Best Practices for Managing HEDIS Supplemental Data

Presented By:

Josh Hetler, *Executive Vice President of Sales and Marketing* – **DataLink**

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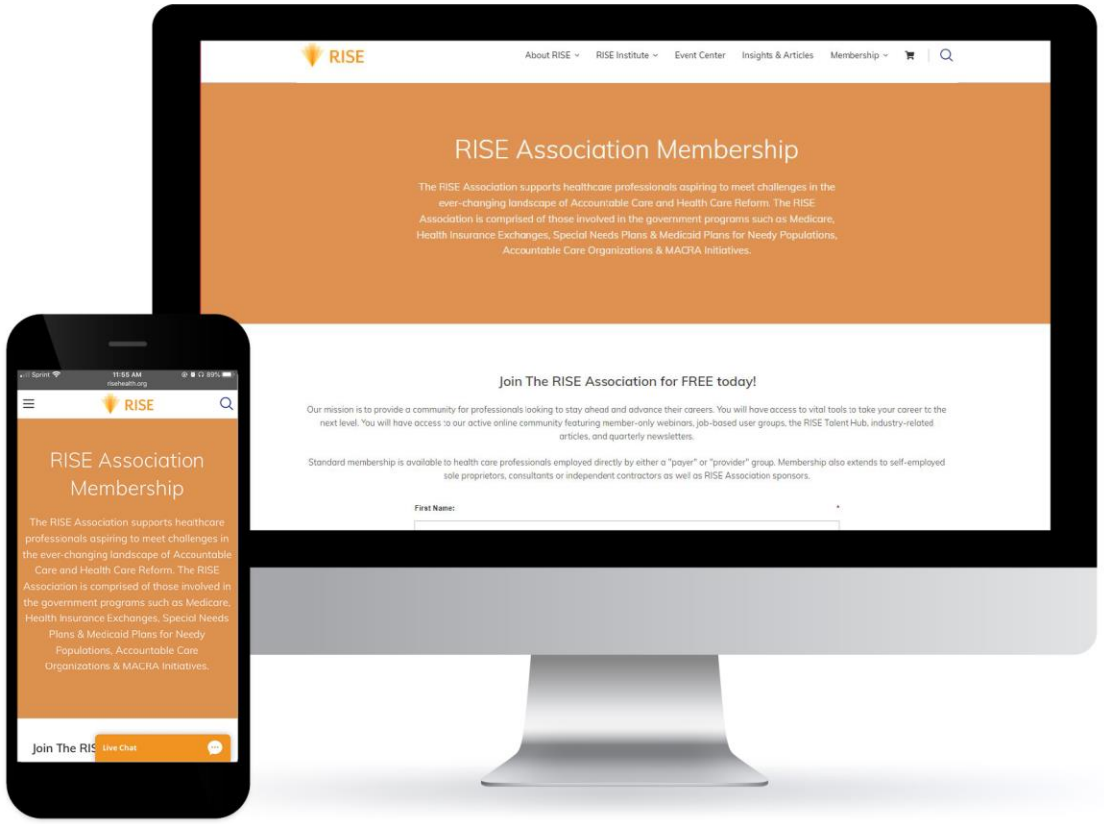

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Who We Are

01

ABOUT US

Founded in 2001, DataLink Software is a technology company that partners with healthcare organizations to simplify the transition to value-based care and manage shared-risk.

02

WHO WE HELP

- Payers
- Healthcare Providers
- Managed Service Organizations
- Fully-Insured / Self-Funded Plans

03

HOW WE HELP

- Quality Measurement & Reporting
- Risk Adjustment Accuracy
- Provider Network Performance Management
- Care Coordination
- Financial Reconciliation

04

OUR TEAM

- Kevin Steele, CEO
- Michael Schopke, COO
- Jesse Dion, VP of Quality and BI
- Josh Hetler, EVP of Sales & Marketing

