

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
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## **CENTER FOR MEDICARE**

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DATE: August 2, 2013

TO: Medicare Advantage and Section 1876 Cost Contracts Quality Contracts and Medicare Compliance Officers

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SUBJECT: Updated Requirements for Reporting of 2014 HEDIS<sup>®</sup>, HOS and CAHPS<sup>®</sup> Measures

### **Overview**

This memorandum contains the Healthcare Effectiveness Data and Information Set (HEDIS) measures required to be reported in 2014 by all Medicare Advantage Organizations (MAOs) and other organization types. It also includes information about which contracts are required to participate in the Medicare Health Outcomes Survey (HOS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey. Sections 422.152 and 422.516 of Volume 42 of the Code of Federal Regulations (CFR) state that Medicare Advantage (MA) contracts must submit performance measures as specified by the Department of Health & Human Services (DHHS) Secretary and the Centers for Medicare & Medicaid Services (CMS).

### **HEDIS 2014 Requirements**

In 2014 (the reporting year), the National Committee for Quality Assurance (NCQA) will collect data for services covered in 2013 (the measurement year). NCQA publishes detailed specifications for HEDIS measures in *HEDIS<sup>®</sup> 2014, Volume 2 Technical Specifications for Health Plans*.

All HEDIS 2014 measures must be submitted to NCQA by 11:59 p.m. Eastern Time on **June 16, 2014**. Please note that late submissions will **not** be accepted. If an organization (contract/plan) does not submit HEDIS data by June 16, 2014, it will automatically receive a rating of one star for each HEDIS measure used to populate the Star Ratings in Medicare Plan Finder (in the fall of 2014). MA ratings affect MA Quality Bonus Payments.

MAOs that are new to HEDIS must become familiar with the requirements for data submission to NCQA and make the necessary arrangements as soon as possible. All information about the HEDIS audit compliance program is available at <http://www.ncqa.org/tabid/204/Default.aspx>. Please note that MAOs should refer to this memorandum for CMS Medicare HEDIS reporting requirements, rather than to the NCQA website or any other third-party source.

For the reporting year of 2014, MAOs and other organization types listed in Table 1 must submit audited, summary-level HEDIS data to NCQA. Table 1 also indicates which organization types must report CAHPS and HOS data.

**Table 1: 2014 Performance Measure Reporting Requirements**

<b>2014 Performance Measure Reporting Requirements</b>				
<b>Organization Type</b>	<b>CAHPS</b>	<b>HEDIS</b>	<b>HOS</b>	<b>HOS-M</b>
Section 1876 Cost Contracts	✓	✓	✓	✗
Chronic Care	✗	✗	✗	✗
Medicare-Medicaid Plans <sup>1</sup>	✓	✓	✓	✗
Employer/Union Only Direct Contract Local CCP	✓	✓	✓	✗
Employer/Union Only Direct Contract PFFS	✓	✓	✓	✗
HCPP-1833 Cost	✗	✗	✗	✗
Local Coordinated Care Plans (CCP)	✓	✓	✓	✗
MSA	✓	✓	✓	✗
National PACE	✗	✗	✗	✓
PFFS	✓	✓	✓	✗
Regional CCP	✓	✓	✓	✗
RFB Local CCP	✓	✓	✓	✗
RFB PFFS	✓	✓	✓	✗

✗ = Not required to report

✓ = Required to report

<sup>1</sup> Not required to report in 2014 because they will be too new.

## MA HEDIS

All contracts with an organization type marked as required to report in Table 1, and whose contract effective date is January 1, 2013 or earlier, are required to collect and submit to CMS the HEDIS summary data for the measures listed in Table 2. There is no minimum enrollment requirement for submitting MA HEDIS.

If your Health Plan Management System (HPMS) contract status is listed as a consolidation, a merger, or a novation during the measurement year, the surviving contract must report HEDIS data for all members of all contracts involved. If a contract status is listed as a conversion in the measurement year, the contract must report if their new organization type is required to report.

If your HPMS contract status is listed as “Withdrawn Contract” or “Terminated” with a termination date on or before 12/31/2013, then your contract is not required to report HEDIS 2014.

All 1876 Cost contracts are required to report the HEDIS measures listed in Table 2, regardless of their enrollment closure status.

All contracts are also required to submit Patient-Level Detail (PLD) files to the designated CMS contractor. CMS expects these files to contain the details for the data reported in the contracts' summary data submissions. More details about the patient-level data submission will be forthcoming in a separate memorandum.

