

Frequently Asked Questions (FAQ)
IHA Align. Measure. Perform. (AMP) Programs
March 2020

General	MY 2019 Health Plan Audited Clinical Measure Data File Layout	Posted 3/16/2020															
<p>Commercial HMO Medicare Advantage Medi-Cal Managed Care</p>	<p>Question: In the “Sample HP File – Comm Only” tab of the MY2019 Health Plan Clinical File, we noticed a discrepancy in the HP SubID column. The ID below (Cell E194) for the ENRSTOV rate is “06”, should this be “05” to align with other SubIDs for the ENRST reporting?</p> <table border="1" data-bbox="378 562 1128 751"> <tr> <td></td> <td>DMHCI</td> <td></td> <td>Commercial HMO</td> <td>Commercial POS</td> </tr> <tr> <td>DTL</td> <td>D</td> <td>SubID</td> <td>Enrollment</td> <td>Enrollment</td> </tr> <tr> <td>DTL</td> <td>22222</td> <td>06</td> <td>33234</td> <td>3245</td> </tr> </table> <p>Answer: Yes, this was a transcription error during the development of the data file. The SubID should be “05” in alignment with the other measures reported by the sample health plan.</p> <p><i>Please note – the data provided represents a sample health plan submission with dummy data; health plans are expected to input their own submission IDs, enrollment data and rates for each measure being reported.</i></p>		DMHCI		Commercial HMO	Commercial POS	DTL	D	SubID	Enrollment	Enrollment	DTL	22222	06	33234	3245	
	DMHCI		Commercial HMO	Commercial POS													
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General	MY 2019 Health Plan Audited Clinical Measure Data File Layout	Posted 2/27/2020															
<p>Commercial HMO Medicare Advantage Medi-Cal Managed Care</p>	<p>Question: The overall professional encounter rate in the ENRST measure specs is the sum of rates 1, 2, 3, 4a, and 5a. However, the overall professional encounter rate in the data file layouts says that the professional encounter rate includes 1, 2, 3, 4a, 4b, 5a and 5b. Do we include 4b and 5b in the overall professional rate for MY2019 reporting?</p> <p>Answer: The ENRSTOVPROF rate should include the sum of rates 1, 2, 3, 4a, and 5a, as specified in the MY2019 Manual. This was a transcription error during the development of the MY2019 Data File Layouts, an updated MY2019 <i>Health Plan Audited Clinical Measure Data File Layout</i> will be released to reflect the accurate rates.</p>																
General	MY 2019 Health Plan Audited Clinical Measure Data File Layout	Posted 2/27/2020															
<p>Commercial HMO Medicare Advantage Medi-Cal Managed Care</p>	<p>Question: There is no indication in the measure specs of an overall encounter rate (ENRSTOV), but it is in the data file layout and includes the sum of rates 1, 2, 3, 4a, 5a, and 6. Can you confirm this is correct?</p> <p>Answer: The ENRSTOV rate was added to the ENRST measure for MY2019; we will update the measure specification in the next revision of the AMP manual to reflect this rate. Health plans are expected to report the ENRSTOV rate for MY2019.</p>																
General	MY 2019 Health Plan Audited Clinical Measure Data File Layout	Posted 2/27/2020															

