

Managed Care Operations Memorandum
General Operations
MCOPS Memo # 03/2021-004

Date: March 17, 2021

Subject: Requirements for MY2020/RX2021 HEDIS[®], CAHPS[®] and Pennsylvania Performance Measure (PAPM) Submissions

To: Physical Health HealthChoices Managed Care Organizations (PH-MCO) and Providers - Statewide

From: Laurie Rock, Director, Bureau of Managed Care Operations, Office of Medical Assistance Programs

Purpose:

Notification to HealthChoices Physical Health Managed Care Organizations (PH-MCOs) of requirements to report MY2020/RX2021 Healthcare Effectiveness Data Information Set (HEDIS[®]), Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]), and Pennsylvania Performance Measures (PAPM), results to the Department of Human Services (the Department.)

Background:

Each year the Department updates its reporting requirements to be consistent with National Committee for Quality Assurance (NCQA[™]) requirements for the reporting year found in the HEDIS[®] MY 2020 Technical Specifications, Volume 2. **NOTE:** This is a repeat of the HEDIS[®] 2021 Reporting Requirements distributed Wednesday, January 13, 2021, by Pennsylvania's External Quality Review Organization (EQRO).

Exception:

None. All Medical Assistance PH-MCOs must report MY2020 HEDIS[®] and PAPMs.

Discussion:

The HEDIS[®] MY 2020 reporting requirements are outlined below.

PH-MCOs must report the complete set of Medicaid measures, excluding measures requiring a behavioral health benefit, as specified in the HEDIS[®] MY 2020 Technical Specifications,

Volume 2. No measures may be rotated from the prior year unless specified by NCQA and the Department.

For HEDIS® MY 2020, New Medicaid measures:

- Cardiac Rehabilitation (CRE).
- Kidney Health Evaluation for Patients With Diabetes (KED).

For HEDIS® MY 2020 New Medicaid ECDS Measures:

- BCS-E Breast Cancer Screening
- ADD-E Follow-Up Care for Children Prescribed ADHD Medication
- PND-E Prenatal Depression Screening and Follow-Up
- PDS-E Postpartum Depression Screening and Follow-Up
- AIS-E Adult Immunization Status
- PRS-E Prenatal Immunization Status

NOTE: For HEDIS® MY 2021, Depression Screening and Follow-up for Adolescents and Adults (DSF-E) will become mandatory for the adolescent age cohort only.

The following HEDIS® MY 2020 *first-year Medicaid measure* will be publicly reported for HEDIS® MY 2020:

- Pharmacotherapy for Opioid Use Disorder (POD) – MY 2019 first-year.
- Prenatal Immunization Status (PRS-E) – MY 2018 first-year. This is the first measure using the ECDS reporting method to be publicly reported.

The following HEDIS® Measures will be retired for MY 2020:

- Adult BMI Assessment (ABA).
- Medication Management for People with Asthma (MMA).
- Children and Adolescents' Access to Primary Care Practitioners (CAP).
- Board Certification (BCR).

The following HEDIS® MY 2020 Medicaid measures will require a full sample size and no reduction is allowed:

- Controlling High Blood Pressure (CBP)
- Hemoglobin A1c Poor Control >9 (HbA1c – Poor Control)
- Prenatal Care in the First Trimester (PPC)
- Postpartum Care (PPC)

The following HEDIS® measures were revised by NCQA beginning with MY 2020:

- The former Well-Child Visits in the First 15 Months of Life (W15) measure was revised to Well-Child Visits in the First 30 Months of Life (W30).
- The former Well-Child Visit in the Third, Fourth, Fifth and Sixth Years of Life (W34) and Adolescent Well-Care Visits (AWC) measures have been combined into Child and Adolescent Well-Care Visits (WCV)

The Pennsylvania External Quality Review Organization (EQRO) will provide file layouts and submission instructions for HEDIS® MY 2020 Member Level Data under separate cover on Monday, February 1, 2021. PH-MCOs must submit HEDIS® MY 2020 Member Level Data to the Pennsylvania EQRO by **June 28, 2021**.

The Department remains aware of the NCQA requirement for HEDIS®/ CAHPS® reporting that if an organization is seeking Accreditation or inclusion in NCQA information products it must have a Medicaid submission that also includes the CHIP members. Please note that the Department is also requiring that PH-MCOs continue to prepare a Medicaid-only version of their HEDIS® documents for submission, as has been done in prior years. NCQA has advised that organizations should work with their NCQA data collection account manager to request the appropriate submissions (separate and combined).

