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IDSS 2011

What's New in IDSS?

- Updated the Attestation Process
  - Added a “Draft” watermark to an unsigned, unmarked attestation (page 19)
  - Changed the Public Report Status selection process (page 20)
- Added the ability to view User Roles from the Organization and User Management Tools (pages 8 & 14)
- Redesigned the Audit Review Table (ART)
  - Added a new error message for NB selection with loaded data (page 48)
  - All measures can be viewed when the ART is opened
- Changed ART default comments for NR Medicaid only product line (page 37)
- Moved the HELP section from the Home page to the My NCQA page
- Added a email notification once the Audit Lock is applied.(auditor, admin and user)
- Replaced PDF Final report with data filled Excel workbook.

IDSS Overview

The NCQA Interactive Data Submission System (IDSS) is a Web-based tool used by health care plans to submit HEDIS data.

Each plan-specific IDSS contains information from the Submission Request section of the annual Healthcare Organization Questionnaire (HOQ). The IDSS is product-specific to the lines of business defined by HEDIS 2011 Technical Specifications Volume 2 (e.g., commercial, Medicaid, Medicare). Commercial and Medicaid data are due by 11:59 p.m. Eastern time on June 15; Medicare data are due by 11:59 p.m. Eastern time on June 30. The Attestation of Accuracy and Public Reporting Authorization and Data Use Agreement (Attestation) is also due on the dates for all submissions.

Each submission type contains three basic data-entry screens

- **Plan Description Screen.** General organization information, including contact names
- **Measure Worksheets.** Data entry screens for specific HEDIS measures
- **Audit Review Table.** Measure selection and audit information for each measure

This manual follows the general order of tasks for setting up a submission, selecting measures, entering or uploading data and locking the tool for submission.

System Requirements

Your computer must meet the following minimum system requirements:

- Internet Explorer 6.0 or higher (128-bit cipher)
- Internet service provider
- Active e-mail account
Audited Data

HEDIS data helps NCQA researchers assess the state of managed care and combined with information about data collection methods, the results help NCQA develop and improve HEDIS measures. Audited HEDIS results sent to NCQA are included in a database of performance information and are used for internal publications and projects like the following:

- Reporting performance in the State of Health Care Quality Report, Quality Compass and NCQA Health Plan Ranking
- Health care performance and measurement research
- Developing regional and national means, percentiles and eligible population ratios
- Special projects (authorized by participating organizations)
- Accreditation scoring for scheduled surveys
- Accreditation upgrades

NCQA also uses the data for projects with other groups. The Centers for Medicare & Medicaid Services (CMS) contracts with NCQA to collect summary HEDIS data for Medicare members. According to CMS regulations, Medicare Advantage (MA) plans and Special Needs Plans (SNP) must send their audited Medicare HEDIS results to NCQA. NCQA aggregates the results and sends them to CMS for publication.

The Office of Personnel Management (OPM) contracts with NCQA to collect commercial and PPO HEDIS data, and NCQA collects Medicaid HEDIS data on behalf of state agencies. NCQA does not publish plan-specific results unless authorized by the plan; however, data are sent to the authorizing agencies. Aggregate analyses of Medicare and Medicaid data are published by NCQA.

Unaudited Submissions

In special projects, unaudited data are collected as part of the NCQA HEDIS Data Collection Service and are not used for general statistics or benchmarks, Quality Compass, accreditation or any purpose other than the special project (e.g., data collected on behalf of a state that does not require audited data). In these cases, NCQA provides an IDSS submission tool that allows access to all HEDIS measures without the audit requirements.

If you submit data for reporting to a state agency or other party, and you are not undergoing an NCQA HEDIS Compliance Audit™, verify that your IDSS tool for that submission does not have an Audit Review Table.

All Submissions

No data are used for any purpose without a signed Attestation of Accuracy and Public Reporting Authorization and Data Use Agreement. Attestations and instructions are available in the IDSS.

Refer to Management Tasks, Attestation and Other Tools and Hints for more information.
Logging On

Note: This manual assumes that you have completed the HOQ process and have access to IDSS.

Step 1  Go to the IDSS System Login screen at http://idss.ncqa.org.

Step 2  Your user name is your e-mail address; enter it in the User Name box.

Retrieve Your Password

Step 1  First-time Primary HEDIS contacts (“Organization Administrators”) are assigned a password.

Step 2  If this is your first time logging on or you do not remember your password, click Forgot your password? The Retrieve your user password screen will display.

IDSS Updates/Message Board: Check for important updates and information.

Step 3  Type the e-mail address and click Send Password.

The message “email has been sent” appears on the screen. Your password will be sent to the e-mail address you entered.

Note: If you receive the message “Email not found,” you have not been assigned a user ID and password. HEDIS Primary Contacts will need to contact their NCQA Account Manager. If you are not the HEDIS Primary Contact, you must coordinate with the Primary Contact to get access to the appropriate organizations.

Step 4  On the next screen, click [close this window] to return to the System Login screen.
License Agreement

The License Agreement appears immediately after the Login screen. You must agree to the license to gain access to the tool, and you must click “I agree” at each session. The license Agreement can be downloaded by clicking Download as PDF.

My NCQA

The My NCQA screen lists all plans available to the user. Organization Administrators see all plans under Organization(s) Manager, but other users see only the organizations to which they are assigned.

Note: Primary HEDIS Contacts should contact their NCQA account manager if organizations are missing under Organization(s) Manager.
Note: If you are logging on for the first time, you should create a new password, although it is not required. Passwords must be 8–20 characters long and contain one digit, one upper-case letter, one lower-case letter and one symbol (e.g., $).

Data Submission

Step 1 Click OrgID in the Organization(s) Manager section for the organization you want to work on. The Submission List page displays.

Step 2 If you have multiple submissions, click the submission ID you want to work on. Click View/Edit Data at the bottom of the page under DST Actions.

