
RM	Roadmap	Last Reviewed:	11/04/08
<p>Question: The HEDIS Roadmap is a drastic change from the BAT. The information provided in the guideline leaves much unanswered regarding how plans with one data system for claims/encounters should respond to sections 1A-1E. The information for our MCO would be redundant for each section. Could you please tell us what are the specific expectations, i.e., should the sections be completed by our vendors if one exists, and not submitted if it doesn't apply?</p> <p>Response: Organizations with one data system for claims/encounters should complete Section 1 only, indicating that all types of claims are processed by the organization on the same system. Sections 1A through 1E were intended for organizations that outsource particular types of claims.</p>			

RM	Roadmap	Last Reviewed:	11/04/08
<p>Question: This question is related to ROADMAP Section 1, Table 1.3. First row under column Coding Scheme includes "Standard Units". What does this refer to? Our understanding is that "Standard Units" refer only to Rx data. If it refers to any type of service listed in the subsequent columns (IP Dx, IP Procedure, Amb Dx or procedure), can you please give examples of standard units.</p> <p>Response: Table 1.3 was clarified to read "Standard HEDIS codes, e.g., ICD-9, CPT, Revenue, MS or CMS DRG, HCPCS, CPT II). To download an updated version of this Roadmap section and see a list of all changes, go to the HEDIS Roadmap page at http://www.ncqa.org/tabid/585/Default.aspx.</p>			

RM	Roadmap	Last Reviewed:	11/04/08
<p>Question: In Table 7.5, I don't understand the need for the column "Services Included" and what the table is asking the health plan to do.</p> <p>Response: Table 7.5 was updated, the "services included" column was deleted and the table reformatted to better explain what we are asking from the health plan. To download an updated version of this Roadmap section and see a list of all changes, go to the HEDIS Roadmap page at http://www.ncqa.org/tabid/585/Default.aspx.</p>			

RM	Roadmap	Last Reviewed:	11/04/08
<p>Question: Table 3A.3 – the following question was repeated "Were practitioners require to be Board Certified or eligible ..." Section 7 Instructions references section 8 about source code. Is there a section 8? Appendix 2 references Appendix 7. Is there an Appendix 7?</p> <p>Response: The repeated question in Table 3A.3 was an error. This section was updated and reposted. The instructions in section 7 should refer to section 7, not section 8. The Roadmap Introduction references Appendix 7, the glossary of Volume 5: HEDIS Compliance Audit.</p>			

RM	Roadmap	Last Reviewed:	9/29/08
<p>Question: What section of the Roadmap is used if lab claims are processed by the organization's claims data processing system but the organization receives lab result data from the lab services provider (e.g., Quest)? Section 1B applies specifically to lab data, but is to be completed by vendors that "perform claim or encounter data processing functions." Section 5 more generically applies to supplemental data sources, but specifically refers to "Laboratory data in HL-7 formats."</p>			
<p>Response: The organization should complete Section 1 and indicate that lab claims are processed by the organization on the same system as other claims. If the lab services provider sends lab result data in a non-standard format, the organization should complete section 5 explaining how the data are mapped and loaded into the HEDIS repository.</p>			
RM	Roadmap	Last Reviewed:	9/29/08
<p>Question: Regarding section 1 of the Roadmap, if we use the same system for medical and behavioral health, can we complete only section 1, or are we required to complete section 1A as well?</p>			
<p>Response: The organization can complete Section 1 only and indicate, if applicable, how it processes behavioral health claims differently from medical claims processing.</p>			
RM	Roadmap	Last Reviewed:	9/29/08
<p>Question: Regarding Table 2.2, should we enter "yes" or "no" for these fields, or enter the letter designations used on last year's BAT (R, O, N, NA)?</p>			
<p>Response: The updated Roadmap, scheduled for November, will have a new table heading "Required?" Enter the appropriate response for your situation (e.g., Yes, No, NA). The redesign should give you more flexibility for responses; and as always, your auditor will help you if more information is needed.</p>			