



## **HEDIS®**

### **What is HEDIS?**

“HEDIS” is an acronym for the Healthcare Effectiveness Data and Information Set, which is a set of standardized measures developed by the National Committee for Quality Assurance (NCQA) to evaluate the performance of health plans. It allows for the assessment of health plans on the basis of quality and performance.

### **Why do HEDIS?**

AlohaCare is required to report the results of several HEDIS indicators to our State regulators, the Hawaii Department of Human Services (DHS), and our Federal regulators, the Center for Medicaid and Medicare Services (CMS), on an annual basis. By measuring HEDIS indicators annually, we are able to evaluate our performance, monitor our quality improvement efforts, and identify further opportunities for improvement in our health care delivery efforts.

### **What does HEDIS measure?**

DHS and CMS have each selected a set of 50+ HEDIS indicators for reporting and monitoring of health plans. HEDIS measures address a broad range of important health issues. Among them are:

- Asthma Medication Use
- Use of High-Risk Medications in the Elderly
- Controlling High Blood Pressure
- Comprehensive Diabetes Care
- Breast Cancer Screening
- Antidepressant Medication Management
- Childhood Immunization Status
- Prenatal and Postpartum Care
- Inpatient Utilization – General Hospital, Acute Care, Ambulatory Care

### **How are HEDIS data collected?**

Every year AlohaCare collects and reports HEDIS data through a series of coordinated activities including sample selection, encounter and claims analysis, and data integration. In order to obtain complete data for HEDIS measures, AlohaCare also collects and reviews medical records for certain “hybrid” measures. If we find evidence that a service has been given and it meets the HEDIS criteria, AlohaCare achieves a “positive” for that member. If the service has not been given or it does not meet the HEDIS criteria, it is counted as a “negative.” At the end of the process, the numbers of positives are calculated to obtain the overall rate for each HEDIS measure. The final rates that AlohaCare submits are audited by independent auditors.

### **What is the physician's role?**

- Physicians should keep accurate, legible, and complete medical records for their patients.
- Physicians need to encourage patients to receive appropriate preventive services to ensure their health and well-being.
- Since HEDIS reporting is mandated for DHS and CMS compliance, physicians and their staff should become familiar with HEDIS to understand what health plans are required to report.
- Contractually, physicians are obligated to allow the AlohaCare access for reviewing medical records.

### **How does this benefit members?**

- As a result of measuring health care services, AlohaCare can develop initiatives to improve the health of members based on their health care needs.
- Quality initiatives serve to increase member awareness and understanding of preventive health care, health care screenings, and appropriate care for various disease states. Members are empowered to take an active role in their health.

Each member's confidentiality is maintained at the highest level. No individual results are reported and all staff involved in the data collection process sign confidentiality statements.