Interactive Data Submission System (IDSS)  
Frequently Asked Questions

General Information

What is the time frame for completing IDSS submissions for 2017?
NCQA releases IDSS to the health plans in April for data loading and validation. The deadline for completing and submitting commercial, Marketplace, Medicaid and Medicare submissions in IDSS is June 15 by 11:59 p.m. ET.
The corresponding Attestation of Accuracy, Public Reporting Authorization and Data Use Agreement (Attestation) for each submission, is also due on this date.
There are no exceptions for late submissions.

Is there a deadline for applying the Plan Lock?
Yes. For the 2017 HEDIS data submission year, NCQA will require all plans to “plan-lock” their submissions no later than 11:59 p.m. ET on June 8. This policy will ensure that auditors have sufficient time to review, approve and audit lock all product-line submissions by the June 15 deadline. Auditors may unlock the submission, only if necessary after June 8.

What Web browsers does the IDSS support?
The IDSS supports Internet Explorer 9.0 or above (128-bit cipher).

IDSS Training Information

I've never done this before, and I don't know how to complete the IDSS!
Don't panic! Download the User’s Guide when you log in, and attend a training session. NCQA offers four sessions for users; dates will be announced. The IDSS release notification will contain the training schedule and instructions for reserving a spot.

What if I’m unable to attend any of the scheduled trainings? *
A recorded training session will also be available under the Help Tools section in IDSS.

Where can I get additional help completing the IDSS?
Contact your NCQA HEDIS Account Manager through my.ncqa.org.
To find your HEDIS Account Manager, go to http://www.ncqa.org/HEDISQualityMeasurement/HEDISMeasures/HEDISDataSubmission.aspx under Data Submission Resources for a complete list.
NCQA Question and Answer Portal

The my.ncqa.org portal is a Web-based Q&A system that lets you track your questions and answers. If you are already registered in an NCQA system, other than the Interactive Survey System (ISS), use your existing NCQA credentials to sign into my.ncqa.org. If you do not have an NCQA login, create a new account in my.ncqa.org.

For questions on completing the IDSS or issues with logging in, submit a request to my.ncqa.org.

**Step 1** Use the following link: my.ncqa.org

**Step 2** Click My Questions.

**Step 3** Click Ask a Question button.

- Select Support.
- With which system, do you need support? Click IDSS from the drop-down menu.
- For Subject, type the subject of your question.
- For Question, type your question (3,000 characters or less).

**Step 4** Click Submit Your Question.

User Agreement

What is the IDSS Use Fee?

Any licensee that utilizes IDSS and does not submit data to NCQA, or submits data that meets all five criteria below will be invoiced an IDSS Use Fee of $2,795 per submission. NCQA will send an electronic invoice to primary HEDIS contacts in September 2017, with payment due within 30 days upon receipt of invoice. Plans are subject to a late fee of $500 if payment is not received, within the 30-day time frame.

The IDSS Use Fee applies only to submissions that meet all five of the following criteria:

- The submission product line is commercial
- The submission does not contribute to an organization’s Interim, Scheduled, In-Process, Accredited, Commendable, Excellent commercial Health Plan Accreditation status from NCQA
- The submission is not required by a federal project contracted with NCQA
- The submission is not required by a State’s HEDIS Data Collection Project contracted with NCQA
- The submission includes HEDIS data (CAHPS-only submissions are not assessed a fee)

Commercial plans that would like to submit to NCQA because of state requirements and the state is not contracted with NCQA, are not required to use IDSS to submit their audited data. Commercial plans that submit via IDSS for this purpose will be assessed the IDSS Use Fee. Please contact your NCQA Certified Auditor for information on how to have your data audited outside of IDSS to meet your state's requirement.
User Access

How do I access the IDSS?

Open an Internet browser and type http://Idss.ncqa.org in the address bar, or go to http://www.ncqa.org/HEDISQualityMeasurement/HEDISMeasures/HEDISDataSubmission.aspx

**New users**

New users will not have access to the system; contact the Primary HEDIS contact at the organization for access. If you are the Primary HEDIS contact and do not have access, please enter a request at my.ncqa.org.

*Note to Primary:* Refer to “User Management” for information about adding users and auditors.