Note: NCQA announced that HEDIS® MY 2021, organizations must contract directly with NCQA or with an NCQA-certified HEDIS® vendor to verify the measure logic used for HEDIS® specifications, and that organizations that choose Automated Source Code Review (ASCR) must achieve certification for HEDIS® MY 2021 no later than October 1, 2021. PH-MCOs are responsible for assessing and completing all necessary related steps and must plan appropriately to ensure compliance with this requirement for HEDIS® MY 2021.

The Department's PAPMs reporting requirements are outlined below.

The Department is continuing the following PAPMs in 2021:

PAPM:

- Prenatal Screening for Smoking and Treatment Discussion during a Prenatal Visit (PSS)
- Perinatal Depression Screening (PDS)
- Annual Dental Visits for Enrollees with Developmental Disabilities (ADD)
- Adult Dental Visits >21 (A-ADV)

ADULT CORE SET:

- Elective Delivery (ED-AD) *NOTE: PH-MCOs are required to submit only the eligible population.*
- Chronic Obstruction Pulmonary Disease or Asthma in Older Adults Admission Rate (COPD-AD)
- Heart Failure Admission Rate (HF-AD)
- Asthma in Younger Adults Admission Rate (AAR-AD)
- Diabetes Short-Term Complications Admission Rate (DAR-AD)
- Adherence to Antipsychotics for Individuals with Schizophrenia (SAA-AD)
- Concurrent Use of Opioids and Benzodiazepines (COB-AD)
- Use of Pharmacotherapy for Opioid Use Disorder (OUD-AD)

CHILD CORE SET:

- Follow-up care for Children Prescribed Attention Deficit Hyperactivity Disorder Medication (ADHD) (ADD-CH)
- Developmental Screening in the First Three Years of Life (DEV-CH) Note: this measure will be reported administratively
- Contraceptive Care for All Women Ages 15-44 (CCW-CH)
- Contraceptive Care for Postpartum Women Ages 15-44 (CCP-CH)
- Sealant Receipt on Permanent 1st Molars (SRM-CH)

New PAPM for 2020:

- None

Pennsylvania Performance Measure Technical Specifications are not to be shared externally without prior written consent from the Department.

The requirements for CAHPS® reporting are outlined below.

PH-MCOs must submit the following CAHPS® files for both Adult Medicaid and Child Medicaid without chronic conditions according to NCQA™ guidelines specified in the MY 2020 NCQA™ HEDIS® Volume 3.

- Record Level Data in provided csv template. This should include individual responses for a record ID for each question. **Reponses should be filtered to include only disposition 0.**
 - When submitting member level data to DocuShare, please follow the following naming convention:
MCOName_Adult_CAHPs_YYYY or MCOName_Child_CAHPs_YYYY

Example (name is not case sensitive):

AetnaBetterHealth_Adult_CAHPS_2020 NO spaces. If the file does not have the correct naming convention it will be returned.

- Composite Data from NCQA™

CAHPS® summary or banner files as submitted in prior years The Adult CAHPS® and Child CAHPS® without chronic conditions must be completed including the **additional three adult dental, four child dental and 2 equity questions for the child and the adult sections listed below**. Please be sure to code responses in the record level data according to the coding provided to the left of the checkbox. For example, in the below list of possible responses, "Yes" is coded as 1 and "No" is coded as a 2. This process for these PA specific dental questions should follow the same guidelines as provided in the MY 2020 NCQA HEDIS® Volume 3 instructions.

¹ Yes

² No

Additional Adult CAHPS® dental and equity questions:

C1. In the last 6 months, did you get care from a dentist's office or dental clinic?

¹ Yes

² No → **If No, the Adult dental questions are complete. Go to question C4. Code all other dental questions (C2 and C3) as "9" No data**

C2. In the last 6 months, how many times did you go to a dentist's office or dental clinic?

⁰⁰ None → **If None, the Adult dental questions are complete. Code all other dental questions as "9" No data**

⁰¹ 1

⁰² 2

⁰³ 3

⁰⁴ 4

⁰⁵ 5 to 9

⁰⁶ 10 or more

C3. We want to know your rating of all your dental care from all dentists and other dental providers in the last 6 months. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate your dental care?

⁰⁰ 0 Worst dental care possible

⁰¹ 1

⁰² 2

⁰³ 3

- 04 4
- 05 5
- 06 6
- 07 7
- 08 8
- 09 9
- 10 10 Best dental care possible

C4. In the last 6 months, how often was it hard to find a personal doctor who speaks your language?

- 00 0 Not Applicable
- 01 1 I did not have a problem
- 02 2 I do not have a personal doctor
- 03 3 Never
- 04 4 Sometimes
- 05 5 Usually
- 06 6 Always

C5. In the last 6 months, how often was it hard to find a personal doctor who knows your culture?

