



*Measuring the Quality of America's Health Care*

December 1, 2004

Dear Colleague:

NCQA is pleased to present the *HEDIS<sup>®</sup> 2005 Volume 5 Update*. With this release, NCQA is freezing Volume 5, *HEDIS Compliance Audit<sup>™</sup>: Standards, Policies and Procedures*. This update includes corrections, policy changes and clarifications to HEDIS 2005 Volume 5.

Review these items and incorporate them into your implementation process.

If you have any additional questions about information included in this mailing or in Volume 5, or if you have other measure-specification questions, contact us through our Policy Clarification Support (PCS) system at <http://www.ncqa.org/Main/support.htm>, or by phone (888.275.7585) or fax (202.955.3599).

We hope you find this information useful. NCQA wishes everyone a successful HEDIS audit season!

Sincerely,

A handwritten signature in cursive script that reads 'Mary Braman'.

Mary Braman  
Director, Licensure and Certification

## Standards, Policies and Procedures Updates

This document contains corrections, policy changes, or clarifications to *HEDIS 2005 Volume 5, HEDIS Compliance Audit™: Standards, Policies and Procedures*. NCQA has noted the page number, guideline and heading or subtitle for each item. NCQA’s definitions for corrections/policy changes and clarifications are:

- **Correction or Policy Change:** A change made to an error in the 2005 volume or notification of a revised requirement
- **Clarification:** Additional information that clarifies an existing 2005 policy or guideline.

Page	Measure/Guideline	Heading/Subtitle	Issue	Correction/Policy Change	Clarification
66	Medical Record Review Validation	Medical record review (MRR)	Update this section to say: “If the MRR process – which includes training, tools, interrater reliability checks, rater to standard tests, or any other quality control process – is different by plan, product or product line, the auditor must conduct separate MRR validations for each process.”		X
66	Medical Record Review Validation	Validation Steps – Step 1	Update step 1 to say: “The auditor reviews the MCO’s processes and qualifications for collecting medical record data and determines the integrity of the MRR process and verifies that the process includes statistically sound interrater reliability or rater-to-standard quality control testing protocols.”		X
95	Other Reporting Requirements	Working Papers – MRR Validation	Add the following dashes under MRR Validation: <ul style="list-style-type: none"> <li>- documents and reports describing the interrater reliability checks, rater to standard tests, or any other quality control programs and the staff subject to each version of quality control</li> <li>- documents describing the logic and rationale used to determine the MRR Validation selections (plans, product lines, and measures)</li> </ul>		X