respondents with a missing value code on flu_shot (i.e., respondents coded as -1, -3, or 3 on flu_shot).
2. Calculate the proportion of eligible enrollees for whom flu_shot=1 to create the final QRS survey measure rate for Flu Vaccinations for Adults Ages 18-64.

Note: The proportion is not weighted and is not case-mix adjusted.

Medical Assistance with Smoking and Tobacco Use Cessation

The QRS survey measure is made up of three items/indicators, all of which are coded on a 1 – 4 scale in the questionnaire. All items require two years of data collection.

The inclusion/exclusion criteria for the measure includes the following steps:

1. Select eligible enrollees (the criteria for each of the three indicators follow separately):

Advising Smokers and Tobacco Users to Quit (advised_quit_tob):

– Include:

- Current smokers or tobacco user (i.e., respondents coded as 1 or 2 on use_tobacco).

– Exclude:

- Respondents with a missing value code on advised_quit_tob (i.e., respondents coded as -1, -2, -3, or -7 on advised_quit_tob).

Discussing Cessation Medications (recommend_tob_meds):

– Include:

- Current smokers or tobacco user (i.e., respondents coded as 1 or 2 on use_tobacco).

– Exclude:

- Respondents with a missing value code on recommend_tob_meds (i.e., respondents coded as -1, -2, -3, or -7 on recommend_tob_meds).

Discussing Cessation Strategies (discuss_tob_non_meds):

• Include:

- Current smokers or tobacco user (i.e., respondents coded as 1 or 2 on use_tobacco).

• Exclude:

- Respondents with a missing value code on discuss_tob_non_meds (i.e., respondents coded as -1, -2, -3, or -7 on discuss_tob_non_meds).

2. Calculate the unadjusted proportion of respondents who indicated on each item included in the measure that they received some level of advice/discussion (i.e., proportion on each item with codes of sometimes, usually, or always).

Note: The proportion is not weighted and not case-mix adjusted. These are the indicators used in the calculation of the QRS survey measure rate for Medical Assistance with Smoking and Tobacco Use Cessation:

- advised_quit_tob (i.e., proportion of respondents coded as 2, 3, or 4),
- recommend_tob_meds (i.e., proportion of respondents coded as 2, 3, or 4),
- discuss_tob_non-meds (i.e., proportion of respondent coded as 2, 3, or 4).

STEP 2: DETERMINE SCORING STATUS AND APPLICATION OF DENOMINATOR CRITERIA

For each reporting unit, CMS assesses whether measure data can be included in QRS scoring based on the reporting unit's ratings eligibility status, and each measure's denominator size. A reporting unit is considered ratings-eligible if it has operated in an Exchange for three consecutive years and meets the minimum enrollment criteria (i.e., more than 500 enrollees as of July 1 of the prior year [i.e., 2021] and the ratings year [i.e., 2022]).

Reporting units that do not meet the ratings eligibility criteria are removed from scoring and will receive an invalid code. Similarly, while QHP issuers submit measure data to CMS regardless of denominator size, measures that do not meet the minimum denominator criteria for scoring (see Exhibit 25) are excluded from QRS scoring.

Exhibit 25. Minimum Denominator Size Required for Inclusion in QRS Scoring

| Measure | Minimum Denominator Criteria for Inclusion in QRS Scoring |
|---|---|
| QRS Clinical Measure | 30 |
| PCR measure | 150 |
| QRS Clinical Measures Captured in QHP Enrollee Survey | 30 |
| QRS CAHPS [®] -based Survey Measure | 100 |

The minimum denominator size of 100 applies to all QRS CAHPS[®]-based survey measures, regardless of the number of survey questions associated with the measure. The minimum denominator size of 30 applies to all QRS clinical measures (including those clinical measures captured in the 2022 QHP Enrollee Survey), with the exception of the PCR measure.

For measures with an insufficient denominator size, CMS assigns the measure an invalid code (i.e., NC/Not Calculated) and excludes the measure from scoring.

QRS Clinical Measures

For QRS clinical measures, CMS determines if the minimum denominator size is met based on the measure's total denominator size. Different measures have different aggregation methods, as shown in Exhibit 26.

As shown in the illustrative example in Exhibit 26, the *Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents* measure has three indicators. For this example reporting unit, the measure's denominator size of 995 (average of the three measure indication denominators) meets the minimum denominator size criteria of 30. Therefore, CMS will use this measure data in QRS scoring (i.e., proceed to use this measure data in the standardization procedures described in Step 3).

Exhibit 26. Example Denominator Size for QRS Clinical Measure Indicators

| Name | Denominator Size |
|---|------------------|
| BMI percentile documentation (Indicator) | 1641 |
| Counseling for nutrition (Indicator) | 17 |
| Counseling for physical activity (Indicator) | 1327 |
| <i>Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (Measure)</i> | 995 |

CAHPS®-based QRS Survey Measures

For CAHPS®-based QRS survey measures, CMS determines if the minimum denominator size is met based on the measure's total denominator size. The denominator size for the measure is equal to the total number of *unique* respondents who provided a response to at least one of the questions.

Exhibit 27 shows an example (using mock data) of denominator size calculation for the CAHPS®-based QRS survey measure *Access to Care*. *Access to Care* is composed of four questions. As shown, there can be valid denominator observations for each of the four questions that are *lower* than 100 and yet the measure denominator size can still be *greater* than 100. Enrollees are not required to respond to all survey questions to be included in a given measure's denominator or rate. The total measure denominator size (161), meaning that 161 unique respondents answered across the four questions needed to calculate *Access to Care*, is greater than the minimum denominator size needed for QRS scoring (100). Therefore, CMS calculates the average of the case-mix adjusted mean across the four survey questions to obtain the *Access to Care* measure score.

Exhibit 27. Example of Total Denominator Size Calculation for CAHPS®-Based QRS Survey Measure

| QRS Component | Name | Question Details | Denominator Size |
|----------------|--|---|------------------|
| Indicator | CAHPS® Getting Care Quickly: Non-Urgent Care | Question 6: In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed? | 136 |
| Indicator | CAHPS® Getting Care Quickly: Urgent Care | Question 4: In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? | 77 |
| Indicator | CAHPS® Getting Needed Care: Easy Care, Tests, or Treatment | Question 9: In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? | 146 |
| Indicator | CAHPS® Getting Needed Care: Easy to See Specialist | Question 33: In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? | 90 |
| Measure | Access to Care | | 161 |

STEP 3: APPLY THE BENCHMARK RATIO APPROACH TO CALCULATE BENCHMARKS AND MEASURE SCORES

Beginning with the 2022 ratings year, CMS calculates measure scores using the Benchmark Ratio Approach. The Benchmark Ratio Approach was modeled after the ABC™ methodology currently used in CMS Physician Compare star ratings quality program.⁷⁵ This approach builds on its QRS standardization predecessors and takes into consideration three dimensions of measure performance: position, distance, and absolute performance.

⁷⁵ General information about the Physician Compare Benchmark, which CMS used to develop the Benchmark Ratio Approach for the QRS, is available at: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/physician-compare-initiative/Downloads/Benchmark-Star-Ratings.pdf>.

The Benchmark Ratio Approach consists of two distinct parts: 1) the calculation of the measure-specific performance targets (i.e., measure benchmarks) and 2) the calculation of the measure scores using the measure benchmark.

CMS calculates measure benchmarks annually using measure data collected in a single ratings year. A benchmark is calculated for each measure using the data for all reporting units eligible to receive a score for the given measure (i.e., reporting units are excluded from the benchmark calculation if they are not ratings eligible or do not meet the minimum denominator criteria).

Given differences in the structure of measures, CMS uses different benchmark calculations for certain measure types. The steps for calculating each measure-specific benchmark (i.e., QRS clinical measures, PCR measure, and QRS CAHPS-based survey measures) are below.

Clinical Measures (Excluding PCR) Benchmark Calculation

The process to create a clinical measure-specific benchmark is as follows:

- A. Rank all reporting units from highest to lowest performance based on the reported measure rate.
- B. Sum the eligible population across reporting units to calculate the total number of eligible enrollees; calculate 10% of the total number of enrollees.
- C. Select the subset of the highest performing scoring eligible reporting units until $\geq 10\%$ of total number of enrollees is captured in the subset.
- D. Sum the number of enrollees associated with the reporting units selected in Step C by combining the numerators for the measures (i.e., calculate the numerator).
 - a. For measure data captured using the hybrid method, the reported rate is extrapolated to the eligible population, creating an estimated numerator relative to the eligible population, instead of the selected sample of cases.
- E. Sum the eligible populations associated with the reporting units selected in Step C (i.e., calculate the denominator).
- F. Divide the numerator from Step D by the denominator in Step E to generate the measure benchmark.

$$Benchmark_{Measure X} = \frac{\sum_{i=1}^n (Rate_{X, RU_i} * Den_{X, RU_i})}{\sum_{i=1}^n Den_{X, RU_i}}$$

Where n = the highest performing, scoring – eligible reporting units post
– denominator criteria until $\geq 10\%$ of the total denominator is represented

PCR Measure Benchmark Calculation

The process to create the PCR measure benchmark is as follows:

- A. Rank all reporting units from highest-performing to lowest-performing (i.e., lowest values to highest values) based on the reported PCR measure rate.
- B. Calculate the count of Observed Readmissions by multiplying the measure denominator (count of index hospital stays) by the measure indicator for Observed Readmissions rate.

