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DWHN HEDIS Measures

Vital Data Technology (VDT) Quality Scorecard Training





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TOP
WORK
PLACES
2023-2024

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What is HEDIS?

- The Healthcare Effectiveness Data and Information Set (HEDIS®) is a set of performance data developed and maintained by the National Committee for Quality Assurance (NCQA), and is the most widely used standardized performance measure in the managed care industry. HEDIS is part of an integrated system to establish accountability in managed care.
- Behavioral health has multiple measures that include ensuring continuity of care, for example; appropriate psychotropic medication management/adherence, follow up after hospitalization, and diabetes monitoring. Detroit-Wayne Integrated Health Network collects HEDIS data to measure and improve the quality of care that the members receive.





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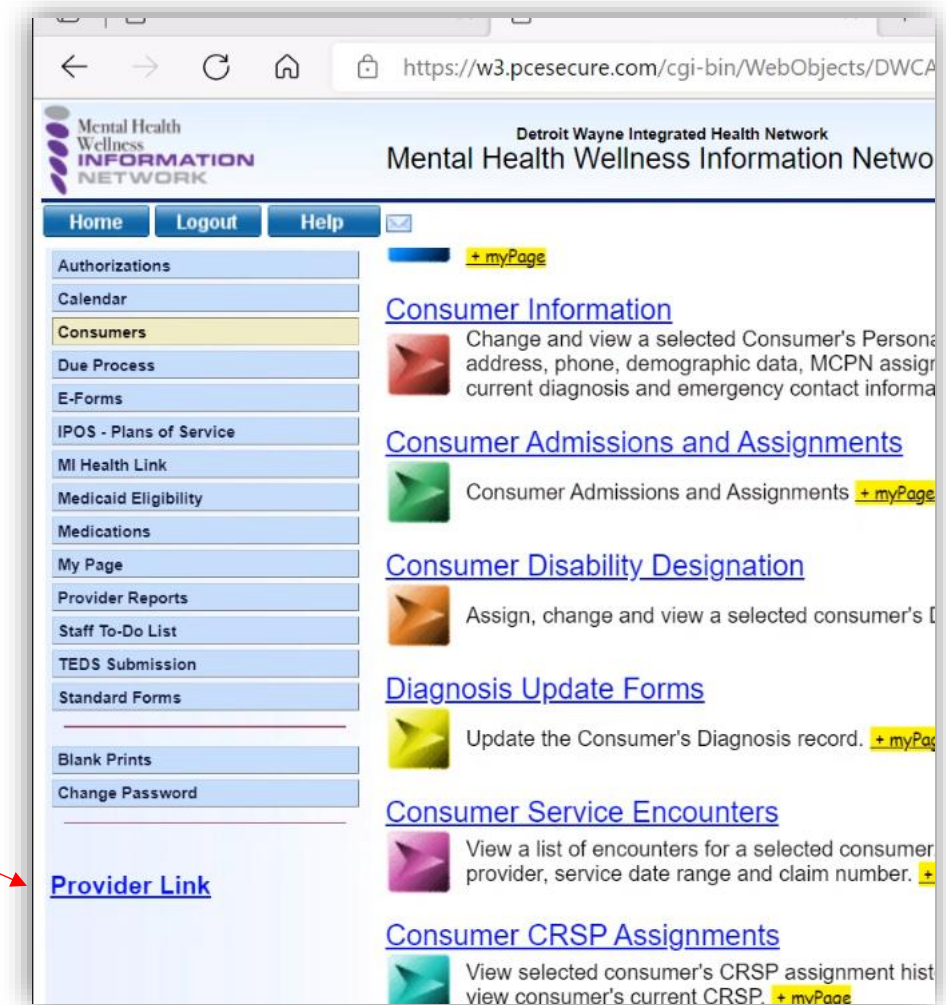
HEDIS Quality Scorecard

- Anyone who has access to MHWIN can access their CRSP HEDIS Quality Scorecard. If you do not have access to MHWIN please contact the MHWIN help desk at mhwin@dwmha.com.
- **The HEDIS Quality Scorecard includes 15 HEDIS measures.**
- DWHN expects CRSP's to have a process of how and who will monitor the scorecard and steps to meet the HEDIS Measures.
- All employee roles within the CRSP have access to the HEDIS Quality Scorecard.
- Scores for individual CRSP will be monitored by DWHN.
- HEDIS Quality Scorecard includes CRSP total score, member included in score and if they met the measure. All data can be exported to an excel or PDF document.