Note: Use the Menu Bar, the Start using the Tool link or Quick Links to move through the system.
Management Tasks

Plan Description

**Step 1**  Before you enter or import data, review the information on the Plan Description page (PDS). The PDS lists the plan, submission and contact information.

On the Home page Menu Bar, click Tools. Click Plan Description. You can also click More submission details in the Submission ID box at the left side of the Home page.

<table>
<thead>
<tr>
<th>Organization Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID: 1000</td>
</tr>
<tr>
<td>Name: DSS Test Organization</td>
</tr>
<tr>
<td>Short Name: DSS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Submission Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission ID: 6555</td>
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<tr>
<td>Measurement Year End: 12/31/2000</td>
</tr>
<tr>
<td>Product Line: Medicaid</td>
</tr>
<tr>
<td>Reporting Product: IHO</td>
</tr>
<tr>
<td>Special Area: None</td>
</tr>
<tr>
<td>Special Product: None</td>
</tr>
<tr>
<td>CMS Contract: None</td>
</tr>
<tr>
<td>CMS Market: None</td>
</tr>
<tr>
<td>Audit Firm: None</td>
</tr>
<tr>
<td>Rotation ID 1: 0</td>
</tr>
<tr>
<td>Rotation ID 2: 0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAHPS MCO Contact</td>
</tr>
<tr>
<td>Gent, Robin (202) 955-1712</td>
</tr>
<tr>
<td>CEO O'Kane, Margaret</td>
</tr>
<tr>
<td>Medical Director Pavilon, Greg</td>
</tr>
<tr>
<td>Primary HEDIS Reporting Contact Pacheco, Carla (202) 955-5106</td>
</tr>
<tr>
<td>Quality Compassa Contact Taylor, Michele (262) 955-1759</td>
</tr>
<tr>
<td>Secondary HEDIS Reporting Contact Harris, Garancie (202) 955-2629</td>
</tr>
</tbody>
</table>
User Management

Who should have access to each submission, and what should the level of access be? The plan’s primary HEDIS contact is automatically set up as the Organization Administrator in the IDSS. Only the Administrator can create users, modify user roles and remove users from organizations. The plan is responsible for managing users and auditors. Each role has different access to the data in a submission.

**Note:** Only one role may be assigned per user.

<table>
<thead>
<tr>
<th>Role</th>
<th>Read Measure Data</th>
<th>Write Measure Data</th>
<th>Read Audit</th>
<th>Write Audit</th>
<th>Apply Plan Lock</th>
<th>Remove Plan Lock</th>
<th>Audit Lock</th>
<th>Import Data</th>
<th>Add/Modify Users</th>
<th>E-Sign</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org Admin</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Org User</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Auditor</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Viewer</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Signer</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

**Multiple User Manager Section**

This section is for Administrators only. Administrators can create users and grant access to their assigned organizations, giving any rights they feel are necessary.

Administrators have two options to create users and grant access: by Organization or by User.

Administrators that have multiple plans can use the Organization Management or User Management tools to assign multiple users to multiple plans at once.

---

**My Ncqa**

**Multiple User Management**

- Organization Management Tool - Add, modify, or remove multiple users from an organization.
- User Management Tool - Add, modify, or remove a user from multiple organizations.

**Organization(s) Manager - Detail Report**

<table>
<thead>
<tr>
<th>OrgID</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1950</td>
<td>IDSS Test Organization</td>
</tr>
</tbody>
</table>

**My Manager**

Change Password
User Management—By Organization

The Organization Management tool allows Administrators to add, modify, view user roles, or remove multiple users from an organization.

Existing Users

Administrators can add users who have access to other organizations to which administrators are linked or remove users from assigned organizations, but cannot remove users from IDSS.

**Step 1** Go to the My NCQA page. Under Multiple User Manager, click the Organization Management Tool link to go to the Organization List page. All organizations for which the user is Administrator are listed here. Click the Org ID link to select the desired organization.

The Organization Edit page displays users who have access and users who are linked through other organizations but do not have access to the selected organization.

Currently assigned user roles can be viewed by double clicking the appropriate e-mail address under Selected Users. The user role is indicated in the checkboxes below.

To change a user role, unselect the current role and click the new role. Click Save/Update.
Step 2  To add existing users who do not have access to the selected organization, click the user e-mail address beneath Available Users. Select the desired user role and click Select.

The user's e-mail address appears in the Selected Users: section. You must click Save/Update or changes will be lost and user roles will not display.

Step 3  For users whose e-mail addresses were not listed, click the Add User button. Fill in the fields and click Save/Update.
**Note:** If the user already exists in IDSS, the following message displays.

This user name and/or email already exists in an IDSS account. Click the Add Existing User button to add this user, or enter a different user name/email address.

Click the **Add Existing User** button.

**Step 4**
The user you created is now listed in the **Selected Users:** section. Select the user’s e-mail address. Click the role you want to assign. Click **Save/Update**.

**Note:** You must complete this step in order for the user to have access rights, and then you will be directed to the **Organization List** page. You may update only one role type at a time, but you can select multiple users who are assigned the same role.
Create a New User

**Step 1** Go to the My NCQA page. Under Multiple User Manager, click the **Organization Management Tool** link to go to the **Organization List** page. All organizations for which the user is Administrator are listed here. (All organizations that the user is the administrator of will be listed here). Select the desired organization by clicking the **Org ID** link.

The **Organization Edit** page displays users who have access and users who are linked through other organizations but do not have access.

If the user is listed, go to step 2 in the **Existing User** section (page 9).
Step 2  Click the **Add User** button. Fill in the fields and click **Save/Update**. The User Name is the user’s e-mail address.

Note: If the user already exists in IDSS, the following message displays.

This user name or e-mail already exists in an IDSS account. Click "Add Existing User" or enter a different e-mail address.