**Returning users**

If you do not remember your password, click *Forgot your password?* When the NCQA Password Assistance displays, type the e-mail address associated with your account and type the characters you see in the Captcha image and click *Continue.*
Multiple User Management

Verify the rights for each user role

<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>Remov e 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>
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<tr>
<td>Org User</td>
<td>✔</td>
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<td>✔</td>
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<td></td>
<td>✔</td>
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<td></td>
</tr>
<tr>
<td>Auditor</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Viewer</td>
<td>✔</td>
<td>✔</td>
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<td>Signer</td>
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To get started, click on User Management Tool, this will bring you to the User List. Review the list to see if you have all the correct users listed for the IDSS tool. The users are listed in order by their email address. If you have a user that is no longer with the company or working on IDSS you would click Remove.

To add a new user, click on Add User. For the User Name, enter the email address and click Search.

My NCQA > User List > User Add

Enter the information for a new user that you wish to administer.

<table>
<thead>
<tr>
<th>User ID:</th>
<th>00000000-0000-0000-0000-000000000000</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name:</td>
<td><a href="mailto:taffe@ncqa.org">taffe@ncqa.org</a></td>
</tr>
<tr>
<td>Password:</td>
<td>*</td>
</tr>
<tr>
<td>Confirm Password:</td>
<td>*</td>
</tr>
<tr>
<td>E-mail:</td>
<td>*</td>
</tr>
</tbody>
</table>

Save/Update Cancel
My NCQA > User List > User Add

Enter the information for a new user that you wish to administer.
This user name or e-mail already exists in an IDSS account. Click "Add Existing User" or enter a different e-mail address.

Taffe@ncqa.org is already in the system, click Add Existing User.

At the Organization Edit page, click on Add Organization.

Select the organization and click Ok.
Now that the person has been assigned to an organization, you must select their role for using the tool. Click **Save/Assign** when done.

The User is now successfully saved to OrgID 1950 – IDSS Test Organization test.
Detail Report

Organization Manager

**Detail Report**: Combined report for all organizations and submission attached to User.

**List of Organizations**: View and edit submission data, download reports, submit attestation.

Clicking the **Detail Report** link will open and download an Excel report with a tab for each organization that include all submission.

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<tr>
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<td>B</td>
<td>C</td>
<td>D</td>
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<td>F</td>
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<tr>
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<tr>
<td>2</td>
<td>10</td>
<td>2053</td>
<td>12/31/2016</td>
<td>Commercial</td>
<td>HMO/POS Combined</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>3</td>
<td>10</td>
<td>13084</td>
<td>12/31/2016</td>
<td>Medicaid</td>
<td>HMO</td>
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<td>None</td>
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<tr>
<td>4</td>
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<td>13085</td>
<td>12/31/2016</td>
<td>Medicare</td>
<td>HMO</td>
<td>None</td>
<td>None</td>
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</tbody>
</table>
### Data Submission

**Is there a new tier of validations for HEDIS 2017? * **

Yes. This year, NCQA implemented a Tier Four Validation, used by auditors for additional review after the plan lock is applied. Details about these validations will be provided to the auditors.

**Is there a log to show what has been imported into IDSS and by whom? * **

Yes. On the IDSS Home page, under Reports > Validations > Import Validation and History report

- Click Import Validation and History report link
  
  Updated Import History details to include Org ID and Sub ID)

<table>
<thead>
<tr>
<th>File ID</th>
<th>Org ID</th>
<th>Sub ID</th>
<th>File Size (bytes)</th>
<th>Is Valid</th>
<th>Imported to Workbook</th>
<th>Created By</th>
<th>Created On</th>
</tr>
</thead>
<tbody>
<tr>
<td>C:\Users&lt;username&gt;\SharePoint\IDSS - Documents\IDSS 2017 XML</td>
<td>1950</td>
<td>12957</td>
<td>138393</td>
<td>True</td>
<td>True</td>
<td><a href="mailto:frndie@ncqa.org">frndie@ncqa.org</a></td>
<td>3/21/2017 9:57:50 AM</td>
</tr>
<tr>
<td>FileMarketplace Test Subjworkbook-12667.xml</td>
<td>1950</td>
<td>12957</td>
<td>138393</td>
<td>True</td>
<td>True</td>
<td><a href="mailto:frndie@ncqa.org">frndie@ncqa.org</a></td>
<td>3/21/2017 9:57:11 AM</td>
</tr>
</tbody>
</table>

**Does IDSS allow for bulk download of data files? * **

Yes. Under Workbooks and Downloads, plans can select between a full Bulk Submission Download or the new Customized Bulk Submission Download where you can choose which of the six available files you'd like downloaded. The downloads include the following files:

- Data-filled XML Workbook
- Data-filled Excel Workbook
- Comma Separated Values (CSV) Workbook
- Audit Review Table
- Comma Separated Values (CSV) Audit Review Table
- ECDS Calculated Data-filled XML Workbook

The files can either be viewed or saved

**Why do I get an error message when I try to upload my XML file? * **

To import an XML file be sure the SubID within the file is the same SubID you are trying to load or you will receive an error message.