- C. Calculate the count of Expected Readmissions by multiplying the measure denominator by the measure indicator for Expected Readmissions rate.
- D. Sum the count of index hospital stays (IHS) to identify the total number of IHS across all scoring-eligible RUs satisfying denominator criteria.
- E. Calculate 10% of the total number of IHS identified in Step D.
- F. Select RUs starting from highest performing (i.e., lowest reported PCR rate) until $\geq 10\%$ of total IHS is represented.
- G. Sum the count of Observed Readmissions from subset of reporting units selected in Step F.
- H. Sum the count of Expected Readmissions from subset of reporting units selected in Step F.
- I. Divide count of observed readmissions from Step G (i.e., numerator) by the count of expected readmissions from Step H (i.e., denominator) to determine the benchmark for PCR.

$$Benchmark_{Measure X} = \frac{\sum_{i=1}^n (Observed Readmissions_{X, RU_i} * Den_{X, RU_i})}{\sum_{i=1}^n (Expected Readmissions_{X, RU_i} * Den_{X, RU_i})}$$

Where n = the highest performing (based on reported PCR), scoring – eligible reporting units post – denominator criteria until $\geq 10\%$ of the total denominator (Count of Index Hospital Stays) is represented

Survey Measure Benchmark Calculation

The process to create the CAHPS-based survey measure-specific benchmark is as follows:

- A. Rank all reporting units from highest to lowest based on the reported measure rate.
- B. Calculate the eligible population across scoring-eligible reporting units meeting the denominator criteria per measure using the sampled enrollees selected to receive the survey as a proxy for eligible population.
 - a. Eligible population for survey measures is approximated as the sample of enrollees minus those deemed ineligible via codes X20 and X40.
- C. Select the subset of the highest performing scoring eligible reporting units until ≥ 10 percent of the total sampled enrollee population (defined in Step B) is captured.
- D. Calculate the weighted mean of the reported measure rate for the top-performing subset selected in Step C, weighted using the sample size per reporting units, to generate the modified benchmark.

$$Benchmark_{Measure X} = \frac{\sum_{i=1}^n (Rate_{X, RU_i} * Sample Size_{X, RU_i})}{\sum_{i=1}^n (Sample Size_{X, RU_i})}$$

Where n = the highest performing, scoring – eligible reporting units post – denominator criteria until $\geq 10\%$ of the total Sampled Enrollee population is represented

After calculation of the benchmarks for each measure, CMS calculates measure scores by independently transforming the raw measure rate using the measure benchmarks. The scores reflect how well a reporting unit did compared to the measure-specific performance target.

To calculate scores for measures other than the PCR and AMO measures, CMS independently divides each reporting unit's reported measure rate by the measure benchmark and multiplies by 100. An example using mock data is shown in Exhibit 28.

Exhibit 28. Example Score after Benchmark Ratio Approach

| Measure Name | Raw Value | Measure Benchmark | Score |
|----------------------------------|-----------|-------------------|--------|
| Cervical Cancer Screening | 0.62 | 0.773 | 80.207 |

$$\text{Reporting Unit Measure Score} = \frac{\text{Reporting unit reported rate}}{\text{Measure benchmark}} * 100$$

Reporting Unit CCS Measure Score: $.62/.773 * 100$

To calculate the measure score for measures where lower rates indicate better performance (i.e., PCR and AMO), CMS uses a slightly modified calculation than with other clinical and survey measures. The score for the PCR measure is calculated as shown below:

$$\text{Reporting Unit Measure Score} = 100 + \left(1 - \left(\frac{\text{Reporting unit reported rate}}{\text{Measure benchmark}} \right) \right) * 100$$

The score for the AMO measure is calculated as shown below:

$$\text{Reporting Unit Measure Score} = \left(\frac{1 - \text{Reporting unit reported rate}}{1 - \text{Measure benchmark}} \right) * 100$$

Under the Benchmark Ratio Approach, a reporting unit receives a measure score of 100 when the reporting unit meets the target benchmark. Therefore, the Benchmark Ratio Approach allows for the possibility of measure scores and, by extension, component level scores (e.g., global scores) to surpass 100. To limit instances in which a reporting unit overperforms on one measure, thereby masking low performance on other measures when scores are aggregated up the QRS hierarchy, CMS applies an upper cap of 110 on measure scores. CMS will continue to truncate measure score values under zero by applying a lower cap of zero on measure scores.

STEP 4: CALCULATE SUMMARY INDICATOR SCORES

CMS calculates summary indicator scores based on averages of measure scores. The steps are as follows:

- Determine if the summary indicator score can be calculated.** To calculate the summary indicator score, CMS uses the *half-scale rule* to determine if at least half ($\geq 50\%$) of the underlying measures have a valid score. If the summary indicator score cannot be calculated, it will not receive a score (i.e., receives an invalid result of CSR-I).
- Calculate the summary indicator score.** If the summary indicator score can be calculated, CMS averages the available underlying measure scores. All valid measure scores within a

summary indicator are given equal weight when calculating the summary indicator score. An example using mock data is shown in Exhibit 29.

Exhibit 29. Example Summary Indicator Score Calculation

| Name | QRS Component | Score |
|----------------------------|--------------------------|--|
| Access to Care | Measure | 71.1757 |
| Care Coordination | Measure | 99.6516 |
| Rating of All Health Care | Measure | 83.6312 |
| Rating of Personal Doctor | Measure | 94.0211 |
| Rating of Specialist | Measure | 91.0316 |
| Enrollee Experience | Summary Indicator | 87.9022 (Average of available measure scores) |

STEP 5: APPLY EXPLICIT WEIGHTS TO SUMMARY INDICATOR SCORES

CMS applies explicit weights at the summary indicator level when calculating QRS scores and ratings. CMS assigns a weight of 2/3 (66.67%) to the Clinical Quality Management summary indicator, and a weight of 1/6 (16.67%) to the Enrollee Experience and the Plan Efficiency, Affordability, & Management summary indicators. This weighting structure reflects the approximate percentage of measures in each summary indicator. Exhibit 30 includes an example of the application of the explicit weights to the summary indicator scores using mock data.

Exhibit 30. Application of the Explicit Weights to the Summary Indicator Score

| Name | Type of QRS Component | Unweighted Score | Weight | Weighted Summary Indicator Score |
|--|-----------------------|------------------|----------|----------------------------------|
| Clinical Quality Management | Summary Indicator | 84.8161 | * .6667 | 56.5469 |
| Enrollee Experience | Summary Indicator | 59.9472 | * .16665 | 9.9932 |
| Plan Efficiency, Affordability, & Management | Summary Indicator | 57.8032 | * .16665 | 9.6358 |

STEP 6: CALCULATE GLOBAL SCORE

CMS calculates the global score based on sum of summary indicator scores. The steps for reporting units with three summary indicator scores are as follows:

- Determine if the global score can be calculated.** CMS calculates the global score for the reporting unit only if the Clinical Quality Management summary indicator has a score and at least one of the other two summary indicators has a score. If the global score cannot be calculated due to inability to pass this scoring rule, then the reporting unit receives the following invalid code:
 - **No Global (NG):** Insufficient data to calculate a global rating.
- Calculate the global score.** If the global score can be calculated according to the scoring rule described above, CMS sums the available weighted summary indicator scores. An example using mock data is shown in Exhibit 31.

Exhibit 31. Example Global Score Calculation

| Name | QRS Component | Example Weighted Summary Indicator Score |
|--|-------------------|--|
| Clinical Quality Management | Summary Indicator | 56.5384 |
| Enrollee Experience | Summary Indicator | 9.9932 |
| Plan Efficiency, Affordability, & Management | Summary Indicator | 9.6358 |
| Global | Global | 76.1674 (Sum of available summary indicator scores) |

For reporting units with two summary indicator scores (i.e., Clinical Quality Management and either Enrollee Experience or Plan Efficiency, Affordability, & Management), CMS applies an 80% weight to the Clinical Quality Management summary indicator score and a 20% weight to the other scored summary indicator.⁷⁶ CMS then sums the weighted scores to calculate the global score.

STEP 7: CONVERT SCORES TO RATINGS

CMS converts scores to ratings by following these steps:

1. **Identify cut point values.** After calculating scores for the summary indicator and global result, CMS uses cluster analysis of scores in combination with the jackknifing procedure (for the global scores only), to create cut points for each summary indicator and global component. Cut points are numeric values that delineate the 5-star categories. These values are used to convert numeric scores into star ratings for each QRS hierarchy component. There are no cut points for measures.

To identify the cut point values, CMS uses a clustering analysis to take valid scores from each reporting unit and group them together based on distance into five clusters. CMS then conducts a jackknife procedure to calculate QRS cut points using sub-samples of data with one observation removed at a time (i.e., 1st data set has the 1st observation removed, 2nd data set has the 2nd observation removed).