Click **Add Existing User**. Click **next step**.

Step 3  The user you created is now listed in the **Selected Users** section. Select the user’s e-mail address. Click the checkbox next to the user role you want to assign. Click **Save/Update**.

Note: You must complete this step in order for the user to have access rights, and then you will be directed to the **Organization List** page. You may update only one role type at a time, but you can select multiple users who are assigned the same role.
Removing Users

**Step 1**  Click the Organization Management Tool link. Select the desired Org ID. The Organization Edit page will display.

**Step 2**  From the Selected Users section, select the user to remove. (Users are removed from the organization, not from the IDSS.) Click the Remove button.

Remove All will remove all users listed in Selected Users box.

**Step 3**  Removed users appear in the Available User box. Click Save/Update button to keep changes.

Removed users are no longer visible after navigating from this screen. You must repeat the Add User process to relist the user.
User Management by User

The User Management tool allows Administrators to manage users, granting or removing access to multiple organizations at once.

Existing Users

All users assigned to an organization for which you are Administrator will be listed on your User List.

**Step 1** Go to the My NCQA page. Under User Manager, click the User Management Tool link to go to the User List page. All users attached to an organization for which you are Administrator are displayed here. Click a user’s e-mail address to select it.

**Step 2** Verify that you have selected the correct user. The user’s e-mail address is listed at top of the box. Organizations for which the user does not have access are listed in the Available Organizations section. Organizations for which the user has access are listed in the Selected Organizations section.

To view the user’s assigned role, double click the organization name, the assigned role will appear in the checkboxes below. You can change a user’s role by unselecting the current role and clicking the new role. Click Save/Update.
**Step 3**  To add organizations, select desired plans from the *Available Organizations* section and click the *Select* button.

**Step 4**  Organizations will be moved down into the *Selected Organizations* section. Select the desired user role by clicking the check box. Click the *Save/Update* button. *(You *must* click *Save/Update* to give user rights. You may select only one role type at a time.)*

You will not receive confirmation of role selection. When you save your information, you are directed to the main *User List* page.

**Create a New User**

**Step 1**  Go to the *My NCQA* page. Under *User Manager*, click the *User Management Tool* link to go to the *User List* page which displays all users attached to any organization for which you are Administrator. Click the *Add User* button.

If the user is listed, go to step 2 in the *Existing User* section.

**Step 2**  Click the *Add User* button. Fill in the fields and click *Save/Update*.

*Note:* The *User Name* must be the user's e-mail address.
Note: If the user already exists in IDSS, the following message displays.

This user name or e-mail already exists in an IDSS account. Click "Add Existing User" or enter a different e-mail address.

Click the Add Existing User button.

Step 3 A list of organizations for which you are Administrator will be displayed on the User List page. In the Available Organizations box, click an organization’s name and click the Select button. The organization will be moved to the Selected Organizations box. Select the user’s role for the selected organization. Click Save/Update.

Note: You must complete this step in order for the user to have access rights.
Remove a User

**Step 1** Click the User Management Tool link. Click the desired user’s e-mail address and click the Remove link.

**Step 2** Click OK in the pop-up box.

Removed users are no longer visible after navigating from this screen. To relist the user, you must go through the Create User process.

**User Role Management (Organization Level)**

**Step 1** Go to the selected organization’s Home page and click the User Role Management link.
**Step 2**  On the **User List** page, select the user by clicking the e-mail address link.

<table>
<thead>
<tr>
<th>Email Address</th>
<th>IsActive</th>
<th>Is Locked</th>
<th>Created</th>
<th>Modified</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:kramen@ncqa.org">kramen@ncqa.org</a></td>
<td>True</td>
<td>False</td>
<td>1/6/2006 10:47:00 AM</td>
<td>1/6/2006 10:47:00 AM</td>
<td>Remove</td>
</tr>
<tr>
<td><a href="mailto:breece@ncqa.org">breece@ncqa.org</a></td>
<td>True</td>
<td>False</td>
<td>12/12/2006 3:20:04 PM</td>
<td>12/12/2006 3:20:04 PM</td>
<td>Remove</td>
</tr>
<tr>
<td><a href="mailto:tride@ncqa.org">tride@ncqa.org</a></td>
<td>True</td>
<td>False</td>
<td>1/13/2009 9:12:12 AM</td>
<td>1/13/2009 9:12:12 AM</td>
<td>Remove</td>
</tr>
</tbody>
</table>

**Step 3**  The **User Edit** page will display. The user’s current roles will be listed in the **Roles Assigned to User** box. To change or add a role, click the role to select it and click the arrow pointing to **Roles Assigned to User**. Click **Save/Update**.

*Note:* You will not be directed to another page after saving. Select the **User List** link or **Home**.

![User Edit Page Screenshot](image-url)

*Required.*
Attestation

**Step 1** On the Submission List page, click the Attestation button under DST Actions.

The PDF Attestation document will display. You can print or save the document.
Step 2  To set the Public Reporting intentions, click the Set Public Reporting Status button on the bottom right of the Attestation page to go to the Public Reporting page.

Step 3  Once the Public Reporting selection has been made select to submit the attestation electronically or by mail by clicking the appropriate button: Sign Paper Attestation or Esign Attestation.

Note: Verify your Public Reporting selection before selecting the attestation option.

Click OK.

E-sign Attestation

Step 1  After you select Esign Attestation, the completed attestation will display. Navigate back to the My NCQA page and give access to the signer.
Sign Paper Attestation

Step 1  After you select Sign Paper Attestation, the completed Attestation displays. Print it using the Print icon at the top of the page. An authorized officer of the organization must sign the Attestation. Mail it to the attention of your NCQA HEDIS Account Manager.

Note: NCQA advises using a traceable mailing method.

Step 2  After NCQA receives the paper Attestation, the Attest Rec’d column will be changed to “Y”.

