

# NCQA & HEDIS QUALITY MEASURES

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# Objectives

- Definitions & Goals of NCQA
- NCQA & Health Care Quality
- Definitions and Goals of HEDIS
- Structure of HEDIS
- HEDIS Measures
- HEDIS – Data Submission, Collection, & Benchmarks
- HEDIS – Advantages vs Disadvantages
- Summary

# NCQA

- **National Committee for Quality Assurance (NCQA)**
- A private, non-profit organization that is dedicated to the improvement of healthcare quality via:
  - ▣ Development of quality measures
  - ▣ Accreditation of health plans, ACOs, and PCMHs
  - ▣ Design of providers recognition programs
- Health plans that are seeking accreditation assess performance through the administration and submission of HEDIS scores

# The Role of NCQA in Health Care Quality Improvement

- NCQA Health Plan Accreditation includes two major components on which a plan's performance is scored:
  - ▣ Standards: an evaluation of the plan's structure and processes to maintain and improve quality in five core areas
  - ▣ HEDIS: an evaluation of the plan's performance on process and outcomes in clinical care and member experience of care.
- \*CAHPS, or Consumer Assessment of Healthcare Providers and Systems, was developed by AHRQ (Agency for Healthcare Research and Quality) to support and promote the assessment of consumers' experiences with health care.

# What is HEDIS?

- **Health Plan Employer Data and Information Set (HEDIS)**
- Developed by the NCQA
- Used by more than 90% of America's Health Plans
- Measures performance in various areas of service
- Allows comparison of health plan performance
- Component of health plan accreditation

# The Structure of HEDIS

- There are a total of 81 measures within 5 domains.
  - Measures refer to characteristics
  - Domains refer to categories
- Domains
  - Effectiveness of Care
  - Access/Availability of Care
  - Experience of Care
  - Use of Services
  - Health Plan Descriptive Information

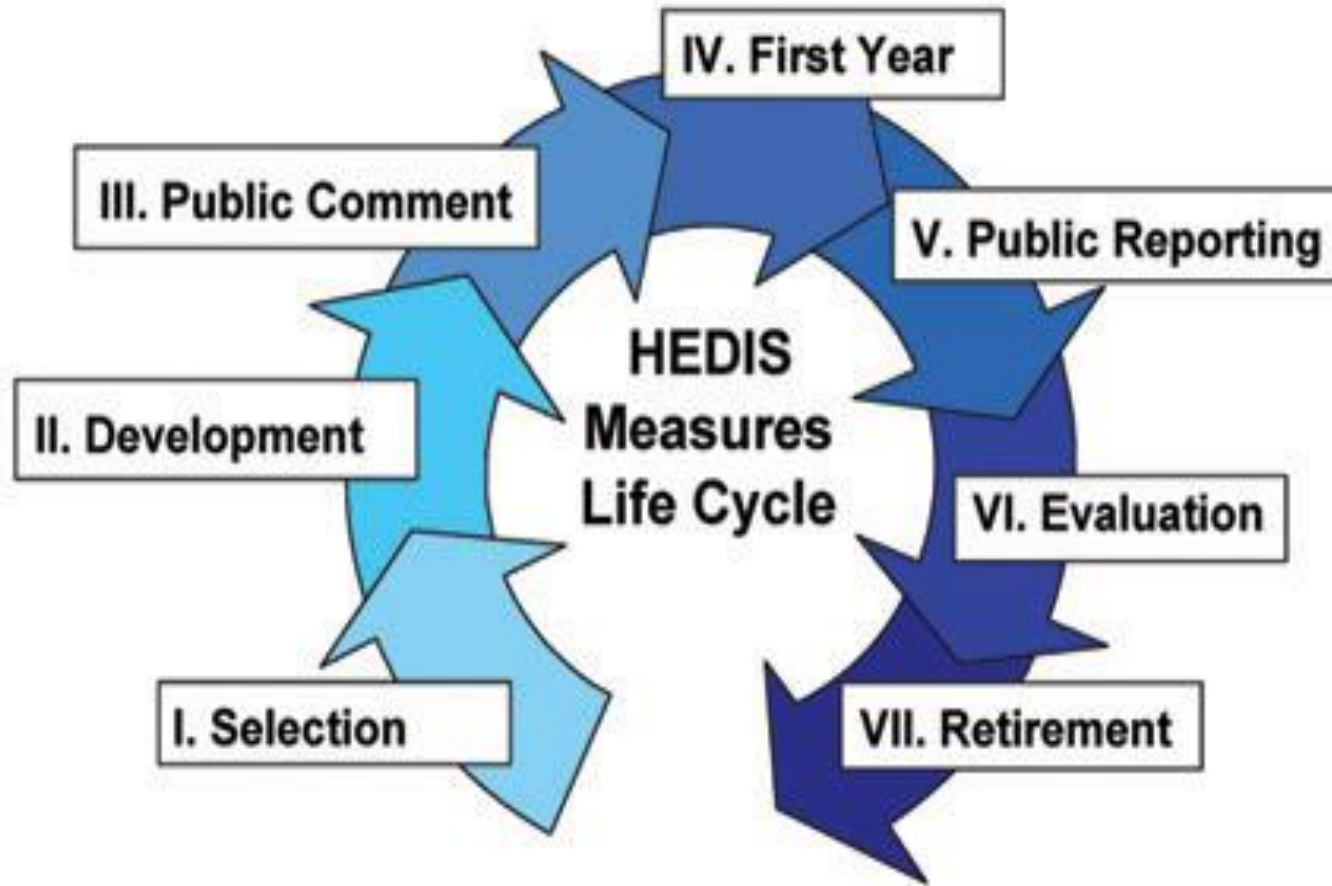
# What Issues Does HEDIS Address?

