

HEDIS 101 for providers

Improving quality of care



Highmark Blue Cross Blue Shield of Western New York partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note, this presentation is specific to the MMC and CHPlus programs only.

Content covered

- What are HEDIS®/Quality Assurance Reporting Requirements (QARR)?
- What is your role?
- HEDIS calendar
- *HIPAA*
- Types of reviews
- HEDIS measures
- Frequently asked questions

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

What is HEDIS?

What is HEDIS? (cont.)

- HEDIS is a set of performance measures coordinated and administered by the National Committee for Quality Assurance (NCQA).
- It is used by more than 90% of America's health plans to measure performance on important dimensions of care and service.

What does it stand for?

Health

Effectiveness

Data

Information

Set

What is QARR?

What is QARR? (cont.)

- New York State required reporting:
- HEDIS measures
- State-specific measures:
 - Adolescent preventive care
 - AIDS/HIV-related care
- CAHPS[®] (member satisfaction survey)

Quality
Assurance
Reporting
Requirements

CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

What is your role in HEDIS?

What is your role in HEDIS? (cont.)

- HEDIS assists providers in identifying and eliminating gaps in care for the patients assigned to their panel.
- You and your office staff can help facilitate the HEDIS process by:
 - Providing the appropriate care within the designated time frames.
 - Accurately documenting all care in the patient's medical record.
 - Accurately coding all claims and submitting them in a timely manner.
 - Responding to our requests for medical records within **five days**.

HEDIS calendar

HEDIS calendar (cont.)

HEDIS Calendar

JAN-APR 30
Clinical Quality staff
collects HEDIS data from
the prior measurement
year (medical record
reviews)



SEPTEMBER
HEDIS measure report
released

JUNE



Results are
reported to NCQA
and DHCS



The HEDIS calendar and deadlines are subject to change each year.

HIPAA

HIPAA (cont.)

- HIPAA requires the protection and confidential handling of protected health information.
- Under the HIPAA privacy rule, data collection for HEDIS is permitted, and the release of this information requires no special consent or authorization per contract agreement.

What does it stand for?