Click the Attestation button on the Submission List page to view the scanned Attestation.
E-Signer Instructions

**Step 1** Log on to IDSS. If you do not know your password, click the **Forgot your password** link and an e-mail with your password will be sent to you.

![System Login](image)

```
For your password?
```

**Note:** The License Agreement appears immediately after the **Login** screen. You must agree to the license to gain access to the tool, and you must agree at each user session. The license Agreement can be downloaded by clicking **Download as PDF**.

![Download as PDF](image)

**Step 2** On the **My NCQA** page, select an organization by clicking the ID in the **OrgID** column under **Organization(s) Manager**.
**Step 3** You will be directed to the **Submission List** page, where you can access each submission for the selected organization. Click **Attestation**.

```
<table>
<thead>
<tr>
<th>Submissions</th>
<th>6505</th>
<th>6508</th>
<th>6509</th>
<th>6511</th>
<th>6512</th>
<th>6513</th>
<th>6711</th>
<th>6712</th>
<th>6714</th>
<th>7246</th>
<th>9403</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Component</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Adult CARPS</td>
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<td>N</td>
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<td></td>
<td></td>
<td></td>
<td>Not Submitted</td>
<td>Not Validated</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>Child CARPS</td>
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<td></td>
<td></td>
<td>Not Submitted</td>
<td>Not Validated</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>Child CARPS with GBC</td>
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<td>N</td>
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<td></td>
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<td>Not Submitted</td>
<td>Not Validated</td>
<td>Y</td>
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<td></td>
</tr>
<tr>
<td><strong>Actions</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>View/Edit Data</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Attestation</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
```

**Step 4** You will be directed to the Attestation. Scroll to the bottom of the page to review the **Public Reporting** decision.

The person acknowledging that it is their intention to enter into this **ATTERTATION** by means of an electronic signature, is authorized officer of the organization submitting the Data to NCQA must electronically sign this **ATTERTATION**. The person entering into this **ATTERTATION** on behalf of an organization represents that by electronically signing this **ATTERTATION** and trying to and submitting their electronic signature to NCQA, they hereby bind the organization to the terms of this **ATTERTATION** and further, that each individual signing on behalf of organization is authorized to validate entry into this **ATTERTATION**. The **ATTERTATION** can only be modified in writing and must be electronically signed by the organization. By electronically signing this **ATTERTATION**, you agree on behalf of your organization to all of the representations about the Data and user and reporting of the Data indicated above.

```
<table>
<thead>
<tr>
<th>Change Public Reporting Status</th>
<th>Proceed to E-Sign Attestation</th>
</tr>
</thead>
</table>
```
**Step 5** To e-sign the Attestation, click the **Proceed to E-sign Attestation** button.

You will be directed to the Attestation form. Fill in the fields. Click the **Generate Attestation PDF** button.

**Step 6** You will be directed to the completed Attestation. To complete the signing process, click the **Click to COMPLETE** button.

*Note:* The draft watermark will still appear.
Step 7  When the Attestation reloads, the draft watermark will be removed. Your information appears at the bottom of the Attestation, with a time and signature stamp.

Print or Save the pdf document using the icons on the Tool Bar or hover the mouse at the bottom of the page for the Print or Save toolbar to appear.

Step 8  You have completed signing the Attestation for this submission. If the organization has additional submissions, click the Submission List link. To access another organization, click My NCQA to start the process again.

To view any of the e-signed attestations go back to your Submission List page and click the Attestation button.
Select Measures to Report

There are two methods to enter measure-specific data into your IDSS submission.

1. Import Method
2. Data Entry Method

Regardless of the method you use, for audited submissions, two items on the Audit Review Table must be set:  *Reported* and *Benefit Offered* (where applicable).

*Note:* There is no Audit Review Table for an unaudited IDSS. Refer to Unaudited Submissions, above.

Set Values Using the Import Method

For each measure, you can set the Audit Review Table values in the import file or you can set them manually and import only measure data elements. If you set the Audit Review Table values in the import file, be sure to set the *Benefit Offered* flag for the appropriate measures. Below is an example of how the two Audit Review Table values are set in the import file. These flags set the URI measure to be reported and indicate that the plan offers the required benefit.

```xml
<measure id="uri">
  <reported>true</reported>
  <benefit>true</benefit>
</measure>
```

Set Values Using Data Entry Method

**Step 1** On the Home page, click **Start using the Tool**, or click **Audit Review Table** on the Menu Bar, or click **Audit Review Table** in the Quick Links box. Each option displays the Audit Review Table. The initial view of the table shows all HEDIS measures by domain.

**Step 2** Click the Domain bar to open a domain. Click the bar again to close it.

The Report Measure and Benefit Offered boxes are unchecked by default.

Open a Measure for Data Entry

**Step 1** Click the Report Measure box, or click Report All to select all measures.

Click Report None to unselect all measures.

**Step 2** Click the Benefit Offered box to report measures that have a required benefit.

**Step 3** Click Save Changes.

*Note:* Uploaded data will overwrite data entered on the screen. If you enter Report Measure and Benefit Offered settings, be sure that subsequent import files have the same settings or that the data elements are removed from the import file.
Other Options for Nonauditor Users

1. Measure description. If Report Measure and Benefit Offered are checked, click the measure’s description to display the measure detail screen.

2. Rotated Measure. The value in the Rotated Measure column is determined by the Measurement Year value in the import file or on the data entry screen of the corresponding measure. Rotation applies to the commercial and Medicaid measures in NCQA’s rotation strategy described in HEDIS 2011 Volume 2: Technical Specifications, page 18.

Next and Previous Measure links are located at the top and the bottom of each measure page and allow you to return to the end of the list by clicking Previous Measure.

Note: You must click Save Changes and use the Next/Previous measure buttons to save updates or they will be lost.

