

## Reporting HEDIS Metrics to the National Committee Quality for Assurance (NCQA)

All plans must follow NCQA’s procedures for HEDIS reporting, including the HEDIS Compliance Audit™ which can be found at <http://www.ncqa.org/tabid/205/Default.aspx>. To fully understand and comply with HEDIS technical specifications and to obtain the following measures’ specifications you will need HEDIS 2016 Volume 2: Technical Specifications for Health Plans. You can purchase it through NCQA’s website: <http://store.ncqa.org/index.php/performance-measurement.html>.

To report HEDIS and CAHPS results, Carriers must complete NCQA’s annual Healthcare Organization Questionnaire (HOQ) online through NCQA’s [website](#) using a password. When filling out the HOQ, please list the appropriate NCQA Organization ID Code, Submission Code, and FEHB Carrier Codes and Carrier Subcodes associated with your submission ID(s). If your submission ID has multiple FEHB codes associated with it, please include all of the FEHB codes in the HOQ. To meet the requirements outlined Carrier Letter [2014-10](#), Carriers currently accredited or pursuing health plan accreditation should register their submission(s) to reflect all carrier codes in that population. The HOQ screenshot below highlights where in the HOQ you need to enter the FEHB codes and CAHPS selections.

The screenshot shows the NCQA HOQ form with several sections highlighted by red boxes:

- OPM Submission:** A section containing a dropdown for "Is this an OPM Submission?" (set to "Yes"), a label "FEHB Carrier Codes (Please enter 2 digit codes only.)", and five input fields for "FEHB Carrier Code 1" through "FEHB Carrier Code 5".
- CAHPS 5.0H:** A table with four columns: "Component", "Request", "Survey Vendor Firm", and "Survey Sample Frame Result". It contains three rows for "AdultCAHPS", "ChildCAHPS", and "ChildCAHPSCCC", each with dropdown menus for "Request" and "Survey Vendor Firm", and a "Not Applicable" dropdown for "Survey Sample Frame Result".

Other visible form fields include:

- Product Line: Commercial
- Reporting Product: PPO
- Submission Type: Other
- Special Area: None
- Special Project: None
- Audit Required: Yes
- Audit Firm: Attest Health Care Advisors
- Software Vendor: HEDIS Certified Software Vendor
- HEDIS Certified Software Vendor: Valiant Health LLC
- Submitting HEDIS data via IDSS? --UnSelected--

The designated Primary HEDIS contact at your plan will receive an email notification from [HOQ@ncqa.org](mailto:HOQ@ncqa.org)<sup>1</sup> with information on how to access the 2016 HOQ on-line. If your plan has not

<sup>1</sup> Please note this email address no longer accepts incoming email

designated a Primary HEDIS contact, please contact NCQA's Data Collection Operations team at <https://myncqa.org>.

If you have general questions regarding HEDIS, refer to the NCQA website, [www.ncqa.org](http://www.ncqa.org), or contact NCQA Customer Support at <https://myncqa.org> or 1-888-275-7585. If you have technical questions regarding a HEDIS measure or the HEDIS technical specifications, please use NCQA's Policy Clarification Support to submit your questions. The PCS system can be accessed through the NCQA website at <https://my.ncqa.org>. Questions about the data submission process should be addressed to your health plan's assigned NCQA HEDIS Data Submission Account Manager. A list of 2016 Account Managers can be found here:

<http://www.ncqa.org/HEDISQualityMeasurement/HEDISMeasures/HEDISDataSubmission.aspx>.

Access [www.ncqa.org/HEDISQualityMeasurement/HEDISMeasures/HEDISDataSubmission.aspx](http://www.ncqa.org/HEDISQualityMeasurement/HEDISMeasures/HEDISDataSubmission.aspx) to find the timeline for the following HEDIS submissions:

- The date HOQ opens to plans via the NCQA website
- The deadline for plans to complete NCQA's on-line HOQ
- The date NCQA provides health plans with access to use the Interactive Data Submission Systems (IDSS)
- The date plan-lock must be applied to the submission to ensure HEDIS Compliance
- Auditors have sufficient time to review, approve and audit-lock the submission
- The deadline for plans to submit HEDIS results to NCQA and e-sign attestations