**Table 2: MA HEDIS 2014 Measures for Reporting by Organization Types**

MA HEDIS 2014 Measures for Reporting		All Organizations
<i>Effectiveness of Care</i>		
<b>ABA</b>	Adult BMI Assessment	✓
<b>BCS</b>	Breast Cancer Screening	✓
<b>COL</b>	Colorectal Cancer Screening	✓
<b>GSO</b>	Glaucoma Screening in Older Adults	✓
<b>SPR</b>	Use of Spirometry Testing in the Assessment and Diagnosis of Chronic Obstructive Pulmonary Disease (COPD)	✓
<b>PCE</b>	Pharmacotherapy Management of COPD Exacerbation	✓
<b>CMC</b>	Cholesterol Management for Patients With Cardiovascular Conditions	✓ <sup>1</sup>
<b>CBP</b>	Controlling High Blood Pressure	✓
<b>PBH</b>	Persistence of Beta-Blocker Treatment After a Heart Attack	✓ <sup>1</sup>
<b>CDC</b>	Comprehensive Diabetes Care	✓ <sup>2</sup>
<b>ART</b>	Disease Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis	✓
<b>OMW</b>	Osteoporosis Management in Women Who Had a Fracture	✓
<b>AMM</b>	Antidepressant Medication Management	✓
<b>FUH</b>	Follow-Up After Hospitalization for Mental Illness	✓
<b>MPM</b>	Annual Monitoring for Patients on Persistent Medications	✓
<b>DDE</b>	Potentially Harmful Drug-Disease Interactions in the Elderly	✓
<b>DAE</b>	Use of High-Risk Medications in the Elderly	✓
<b>HOS</b>	Medicare Health Outcomes Survey	✓
<b>FRM</b>	Falls Risk Management (collected in HOS)	✓
<b>MUI</b>	Management of Urinary Incontinence in Older Adults (collected in HOS)	✓
<b>OTO</b>	Osteoporosis Testing in Older Women (collected in HOS)	✓
<b>PAO</b>	Physical Activity in Older Adults (collected in HOS)	✓
<b>FVO</b>	Flu Vaccinations for Adults Ages 65 and Older (collected in CAHPS)	✓
<b>MSC</b>	Medical Assistance With Smoking and Tobacco Use Cessation (collected in CAHPS)	✓
<b>PNU</b>	Pneumococcal Vaccination Status for Older Adults (collected in CAHPS)	✓

<i>Access /Availability of Care</i>		
<b>AAP</b>	Adults' Access to Preventive/Ambulatory Health Services	✓
<b>IET</b>	Initiation and Engagement of Alcohol and Other Drug Dependence Treatment	✓
<b>CAT</b>	Call Answer Timeliness	✓
<i>Utilization and Relative Resource Use</i>		
<b>FSP</b>	Frequency of Selected Procedures	✓ <sup>1</sup>
<b>AMB</b>	Ambulatory Care	✓
<b>IPU</b>	Inpatient Utilization - General Hospital/Acute Care	✓ <sup>1</sup>
<b>IAD</b>	Identification of Alcohol and Other Drug Services	✓ <sup>1</sup>
<b>MPT</b>	Mental Health Utilization	✓ <sup>1</sup>
<b>ABX</b>	Antibiotic Utilization	✓
<b>PCR</b>	Plan All-Cause Readmissions	✓ <sup>3</sup>
<i>Health Plan Descriptive Information</i>		
<b>BCR</b>	Board Certification	✓
<b>ENP</b>	Enrollment by Product Line	✓
<b>EBS</b>	Enrollment by State	✓
<b>LDM</b>	Language Diversity of Membership	✓
<b>RDM</b>	Race/Ethnicity Diversity of Membership	✓
<b>TLM</b>	Total Membership	✓

<sup>1</sup> If they do not have inpatient claims, Section 1876 Cost Contracts do not have to report the following inpatient measures: CMC, PBH, FSP, IPU, IAD, and MPT.

<sup>2</sup> HbA1c control <7% for a selected population is not reported for Medicare contracts.

<sup>3</sup> Section 1876 Cost Contracts are not required to report the PCR measure but may do so voluntarily.

## SNP HEDIS

In 2014, CMS will continue collecting audited data from each Plan Benefit Package (PBP) designated as a Special Needs Plan (SNP) offered by any coordinated care plan (CCP) organization. The SNP must have had 30 or more members enrolled as listed in the February 2013 SNP Comprehensive Report (this report can be found at this link: <http://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/MCRAdvPartDENrolData/Special-Needs-Plan-SNP-Data.html>). SNP PBPs which meet the enrollment criteria must also exist in both the measurement year and reporting years. PBPs which end as of December 31, 2013 are not required to report, but may still do so voluntarily.

Contracts with SNP PBPs do not have to report any additional PLD files. The MA HEDIS PLD submitted at the contract level data will already include the data about the SNP PBPs.

The measures to be reported in SNP HEDIS 2014 are summarized in Table 3.

