



IMPROVING HEALTH CARE QUALITY

Use of Opioids from Multiple Providers

Blue Cross and Blue Shield of New Mexico (BCBSNM) collects quality data from our providers to measure and improve the care our members receive. Use of Opioids from Multiple Providers (UOP) is just one aspect of care we measure in our quality programs. Quality measures evaluate a prior calendar year performance.

What We Measure

We capture the percentage of members 18 years and older who receive prescription opioids from multiple providers for more than 15 days during the measurement year. Three rates are reported:

- Multiple prescribers: The percentage of members receiving prescriptions for opioids from four or more different prescribers during the measurement year.
- Multiple pharmacies: The percentage of members receiving prescriptions for opioids from four or more different pharmacies during the measurement year.
- Multiple prescribers and multiple pharmacies: The percentage of members receiving prescriptions for opioids from four or more different prescribers and four or more different pharmacies during the measurement year.

A lower rate represents more appropriate prescribing, which indicates better performance.

UOP is a Healthcare Effectiveness Data and Information Set (HEDIS®) measure. See the [National Committee for Quality Assurance \(NCQA\) website](#) for more details.

Why It Matters

People who receive opioids from four or more prescribers or four or more pharmacies are more likely to die from opioid-related overdoses than those who receive opioids from one prescriber or one pharmacy. With opioid-related deaths on the rise, it's important to limit risks.



Eligible Population

Members ages 18 and older as of Jan. 1 of the measurement year are included in this measure.

Exclusions: Members in hospice are excluded from this measure.

Tips to Consider

- Review the prescription monitoring program whenever an opioid is prescribed.
- Talk with members about having opioids prescribed by only one prescriber and receiving them from just one pharmacy.
- Use a pain management agreement with members.

How to Document

Data for this measure is collected from pharmacy claims data.

Opioid Medications Include:

- | | | |
|---|-----------------|---------------|
| • Benzhydrocodone | • Hydrocodone | • Opium |
| • Buprenorphine (buccal film and transdermal patch) | • Hydromorphone | • Oxycodone |
| • Butorphanol | • Levorphanol | • Oxymorphone |
| • Codeine | • Meperidine | • Pentazocine |
| • Dihydrocodeine | • Methadone | • Tapentadol |
| • Fentanyl | • Morphine | • Tramadol |

For more information, see [NCQA's HEDIS Measures and Technical Resources](#).



Questions?

Contact your BCBSNM Network Representative.

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