



November 15, 2019

Dear Colleague:

NCQA is pleased to present the HEDIS<sup>®1</sup> 2020 *Volume 3: Technical Update*. With this memo, NCQA freezes the technical specifications for Volume 3.

This update includes a change to the technical specifications. Review the item below and incorporate it into your implementation processes. NCQA-Certified HEDIS Survey Vendors will consider this document to be part of the specifications.

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 2020 Volume 3: Specification Updates***

This document contains corrections, policy changes and clarifications to the HEDIS 2020 *Volume 3, Technical Specifications for Survey Measures*. NCQA has identified the appropriate page number, measure/guideline and head/subtitle for each item.

<b>Page</b>	<b>Measure/Guideline</b>	<b>Head/Subtitle</b>	<b>Update</b>
27	General Guideline 33	Small Numbers/Implications	Replace the text in the “Implications” section with the following:  <i>NA</i> results are not used to calculate national, regional, state or metro-area averages. In <i>Quality Compass</i> , results are reported as <i>NA</i> and the number of responses is reported in the <i>Detailed</i> section.