

Overview: The Monitoring Report for the section 1115 eligibility and coverage demonstrations consists of a Monitoring Report Workbook (Part A), Monitoring Report Template (Part B), and a Budget Neutrality Workbook (Part C). Each state with an approved eligibility and coverage policy in its section 1115 demonstration shall complete only one Monitoring Report Template (Part B) that encompasses all eligibility and coverage policies approved in its demonstration as well as the demonstration overall, in accordance with the demonstration's special terms and conditions (STC). This state-specific Part B Template reflects the composition of the eligibility and coverage policies in the state's demonstration. If the eligibility and coverage policies are part of a broader section 1115 demonstration, the state should report on the entire demonstration in the sections that apply to all eligibility and coverage demonstrations. CMS will work with the state to ensure there is no duplication in the reporting requirements for different components of the demonstration. For more information and any questions, the state should contact the section 1115 demonstration team.

Medicaid Section 1115 Eligibility and Coverage Demonstrations Monitoring Report Template

Note: PRA Disclosure Statement to be added here

1. Title page for the state's eligibility and coverage demonstration or eligibility and coverage policy components of the broader demonstration

This section collects information on the approval features of the state's section 1115 demonstration overall, followed by information for each eligibility and coverage policy. Definitions for certain rows are provided below the table. The title page is a brief form that the state completed as part of its monitoring protocol. The title page will be populated with the information from the state's approved monitoring protocol. The state should complete the remaining two rows.

Overall section 1115 demonstration						
State	Arkansas					
Demonstration name	Arkansas Health and Opportunity for Me (ARHOME)					
Approval period for section 1115 demonstration	01/01/22-12/31/26					
Demonstration year and quarter	EandC DY2Q3 report					
Reporting period	07/01/23-09/30/23					
	Premiums or account payments					
Premiums or account payments start date	01/01/22					
Implementation date, if different from premiums or account payments start date	NA					
	Retroactive eligibility waiver					
Retroactive eligibility waiver start date	01/01/22					
Implementation date, if different from retroactive eligibility waiver start date	07/01/22					

Notes:

1. Eligibility and coverage demonstration start date: For monitoring purposes, CMS defines the start date of the demonstration as the *effective* date listed in the state's STCs at time of eligibility and coverage demonstration approval. For example, if the state's STCs at the time of eligibility and coverage demonstration approval note that the demonstration is effective January 1, 2020 – December 31, 2025, the state should consider January 1, 2020 to be the start date of the demonstration. Note that that the effective date is considered to be the first day the state may begin its eligibility and coverage demonstration. In many cases, the effective date is distinct from the approval date of a demonstration; that is, in certain cases, CMS may approve a section 1115 demonstration with an effective date that is in the future. For example,

CMS may approve an extension request on December 15, 2020, with an effective date of January 1, 2021 for the new demonstration period. In many cases, the effective date also differs from the date a state begins implementing its demonstration.

2. Implementation date of policy: The date of implementation for each eligibility and coverage policy in the state's demonstration.

2. Executive summary

The executive summary should be reported in the fillable box below. It is intended for summary-level information only. The recommended word count is 500 words or less.

ARHOME is Arkansas's Medicaid Expansion program serving adults between the ages of 19 and 64 with income below 138% of the federal poverty level. The program operates as a Section 1115 demonstration project, which allows the state to use Medicaid funding to purchase coverage through private Qualified Health Plans (QHPs) for eligible individuals. The program's goals include the following:

- 1. Providing continuity of coverage for individuals
- 2. Improving access to providers
- 3. Improving continuity of care across the continuum of coverage
- 4. Furthering quality improvement and delivery system reform initiatives that are successful across population groups

As part of the demonstration, Arkansas requested and received permission to shorten the allowable retroactive eligibility period from 90 days to 30. The demonstration also included beneficiary premiums of \$13 per month and copays of \$4/\$8, up to a maximum of \$60 per quarter for individuals above 100% of the federal poverty level.

