



HEDIS 101 provider training



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

What is HEDIS?

- HEDIS is a performance tool 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?

HHealth
Effectiveness
Data and
Information
Set

What is your role in HEDIS?

- 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 business days**.

HEDIS calendar

HEDIS Calendar

JAN-MAY
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.



HEDIS data is collected from the prior measurement year (i.e., 2020 HEDIS year is based upon a look-back period of the 2019 HEDIS year)

HIPAA

- 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

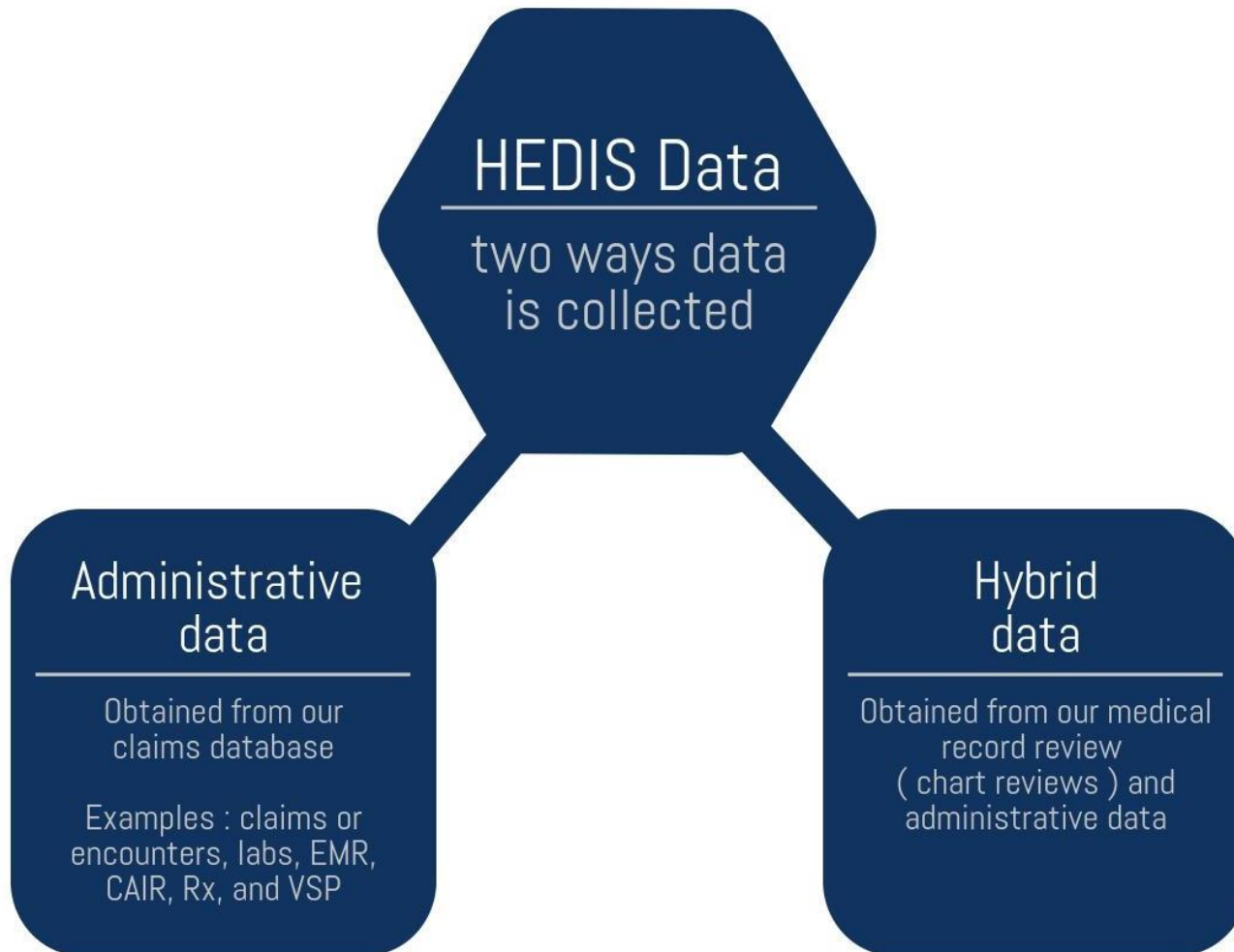
HIPAA and HEDIS data collection

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



Types of review

HEDIS data collection



HEDIS data collection (cont.)

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.

