

MDwise Hoosier Alliance Resource Catalog

What is HEDIS?

HEDIS is a set of standardized performance measures that assess the quality of health care much like a **report card**

Healthcare
Effectiveness
Data &
Information
Set

Our Values

Monitoring and improving HEDIS measures reflects our stewardship, competence, and care of the poor

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Because We Care

What is HEDIS

A Brief History of HEDIS:

HEDIS was originally designed for employers to evaluate different health plans based on cost. Today, *HEDIS* allows purchasers and consumers to **compare** one health plan to another and allows health plans to **track** their progress over time.

The first version of *HEDIS* was drafted in 1991 by a variety of health plans and employers.

In 1992, the National Committee for Quality Assurance (NCQA) organized a committee to refine and revise this draft.

NCQA is a private, independent, non-profit health care, quality oversight organization committed to measurement, transparency, accountability and uniting diverse groups around a common goal: improving health care quality.

HEDIS measures are related to many significant public health issues, such as cancer, heart disease, asthma and diabetes, as well as, preventative services. *HEDIS* also includes a standardized survey of consumers' experiences.

HEDIS is “**The Great Integrator**”. Data comes from numerous departments: Claims, Provider Contracting, Credentialing, Enrollment, Finance, Information Services, and Quality.

Several broad areas organize the *HEDIS* measures, including:

Effectiveness of Care

Is the care rendered to members according to clinical guidelines?

Accessibility/Availability of Care

Is care available to members for prevention or otherwise?

Use of Services

Is the plan efficient in delivering services?

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Annual Satisfaction Survey

Do members find their care satisfying and effective?

How is Data Collected?

HEDIS defines **three** methods of data collection for Effectiveness of Care, Accessibility/Availability of Care, and Use of Services measures:

1. Administrative (Claims/Encounters Data, & Lab Results)
2. Hybrid Methodology (a combination of Administrative Data & Medical Record Review)
3. Surveys

The HEDIS Process:

***HEDIS* is both a project and a process:**

All year, our Quality Management department creates, receives, maintains and validates data. During the on-site visits, ROQ Auditors review the data, conduct interviews, and ask questions to begin to understand how each individual practice functions.

The Results

- Tools are used to measure our progress from one year to the next
- This gives us the ability to compare ourselves to other health plans
- This also gives us the ability to identify internal/external areas of quality improvement such as:
 - Member Education
 - Member Advocacy
 - Case Management Referral
 - BLUEBELLE Beginnings
 - ROQ Support
 - Evidence Based Practice
 - Development of Patient Registries
 - Patient Reminder and Scheduling

Current Key HEDIS Measures for 2009

Timeliness of Prenatal Care	Women who received a prenatal care visit in the 1 st trimester or within 42 days of enrollment.
Frequency of Ongoing Prenatal Care	Women who received 81% or more (12 of 15 visits) of expected prenatal care visits adjusted for gestational age and duration of enrollment.
Timeliness of Postpartum Care	Women who received a postpartum visit on or between 21 to 56 days after delivery.
Comprehensive Diabetes Care	18 to 75 year olds with Type 1 or Type 2 diabetes who had at least a 1 HbA1c test, eye exam; for diabetic retinal disease performed by an eye care professional; LDL-C test; and screening for nephropathy or have evidence of nephropathy during measurement year.
Appropriate Testing for Children with Pharyngitis	Children 2 to 18 years old diagnosed with Pharyngitis, who received a group A streptococcus test and were prescribed an antibiotic for the episode.
Appropriate Treatment for Children with Upper Respiratory Infection (URI)	Children 3 months to 18 years old who were given a diagnosis of URI and not dispensed an antibiotic prescription on/after 3 days from initial visit from any provider. It also can be done at an ER visit.
Chlamydia Screening	Women 16-24 years old identified as sexually active who had at least 1 Chlamydia screening during the measurement year.
Cervical Cancer Screening	Women 24-64 years old, who received one or more Pap tests to screen for cervical cancer during the measurement year, or two years prior to the measurement year.
Well Child Visits in the First 15 Months of Life	Children who turned 15 months old during the measurement year and who had 6 or more well-child visits with a PMP during their first 15 months of life.
Well Child Visits Ages 3-6 years of Life	Children who were 3, 4, 5 or 6 years of age during measurement year and had 1 or more well-child visits (EPSDT) with a PMP during the measurement year.
Adolescent Well Care Visits	Adolescents 12- 21 years old with 1 or more comprehensive well care visits (EPSDT) with a PMP or OB/GYN during the measurement year.
Behavioral Health: Follow-Up Care Children Prescribed ADHD Medication	Members 6 to 12 years of age who receive a follow-up care visit within 30 days of when the first ADHD medication was dispensed by a practitioner with prescribing authority.
Behavioral Health: Follow-Up After Hospitalization for Mental Illness	Members 6 years and older who were hospitalized for treatment of selected mental disorders and who had an outpatient visit, with a mental health practitioner within 7 days of discharge.

Quality Management team

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MDwise Hoosier Alliance Resources

**Our Company is here to assist you with providing
the best healthcare for members.
It's all *because we care!***

Case Management/Disease Management

888-961-3100 option 4

Claim Department Address:

MDwise Hoosier Alliance
P.O. Box 7303
London, KY 40742

Claim Inquiries

800-581-2488

Internal Provider Relations Representatives

888-961-3100 option 2 Fax: 866-465-2985

MDwise Customer Service

800-356-1204 or 317-630-2831

Medical Management & Prior Authorization

888-961-3100 option 1 Fax: 888-465-5581

Pharmacy Prior Authorization

800-558-1655 Fax: 888-465-5581

Quality Department

888-961-3100 option 6

Transportation

800-356-1204 or 317-630-2831

MDwise Behavioral Health Claims Address:

P.O. Box 7303
London, KY. 40742
Behavioral Health Claims 800-581-2488 option 8
Behavioral Health Authorization 888-961-3100



What is HEDIS?

For more resources or tool kits contact your ROQ Specialist or Account Executive

MDwise Hoosier Alliance QM Department
1-888-961-3100 ext 37930