



HEDIS^{®1} 2011 Public Comment Overview

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¹HEDIS[®] is a registered trademark of the National Committee for Quality Assurance (NCQA).

²CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Synopsis

NCQA is releasing documentation to solicit feedback on proposed new measures and changes to specifications for HEDIS 2011. Reviewers are asked to submit their comments in writing via the Public Comment Web site to NCQA by **midnight (ET) on Monday, March 22, 2010**.

Submitting Comments

Submit all comments via NCQA's Public Comment Web site. NCQA implemented this method to streamline the process and make tracking and assessing submitted comments more efficient. Use the following link to the Public Comment Web site: www.ncqa.org/publiccomment.aspx **Note:** NCQA will no longer accept comments via mail, e-mail or fax.

How to Submit a Comment

1. Enter the following information.

- Your e-mail address
- Your contact information

2. Choose from the following options.

- Select HEDIS 2011
- Select the measure on which you would like to comment
- Select your support option (e.g., *Support*, *Do not support*, *Support with modifications*)

Note: *If you choose Do not support, include your rationale in the text box. If you choose Support with modifications, enter the suggested modification in the text box.*

3. Enter your comment into the text box. *There is an 1,800 character limit.* If you exceed the limit, your comment will be cut off at 1,800 characters.

Note: *We suggest that you develop your comment in Word, in order to check your character limit, and save a copy for reference. Use the "cut and paste" function to copy your comment into the text box.*

4. Submit additional comments using the same process.

Comments must be received by **midnight (ET) on Monday, March 22, 2010**, to be considered.

NCQA Review of Public Comments

NCQA appreciates the time and effort required to collect and submit comments. All feedback submitted within the Public Comment period is reviewed by NCQA. Due to the high volume of comments received, NCQA cannot respond to individual comments; however, NCQA Measurement Advisory and Technical Panels consider all comments and advise NCQA staff on appropriate recommendations to take to the Committee on Performance Measurement (CPM), a committee containing representatives from purchasers, consumers, health plans, health care providers and policy makers, that oversees the evolution of the measurement set. The CPM also reviews all comments before making final decisions for HEDIS 2011.

Items for Public Comment

Detailed documentation (e.g., memos, specifications) is available on the NCQA HEDIS 2011 Public Comment home page for your review on the following items.

Proposed HEDIS 2011 Measure

One new measure has been proposed for HEDIS: Plan All-Cause Readmissions (*This measure was previously known as Inpatient Readmissions*).

If approved by the CPM following Public Comment, this measure will be included in HEDIS 2011 and will be reported as a first-year measure. Organizations will collect, be audited on and report on this measure, but results will not be publicly reported for individual organizations in the first year (plan-level results will not be included in NCQA's *Quality Compass*[®] or accreditation scoring). First-year rates will be evaluated by the CPM and Expert Panels. The CPM will decide whether to move to public reporting in the second year.

Proposed Changes to Existing HEDIS Measures

The following nine measures have proposed changes.

1. Ambulatory Care
2. Frequency of Selected Procedures
3. Language Diversity of Membership
4. Race/Ethnicity Diversity of Membership
5. Spirometry Testing in the Assessment and Diagnosis of COPD
6. Relative Resource Use measures – Pharmacy Update
7. Relative Resource Use measures – Risk Adjustment Update
8. Relative Resource Use measures – Utilization Update
9. Relative Resource Use Diabetes and Cardio – Utilization Update

Proposed HEDIS Measures to Retire

NCQA is proposing to retire the following two measures.

1. Inpatient Utilization – Nonacute Care
2. Outpatient Drug Utilization

HEDIS Overview

HEDIS is a set of standardized performance measures designed to ensure that purchasers and consumers can reliably compare the performance of managed care organizations (MCO) and preferred provider organizations (PPO). It also serves as a model for emerging systems of performance measurement in other areas of health care delivery.

HEDIS is maintained by NCQA, a not-for-profit organization committed to evaluating and publicly reporting on the quality of MCOs and PPOs. HEDIS 2010 consists of 76 measures across eight domains of care, and the measures that MCOs and PPOs will report in June 2010 are based on activity that occurred during the 2009 measurement year. Items available for Public Comment are proposed changes to HEDIS 2011, which will be published in July 2010 and reported on in June 2011, based on activity that occurred during the 2010 measurement year.

The HEDIS Measure Development Process

NCQA's CPM—which includes representatives of purchasers, consumers, MCOs, providers and policy makers—oversees the evolution of the measurement set. Measurement Advisory Panels (MAP) provide further leadership and oversight of measures for particular clinical areas or populations and provide recommendations to the CPM. Additionally, the HEDIS User Group (HUG) and HEDIS Expert Panels provide invaluable assistance by identifying issues related to the current measurement set as well as new measures. The Technical Advisory Group (TAG) provides assistance with methodological issues identified during measure maintenance and development.

If You Have Questions...

Contact *NCQA Customer Support* at **888-275-7585**.