Load Measure Data

Select Import Method

Before you upload a data file, get the correct XML import templates (commercial, Medicaid, Medicare) from the IDSS tool.

Step 1 On the Home page, click Tools, Downloads and click Workbook and Import templates.
**Step 2**  Click **Blank Workbook (export)** to get the XML file for the current submission (commercial, Medicare, Medicaid).


### Import a File

Use the appropriate product-line template to import all measure details into IDSS.

**Step 1**  On the **Menu Bar**, click **Tools/Import Submission Data**. (You can also use the **Import Data** button in the **DST Action** section of the **Submission List** page.)

---

**Note:** Plans may zip their XML import files before importing into IDSS.
Upload a File

**Step 1** Click **Browse** to open a browser window and find the correct location and XML file to import into IDSS.

**Step 2** As the file uploads, the screen displays each measure being loaded and checked against the Tier 1 Validations.

**Correct Errors**

When the upload is complete, the Workbook Validation Report lists errors found in the file, by measure.
**Step 1**  Click **View Data** to display measure details and to see error locations.

![Error Report](Image)

**bcv-v-32546687: Eligible Population**
Value must be greater than or equal to Numerator Events by Administrative Data.

**Step 2**  Correct the file.

**Step 3**  Click **Save Changes**. The error report is removed when all errors are corrected.

*Note: Uploaded data will overwrite data entered on the screen. If you correct the errors on the screen, be sure that subsequent import files have the same corrections or data elements are removed from the import file.*
Manual Method

There are several ways to navigate to the measure screens:

1. On the Menu Bar, click **Measure**. Click to select a measure domain or a specific measure.
2. On the Menu Bar, click **Measure**. Click **Measure List (Index)** to list all measures on one screen, grouped by domain. If the *Is Reported* column on the Audit Review Table is “false,” the measure is not available for data entry. Refer to *Select Measures to Report* to change the values.
3. On the **Audit Review Table**, click any highlighted **Measure/Data Element**.

**Step 1**  From the ART, select an active measure (highlighted).

![Measure List](image)

**Step 2**  Enter valid values and click **Save Changes**. Refer to *Valid Values*, below, for more information.

For each measure you report, you must click **Save Changes** before leaving the measure screen. If you leave the screen without saving your changes, you will lose your work.
Consolidated Member Months

This year, only one Use of Service measure includes a table for enrollment by member month for specific age and gender categories.

The consolidated Member Months table allows users to enter member months data in one place and move these data to the appropriate measures later. Data entered in the consolidated Member Months table do not carry automatically to individual HEDIS measures, and the Member Months table on the measure screen does not allow manual data entry. Each measure has the option to load the data from the Member Months table and plans must use that option to load the individual measures.

Note: There are no consolidated table for import files; import the correct member months by age and gender with each measure.

Step 1  From the Menu Bar, click Tools. Click Member Months Tables.

Refer to Appendix B for information about specific measures completed by data in consolidated Member Months Tables. Medicaid has three additional Member Months Tables in each benefit category.

1. Disabled
2. Dual Eligible
3. Other Populations
**Step 2** Select the consolidated Member Months Table.

<table>
<thead>
<tr>
<th>Age</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-4</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1-4</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5-9</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10-14</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15-17</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>18-19</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>20-29</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>30-39</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>40-49</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>50-64</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>65+</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Step 3** In the white data entry cells, enter the number of member months for each age and gender category (round numbers to the nearest whole number).

**Step 4** Click **Save Changes**. IDSS calculates the totals. Repeat these steps for each consolidated Member Months Table.

**Step 5** Go to a specific Use of Services measure. Click the **Load Member Months Data** box.

**Change Member Months**

Follow the steps below to change member months data after using the **Load Member Months** feature.

**Step 1** Return to the appropriate Consolidated Member Months Table and change the data.

**Step 2** Click **Save Changes**.

**Step 3** Return to the measure screen and click **Load Member Months** to update the measure.

**Step 4** Click **Save Changes**.
Tier 2 Validations

Go to http://www.ncqa.org/tabid/370/Default.aspx for a list of Tier 2 Validations (data validations) and RRU checks.

Plans may not submit the data for Tier 2 Validation until there are no Tier 1 Validation errors. Validation errors must be corrected before locking the files for the auditor. Follow the steps below to see a list of Tier 2 Validation errors.

Step 1  On the Menu Bar, click Reports then click Validations. Click Second Tier Validation Report. A warning will display if there are Tier 1 errors.

Step 2  Click First-Tier Report to see the list of errors to be corrected.

Step 3  Correct the Tier 1 Validation errors and click View Second-Tier Report.
Validation Report

You can print your validations from the **Workbook Validation Report** or from the **Submission List** screen.

---

**Note:** When all of errors have been corrected, you can apply the plan lock.

---

**Apply Plan Lock**

When you are ready to give the IDSS submission to your NCQA Certified Auditor, you must lock it to prevent further changes to the data. The lock can be applied by the Org Admin *only* if the following conditions are met:

- There are no Tier 1 errors
- There are no Tier 2 errors

Only the auditor can remove the plan lock.

**Note:** Data cannot be modified after the submission is locked.

---

**Step 1** Click **Apply Plan Lock** on the Audit Review Table.

**Step 2** Click **OK** in the prompt window.

**Step 3** Notify the auditor that the data are ready for review.

**Note:** All data are read-only. Non-audit users can view the data but cannot change it.
The plan has locked this workbook. Data is read-only.

