November 15, 2019

Dear Colleague:

NCQA is pleased to present the HEDIS®1 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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1HEDIS® 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.

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