

EQR Table 13. Experience of Care Performance Improvement Projects (PIPs) Included in External Quality Review (EQR) Technical Reports, 2025–2026 Reporting Cycle, by State and by Topic Area

Summary: This table shows Experience of Care PIP counts by state and by topic area.^a It also shows the populations included in each topic area's PIPs: adult (A), child (C), both adult and child (B), or unspecified (U). For purposes of this table, the term "child" also includes "adolescents." In the 2025–2026 reporting cycle, 11 states reported at least one Experience of Care PIP. The most common topics were: Health Plan Experience / Satisfaction (6 states reported at least one PIP focused on this topic) and Consumer Assessment of Healthcare Providers and Systems performance^c (4 states).

Topic Area	Total States Reporting PIPs	Total PIPs ^b	ID	NE	LA	MI	MO	NJ	NM	PA	TX	UT	WI
Total PIPs^b	11	48	1	8	1	1	3	9	4	7	3	5	6
CAHPS ^c	4	19	-	B	-	-	B	-	B	C	-	-	-
Health Care Experience / Satisfaction ^d	3	8	-	-	B	-	B	-	-	-	-	B	-
Health Plan Experience / Satisfaction ^e	6	16	B	B	-	A	-	-	-	-	B	B	A
Other Experience of Care Topics Not Classified Elsewhere ^f	1	9	-	-	-	-	-	B	-	-	-	-	-

Acronyms: CAHPS = Consumer Assessment of Healthcare Providers and Systems; CMS = Centers for Medicare & Medicaid Services; EQR = External Quality Review; EQRO = External Quality Review Organization; GU = Guam; MCO = Managed Care Organization; MCP = Managed Care Plan; PCCM = Primary Care Case Management; PIP = Performance Improvement Project; PR = Puerto Rico; USVI = United States Virgin Islands.

Source: EQR technical reports for the 2025–2026 reporting cycle. EQR technical reports must be publicly posted by April 30 of each year. Information about the EQR process is available at <https://www.medicaid.gov/medicaid/quality-of-care/medicaid-managed-care-quality/quality-of-care-external-quality-review>.

Notes: SC did not post EQR technical reports for its MCOs for the 2025-2026 reporting cycle by the April 30 deadline and is not included in this table. The state posted an EQR technical report for an optional EQR of its PCCM entity. During the 2025–2026 reporting cycle, the following eight states and territories did not contract with a qualifying MCP subject to EQR: AK, AL, CT, GU, ME, MT, SD, and USVI.

EQR technical reports must include information on the validation of PIPs required by the state that were underway during the preceding 12 months.

An "A," "C," "B," or "U" indicates the populations included in the state's PIP in each topic; a dash (-) indicates that the state's MCPs did not conduct a PIP related to the topic area. PIPs can focus on an adult (A) population, a child (C) population, or both (B) an adult and child (B) population. If the population could not be determined, it would be listed as unspecified (U) in the table above.

^a The requirements for states to mandate PIPs and have managed care execution of those mandates validated by an EQRO and reported to the state and CMS are detailed in 42 C.F.R. §§ 438.330, 438.358, and 438.364, respectively. PIP validation means that the EQRO assessed the PIP methodology; confirmed the accuracy of the MCP's reported results; and interpreted PIP results, noting whether the interventions are achieving improvement.

^b PIPs can focus on more than one topic area; thus, the PIPs listed in this table are not mutually exclusive. For example, a PIP focused on improving member satisfaction could also address CAHPS and is counted once in the total PIP count, once in the "Health Care Experience / Satisfaction" topic, and once in the "CAHPS" topic. In addition, more than one MCP in a state may conduct a PIP related to each topic area. In this case, each PIP would be counted in the Total PIPs column but would only appear once in the state column if the PIPs focused on the same population.

^c The "CAHPS performance" topic includes PIPs focused on improving response rates for CAHPS surveys or improving performance on CAHPS survey measures related to health care or health plan experience.

^d The "Health Care Experience / Satisfaction" topic includes PIPs focused on improving members' satisfaction with the health care they receive, including interactions with providers, care coordination, and delivery of services. This topic applies when experience is assessed using non-CAHPS methods (e.g., surveys, qualitative feedback, process improvements).

^e The "Health Plan Experience / Satisfaction" topic includes PIPs focused on improving members' satisfaction with their MCP, including plan communication, customer service, benefit navigation, and administrative processes. This topic applies when satisfaction is assessed using non-CAHPS methods.

^f The "Other Experience of Care Topics Not Classified Elsewhere" topic includes PIPs focused on Experience of Care topics not specified above. For example, PIPs in this topic focused on addressing and reducing member grievances and complaints (NJ).