

# Provider Tip Sheet

## What is HEDIS®?

HEDIS® (Healthcare Effectiveness Data Information Set) is a widely used set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS® measures results and drives improvement efforts surrounding best practices.

## What is the HEDIS® UOP measure looking at?

The measure assesses the opioid dispensing events of members 18 years and older during the calendar year, and calculates three rates associated with high risk of overdose/death:

- Members who use multiple providers (four or greater)
- Multiple pharmacies (four or greater)
- Both multiple providers (four or greater) *and* multiple pharmacies (four or greater)

Note: A lower rate indicates better performance for all three rates.

## Why is the HEDIS® UOP measure important?

High dosage, multiple prescribers and pharmacies are all risk factors for dangerous overdose and death. These measures add health plans to the group of stakeholders currently addressing the opioid epidemic.

## Who is included in the measure?

- Percentage of members with 2 or more opioid dispensing events (on different dates of service) and have at least 15 days covered by Opioids
- Members aged 18+ covered under Commercial, Medicaid, or Medicare LOB

## Which Members are excluded?

- Members using hospice services at any time during the year.
- Additionally, excluded medications include: Injectables, opioid cough and cold products, products used as part of medication-assisted treatment of opioid use disorder (buprenorphine), fentanyl patch and methadone.

## When does the Member 'pass' the measure?

If they have 3 or fewer prescribers and 3 or fewer pharmacies from which they receive opioids.

## What can providers do to help improve HEDIS® UOP rates?

- Have coordination of care conversations with other prescribers involved in care.
- Discuss the risks of using multiple prescribers with member.
- Involve Care Management to ensure coordination of care.
- Check State Prescription Drug Monitoring Program to check status of member prescribing habits.
- Understand community resources and educate staff on what is available.

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