CMS conducts the cluster analysis for each of the summary indicator scores (i.e., 3 independent clustering runs). At the global level, CMS conducts the cluster analysis in combination with a jackknife procedure. The resulting data-driven cut points are different at each level of the hierarchy. Therefore, each QRS hierarchy component has its own set of four cut point values (to create five rating categories). In the QRS Proof Sheet, the cut point values are labeled 1 through 4, (e.g., Cut Point 1, reporting the threshold between 1-star rating and 2-star rating).

⁷⁶ In scenarios where a reporting unit has only two valid summary indicator scores, CMS calculates the summary indicator weights by redistributing the weight assigned to the missing summary indicator (i.e., .1667). Because the total weight of the two available summary indicators does not equal 100 (i.e., ~66.67% + ~16.67% = 83.34%), CMS scales up the two valid summary indicators proportional to 83.34%. Thus, the calculation of summary indicator weights in these scenarios is as follows: S1 weight = $0.6667/0.8334 = 0.8000$; Other SI weight = $0.1667/0.8334 = 0.2000$.

Cut points will likely change from year to year due to differences in submitted QRS measure data each year. CMS publishes the cut point values with the QRS scores and ratings in the preview reports and proof sheets during the QRS preview period.

2. **Convert scores to ratings.** CMS converts each component score (for summary indicators and global score) into a rating using their respective cut points that delineate the rating categories of 1, 2, 3, 4, and 5 stars. Scores fall into one of the five categories created by the cut points.

CMS does not use decimal points when applying cut points (i.e., only the two-digit integer cut point is used when applying a cut point to the score). Ratings are assigned on a 5-star scale and only whole stars (1, 2, 3, 4 or 5) are assigned.

Exhibit 32 shows how a global score is converted to a global rating using mock global score cut points (example cut points of 31, 45, 56, and 69). A reporting unit that received a global score of 67.5222 would receive a 4-star rating as the score lies within the limits of the fourth category ($56 \leq \text{Score} < 69$).

Exhibit 32. Global Rating Calculation with Example Cut Points

| Example Cut Points | Rating |
|-----------------------------|--|
| $0 < \text{Score} < 31$ | 1 star (★) |
| $31 \leq \text{Score} < 45$ | 2 stars (★★) |
| $45 \leq \text{Score} < 56$ | 3 stars (★★★) |
| $56 \leq \text{Score} < 69$ | 4 stars (★★★★) For example, a global score of 67.5222 would be assigned a 4-star global rating |
| $69 \leq \text{Score}$ | 5 stars (★★★★★) |

STEP 8: PRODUCE QRS RESULTS FOR PREVIEW AND FINALIZATION

The last step in applying the QRS rating methodology is production of the Ratings Output File (ROF) (for internal CMS use). The ROF contains all the QRS results for all participating reporting units. Using the ROF, CMS produces a QRS Preview Report and QRS Proof Sheet for each reporting unit for QHP issuers to preview the results during the QRS preview period and reports for Exchange administrators, including the Center for Consumer Information and Insurance Oversight (CCIIO), SBE administrators, FFE State contacts.

Please note that CMS does not publish the ROF. Within the HIOS-MQM, states are only granted access to ratings information for QHP issuers operating within their state, and QHP issuers may only access ratings information for their respective reporting units.

Appendix E. QRS Hierarchy

The QRS measures are organized into a hierarchical structure that serves as a foundation of the QRS rating methodology (the QRS hierarchy). The measures are grouped into hierarchy components (composites, domains, summary indicators) to form a single global rating.⁷⁷

Exhibit 33 illustrates the 2022 QRS hierarchy, which is the organization of measures into composites, domains, and summary indicators and, ultimately, a single global rating. The survey measures in the QRS measure set are noted with an asterisk (*). Measures not currently endorsed by NQF are noted as †. Measures highlighted in grey are not included in the calculation of 2022 QRS scores and ratings.

Exhibit 33. QRS Hierarchy

| QRS Summary Indicator | Measure Title (* indicates survey measure) | NQF ID († indicates not currently endorsed) |
|-----------------------------|---|---|
| Clinical Quality Management | Asthma Medication Ratio | 1800 |
| | Antidepressant Medication Management | 0105 |
| | Follow-Up After Hospitalization for Mental Illness (7-Day Follow-Up and 30-Day Follow-Up) | 0576 |
| | Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment | 0004 |
| | Controlling High Blood Pressure | 0018 |
| | Proportion of Days Covered (RAS Antagonists) | 0541 |
| | Proportion of Days Covered (Statins) | 0541 |
| | Comprehensive Diabetes Care: Eye Exam (Retinal) Performed | 0055 |
| | Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) Control (<8.0%) | 0575 |
| | Proportion of Days Covered (Diabetes All Class) | 0541 |
| | International Normalized Ratio Monitoring for Individuals on Warfarin | 0555 |
| | Annual Monitoring for Persons on Long-term Opioid Therapy | 3541 |
| | Plan All-Cause Readmissions | 1768† |

⁷⁷ In communicating total measure counts, the totals presented here represent the perspective of the scoring methodology, rather than the perspective of the measure steward. If counting based the perspective of the scoring methodology, there are 37 measures that are collected and used in scoring (rather than 34). The difference of three measures in this count comes from two factors. First, Prenatal and Postpartum Care (NQF #1517) is split into two distinct measures for the QRS hierarchy: *Timeliness of Prenatal Care* and *Postpartum Care*. Similarly, Proportion of Days Covered (NQF #0541) is split into three distinct measures: *Diabetes All Class*, *Renin Angiotensin System (RAS) Antagonists*, and *Statins*.

| QRS Summary Indicator | Measure Title (* indicates survey measure) | NQF ID (* indicates not currently endorsed) |
|---|---|---|
| Clinical Quality Management (continued) | Breast Cancer Screening | 2372 |
| | Cervical Cancer Screening | 0032 |
| | Colorectal Cancer Screening | 0034 |
| | Prenatal and Postpartum Care (Postpartum Care) | 1517 * |
| | Prenatal and Postpartum Care (Timeliness of Prenatal Care) | 1517 * |
| | Chlamydia Screening in Women | 0033 |
| | Flu Vaccinations for Adults Ages 18-64* | 0039 |
| | Medical Assistance with Smoking and Tobacco Use Cessation* | 0027* |
| | Annual Dental Visit | 1388 * |
| | Childhood Immunization Status (Combination 10) | 0038 |
| | Immunizations for Adolescents (Combination 2) | 1407 |
| | Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents | 0024 |
| | Well-Child Visits in the First 30 Months of Life | 1392 |
| | Child and Adolescent Well-Care Visits | N/A |
| Enrollee Experience | Access to Care* | 0006 |
| | Care Coordination* | 0006 |
| | Rating of All Health Care* | 0006 |
| | Rating of Personal Doctor* | 0006 |
| | Rating of Specialist* | 0006 |
| Plan Efficiency, Affordability, & Management | Appropriate Testing for Pharyngitis | 0002 * |
| | Appropriate Treatment for Upper Respiratory Infection | 0069 |
| | Avoidance of Antibiotic Treatment for Acute Bronchitis/ Bronchiolitis | 0058 |
| | Use of Imaging Studies for Low Back Pain | 0052* |
| | Access to Information* | 0007 * |
| | Plan Administration* | 0006 |
| | Rating of Health Plan* | 0006 |

Appendix F. Overview of QHP Enrollee Survey Results

Exhibit 34 provides an overview of different resources through which QHP Enrollee Survey results are communicated to QHP issuers.

Exhibit 34. QHP Issuer Resources for Reviewing QHP Enrollee Survey Results

| Resource | Description |
|---|--|
| QHP Enrollee Survey Quality Improvement Reports (QI Reports) | <p>These reports communicate the full results of the QHP Enrollee Survey, including questions not included as part of the QRS measure set. The raw frequencies for all QHP Enrollee Survey questions are included in the QHP Enrollee Survey QI Reports. CMS intends to release the QHP Enrollee Survey QI Reports during the QRS preview period.</p> <p>The results shown in QHP Enrollee Survey QI Reports are produced after data cleaning and scoring procedures. First, the data used for these reports are cleaned according to standard CAHPS® rules. Second, the scores are weighted and case-mix adjusted. Lastly, the scores are calculated using the CAHPS® Analysis Program (CAHPS® Macro) and the full national QHP Enrollee Survey database. This program, along with instructions for using it, are available at no cost at Instructions for Analyzing Data from CAHPS® Surveys. The QI Reports, available via the MQM, contain additional information about the methodology behind the QHP Enrollee Survey QI Reports.</p> |
| QRS survey measures (e.g., via QRS preview) | <p>CMS-calculated results for the QRS include survey measures derived from a subset of questions in the QHP Enrollee Survey. The results in the QHP Enrollee Survey QI Reports differ from those reported for QRS survey measures as additional scoring specifications are used to calculate QRS survey measure results. QRS survey measure results are calculated via additional post-survey processing including case-mix adjustment, removal of invalid responses, and including appropriate respondents in the denominator totals.</p> |
| QHP Enrollee Survey QI Reports Methodology Guide | <p>A PDF file that describes the contents of the QHP Enrollee Survey QI Reports and includes details regarding the survey process and timeline and the methods for analyzing the survey data.</p> |
| National QI Benchmark Report | <p>The National Quality Improvement Benchmark Report provides national-level statistics for the QHP Enrollee Survey scoring questions, screener questions, about-the-enrollee questions, and survey disposition. QHP issuers can use this report to compare the performance of their respective reporting units to the performance of all reporting units that participated in the QHP Enrollee Survey for the given year.</p> |
| Raw results provided by the QHP Enrollee Survey vendors upon data submission | <p>The estimates provided by survey vendors are preliminary and are intended to provide QHP issuers with an early estimate of their survey scores. Survey vendors may not perform the same type of data cleaning performed by CMS. Additionally, survey vendors are unable to implement the identical case-mix adjustment that is performed by CMS because they do not have access to the full national dataset. A survey vendor may analyze the survey data in order to provide QHP issuers with aggregated results and may conduct additional analyses. These survey vendor analyses are not official survey results and should only be used for quality improvement purposes.</p> |

Detailed below is additional information regarding differences between QHP Enrollee Survey results communicated via the QHP Enrollee Survey QI Reports and QRS results communicated via the QRS Proof Sheet.

