

STARS MANAGEMENT SUITE 
BY HYPERLIFT

Measure Assessment

Contract: Sample

October 30, 2018

Confidential and Proprietary for Hyperlift, Inc., 2018

Summary Overview

There is significant upside opportunity for this contract to **improve overall Star ratings**. We believe we are on a **two-year plan to achieve a 4-Star rating**. Below is the result of our initial Measure Assessment.

The expected overall Star ratings based on this Measure Assessment range from **3.31 to 3.60** with **3.37 as the most common result**.



These results are based on the targets established during the assessment phase. Below are the details of the complete Measure Assessment.

Prioritized Measures for Stars Year 2021

Measures that can deliver the most overall Star Rating gains

Measure Assessment

Methodology: The prioritized measures (Hyper Measures) are a result of a data-driven analysis to **identify which measures can deliver the most overall Star Rating improvements for this contract.** We analyzed each measure through a series of lenses and applied an analysis of historical measure movement from similar plans to establish our initial round of measure-based performance targets.

Below is a summary view of the **prioritized measures organized by the appropriate Measure Prioritization Lenses.** Details follow.



Below is our list of prioritized measures organized by the Measure Prioritization lenses to provide additional insight into the rationale behind each measure's selection.

Upside Enablement - This lens is primarily cutpoint proximity-based. It identifies measures that have a satisfactory level of control at the plan level and are very close to the next published cutpoint. Based on this contract's performance, achieving an increased Star rating for these measures should be more accessible than other measures.

OPPORTUNITIES

Code	Description	CMS	Target	Weight/LOC
C15	Diabetes Care - Blood Sugar Controlled	63	77	3/3
C24	Customer Service	87	91	1.5/4
C25	Rating of Health Care Quality	85	87	1.5/3
C26	Rating of Health Plan	81	84	1.5/4
C28	Complaints about the Health Plan	0.55	0.9	1.5/4
D04	Complaints about the Drug Plan (D)	0.55	0.2	1.5/4
D08	Rating of Drug Plan (D)	79	82	1.5/4
D09	Getting Needed Prescription Drugs (D)	86	88	1.5/4

Downside Protection - This lens is primarily cutpoint proximity-based. It identifies measures that have a satisfactory level of control at the plan level and are very close to the lower published cutpoint. These measures are at risk of losing a Stars point if this contract's improvement does not keep pace with the industry's improved performance.

THREATS

Code	Description	CMS	Target	Weight/LOC
C14	Diabetes Care - Kidney Disease Monitoring	96	96	1/3
C17	Rheumatoid Arthritis Management	78	78	1/3
C22	Getting Needed Care	84	86	1.5/3
D11	Medication Adherence for Diabetes Medications (D)	78	86	3/3

Low Hanging Fruit - This lens evaluates measures that are not performing at a 5-Star level and that most plans have the ability to impact performance solely under their control.

LEVEL OF CONTROL

Code	Description	CMS	Target	Weight/LOC
C24	Customer Service	87	91	1.5/4
C26	Rating of Health Plan	81	84	1.5/4
C33	Reviewing Appeals Decisions	72	60	1.5/4
D01	Call Center & Foreign Language Interpreter and TTY Availability (D)	93	97	1.5/5
D08	Rating of Drug Plan (D)	79	82	1.5/4
D09	Getting Needed Prescription Drugs (D)	86	88	1.5/4
D10	MPF Price Accuracy (D)	98	100	1/4

Optimize Mean - This lens evaluates measures that have a satisfactory level of control and are most negatively impacting this contract's Reward Factor calculation.

REWARD FACTOR

Code	Description	CMS	Target	Weight/LOC
C12	Osteoporosis Management in Women who had a Fracture	14	25	1/3
C16	Controlling Blood Pressure	44	69	3/3
C24	Customer Service	87	91	1.5/4
C26	Rating of Health Plan	81	84	1.5/4
D08	Rating of Drug Plan (D)	79	82	1.5/4
D09	Getting Needed Prescription Drugs (D)	86	88	1.5/4

Uncover Opportunities - Compare measure performance to any contract or group of contracts in CMS or use one of Hyperlift's pre-populated Peer Groups.

