

The Center for Medicaid and CHIP Services (CMCS) partners with states to share promising practices and provide technical assistance (TA) to improve the quality of care for Medicaid and Children’s Health Insurance Program (CHIP) beneficiaries. This Resource List provides links to resources developed by CMCS across four focus areas.

- Quality Improvement
- Performance Measurement
- Managed Care Quality
- Medicaid and CHIP Analytics



To access an electronic version of the Resource List and links from a printed copy, please use the QR code at the right.

QUALITY IMPROVEMENT

The CMCS Quality Improvement (QI) Program provides state Medicaid and CHIP agencies and their QI partners with the information, tools, and support they need to improve care and health outcomes. Various tools are available to help states build QI knowledge and skills; develop QI projects; and implement, spread, and scale-up QI initiatives. Resources for the seven QI TA focus areas are available at the links in the box to the right. Common tools available in the QI TA focus areas include:

- **Getting started videos:** Describe how Medicaid and CHIP agencies can start a QI project in a specific focus area. The approach begins with driver diagrams and small tests of change, enabling state teams to “learn their way” toward strong programs and policies.
- **Driver diagrams and change idea tables:** A driver diagram is a visual display of what “drives” or contributes to improvements. Understanding drivers leads to the identification of change ideas, evidence-based or evidence-informed QI interventions, tailored for Medicaid and CHIP.
- **Measurement strategies:** Provide examples of measures that can be used to test, implement, and monitor QI projects.
- **Open School and Office Hours:** Open School offers Medicaid and CHIP staff an opportunity to learn QI skills through a series of short lessons. Office Hours enable Medicaid and CHIP staff to discuss their QI questions with an improvement advisor and CMS staff.
- **Affinity Group State Highlights:** From 2020 to 2024, CMS supported 54 state team QI projects as part of seven affinity groups. State team projects and lessons learned are described in Affinity Group Highlights briefs.
- **COMING SOON! QI Technical Assistance Workbook:** The QI TA Workbook will provide a step-by-step guide to designing and implementing a Medicaid and CHIP QI project, based on the [Model for Improvement](#).

Links to the QI TA focus areas and resources on Medicaid.gov

- [Postpartum Care](#)
- [Infant Well-Child Visits](#)
- [Timely Health Care for Children and Youth in Foster Care](#)
- [Oral Health Prevention in Primary Care](#)
- [Asthma Control](#)
- [Tobacco Cessation](#)
- [Behavioral Health Follow-up Care](#)

For More Information

If you have questions about CMCS's QI Initiatives, such as information on Open School and Office Hours, or would like to request technical assistance, please contact MedicaidCHIPQI@cms.hhs.gov.

MANAGED CARE QUALITY

As the dominant delivery system for Medicaid and CHIP, managed care has enormous potential to improve health care quality and outcomes. States with managed care contracts must carry out a set of managed care quality (MCQ) oversight activities, which states can align with other QI initiatives. Technical assistance resources include:

- [Quality Strategy \(QS\) Toolkit](#). Describes QS regulatory requirements and provides considerations for state Medicaid and CHIP programs to help them improve their QS.
- [Using State Quality Strategies for QI in Medicaid and CHIP video and slide deck](#). Provides an overview of managed care quality strategies and how state Medicaid and CHIP programs can use them to support QI initiatives.
- [2023 External Quality Review \(EQR\) Protocols](#). Provides instructions, guidelines, worksheets, and tools that state Medicaid and CHIP programs, and their External Quality Review Organizations (EQRO) can use to conduct EQR activities. Includes the new Network Adequacy Validation protocol, which must be included in EQR technical reports due April 30, 2025.
- [Using EQR for QI in Medicaid and CHIP video and slide deck](#). Provides an overview of EQR technical reports and how state Medicaid and CHIP programs can use them to support QI initiatives.
- [2022-2023 EQR aggregate summary tables](#). Includes extracted and aggregated performance measures and performance improvement project (PIP) information from state EQR technical reports. State Medicaid and CHIP programs can use this information in various ways, including identifying new managed care plan quality assessment and performance improvement (QAPI) measures and potential PIP topics and interventions.
- [Using Medicaid and CHIP Managed Care Quality Oversight Activities for QI webinar](#). Provides an overview of managed care quality oversight activities and how Medicaid and CHIP programs can use them to support QI initiatives.
- [Medicaid and CHIP \(MAC\) Quality Rating System \(QRS\) website](#). Provides details about the MAC QRS, including technical resources such as prototypes, video walkthroughs, and a recorded webinar.

For More Information

More information about CMCS's resources to support managed care quality is available on the [Managed Care Quality](#) page and [Managed Care Quality Improvement](#) page on Medicaid.gov.

If you have questions about MCQ oversight activities or would like to request technical assistance, please contact ManagedCareQualityTA@cms.hhs.gov.

PERFORMANCE MEASUREMENT

The [Child and Adult Core Sets](#) measure the overall national quality of care for beneficiaries, monitor performance at the state level, and improve the quality of health care. CMCS provides TA to help states collect, report, and use the Core Set measures to improve the quality of care in Medicaid and CHIP. Resources are described below.

Mandatory Core Sets Reporting Final Rule and Reporting Guidance

Beginning in FFY 2024, reporting is mandatory for all Child Core Set measures and behavioral health measures on the Adult Core Set. These resources provide additional information on the requirements:

- [Mandatory Medicaid and CHIP Core Set Reporting Final Rule](#) (August 2023), outlines reporting requirements.
- [State Health Official \(SHO\) letter](#) (December 2023), provides further guidance and outlines expectations for submission of quality measure data.