## Broad Range of Health Issues

- Asthma Medication Use
- Controlling High Blood Pressure
- Persistence of Beta-Blocker Treatment post-Heart Attack
- Comprehensive Diabetes Care
- Antidepressant Medication Management
- Childhood & Adult Weight/BMI Assessment
- Breast Cancer Screening
- Childhood & Adolescent Immunization Status



# The Life Cycle of a HEDIS Measure





# The Value of a HEDIS Measure?

- Desirable Attributes of a HEDIS Measure
  - Relevance
    - Meaningfulness
    - Health Importance
  - Scientific Soundness
    - Clinical Evidence
    - Validity & Reproducibility
  - Feasibility
    - Specifications
    - Reasonable Cost

# HEDIS Summary Table 1

HEDIS 2015 Summary Table of Measures, Product Lines and Changes (continued)

HEDIS 2015 Measures	Applicable to:			Changes to HEDIS 2015
	Commercial	Medicaid	Medicare	
<b>Effectiveness of Care</b>				
Childhood Immunization Status	✓	✓		<ul style="list-style-type: none"> <li>Revised value sets and value set names:               <ul style="list-style-type: none"> <li>For measles, mumps, rubella, hepatitis B, VZV and hepatitis A, value sets were split into two, one to identify the antigen and one to identify a history of the illness.</li> <li>For all antigens, names for value sets containing codes that identify the antigen now include the terminology "vaccine administered."</li> <li>For MMR, VZV and influenza optional exclusions, <u>Lymphoreticular Cancer Value Set</u>, <u>Multiple Myeloma Value Set</u> and <u>Leukemia Value Set</u> were combined into a single value set: <u>Malignant Neoplasm of Lymphatic Tissue Value Set</u>.</li> </ul> </li> <li><u>Hepatitis B Diagnosis Value Set</u> was renamed <u>Hepatitis B Value Set</u>.</li> <li><u>Immunodeficiency Value Set</u> was renamed <u>Disorders of the Immune System Value Set</u>.</li> <li>Deleted the optional exclusion for <u>Anaphylactic Reaction Due to Serum Value Set</u> (with date of service prior to October 1, 2011).</li> </ul>
Immunizations for Adolescents	✓	✓		<ul style="list-style-type: none"> <li><u>Meningococcal Value Set</u> was renamed <u>Meningococcal Vaccine Administered Value Set</u>.</li> <li><u>Tdap Value Set</u> was renamed <u>Tdap Vaccine Administered Value Set</u>.</li> <li><u>Td Value Set</u> was renamed <u>Td Vaccine Administered Value Set</u>.</li> <li><u>Tetanus Value Set</u> was renamed <u>Tetanus Vaccine Administered Value Set</u>.</li> <li><u>Diphtheria Value Set</u> was renamed <u>Diphtheria Vaccine Administered Value Set</u>.</li> </ul>
Human Papillomavirus Vaccine for Female Adolescents	✓	✓		<ul style="list-style-type: none"> <li><u>HPV Value Set</u> was renamed HPV Vaccine <u>Administered Value Set</u>.</li> </ul>
Lead Screening in Children		✓		<ul style="list-style-type: none"> <li>No changes to this measure.</li> </ul>
Breast Cancer Screening	✓	✓	✓	<ul style="list-style-type: none"> <li>Revised optional exclusion criteria so that two unilateral mastectomies must have service dates 14 or more days apart.</li> <li>Added a data element to collect the number of optional exclusions to the Data Elements for Reporting table.</li> </ul>
Cervical Cancer Screening	✓	✓		<ul style="list-style-type: none"> <li><u>Hysterectomy Value Set</u> was renamed <u>Absence of Cervix Value Set</u>.</li> <li>Added an example to step 2 of the Numerator in the Administrative Specification.</li> <li>Clarified that cervical agenesis or acquired absence of cervix any time during the member's history through December 31 of the measurement year meets optional exclusion criteria in the Hybrid Specification.</li> </ul>