05

OUR SOLUTIONS

- Evoke360
- EvokeEHR
- myEvoke360
- CareBook Connect

Poll Question

Evoke360

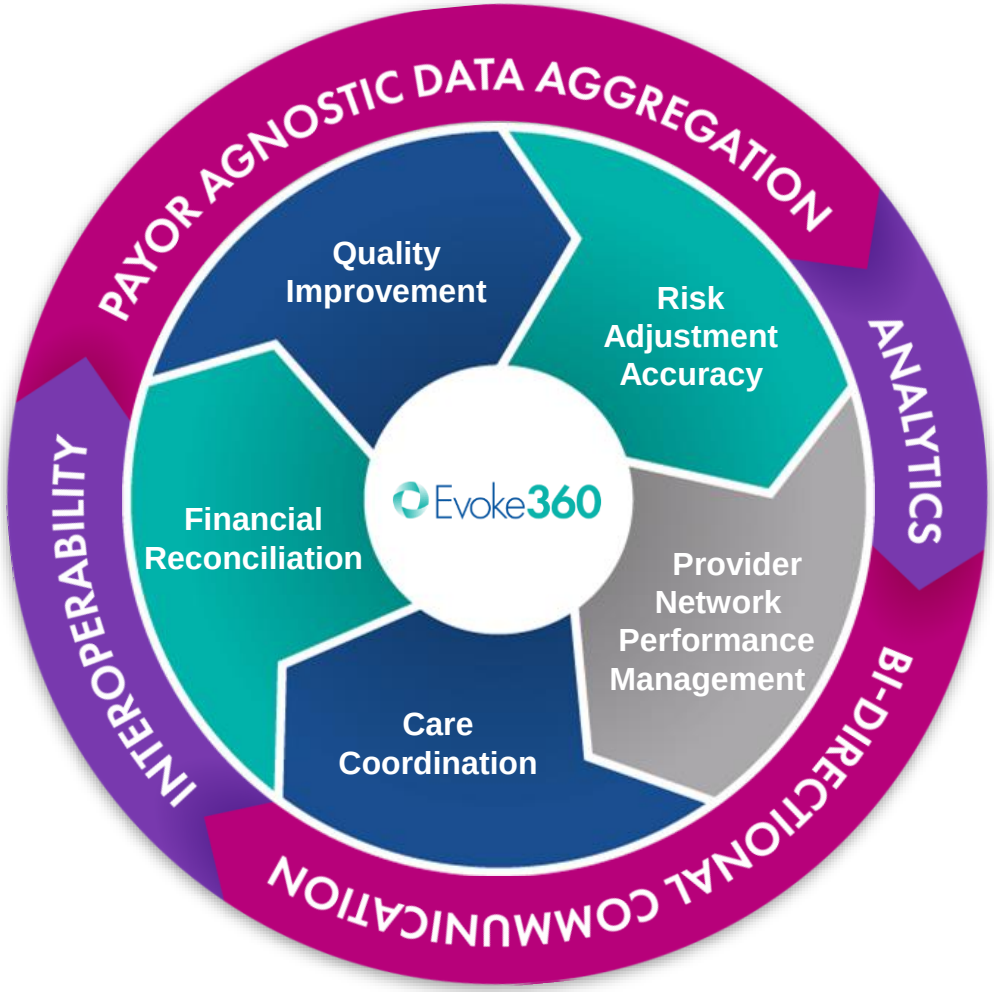
Common Problems We Solve

- Use of multiple systems
- Meeting value-based contract goals
- Supplemental data collection
- Interoperability issues
- Low provider usage
- Chart chasing

Why DataLink?

- 200K+ Connected Providers
- 20 Years Expertise
- 3:1 ROI
- 7+ Million Members
- Nationwide Footprint
- NCQA Certified
- 10K Recurring Users
- 87% Provider Utilization Rate

We Connect Payors, MSOs and Providers



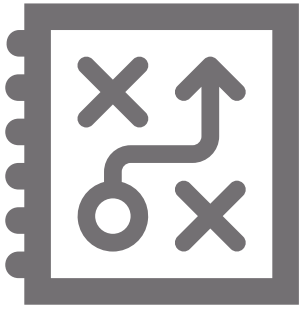
Agenda

- Supplemental Data – What is it?
- Supplemental Data's Relevance to Quality/HEDIS
- Supplemental Data's Various Sources | EHR, HIE and Non-Standard
- Clinical Workflow | Chart Chasing, Faxing, Documentation and Non-Standard Uploads
- Demo

What is Standard Supplemental Data?

- Electronically generated files from rendering service providers with clear policy and procedures for standard layouts
  - Layouts remain stable year after year; field and industry codes, all elements provided to meet measure specifications

Laboratory Results



Current or historical state transaction files & behavioral vendors

EHR and/or eMeasure Vendor Data

Immunization Data

What is Non-Standard Supplemental Data?

- Collected or created on an irregular basis by an organization or vendor; captures non-claim service data, encounters or standard electronically generated files
  - Must have clear policies and procedures describing how the data are collected, by whom, validation and reporting use

