



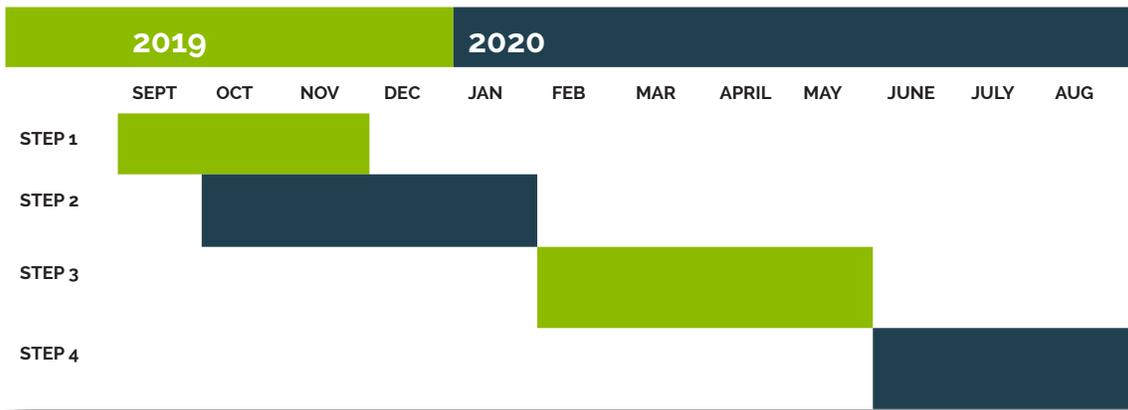
Preparing for HEDIS® 2020:

Is Your Team Ready for Medical Record Retrieval, Review and Abstraction?

by Melanie Richey

What measures will you abstract in 2020? Is your abstraction staff in place? Have you secured your auditor? Is this your first NCQA HEDIS Season? Is your NCQA-certified HEDIS software vendor in place?

Centauri Health Solutions will guide you through each step needed to meet important milestones during the 2020 HEDIS season.



STEP 1: Planning HEDIS Medical Record Retrieval and Abstraction Timeline: Now through December

Determine:

- Staffing requirements
- Budget to meet those requirements
- If you are planning to use an internal HEDIS team, an external vendor and/or the proper combination
- If you need separate retrieval and abstraction teams, consider outsourcing retrieval and/or abstraction to seasonal staff
- Level of experience needed
- Ability to secure commitments from abstractors

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STEP 2: Training | Timeline: October 2019– January 2020

Review archived FAQs from the 2019 HEDIS season

- Identify any topic or measure that solicited questions or confusion and cover these in-depth within training materials

Engage Subject Matter Experts (SMEs)

- Highlight your SMEs' best practices for each of the measures or functional areas when creating/revising your presentations

Inter-Rater Reliability (IRR) Testing

- If your auditor raised questions regarding validity or abstractors made annotation and/or data entry errors – take the time to address those issues and determine the effectiveness of last year's Inter-Rater Reliability (IRR) Testing

Ensure a comprehensive understanding of NCQA's 2020 Technical Specifications

- Create a training schedule that ideally starts early-mid January

Schedule training and hire candidates with firm dates

- Conduct cross-functional training for all teams involved with HEDIS (reporting, medical abstraction, software technicians and retrieval)

STEP 3: Reporting | Timeline: 2020 February – May

Assess:

- Do you have multi-level reporting?
- Do your Executive Dashboard reports provide the high-level oversight needed by your Executive Team?
- Do your reports contain the data necessary for high-level executive team overview and ongoing project management and operations support?
- Did your reports support stakeholders at all levels? Is more or less detail needed?

Send any adjustments or custom report requests to your data teams early!

Step 4: Breathe

Remember that this is a new HEDIS Season!

Build from the knowledge gained during the last HEDIS season and keep only what worked

Consider Centauri Ascent®, our suite of cloud-based, real-time HEDIS reporting and management tools