# HEDIS Summary Table 2

HEDIS 2015 Summary Table of Measures, Product Lines and Changes (continued)

HEDIS 2015 Measures	Applicable to:			Changes to HEDIS 2015
	Commercial	Medicaid	Medicare	
<b>Effectiveness of Care</b>				
Flu Vaccinations for Adults Ages 18-64	✓	✓		<ul style="list-style-type: none"> <li>This measure is collected using survey methodology. Detailed specifications and summary of changes are contained in <i>HEDIS 2015, Volume 3: Specifications for Survey Measures</i>.</li> </ul>
Flu Vaccinations for Adults Ages 65 and Older			✓	<ul style="list-style-type: none"> <li>This measure is collected using survey methodology. Detailed specifications and summary of changes are contained in <i>HEDIS 2015, Volume 3: Specifications for Survey Measures</i>.</li> </ul>
Medical Assistance With Smoking and Tobacco Use Cessation	✓	✓	✓	<ul style="list-style-type: none"> <li>This measure is collected using survey methodology. Detailed specifications and summary of changes are contained in <i>HEDIS 2015, Volume 3: Specifications for Survey Measures</i>.</li> </ul>
Pneumococcal Vaccination Status for Older Adults			✓	<ul style="list-style-type: none"> <li>This measure is collected using survey methodology. Detailed specifications and summary of changes are contained in <i>HEDIS 2015, Volume 3: Specifications for Survey Measures</i>.</li> </ul>
<b>Access/Availability of Care</b>				
Adults' Access to Preventive/ Ambulatory Health Services	✓	✓	✓	<ul style="list-style-type: none"> <li>No changes to this measure.</li> </ul>
Children's and Adolescents' Access to Primary Care Practitioners	✓	✓		<ul style="list-style-type: none"> <li>No changes to this measure.</li> </ul>
Annual Dental Visit		✓		<ul style="list-style-type: none"> <li>Added a Note to refer to Appendix 3 for the definition of <i>dental practitioner</i>.</li> </ul>
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment	✓	✓	✓	<ul style="list-style-type: none"> <li>Replaced "facility code" with "inpatient discharge" in the event/diagnosis criteria.</li> <li>Clarified that an inpatient admission in combination with a diagnosis of AOD meets criteria when identifying initiation and engagement.</li> <li>Clarified that initiation events may not include inpatient detoxification or detoxification codes.</li> <li>Clarified that the member is removed from the denominator for both indicators if the initiation event was an inpatient stay with a discharge date after December 1 of the measurement year.</li> </ul>
Prenatal and Postpartum Care	✓	✓		<ul style="list-style-type: none"> <li>Reversed step 6 and step 7 in the diagram.</li> <li>Removed the Note allowing registered nurses to conduct prenatal and postpartum visits.</li> </ul>
Call Answer Timeliness	✓	✓	✓	<ul style="list-style-type: none"> <li>No changes to this measure.</li> </ul>
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics	✓	✓		<ul style="list-style-type: none"> <li>First-year measure.</li> </ul>

