

Regional Blue Shield Health Plan Readies and Reports on HEDIS

This Blue Shield health plan was required by the state to submit HEDIS results for its Medicaid population. Management and staff were concerned about their ability to collect the necessary data and successfully pass the HEDIS audit. Outlook Associates conducted an initial review of relevant data, systems, and operational processes and controls. We prepared a gap analysis, work plan and budget that provided the foundation for a well-structured HEDIS project. Outlook Associates next provided direct project management, HEDIS expertise, system expertise and oversight, which resulted in the client's timely filing and an overwhelmingly successful audit.

Services

- Situation assessment and diagnosis
- HEDIS readiness training
- Gap analysis
- Communication liaison to the State
- Project planning and management
- Data extraction
- Process improvement
- Vendor contracting
- Audit preparation
- Documentation support

Situation

This mid-sized regional health plan had evolved from a county medical bureau model. Management contacted Outlook Associates as they were preparing for the second time to collect HEDIS data on their Medicaid population for submission to the State. Their first year of reporting had been difficult and had uncovered a number of underlying issues to be addressed. Management and staff recognized a need for further HEDIS training and for assistance with data collection and audit preparation in order to stay in compliance. They also knew that the process would be more rigorous the second time around, since special allowances had been made in the first year for Y2K's additional burdens. Executives needed to be educated about the importance of this project in maintaining the health plan's Medicaid license. A number of critical business issues were at stake and the time available to resolve HEDIS problems was growing short.

Solution

Outlook Associates performed a thorough, rigorous assessment of the client's prior HEDIS efforts, operational processes and controls and system configuration. We also interviewed the appropriate state contacts for clarification on minimum HEDIS reporting and audit requirements and interpreted the information for the client. Based on our findings, Outlook Associates prepared a detailed project plan outlining tasks, timelines, staffing and responsibilities for HEDIS readiness and report preparation. This work plan included development of a comprehensive budget with itemized costs that would be incurred in completing the project, such as software acquisition, contract programming, staff time, consulting expenses, etc.

Results

- Mission-critical HEDIS report delivered on-time
- Staff and management gained valuable HEDIS reporting and AMISYS system knowledge
- Successful HEDIS compliance audit
- Avoided state sanctions which could have jeopardized Medicaid contract

Outlook Associates also provided direct management of the HEDIS project. Our expertise supported on-time, on-budget completion of all tasks, including data collection, measure processing, report submission and audit preparation. We transferred our HEDIS knowledge to staff at every opportunity and facilitated and managed cross-department re-engineering efforts to improve data collection, streamline operational processes and implement HEDIS-required monitoring and controls. This laid the foundation for smoother future HEDIS reporting processes.

Outlook Associates contributed considerable technical expertise in the client's AMISYS system configuration and functionality to help expedite data extraction efforts. For measures where adequate information was not available from the health plan's systems, medical records had to be reviewed at provider sites. Outlook Associates identified outsource options and negotiated an effective contract with the selected medical record review vendor. The assistance we provided was a key factor in helping the client meet the reporting deadline. The client passed its HEDIS audit with praises from the auditors for the quality of the overall effort and for superior documentation of all processes. Staff and management were encouraged by the successful outcome of a project they had dreaded just a few months before.

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...solutions that work in the real world!