* = New FAQ.
What is the difference between the XML schema and the XML import templates?
The XML schema is the specific outline or structure used to define the exact structure that an IDSS import template should have about the industry standard. The XML import templates contain measures and data elements for each measure.

What is the difference between the generic import template and product-line specific import templates?
The generic import template contains all measures across the four product lines (commercial, Marketplace, Medicaid and Medicare) found in HEDIS 2017 Volume 2 Technical Specifications and the QRS Technical Specifications, but excludes the audit elements. Product-specific import templates only include measures for a specific product line and the audit elements.

Why are blank cells showing instead of “NR” for data I haven’t reported?
We show “blanks” instead of NR because NR is an audit designation and not a value. We are using the audit designation column on the ART to identify the data reported for each measure. If a measure or cell is blank, this indicates that no data were reported.

How do we run data through a second-tier validation?
When you are ready to run the Second-tier Validations, click Validate Data on the Submission List page or click Reports on the tool bar and Validations. Click the Second-Tier Validation report link. Click the Validate Workbook button. When the validation is complete, IDSS will display a report of the validation results for all measures including ECDS.

How does the IDSS display data errors?
If there are errors in the data you imported into the IDSS, the First-tier Validation screen will display for each workbook. Errors found in the file are displayed and listed by measure name.

To correct an error, click the measure name link to see the error. Correct the error and click Save Changes. If you entered an incorrect value during manual data entry, the error will display when you save the file.

How do we download the First-, Second- and Third-tier Validation reports?
You can print or download a CSV report of your validation from the Workbook Validation Report or from the Submission List Screen once you’ve run your validations. When selecting the download link, click Open or Save.

A message on the ART states that the Plan Lock cannot be applied when there is an NB Rate/Designation. How do we remove the message to apply the Plan Lock?
If you receive a message indicating the Plan Lock cannot be applied when there is an NB Rate/Designation, this is because there are data in the measure sheet. The ART identifies measures to clear out. Click Measures on the Menu Bar. Click Measure List (index). In the Clear Measure column, check the box for the measure you will not report. Click Clear Measure to remove all data from the selected measures.
How do we print measure sheets?

There are two methods for printing measures in the IDSS.

- **Export each measure individually.** Navigate to the measure you want to export and click the Export to Microsoft Excel link on the measure screen. This automatically exports the measure into Excel, where the measure sheet can be formatted and printed.

- **Export all the measures to Excel and print them from one Excel workbook.** Click Tools, Downloads and choose Workbook and Import Templates. Click the Data-filled workbook (Export) link. All measures for that submission ID will be exported into one Excel workbook. Each measure will be located on its own tab. You can format and print the measure sheets.

  **Note:** After data are exported from the IDSS, the Excel cells are not protected.

We need to change our submission, but we applied the Plan Lock. How do we remove the lock?

After the Plan Lock is applied to your submission, only your auditor may remove it. Contact your auditor.

How does the auditor review data?

After the data are error free, go to the ART to apply the Plan Lock. Notify your auditor when you have done this so the auditor can begin reviewing your data. Refer to the IDSS User’s Guide for more information.

Does CMS require a patient-level detail (PLD) file for each SNP and MMP plan benefit package submission?

No. The plan does not create a separate patient-level detail file for each SNP or MMP submission, all MA member must be included the patient-level detail file submitted for the larger contract level, including members enrolled in SNP and MMP plan benefit packages.

Do I have to submit my commercial, Medicaid and Marketplace PLD files to NCQA?

No. The new PLD file requirement for commercial, Medicaid and Marketplace applies only to the audit process. Organizations must have the files audited, but are not required to submit the files to NCQA.

For Medicare reporting, organizations must follow the CMS requirements for submitting the PLD file on June 15.

We have made the necessary changes to measures identified by our auditor, but the comments have not updated.

Once the necessary changes/updates have been made to all measures, you must apply the Plan Lock to see the comment updates.
ECDS Data Submission

How do we import ECDS data? *

There are two places to enter ECDS data into IDSS submission:

- The Data Submission page.
- Import submission data from the submission Home page.
  - ECDS submission XML file

*Note: Manual data entry of ECDS data is not permitted.*

Will IDSS display ECDS data I imported? *

Yes. IDSS will display data imported and calculated results.

Is the submission process the same for ECDS? *

Yes. Be sure that all data being submitted are populated in IDSS before marking final.