HHealth

Insurance

Portability and

Accountability

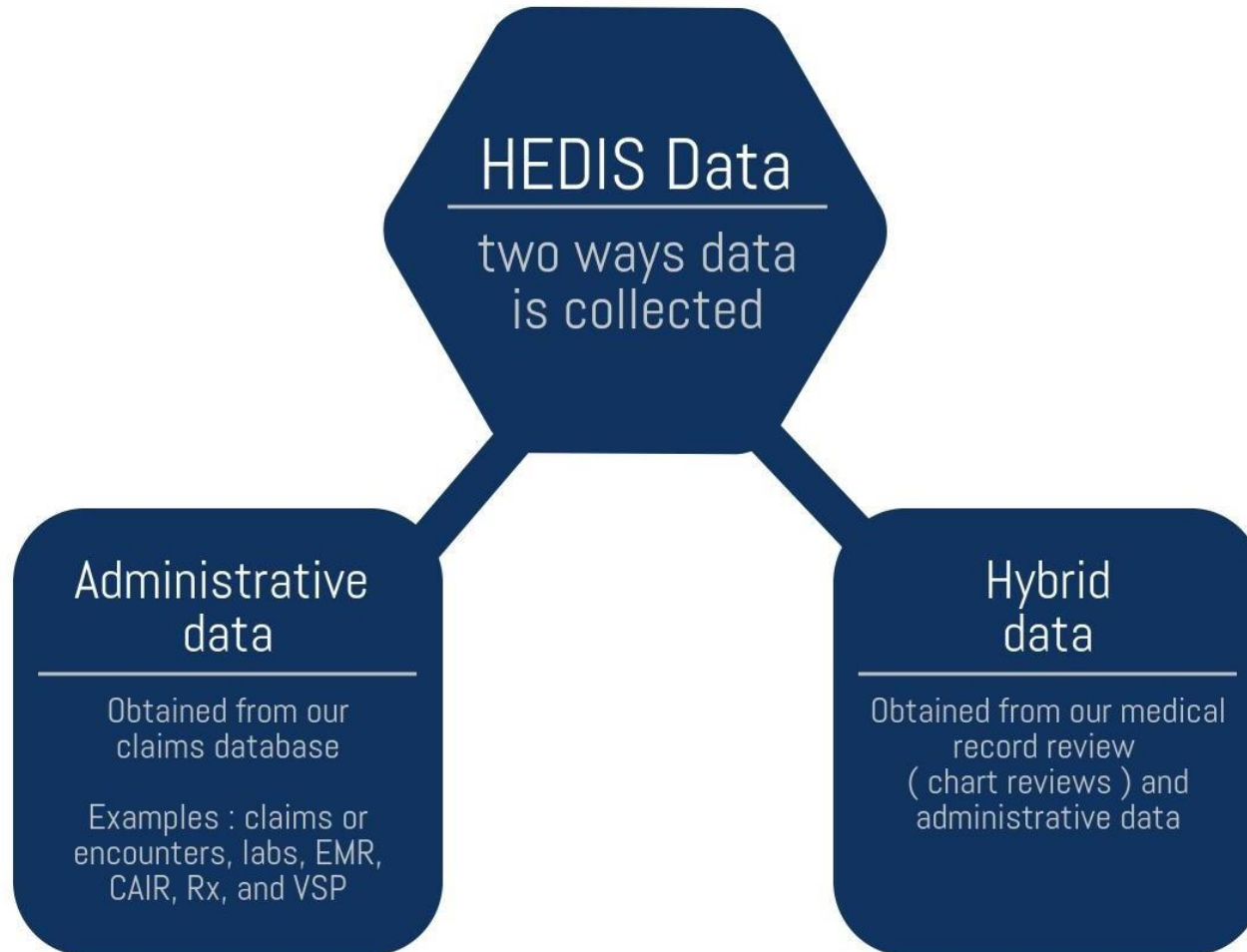
Act

HIPAA and HEDIS data collection

- Please be assured our members' personal health information is maintained in accordance with all federal state laws.
- Data is reported collectively without individual identifiers.
- All of our health plan's contracted providers' records are protected under this act.

Types of review

HEDIS data collection



Hybrid measures

HEDIS data collection

Data collection methods may include:



Secure file transfer protocol (SFTP)



Fax



Mail



Onsite



Electronic medical record (remote access)

Initial medical record requests are faxed to provider offices. Requests include a member list identifying their assigned measures and information needed

Due to the shortened data collection time frame, a five-day turnaround is required.

Hybrid HEDIS measures

- Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents
- Adolescent Preventive Care
- Controlling High Blood Pressure
- Cervical Cancer Screening
- Timeliness of Prenatal and Postpartum Care
- Comprehensive Diabetes Care
- Immunizations for Adolescents
- Childhood Immunizations and Lead Screening
- Adult BMI Assessment
- Colorectal Cancer Screening

Administrative HEDIS measures

- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis
 - Appropriate Testing for Children with Pharyngitis
 - Screening for Clinical Depression and Follow-Up Plan
 - Use of Imaging Studies for Low Back Pain
 - Breast Cancer Screening
 - Chlamydia Screening
 - Monitoring for Patients on Persistent Medications
 - Well-Child Visits
 - Follow-Up After Hospitalization
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- Note: These are examples only. Not all administrative measures are represented.

Frequently asked questions

How do I improve my HEDIS scores?

How do I improve my HEDIS scores? (cont.)

- Use correct diagnosis and procedure codes.
- Submit claims and encounter data timely.
- Ensure all components are presented in the medical record documentation.
- Inquire about our programs available to assist in closing gaps in care (for example, *Gap in Care* reports, case management, member outreach and Healthy Rewards member incentives).

How can I view my
performance in HEDIS?

How can I view my performance in HEDIS? (cont.)

- *Gap in Care* reports showing which patients have not received care are available upon request.
- Contact your Network Relations representative or practice consultant for more information.

Where can I get more
information about NCQA and
HEDIS?

Where can I get more information about NCQA and HEDIS? (cont.)

- More information can be found at www.ncqa.org.

Whom do I contact if I
have questions about
HEDIS medical record
requests?

Whom do I contact if I have questions about HEDIS medical record requests?(cont.)

- Each medical record request includes contact information for Quality Management personnel.
- You may also contact your Network Relations representative or practice consultant for more information.

Thank you for participating in
the annual HEDIS data
collection.

- You play a central role in promoting the health of our members.

Sources

- www.ncqa.org/hedis-quality-measurement/hedis-measures

Thank you



<https://providerpublic.mybcbswny.com>

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