### Breast Cancer Screening

<table>
<thead>
<tr>
<th>Data Element</th>
<th>General Measure Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measurement year</td>
<td>2009</td>
</tr>
<tr>
<td>Data collection methodology (administrative)</td>
<td>A</td>
</tr>
<tr>
<td>Eligible population</td>
<td>3240</td>
</tr>
<tr>
<td>Numerator events by administrative data</td>
<td>1418</td>
</tr>
<tr>
<td>Reported rate</td>
<td>43.77%</td>
</tr>
<tr>
<td>Lower 95% confidence interval</td>
<td>42.04%</td>
</tr>
<tr>
<td>Upper 95% confidence interval</td>
<td>45.49%</td>
</tr>
</tbody>
</table>

### (Auditor Only) Remove Plan Lock

**Step 1** Click Remove Plan Lock.

### (Auditor Only) Audit Review Table Comments

Comments will appear *only* after the plan lock is applied. If the plan did not select the measure the comments will remain blank. Auditors cannot add free text to the fields. Below are the definitions for the comments.

#### Commercial

<table>
<thead>
<tr>
<th>Report Measure</th>
<th>Rate</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>System Default</strong></td>
</tr>
<tr>
<td>Unchecked</td>
<td>NR</td>
<td>Blank</td>
</tr>
<tr>
<td><strong>After Plan Lock Applied</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unchecked</td>
<td>NR</td>
<td>Blank</td>
</tr>
<tr>
<td>Yes</td>
<td>Any rate</td>
<td>Reportable</td>
</tr>
<tr>
<td>Yes</td>
<td>NR</td>
<td>1. Plan chose not to report (Default)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Calculated rate was materially biased</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Plan not required to report</td>
</tr>
<tr>
<td>Yes</td>
<td>NB</td>
<td>Required benefit not offered</td>
</tr>
<tr>
<td>Yes</td>
<td>NA</td>
<td>Denominator fewer than 30</td>
</tr>
</tbody>
</table>
## Medicaid and Medicare

<table>
<thead>
<tr>
<th>Report Measure</th>
<th>Rate</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Default</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unchecked</td>
<td>NR</td>
<td>Blank</td>
</tr>
</tbody>
</table>

| **After Plan Lock Applied** | | |
| Unchecked | NR | Blank |
| Yes | Any rate | Reportable |
| Yes | NR | 1. Calculated rate was materially biased (Default - Medicare)  
2. Plan chose not to report (Default – Medicaid)  
3. Plan not required to report |
| Yes | NB | Required benefit not offered |
| Yes | NA | Denominator fewer than 30 |
(Auditor Only) Apply Auditor Lock

The Auditor Lock marks a submission as final. It cannot be applied unless the following conditions are met.

- The IDSS submission is free of errors
- There are no CAHPS checks violations, when applicable (commercial and Medicaid)
- The plan lock has been applied

The auditor lock can be applied only by auditors with auditor rights and the NCQA-assigned password.

**Step 1** Display the Audit Review Table.

**Step 2** Verify that all data are correct by checking the following data elements.

**Rotated Measure.** The value in this column is determined by the “Measurement Year” on the data entry screen of the corresponding measure. Be sure the plan is eligible for the measure selected for rotation. The column will display the following information.

- **N**
  - If the measurement year is NR
  - If the audit status of the measure has not been reported
  - If “2010” is selected on the data entry screen

- **Y**
  - If the measurement year 2009 is selected on the data entry screen

**Rate.** Review the value in this column for each measure selected and completed by the plan. This value cannot be changed unless the auditor removes the Plan Lock and makes changes on the measure detail screen.
Reportable. This column shows the rate (except for CAHPS measures) and displays the following information.

- **R**
  - The rate for the measure is a value (e.g., 93.0)
  - The rate for the measure is **NA** (set by the system because the denominator was fewer than 30)
  - The plan has unchecked the **Benefit Offered** box (the rate is set at **NB**)
  - (For table measures) A data element other than member months shows a numeric value

- **NR**
  - The measure’s rate is **NR**
  - (For table measures) All data elements of the table other than member months are **NR**
  - Choose the appropriate designation when there is **NR**

*Note: The Reportable column is not used, but displays in the 2011 version of the IDSS. It cannot be changed by the auditor and does not affect results.*

Reportable for Satisfaction With the Experience of Care. Use the checkbox in the Reportable column to validate that the Survey Sample Frames were reviewed and approved for submission to the NCQA Certified Survey Vendor for the following.

- CAHPS Health Plan Survey 4.0H, Adult Version (CPA), Child (CPC) and Children with Chronic Conditions (CCC)

*Comment:* This column further clarifies the rate. The chart below shows the descriptions for the value of the rate.

<table>
<thead>
<tr>
<th>Rate/Result</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0–XXX</td>
<td>Reportable measure</td>
</tr>
<tr>
<td>NA</td>
<td>The denominator was fewer than 30</td>
</tr>
<tr>
<td>NB</td>
<td>The MCO does not offer the required benefits</td>
</tr>
<tr>
<td>NR</td>
<td>The MCO chose not to report the measure <em>(the default)</em>, or The rate was materially biased.</td>
</tr>
</tbody>
</table>
Submit Data to NCQA

Once all validations are corrected and the auditor has applied the lock, you are ready to submit data to NCQA.

**Step 1** Navigate to the **Submission List** page. Locate the organization you want to mark final.

**Step 2** Click the **Mark Final** link.

**Step 3** Click **OK** on the warning pop-up box.

**Step 4** The system will refresh to confirm that the submission has been marked final. An e-mail notification will be sent.

**Step 5** Print or Download the Final Submission Report for your records (see print instructions page 41).
Print

You can print pages from IDSS using two methods.

1. Export all data for the submission ID into one Excel workbook and print the entire workbook.

2. From the Measure Detail screen, click Export to Microsoft Excel and print the measure from the Excel file.

Note: Data in the Excel files are not protected and are not formatted for a specific printer.

Print the Entire IDSS

Step 1  From the Menu Bar, click Tools. Click Downloads. Click Workbook and Import Templates.

Step 2  Click Data-filled Workbook (export) under Excel Workbook Downloads.

Step 3  Click Save.

Step 4  Select a name and file location for the workbook and click Save. (The workbook might take a few minutes to save.)
Step 5  Open the saved workbook.

