



Platinum Program Metric Definitions

Benchmarks

Benchmarks are established for each metric by region, product type and program and they reflect median level performance for each respective cohort. Benchmarks are updated after the annual evaluation based upon changes in the median level of performance that have occurred during the previous calendar year.

Length of Stay (LOS) Outlier Rate

The Outlier LOS is measured at the individual member admit level, comparing each admission to a matched cohort of patients, within the same condition category and with the same primary diagnosis, at the same Level of Care (LOC), to facilities in the same geographic region, with the same product type and within the same age range. If the facility admission has a higher LOS than the median length of stay of the matched cohort, then it is considered an outlier. The facility ultimately receives a total outlier LOS rate which denotes what percentage of their admissions have higher lengths of stay than the median length of stay of a matched set of patients in the same region. There are no exclusionary criteria for this metric.

30/90 Day Episode Cost Outlier Rate

The Episode Cost is measured at the individual member admit level, comparing each admission to a similar cohort of patients, within the same condition category and with the same primary diagnosis, at the same LOC, to facilities in the same geographic region, with the same product type and within the same age range. If the facility admission has a higher episode cost than the median episode cost of the matched cohort, then it is considered an outlier. The facility ultimately receives a total outlier episode cost rate which denotes what percentage of their admissions have higher episode costs than the median episode cost of a matched set of patients in the same region. An episode of care is measured at the individual member level and includes the behavioral health claims from 3 days prior to admission through 30- or 90-days post discharge. There are no exclusionary criteria for this metric.

Readmission Rates

All eligible facility programs are evaluated using a Readmission metric. A readmission is counted if the member returns to the same or a higher LOC within the specified time frame, 30 or 90 days.

All Inpatient Mental Health programs are evaluated using a 30-day Readmission Rate. Inpatient Substance Use Disorder and Eating Disorder programs and all other LOCs (Residential and Partial Hospitalization programs) use a 90-day Readmission Rate.

Exclusionary criteria are as follows: In-hospital death, direct transfer to another treatment facility at the same LOC but across condition categories, discharge against medical advice (AMA), etc.

7- and 30-Day Follow Up After Discharge for Mental Health/Eating Disorder Programs

The 7 Day Follow-Up Rate measures the percentage of discharges from an acute inpatient, residential or partial hospitalization LOC where the member/patient had a HEDIS-allowable service at an outpatient LOC within 7 days of discharge.

To be included in this metric, the discharged member must have continuous eligibility with Optum for 30 days following the discharge date from an acute, residential, or partial hospitalization behavioral health admission. In addition, the member must have discharged with a principal mental health or eating disorder diagnosis.

Additional exclusionary criteria are as follows: In-hospital death, direct transfer to another acute care or residential facility, discharges with a readmission to an acute or non-acute (e.g., Residential) care facility for a behavioral health condition within 30 days of discharge (only the readmission discharge will be included in measurement), etc.

7- and 30-Day Follow Up After Discharge for Substance Use Disorder

The 7 Day FUI Rate measures the percentage of inpatient, residential treatment, and withdrawal management visits or discharges for a diagnosis of substance use disorder that resulted in follow-up care for a diagnosis of Substance Use Disorder (SUD) within 7 and 30 days.

To be included in these measures, the discharged member must have continuous eligibility with Optum for 30 days following the discharge date from an acute, residential, or partial hospitalization behavioral health admission. In addition, the member must have discharged with a principal substance use disorder diagnosis.

HEDIS-allowable follow-up must be with an outpatient behavioral health or SUD service (telehealth visit, intensive OP therapy, partial hospitalization visit, Opioid treatment, Pharmacotherapy service, non-residential treatment service, residential behavioral health treatment, community mental health center service, observation visit, behavioral health, or SUD assessment).

Certain admissions are excluded from measurement (members in hospice or using hospice services any time during the measurement year and members who died any time during the measurement time frame).

Qualified Admission

The number of admissions that qualified for the readmission and follow-up measures after exclusions were applied.