<p>Commercial HMO Medicare Advantage Medi-Cal Managed Care</p>	<p>Question: The “Audit Results Table” (tab 3) of the <i>Health Plan Audited Clinical Measure Data File Layout</i> does not include a Rate/Result Field for Small Denominator (SD) but “Sample HP File-Comm Only” (tab 5) and “Sample HP File-MediCal Only” (tab 7) do include “SD” in the rate column. Is “SD” a valid Rate/Result for health plans reporting on behalf of a PO with a denominator less than 30?</p> <p>Answer: No. Small Denominator (“SD”) is not a valid Rate/Result for health plan clinical data because IHA aggregates all health plan/PO data together for final PO clinical results. If a health plan reports a measure with a denominator of less than 30, the health plan should also report the numerical rate for that measure (i.e., do not report “SD” as the rate). The “SD” indicated in the “Sample” tabs is an error and will be revised in an updated release of the <i>Health Plan Audited Clinical Measure Data File Layout</i>.</p>
<p>General</p>	<p>General Guideline 17: Deceased Members Posted 2/14/2020</p>
	<p>Question: Can deceased members be excluded from the COB, PDC and SUPD measures?</p> <p>Response: No. Members who die during the measurement year are not excluded from the COB, PDC and SUPD measures. General Guideline 17 does not apply to these measures.</p>
<p>Clinical</p>	<p>Breast Cancer Screening Posted 2/14/2020</p>
<p>Commercial HMO Commercial ACO Medicare Advantage Medi-Cal Managed Care</p>	<p>Question: For age stratification, the manual states ‘Medicare and Commercial product lines: 52–74 years’, what about the Medi-Cal managed care product line? Do we need to apply the same age criteria?</p> <p>Response: Yes. The age stratification for the BCS measure is women 52–74 years as of December 31 of the measurement year, for all product lines. This was a transcription error and will be updated in the next manual revision.</p>
<p>Clinical</p>	<p>Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis Posted 2/14/2020</p>
<p>Medicare Advantage</p>	<p>Question: The measure specification has a note “The exclusion for members living long-term in an institution is optional for POs that do not have access to the LTI flag in the Monthly Membership Detail Data File.” Do POs only apply the exclusion if they have the LTI data or a PO may decide whether or not to apply the exclusion regardless of their data access?</p> <p>Response: The LTI exclusions are optional for physician organizations in the AMP program. This is a modification from HEDIS (as stated in the AMP program manual) and was made based on the consideration that some POs do not have access to the LTI monthly membership data file.</p> <p>That said, if a PO has access to the monthly membership data file, it is strongly encouraged that the PO apply the exclusion but ultimately the PO determines whether to apply the optional exclusion.</p>
<p>Clinical</p>	<p>Prenatal and Postpartum Care Posted 2/14/2020</p>
<p>Medi-Cal</p>	<p><i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i></p>

Managed Care	<p>Question: For members whose last enrollment start date is less than 42 days prior to delivery, should we include prenatal visits that occur after the delivery date but within 42 days after the enrollment start date?</p> <p>Response: No. The intent is to only count prenatal visits, which by definition can only occur prior to delivery. Do not count visits that occur on or after the date of delivery for the Timeliness of Prenatal Care indicator.</p>	
Clinical	Childhood Immunization Status/Immunizations for Adolescents	Posted 1/15/2020
Commercial HMO Commercial ACO Medi-Cal Managed Care	<p>Question: Beginning in December 2019, the California Immunization Registry (CAIR) updated their data sharing process, giving patients the choice not to disclose their immunization records (http://cairweb.org/docs/Revised_HEDIS_12112019.pdf). How will IHA handle the CIS and IMA performance rates, if providers are unable to use data from CAIR records for reporting?</p> <p>Answer: IHA is aware of the policy change and will monitor the MY2019 data to determine any effects of the CAIR policy change on reporting, and identify measures for addressing it, if necessary.</p>	
Clinical	Cervical Cancer Overscreening	Posted 1/15/2020
Commercial HMO Commercial ACO Medi-Cal Managed Care	<p>Question: There is a note in the measure specification which says "If two or more claims/encounters with qualifying numerator codes for cervical cytology occur within 14 days of each other, count only the first one. Refer to General Guideline 34." Does this general guideline also apply to hrHPV tests?</p> <p>Answer: The guidance applies to both cervical cytology and high-risk HPV test. If two or more claims for hrHPV testing occur within 14 days of each other, count only the first one.</p>	
Clinical	Avoidance of Antibiotic Treatment for Bronchitis/Bronchiolitis	Posted 1/15/2020
Commercial HMO Commercial ACO Medi-Cal Managed Care	<p>Question: The AAB measure description was revised for the MY2019 manual, and no longer contains the same language as previous specifications. Are POs/health plans expected to report the inverted rate?</p> <p>Answer: No, the measure rates are inverted after submission. POs and health plans are expected to report direct rates.</p>	
General	AMP Audit Review Guidelines	Posted 12/16/2019
	<p>Question: We noticed a technical update was released for the HEDIS 2020 Audit Compliance and Align. Measure. Perform. Audit Review Guidelines, does the version on the IHA website reflect these updates?</p> <p>Answer: Yes. The 2019 AMP Audit Review Guidelines were updated on December 13th and posted on the IHA website linked here: https://www.iha.org/sites/default/files/resources/my_2019_amp_audit_manual_dec_2019_update.pdf</p>	
General	HEDIS Medication List Directory	Posted 12/16/2019
	<p>Question: The HEDIS Medication List Directory is no longer linked on the NCQA website</p>	

