

HEDIS and health care quality

Understanding HEDIS®

The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures developed by the National Committee for Quality Assurance (NCQA). Aetna Better Health® of Illinois uses HEDIS® ratings to assess our performance in providing timely, quality health care services to members.

HEDIS also measures quality of care, based on timely delivery of recommended and needed health services for members to increase the likelihood of optimal health outcomes.

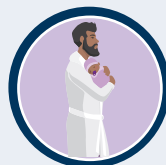
In addition to improved health outcomes, quality of care increases patient satisfaction and potential pay for performance (P4P) incentives a provider can earn from our health plan.

Illinois priority measures

Certain HEDIS measures are required to be reported to the Illinois Department of Healthcare and Family Services (HFS). These measures capture services for:



Behavioral health



Pediatrics



Chronic condition management



Women's health



Maternity

Some of these measures are P4P and have incentives or penalties based on member health outcomes and completion of services during the year.



Aetna Better Health® of Illinois



HEDIS Medical Record Review Project

When claims/encounters are submitted without accurate coding during visits, the health plan is required to look for missed services. We will collect charts on patients whose data was not received. This is known as the HEDIS Medical Record Review (MRR) Project. It occurs from January until May for the prior year. After this medical record review, final HEDIS rates are calculated for our health plan and provider network.



Partnering to improve performance

Aetna Better Health® of Illinois is committed to working with each provider in our network to help improve member health outcomes and increase provider performance for HEDIS and P4P measures. One way we do this is assigning staff members to work directly with providers throughout the state. Your Quality Practice Liaison (QPL) is your primary point of contact for Quality and P4P. Your QPL can help you with:

- ♥ Virtual or onsite education on HEDIS, CPT and additional coding tips, gap closure and data deep dives
- ♥ Valuable tips on how to increase P4P payout
- ♥ Medical record reviews to determine opportunities and areas for improvement
- ♥ Identifying patients who frequently miss appointments so our team can reach out to them

We also encourage you to attend our HEDIS webinar series. And, you can consider alternate ways to capture care provided to our members such as data feeds or health information exchanges (HIEs). Care captured through data feeds or HIEs count toward HEDIS and P4P program scores.

Questions?

Ask your QPL or email our Quality Department at ABHILQualityOutreach@Aetna.com