All providers who have access to MHWIN will have access to VDT through a single sign on

To Access Click on [Provider Link](#)





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2023-2024

Quality Scorecard View

Affinitē

Scorecard

Dashboard [Quality Scorecard](#) Affinitē CM (bdavis1@dwihn.org)

Year: 2025 Month: September LOB: Medicaid Group: (27837)

Run

[EOC](#)

[ECDS](#)

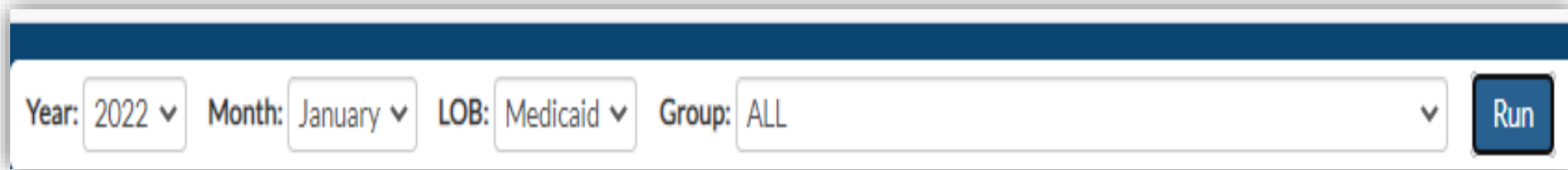
[PCR](#)

[AIF](#)

[IU](#)

	Measure %	Measure Name	Metric Name	Stratification %	Eligible Popul.	Total Numerat.	Admin Numer.	Suppl Numer.	Non Complia.	Rate	Goal	
				Hide R/I %								
+	AAP	Adults' Access to Preventive/Ambulatory Health Services	AdultAccessPreven...	(20-44)	0	0	0	0	0	0	0	
+	AAP	Adults' Access to Preventive/Ambulatory Health Services	AdultAccessPreven...	(45-64)	0	0	0	0	0	0	0	
+	AAP	Adults' Access to Preventive/Ambulatory Health Services	AdultAccessPreven...	(65+)	0	0	0	0	0	0	0	
+	AAP	Adults' Access to Preventive/Ambulatory Health Services	AdultAccessPreven...	(Total)	0	0	0	0	0	0	0	
+	AMM	Antidepressant Medication Management	Acute	Effective Acu...	0	0	0	0	0	0	66.93	
+	AMM	Antidepressant Medication Management	Continuation	Effective Con...	0	0	0	0	0	0	50.71	
+	APP	Use of First-Line Psychosocial Care for Children and Adolesc...	PsychosocialCareA...	(1-11)	0	0	0	0	0	0	67.39	
+	APP	Use of First-Line Psychosocial Care for Children and Adolesc...	PsychosocialCareA...	(12-17)	0	0	0	0	0	0	71.16	
+	APP	Use of First-Line Psychosocial Care for Children and Adolesc...	PsychosocialCareA...	(Total)	0	0	0	0	0	0	70.03	
+	CBP	Controlling High Blood Pressure	ControlHighBP	Controlling H...	0	0	0	0	0	0	79.08	
+	CCS	Cervical Cancer Screening	CervicalCancerScre...	Cervical Can...	0	0	0	0	0	0	63.99	
+	CDF-HH	Screening for Depression and Follow-Up Plan	ScreeningAndFollo...	12-17	0	0	0	0	0	0	0	
+	CDF-HH	Screening for Depression and Follow-Up Plan	ScreeningAndFollo...	18-64	0	0	0	0	0	0	0	
+	CDF-HH	Screening for Depression and Follow-Up Plan	ScreeningAndFollo...	65+	0	0	0	0	0	0	0	
+	CDF-HH	Screening for Depression and Follow-Up Plan	ScreeningAndFollo...	Total	0	0	0	0	0	0	0	
+	FUA	Follow-Up After Emergency Department Visit for Substance ...	FollowUp30Day	30 days (13-1...	0	0	0	0	0	0	0	