# HEDIS Pharmacy Measures

## HEDIS/Pharmacy Measures

Breast Cancer Screening - Mammogram (ages 40 to 69)	Glaucoma Screening (ages 65 and older)
Cholesterol Management for Patients With Cardiovascular Conditions (ages 18-75)	Colorectal Cancer Screening (ages 50 to 75)
Diabetic Care - Eye Exams (ages 18 to 75)	Diabetic Care - HbA1c (ages 18 to 75) Actual lab test results
Diabetic Care - LDL-C Screening (ages 18 to 75)	Diabetic Care - LDL-C Screening, less than 100mg/dL (ages 18 to 75 years)
Diabetic Care - Nephropathy Screening (ages 18 to 75)	Osteoporosis Management in Women who had a Fracture (females ages 67 and older)
Rheumatoid Arthritis – DMARD (ages 18 and older)	D14-High Risk Medication - Members 65 and older who received prescriptions for certain drugs with a high risk of side effects when there may be safer drug choices.
D15-Diabetes Treatment - evaluates number of members being treated for both diabetes and hypertension that are currently taking a renin angiotensin system (RAS) antagonist.	D16-Part D Medication Adherence for Oral Diabetes Medications - evaluates % of Medicare enrollees* that adhere to their prescribed diabetes medication based upon their prescription fill history.
D17-Part D Medication Adherence for Hypertension (ACEI or ARB) – evaluates % of Medicare enrollees that adhere to their prescribed RAS antagonist hypertension medication (ACE inhibitor, ARB or aliskiren) based upon their prescription fill history.	D18-Part D Medication Adherence for Cholesterol (Statins) – evaluates % of Medicare enrollees that adhere to their prescribed "statin" cholesterol medication based upon their prescription fill history.



# HEDIS – Data Submission

- Used to calculate national performance statistics and benchmarks, and to set standards for measures included in NCQA's Accreditation Program
- NCQA collects HEDIS data from:
  - ▣ Health Plan Organizations
  - ▣ Preferred Provider Organizations
  - ▣ Medicare (on behalf of CMS)
  - ▣ Medicaid (on behalf of state agencies)

# HEDIS – Data Collection

- HEDIS collects data through:
  - ▣ Surveys
  - ▣ Medical charts
  - ▣ Insurance claims
- Types of Data
  - ▣ Administrative Data: claim or encounter data submitted to health plan
  - ▣ Hybrid Data: both administrative and medical record data
    - Review of random sample of medical records for services not reported to health plan through claims/encounter data
- Data Reporting
  - ▣ Quality Compass: detailed data on measures
    - Intended for employers, consultants, and insurance brokers who purchase health insurance for groups
    - Summary of HEDIS results by Health Plan (on NCQA website)

# How is a HEDIS Measure Calculated?

## □ Principles

- Determine number of NAs and NBs
- Compare HEDIS measure results to regional and national benchmarks
- Assign points to each result based on NAs and NBs
- Take the average regional and national points for each measure
- Add up the scores to calculate the aggregate score



# How is a HEDIS Measure Calculated?

**Table 3A: Commercial HMO/POS—HEDIS Point Allocation With a Reportable Rate on Comprehensive Diabetes Care\***

Number of NA or NB Measures	HEDIS Rate					Receives NR on Audit
	Meets or Exceeds the 90th Percentile Benchmark Nationally	Meets or Exceeds the 75th Percentile Threshold Regionally or Nationally	Meets or Exceeds the 50th Percentile Threshold Regionally or Nationally	Meets or Exceeds the 25th Percentile Threshold Regionally or Nationally	Falls Below the 25th Percentile Threshold Regionally or Nationally	
0	1.429	1.257	0.972	0.571	0.286	0.000
1	1.494	1.314	1.016	0.597	0.299	0.000
2	1.565	1.377	1.064	0.626	0.313	0.000
3	1.643	1.446	1.117	0.657	0.329	0.000
4	1.729	1.522	1.176	0.692	0.346	0.000
5	1.826	1.606	1.241	0.730	0.365	0.000
6	1.933	1.701	1.314	0.773	0.387	0.000
7	2.054	1.807	1.397	0.822	0.411	0.000
8	2.191	1.928	1.490	0.876	0.438	0.000
9-22	Scored on Standards and CAHPS only or standards only					