QHP Enrollee Survey Composite versus QRS Survey Measure Construction: Historically, the CAHPS® program has used the term “composite” to refer to a construct that is derived from more than one survey question. The QHP Enrollee Survey QI Reports use the term composite in the same context as other CAHPS® surveys (e.g., Getting Needed Care and Getting Care Quickly). However, for the QRS, the term composite refers to a grouping of measures; it is the first level of summary results in the QRS hierarchy. For example, the Enrollee Experience with

Health Plan composite in the QRS includes the scores for three QRS measures: *Access to Information*, *Plan Administration*, and *Rating of Health Plan*.

The questions included in QRS survey *measures* may be different than the questions included in “*composites*” shown in the QHP Enrollee Survey QI Reports. For example, the *Access to Care* measure is composed of four questions, while in the QHP Enrollee Survey QI Reports these four questions make up two separate composites: Getting Care Quickly and Getting Needed Care.

Denominator Size Calculation: There is a difference in how the denominator size is calculated and communicated in the QHP Enrollee Survey QI Reports versus the QRS Proof Sheets. QHP Enrollee Survey QI Reports include raw survey frequencies, meaning that the denominator size reported for measures are equal to the total number of eligible respondents who answered the question. For the QRS, CMS calculates survey measures from survey questions using specific QRS scoring specifications. For the QRS, the total denominator size for QRS survey measures reflects the total number of respondents who have a non-missing value for at least one of the questions within the measure.

For example, the QRS measure *Care Coordination* is identical to the QHP Enrollee Survey QI Report composite Care Coordination. With 75 responses, the result for the Care Coordination composite would appear on the QI Reports, but a *Care Coordination* measure score would not appear in the QRS Proof Sheet as the score was not calculated due to an insufficient denominator size (<100). These differences stem from the different goals of the two products. The QRS is designed to generate results for public reporting and, therefore, has higher requirements associated with whether a measure can be reported, while the QHP Enrollee Survey QI Reports are currently designed as a tool to be used for quality improvements undertaken by the QHP issuer.

Communicating Relative Performance: QRS measure data are standardized across all reporting units. Therefore, if a majority of eligible reporting units submit very high measure raw values, a single eligible reporting unit may submit a high raw value for a given measure, but may still receive a low standardized score for the measure because many other reporting units performed even better.

The QHP Enrollee Survey QI Reports use a different approach to convey relative performance. This approach is based on a pair-wise t-test with an alpha of 0.05. Additional information can be found in the CAHPS® Macro materials in [Instructions for Analyzing Data from CAHPS® Surveys](#).

Due to these different approaches, there are instances when an eligible reporting unit could score average or above average on QHP Enrollee Survey items in the QI Reports and receive 1-star or 2-star ratings for certain QRS components.

Appendix G. Glossary and List of Acronyms

Exhibit 35 includes definitions for key terms used in this document.

Exhibit 35. Glossary

| Term | Definition |
|--|---|
| Administrative data collection method | Method of data collection that obtains data from administrative sources (e.g., claims data) to help identify a measure's eligible population and numerator compliance. |
| Average | A single value obtained by adding several quantities together and then dividing this total by the number of quantities. |
| Benchmark Ratio Approach | The Benchmark Ratio Approach provides measure-specific performance targets and measure scores using those measure benchmarks. The Benchmark Ratio Approach consists of two distinct parts: 1) the calculation of the measure-specific performance targets (i.e., measure benchmarks) and 2) the calculation of the measure scores using the measure benchmark. CMS will calculate annual benchmarks using the measure data collected in a single ratings year. |
| Benefit Not Offered (NB) | Data validation result assigned for a measure if the QHP issuer did not offer the health benefit required by the measure. |
| Biased Rate (BR) | Data validation result assigned for a measure if the QHP issuer's calculated rate was materially biased. |
| The Draft and Final Call Letter for the Quality Rating System (QRS) and Qualified Health Plan (QHP) Enrollee Experience Survey (referred to as the QRS and QHP Enrollee Survey Call Letter) | CMS releases an annual Draft Call Letter that serves to communicate proposed refinements to the QRS and QHP Enrollee Survey for the current and future years. These refinements are then finalized in the annual Final Call Letter for the QRS and QHP Enrollee Survey programs. |
| Component | The QRS hierarchy includes two components: summary indicators and global. These components represent levels of scores and ratings. Summary indicator scores are averages of associated measure scores, while the global score is the sum of weighted summary indicator scores. |
| Cut point | A numeric score value that serves as a threshold to delineate a category, or level of performance, for each component. These levels of performance produce the 5-star rating scale. Cut points are calculated as the average between two adjacent star rating clusters – the maximum score in the lower star rating cluster and the minimum score in the higher star rating cluster. At the global level, jackknifing is used to improve robustness of the global cut points within a given year. |
| Data validation | A process by which an independent third party validates a QHP issuer's QRS measure data, including their data systems and processes. The data validator will verify completeness, accuracy, and comparability of the measure results. For 2020, CMS requires QHP issuers to contract with a HEDIS® Compliance Organization (National Committee for Quality Assurance [NCQA]-licensed). A HEDIS® Compliance Auditor, employed or contracted by that organization, will validate all QRS clinical measure results and the sample frame for the QHP Enrollee Survey using the HEDIS® Compliance Audit standards, policies, and procedures. |
| Data validator | An independent third party that validates the QRS clinical measure data and the sample frame for the QHP Enrollee Survey prior to data submission. QHP issuers must contract with a HEDIS® Compliance Auditor, who will serve as the data validator. |

| Term | Definition |
|---|---|
| Direct Enrollment Entity | An entity that an Exchange permits to assist consumers with direct enrollment in qualified health plans offered through the Exchange. |
| Discontinued | The QHPs in the reporting unit will not be offered (i.e., not offering to new members and/or not available for purchase during the upcoming open enrollment period) through an Exchange and will not be operational. |
| Exclusive Provider Organization (EPO) | A type of health insurance product that usually limits coverage to care from providers, or groups of providers, who have contracts with the health insurance issuer to be part of a network of participating providers. EPO enrollees will generally not be reimbursed or receive benefits for out-of-network services; however, some EPOs will provide partial reimbursement for emergency situations. |
| Federally-facilitated Exchange (FFE) | The Exchange model operated by HHS for individual and small group market coverage. For QHP issuers operating in the FFEs, CMS will display QHP quality rating information on HealthCare.gov alongside other QHP information to inform consumers. |
| FFEs where the State performs plan management functions | A type of FFE in which a State operates plan management functions, while the remaining Exchange functions are operated by HHS. For QHP issuers operating in States performing plan management functions in the FFEs, CMS will display QHP quality rating information on HealthCare.gov. |
| Global | A component of the QRS hierarchy. A score or rating for this component is created by summing the summary indicator scores (e.g., a weight of 2/3 (66.67%) to the Clinical Quality Management summary indicator, and a weight of 1/6 (16.67%) to the Enrollee Experience and the Plan Efficiency, Affordability, & Management summary indicators. |
| Half-scale rule | A scoring rule that requires at least half of the component scores that form a higher-level component score to be present in order for the component score to be calculated. This rule is intended for component scores to be comparable across reporting units. |
| Health Insurance Exchange (Exchange) | A service in each State where qualified individuals, families, and small businesses can learn about their health insurance options; compare QHPs based on quality, costs, benefits, and other important features; choose a QHP; and enroll in coverage. In some States, the Exchange is operated by the State. In others, it is operated by the federal government. |
| Health Maintenance Organization (HMO) | A type of health insurance product that usually limits coverage to care from providers who work for or contract with the HMO and generally will not cover out-of-network care except in an emergency. In this type of organization, enrollees must obtain all services from affiliated practitioners and must usually comply with a predefined authorization system to receive reimbursement. |
| HealthCare.gov | The consumer-facing website developed and operated by CMS that provides eligibility information, enrollment instructions, and QHP information for consumers looking to enroll in a health insurance plan through the FFEs. QRS ratings for QHP issuers operating in the FFEs, including States performing plan management functions, and SBE-FPs will be displayed on HealthCare.gov to support consumers as they search for and enroll in a QHP. |
| Healthcare Effectiveness Data and Information Set (HEDIS®) Compliance Audit™ | The HEDIS® Compliance Audit is a data validation process that consists of a standardized review of an organization's data management processes and algorithmic compliance with measure technical specifications. This process verifies the integrity of QRS measure data and allows for comparability across organizations. An overview of the HEDIS® Compliance Audit, the list of NCQA-Certified HEDIS® Compliance Auditors, and a link to the <i>HEDIS® Compliance Audit: Standards, Policies, and Procedures</i> , which is available for purchase and can be accessed at the following link: http://store.ncqa.org/index.php/performance-measurement.html . |
| HEDIS® Compliance Auditor | An individual certified by the National Committee for Quality Assurance (NCQA) to validate QRS clinical measure data and the QHP Enrollee Survey sample frame using the standardized HEDIS® Compliance Audit program. |