The state implemented other program provisions aimed at improving beneficiaries' health outcomes. In 2022, QHPs were required to provide at least one health improvement incentive to encourage the use of preventive care and one health improvement incentive for each of the following populations:

- Pregnant women, particularly those with high-risk pregnancies
- Individuals with mental illness
- Individuals with substance use disorder
- Individuals with two or more chronic conditions

QHPs were also required to offer one economic independence incentive to encourage advances in beneficiaries' economic status or employment prospects.

CMS approved the new five-year waiver (January 1, 2022, through December 31, 2026) on December 21, 2021.

CMS approved an amendment to the ARHOME demonstration on November 21, 2022, to allow the state to implement the Life360 HOME program. This component of the ARHOME program seeks to provide supplemental care coordination services to address health-related social needs for individuals at high risk of long-term poverty. The amendment also allowed the state to implement copays of \$4.70/\$9.40 for most beneficiaries above 20% of the federal poverty level.

Quarterly copay limits were set to six different levels depending on the beneficiary's federal poverty level.

The most significant change occurring during Q3 2023 was continuing beneficiary disenrollment due to the end of the Public Health Emergency on 3/31/23. The program's enrollment decreased about 17.5% during the quarter.

3. Narrative information on implementation, by eligibility and coverage policy and reporting topic

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
	ams and account payments (PR)			
	d_1. Eligibility and payment amounts			
PR.Mo	od_1.1 Metric trends		·	
1.1.1	Discuss any data trends related to beneficiaries subject to premiums or account payments. Describe and explain changes (+ or -) greater than two percent.	X		
1.1.2	Discuss any data trends related to changes in premium amounts after mid-year change in circumstance or renewal.	X		
1.1.3	Discuss any data trends related to beneficiaries who are granted exemptions from premiums or account payments. Describe and explain changes (+ or -) greater than two percent.	X		
1.1.4	Discuss any data trends related to beneficiaries who paid a premium or account payment during that month. Describe and explain changes (+ or -) greater than two percent.	X		
1.1.5	Discuss any data trends related to beneficiaries who were subject to premiums or account payments but declared hardship. Describe and explain changes (+ or -) greater than two percent.	X		

Prompt PD Med. 1.2 Implementation undete	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
PR.Mod_1.2 Implementation update 1.2.1 Compared to the demonstration design details outlined in the implementation plan, describe any changes or expected changes to how the state defines: 1.2.1.a Beneficiaries exempt from premiums or account payments	X		
1.2.1.b Beneficiaries subject to premiums or account payments but exempt from compliance actions	X		
1.2.1.c Process for claiming financial hardship	X		
1.2.1.d Process for determining premium or account contribution amounts beneficiaries will pay	X		
1.2.1.e Process for determining that beneficiaries have reached the aggregate spending cap specified in the STCs			To determine the total cost sharing to which beneficiaries were subject, the state combined any copay charged to beneficiaries or beneficiaries in their household as recorded in QHP and MMIS claims data and any TEFRA premiums beneficiaries or beneficiaries in their household were charged during the quarter. This total was compared with 5% of the beneficiary's household income for the quarter.
1.2.1.f Other policy changes	X		

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
PR.Me	od_2. Beneficiary account operations			
PR.Me	od_2.1 Metric trends – No metric trend analysis is r	equired for this re	eporting topic.	
PR.Me	od_2.2 Implementation update			
2.2.1	Compared to the demonstration design details outlined in the implementation plan, describe any changes or expected changes to how beneficiary health accounts are administered, including the role of vendors.	NA		
2.2.2	Compared to the demonstration design details outlined in the implementation plan, describe any changes or expected changes to how beneficiary health accounts work, including state contributions, use of account funds to pay for services, and rules for account rollovers and balances.	NA		

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
PR.Mo	od_3. Invoicing and payments			
PR.Mo	od_3.1 Metric trends – No metric trend analysis is r	equired for this re	eporting topic.	
PR.Mo	od_3.2 Implementation update			
3.2.1	Compared to the demonstration design details outlined in the implementation plan, describe any changes or expected changes to invoicing and payment processes (including invoicing, beneficiary payments, grace periods, and deadlines for reporting a change in circumstance that would affect premium liability, and compliance actions).	X		
3.2.2	Compared to the demonstration design details outlined in the implementation plan, describe any changes or expected changes to procedures for beneficiaries to pay premiums or account payments, or for third parties to pay premiums or account payments on behalf of beneficiaries.	X		

