

# HEDIS

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# OBJECTIVES

- ▶ Discuss the **Healthcare Effectiveness Data and Information Set (HEDIS)**
- ▶ Discuss the different **domains of care** for HEDIS Measures
- ▶ Discuss how HEDIS Measures are **developed**
- ▶ Discuss how data for HEDIS Measures are **collected**
- ▶ Explain how to **calculate the Total HEDIS Score** and how it is used for accreditation

# HEDIS

- ▶ **The Healthcare Effectiveness Data and Information Set (HEDIS)**
- ▶ **National Committee of Quality Assurance (NCQA)**
  - ▶ Accreditation for health plans, Accountable Care Organizations (ACOs), Patient Centered Medical Homes (PCMH), etc.
- ▶ HEDIS is used for commercial, Medicare, and Medicaid health insurance plans

# WHAT IS HEDIS?

- ▶ NCQA released the first set of HEDIS Measures in 1991
- ▶ 2016 HEDIS Measures consists of **88 measures across 7 domains of care**
- ▶ **90%** of health plans use HEDIS
- ▶ Allows for the **comparison of health plan performance** by:
  - ▶ Employers
  - ▶ Consultants
  - ▶ Consumers

# HEDIS DOMAINS OF CARE

1. Effectiveness of Care
2. Access/Availability of Care
3. Experience of Care
4. Utilization and Risk Adjusted Utilization
5. Relative Resource Use
6. Health Plan Descriptive Information
7. Measures Collected Using Electronic Clinical Data Systems (First-year measure)

# HEDIS DOMAINS OF CARE

## (CONTINUED)

DOMAIN	DESCRIPTION	EXAMPLE
<b>Effectiveness of Care</b>	Information about quality of clinical care	<i>Breast Cancer Screening</i>
<b>Access/Availability of Care</b>	Information about availability of different fields of care	<i>Prenatal &amp; Postpartum Care</i>
<b>Utilization and Risk Adjusted Utilization</b>	Describes how often patients utilize other health care resources	<i>Emergency Department Utilization</i>

# HEDIS DOMAINS OF CARE

## (CONTINUED)

DOMAIN	DESCRIPTION	EXAMPLE
<b>Relative Resource Use</b>	Measures resources used for specific diseases (e.g., Diabetes, HTN, COPD)	<i>Relative Resource Use for People w/ Diabetes</i>
<b>Health Plan Descriptive Information</b>	For communication purposes	<i>Race/Ethnicity Diversity of Membership</i>
<b>Electronic Clinical Data Systems</b>	To ensure accurate and efficient flow of patient information	<i>Utilization of PHQ-9</i>

# MEASURE DEVELOPMENT

- ▶ **The NCQA Committee on Performance Measurement (CPM)**
  - ▶ Oversees the evolution of the measurement set
- ▶ **Measurement Advisory Panels (MAP)**
  - ▶ Provide clinical and technical knowledge
- ▶ **HEDIS Expert Panels and the Technical Measurement Advisory Panel (TMAP)**
  - ▶ Identify methodological issues and provide feedback on new and existing measures



# DATA COLLECTION

## ▶ Administrative Data

- ▶ Consists of **claims or encounter data** submitted to the health plan
- ▶ CPTs, ICD-10s, etc.

## ▶ Hybrid Data

- ▶ Consists of both **administrative data** and a sample of **medical record data**

## ▶ Survey

- ▶ **Consumer Assessment of Healthcare Providers and Systems (CAHPS)**

# DATA COLLECTION: ADMINISTRATIVE

## ▶ Specifications

- ▶ **DENOMINATOR:** The eligible population for the specific HEDIS measure
- ▶ **NUMERATOR:** Number of the eligible population who received the service required for the specific HEDIS measure

## ▶ Example HEDIS Measures

- ▶ Annual mammogram, annual chlamydia screening, annual Pap test

# DATA COLLECTION: HYBRID

## ▶ Specifications

- ▶ Selection of a **random sample of the population**
- ▶ Allows for **supplementation of Administrative Data with data collected** during the medical record reviews

## ▶ Example HEDIS Measures

- ▶ **Comprehensive diabetes care, control of high blood pressure**

# DATA COLLECTION: SURVEY

- ▶ **Consumer Assessment of Healthcare Providers and Systems (CAHPS)**
  - ▶ Measures member satisfaction (e.g., claims processing, customer service, access to care)
  - ▶ Random sample of plan members
  - ▶ CAHPS score used to calculate the Total HEDIS Score

# CALCULATING TOTAL HEDIS SCORE

Sample Health Plan: LakeShow Health Plan

HEDIS Measure	Adjusted Rate	Regional Threshold		National Threshold or Benchmark Rate		Averaged Points or National Threshold Rate (Whichever is Higher)
		Percentile	Point Allocation	Percentile	Point Allocation	
Controlling High Blood Pressure	60	75	1.302	75	1.302	1.302
Comprehensive Diabetes Care	70	25	1.184	25	1.184	1.865
1. Eye Exam	75	75	2.605	90	2.960	
2. HbA1c Testing	80	25	1.184	25	1.184	
3. LDL-C Screening	75	75	2.605	50	2.013	
4. Medical Attention for Nephropathy						
<b>Total HEDIS Measure Points</b>						3.167

