



November 16, 2016

Dear Colleague:

NCQA is pleased to present the HEDIS<sup>®1</sup> 2017 *Volume 3: Technical Update*. With this memo, NCQA freezes the technical specifications for Volume 3.

This update includes changes to the technical specifications. Review all items below and incorporate them into your implementation processes. NCQA-Certified HEDIS Survey Vendors will consider these documents to be part of the specifications.

This year, NCQA added the following disclaimer and additional copyright language to all HEDIS and measurement products:

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If you have questions about information included in the *Technical Update* or about other measure specifications, contact us through our Policy Clarification Support (PCS) system at <https://my.ncqa.org/>. We wish everyone a successful HEDIS data collection season!

Sincerely,

Cindy Ottone, MHA  
Director, Policy

Enclosure

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<sup>1</sup>HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).

## **HEDIS 2017 Volume 3: Specification Updates**

This document contains corrections, policy changes and clarifications to the HEDIS 2017 *Volume 3, Technical Specifications for Survey Measures*. NCQA has identified the appropriate page number, measure/guideline and head/subtitle for each item.

Page	Measure/Guideline	Head/Subtitle	Update					
	Copyright page	Copyright page immediately following the title page	<p>Add the following text above “©2016 by the National Committee for Quality Assurance”:</p> <p><b>Disclaimer</b></p> <p>HEDIS® MEASURES AND SPECIFICATIONS ARE NOT CLINICAL GUIDELINES AND DO NOT ESTABLISH A STANDARD OF MEDICAL CARE, AND HAVE NOT BEEN TESTED FOR ALL POTENTIAL APPLICATIONS. THE MEASURES AND SPECIFICATIONS ARE PROVIDED “AS IS” WITHOUT WARRANTY OF ANY KIND. NCQA MAKES NO REPRESENTATIONS, WARRANTIES OR ENDORSEMENTS ABOUT THE QUALITY OF ANY PRODUCT, TEST OR PROTOCOL IDENTIFIED AS NUMERATOR COMPLIANT OR OTHERWISE IDENTIFIED AS MEETING THE REQUIREMENTS OF A HEDIS MEASURE OR SPECIFICATION. NCQA ALSO MAKES NO REPRESENTATIONS, WARRANTIES OR ENDORSEMENTS ABOUT THE QUALITY OF ANY ORGANIZATION OR CLINICIAN THAT USES OR REPORTS PERFORMANCE MEASURES. NCQA HAS NO LIABILITY TO ANYONE WHO RELIES ON HEDIS MEASURES AND SPECIFICATIONS OR DATA REFLECTIVE OF PERFORMANCE UNDER SUCH MEASURES AND SPECIFICATIONS.</p> <p><b>Copyright</b></p> <p>NCQA holds a copyright in the HEDIS measures and specifications and can rescind or alter these measures and specifications at any time. Users of the HEDIS measures and specifications shall not have the right to alter, enhance or otherwise modify the HEDIS measures and specifications, and shall not disassemble, recompile or reverse engineer the HEDIS measures and specifications. All commercial uses of the HEDIS measures and specifications must be approved by NCQA and are subject to a license at the discretion of NCQA.</p>					
23	General Guidelines for Data Collection and Reporting	General Guideline 30	<p>Add the following Note to the end of the guideline.</p> <p><b>Note:</b> Report members with dual commercial and Medicaid coverage only in commercial HEDIS reports. These members may be excluded from the Medicaid HEDIS reports.</p>					
56	Protocols for Administering HEDIS/CAHPS Surveys	Deduplication Method—Step 2	<p>Replace the second sentence with:</p> <p>For HEDIS 2017, household members are sorted by ascending birth day, ascending birth month, ascending birth year and ascending first name.</p>					
56	Protocols for Administering HEDIS/CAHPS Surveys	Deduplication Method—Step 2	<p>In the table of household members, change the date of birth, birth day, birth month and birth year for Marie to the following:</p> <table border="1" style="margin-left: 20px;"> <tr> <td>Marie</td> <td>7/23/1996</td> <td>23</td> <td>7</td> <td>1996</td> </tr> </table>	Marie	7/23/1996	23	7	1996
Marie	7/23/1996	23	7	1996				

Page	Measure/Guideline	Head/Subtitle	Update
57	Protocols for Administering HEDIS/CAHPS Surveys	Deduplication Method—Step 3	Move the following text, which is currently next to the sixth paragraph, next to the seventh paragraph: <b><u>If seed number is ≤ household size</u></b>
58	Protocols for Administering HEDIS/CAHPS Surveys	Systematic Sampling Method	Add the following text as a new step at the top of the page: <b>Step 2</b> Determine the oversampling rate based on household deduplication and anticipated disenrollment and response rate (refer to the Oversampling section on page 59).