Year: 2022 ▾ Month: January ▾ LOB: Medicaid ▾ Group: ALL ▾ **Run**

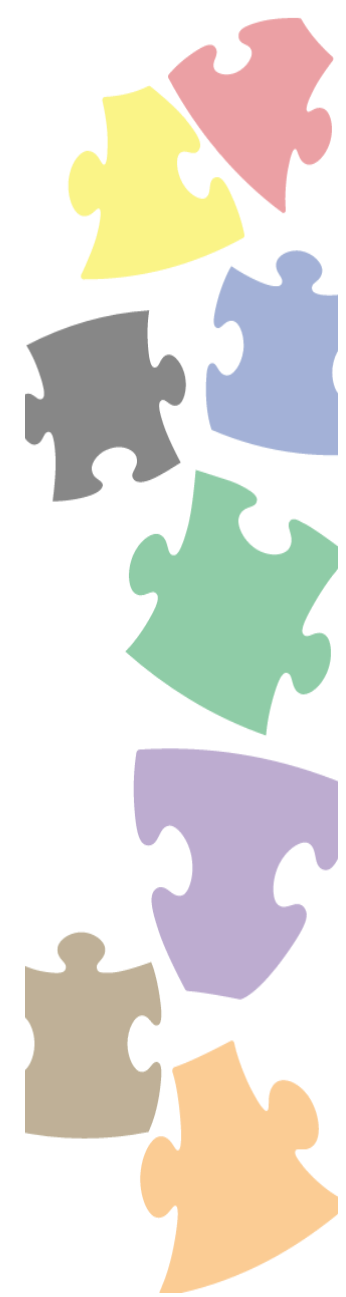
- **Year:** Data from 2019-2025 can be filtered.
- **Month:** Can look at data until a certain month.
- **LOB:** Medicaid Members.
- **Group:** CRSP that is assigned to user.
- **RUN:** Press RUN after Year and Month are selected.



EOC ECDS PCR AIF IU			
+	Measure	Measure Name	Metric Name
+	AAP	Adults' Access to Preventive/Ambulatory Health Services	AdultAccessPreventiveCare
+	AAP	Adults' Access to Preventive/Ambulatory Health Services	AdultAccessPreventiveCare
+	AAP	Adults' Access to Preventive/Ambulatory Health Services	AdultAccessPreventiveCare
+	AAP	Adults' Access to Preventive/Ambulatory Health Services	AdultAccessPreventiveCare
+	AMM	Antidepressant Medication Management	Acute
+	AMM	Antidepressant Medication Management	Continuation
+	APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics	PsychosocialCareAntipsychotics
+	APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics	PsychosocialCareAntipsychotics
+	APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics	PsychosocialCareAntipsychotics
+	CBP	Controlling High Blood Pressure	ControlHighBP
+	CCS	Cervical Cancer Screening	CervicalCancerScreening
+	CDF-HH	Screening for Depression and Follow-Up Plan	ScreeningAndFollowUpPlan
+	CDF-HH	Screening for Depression and Follow-Up Plan	ScreeningAndFollowUpPlan
+	CDF-HH	Screening for Depression and Follow-Up Plan	ScreeningAndFollowUpPlan
+	CDF-HH	Screening for Depression and Follow-Up Plan	ScreeningAndFollowUpPlan
+	FUA	Follow-Up After Emergency Department Visit for Substance Use	FollowUp30Day
+	FUA	Follow-Up After Emergency Department Visit for Substance Use	FollowUp30Day
+	FUA	Follow-Up After Emergency Department Visit for Substance Use	FollowUp30Day
+	FUA	Follow-Up After Emergency Department Visit for Substance Use	FollowUp7Day
+	FUA	Follow-Up After Emergency Department Visit for Substance Use	FollowUp7Day

- EOC: HEDIS Measures to review
- ECDS: HEDIS Measures to review
- PCR: Plan All-Cause Readmission Rate
- AIF: Admission to an Institution from the Community
- IU: Inpatient Utilization

- ▶ **Measure**: Acronym of HEDIS Measure
- ▶ **Measure Name**: Name of HEDIS MEASURE
- ▶ **Metric Name**: Measure/Phase Specification
- ▶ **+** Allows measure to be expanded down to member detail.



Stratification Name ...	Eligible Population	Total Numerator	Admin Numerator	Suppl Numerator	Non Compliant	Rate	Goal
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- **Stratification Name:** Demographic of measure including age, race, ethnicity, and phase of measure
- **Eligible Population:** Number of members eligible for measure/Denominator
- **Total Numerator:** Number of members that meet the measure/Compliant Members
- **Admin Numerator:** Same as total numerator
- **Suppl Numerator:** Will always be 0
- **Non Compliant:** Number of members not meeting measure
- **Rate:** CRSP Current Rate
- **Goal:** Goal percent set by HEDIS measure as of today