Types of measures

Department of Health Care Services

2020 required measures

Measure acronym	Measure	Measure type methodology
PCR	Plan All-Cause Readmissions	Administrative
AWC	Adolescent Well-Care Visits	Hybrid
ABA	Adult Body Mass Index Assessment	Hybrid
AMM-Acute	Antidepressant Medication Management – Acute Phase Treatment	Administrative
AMM-Cont	Antidepressant Medication Management – Continuation Phase Treatment	Administrative
AMR	Asthma Medication Ratio	Administrative
BCS	Breast Cancer Screening	Administrative
CCS	Cervical Cancer Screening	Hybrid
CIS-10	Childhood Immunization Status – Combo 10	Hybrid
CHL	Chlamydia Screening in Women Ages 16 – 24	Administrative

Department Health Care Services 2020 required measures (cont.)

Measure acronym	Measure	Measure type methodology
CDC-HT	Comprehensive Diabetes Care HbA1c Testing	Hybrid
CDC-H9	HbA1c Poor Control (> 9.0%)	Hybrid
CBP	Controlling High Blood Pressure <140/90 mm Hg	Hybrid
IMA-2	Immunizations for Adolescents – Combo 2 (meningococcal, Tdap, HPV)	Hybrid
PPC-Pre	Prenatal & Postpartum Care – Timeliness of Prenatal Care	Hybrid
PPC-Pst	Prenatal & Postpartum Care – Postpartum Care	Hybrid
WCC-BMI	Weight Assessment & Counseling for Nutrition & Physical Activity for Children & Adolescents: Body Mass Index Assessment for Children/Adolescents	Hybrid
W15	Well-Child Visits in the First 15 Months of Life – Six or More Well-Child Visits	Hybrid
W34	Well-Child Visits in the 3 rd , 4 th , 5 th , & 6 th Years of Life	Hybrid

Department Health Care Services 2020 required measures (cont.)

Measure acronym	Measure	Measure type methodology
AMB-ED	Ambulatory Care: Emergency Department (ED) Visits	Administrative
ADD-Init	Follow-Up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medications – Initiation Phase	Administrative
ADD-C/M	Follow-Up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medications – Continuation and Maintenance Phase	Administrative
CAP	Children & Adolescents' Access to Primary Care Practitioners: 12-24 Months	Administrative
CAP	Children & Adolescents' Access to Primary Care Practitioners: 25 Months – 6 Years	Administrative
CAP	Children & Adolescents' Access to Primary Care Practitioners: 7-11 Years	Administrative
CAP	Children & Adolescents' Access to Primary Care Practitioners: 12-19 Years	Administrative
CCW	Contraceptive Care: All Women Ages 15-44: <ul style="list-style-type: none"> • Most or moderately effective contraception • Long-Acting Reversible Contraception (LARC) 	Administrative

Department Health Care Services 2020 required measures (cont.)

Measure acronym	Measure	Measure type methodology
CCP	Contraceptive Care: Postpartum Women Ages 15-44: <ul style="list-style-type: none"> • Most or moderately effective contraception – 3 days • Most or moderately effective contraception – 60 days • LARC – 3 days • LARC – 60 days 	Administrative
DEV	Developmental Screening	Administrative
HIV	HIV Viral Load Suppression	Administrative
MPM-Ace/Arb	Annual Monitoring for Patients on Persistent Medications: ACE inhibitors or ARBs	Administrative
MPM-Diu	Annual Monitoring for Patients on Persistent Medications: Diuretics	Administrative
COB	Concurrent Use of Opioids and Benzodiazepines	Administrative
OHD	Use of Opioids at High Dosage in Persons Without Cancer	Administrative
CDF	Screening for Depression and Follow-Up Plan: Age 12 and Older	Administrative

Note: Additional NCQA measures are required but not indicated on this list.



Frequently asked questions

How do I improve my HEDIS scores?

- Use correct diagnosis and procedure codes.
- Submit claims and encounter data timely.
- Ensure all components are presented in the medical record documentation.

How can I view my performance in HEDIS?

- Gap in care reports showing which patients have not received care are printed.
- Those reports are disseminated to individual providers and clinics.

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

- Each medical record request includes contact information for Quality Management personnel at Anthem Blue Cross (Anthem).
- You may also contact your Anthem Provider Relations personnel.
- To find out more information about NCQA and HEDIS, visit: www.ncqa.org.

Sources

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

<https://mediproviders.anthem.com/ca>

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. Blue Cross of California is contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County.

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Thank you



Thank you for participating in the annual HEDIS data collection.

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