If there is an issue with my ECDS data after we import, how do we correct it? *

ECDS data issues must be corrected in your XML file, outside of IDSS. After the XML file is corrected, you must go through the upload process again.

Audit Review Table/Audit Designations

<table>
<thead>
<tr>
<th>Measure</th>
<th>Rate</th>
<th>Designation</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commercial, Medicare and Medicaid</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>System Default</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Y</td>
<td>Blank</td>
<td>Blank</td>
<td>Blank</td>
</tr>
<tr>
<td>After Plan Lock Applied</td>
<td></td>
<td></td>
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<tr>
<td>Y</td>
<td>Blank</td>
<td>NR</td>
<td>Not Reported</td>
</tr>
<tr>
<td>Y</td>
<td>Any</td>
<td>R</td>
<td>Reportable</td>
</tr>
<tr>
<td>Y</td>
<td>Blank</td>
<td>NQ</td>
<td>Not Required</td>
</tr>
<tr>
<td>Y</td>
<td>Blank</td>
<td>NB</td>
<td>No Benefit</td>
</tr>
<tr>
<td>Y</td>
<td>Any</td>
<td>NA</td>
<td>Small Denominator</td>
</tr>
<tr>
<td>Y</td>
<td>Blank</td>
<td>BR</td>
<td>Biased Rate</td>
</tr>
<tr>
<td>Y</td>
<td>Any</td>
<td>UN</td>
<td>Un-Audited</td>
</tr>
</tbody>
</table>

- Denominator fewer than 30 will still show a rate
- This should be defaulted to Unaudited for the DMS and DRR measure. Two options allowed:
  - Not reported if no data
  - Unaudited if data reported
- Unaudited option should be available for measures BCR, so the auditor can choose. For these measures the default should be reportable, if data reported.

* = New FAQ.
Is the “Un-audited” designation available for all measures?

No. Auditors can only apply the UN designation to Board Certification (BCR), Utilization of the PHQ-9 Monitor Depression Symptoms for Adolescents and Adults (DMS) measures and Depression and Remission or Response for Adolescents and Adults (DRR). This option is not available for any other measure.

Attestations

Why can’t we complete our Attestation early?

The Signer cannot sign the attestation until the Auditor Lock has been applied.

How do we know if we meet the NCQA qualifications for Public Reporting?

For the answer to this question, refer to the Conditions for Public Reporting letter in the Communications section.

Do we need a separate Attestation for CAHPS 5.0H (Adult, Child and Child CCC) survey data?

No. The Attestation covers all components of your submission (HEDIS and CAHPS) for NCQA to use the data for accreditation scoring, benchmarking or public reporting in Quality Compass.

Must we submit an Attestation for a CAHPS-only submission?

Yes. An Attestation is required for all submissions, regardless of component type, except for Medicare HOS-only submissions, which do not require an Attestation.

What is the part of the attestation about reportable events?

This section applies only to NCQA-Accredited plans. As part of the accreditation requirements, a plan must notify NCQA of any sanctions within five days from the date of the Attestation. By completing this section, accredited plans attest to their compliance with this requirement.
Applying Plan Lock

What happens if we can’t meet the Plan Lock deadline or find errors after the deadline?
The plan must lock submissions at least once on or before the Plan Lock date of June 8. If the auditor removes the Plan Lock prior to that time for the plan to make corrections, the plan will not be considered late. The only plans that are considered missing the deadline are those that have not Plan Locked at least one time on or before the Plan Lock deadline.

Marking Final

How do we finalize our submission, and how do we know that data submitted are complete and final?
You can finalize your submission after the auditor applies the Auditor Lock. You will receive e-mail confirmation that your auditor has applied the lock. After receiving the e-mail, sign the Attestation. Click the Mark Final link on the Audit Review Table. You will receive e-mail confirmation from the IDSS mailbox (NCQA receives a copy of the e-mail).

You may not make changes to your submission after it is marked final and submitted to NCQA. Refer to the IDSS Users Guide for more information.

IDSS Late/Resubmission Fee

After June 15, late submissions or resubmissions will be flagged in IDSS for exclusion from NCQA’s public reports or products. NCQA will review requests to have a late submission or a resubmission included in a public reporting product and will assess a minimum processing fee of $5,000.

NCQA Accredited plans are also subject to the late submission penalties described in the accreditation contract. NCQA may assess a fee for organizations requesting that late or changed data be added to the Health Plan Report Card, Quality Compass or the Health Plan Ratings.

NCQA reserves the right to exclude a late submission or resubmission from any NCQA product or publication if its inclusion jeopardizes the data testing, publication date or quality of the product involved.