



Measuring the Quality of America's Health Care

October 31, 2006

Dear Colleague:

NCQA is pleased to provide you with the *HEDIS® 2007, Volume 3: Technical Update*. With this release, NCQA freezes the technical specifications for HEDIS 2007 Volume 3.

Please review these items and incorporate them into your implementation processes. NCQA, NCQA-Certified HEDIS Survey Vendors and HEDIS Compliance Auditors will consider these items to be part of the specifications.

If you have additional questions about information included in this Update or about other measure specifications, contact us through our Policy Clarification Support (PCS) system at www.ncqa.org/PCS or by phone (888-275-7585).

We wish everyone a successful HEDIS data collection season!

Sincerely,

A handwritten signature in cursive script, appearing to read 'Cindy Ottone'.

Cindy Ottone, MHA
Director, Policy

Enclosure

Specification Updates

This document contains corrections to *HEDIS 2007 Volume 3, Specifications for Survey Measures*.

Page	Heading	Section	Issue
74	Customer Service composite	Single asterisk below table	Replace "Not a problem" with: "Always"
97	Prescreen status code	Third bullet	Insert "nonacute inpatient" in the first sentence so it reads: At least one encounter in an acute inpatient, nonacute inpatient or emergency department setting during the measurement year or the year prior to the measurement year with a diagnosis listed in Table CCC-2.
99	Table CCC-3	Outpatient	Replace UB-92 Revenue code 052x with: 0520-0523, 0526-0529
99	Table CCC-3	Nonacute inpatient	Add UB-92 Revenue codes 0524, 0525
2-9	Appendix 2	Q30	Replace the word "you're" with "from" so the question reads: In the last 6 months, did you try to get information or help from your health plan's customer service?