**Table 3: SNP HEDIS 2014 Measures for Reporting by Organization Types**

SNP HEDIS 2014 Measures for Reporting		SNP PBP
<i>Effectiveness of Care</i>		
<b>COL</b>	Colorectal Cancer Screening	✓
<b>GSO</b>	Glaucoma Screening in Older Adults	✓
<b>COA</b>	Care for Older Adults (SNP-only measure)	✓
<b>SPR</b>	Use of Spirometry Testing in the Assessment and Diagnosis of Chronic Obstructive Pulmonary Disease (COPD)	✓
<b>PCE</b>	Pharmacotherapy Management of COPD Exacerbation	✓
<b>CBP</b>	Controlling High Blood Pressure	✓
<b>PBH</b>	Persistence of Beta-Blocker Treatment After a Heart Attack	✓
<b>OMW</b>	Osteoporosis Management in Women Who Had a Fracture	✓
<b>AMM</b>	Antidepressant Medication Management	✓
<b>FUH</b>	Follow-Up After Hospitalization for Mental Illness	✓
<b>MPM</b>	Annual Monitoring for Patients on Persistent Medications	✓
<b>MRP</b>	Medication Reconciliation Post-Discharge (SNP-only measure)	✓
<b>DDE</b>	Potentially Harmful Drug-Disease Interactions in the Elderly	✓
<b>DAE</b>	Use of High-Risk Medications in the Elderly	✓
<b>HOS</b>	Medicare Health Outcomes Survey	✓
<b>FRM</b>	Falls Risk Management (collected in HOS)	✓
<b>MUI</b>	Management of Urinary Incontinence in Older Adults (collected in HOS)	✓
<b>OTO</b>	Osteoporosis Testing in Older Women (collected in HOS)	✓
<b>PAO</b>	Physical Activity in Older Adults (collected in HOS)	✓
<i>Utilization and Relative Resource Use</i>		
<b>PCR</b>	Plan All-Cause Readmissions	✓
<i>Health Plan Descriptive Information</i>		
<b>BCR</b>	Board Certification	✓

**HEDIS Contact**

Please address all questions on the measures, reporting or submission requirements to the CMS mailbox at: [HEDISquestions@cms.hhs.gov](mailto:HEDISquestions@cms.hhs.gov).

## 2014 HOS and HOS-M Reporting Requirements

### Who Must Report HOS

The following types of MAOs and other organization types with Medicare contracts in effect on or before January 1, 2013 are **required** to report the Baseline HOS in 2014, provided that they have a minimum enrollment of 500 members as of February 1, 2014:

- All Coordinated Care contracts, PFFS contracts and MSA contracts
- Section 1876 cost contracts even if they are closed for enrollment
- Employer/Union Only Direct Contract PFFS contracts

*In addition, all MAOs that reported a Cohort 15 Baseline Survey in 2012 are required to administer a Cohort 15 Follow-up Survey in 2014.*

To report HOS, all organizations must contract with an NCQA-certified HOS survey vendor and notify NCQA of their survey vendor choice no later than **January 17, 2014**. You will receive further correspondence from NCQA regarding your HOS participation.

If the above organizations do not submit HOS data they will automatically receive a rating of one star for the HOS data that are part of the Star Ratings on Medicare Plan Finder, which also impacts the MA Quality Bonus Payments.

### Optional HOS Reporting for FIDE SNPs

MAOs sponsoring fully integrated dual eligible (FIDE) SNPs may elect to report HOS at the FIDE SNP level to determine eligibility for a frailty adjustment payment under the Affordable Care Act. Voluntary reporting will be in addition to standard HOS requirements for quality reporting at the contract level. Information specific to optional reporting for FIDE SNPs in 2014 will be forthcoming in a separate memo.

### Who Must Report HOS-M

The HOS-M is an abbreviated version of the Medicare HOS. The HOS-M assesses the physical and mental health functioning of the beneficiaries enrolled in PACE Programs to generate information for payment adjustment.

All PACE Programs with Medicare contracts in effect on or before January 1, 2013 are required by CMS to administer the HOS-M survey in 2014, provided that they have a minimum enrollment of 30 members.

To report HOS-M, eligible plans must contract with the CMS-certified HOS-M survey vendor, no later than **January 17, 2014**. You will receive further correspondence from NCQA regarding your HOS-M participation.

For additional information on 2014 HOS or HOS-M reporting requirements, please email [hos@cms.hhs.gov](mailto:hos@cms.hhs.gov).

## **CAHPS Survey Requirements**

The following types of organizations are included in the CAHPS survey administration provided that they have a minimum enrollment of 600 eligible members as of July 1, 2013:

- All MAOs, including all coordinated care plans, PFFS contracts, and MSA contracts
- Section 1876 cost contracts even if they are closed for enrollment
- Employer/union only contracts

PACE and HCPP 1833 cost contracts are excluded from the CAHPS administration.

MAOs are required to contract with an approved MA & PDP CAHPS vendor for the 2014 survey administration. Approved CAHPS survey vendors are listed on [www.MA-PDPCAHPs.org](http://www.MA-PDPCAHPs.org). CMS will issue additional HPMS memorandums about the CAHPS survey for 2014.

If an approved CAHPS vendor does not submit a contract's CAHPS data by the data submission deadline of June 19, 2014, the contract will automatically receive a rating of one star for the required CAHPS measures for the data that are updated on Medicare Plan Finder (in the fall of 2014), which also impacts the MA Quality Bonus Payments.

For additional information on the CAHPS survey, please email [mp-cahps@cms.hhs.gov](mailto:mp-cahps@cms.hhs.gov).