PEERS

Code	Description	CMS	Target	Weight/LOC
C07	Adult BMI Assessment	78	94	1/3
C29	Members Choosing to Leave the Plan	20	9	1.5/4

A background image showing several colorful bingo balls (yellow, green, blue, purple) scattered on a light-colored surface. Some balls have numbers written on them, such as '32' on a green ball and '48' on a yellow ball. The image is slightly blurred, creating a soft, bokeh effect.

Likely Range of Overall Star Rating Outcomes for Stars Year 2021

Based on the associated performance targets

Stars Success Simulator

Methodology: After identifying the measures we want to prioritize and establishing data-driven performance targets by measure, we ran our information through a Monte Carlo simulator. This enabled us to consider and integrate the inevitable variability of Stars ratings and identify a likely range of Stars outcomes based on our expected targets. We can use this information to consider the ROI impact of focusing in certain areas.

Below is the **analysis of the simulation for our projected plan.**

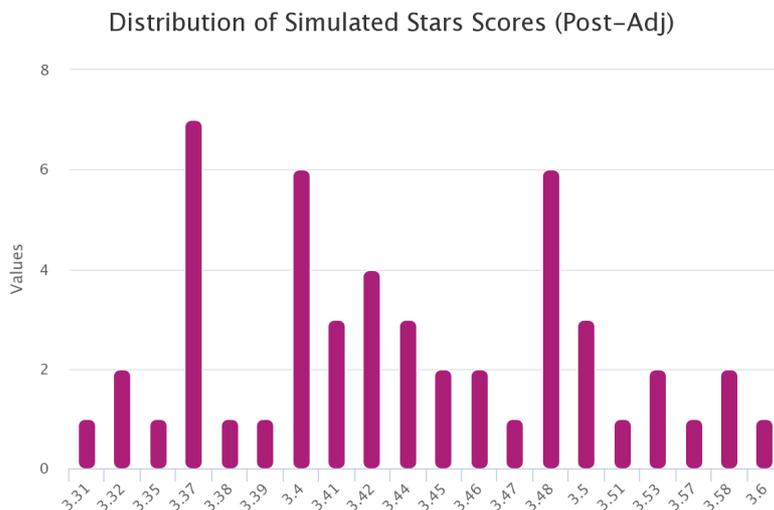
Range of Simulated Star Ratings:

We processed the results of our Measure Assessment through Hyperlift's Monte Carlo simulator 100 times to identify a likely range of overall Star rating outcomes **based on the targets we established**. The results of the simulation showed a **likely range between 3.31 and 3.60** with **3.37** being the most common result.



Simulated Score Distribution:

The chart below displays the **frequency of specific results** throughout the simulation. **80% of results fell between 3.35 and 3.50**.





Critical Measures to Reach These Star Ratings Objectives

Stars 2019 Actuals to Stars Year 2021

Improvement Contribution Analysis

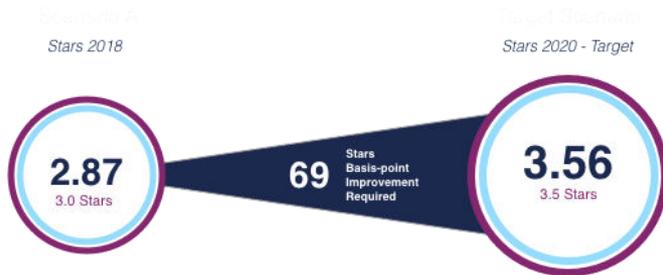
Methodology: Once we created our strategic objectives, we compared our targeted expectations to the Stars 2019 results and calculated the **overall Star rating contribution required for each measure to deliver on that improvement**. We have organized them into specific groups of measures and will be using these insights to optimize the mix of interventions that will deliver the highest ROI for the organization.

Below we identify the **overall performance gap we must close** to reach our objectives and **which measures are most critical**.