	<p>as stated in the MY 2019 manual, where can organizations access this?</p> <p>Answer: The HEDIS Medication List Directory (MLD) was previously available for download on the NCQA website, but is now available for download at no charge in the NCQA Store linked here: http://store.ncqa.org/index.php/catalog/product/view/id/3741/s/hedis-2020-ndc</p> <p>Once you have requested an order, the MLD will be made available in the My Downloads section of your My.NCQA account.</p>	
General	General Guideline 32: Measures That Require Results From the Most Recent Test	Posted 12/16/2019
Commercial HMO Commercial ACO Medicare Advantage Medi-Cal Managed Care	<p><i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i></p> <p>Question: With <i>General Guideline 32</i>, organizations must use the most recent date when multiple dates of service for the same lab test are provided within a 7-day period. Which test is used in the following example, the September test or the December test? A HbA1c lab claim on 12/30/2019 had a result date in the medical record on 1/3/2020. The member also had an HbA1c test with both the test and a result on 9/30/19.</p> <p>Answer: Using <i>General Guideline 32</i>, the 12/30/2019 test is used as the most recent test while the 1/3/2020 result is within 7 days of the test, it is after the date threshold in the measure and may not be used. The result is counted as missing and the member is compliant for the HbA1c Testing and HbA1c Poor Control indicators. The member is not compliant for the HbA1c Control <7 for Selected Populations and HbA1c Control <8 indicators.</p> <p>The 9/30/2019 test cannot be used as it is not the most recent.</p> <p>Note: <i>Ensuring results in the year after the measurement year are not counted is not tested in AMP MY 2019 Measure Certification.</i></p>	
General	General Guideline 35: Measures That Use Medication Lists	Posted 12/16/2019
Commercial HMO Commercial ACO Medicare Advantage Medi-Cal Managed Care	<p><i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i></p> <p>Question: <i>General Guideline 35</i> states that if an organization uses both pharmacy data (NDC codes) and clinical data (RxNorm codes) for reporting, to avoid double counting, deduplicate and count an NDC code and an RxNorm code for the same drug on the same date of service as only one dispensing event. If a measure specification says, "if multiple prescriptions for the same medication are dispensed on the same day, sum the days supply," should the days supply from the pharmacy data event and the clinical data event be summed?</p> <p>Answer: The intent of <i>General Guideline 35</i> is to prevent double-counting when an organization uses both pharmacy data (NDC codes) and clinical data (RxNorm codes) for reporting, because the same dispensing event can have both an NDC code in the pharmacy data and an RxNorm code in the clinical data. Because the two codes identify the same dispensing event (not two dispensing events), count an NDC code and an RxNorm code on the same date of service as one dispensing event and do not sum the days supply.</p>	
General	General Guideline 49: Mapping Proprietary or Other Codes	Posted 12/16/2019
Commercial	<p><i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i></p>	

<p>HMO Commercial ACO Medicare Advantage Medi-Cal Managed Care</p>	<p>Question: Organizations may map NDC or RxNorm codes based on generic name (or brand name), strength/dose and route. What information is used to map “dose” or “route”?</p> <p>Answer: For mapping purposes, the organization must demonstrate that the medication being mapped is the same as a medication listed in the Medication List Directory (MLD). For example, the route for “benralizumab” is listed as “subcutaneous” in the Asthma Controller Medications table (p. 132 MY 2019 AMP Program Manual).</p> <p>The MLD contains two generic products for benralizumab: “1 ML benralizumab 30 MG/ML Prefilled Syringe” and “benralizumab 30 MG/ML Prefilled Syringe,” where the Route is listed as “injection.” Therefore, it would be appropriate to map a code with the generic name “benralizumab” and strength “30 MG/ML and dose form or route of either “syringe” or “prefilled syringe” or “injection.”</p> <p>Another example is fluticasone, which is listed as “inhalation” in the Asthma Controller Medications table. The MLD (Generic Product Name) identifies appropriate dose/forms as “metered dose inhaler” or “dry powder inhaler,” and lists the route as “inhalation.” Therefore, it would be appropriate to map codes for fluticasone if the strength/dose matches one in the MLD and if the dose form or route is “inhaler” or “metered dose inhaler” or “powder inhaler” or “inhalation.” It would not be appropriate to map codes for fluticasone with dose form or route of “nasal spray.”</p>	
<p>Clinical</p>	<p>Prenatal and Postpartum Care</p>	<p>Posted 12/16/2019</p>
<p>Medi-Cal Managed Care</p>	<p><i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i></p> <p>Question: The PPC measure defines an enrollment segment as a period of continuous enrollment with no gaps. The “last enrollment segment” is used in calculating the timelines of prenatal care numerator and is defined as the enrollment segment during the pregnancy with a start date closest to the delivery date. How do organizations identify the last enrollment segment for a member who has multiple enrollment segments?</p> <p>Answer: For AMP MY 2019 reporting, enrollment segments are determined based on enrollment data provided by the health plan. If a plan provides the member’s enrollment in different products/product lines as different enrollment segments, or even enrollment in the same product/product lines as different enrollment segments, the start date of the last enrollment segment must be used.</p>	
<p>Clinical</p>	<p>The “Route” column in the Asthma Medication Ratio measure</p>	<p>Posted 12/16/2019</p>
<p>Commercial HMO Commercial ACO Medi-Cal Managed Care</p>	<p><i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i></p> <p>Question: In the Asthma Controller Medications table and the Asthma Reliever Medications table (in the AMR measure specifications), what is the “Route” column used for?</p> <p>Answer: Use the “Route” information from the tables to apply the “Definitions” for calculating an “inhaler dispensing event” and an “injection or intravenous dispensing event.” For routes listed as “subcutaneous” or “intravenous,” use the “injection or intravenous dispensing event” definition.</p> <p>Note: In the Medication List Directory (MLD), the “Route” column lists “subcutaneous” and “intravenous” as “injection.”</p>	
<p>Clinical</p>	<p>Childhood Immunization Status</p>	<p>Posted 12/16/2019</p>