| Term | Definition |
|--|--|
| Hybrid data collection method | Uses data obtained from both administrative and medical record/ electronic medical record sources to identify the eligible population and numerator compliance. The denominator consists of a systematic sample of enrollees drawn from the measure's eligible population. QHP issuers then: a) review administrative data to determine numerator compliance, and b) review medical record data for enrollees who do not meet numerator criteria based on administrative data, in order to identify additional numerator compliance for the measure. Details on the collection method are included in a measure's technical specifications (see the <i>Quality Rating System Measure Technical Specifications</i>). |
| Indicator | A rate that forms a measure. Some QRS measures have multiple indicators or additional sub-levels (i.e., below sub-measure indicators and sub-measure indicators). |
| Interactive Data Submission System (IDSS) | The web-based system, owned and managed by the National Committee for Quality Assurance (NCQA), which QHP issuers will use to submit QRS clinical measure data. |
| Meaningful Measures Initiative | A CMS framework which identifies the highest priorities for quality measurement and improvement. The framework involves only assessing those core issues that are the most critical to providing high-quality care and improving individual outcomes. The Meaningful Measure Areas serve as the connectors between CMS strategic goals and individual measures/initiatives that demonstrate how high-quality outcomes are being achieved. Meaningful Measures Areas are concrete quality topics, which reflect core issues that are most vital to high quality care and better patient outcomes. |
| Measure | Rate variables that serve as the fundamental building blocks of the QRS hierarchy. Each measure is assigned to a summary indicator and contributes to the scoring for the global level of the hierarchy. |
| Measurement Year | The measurement year refers to the year reflected in the data. All measure data are retrospective. The exact period of time represented by the measure is dependent on the technical specifications of that measure. |
| National Committee for Quality Assurance (NCQA) | NCQA developed and maintains the system through which QHP issuers will submit validated QRS clinical measure data to CMS, the Interactive Data Submission System (IDSS). NCQA is the measure steward for HEDIS® measures. NCQA also manages the HEDIS® Compliance Audit program. |
| National Quality Forum (NQF) | NQF reviews, endorses, and recommends use of standardized healthcare performance measures. NQF issues an endorsement identification number (ID) for measures that they endorse. This ID is cited for QRS measures where applicable. |
| Not Applicable (NA) | Data validation result assigned for a measure if the QHP issuer followed the specifications but the denominator was too small (e.g., less than 30) to report a valid rate. The QHP issuer did not have sufficient data to fulfill the continuous enrollment criteria for the measure. |
| Not Calculated (NC) | Invalid code assigned to measures with an insufficient denominator size. |
| No Global (NG) | Invalid code assigned to reporting units with insufficient data to calculate a global rating. |
| Not Reported (NR) | Data validation result assigned for a measure if the QHP issuer chose not to report the measure rate or the measure rate was otherwise invalid. |
| Not Operational | The QHPs in the reporting unit are not sold on an Exchange (SHOP or individual), are not accepting new members or groups, and do not have active or existing members (i.e., zero members). |
| Operational | The QHPs in the reporting unit are available for purchase on an Exchange (SHOP or individual), accepting new members or groups, and/or have active or existing members. |

| Term | Definition |
|--|--|
| Pharmacy Quality Alliance (PQA) | The measure steward for the <i>Proportion of Days Covered</i> (PDC) measure, the Annual Monitoring for Persons on Long-Term Opioid Therapy (AMO) measure, and the International Normalized Ratio (INR) Monitoring for Individuals on Warfarin measure. |
| Point of Service (POS) | A type of health insurance product modeled after an HMO, but with an opt-out option. In this type of product, enrollees may choose to receive services either within the organization's health care system (e.g., an in-network practitioner) or outside the organization's health care delivery system (e.g., an out-of-network practitioner). The level of benefits or reimbursement is generally determined by whether the enrollee uses in-network or out-of-network services. |
| Preferred Provider Organization (PPO) | A type of health insurance product that usually limits coverage to care from providers, or groups of providers, who have contracts with the health insurance issuer to be part of a network of participating providers. PPO enrollees may use providers outside of this network, but out-of-network services are usually covered at a reduced rate (e.g., reduced reimbursement percentages, higher deductibles, higher co-payments). |
| Product type | A discrete package of health insurance coverage benefits that a health insurance issuer offers using a particular product network type (for example, health maintenance organization [HMO], preferred provider organization [PPO], exclusive provider organization [EPO], point of service [POS]) within a service area. This term refers to a specific contract of covered benefits, rather than a specific level of cost-sharing imposed. |
| Qualified Health Plan Enrollee Experience Survey: Technical Specifications for 2022 | A document published on the MQI website that includes detailed specifications and protocols for HHS-approved survey vendors to conduct the QHP Enrollee Survey. |
| QHP Enrollee Survey score | The average value for a measure from the QHP Enrollee Survey calculated for survey respondents in a given reporting unit. A survey score can be for a single assessment question or a combination of several questions on a similar topic that are combined to form a single measure. |
| QHP Enrollee Survey vendor | An HHS-approved survey vendor with which a QHP issuer contracts to administer the QHP Enrollee Survey to a sample of the QHP issuer's enrollees and that is authorized to submit the survey response data on the QHP issuer's behalf. |
| QRS clinical measures | QRS measures calculated using clinical data from a QHP issuer's administrative and medical record sources. |
| QRS hierarchy | The organization of the QRS measures into information categories ranging from the most granular information (measure scores) to a global rating. CMS finalized the removal of the composite and domain levels of the hierarchy beginning with the 2022 ratings year in the HHS Notice of Benefit and Payment Parameter for 2022 Final Rule. |
| QRS rating methodology | The rules for combining measures and converting scores into quality ratings for the QRS. |
| QRS survey measures | QRS measures calculated using enrollee responses to a subset of specified questions in the QHP Enrollee Survey. For a crosswalk that maps each QRS survey measure to the relevant QHP Enrollee Survey item(s), refer to Appendix C of this Guidance. |
| Qualified Health Plan (QHP) | A health insurance plan that has in effect a certification that it meets the standards established by the Patient Protection and Affordable Care Act and supporting regulations, issued or recognized by each Exchange through which such plan is offered. |
| Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) | A survey tool developed, as directed by the Patient Protection and Affordable Care Act section 1311 (c)(4), that includes a comprehensive set of questions related to enrollee experience with their QHP offered through the Exchange. CMS will use enrollee response data for a specified subset of the questions to calculate the QRS survey measures. |