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Health & Wellness





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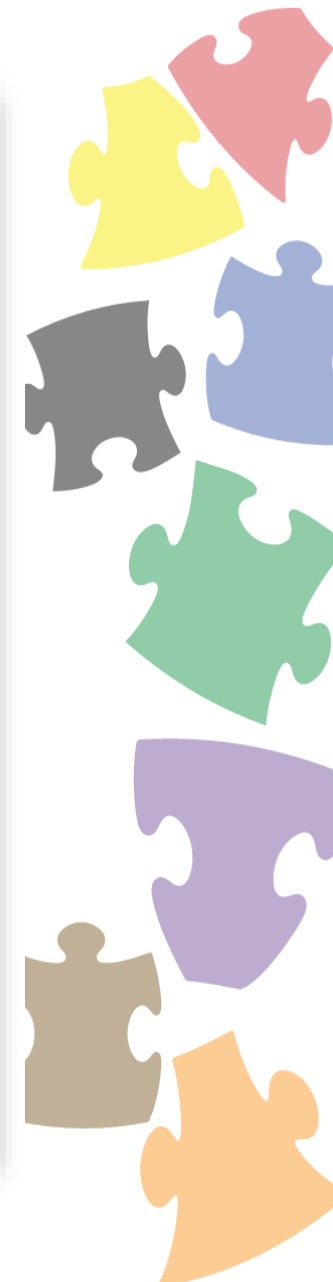
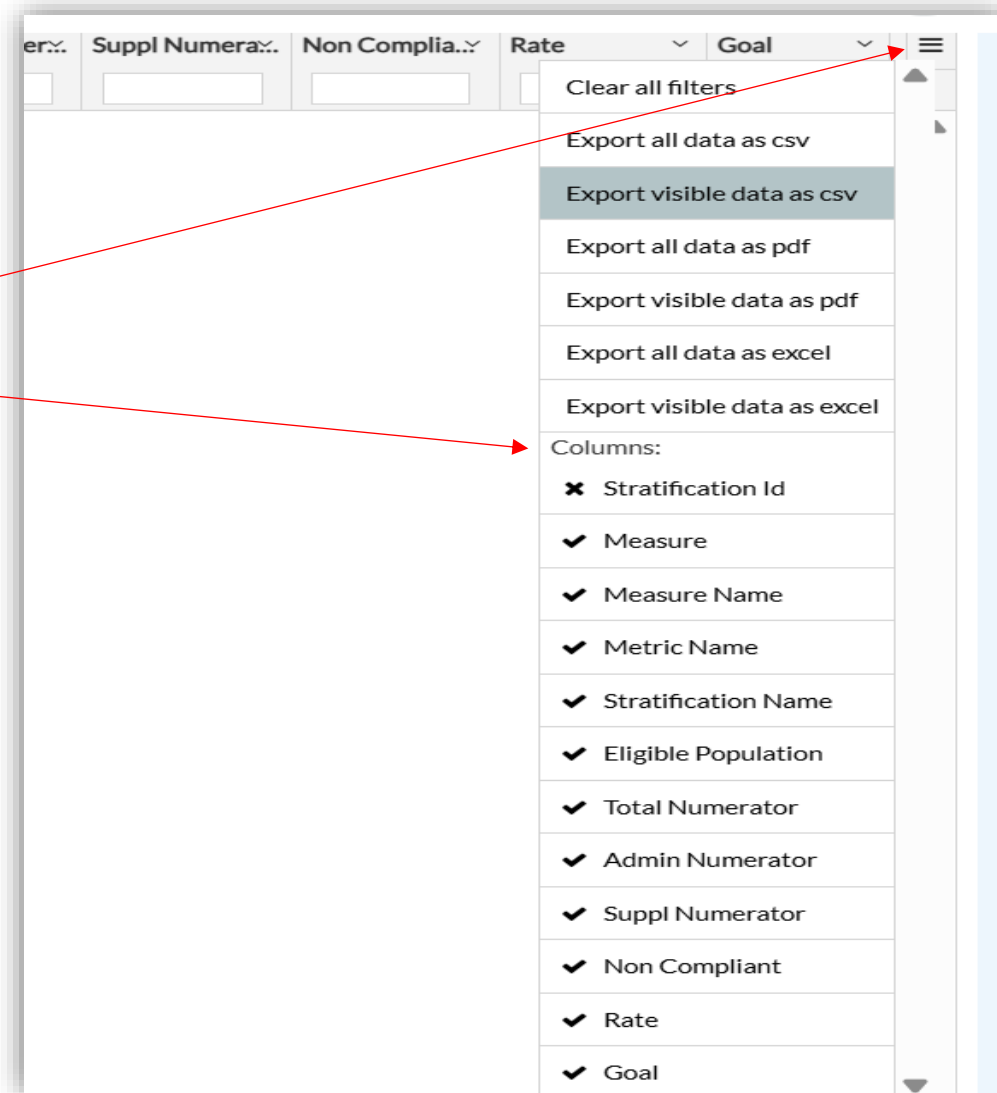
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- ▶ Click this button to export data to an excel, csv, or PDF document of the total HEDIS data.
- ▶ Click this button to export data to an excel, csv, or PDF document of provider level data.
- ▶ Click this button to export data to an excel, csv, or PDF document of member level data.
- ▶ Use this bar to scroll the screen up or down.