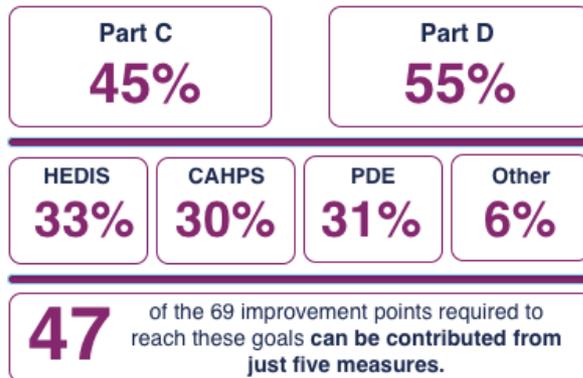
Improvement Margin to Close:

This highlights the performance gap we must close between Stars 2019 and our projections for Stars Year 2021. This shows we have to **increase our overall Star score by 69 basis points to achieve our objectives.**

Achieving these objectives puts us on the path to achieving our **4-star goal and earning over \$8mm in Quality Bonus Payments.**



Critical Component Summary



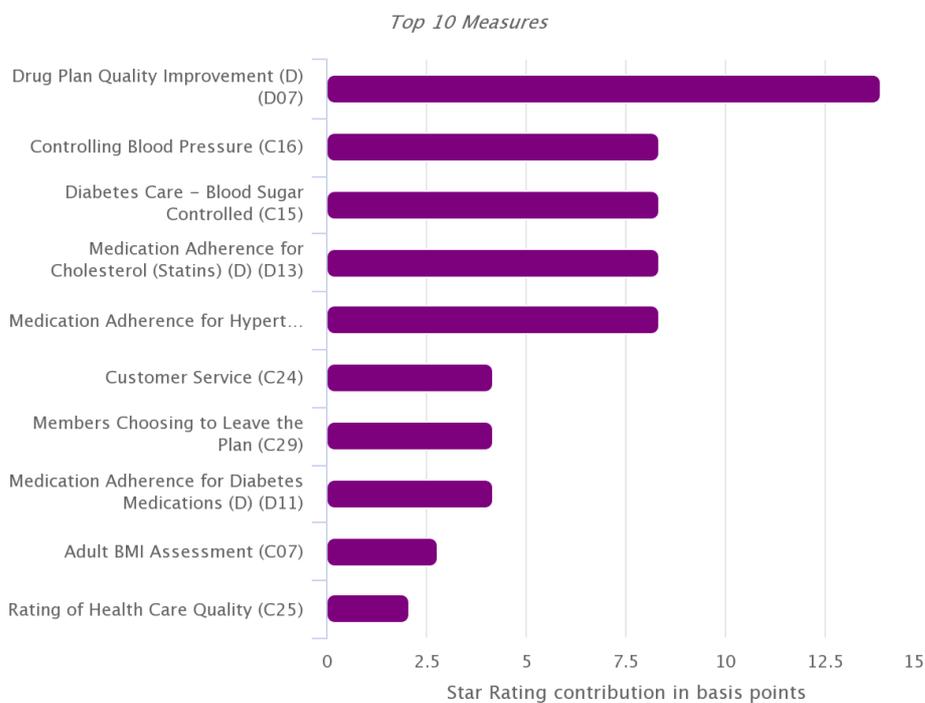
Improvement Contribution by Measure:

This highlights the **most critical measures to prioritize intervention resources** to improve the likelihood of reaching the associated performance targets. These measures **represent a significant portion of the 69 point improvement margin** required to meet our objectives.

The top five measures account for 68% of the required improvement.

The top ten measures account for 94% of the required improvement.

Improvement Contribution by Measure



Next Steps

Preparing to close 2018 out strong and launch strategically for 2019

- Identify measures where we still have time to drive increased Star ratings for Stars year 2020 or get started on Stars 2021
- Work with measure owners to identify and recommend near-term interventions and create the associated business cases
- Load critical interventions into Hyperlift's SMS to track progress over time
- Prepare a formal **Stars Year 2021 Playbook of Activities**
- Establish KPIs and leading indicators and integrate current monthly data for all measures we want to track on a monthly basis

Name

Role

Address

Phone:

Email:

