

HEDIS CASE STUDY

ECDS: How one client prepared for NCQA digital measure expansion

CLIENT SPOTLIGHT

- Regional Health Plan
- Expansive market coverage operating across multiple product lines: Commercial, Marketplace and Medicare
- Maintains 7 different submissions to NCQA

THE CHALLENGE

Our client did not have a sustainable solution.

NCQA has communicated a long-term strategy to restate the HEDIS measurement set as digital measures, ultimately resulting in the replacement of hybrid medical record review. Our client proactively addressed this change by securing clinical data from contracted provider organizations. After many setbacks, they realized the level of effort needed to effectively leverage these sources was manual and unsustainable.

- 20 different data sources
- Manual CCD file loads
- Lack of standardized file layouts
- Inability to resolve member identity
- Outdated care gap rosters
- PSV required for each data source

SS&C'S SOLUTION

API driven workflow positions client for transition to NCQA digital measures.

Our client leveraged an API driven workflow to retrieve daily HL7 data directly from the health plan FHIR server using a partner-access API.

In addition, CCD file batches were created so the data could be accessible as soon as DAV certified providers made it available. SS&C also created a data quality process to cleanse and prepare the data for use. Prior to this streamlined improvement, each file was subject to an extensive primary source verification (PSV). Using the updated process, our client obtained auditor approval for the data to be considered as standard supplemental sources.

WHY IS THIS IMPORTANT?

In MY2024, the colorectal cancer screening measure will move to ECDS rather than the current hybrid methodology. Our client is ready but plans that have not solved the clinical data dilemma will see their rates plummet with the removal of the hybrid lift. Another cost of inaction is the potential for negative impact on Star ratings and accreditation status.

POST-IMPLEMENTATION HIGHLIGHTS

EHR Data Impact on HEDIS Measures

Leveraging SS&C Health's API driven solution, our client has experienced steady improvement in their HEDIS measure performance.

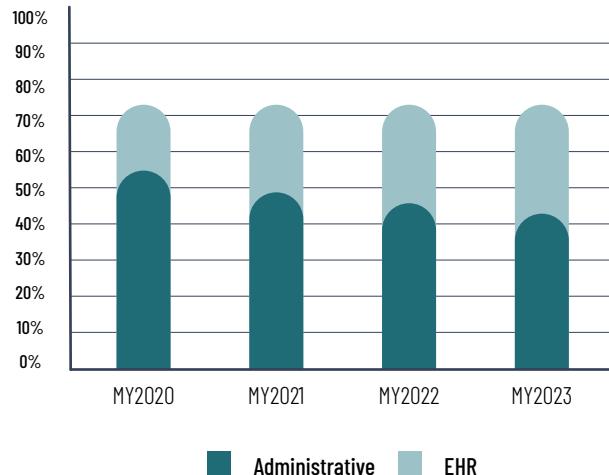
| HEDIS Measure | Impact Range |
|---|--------------|
| Childhood Immunization Status | 64-78% |
| Hepatitis B | |
| Kidney Health Evaluation for Patients with Diabetes | 27-36% |
| Hemoglobin A1C Control for Patients with Diabetes | 23-39% |
| Immunization for Adolescents | 16-33% |
| Controlling high blood pressure | 8-11% |

Controlling Blood Pressure: Star Cutpoint Impact

Rate boost for Controlling High Blood Pressure measure positioned our client to close the gap between the 4-Star and 5-Star cutpoints



Controlling Blood Pressure: Star Cutpoint Impact



In 2024, COL-E (Colorectal Cancer Screening) rates will now be based solely on electronic clinical systems data (ECDS).

Leveraging this data, our client's performance exceeds the current 5-star threshold for the traditional administrative measure, and they are well-positioned for success with the impending removal of hybrid methodology.



Higher Rates

- Rate improvements on 33 measures in 6 months
- Steady improvement in Star Ratings in Medicare HMO
- Timely gaps in care integrated into data warehouse.



Reliable Data

- Care gap trends delivered every two weeks
- Auditor approval to consider data as standard supplemental source



Efficiency

- Automated retrieval and load process
- Increased resource availability with less reliance on IT staff
- Automated cleansing algorithms eliminated need for manual review

ABOUT SS&C

SS&C is an experienced HEDIS vendor and healthcare technology company, with solutions for all plan types including Medicare, Medicaid, MMP, Marketplace, Commercial and Special Needs Plans. With some of the most tenured experts in the industry, we have a depth and breadth of experience that is unique and allows flexibility in meeting current and future needs.

We have successfully achieved NCQA HEDIS Measure CertificationSM every year since 2002 for all measures, including ECDS measures, hybrid systematic sampling and CAHPS survey sample frames. NCQA does not otherwise

certify hybrid measures; however, SS&C has our MRR tool validated by multiple HEDIS audit firms each year. Our certification also provides for allowable adjustments.

We actively participate in numerous NCQA stakeholder groups, such as the Digital Measurement Community and the Data Collection Advisory Panel. NCQA relies on participants of these groups to validate their methods prior to public release to ensure quality, completeness and clarity. SS&C HEDIS associates have participated in measure validations for decades.

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