



PHARMACY QUALITY SOLUTIONS

Humana Outliers Resuming Today in EQuIPP

As of mid-February, Humana has resumed providing outliers in the EQuIPP dashboard. As part of this update, there are key details associated with the Humana-provided outliers that PQS would like to make you aware of:

**There will be two potential outlier types for Humana
(e.g. "Outlier" & "Late Refill")**

1. Outlier (Outlier Type in EQuIPP)

NOTE: this is a change in display from what Humana was providing in the past whereby the outlier type was listed as "Priority".

Adherence/PDC measures

- From February 2017 to Early April, outliers will only be based **upon 2016 claims data**
 - Pharmacies may have a higher number of adherence outliers because of this
 - These will be phased out in the next set of weekly updates in mid-March
- Beginning in **Early April**, 2017 the adherence outliers listed will be those patients who are non-adherent based upon **2017 claims data only**.
- HRM - First Fill HRM outliers will be displayed using 2017 data only. Pharmacies should use this outlier display to proactively address patient medication profiles and consider alternative therapies.
- Humana Outliers can be associated with both the "Humana Quality Network" and Non-Quality network and will be defined within the outliers table in the "Provided by" column and will display as the following.
 - "Humana Qlty Net"
 - "Humana Non-Qlty Net"

Humana is targeting to update outliers as **frequently as weekly** - it is recommended that pharmacies view their dashboard each week to identify new outliers

Please note that if you do not receive outliers associated with one or both of these patient populations, it may be due to the fact that you do not currently have any patient outliers at your pharmacy.

2. "Late Refill"

- This is a new outlier "type". The outlier type will display as "**Late Refill**" NOT "Outlier" since these patients would not actually be outliers during the measurement period that is evaluated.
- These outliers will be determined using **2017 data ONLY** and will only display for 30 days
- This will let pharmacies know of patients who are or were late to refill, in which Humana defines as **11-17 days past due**.
- **NOTE: Pharmacies should not expect the exact number of outliers based on current performance score due to Late Refill outliers being listed**
- These outliers may be helpful to remind pharmacies of patients that are due for a refill and help you keep them from becoming non-adherent.

Designations & Individual PDC Rates

- New Outlier designations and patient-specific PDC rates for Humana patients will be listed by the March 2017 EQuIPP refresh
- PQS will notify pharmacies as early as possible once this has been updated in EQuIPP

As a reminder, if your pharmacy has any outliers listed, they will be found by clicking on the outliers button under the Gap column of the specific measure that you are viewing.

If you have any questions, please click on the Support button located in the top right corner of your EQuIPP dashboard or [CONTACT US](#).



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