

HEDIS® Overview

The National Committee for Quality Assurance (NCQA®) has developed measures of healthcare that are quantifiable, comparable and meaningful. They are called the Healthcare Effectiveness Data and Information Set (HEDIS®) measures. NCQA reports that, “HEDIS is a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. Altogether, HEDIS consists of 81 measures across 5 domains of care.” There are currently four commercial HEDIS measures focused on behavioral health issues and in 2015 they are adding three more.

Stemming from the measures set forth by HEDIS, CMS deployed its 5-Star Plan rating system that effectively rates a health plan's Medicare Advantage programs. Ratings emphasize patient care and satisfaction, using national clinical and service-quality measures (HEDIS), health outcomes and patient feedback. Though the behavioral health HEDIS measures are not yet a part of the CMS rating system, they may be in the future.

How is HEDIS Relevant to My Practice?

HEDIS offers a clear standardized measure of clinical outcome that is used throughout the entire healthcare industry. As such, it allows us to identify the impact of clinical interventions across a population of health plan members. It is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of managed health care plans.

- Improvement in HEDIS measures demonstrates that patients are experiencing better clinical outcomes

What is Your Role in HEDIS?

You and your office staff can help facilitate the HEDIS process improvement by:

- Understanding and adhering to the best practice recommendations for each of the HEDIS measures
- Providing the appropriate care within the designated timeframes
- Documenting all care in the patient's medical record
- Accurately coding all claims
- Responding to our requests for medical records within 5 business days. This information is important for us to validate the work that you do. We recognize that this is an extra administrative task for you and your staff, and we appreciate your willingness to work with us to demonstrate our compliance with the HEDIS measures.
- Assist with the provision of information we request about kept appointments for patients you may have seen

Behavioral Health HEDIS Measures

FUH: Follow-up after Hospitalization for Mental Illness (Ambulatory Follow-up)

AMM: Antidepressant Medication Management

ADD: Follow-up Care for Children Prescribed Medication for Attention-Deficit/Hyperactivity Disorder

IET: Initiation and Engagement of Alcohol & Other Drug Dependence Treatment

SSD: Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications

APC: Use of Multiple Concurrent Antipsychotics in Children and Adolescents

APP: Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics

We work in collaboration with our health plan customers to design activities to improve our health plans' HEDIS rates. We can only do this in coordination with your efforts and good clinical care of our patients. We value your input and suggestions on how we can help you maintain the best possible clinical care for our members. We welcome your questions and feedback. Contact us via email: gimail@uhc.com