<p>Commercial HMO Commercial ACO Medi-Cal Managed Care</p>	<p><i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i></p> <p>Question: The third bullet in the Rotavirus numerator description references <u>Rotavirus (2 Dose Schedule) Procedure Value Set</u>, which does not exist in the Value Set Directory. Which value set should be used for reporting?</p> <p>Answer: Replace the value set reference with “<u>Rotavirus Vaccine (2 Dose Schedule) Procedure Value Set</u>” and use this value set for reporting.</p>	
<p>Clinical</p>	<p>Comprehensive Diabetes Care and Osteoporosis Management in Women Who Had a Fracture</p>	<p>Posted 12/16/2019</p>
<p>Commercial HMO Commercial ACO Medi-Cal Managed Care Medicare Advantage</p>	<p>Question: We noticed a discrepancy in the requirements for advanced illness exclusion, in the CDC and OMW measures. The specs are slightly different from other measures with the same exclusion. Can you confirm if this is accurate or if it is a transcript error?</p> <p>Answer: This is a transcription error, which was not identified during the MY2019 manual updates. The requirements for identifying/excluding members with advanced illness should follow the same steps (see below) as specified in the CBP, SPC, SPD, ART, BCS and COL measures.</p> <p>Members must meet BOTH of the following frailty and advanced illness criteria to be excluded:</p> <ol style="list-style-type: none"> 1. At least one claim/encounter for frailty (<u>Frailty Device Value Set</u>; <u>Frailty Diagnosis Value Set</u>; <u>Frailty Encounter Value Set</u>; <u>Frailty Symptom Value Set</u>) during the intake period through the end of during the measurement year. 2. Any of the following during the measurement year or the year prior to the measurement year (count services that occur over both years): <ul style="list-style-type: none"> – At least two outpatient visits (<u>Outpatient Value Set</u>), observation visits (<u>Observation Value Set</u>), ED visits (<u>ED Value Set</u>) or nonacute inpatient encounters (<u>Nonacute Inpatient Value Set</u>) or nonacute inpatient discharges (instructions below; the diagnosis must be on the discharge claim) on different dates of service, with an advanced illness diagnosis (<u>Advanced Illness Value Set</u>). Visit type need not be the same for the two visits. To identify a nonacute inpatient discharge: <ol style="list-style-type: none"> 1. Identify all acute and nonacute inpatient stays (<u>Inpatient Stay Value Set</u>). 2. Confirm the stay was for nonacute care based on the presence of a nonacute code (<u>Nonacute Inpatient Stay Value Set</u>) on the claim. 3. Identify the discharge date for the stay. – At least one acute inpatient encounter (<u>Acute Inpatient Value Set</u>) with an advanced illness diagnosis (<u>Advanced Illness Value Set</u>). – At least one acute inpatient discharge with an advanced illness diagnosis (<u>Advanced Illness Value Set</u>) on the discharge claim. To identify an acute inpatient discharge: <ol style="list-style-type: none"> 1. Identify all acute and nonacute inpatient stays (<u>Inpatient Stay Value Set</u>). 2. Exclude nonacute inpatient stays (<u>Nonacute Inpatient Stay Value Set</u>). 3. Identify the discharge date for the stay. – A dispensed dementia medication (<u>Dementia Medications List</u>). 	
<p>General</p>	<p>General Guideline 35</p>	<p>Posted 11/15/2019</p>
<p>Commercial HMO Commercial ACO</p>	<p><i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i></p> <p>Question: <i>General Guideline 35</i> states that if organizations use both pharmacy data (NDC codes) and clinical data (RxNorm codes) for reporting, they should deduplicate and count an NDC code and an RxNorm code for the same drug on the same date of service</p>	

