1100 13th Street NW, Third Floor

Washington, DC 20005

phone: 202.955.3500 fax: 202.955.3599 www.ncqa.org

December 21, 2017

Dear HEDIS Contact:

Thank you for your interest in submitting HEDIS data to NCQA. HEDIS is the nation's most widely used set of health care performance measures. Every year, NCQA receives more than 2,300 HEDIS submissions from over 800 organizations. NCQA collects Medicare and Marketplace data on behalf of the Centers for Medicare & Medicaid Services (CMS), collects Medicaid HEDIS data on behalf of state agencies and collects commercial data on behalf of states and the U.S. Office of Personnel Management. For more information about NCQA, visit our Web site at **http://www.ncqa.org/** .

NCQA's Health Plan Report Card, Quality Compass®, *State of Health Care Quality Report*, Health Plan Ratings and a variety of state and local report cards inform patients, purchasers, providers and plans about the performance of our local and national health care systems. HEDIS data are used to calculate national performance statistics and benchmarks, as well as to set standards for measures included in NCQA's Accreditation Program.

If your health plan is submitting HEDIS data for the first time, contact the NCQA Data Collection staff at **https://my.ncqa.org/.** All health plans submitting HEDIS data must complete the Health Organization Questionnaire (HOQ). Plans that submit the HOQ will have automatic access to the Interactive Data Submission System (IDSS) that NCQA uses to collect non-survey HEDIS data.

Visit the HEDIS Data Collection page on our website for the data submission timeline, FAQs and IDSS resources and materials:
http://www.ncqa.org/HEDISQualityMeasurement/HEDISMeasures/HEDISDataSubmission.aspx

Submitting Data to NCQA

Step 1. **Submit to our customer portal via https://my.ncqa.org/ with the following information about your health plan:**

- Legal Name
- Address
- Phone Number
- Web site URL
- *Primary HEDIS contact:* First name, last name, title, e-mail address and phone number
- *Secondary HEDIS contact:* First name, last name, title, e-mail address and phone number

Step 2. **Your HEDIS account manager (AM) will contact you when your plan is in our system.**

• Your AM is available throughout the entire data submission process to answer your questions about the HOQ and the IDSS and for technical assistance.

Step 3. **Complete the HOQ.**

• The HOQ is released in January. You will receive an email notification with the link to the HOQ, instructions for retrieving your password and training information. The completed HOQ is due to NCQA on **Friday, February 16**.

Step 4. **Complete the IDSS**.

• The IDSS is released in April. You will receive an email notification with the link to the IDSS, instructions for retrieving your password and training information. The completed IDSS is due to NCQA on **Friday, June 15**.

Contact your AM via **https://my.ncqa.org/** with questions or requests for technical assistance.

The IDSS Use Fee applies only to submissions that meet **all five criteria**:

1. The submission product line is commercial.
2. The submission does not contribute to an organization's scheduled, in process, or active commercial Health Plan Accreditation status from NCQA.
3. The submission is not required by a federal project contracted with NCQA.
4. The submission is not required by a state's HEDIS data collection project contracted with NCQA.
5. The submission includes HEDIS data (CAHPS-only submissions are not assessed a fee).

Commercial plans that want to submit to NCQA to meet state reporting requirements, but the state is *not* contracted with NCQA, are not required to use IDSS to submit their audited data. Plans that submit via IDSS for this purpose will be assessed the IDSS Use Fee. Contact your NCQA Certified Auditor for information on how to have your data audited outside IDSS to meet your state's requirement. Only audited data may be submitted through IDSS.

For questions about the HEDIS Volume 2 Specifications, the NCQA Licensure and Certification Program or NCQA Accreditation, contact the NCQA Policy Department at **https://my.ncqa.org/.**

We look forward to working with you and we thank you for your commitment to improving health care quality.

Sincerely,

Garcene Duckett, MSIS
Assistant Director, Data Collection