

Specification Updates

This document contains corrections, policy changes and clarifications to *HEDIS 2009 Volume 5: HEDIS Compliance Audit™: Standards, Policies and Procedures*. NCQA’s definitions for corrections, policy changes and clarifications are:

- *Correction or Policy Change*: A correction of an error in the 2009 specifications or a notification of a revised requirement
- *Clarification*: Additional information that clarifies an existing 2009 process or guideline.

Page	Section	Heading/Subtitle	Issue	Correction of /Policy Change	Clarification
31	IS Standards	IS 4.0: Medical Record Review Processes	<p>Add substandard IS 4.5 to capture vendor oversight.</p> <p>IS 4.5: The organization regularly monitors vendor performance against expected performance standards.</p> <ul style="list-style-type: none"> • Contracts with vendors require data for HEDIS reporting and provide inspection and onsite auditing of data; correction and resubmission of data and backlog control standards and procedures; and enforce quality standards • Studies and reports show that: <ul style="list-style-type: none"> – Practitioner level data from vendors are complete and accurate – No data are lost or modified during transfer 	✓	
42	HD Standards	HD 5.0: Outsourced or Delegated HEDIS Reporting Function	Replace all “vendor” references with “software vendor”	✓	
78	Post-Onsite and Reporting	Final Audit Report	<p>Add bullet to cover IS Standard Compliance Findings</p> <ul style="list-style-type: none"> • IS Standards Compliance Findings: <ul style="list-style-type: none"> – A summary of the auditor’s findings from the Describe Impact on HEDIS Reporting Capability column of the IS compliance tool (Appendix 4) – Assessment of organization performance on each IS standard and its impact on HEDIS reporting 	✓	
78	Post-Onsite and Reporting	Survey-Only Audits	Replace reference to “Roadmap Sections 1 and 3” with “Roadmap General Information and Section 2”	✓	
2-73	HEDIS Roadmap	3A: Practitioner Credentialing	<p>Replace definition for <i>Practitioner credentialing vendor</i> with the following text.</p> <ul style="list-style-type: none"> • Captures data about practitioners and their credentialing information, including practitioner IDs, effective dates and board certification status. 	✓	

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2-102	HEDIS Roadmap	7: Data Integration	Replace reference to "Laboratory orders" with "Laboratory claims" in Table 7.2.	✓	