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response			
PR.Mo	od_4. Reduction to premiums for non-income relat	ted reasons					
PR.Mo	PR.Mod_4.1 Metric trends No metric trend analysis is required for this reporting topic.						
PR.Mo	od_4.2 Implementation update						
4.2.1	Compared to the demonstration design details outlined in the implementation plan, describe any changes or expected changes to incentives or rewards related to premium or account payments (if applicable).	X					

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
	d_5. Operationalize strategies for noncompliance			
5.1.1	Discuss any data trends related to the number of beneficiaries who have experienced the below. Describe and explain changes (+ or -) greater than two percent. 5.1.1.i New disenrollments	NA		
	5.1.1.ii New suspensions	NA		
5.1.2	Discuss any data trends related to beneficiaries in grace periods, non-eligibility periods, and/or other statuses. Describe and explain changes (+ or -) greater than two percent.	NA		
5.1.3	Discuss any data trends related to the number of beneficiaries who had collectible debt. Describe and explain changes (+ or -) greater than two percent.	NA		
PR.Mo	od_5.2 Implementation update			
5.2.1	Compared to the demonstration design details outlined in the implementation plan, describe any changes or expected changes to: 5.2.1.a Implementation of compliance actions	X		
	5.2.1.b Processes for identifying and tracking beneficiaries at risk of noncompliance	NA		
	5.2.1.c Process for providing advance notice to beneficiaries at risk of suspension or disenrollment for noncompliance	NA		

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
5.2.1.d	Processes for tracking and pursuing collectible debts (if applicable)	NA		
5.2.1.e	Processes for screening those at risk of disenrollment for other Medicaid eligibility groups or exemptions	NA		
5.2.1.f	Appeals processes for beneficiaries subject to premium requirements	X		

		Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
		elop comprehensive communications stra			
		tric trends – <i>No metric trend analysis is r</i> Dlementation update	required for this re	eporting topic.	
6.2.1	Compare implement expected	ed to the details outlined in the ntation plan, describe any change or changes to the state's strategy to icate with beneficiaries about: Compared to the details outlined in the	X		
	0.2.1.a	implementation plan, describe any change or expected changes to the state's strategy to communicate with beneficiaries about:			
	6.2.1.b	Payment process	X		
	6.2.1.c	Rewards for payment (if any)	NA		
	6.2.1.d	Processes for reporting changes in income, making hardship claims, and filing appeals	X		
	6.2.1.e	Consequences of nonpayment	NA		
	6.2.1.f	Non-eligibility periods	NA		
6.2.2	impleme: expected	ed to the details outlined in the ntation plan, describe any change or changes to the information provided on ary invoices.	X		
6.2.3	conducte	any communication or outreach that was ad with partners, such as managed care tions or other contractors, during this a period.	X		

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
6.2.4	Compared to the details outlined in the implementation plan, describe any changes or challenges with how materials or communications were accessible to beneficiaries with limited English proficiency, with low literacy, and in rural areas, and other diverse groups.	X		

		Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
PR.Mo	d_7. Develo	op and modify systems			
PR.Mo	od_7.1 Metr	ic trends – No metric trend analysis is i	equired for this re	eporting topic.	
PR.Mo	d_7.2 Impl	ementation update			
7.2.1	enhanced in the implement of the impleme	whether the state has developed or its systems capabilities as described in mentation plan for: Accepting premiums or account payments	X		
	7.2.1.b	Tracking premiums or account payments	X		
		Establishing beneficiary accounts (if applicable)	NA		
	7.2.1.d	Operationalizing compliance actions (if applicable)	NA		
7.2.2		nny additional systems modifications ate is planning to implement.	X		