- 00 0 Not Applicable
- 01 1 I did not have a problem
- 02 2 I do not have a personal doctor
- 03 3 Never
- 04 4 Sometimes
- 05 5 Usually
- 06 6 Always

Additional Child CAHPS® dental and equality questions:

D1. In the last 6 months, did your child get care from a dentist’s office or dental clinic?

- 1 Yes
- 2 No →**If No, the Child dental questions are complete, Code all other dental questions (D2 and D3) as No data.**

D2. In the last 6 months, how many times did your child go to a dentist’s office or dental clinic?

- 01 1
- 02 2
- 03 3

- 4
- 5 to 9
- 10 or more

D3. We want to know your rating of all your child’s dental care from all dentists and other dental providers in the last 6 months. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate your child’s dental care?

- 0 Worst dental care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best dental care possible

D4. Which of the following would help your child see the dentist more often? (Choose all that apply)

- a Help with transportation to the dentist
- b Reminders to visit the dentist
- c More dentists to choose from
- d More convenient office hours
- e Dentists that speak my language
- f Help in finding a dentist
- g Better communication about benefits from my child’s health plan
- h Education about good dental care

i None of the above. My child sees the dentist as often as I like **If “None of the above” is selected, any other responses that may have been selected to this question are invalidated. Meaning: If the respondent selects “None of the above” to this question, he or she cannot select any other response options to this question. If the survey format allows them to select other options in addition to “None of the above” to this question, the other selections should be discounted and only this “None of the above” response should be recorded. Any other options selected should be removed from final counts for the numerator and/or denominator**

Other (write in) **Do not include count of write in response in any category other than "other"**

D5. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your child's language?

- 0 Not Applicable
- 1 I did not have a problem
- 2 My child does not have a personal doctor
- 3 Never
- 4 Sometimes
- 5 Usually
- 6 Always

D6. In the last 6 months, how often was it hard to find a personal doctor for your child who knows your child's culture?

- 0 Not Applicable
- 1 I did not have a problem
- 2 My child does not have a personal doctor
- 3 Never
- 4 Sometimes
- 5 Usually
- 6 Always

The Pennsylvania EQRO will provide PAPMs specifications, file layouts and submission instructions under separate cover.

Reminder: A State-wide Obstetrical Needs Assessment Form (ONAF) was developed for all PH-MCOs to use, effective February 2012 and revised as of November 11, 2020. The revisions were made to make the ONAF an acceptable submission for a positive numerator hit for the new Electronic Clinical Data Systems (ECDS).

The **Department's submission** requirements are outlined below.

- PH-MCOs must submit an **electronic copy** of the HEDIS® MY 2020 ROADMAP by **January 31, 2021**, via the Department's DocuShare Internet site.
- PH-MCOs must submit **both an electronic copies in Excel and csv versions** of the HEDIS® MY 2020 IDSS, including the Adult CAHPS® and Child CAHPS® without chronic conditions, **by June 15, 2021**. The electronic copy of the Adult CAHPS® and Child

CAHPS® without chronic conditions must include the banner table data from your CAHPS® vendor, as well as NCQA™ Data Submission for both Adult and Child (**Record Level Data**). The CAHPS® csv must match the banner table data and alignment.

- The Department is requiring the PH-MCOs to submit the **IDSS extract, electronic copy in Excel** via the Department's DocuShare Internet site.

Please send notification of your submission of the HEIDS® MY 2020 IDSS, including the Adult CAHPS® and Child CAHPS® without chronic conditions to Ms. Pauline Saunders at pasaunder@pa.gov. Please note that this should only be notification that the documents have been submitted to DocuShare. Please do not email the documents.

- The Pennsylvania EQRO will conduct the HEDIS® compliance audit in 2021. PH-MCOs must comply with all audit standards and requirements determined by NCQA™.
- The Department participates in the American Public Human Services Association (APHSA), Medicaid HEDIS® Database project and the National CAHPS® Benchmarking Database (NCBD), project each year. Further information about NCBD submission of your CAHPS® data will be given to you at a later date. The Department contact for the NCBD project is Bridget Gill-Gibson at (717) 214-4171 or bgillgibso@pa.gov.

Next Steps:

The Department will provide notification of changes as they occur. Please direct any questions to Pauline Saunders, Office of Medical Assistance Programs, at (717) 705-8236.

Obsolete:

This MC OPS memo replaces last year's MC OPS memo, MCS-01-2020-001, and will remain in effect until it is superseded.

Attachment:

N/A