

EQR Table 12. Non-Clinical Performance Improvement Projects (PIPs) Included in External Quality Review (EQR) Technical Reports, 2023–2024 Reporting Cycle, by Topic Area

Summary: This table shows Non-Clinical PIP counts by state and by topic area.^{a, b} It also shows the populations included in each topic area's PIPs: adult (A), child (C), or unspecified (U). For purposes of this table, the term “child” also includes “adolescents.” In the 2023–2024 reporting cycle, 23 states reported at least one Non-Clinical PIP. The three most common topics were: (1) Timely Documentation (10 states reported at least one PIP focused on this topic), (2) Data Quality and SDOH/HSRN (8 states, each), and (3) Health Equity and Other Non-Clinical Topics Not Classified Elsewhere (5 states, each).

Topic Area	Total States Reporting PIPs	Total PIPs ^c	State																									
			AR	AZ	CA	DE	FL	GA	IL	IN	KS	MA	MI	NC	NE	NH	NV	RI	SC	TN	UT	WA	WI	WV	WY			
Total PIPs^c	23	126	4	2	22	2	14	1	11	11	2	17	14	3	1	3	1	4	1	5	1	2	2	1	2			
Data Quality ^d	8	24	A, C	A, C	A, C	-	-	-	-	-	-	-	A	A, C	-	-	-	-	A, C	A	-	A, C	-	-	-			
Enrollment ^e	4	7	-	-	A, C	-	-	C	-	-	-	-	-	A, C	-	-	-	A, C	-	-	-	-	-	-	-			
Health Equity ^f	5	21	-	-	A	-	-	-	-	-	A, C	A, C	-	-	-	-	-	-	-	-	-	A	C	-	-			
Provider Satisfaction	2	2	-	-	-	-	-	-	-	-	-	-	-	A	-	-	-	-	-	-	-	-	-	-	C			
SDOH/HSRN ^g	8	36	-	-	A, C	-	A, C	-	A, C	-	A, C	-	-	-	-	-	A, C	-	-	A, C	-	-	C	C	-			
Timely Documentation	10	39	A, C	-	A, C	A, C	-	-	-	A, C	-	A, C	A	A, C	-	U	-	-	-	A	A, C	-	-	-	-			
Other Non-Clinical Topics Not Classified Elsewhere ^h	5	6	-	-	A, C	A, C	-	-	-	-	-	-	-	-	A	-	-	-	-	A, C	-	-	-	-	C			

Acronyms: CMS = Centers for Medicare & Medicaid Services; EQR = External Quality Review; EQRO = External Quality Review Organization; GU = Guam; HRSN = Health-Related Social Needs; MCP = Managed Care Plan; PIP = Performance Improvement Project; PR = Puerto Rico; SDOH = Social Determinants of Health; USVI = United States Virgin Islands.

Source: EQR technical reports for the 2023–2024 reporting cycle. States must post EQR technical reports on their websites 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/external-quality-review/index.html>.

Notes: The following three states posted their EQR technical reports after the April 30 deadline but are included in this analysis: FL, MN, and VT. ID and MO did not post EQR technical reports for the 2023–2024 reporting cycle and are not included in this analysis. CA posted one of its MCP EQR technical reports after the April 30 deadline, but this analysis includes data from all MCPs. During the 2023–2024 reporting cycle, the following eight states and territories did not contract with a qualifying MCP subject to EQR: AK, CT, GU, ME, MT, OK, 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,” or “U” indicates the populations included in the state’s PIP in each domain; a dash (-) indicates that the state’s MCPs did not conduct a PIP related to the domain. PIPs can focus on an adult (A) population, a child (C) population, or an adult and child population (A, C). For some PIPs, the population could not be determined and is 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 Non-clinical PIPs focus on service delivery processes or operational functions. 42 C.F.R. § 438.330(d)(1) specifies that states must require that PIPs focus on both clinical and non-clinical areas. Some MCPs design PIPs that include both clinical and non-clinical focus areas, while others have separate clinical and non-clinical PIPs.

^c 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 timely documentation could also address data quality and is counted once in the total PIP count, once in the “Timely Documentation” topic, and once in the “Data Quality” 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.

^d The “Data Quality” topic includes PIPs focused on improving quality of clinical or administrative data.

^e The “Enrollment” topic includes PIPs focused on increasing timely enrollment in managed care.

^f The “Health Equity” topic includes PIPs focused on improving health equity or reducing disparities related to a non-clinical experience.

^g The “SDOH/HSRN” topic includes PIPs focused on addressing SDOH/HSRN related to a non-clinical experience.

^h The “Other Non-Clinical Topics Not Classified Elsewhere” topic includes PIPs focused on non-clinical topics not specified above. For example, PIPs in this topic focused on optimizing the waiting room experience (CA), wellness programs (DE), providers’ receipt of cultural competency training (NE), digital outreach consent (TN), and patient engagement and implementation with the state’s care management entity (WY).