Step 6  From the Menu Bar, click File. Click Print.

Note: Each measure prints on its own page. To apply printer settings to every measure, right-click any measure name at the bottom of the page and choose Select All Sheets. Click File. Click Page Setup. If you change the settings, the changes will apply to all measures.

Print Individual Measures

Step 1  From the Measure Detail screen, click the measure you want to print, and click Export Microsoft Excel.
### Step 2
Click **Save**.

### Step 3
Select a name and file location for the workbook and click **Save**.

### Step 4
Open the saved workbook.

### Step 5
From the Menu Bar, click **File**. Click **Print**.
Other Tools and Hints

Check Submission Status

The Data Submission page lists the submission types available for each organization ID and displays a quick view of some submission information.

- **Component:** The type of data submitted under the submission ID.
  - **DST:** Volume 2 HEDIS measures
  - Adult CAHPS, Child CAHPS, Child CAHPS with CCC, HOS Baseline and Follow-up collected and submitted by the Survey Vendor on your behalf

- **Audit Req’d:** Indicates this submission requires the data to be audited.

- **Lock Status:** Indicates if the Auditor has applied the Auditor lock on the submission.
  - **None:** The submission is not locked
  - **Plan:** The plan has locked the submission so that data may not be modified, but an auditor can make comments
  - **Auditor:** Neither the plan nor the auditor may make any more changes

- **Final:** Indicates whether the submission has been marked as Final
  - If this is “N”, the “Mark Final” button will only appear if the submission is eligible to be marked final (for DST components, this means that it has passed all validation: plan and auditor locks are applied).

- **Received:** The date and time that the submission is marked Final.

- **Status:** There are four possible statuses.
  - **Not Submitted:** The submission has not been marked Final.
  - **Submitted:** The submission has been marked Final.
  - **Reported:** The final report of the data submitted is available for download into excel
• **Result:** There are five possible results.
  1. **Invalid File:** The status reads "submitted" but the data was unable to be validated because of errors in the file.
  2. **Not Validated:** The submission has not been run through the 2nd Tier Validations.
  3. **Errors:** The submission cannot be validated due to 2nd Tier errors. All errors must be corrected in order to mark final. Errors will display in red.
  4. **Warning:** The submission has 2nd Tier warnings but no errors and can be marked final. Warnings will display in yellow.
  5. **Validated:** The submission has no 2nd Tier errors or warnings and can be marked Final. No errors will display in green.

• **Attest Rec’d:** Indicates that the attestation was received.

• **Public Report:** Indicates the public reporting decision.
  – The administrator clicks on the **Attestation** button to indicate the intentions for public reporting.

**High Level—Detail Reports**

Click the [Detail Report](#) link to verify the status of the organizations and submission IDs listed under **Organization(s) Manager**.
Valid Values

The table below shows the valid values that IDSS expects.

<table>
<thead>
<tr>
<th>Value Types</th>
<th>Validation Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measurement year (not rotated)</td>
<td>2010, NR</td>
</tr>
<tr>
<td>Measurement year (rotated measures)</td>
<td>2009, 2010, NR</td>
</tr>
<tr>
<td>Data collection methodology (Administrative or Hybrid)</td>
<td>A, H, NR</td>
</tr>
<tr>
<td>Data collection methodology (Hybrid)</td>
<td>H, NR</td>
</tr>
<tr>
<td>Data collection methodology (Administrative)</td>
<td>A, NR</td>
</tr>
<tr>
<td>Most number fields</td>
<td>Integer &gt;= 0, NR,</td>
</tr>
<tr>
<td>For fields that can be any type of number</td>
<td>Numeric value &gt;= 0, NR,</td>
</tr>
<tr>
<td>Data source (found in LDM and RDM)</td>
<td>Value must be CMS, MCO Direct, Surname analysis/geo-coding, Multiple sources or Other</td>
</tr>
</tbody>
</table>

Report NB, NA and NR

If you do not provide the benefit required by the measure and do not want to report the measure, uncheck the Benefit Offered box for the measure in the Audit Review Table. The rate will then show as NB.

If data has been imported for this measure, you must remove the data before you can lock the Audit Review Table. Refer to Unreported Measures, page 48.

IDSS automatically sets the rate to NA if you enter a denominator of less than 30.

Report NR if you don’t want to submit the measure or if your auditor determines the rate is materially biased and not reportable. The auditor will use the Comment field to distinguish the reason for the NR rate.

Plans are required to report CMS-listed HEDIS measures as part of their Medicare Advantage (MA) contract. For Medicare measures required by CMS, plans should report NR only if the auditor determines the measure is not reportable due to biased data.

Plans may report NR for Medicare measures that CMS does not require.

Import

Plans can import data using the product-specific templates or a generic import template in XML format (the generic template includes the measures across all product lines, but excludes the audit elements). The Import Templates for 2011 are on the Workbook and Import Templates page. They are also posted on the NCQA Web site at http://www.ncqa.org/tabid/370/Default.aspx. Refer to Import Method for more detailed information.

Note: Zip the XML import files before importing them into IDSS to reduce upload time.
Validation Reports

These tools let plans view their import history and Tier 1 and Tier 2 Validation Reports. To view these reports, from the Menu Bar, click **Tools.** Click **Downloads.** Click **Validation Reports.**

- **Import Validation Report (per import/history).** Shows the history of imports and any problems that occurred during import.
- **Tier 1 Validation:** Shows all errors and warnings found in the file during data import, by measure. A link to the measure takes the user to the **Measure Detail** screen, where errors and warnings can be corrected. If the user enters data manually, Tier 1 Validations are done when **Save Changes** is clicked. Invalid values are listed above the data entry table.
- **Tier 2 Validation:** Shows all errors and warnings found when you run the data through the Data Quality Checks. Refer to **Tier 2 Validation** and **Submitting Final Data** for instructions.