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response		
PR.Mo	PR.Mod_8. State-specific metrics					
PR.Mo	d_8.1 Metric trends					
8.1.1	Discuss any data trends related to state-specific metrics. Describe and explain changes (+ or -) greater than two percent.	NA				

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
Retroa	ctive eligibility waiver (RW)			
RW.M	od_1. Retroactive eligibility waiver and demonstra	ation requiremen	its	
RW.M	od_1.1 Metric trends			
1.1.1	Discuss any data trends related to beneficiaries subject to retroactive eligibility waivers. Describe and explain changes (+ or -) greater than two percent.	NA		RW_2 increased during the quarter due to beneficiaries being disenrolled after the public health emergency ended and then reenrolling once they realized they had been disenrolled.
RW.M	od_1.2 Implementation update			
1.2.1	Compared to the demonstration design details outlined in the implementation plan, describe any changes or expected changes to how the state will determine whether beneficiaries are exempt from the retroactive eligibility waiver.	X		
1.2.2	Compared to the demonstration design details outlined in the implementation plan, describe any modifications or expected modifications to Medicaid applications to reflect the retroactive eligibility waiver.	X		
1.2.3	Report any modifications to the appeals processes for beneficiaries subject to retroactive eligibility waivers.	X		

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
RW.M	od_2. Develop comprehensive communications str	ategy		
RW.M	od_2.1 Metric trends – <i>No metric trend analysis is</i>	required for this r	reporting topic.	
RW.M	od_2.2 Implementation update			
2.2.1	Compared to the details outlined in the implementation plan, describe any change or expected changes to the state's strategy for communicating to beneficiaries about changes to retroactive eligibility policies.	X		
2.2.2	Describe any communication or outreach that was conducted with partner organizations, including managed care organizations and community organizations.	X		
2.2.3	Describe any communication or outreach that was conducted with providers.	X		

Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
RW.Mod_3. State-specific metrics			
RW.Mod_3.1 Metric trends			
3.1.1 Discuss any data trends related to state-specific metrics. Describe and explain changes (+ or -) greater than two percent.	X		

4. Narrative information on implementation for any demonstration with eligibility and coverage policies

Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
AD.Mod_1 Metrics and operations for any demonstration reporting on the state's broader section 1115 demonstration states, report for all beneficiaries in the demonstration, report for all beneficiaries in the demonstration, report for all beneficiaries in the demonstration.	ion. In support o	of CMS's efforts to si	implify data collection and support analysis across

1.1.1	Discuss any data trends related to overall enrollment in the demonstration. Describe and explain changes (+ or -) greater than two percent.	AD_7- AD_12 AD_19	The program's enrollment (AD_1) decreased about 17.5% during the quarter due to continuing disenrollments due to the en Public Health Emergency on 3/31/23. In number of people in a QHP increased in August, while the number of people aw enrollment in a QHP decreased. This we the end of the suspension of auto-assign Beginning September 1, 2022, DHS op suspend enrollee auto-assignment into thelp with budgetary constraints. After months of suspended auto-enrollment, enrollments dropped below the specific threshold, and auto-assignment resumed 25,000 beneficiaries who had been awa QHP enrollment were assigned to a QH an enrollment start date of August 1, 20 We believe AD_4 increased significant	d of the The aiting as due to aments. Ited to QHPs to aitine QHP d. About iting P, with 23.
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	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
1.1.2	Discuss any data trends related to mid-year loss of demonstration eligibility. At a minimum, changes (+ or -) greater than two percent should be described.		AD_7-10	Closures other than at renewal (AD_7-AD_10) continued to be higher than in 2022 due to the end of the Public Health Emergency, but did not follow a predictable pattern, due to the unprecedented nature of the PHE.
1.1.3	Discuss any data trends related to enrollment duration at time of disenrollment. Describe and explain changes (+ or -) greater than two percent.		AD_12	Closures other than at renewal continued to be higher than in 2022 due to the end of the Public Health Emergency, affecting the duration of enrollment metrics (AD_12-AD_14). But the increase did not follow a predictable pattern, due to the unprecedented nature of the PHE.
1.1.4	Discuss any data trends related to renewals. Describe and explain changes (+ or -) greater than two percent.		AD_17; AD_19- AD_21	Beneficiaries with a renewal due (AD_15-AD_21) continued at higher than normal levels in July due to the end of the Public Health Emergency and the redetermination process that reset renewal due dates to the months following the 3/31/23 PHE end date. Renewals decreased in August, with a resumption to more normal levels.