- ▶ You can also change which columns you are viewing by clicking the three lines.

- ▶ When exporting data, only columns you are viewing will export.



EOC PCR

Measure	Measure Name	Eligible	Total Compliant	Non Compliant	HP Goal	Year To Date	Estimated Year End
ADD	Follow-Up Care for Children Prescribed ADHD Medication						
AMM	Antidepressant Medication Management						
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics						
APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsych...						
DCC	Direct Care Services						

- All lines separating columns can be moved to further see text.



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named this organization a top place to work

Affinitē CM View



 **Affinitē**

Affinitē CM

[Dashboard](#) [Quality Scorecard](#) [Affinitē CM](#)

Current Group/TIN:



Member Name or ID



CareFlow Members

Count: 0

Clinical

Conditions

[Rx](#)

[Lab](#)

[Encounters](#)

[Physicians](#)

Condition D...

Condition



- Click on Affinitē CM



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1st View of Affinitē CM

Current Group/TIN:

19446 - 19446

Member Name or ID

CareFlow Members

Count: 0

- CRSP assigned will appear
- Can Search by individual member by name or Medicaid ID
- You can filter member view by care flow reason, Member Name, Medicaid ID, Disease Type/HEDIS Due, With Birthday, LOB
- Total number of CRSP members will appear here
- All members assigned to CRSP will appear here in list form



Current Group/TIN:

19446 - 19446

Member Name or ID

Q

CareFlow Members

Count: 3929

Full Panel of Active members, Tier 0	--Select Act	Submit
None		
Full Panel of Active members, Tier 2	--Select Act	Submit
CBP		
Full Panel of Active members, Tier 2	--Select Act	Submit
CCS AAP		
Full Panel of Active members, Tier 0	--Select Act	Submit
AAP		
Full Panel of Active members, Tier 0	--Select Act	Submit
AAP		
Full Panel of Active members, Tier 2	--Select Act	Submit
CCS		

- CRSP assigned will appear
- Can Search by individual member by name or Medicaid ID
- Member View Filters
- Total number of CRSP members
- All members assigned to CRSP will appear here in list form
 - Any Care Gaps/HEDIS Measures Due will display here in a blue box
 - Tier member belongs to will populate here based on careflow rules



Care Flow Members Filter

CareFlow Members

Count: 0

► Select to view filters

► List of all filters

Filter By

Member Name

Member Name

CareFlow Reason

Member Name

Member Id

Provider

Disease Type / Hedis Due

With Birthday

LOB

Count: 0

Filter By

Disease Type

All

All

AAP - Adults' Access to Preventive/Ambulatory Health Services

ADD - Follow-Up Care for Children Prescribed ADHD Medication

ADD-E - Follow-Up Care for Children Prescribed ADHD Medication

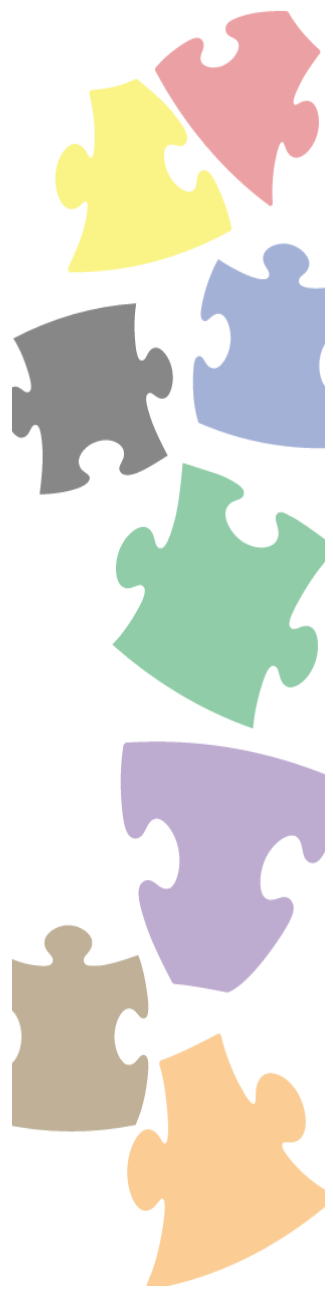
AIF-HH - Admission to an Institution from the Community