# CALCULATING TOTAL HEDIS SCORE (CONTINUED)

Region Number	Region Name	Covered States
1	Boston	Connecticut, Maine, Rhode Island, Massachusetts, New Hampshire, Vermont
2	New York	New Jersey, New York, Puerto Rico, Virgin Islands
3	Philadelphia	Delaware, Maryland, Virginia, District of Columbia, Pennsylvania, West Virginia
4	Atlanta	Alabama, Georgia, Mississippi, South Carolina, Florida, Kentucky, North Carolina, Tennessee
5	Chicago	Illinois, Michigan, Ohio, Indiana, Minnesota, Wisconsin
6	Dallas	Arkansas, New Mexico, Texas, Louisiana, Oklahoma
7	Kansas City	Iowa, Missouri, Kansas, Nebraska
8	Denver	Colorado, North Dakota, Utah, Montana, South Dakota, Wyoming
9	San Francisco	American Samoa, California, Hawaii, Arizona, Guam, Nevada
10	Seattle	Alaska, Oregon, Idaho, Washington

# CALCULATING TOTAL HEDIS SCORE (CONTINUED)

## Commercial Comprehensive Diabetes Care—HbA1c Testing\*

Benchmark and Thresholds *(updated from 2013)*

HHS REGION	PERCENTILES			
	90th	75th	50th	25th
1	NA	94	91	89
2	NA	89	88	86
3	NA	89	87	85
4	NA	90	88	86
5	NA	92	90	88
6	NA	89	87	86
7	NA	93	90	87
8	NA	91	89	86
9	NA	89	88	85
10	NA	91	90	86
<b>NATIONAL</b>	<b>94</b>	<b>91</b>	<b>89</b>	<b>86</b>

Reference: National Committee for Quality Assurance (NCQA). NCQA Benchmarks & Thresholds 2016. [http://www.ncqa.org/Portals/0/HEDISQM/2016\\_B&T\\_Memo\\_Final.pdf](http://www.ncqa.org/Portals/0/HEDISQM/2016_B&T_Memo_Final.pdf) (accessed 2016 Feb 2).

# CALCULATING TOTAL HEDIS SCORE

(CONTINUED)

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

Number of NA or NB Measures	HEDIS Rate					
	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	Receives NR on Audit
0	1.480	1.302	1.006	0.592	0.296	0.000
1	1.542	1.357	1.048	0.617	0.308	0.000
2	1.609	1.416	1.094	0.643	0.322	0.000
3	1.682	1.480	1.144	0.673	0.336	0.000
4	1.762	1.550	1.198	0.705	0.352	0.000
5	1.850	1.628	1.258	0.740	0.370	0.000
6	1.947	1.714	1.324	0.779	0.389	0.000
7	2.056	1.809	1.398	0.822	0.411	0.000
8	2.176	1.915	1.480	0.871	0.435	0.000
9-22	Scored on standards and CAHPS only or on standards only					

\**Comprehensive Diabetes Care* is worth twice the points and counts as two measures (plus 1) as indicated in the table.

Points are rounded to three decimal places for illustration only; for actual scoring, NCQA does not round or truncate decimals.



# ACCREDITATION

▶ Determined by the **Review Oversight Committee (ROC)**

▶ **Accreditation Status**

▶	HEDIS	[60%; clinical measure]
+	CAHPS	[25%; member satisfaction]
	<u>Standard Points</u>	[15%; structure & process]
=	Overall Score (XX/100)	

▶ **Excellent, Commendable, Accredited, Provisional, Denied**

# 2016 HEDIS TIMELINE

DATE	ACTION
JUNE 15	Submit final Commercial, Medicare, and Medicaid results
JULY	NCQA releases 2016 Quality Compass Commercial Edition
SEPTEMBER – OCTOBER	Final Health Plan Ratings NCQA releases 2016 Quality Compass Medicare and Medicaid editions

# WHY SHOULD WE CARE?

- ▶ **Final Health Plan Ratings** – rankings are posted on the NCQA website
- ▶ **Quality Compass** – information on commercial, Medicaid, and Medicare health plans
- ▶ HEDIS scores allows health plans see areas they are doing well in or areas that need improvement
- ▶ Over the past decade, NCQA estimates that HEDIS quality improvements **saved 20,274 to 136,814 lives**

# THANK YOU

▶ *Questions?*

# REFERENCES

- ▶ National Committee for Quality Assurance (NCQA). HEDIS 2016 Public Comment Overview. <https://www.ncqa.org/Portals/0/PublicComment/HEDIS2016/Compiled%20HEDIS%202016%20Public%20Comment%20Materials.pdf> (accessed 2016 Feb 2).
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- ▶ National Committee for Quality Assurance (NCQA). NCQA's Health Insurance Plan Rankings
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- ▶ National Committee for Quality Assurance (NCQA). HEDIS 2006 Data Submission Timeline. [http://www.ncqa.org/Portals/0/HEDISQM/DataSubmission/2016%20HEDIS%20Data%20Submission%20Timeline\\_draft.pdf](http://www.ncqa.org/Portals/0/HEDISQM/DataSubmission/2016%20HEDIS%20Data%20Submission%20Timeline_draft.pdf) accessed 2016 Feb 2)