FFY 2024 Core Sets Reporting Resources

- [Core Set Home Pages \(Child, Adult\)](#). Provide information and relevant resources related to the Core Sets.
- [2024 Core Set Measure Lists \(Child, Adult\)](#). Identify the measures, measure stewards, CMS Measures Inventory Tool (CMIT) number, and the data collection method.
- [FFY 2024 Core Set Technical Specifications and Resource Manuals \(Child, Adult\)](#). Provide general information on data collection and reporting, as well as technical specifications and measure-specific reporting guidance for each measure in the 2024 Core Sets. Note that the specifications are intended solely for the purpose of state reporting of the Child and Adult Core Set measures due to measure steward licensing restrictions.
- [FFY 2024 Summary of Updates \(Child, Adult\)](#). Describe changes between the FFY 2023 and 2024 resource manuals.
- [FFY 2024 Core Set Measurement Period Tables \(Child, Adult\)](#). Specify the measurement period for the denominators, numerators, and continuous enrollment periods for each Core Set measure.

Other FFY 2024 Core Set Reporting Resources

- [FFY 2024 Data Quality Checklist](#). Helps states improve the completeness, accuracy, consistency, and documentation of data reported for the Core Sets measures.
- [Calculating State-Level Rates Using Data from Multiple Reporting Units TA Resource](#). Describes approaches to calculating and reporting state-level rates using data from multiple reporting units and data collection methods.
- [Measure-Specific Attribution Guidance for the FFY 2024 Core Set Measures TA Resource](#). Provides measure-specific guidance for attributing beneficiaries to Medicaid or CHIP when reporting separate Medicaid and CHIP rates, to help states ensure that each eligible beneficiary is included in the measure calculation and there is no duplication or double-counting.
- **COMING SOON!** [Reporting Stratified Results in the Quality Measure Reporting System for the 2024 Child, Adult, and Health Home Core Sets TA Resource](#). Provides guidance around the stratification categories, measures, and rates.

2022 Core Sets Measure Performance

FFY 2022 is the most recent year of public reporting available for the Child and Adult Core Sets. The following resources are available on Medicaid.gov:

- [Summary Fact Sheet](#). Provides an overview of findings from FFY 2022 reporting.
- [Core Set Chart Packs \(Child, Adult\)](#). Summarize state reporting on all 2022 Child and Adult Core Sets measures and provides summary performance data on frequently reported measures.

- **Performance on the Core Set Measures (Child, Adult).** State-level tables for each frequently reported measure (reported by 25 or more states and which met CMS’s standards for data quality).
- **Quality Measure Datasets (Child, Adult).** Raw data files that provide summary and state-level performance data on frequently reported Child and Adult Core Sets measures.

For More Information

If you have questions about Medicaid and CHIP Performance Measurement or would like to request technical assistance, please contact MACQualityTA@cms.hhs.gov.

MEDICAID AND CHIP ANALYTICS

CMCS creates a variety of Medicaid and CHIP data products about people enrolled in Medicaid and CHIP, their health care needs, and service utilization. Selected data products include the following:

- **[Medicaid and CHIP Beneficiary Profile](#)** and **[Medicaid and CHIP At-a-Glance Infographic](#)**. Provides an overview of the characteristics, health status, access, utilization, expenditures, and experience of Medicaid and CHIP beneficiaries, with a special section on health-related social needs. (Released April 2023)
- **[Medicaid and CHIP Beneficiaries at a Glance: Child and Adolescent Behavioral Health Infographic](#)**. Provides an overview of parent-reported behavioral health status, parent-reported unmet need for mental health treatment, self-reported mental health status and substance use, and behavioral health service use during the COVID-19 pandemic for children and adolescents. (Released October 2023)
- **[Medicaid and CHIP Beneficiaries at a Glance: Adult Behavioral Health Infographic](#)**. Provides an overview of self-reported mental health status, self-reported substance use, self-reported social support, self-reported service use, and behavioral health service use during the COVID-19 pandemic for adults. (Released October 2023)
- **[Medicaid and CHIP Beneficiaries at a Glance: Oral Health Infographic](#)**. Provides an overview of Medicaid and CHIP expenditures for dental services, disparities in dental care by insurance type, dental-related opioid prescriptions, and oral health access, utilization, and health status for children, adolescents, and adults with Medicaid and CHIP coverage. (Released March 2023)
- **[Medicaid and CHIP Beneficiaries with Sickle Cell Disease \(SCD\) At-a-Glance Infographic](#)**. Provides an overview of the characteristics of beneficiaries with SCD, recommended care for SCD, health care utilization, co-morbid health conditions, and preventive care among child beneficiaries. (Released September 2020)
- **COMING SOON! Medicaid and CHIP Beneficiaries at a Glance: Maternal Health Infographic**. Includes an overview of births paid for by Medicaid and CHIP, maternal morbidity and mortality statistics, insurance coverage after pregnancy, health care provider access, prenatal and postpartum care visits and birth spacing, preterm birth and low-risk cesarean delivery rates, the number and health status of female reproductive age beneficiaries, and state QI activities related to maternal and infant health.

For More Information

More information about CMCS’s Medicaid and CHIP data products is available on the [Data Products](#) page on Medicaid.gov. If you have questions about CMCS’s data products, please contact MACQualityTA@cms.hhs.gov.