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
1.1.5	Discuss any data trends related to cost sharing limits. Describe and explain changes (+ or -) greater than two percent.		AD_23	In reporting AD_23, we discovered data issues resulting in some people appearing to have paid cost sharing that exceeded the 5% household limit. We believe these results stem from retroactive changes affecting beneficiaries' FPL after a copay has been charged, misalignment of the household income used to determine FPL for eligibility and household income used to determine copays, and QHPs unintentionally overcharging client copays. AD_23 continued decreasing during Q3 due to several steps the state has taken to address these issues. Eligibility caseworkers have received additional training to ensure the household income used to determine FPL is the same household income entered and later used to determine cost sharing limits. Additionally, DHS has worked with ARHOME QHPs to identify and avoid charging excessive copays (for example, reporting back to them beneficiaries who were charged more than the highest quarterly limit and requiring beneficiary repayment).
1.1.6	Discuss any data trends related to appeals and grievances. Describe and explain changes (+ or -) greater than two percent.		AD_24-AD_28	AD_24 increased during Q3 due to the end of the public health emergency, which caused an increase in adverse redeterminations and therefore appeals of those decisions.
1.1.7	Discuss any data trends related to access to care. Describe and explain changes (+ or -) greater than two percent.	X	AD_29-AD_32	
1.1.8	Discuss any data trends related to quality of care and health outcomes. Describe and explain changes (+ or -) greater than two percent.	NA		

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
1.1.9	Discuss any data trends related to administrative costs. Describe and explain changes (+ or -) greater than two percent.	NA		
AD.M	od_1.2. Implementation update			
1.2.1	Highlight significant demonstration operations or policy considerations that could positively or negatively impact beneficiary enrollment, compliance with requirements, access to services, timely provision of services, budget neutrality, or any other provision that has potential for beneficiary impacts. Also note any activity that may accelerate or create delays or impediments in achieving the demonstration's approved goals or objectives, if not already reported elsewhere in this document. See Monitoring Report Instructions for more detail.			The Public Health Emergency ended 3/31/23, causing an increase in disenrollments from the ARHOME program. The program lost 17.5% of its enrollment over the course of Q3 2023.

	Prompt	State has no trends/update to report (place an X)	Related metric(s) (if any)	State response
AD.Mo	od_2. State-specific metrics			
AD.Mo	od_2.1 Metric trends			
2.1.1	Discuss any data trends related to state-specific metrics. Discuss each state-specific metric trend in a separate row. Describe and explain changes (+ or -) greater than two percent.	NA		

5. Narrative information on other reporting topics

	Prompt	State has no update to report (place an X)	State response
1.	Budget neutrality		
1.1	Current status and analysis		
1.1.1	Discuss the current status of budget neutrality and provide an analysis of the budget neutrality to date. If the eligibility and coverage policy component is part of a comprehensive demonstration, the state should provide an analysis of the eligibility and coverage policy related budget neutrality and an analysis of budget neutrality as a whole.		With a PMPM cost of \$747.46 for the first three quarters of the demonstration year, the state is currently under the budget neutrality limit of \$758.85. This does not include the final annual cost settlement reconciliation the state has with the carriers to adjust for actual cost share reduction payments.
1.2	Implementation update		
1.2.1	Describe any anticipated program changes that may impact financial/budget neutrality.		With the implementation of the Life360 HOME component of the ARHOME waiver, the state anticipates new expenditures in the coming quarters. Because these expenditures are reported separately from ARHOME's PMPM budget neutrality, the state expects no impact from the Life360 HOME program to its PMPM cost.