(Commercial) HEDIS Measure	ABC's Reported Rate: Commercial Population	ABC's Reported Rate +4 (Scoring Purposes Only)	Regional Threshold		National Threshold or Benchmark Rate		Averaged Points or National Threshold Rate (Whichever is Higher)
			Percentile	Point Allocation	Percentile	Point Allocation	
Comprehensive Diabetes Care (Eye Exam, HbA1c Testing, LDL Screening, Medical Attention for Nephropathy)	62	66	75	1.257	75	1.257	0.964
	82	86	50	0.972	25	0.571	
	86	90	75	1.257	75	1.257	
	73	77	25	0.571	25	0.571	
Comprehensive Diabetes Care - HbA1c Poor Control (>9.0%)	33	29	25	0.571	50	0.972	0.972
Controlling High Blood Pressure	62	66	75	1.257	75	1.257	1.257
Flu Shots for Adults (Ages 50-64)	50	54	75	1.257	75	1.257	1.257
Follow-Up After Hospitalization for Mental Illness (7-Day Rate Only)	50	54	25	0.571	25	0.571	0.571
Follow-Up for Children Prescribed ADHD Medication (Initiation Phase and Continuation Phase)	41	45	75	1.257	75	1.257	1.257
	45	49	75	1.257	75	1.257	
Medical Assistance With Smoking and Tobacco Use Cessation (Advising Smokers and Tobacco Users to Quit Only)	75	79	75	1.257	50	0.972	1.115
Persistence of Beta-Blocker Treatment After a Heart Attack	74	78	75	1.257	75	1.257	1.257
Prenatal and Postpartum Care (Timeliness of Prenatal Care and Postpartum Care)	96	100	90	1.429	90	1.429	1.115
	82	86	50	0.972	75	1.257	
Use of Appropriate Medications for People With Asthma (Total Rate)*	92	96	90	1.429*	75	1.257	1.343
Use of Imaging Studies for Low Back Pain	77	79	75	1.257	50	0.972	1.115
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	36	40	75	1.257	75	1.257	1.257
<b>Total HEDIS Measure Points</b>							<b>24.451</b>



# HEDIS – Benchmarks

Benchmark	Interpretation
90 <sup>th</sup> percentile	In top 10% of all health plans
75 <sup>th</sup> percentile	In top 25% of all health plans
25 <sup>th</sup> percentile	In bottom 25% of all health plans
10 <sup>th</sup> percentile	In bottom 10% of all health plans

# Advantages vs Disadvantages

## □ Advantages

- ▣ Rigorous selection process for HEDIS measures
- ▣ Data is useful for evaluating performance and goal-setting
- ▣ Over 90% of US Health Plans use HEDIS measures
- ▣ Cost-effectiveness & better outcomes

## □ Disadvantages

- ▣ Lack of Transparency
- ▣ Conflict of Interest

# Summary

- NCQA is a private, non-profit organization that provides accreditation to a number of healthcare entities and organizations.
- Used by more than 90% of America's Health Plans, HEDIS measures performance in various areas of service and allows comparison of health plan performance.
- HEDIS measures undergo a rigorous cycle of selection, development, and evaluation.
- HEDIS is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans.

# References

- Garner, John C. Health Insurance Answer Book. New York: Aspen, 2009. Print.
- <http://www.ncqa.org/HomePage.aspx>
- <http://www.ncqa.org/HEDISQualityMeasurement/WhatisHEDIS.aspx>
- <http://www.ncqa.org/HEDISQualityMeasurement/HEDISMeasures/HEDIS2015.aspx>
- <http://www.ncqa.org/HEDISQualityMeasurement/PerformanceMeasurement.aspx>

# Thank You for your Attention!

## Any Questions?