Download Files

These tools let plans download a variety of templates and tools to use for working with data. Go to **Workbook & Import Templates.**

**Import Template Downloads (XML)**

- **Blank Workbook.** A blank version of the import template specific to the submission’s product line (commercial, Medicaid, Medicare).
- **Data Filled Workbook:** An XML file with all data entered for the submission, including data imported or entered by the user and the calculated cells.
- **Generic Work.** A blank version of the import template that includes all data elements for all measures, across all product lines, excluding the audit elements.

**Excel Workbook Downloads**

- **Blank Workbook.** Blank version of this workbook in Excel format (for local copy and for printing).
- **Data-Filled Workbook.** Filled (with data entered into the workbook) copy of this workbook in Excel format (for local copy and for printing).
- **Data Element Template.** Blank version of this workbook with data element names in place of data values.
- **Audit Review Table.** Export of the Audit Review Table only
- **CSV Workbook.** Plain-text copy of the workbook containing only the measure and data-element ID’s and data values. Opens in Excel as a flat data file.
- **CSV Audit Review Table.** Plain-text copy of the workbook containing only the measure and data-element ID’s and data values. Opens in Excel as a flat data file.
- **Note:** Data exported from the IDSS are not protected. Only the IDSS can be locked and protected from further updates.

**Means and Percentiles**

- HEDIS 2010 CAHPS HMO
- HEDIS 2010 CAHPS PPO
- HEDIS 2010 Commercial HMO
- HEDIS 2010 Commercial PPO
- HEDIS 2010 Medicaid HMO
- HEDIS 2010 Medicare HMO
- HEDIS 2010 Medicare PPO
- HEDIS 2010 Benefit Specific Enrollment
- HEDIS 2010 Means, Percentiles and Ratios (combined files)
Measure List Index

Lists all measures available in the IDSS.

Unreported Measures

A warning message will display on the Audit Review Table if there are data in a measure screen that you chose not to report. To lock the table the data must be removed.
**Step 1** On the Tool bar, click *Measures* and select *Measure List Index*.

**Step 2** Click the *Clear Measure* check box for the desired measures. Click the *Clear Marked Measures* button at the top of the screen.

**Step 3** Click OK on the pop-up box that appears.

**Step 4** Navigate back to the Audit Review Table.

**Step 5** Click *Save Changes*. You can now apply the plan lock.
Appendix A—Domains and Measures

Domains and Measures

Domain 1—Effectiveness of Care

Prevention and Screening
- Adult BMI Assessment
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents
- Childhood Immunization Status
- Lead Screening in Children
- Breast Cancer Screening
- Cervical Cancer Screening
- Colorectal Cancer Screening
- Chlamydia Screening in Women
- Glaucoma Screening in Older Adults
- Care for Older Adults

Respiratory Conditions
- Appropriate Testing for Children With Pharyngitis
- Appropriate Treatment for Children With Upper Respiratory Infection
- Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis
- Use of Spirometry Testing in the Assessment and Diagnosis of COPD
- Pharmacotherapy Management of COPD Exacerbation
- Use of Appropriate Medications for People With Asthma

Cardiovascular Conditions
- Cholesterol Management for Patients With Cardiovascular Conditions
- Controlling High Blood Pressure
- Persistence of Beta-Blocker Treatment After a Heart Attack

Diabetes
- Comprehensive Diabetes Care

Musculoskeletal
- Disease Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis
- Osteoporosis Management in Women Who Had a Fracture
- Use of Imaging Studies for Low Back Pain
**Behavioral Health**
- Antidepressant Medication Management
- Follow-Up Care for Children Prescribed ADHD Medication
- Follow-Up After Hospitalization for Mental Illness

**Medication Management**
- Annual Monitoring for Patients on Persistent Medications
- Medication Reconciliation Post-Discharge
- Potentially Harmful Drug-Disease Interactions in the Elderly
- Use of High-Risk Medications in the Elderly

**Domain 2—Access/Availability of Care**
- Adults’ Access to Preventive/Ambulatory Health Services
- Children and Adolescents’ Access to Primary Care Practitioners
- Annual Dental Visit
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment
- Prenatal and Postpartum Care
- Call Answer Timeliness
- Call Abandonment

**Domain 3—Health Plan Stability**
- Total Membership

**Domain 4—Use of Services**
- Frequency of Ongoing Prenatal Care
- Well-Child Visits in the First 15 Months of Life
- Well-Child Visits in the 3rd, 4th, 5th and 6th Years of Life
- Adolescent Well-Care Visits
- Frequency of Selected Procedures
- Ambulatory Care
- Inpatient Utilization—General Hospital/Acute Care
- Mental Health Utilization
- Antibiotic Utilization
- Plan All-Cause Readmissions
Domain 5—Cost of Care

- Relative Resource Use for People With Diabetes
- Relative Resource Use for People With Asthma
- Relative Resource Use for People With Acute Low Back Pain
- Relative Resource Use for People With Cardiovascular Conditions
- Relative Resource Use for People With Uncomplicated Hypertension
- Relative Resource Use for People With COPD

Domain 6—Health Plan Descriptive Information

- Board Certification
- Enrollment by Product Line—Total Medicaid
- Enrollment by Product Line—Medicaid/Medicare Dual Eligibles
- Enrollment by Product Line—Medicaid/Disabled
- Enrollment by Product Line—Medicaid/Other Low Income
- Enrollment by State
- Language Diversity of Membership
- Race/Ethnicity Diversity of Membership
- Weeks of Pregnancy at Time of Enrollment in the MCO
Appendix B

Member Months Tables

The table below shows Consolidated Member Months Tables used for each Use of Services measure.

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<th>ID</th>
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<th>Consolidated (Medical)</th>
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<td>Inpatient Utilization—General Hospital/Acute Care</td>
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<tr>
<td>AMB</td>
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