

CareFirst Clinical Program - 2019 Evaluation Criteria Results

Program	Measure	2019 Target	2019 Actual
Specialty Pharmacy Coordination	<i>Number of members enrolled in the Accordant SPC program with a qualifying condition.</i>	555	375
Comprehensive Medication Review Tier I	<i>Number of Commercial and FEP service requests completed in the reporting month.</i>	1,970	1,650
Pharmacy Advisor - Adherence Counseling	<i>Number of members successfully counseled for adherence.</i>	182,504	198,000
Pharmacy Advisor – Adherence Support	<i>Number of members who successfully received a pharmacy advisor support message.</i>	21,291	40,000
Pharmacy Advisor - Closing Gaps	<i>Number of letters and faxes sent to the prescriber for gaps in care.</i>	23,857	23,000
Safety and Monitoring	<i>Number of members flagged and targeted-letters/faxes are sent to the members' prescribers.</i>	3,629	3,800
Drug Savings Review	<i>Number of members whose prescribers received fax/letters for a DSR intervention.</i>	141,015	160,000
Home Based Services	<i>Number of members enrolled in 2019 in Home Based Services.</i>	3,151	3,000
Hospice and Palliative Care Program	<i>Number of members enrolled in 2019 in Hospice and Palliative Care.</i>	729	850
Skilled Nursing Facility Program	<i>Number of members enrolled in 2019 in Skilled Nursing Facility.</i>	1,116	1,200
Cardiac Rehabilitation Program	<i>Number of members enrolled in 2019 in Cardiac Rehab.</i>		20
Sleep Management Program	<i>Number of members enrolled in 2019 in Sleep Management Program.</i>	427	1,100
Expert Consult	<i>Number of members who will receive an expert consult.</i>		386
Enhanced Monitoring	<i>Number of members engaged in monitoring for chronic conditions.</i>	2,341	2,500
Genetic Testing	<i>Number of members who received authorizations (Approved and Denied).</i>	12,454	10,050
Nurseline	<i>Number of members who completed symptomatic calls.</i>		15,616
Video Visit	<i>Number of members who successfully completed video visits.</i>	9,709	8,000
Substance Use Disorder	<i>Number of members who have initiated treatment for substance use disorder.</i>	1,598	1,600