2 Flic	Prompt gibility and coverage demonstration evaluation update	State has no update to report (place an X)	State response
	arrative information	,	
2.1.1	Provide updates on eligibility and coverage policy evaluation work and timeline. The appropriate content will depend on when this report is due to CMS and the timing for the demonstration. There are specific requirements per 42 Code of Federal Regulations (CFR) § 431.428a(10) for annual [monitoring] reports. See Monitoring Report Instructions for more details.		Work on the ARHOME evaluation continued. DHS met all evaluation timelines and expects no barriers in meeting future timelines.
2.1.2	Provide status updates on deliverables related to the demonstration evaluation and indicate whether the expected timelines are being met and/or if there are any real or anticipated barriers in achieving the goals and timeframes agreed to in the STCs.		Work on the ARHOME evaluation continued. DHS met all evaluation timelines and expects no barriers in meeting future timelines.
2.1.3	List anticipated evaluation-related deliverables related to this demonstration and their due dates.		Draft Life360 HOME Interim Evaluation is due 12/31/25 Draft ARHOME Interim Evaluation is due 12/31/25 Draft Life360 HOME Summative Evaluation is due 6/30/29 Draft ARHOME Summative Evaluation is due 6/30/29

	Prompt	State has no update to report (place an X)	State response
	er eligibility and coverage demonstration reporting		
3.1 Ge	neral reporting requirements		
3.1.1	Describe whether the state foresees the need to make future changes to the STCs, implementation plan, or monitoring protocol, based on expected or upcoming implementation changes.		The state submitted an amendment request to implement an Opportunities for Success Initiative to incentivize and connect ARHOME beneficiaries to work, education, volunteering activities and resources to address health-related social needs. If granted, this amendment would require changes to the ARHOME STCs.
3.1.2	Compared to the details outlined in the STCs and the monitoring protocol, describe whether the state has formally requested any changes or whether the state expects to formally request any changes to: 3.1.2.a The schedule for completing and submitting monitoring reports		The STCs call for the state to submit a monitoring protocol for the Life360 HOME program 150 days after the November 1, 2022, approval of the amended STCs. CMS has indicated it will not expect the state to submit the revised monitoring protocol until CMS has provided the monitoring metrics it expects the state to report.
	3.1.2.b The content or completeness of submitted monitoring reports and or future monitoring reports	X	
3.1.3	Describe whether the state has identified any real or anticipated issues submitting timely post-approval demonstration deliverables, including a plan for remediation.		The STCs call for the state to submit a monitoring protocol for the Life360 HOME program 150 days after the November 1, 2022, approval of the amended STCs. CMS has indicated it will not expect the state to submit the revised monitoring protocol until CMS has provided the monitoring metrics it expects the state to report.
3.1.4	Provide updates on the results of beneficiary satisfaction surveys, if conducted during the reporting year, including updates on grievances and appeals from beneficiaries, per 42 CFR 431.428(a)5	X	

	Prompt	State has no update to report (place an X)	State response	
3.2 Post-award public forum				
3.2.1	If applicable within the timing of the demonstration, provide a summary of the annual post-award public forum held indicating any resulting action items or issues. A summary of the post-award public forum should be included here for the period during which the forum was held and in the annual monitoring report.	X		

	Prompt	State has no update to report (place an X)	State response
4.	Notable state achievements and/or innovations	(place all A)	State response
4.1	Narrative information		
4.1.1	Provide any relevant summary of achievements and/or innovations in demonstration enrollment, benefits, operations, and policies (1) pursuant to the eligibility and coverage policy hypotheses (or if broader demonstration, then eligibility and coverage policy related) or (2) that served to provide better care for individuals, better health for populations, and/or reduce per capita cost. Achievements should focus on significant impacts to beneficiary outcomes. Whenever possible, the summary should describe the achievement or innovation in quantifiable terms (e.g., number of impacted beneficiaries).	X	

^{*}The state should remove all example text from the table prior to submission.

Note: States must prominently display the following notice on any display of measure rates based on NCQA technical specifications for 1115 eligibility and coverage demonstration monitoring metrics:

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