| Term | Definition |
|--|---|
| Qualified Health Plan (QHP) issuer | A health insurance issuer that offers a QHP in accordance with a certification from an Exchange, as defined by 45 C.F.R. § 155.20. Each QHP issuer participating in an Exchange is defined by a separate federal Health Insurance Oversight (HIOS) Issuer ID. Each QHP issuer is defined by a State geographic unit. |
| 2022 Quality Rating System Measure Technical Specifications | A document published on the CMS Health Insurance Marketplace® Quality Initiatives website (http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html) that includes detailed measure specifications and general guidelines for QRS measure data collection. |
| QHP Enrollee Survey sample frame | A text file containing data elements for all survey-eligible enrollees for each reporting unit required to field the survey from which vendors draw the QHP Enrollee Survey sample. QHP issuers must populate a complete, accurate, and valid sample frame of all survey-eligible enrollees for each reporting unit required to field the survey. |
| QHP quality rating information | Information that includes QRS scores and ratings, as well as QHP Enrollee Survey results. |
| Quality Rating System (QRS) | As directed by the Patient Protection and Affordable Care Act section 1311 (c)(3), the QRS is a system of rating QHPs offered through the Exchange based on quality and price. The QHP quality rating information will be provided to individuals and employers to inform their selection of a QHP and will provide a system for monitoring of QHP quality by regulators. |
| QRS rating | Also referred to as “categorical rating” or “star rating.” A discrete value based on a score for QRS components (summary indicators and global), which facilitates consumer understanding of QHP performance. |
| QRS score | A numerical value that indicates the level of QHP performance for QRS measures and hierarchy components (summary indicators and global). For component scores, summary indicator scores are averages of standardized measures scores for a QHP; and the global score is the sum of the weighted summary indicator scores for a QHP. |
| Ratings year | The ratings year refers to the year the data are collected (including fielding of the QHP Enrollee Survey), validated, submitted, and ratings are calculated. |
| Reference group | A population of reporting units that is defined based on specification of a geographical region and/or time period. A reporting unit’s level of performance is relative to the average performance of the national all-product reference group. |
| Reporting unit | The unit by which a QHP issuer groups their enrollees for purposes of QRS and QHP Enrollee Survey measure data collection and submission. The reporting unit for the QRS and QHP Enrollee Survey is defined by the unique State-product type for each QHP issuer. |
| Standardized measure score | A value ranging from 0 to 110 that results from dividing the reporting unit’s measure rate by the benchmark for that measure and multiplying by 100. Under the Benchmark Ratio Approach, a reporting unit would receive a measure score of 100 when the reporting unit meets the target benchmark. Therefore, the Benchmark Ratio Approach allows for the possibility of measure scores to surpass 100. The limit instances in which a reporting unit overperforms on one measure, CMS has established an upper cap of 110 on measure scores to more accurately measure both high and low performers. |
| State-based Exchange (SBE) | An Exchange model in which a State operates its own Health Insurance Exchange, for both the individual and small group markets. An SBE is responsible for certifying QHP issuers, overseeing QHP issuer compliance with federal Exchange quality standards as a condition of certification, and displaying QHP quality rating information to help consumers compare QHPs. |

| Term | Definition |
|--|--|
| State-based Exchange on the Federal Platform (SBE-FP) | An Exchange model in which a State operates its own Health Insurance Exchange, for both the individual and small group markets but relies on the federal platform to perform certain eligibility and enrollment functions. An SBE-FP is responsible for certifying issuers, overseeing issuer compliance with federal Exchange quality standards as a condition of certification. For QHP issuers operating in SBE-FPs, CMS/CCIIO will display QHP quality rating information on HealthCare.gov. |
| Summary indicator | A component of the QRS hierarchy. A score for this component is created by averaging scores from associated measures. |
| Summary-level measure data | The level of QRS clinical measure data that QHP issuers will submit to CMS for each eligible reporting unit. Summary-level data elements are specified for each QRS clinical measure in the <i>2022 Quality Rating System Measure Technical Specifications</i> , and include elements like eligible population (denominator), numerator, and the rate. |
| Survey sample frame | The QHP issuer's eligible population source file that contains a list of the eligible enrollees for which the QHP Enrollee Survey can be administered. The data validator will validate the survey sample frame, and the HHS-approved QHP Enrollee Survey vendor will generate an enrollee sample based on the validated sample frame. |
| Weighted average | An average that is calculated in which some data points (values) contribute more than others to the final average. |

Exhibit 36. List of Acronyms provides definitions for acronyms that appear in this 2022 Guidance.

Exhibit 36. List of Acronyms

| Acronym | Definition |
|-----------------|---|
| ABC | Achievable Benchmarks of Care |
| AHRQ | Agency for Healthcare Research and Quality |
| AMO | Annual Monitoring for Persons on Long-term Opioid Therapy |
| AMR | Asthma Medication Ratio |
| AOD | Alcohol and Other Drug |
| API | Application Program Interface |
| BMI | Body Mass Index |
| BR | Biased Rate |
| BRA | Benchmark Ratio Approach |
| CAHPS® | Consumer Assessment of Healthcare Providers and Systems |
| CCIIO | Center for Consumer Information and Insurance Oversight |
| CSR-I | Insufficient data to calculate a score according to the QRS rating methodology. |
| CSR-NS | Component Score or Rating – Not Scored |
| CMS | Center for Medicare & Medicaid Services |
| DE | Direct Enrollment |
| EPO | Exclusive Provider Organization |
| FFE | Federally-facilitated Exchange |
| HEDIS® | Healthcare Effectiveness Data and Information Set |
| HHS | Department of Health & Human Services |
| HIOS-MQM | Health Insurance Oversight System-Marketplace Quality Module |
| HIPAA | Health Insurance Portability and Accountability Act of 1996 |

| Acronym | Definition |
|---------------|---|
| HMO | Health Maintenance Organization |
| HOQ | Healthcare Organization Questionnaire |
| HPV | Human Papillomavirus |
| HTN | Diagnosis of Hypertension |
| IDSS | Interactive Data Submission System |
| IFP | Individual and Family Plan |
| IHS | Index Hospital Stays |
| INR | International Normalized Ratio Monitoring for Individuals on Warfarin |
| MAT | Medication Assisted Treatment |
| MMR | Measles, Mumps and Rubella |
| M-NS | Measure – Not Scored |
| MQI | Marketplace Quality Initiatives |
| MSD | Marketplace Service Desk |
| NA | Not Applicable |
| NB | Benefit Not Offered |
| NC | Not Calculated |
| NCQA | National Committee for Quality Assurance |
| NG | No Global |
| NQF | National Quality Forum |
| NR | Not Reported |
| OEP | Open Enrollment Period |
| OB/GYN | Obstetrician/Gynecologist |
| PCP | Primary Care Physician |
| PCR | Plan All-Cause Readmissions |
| PDC | Proportion of Days Covered |
| POS | Point of Service |
| PPO | Preferred Provider Organization |
| PQA | Pharmacy Quality Alliance |
| QHP | Qualified Health Plan |
| QI | Quality Improvement |
| QIS | Quality Improvement Strategy |
| QRS | Quality Rating System |
| RAS | Renin Angiotensin System |
| REGTAP | Registration for Technical Assistance Portal |
| ROF | Ratings Output File |
| SBE | State-based Exchange |
| SBE-FP | State-based Exchange on the Federal Platform |
| SERVIS | State Exchange Resource Virtual Information System |
| SHOP | Small Business Health Options Program |

Appendix H. Sample Frame Layout for 2022 QHP Enrollee Survey

An individual sample frame must be generated for each reporting unit required to administer the 2022 QHP Enrollee Survey (i.e., multiple reporting units cannot be combined into a single file) and must include a single record for each enrollee that meets the eligibility requirements outlined in the *Qualified Health Plan Enrollee Experience Survey: Technical Specifications for 2022*. The sample frame must be specific to a given reporting unit (unique state-product type for each QHP issuer) and must **not** be combined with other product lines or products. The required data elements described in Exhibit 38 must be included for each enrollee included in the sample frame.

QHP issuers must attempt to fully populate all sample frame variables.⁷⁸ CMS has included completeness thresholds (i.e., not missing) for variables in the sample frame. Field population for all variables is required, not optional, and QHP issuers should meet these minimum completeness thresholds.

Select variables **must** be populated for every record in the file (0% bias variables). These variables must meet logic agreements for each record in the sample frame. For example, the product type variable must be the same for all records in the sample frame file. Discrepancies in these variables can be indicative of a potential sampling error. The 0% bias variables for 2022 survey administration, in addition to suggested logic checks for each variable are listed in Exhibit 37. Recommended Logic Agreement Checks for 0% Bias Variables:

Exhibit 37. Recommended Logic Agreement Checks for 0% Bias Variables

| Variable | Logic Agreement Checks | Example |
|---------------------|---|---|
| Product Type | <ul style="list-style-type: none"> Must match the reported 3-character Product Type in the Reporting Unit ID variable. Must not be missing. Must be identical for all records in the sample frame. | Reporting Unit ID=12345-TX- PPO ; then Product Type= PPO for all records. |
| Issuer ID | <ul style="list-style-type: none"> Must match the reported 5-digit Issuer ID in the Reporting Unit ID variable. Must not be missing. Must be identical for all records in the sample frame. | Reporting Unit ID= <u>12345</u> -TX-PPO; then Issuer ID= <u>12345</u> for all records. |
| QHP State | <ul style="list-style-type: none"> Must match the reported 2-character QHP State postal code in the Reporting Unit ID variable. Must not be missing. Must be identical for all records in the sample frame. | Reporting Unit ID=12345- <u>TX</u> -PPO; then QHP State= <u>TX</u> for all records. |

⁷⁸ CMS may conduct targeted compliance reviews under 45 C.F.R. § 156.715 to examine QHP issuer compliance with the federal data submission and reporting requirements for the QRS and QHP Enrollee Survey subsequent to the data validation of QRS clinical measures.

| Variable | Logic Agreement Checks | Example |
|--------------------------|---|---|
| Reporting Unit ID | <ul style="list-style-type: none"> Must match the reported values for the Issuer ID, QHP State, and Product Type variables. Must not be missing. Must be identical for all records in the sample frame. Must be listed as it appears in “Reporting Units Required to Submit 2022 QRS Clinical Measure Data and QHP Enrollee Survey Response Data” in the <i>2022 QHP Enrollee Survey: Operational Instructions</i>, which will be available Fall 2021. | Reporting Unit ID= 12345-TX-PPO ; then for all records: <ul style="list-style-type: none"> 5-digit Issuer ID=Issuer ID variable=12345; 2-character QHP state postal code=QHP State variable=TX; 3-character product type=Product Type variable=PPO. |
| Reporting Status | <ul style="list-style-type: none"> Must not be missing. Must be identical for all records in the sample frame. | <ul style="list-style-type: none"> Reporting Status=1 for all records when reporting unit began operating in 2020 or before. Reporting Status=2 for all records when reporting unit began operating in 2021. |
| Total Enrollment | <ul style="list-style-type: none"> Must be total number of enrollees within the reporting unit, not the number of survey-eligible enrollees. Must be greater than 500 and greater than eligible population (sample frame). Must not be missing. Must be identical for all records in the sample frame. Please refer to the Evaluate Reporting Unit Eligibility Criteria section of the <i>2022 QHP Enrollee Survey Technical Specifications</i>. | If a sample frame has 700 records, then Total Enrollment must be greater than 700. |

Specific information about each variable is included in Exhibit 38. 2022 QHP Enrollee Survey Sample Frame Data Elements.