EHR Modules

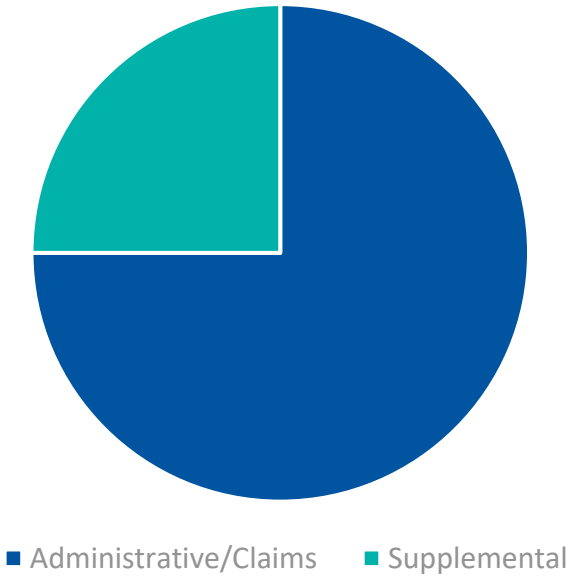
Provider Portals

Health Information Registries

Provider Abstraction Forms

Records/services rendered during home healthcare visits

HEDIS Data Capture



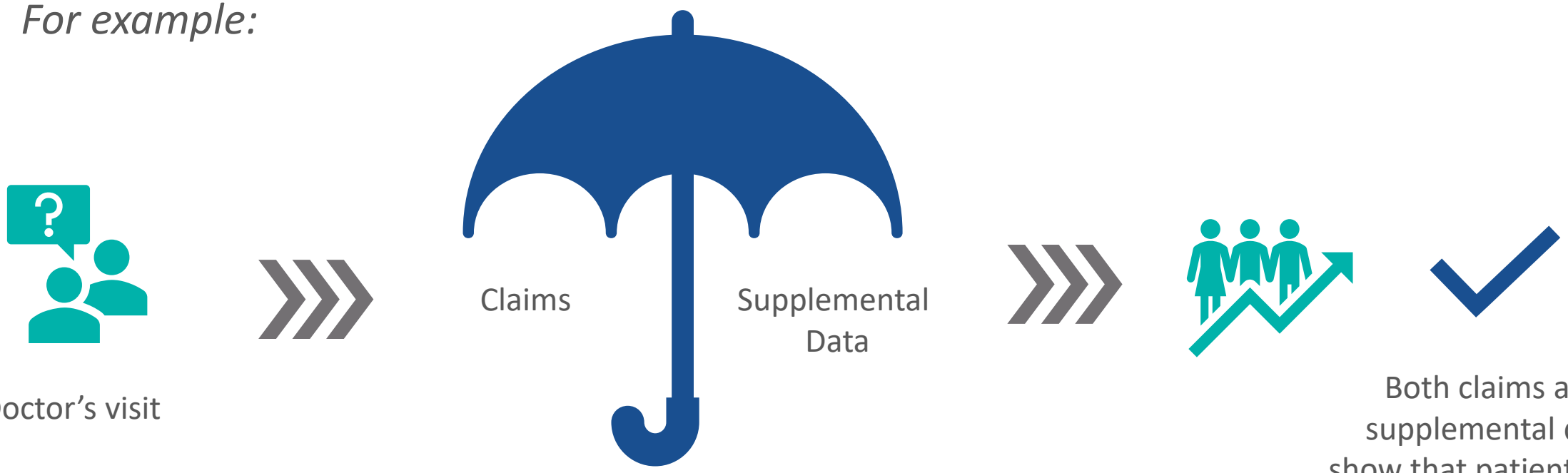
HEDIS measures require claims submissions to track whether a gap was closed. However, clinical readings or test results do not show on a claim, therefore supplemental data are required.

Source: NCQA's Website

Why Do You Need Supplemental Data?

In order to capture the full picture of the patient's health, data from not only claims but from patient self-reported services may be needed to prove quality measure gaps were closed.

For example:



Doctor's visit

Both claims and supplemental data show that patients have received a high-quality of care and closed gaps.

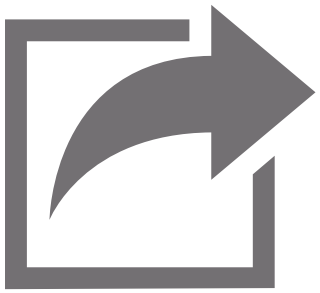
Why Do You Need the Readings?

Example: Hypertension Measure

- The claim shows that the patient received a blood pressure screening
- There is no way of knowing the actual blood pressure reading
- Vital signs are required in the form of a medical record submission to support the result and prove the patient has controlled hypertension

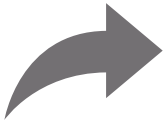
How Does a HIE Work?

Facility Electronic Health Record



Data is uploaded in real-time or overnight with every new qualifying event.

Clinical measures are downloaded into the payer's files for review.



What if I'm Not Connected to an HIE?

- Hire staff solely for the purpose of gathering and entering facility data
- Engage a vendor that can extract HIE data within a one-source solution

Each facility or payer typically requires accessing multiple systems to accomplish supplemental data connectivity.

What Are the Available Non-Standard Data Collection Methods?

- Chart Chase/Retrieval from Payer
- Fax
- IT Team File Generation
- Web Portal Upload
- Population Health/Data Aggregation Platform

Poll Question

Key Takeaways

Develop Best Practices on How to Use Supplemental Data

Understand Supplemental Data's Relevance to Quality/HEDIS

Be Aware of Supplemental Data's Various Sources | EHR, HIE and Non-Standard

Clinical Workflow | Chart Chasing, Faxing, Documentation and Non-Standard Uploads

Learn More About DataLink's Offerings

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