Medicare Advantage Medi-Cal Managed Care	as only one dispensing event, to avoid double counting. How should organizations handle this where different drugs are included in the same medication list with no variable to differentiate between “same or different”? Response: For measures where different drugs are included in the same medication list with no variable to differentiate between “same or different,” the organization develops its own method. It is appropriate for the organization to assume that an NDC code and an RxNorm code on the same date of service are for the “same drug” and count as one dispensing event; however, this will not be tested as part of measure certification.
Clinical	Comprehensive Diabetes Care Posted 11/15/2019
Commercial HMO Commercial ACO Medicare Advantage Medi-Cal Managed Care	<i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i> Question: Does documentation of “HB1c” meet criteria when reporting the HbA1c testing indicator? Response: Yes, documentation of " HB1c " is considered evidence of a HbA1c test and may be used when reporting the HbA1c testing indicator.
Clinical	Prenatal and Postpartum Care Posted 11/15/2019
Medi-Cal Managed Care	<i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i> Question: The Postpartum Care indicator states that documentation of “Resumption of physical activity and attainment of healthy weight” meets criteria. Does documentation need to include both resumption of physical activity AND attainment of healthy weight to meet criteria? Response: No. Documentation of either resumption of physical activity or attainment of healthy weight alone meets criteria.
General	Codes Found in Medical Records Posted 10/23/2019
Commercial HMO Commercial ACO Medicare Advantage Medi-Cal Managed Care	<i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i> Question: For General Guideline 31: Supplemental Data, may codes found in the medical record be used as proof of service even if there is no additional documentation of the service provided? Answer: No. Codes alone (without additional documentation of the service provided) do not meet criteria for proof of service. If a provider performs a service, it is expected that additional documentation exists in the medical record or in the primary source document. Auditors must validate, through primary source verification, all elements required by the administrative measure specification.
General	General Guideline 17: Deceased Members Posted 10/23/2019
Commercial HMO Commercial ACO	<i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i> Question: Is General Guideline 17: Deceased Members an optional exclusion? Must a deceased member be removed from all measures? Answer: The exclusion in General Guideline 17 is optional. Members who die during the

<p>Medicare Advantage Medi-Cal Managed Care</p>	<p>measurement year may be excluded from all measures, except the measures in the Risk Adjusted Utilization subdomain. However, if a member dies during the measurement year, the organization is not required to remove the member from all measures. For example, if an organization identifies a deceased member during medical record review for the ABA measure, the member may be removed from the measure as a valid data error and replaced with a member from the oversample, but the organization is not required to remove the member from all other applicable measures.</p> <p>Additionally, there is no requirement to assess numerator compliance for deceased members and exclude the member only if they are not numerator compliant. We are not prescriptive of how organizations identify deceased members using claim/encounter and enrollment data. Organizations must develop their own methods to identify these members.</p>	
<p>Clinical</p>	<p>Pharmacy Data</p>	<p>Posted 10/23/2019</p>
<p>Commercial HMO Commercial ACO Medicare Advantage Medi-Cal Managed Care</p>	<p><i>Note: This FAQ was released for HEDIS and applies to the AMP programs.</i></p> <p>Question: 1) If pharmacy data are classified as supplemental and the medication dispensed date is not documented, may the “shipped date” be used as the “dispensed date”? 2) If pharmacy data are classified as supplemental, may the date when a provider gives free medication samples to a member be considered the “dispensed date”?</p> <p>Answer: 1) No. The “shipped date” may not be used as “dispensed date” date when reporting the pharmacy measures. 2) Yes. The date when the provider gives the medical sample to the member is considered the “dispensed date” when reporting pharmacy measures.</p>	