Select variables in the sample frame may be used for case mix adjustment for sampled enrollees when scoring survey results. Incomplete data for a given reporting unit could decrease the amount of data available for case mix adjustment, which may impact scoring precision for both the QHP Enrollee Survey QI Report scores and the scored survey measures included in the Quality Rating System. QHP issuers are expected to provide data based upon completeness thresholds provided in the sample frame layout below. A QHP issuer’s submission of the locked and audited sample frame file to their vendor constitutes the QHP issuer’s attestation to the accuracy, completeness, and quality of data in the sample frame.⁷⁹ Sample frame files not meeting completeness thresholds may be subject to resubmission by the QHP issuer until the completeness thresholds are met. Recommended quality control checks for the sample frame are available in the Create Sample Frame and Draw Sample (Sampling) section of the *Qualified Health Plan Enrollee Experience Survey: Technical Specifications for 2022*.

In the rare instances in which required enrollee data are missing, QHP issuers must denote these data elements with the valid value for *Missing*. QHP issuers may not append any additional data fields to the sample frame that are not specified in the sample frame file layout. All entries must be left justified. The sample frame includes personally identifiable information; therefore, all

⁷⁹ Accuracy, completeness, and data quality are required by CMS. Inaccurate data may affect scoring for both the QHP QI Reports and the QHP Enrollee Survey measures included in the QRS.

vendors and QHP issuers must safeguard sample frame data in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the security requirements outlined in the *Qualified Health Plan Enrollee Experience Survey: Technical Specifications for 2022*.

Exhibit 38. 2022 QHP Enrollee Survey Sample Frame Data Elements

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|------------------------------|------|-----------------------|----------------------|--------------------|---|---|--------------------------------------|
| QHP Issuer Legal Name | Char | 60 | 1 | 60 | Legal name of the issuer of the QHP in which the individual is enrolled, specific to the state in which the QHP is operating. | <p>Note: This variable MUST be identical for all enrollees included in the sample frame and MUST not be blank.</p> <p>Note: Do NOT use acronyms or abbreviations. Do NOT include extra spaces or parentheses. Do NOT include superscript characters or trademark symbols.</p> <p>Note: This variable is used in the QI Reports. Please confirm QHP Issuer Legal Name is spelled correctly.</p> | 100% |
| Product Line | Num | 1 | 61 | 61 | | <p>3 = Exchange</p> <p>Note: A valid value is required for every enrollee in the record. Only “3” is valid for the QHP Enrollee Survey.</p> | 100% |

⁸⁰ Completeness thresholds are the recommended percentage of records with populated data (i.e., not missing) within a sample frame. QHP issuers are expected to meet these completeness threshold requirements or be able to justify any missing information, if requested.

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|---------------------------|------|-----------------------|----------------------|--------------------|---|---|--------------------------------------|
| Product Type | Num | 1 | 62 | 62 | Name of the product type under which the enrollee's QHP falls. | 1 = Health Maintenance Organization (HMO) 2 = Point of Service (POS) 3 = Preferred Provider Organization (PPO) 4 = Exclusive Provider Organization (EPO) Note: A valid value is required for every enrollee in the record. QHP issuers may NOT combine product types. This variable MUST be identical for all enrollees included in the sample frame. Note: This variable MUST match the reported 3-character product type in the Reporting Unit ID variable. For example: Reporting Unit ID = 12345-TX- PPO ; then all Product Type = PPO . Note: This variable MUST not be missing (0% bias variable). | 100% |
| Subscriber ID | Char | 25 | 63 | 87 | Subscriber or family ID number, which is the common ID for the subscriber and all dependents. Each issuer can decide the format used for this ID. | | 100% |
| Enrollee Unique ID | Char | 25 | 88 | 112 | Unique enrollee ID. This ID differentiates between individuals when family members share the Subscriber ID. Each issuer can decide the format used for this ID, given it uniquely identifies the enrollee and can be linked back to the issuer's records. | | 100% |

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|-----------------------------------|------|-----------------------|----------------------|--------------------|---|--|--------------------------------------|
| Enrollee First Name | Char | 25 | 113 | 137 | Enrollee first name | | 100% |
| Enrollee Middle Initial | Char | 1 | 138 | 138 | Enrollee middle initial | | |
| Enrollee Last Name | Char | 25 | 139 | 163 | Enrollee last name | | 100% |
| Enrollee Gender | Num | 1 | 164 | 164 | | 1 = Male 2 = Female 9 = Missing/Not Available Note: A valid value is required for every enrollee in the record. | 90% 10% = 9 |
| Enrollee Date of Birth | Num | 8 | 165 | 172 | | MMDDYYYY | 100% |
| Enrollee Mailing Address 1 | Char | 50 | 173 | 222 | Street address or post office box | | 100% |
| Enrollee Mailing Address 2 | Char | 50 | 223 | 272 | Mailing address, 2nd line (if needed) | | |
| Enrollee City | Char | 30 | 273 | 302 | | | 100% |
| Enrollee State | Char | 2 | 303 | 304 | 2-character Postal Service state abbreviation | | 100% |
| Enrollee Zip Code | Num | 5 | 305 | 309 | 5-digit number | | 100% |
| Enrollee Phone 1 | Num | 10 | 310 | 319 | 3-digit area code plus 7-digit phone number; No separators or delimiters | | 100% |
| Flu Flag | Num | 1 | 320 | 320 | Flu Vaccinations for Adults Ages 18-64 Eligibility Flag coded based on enrollee's age as of July 1, 2021. | 1 = Eligible (the member was born on or between July 2, 1956, and July 1, 2003) 2 = Ineligible (the member was born before July 2, 1956, or after July 1, 2003) Note: A valid value is required for every enrollee in the record. | 100% |

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|----------------------------|------|-----------------------|----------------------|--------------------|---|--|--------------------------------------|
| Enrollee Age | Num | 2 | 321 | 322 | Enrollee age as of December 31, 2021. | Numeric, 2-digit variable. For enrollees age 80 years and older, code as 80. For example, an enrollee who is 89 years of age as of December 31, 2021, will be coded 80. Note: A valid value is required for every enrollee in the record. | 100% |
| Enrollee Education | Num | 1 | 323 | 323 | The highest grade or level of school that the enrollee has completed. | 1 = 8th grade or less 2 = Some high school, but did not graduate 3 = High school graduate or GED 4 = Some college or 2-year degree 5 = 4-year college graduate 6 = More than 4-year college degree 9 = Missing Note: A valid value is required for every enrollee in the record. | |
| Enrollee Employment | Num | 1 | 324 | 324 | Best description of enrollee's employment status. | 1 = Employed full-time 2 = Employed part-time 3 = Homemaker 4 = Full-time student 5 = Retired 6 = Unable to work for health reasons 7 = Unemployed 8 = Other 9 = Missing Note: A valid value is required for every enrollee in the record. | |

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|------------------|------|-----------------------|----------------------|--------------------|---|---|--------------------------------------|
| Issuer ID | Num | 5 | 325 | 329 | Unique HIOS issuer ID number. | <p>Note: A valid value is required for every enrollee in the record. This variable MUST be identical for all enrollees included in the sample frame.</p> <p>Note: This variable MUST match the reported 5-digit Issuer ID in the Reporting Unit ID variable. For example: Reporting Unit ID = 12345-TX-PPO; then all Issuer ID = 12345.</p> <p>Note: This variable MUST not be missing (0% bias variable).</p> | 100% |
| QHP State | Char | 2 | 330 | 331 | State associated with the QHP issuer. This variable is different than Enrollee State. | <p>2-character Postal Service state abbreviation.</p> <p>Note: A valid value is required for every enrollee in the record. This variable MUST be identical for all enrollees included in the sample frame.</p> <p>Note: This variable MUST match the reported 2-character QHP state postal code in the Reporting Unit ID variable. For example: Reporting Unit ID = 12345-TX-PPO; then all Issuer ID = 12345.</p> <p>Note: This variable MUST not be missing (0% bias variable).</p> | 100% |