AMB - Ambulatory Care

AMM - Antidepressant Medication Management

APM - Metabolic Monitoring for Children and Adolescents on Antipsychotics

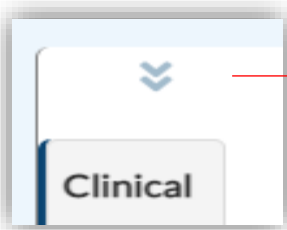
► When selecting a HEDIS measure, you will see only members with that HEDIS measure/care gap due.



Care Flow Rules and Reasons

- **Tiers**
 - Tier 0-1 No medical diagnosis
 - Tier 2: Hospitalized for Medical in past year
 - Tier 3 Hospitalized for Psychiatric in past year
- **Tier Predictive Analysis**
 - Predicted for Substance Use Disorder – Screen for SUD
 - Predicted high risk for inpatient psychiatric admissions with open care gaps
 - Predicted high risk for inpatient psychiatric admissions – Needs appointment
 - Predicated for Depression – 21 years or younger – Member Education





- Click on arrows to expand member demographics

- ▶ Member Demographics View
- ▶ Select Alternate to edit member's demographics
- ▶ If the member has open care gaps/HEDIS due, a red pin will appear.

Name: [REDACTED] ID: [REDACTED]

Date of Birth: [REDACTED] Gender: [REDACTED] Language: [REDACTED] ☐ Alternate

Ethnicity: [REDACTED] Housing: [REDACTED]

Address: [REDACTED]

Home Phone: [REDACTED] Work Phone: [REDACTED]

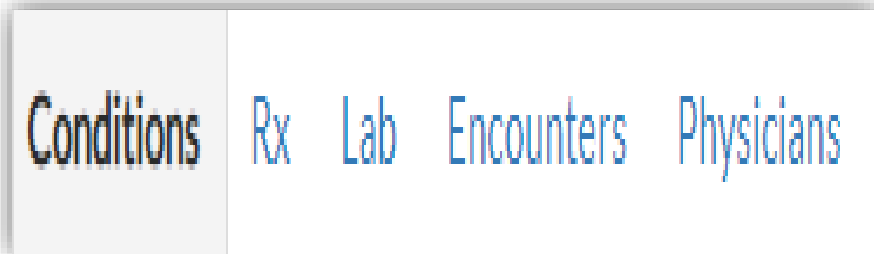
Cell Phone: [REDACTED] Email: [REDACTED]

PCP Facility: [REDACTED] Eff Start: [REDACTED] Eff End: [REDACTED]

Line of Business: Medicaid Plan Name: [REDACTED]

Health Condition: [REDACTED] Rx Count: [REDACTED] Lab Count: [REDACTED] ER Count: [REDACTED] PCP Count: [REDACTED]

High ER: [REDACTED] Rx Cost: [REDACTED] HEDIS Due: [REDACTED] ⚡



- ▶ Conditions – any diagnosis that has been submitted on members Medicaid claims (medical and behavioral health).
- ▶ Rx – Client's Rx history
- ▶ Lab – DWIHN does not have access to labs. No data will populate
- ▶ Encounters - view see encounters from claims
- ▶ Physician – All providers who submitted a claim for members



Tips

- All Data is pulled from the states data warehouse, there is a lag time depending on when the data is received after it is billed to Medicaid. Anticipate a 90-day lag at minimum.
- If your data is not loading when you log in and go to the scorecard, try to do a ctrl+F5 before changing your dates/LOB. Your browsing history also may be holding on to old code, you can try clicking the three dots (...) to the right of your browsers address bar, click history from the drop down and then history at the top of that page. You should see a trash can with clear browsing data. TIP: uncheck the cookies box so that it doesn't wipe you all of you logins (requiring you to log into everything again).
- Need to be in google chrome
- If a mistake is made while navigating system, log out and log back in and it will be reset.



Questions?

For further questions and/or trainings please contact:

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