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|-------------------|------|-----------------------|----------------------|--------------------|---|---|--------------------------------------|
| Reporting Unit ID | Char | 12 | 332 | 343 | Reporting Unit ID. It is made up of the following parts (with a hyphen separating each part): 5-digit Issuer ID, 2-character QHP State postal code, and 3-character Product Type. | <p>5-digit Issuer ID=Issuer ID variable.</p> <p>2-character QHP state postal code=QHP State variable.</p> <p>3-character product type=Product Type (HMO, POS, PPO, EPO) variable.</p> <p>For example: 12345-TX-PPO.</p> <p>Note: A valid value is required for every enrollee in the record. This variable MUST be identical for all enrollees included in the sample frame and the components of this variable MUST match the reported values for the Issuer ID, QHP State, and Product Type variables. For example: Reporting Unit ID = 12345-TX-PPO; then all 5-digit Issuer ID = Issuer ID variable = 12345; all 2-character QHP state postal code = QHP State variable = TX; all 3-character product type = Product Type variable = PPO.</p> <p>Note: This Reporting Unit ID MUST be listed as it appears in the “Reporting Units Required to Submit 2022 QRS Clinical Measure Data and QHP Enrollee Survey Response Data” in the <i>2022 QHP Enrollee Survey: Operational Instructions</i>, which will be made available in the fall of 2021.</p> <p>Note: This variable MUST not be missing (0% bias variable).</p> | 100% |

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|--------------------|------|-----------------------|----------------------|--------------------|---|---|--------------------------------------|
| Metal Level | Num | 1 | 344 | 344 | Metal level associated with enrollee's QHP. | 1 = Platinum 2 = Gold 3 = Silver 4 = Bronze 5 = Catastrophic 6 = Bronze Expanded 9 = Missing Note: A valid value is required for every enrollee in the record. | 100% |

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|-------------------|------|-----------------------|----------------------|--------------------|--|--|--------------------------------------|
| Variant ID | Char | 2 | 345 | 346 | <p>Variant ID associated with enrollee's QHP. Variant IDs 02 and 03 are for federally recognized tribes and eligible Alaska Natives with incomes above 300% of the federal poverty line. The Variant IDs associated with Medicaid Expansion Enrollees (31-36) are determined based on the actuarial value; issuers should have the Variant IDs assigned to their enrollees and plans.</p> <p>Note: Variant IDs relate to the plan's cost-sharing structure.</p> | <p>01 = Exchange variant (No CSR) 02 = Zero Cost Sharing Plan Variation 03 = Limited Cost Sharing Plan Variation 04 = 73% Actuarial Value (AV) Level Silver Plan CSR 05 = 87% AV Level Silver Plan CSR 06 = 94% AV Level Silver Plan CSR 31 = Medicaid Expansion 32 = Medicaid Expansion 33 = Medicaid Expansion 34 = Medicaid Expansion 35 = Medicaid Expansion 36 = Medicaid Expansion 09 = Missing</p> <p>Note: A valid value is required for every enrollee in the record. Only the Variant IDs listed above can be included in the sample frame. Do NOT include enrollees in QHPs offered outside the Exchange (off-Exchange health plans) or in non-QHPs, designated by HIOS Variant ID 00.</p> <p>Note: Variant IDs of 09 = Missing remain in the sample frame. The enrollee is assumed to be eligible (in an on-Exchange health plan) unless there is evidence to suggest otherwise.</p> | 100% |

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|------------------------------------|------|-----------------------|----------------------|--------------------|--|---|--------------------------------------|
| Spoken Language Preference | Num | 1 | 347 | 347 | Enrollee's preferred spoken language. | 1 = English 2 = Spanish 3 = Chinese 4 = Other 9 = Missing Note: A valid value is required for every enrollee in the record. | 50% 50% = 9 |
| Written Language Preference | Num | 1 | 348 | 348 | Enrollee's preferred written language. | 1 = English 2 = Spanish 3 = Chinese 4 = Other 9 = Missing Note: A valid value is required for every enrollee in the record. | 50% 50% = 9 |
| APTC Eligibility Flag | Num | 1 | 349 | 349 | Indicates whether enrollee qualified for an advance premium tax credit (APTC), with or without a cost-sharing reduction. | 1 = Yes 2 = No 9 = Missing Note: If an enrollee is eligible for APTCs at any point during the continuous enrollment period (July 1 through December 31, 2021), the variable should be coded as 1 = Yes. Note: A valid value is required for every enrollee in the record. | 70% 30% = 9 |
| Plan Marketing Name | Char | 250 | 350 | 599 | The common name of the QHP in which the individual is enrolled (e.g., the name a consumer would see on an Exchange website when enrolling or on a bill). | If Missing, use "Unavailable." | 50% 50% = "Unavailable" |

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|--|------|-----------------------|----------------------|--------------------|---|---|--------------------------------------|
| Medicaid Expansion QHP Enrollee | Num | 1 | 600 | 600 | QHPs operating in states with a Section 1115 waiver as part of the Medicaid Expansion MUST include all QHP enrollees and indicate as whether they are enrolled via an 1115 waiver. It is the responsibility of the QHP to know whether their Reporting Units contain such persons. | 1 = Yes 2 = No 3 = Missing 9 = Not Applicable, (State Does Not Have a Medicaid 1115 Waiver) Note: A valid value is required for every enrollee in the record. Note: Organizations with Medicaid Expansion QHP enrollees (1=Yes) should have Variant ID values between -31 and -36. Note: QHPs operating in states without Section 1115 waivers use 9 = Not Applicable. Note: If an enrollee is enrolled via an 1115 waiver at any point during the continuous enrollment period (July 1 through December 31, 2021), the variable should be coded as 1 = Yes. | 100% |
| Reporting Status | Num | 1 | 601 | 601 | This variable is an identifier to determine whether a particular reporting unit is eligible for reporting as part of the Quality Rating System. Only plans that began offering coverage within a state's Exchange in Plan Year 2020 or before are eligible for scoring. | 1 = Issuer began offering this product type within state's Exchange in Plan Year 2020 or before (i.e., operational in 2020, 2021, and 2022) 2 = Issuer began offering this product type within state's Exchange in Plan Year 2021 9 = Missing Note: A valid value is required for every enrollee in the record. Note: This variable MUST not be missing (0% bias variable). | |

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|-------------------------------------|------|-----------------------|----------------------|--------------------|--|---|--------------------------------------|
| Reporting Status (continued) | Num | 1 | 601 | 601 | This variable is based on the plan year the QHP issuer began offering the reporting unit within the state's Exchange. Please refer to the Create Sample Frame and Draw Sample (Sampling) section of the <i>2022 QHP Enrollee Survey Technical Specifications</i> for more information. | <p>Note: Only plans that began coverage within a state's Exchange in Plan Year 2020 or before are eligible for scoring.</p> <p>Note: A reporting unit that began operating in 2021 is required to both field the survey and submit QRS clinical data but is not eligible for scoring. Review the <i>2022 QHP Enrollee Survey: Operational Instructions</i> (available Fall 2022) to confirm whether the reporting unit is required to field the survey and submit QRS clinical data. Review the QRS Scoring Eligibility Criteria section of the <i>2022 QHP Enrollee Survey Technical Specifications</i> to confirm scoring eligibility.</p> <p>Note: The value included for the Reporting Status variable in the sample frame must align with the information submitted via NCQA's HOQ (Has this reporting unit been operational for three years for the exact sample product type [2020, 2021, and 2022]?). If Yes, then Reporting Status=1. If No, then Reporting Status=2.</p> | 100% |

| Variable | Type | Field Position Length | Field Position Start | Field Position End | Description | Valid Values | Completeness Threshold ⁸⁰ |
|-------------------------------|------|-----------------------|----------------------|--------------------|---|---|--------------------------------------|
| Enrollee Email Address | Char | 320 | 602 | 921 | Email address. | Maximum of 64 characters for the user name, 1 character for the @, and 255 characters for the domain name. Note: A valid value is required for every enrollee in the record. If not available, leave blank. Enrollee email addresses are necessary for internet survey administration. | 80% 20% = blank |
| Enrollee Phone 2 | Num | 10 | 922 | 931 | 3-digit area code plus 7-digit phone number; No separators or delimiters | Note: A valid value is required for every enrollee in the record. If not available, leave blank. | |
| Total Enrollment | Num | 9 | 932 | 940 | The total number of members enrolled in the reporting unit. This must be total number of enrollees within the reporting unit, not the number of survey-eligible enrollees. Please refer to the Evaluate Reporting Unit Eligibility Criteria of the <i>2022 QHP Enrollee Survey Technical Specifications</i> . Note: Total Enrollment should be calculated as of 11:59 p.m. ET on January 1, 2022. Note: If total enrollment is 500 or less, consult the <i>2022 QHP Enrollee Survey: Operational Instructions</i> (available Fall 2021) for guidance. | 0 – 999999999 -1 = Unknown/Missing Note: A valid value is required for every enrollee in the record. If unavailable, use -1 = Unknown/Missing. Do NOT leave field blank. Note: This variable MUST be identical for all enrollees included in the sample frame. Note: This variable MUST not be missing (0% bias variable). | 100% |